



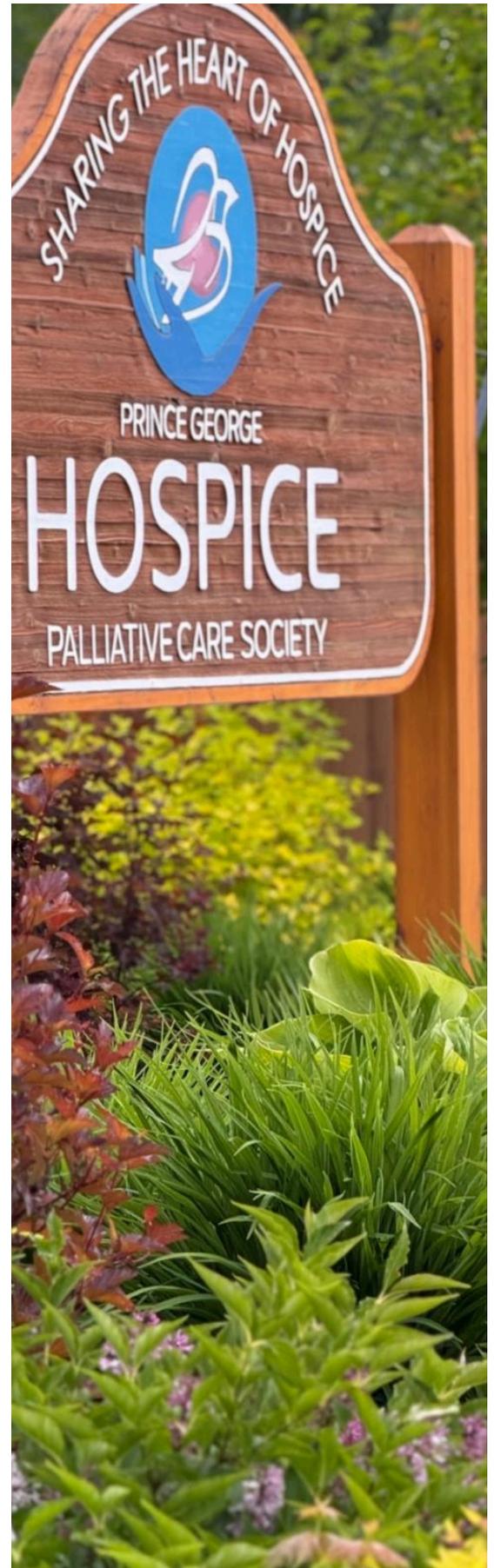
PRINCE GEORGE
HOSPICE
PALLIATIVE CARE
SOCIETY

2024-2025 Annual Report

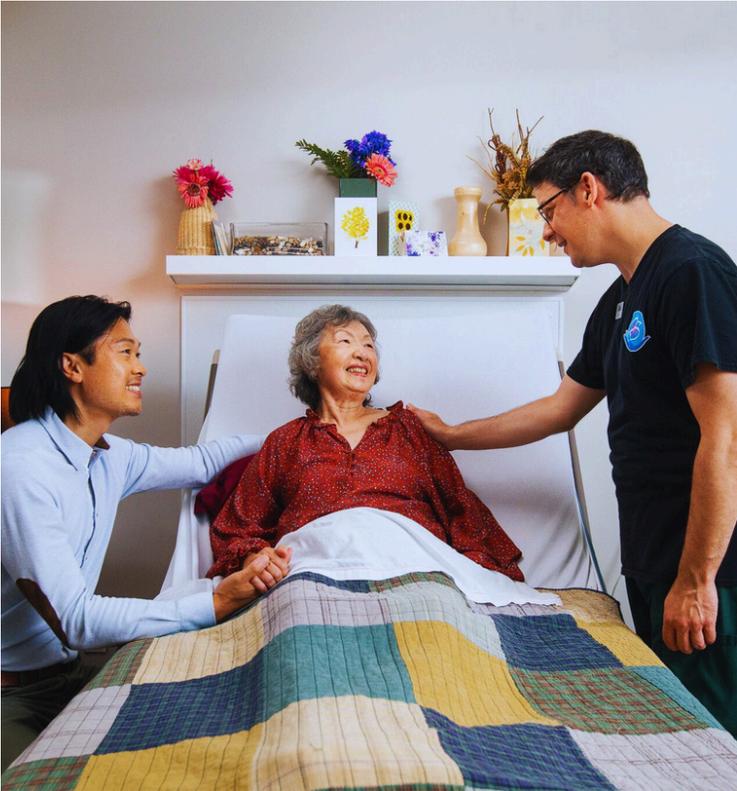


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Vision and Mission



Vision

To be a centre of excellence and innovation in hospice palliative care.

Mission

Our staff and volunteers provide specialized and compassionate hospice palliative care to meet the unique needs of persons, families, and communities within our region.



Core Values

Compassionate Loving Care

Fostering personal relationships through patience and understanding.

Courage

Nurturing a courageous, supportive environment.

Diversity

Celebrating and honouring our individual uniqueness.

Dignity

Conducting ourselves in an honest and respectful manner.

Integrity

Taking personal responsibility and accountability.

Collaboration

Cultivating collaborative partnerships.

Strategic Goals 2023-2028

Strategic Goal #1

Create a plan to begin construction on a Palliative Centre by 2028

Strategic Goal #2

We have a thriving Home Hospice Program

Strategic Goal #3

We have a special reserve fund with \$1 million by December 2026



Strategic Goal #4

We are an employer of choice

Strategic Goal #5

We are leaders in learning in hospice and palliative care

Strategic Goal #6

We demonstrate through our actions our value of diversity to the people we serve through cultural competency and diversity acceptance

Strategic Plan Update

<p>Strategic Goal #1</p> <p>Create a plan to begin construction on a Palliative Care Centre by 2028.</p>	<p>This center will be designed to support the needs of the community and may include: support urgent care for palliative illness, caregiver support, respite day care, an education center, and an employment center for our own doctors and specialists. Development of this goal will be through a collaboration of expert stakeholders.</p> <p>2025-2026: Architecture Drawing; Capital Campaign to commence; Operational Policies and Procedures to be developed</p>
<p>Strategic Goal #2</p> <p>We have a thriving Home Hospice Program.</p>	<p>The Home Hospice service was developed and implemented in 2023. The goal is to maintain and ensure program of excellence.</p> <p>2025-2026: Ongoing Evaluation</p>
<p>Strategic Goal #3</p> <p>We have a special reserve fund with \$1 million by December 2026.</p>	<p>The purpose of this strategy is to ensure that we have funds necessary to do the research and conduct the feasibility studies required to move forward in creating a plan for a Palliative Care Centre.</p> <p>2025-2026: Donation Solicitation; Development of a public facing Palliative Centre proposal to support community engagement</p>
<p>Strategic Goal #4</p> <p>We are an employer of choice.</p>	<p>The goal of this strategy is to ensure that we have the human resources necessary to fulfill our mission and achieve our vision.</p> <p>2025-2026: Ongoing employee survey engagement plan</p>
<p>Strategic Goal #5</p> <p>We are leaders in learning in hospice and palliative Care.</p>	<p>Our Hospice aims to be a centre of excellence. To achieve this goal we will be experts in hospice palliative care.</p> <p>2025-2026: Develop MOU with CNC and UNBC to support health care programming with Hospice Palliative Care education /courses</p>
<p>Strategic Goal #6</p> <p>We demonstrate through our actions our value of diversity to the people we serve through cultural competency and diversity acceptance.</p>	<p>The purpose of this strategy is to improve the ability of the Society to deliver hospice palliative care at all levels and meet the needs of the diverse population of our region.</p> <p>2025-2026: Ongoing education and in-services to maintain employees understanding of diversity internally and externally</p>



2024-2025 Board of Directors



Jacques Fournier
President



Teresa Saunders
1st Vice President



Rod N. Holmes
2nd Vice President



Tara Szerencsi
Treasurer



Dan Dwyer
Secretary



Lyn Hall
Director



Mary Mytting
Director



Dan Marcotte
Director



Sabrina Angus
Director



Jenny Plouffe
Director



Juan Pablo Garcia
Director



Ann Makau
Director



President's Report

I would like to first acknowledge the continued hard work done by all the staff and volunteers that make a great contribution to the mission of the Prince George Hospice and Palliative Care Society, with their support the Society continues to thrive and provide the hospice and palliative care services to the central and north communities.

The community's support has helped us have another successful year with our various social/fund raising events such as High Tea in May, the June Colour Walk at Lheidli T'enneh Memorial Park, the Resale Stores, and our Dream Home and 50/50 lottery, and we are certainly grateful to all that participated in these events.

The board regularly met throughout the year, to review the 2023-2028 Strategic Plan and here is a brief update:

Goal # 1: Create a plan to begin construction on a Palliative Care Centre by 2028

Update: This plan is ongoing with the touring of other facilities that offer some services for both Day Hospice and Respite Care. The Advisory Committee meets regularly to review the available options, including possible partnerships.

Goal # 2: We Have a thriving Home Hospice Program

Update: This goal has been reached, our Home Hospice Program is very successful

Goal # 3: Special reserve fund with \$ 1,000,000 by December 2026

Update: We are on target we 80% completed

Goal # 4: Employer of Choice

Update: Reached, we are fully staffed and continue to attract quality nursing staff and employees

Goal # 5: Leaders in learning in hospice and palliative care.

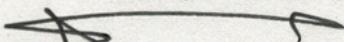
Update: Reached, we provide training and guidance to similar organizations in communities across our region

Goal #6: Promoting values of diversity and inclusion.

Update: Ongoing, as we demonstrate through our actions our value of diversity to the people we serve through cultural competency and diversity acceptance

It has been an honor to serve on the board of directors of such a progressive and well-run organization.

Respectfully submitted,



Jacques E. Fournier
President PGHPCs



Executive Director's Report

Honouring Tradition, Embracing Evolution

For more than 35 years, the Prince George Hospice Palliative Care Society (PGHPCS) has been anchored in compassion, community, and unwavering respect for tradition. As the world's needs evolve, so does our care—responding with humility, openness, and creativity.

Removing Barriers to Care

This year, we took a powerful step: the Board of Directors voted unanimously to **waive the government-mandated per diem fees** at Rotary Hospice House—a fee of approximately \$48 per day—removing a significant financial barrier and ensuring no one is excluded from care due to cost.

Families now have access to compassionate, dignified support without worry, reaffirming our belief that care should never be contingent on ability to pay.

Our Programs Include: "Grief and Grub for Guys" ▪ "Broken Hearts of Fentanyl" Support ▪ COVID-Long Haulers Group ▪ "Connecting Minds Through Compassionate Hearts"

Community: Adapting with Hospice

We stand ready to meet our community's needs—and we invite the community to adapt with us:

- Volunteer: Whether aiding in Home Hospice, grief groups, the Rotary Hospice House, Resale Shops, or special events, your involvement amplifies our adaptability and care.
- Attend Events: Your presence at community happenings—Dream Home Lottery, Colour Walk, High Tea for Hospice—signals support for compassionate evolution.
- Give Monthly: Reliable donations empower us to sustain fee-free care and vital services like Home Hospice. When you give monthly, you're building a legacy of adaptability in action.

A Shared Legacy of Compassion

As tradition guides us and innovation propels us, PGHPCS remains committed to ensuring that every individual—regardless of background, identity, or finances—receives care that honors their uniqueness with dignity and strength.

Together, we continue a legacy of compassionate care—now more inclusive, responsive, and hopeful than ever.



Donna Flood
Executive Director



Financial Report

Revenues:

The Dream Home lottery and 50/50's sold out. Northern Health approved a contract lift request to accommodate both inflation and increased compensation for health care staff. The resale shop revenue continues to increase year over year. Wage subsidies were received from various training providers as well as from the Ministry of Health for the wage leveling agreement.

Expenses:

Total expenses remained under budget. There was an increase in overall expenses with the start of the Home Hospice program. Wages also increased as part of the Ministry of Health's wage leveling agreement, reimbursing facilities for the cost to top up staff compensation to the same rate as the HEABC collective agreement.

Capital Spending:

Capital spending included adding and renovating Room 11 in RHH for the Home Hospice Program, renovating the garage into a beautiful Rec Room for programs and events, purchasing a second vehicle for the Home Hospice Program, and commencing the feasibility study for Strategic Goal #1, planning for a palliative care centre by 2028.

Reserves

The society was fortunate to have a surplus this year, which was transferred into the Home Hospice reserve. This program is not funded at this time, and the reserve ensures that the society can sustain the program.

Anika Lachapelle, CPA, CMA
Finance Director



Finance Committee Report

I am pleased to report that the PGHPCS ended the 2024/25 fiscal year with a small surplus. This surplus allows the Society to continue to strategically build reserves to both guard against any unforeseen future funding shortfalls for existing programs and services, and to plan for future initiatives such as a Palliative Care Centre.

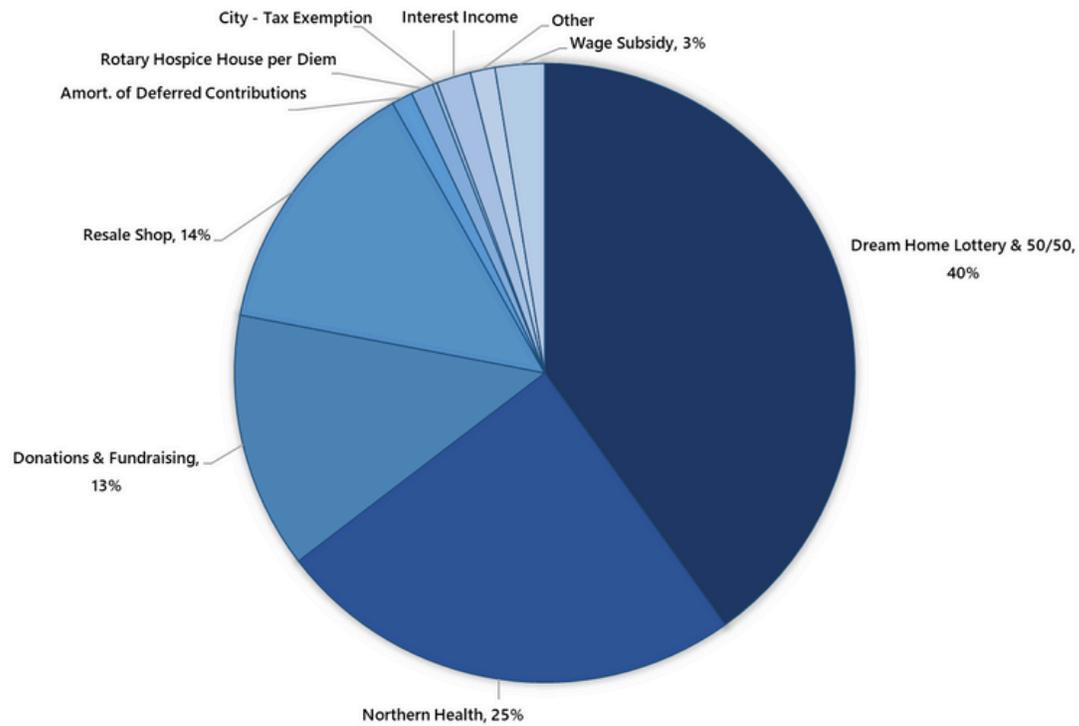
Current funding supports the many services and programs offered by the PGHPCS. In 2024/25 the Home Hospice program enjoyed a successful second year, and the Rotary Hospice House and amazing community programs continued to thrive and support many members of our community. Fundraising continues to remain an important source of revenue, with the Dream Home Lottery and the two 50/50 draws making significant contributions towards meeting the Society's financial objectives. PGHPCS continues to work collaboratively with Northern Health to ensure that funding is available to support a percentage of the Rotary Hospice House beds and hopes to add the Home Hospice program to the contract in the coming year.

On behalf of the Finance Committee, I would like to thank the Finance Director, Anika Lachapelle, and her team for their hard work all year long, contributing to both the financial sustainability of the Society, and to the quality of reporting and a clean audit report. I would also like to thank the audit team at Doane Grant Thornton LLP for their important work on the 2024/25 financial audit. I would also like to recognize Northern Health for their ongoing support and financial contributions in support of the important and valuable work that the PGHPCS does for our community. And in closing, I want to thank everyone who supports the fundraising efforts of the Society – every financial donation received, every dream home or 50/50 ticket purchased, every item donated or purchased at the resale stores, and every fundraising event participated in is so appreciated, and so important in ensuring that the Society can continue to offer services and programs to all without financial barriers. Thank you all for your ongoing generosity and tremendous support.

Respectfully submitted,
Tara Szerencsi, CPA, CMA, MBA
PGHPCS Board Director and Treasurer

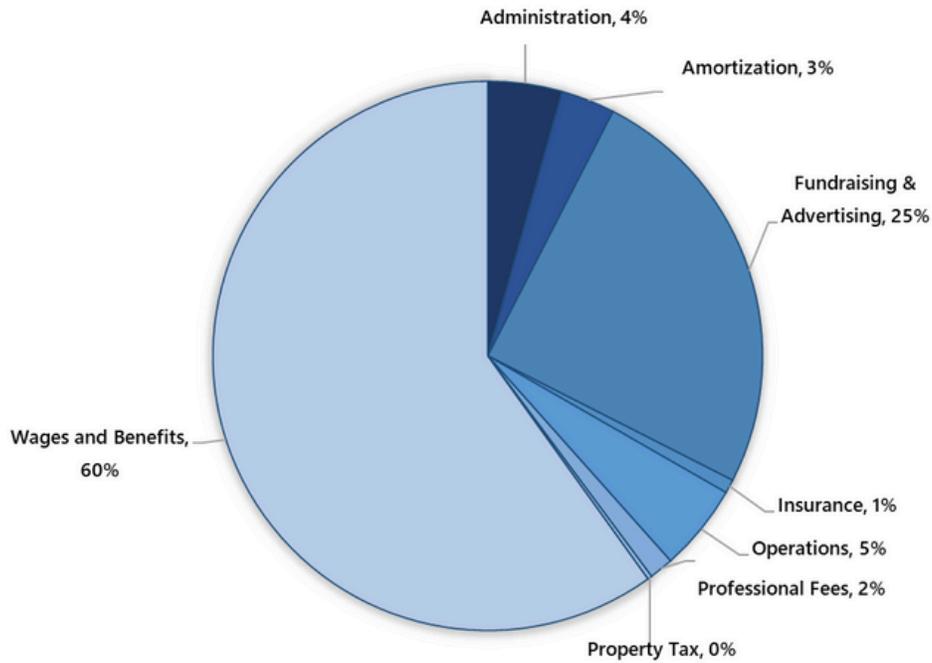


Revenue



Revenue	2025
Dream Home Lottery & 50/50	\$2,767,998
Northern Health	1,688,979
Donations & Fundraising	924,587
Resale Shop	954,884
Amort. of Deferred Contributions	76,185
Rotary Hospice House per Diem	81,382
City - Tax Exemption	16,027
Interest Income	123,498
Other	88,412
Wage Subsidy	177,247
	6,899,199

Expenses



Expenses	2025
Administration	\$ 268,625
Amortization	194,797
Fundraising & Advertising	1,533,737
Insurance	49,496
Operations	315,217
Professional Fees	87,116
Property Tax	16,027
Wages and Benefits	3,683,130
	\$ 6,148,145

Rotary Hospice House / Home Hospice

New this year, the per diem fees at Rotary Hospice House were eliminated. We wanted to reduce barriers for community members to come to hospice and avoid uncomfortable conversations at this stressful time as well as the financial burden of paying this bill. Donations are always welcome.

We have welcomed new staff over the last year. We are so pleased to have onboarded some really fantastic new nurses and care aides. As we move into fall, we are also losing some staff to school pursuits, as well as a couple of our nurses to maternity leave. Hiring seems to be an ongoing process, but we welcome the new energy that new staff bring to the team.



Hospice has become a valuable clinical placement within the Northern Health region, and we have students of different types here almost full time! We have Care Aide students, Nursing students, both LPN (1st and 2nd year, and extended practicums), RN (3rd year and 4th year preceptorships), and Social Work students. We love hosting them and appreciate all their hard work! Some have even gone on to become paid staff after being here as students.



We continue to build the Home Hospice program every day; each client and family helps us make improvements. We continue to network and build relationships with physicians/nurse practitioners and other key players who use the program in some way and provide valuable feedback and constructive criticism. New this year, we have nurses delivering medications to make everything smoother and more convenient for families at this stressful time.

We are working on always promoting the program and attending meetings and sharing our information with anyone who may need us, now or in the future. This program has been running for two years but is still considered a newer program. Home Hospice offers nursing, care and grief support just as Rotary Hospice House does, but in the home when someone has chosen to die at home.

The staff have shown such dedication and flexibility to provide the best care to all the people that need them. They have built strong and lasting relationships with some of the families in the program, which speaks to the invaluable service they provide for this community.



Practicum Reflection

Maureen Chilanga (Master of Social Work Student, UNBC).

As I continue my practicum at the PGHPCS, I've been fortunate to learn in an environment that embodies compassion, dignity, and holistic end-of-life care. Over the past month, I've already begun to deepen my understanding of grief, emotional support, and the importance of honoring both individuals and their families during one of life's most profound transitions. Each day offers new insights into the delicate balance of presence, empathy, and professional care that defines hospice and palliative work.

I feel incredibly supported in my learning journey, with regular supervision and guidance from a team that is not only skilled but also deeply caring and passionate about their work. The staff have created a space that is warm, respectful, and rooted in community. It is a true honor to contribute, even in small ways, to the meaningful experiences shared between guests and their loved ones. Being part of PGHPCS continues to shape how I understand care, connection, and the value of every life's final chapter.



Community Programs



Grief Support Offerings

We are proud to offer a wide range of grief support and educational programs to meet the diverse needs of our community, including people of all ages (Family Grief Support, Children’s Grief Group). We also provide a variety of group types, such as peer support groups (Community Grief Support, Caregiver Group), talk-based grief processing groups (Broken Circle, Traumatic Loss, Writing Through Grief), and activity-based connection groups (Art Hive, Woodworking Through It). See our website for a full list of offerings.

We also offer a unique group for COVID long haulers and parents who have lost a child due to toxic drug poisoning (Broken Hearts of Fentanyl).

Each group provides a compassionate and safe space for individuals and families navigating loss, and an opportunity to learn about grief. These groups foster healing through words, offering gentle guidance toward self-awareness and community support.

Our Writing Through Grief continues to offer meaningful spaces for reflection and connection. As one participant shared:

“Not only is there a focus on our loved ones, but there’s a strong focus on ourselves. The questions transition to ourselves and who we have for support.”

We provide workshops and presentations on grief and bereavement as needed. And we are always available to support a loss to a group/organization/school by offering a vigil to honor someone who has died and to hold space for those who are grieving.



Connecting Minds Through Compassionate Hearts



Our newest community program continues to grow! We have trained 40 volunteers in NavCare and Dementia since we began and are currently recruiting clients living with early dementia.

Our Connecting Minds Through Compassionate Hearts initiative is a program rooted in community care and human connection. Launched in 2025, this program is a collaboration between the Prince George Hospice Palliative Care Society (PGHPCS) and the Prince George Council of Seniors. It's generously supported by Health Canada and the University of British Columbia.

Who We Serve

- Individuals in the early stages of dementia: Helping them find joy, purpose, and belonging.
- Caregivers and families: Offering guidance, respite, and a circle of support.

Two-Tiered Support

1. Companionship Volunteers

Carefully matched with participants based on shared passions—be it gardening, music, woodworking, art, or walking—our volunteers are compassionate, integrated, and trained in dementia care. They bring warmth, empathy, and shared purpose, rekindling connections to life's pleasures.

2. Caregiver Support Services

Through the Council of Seniors, caregivers have access to dedicated guidance, peer connection, and valuable resources to strengthen their resilience and capacity for care

What Sets This Program Apart

- Respecting individuality: We honor each participant's identity, interests, and dignity—believing dementia should never eclipse spirit.
- Evidence-based impact: Our goal is to uplift quality of life—for both individuals and caregivers. We aim to “square the curve” of cognitive decline by fostering social engagement and nurturing purpose through sustained connection.
- Forward-thinking training: Volunteers undergo extensive, expert-led training—including innovative VR simulations that provide insight into the experience of living with dementia.

“We believe that dementia does not erase a person's identity or spirit... This program is about restoring a sense of belonging and purpose—for both those living with dementia and for the volunteers who accompany them.”

— Donna Flood, Executive Director, PGHPCS



Volunteerism

We are actively recruiting volunteers to support our services and programming. Whether you're passionate about grief support, supporting our resale stores, engaging with an individual with early dementia, or creative healing, there's a place for volunteers to make a difference!

You will see us at community events talking about volunteer opportunities and answering your questions. Our volunteers are provided with orientation, mentorship, in-services and social opportunities.





That's all from us,
thank you.



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