



30TH ANNIVERSARY
HOSPICE
SOCIETY
PRINCE GEORGE

PRINCE GEORGE HOSPICE SOCIETY

ANNUAL REPORT

2016-17

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VISION

Excellence in end-of-life care

MISSION

Our compassionate staff and volunteers provide specialized end-of-life care in a warm home-like atmosphere. We meet the individual needs of our guests, families and community through bedside care, grief support and education

VALUES

Compassionate Loving Care

Fostering personal relationships through patience and understanding

Courage

Nurturing a courageous supportive environment

Diversity

Celebrating our diversity by honouring cultural differences

Dignity

Conducting ourselves in an honest and respectful manner

Integrity

Taking personal responsibility for superior care delivery

Collaboration

Cultivating collaborative partnerships to provide quality end-of-life care

30 Years of Hospice Care

1984 A DREAM
was planted To Have
Hospice House
"Elizabeth Zook"

1985
Dr. Staniland
elected the BCHPCA
as the Northern
Representative

1987
PRINCE GEORGE HOSPICE
SOCIETY FORMED
Esther DeWitt

1995
BC First Free
Standing Hospice
Built in Prince
George
Thanks to
PG Rotary
Donalda Carson
1st ED

2000 FEH
Forest Expo House opened for
Grief Support and admin.
Today
Solace Centre

2007
Resale Thrift Shop
Opened

2009
Hospice House
EXPANDED TO
10 BEDs

2011
First
Dream
Home
Lottery

2017
Over 2,500 people served a
year





Angus Watson: Director



Brad Douglas : Director



Brigit LeBlanc: Director



Julia Neff: Director



Steven Findlay: Director



Sue McAllister: Director



Sobhnik Manhas: Director



Shannon Freeman: Director



Michele Santos: Director



Charles Scott :Director

Presidents' Report

I would like to start this message with a huge heartfelt **thank -you!** Without the support of our volunteers, staff and donors we couldn't deliver compassionate, specialized end-of-life care in a warm home like atmosphere.



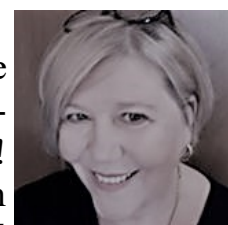
Prince George Hospice society was started in 1987 and celebrated 30 years in 2017. We are a charitable organization that requires a combination of funding from Northern Health and donations of time, treasure and talent from the public. We need to raise 1.3 million dollars to ensure that we are successful in operating our hospice house and provide our support and grief programs.

Looking forward, as a Board we will continue to work with our community partners and donors to ensure that we meet the individual needs of our guests and families through quality bedside care, warmhearted grief support and helpful education.

Michele Santos

Executive Director's Report

30 years of Hospice Care in Prince George. It started in the early 80's as a conversation between compassionate community members and care givers, thinking how can we die better! In 1985 it was the dream to have a free standing hospice and in 1987 the Prince George Hospice Society was formed. In 1995 the dream came true and the community of Prince George built the very first free standing hospice in British Columbia. Through the work of many, and with a combination of a whole communities TIME, TREASURE and TALENT, we see today a leading model of hospice care both provincially and nationally.



We continue to work with the community to meet their needs. We received a provincial quality award for our unique Grief and Grief for Guys program which was developed to support men through their grief. Currently we are developing a care giver program to help support people who care for the their loved ones in their homes.

Our Hospice Society is a shining example of how the Prince George Community is a community of care and compassion and it is my pleasure to work with everyone to provide exceptional care and service to all who need us.

Donna M. Flood

HIGHLIGHTS



HIGH TEA



BBQ



LAUGHTER

HEROS

FRIENDS



GOLF TOUR-



STAFF



GIFTS

LOVE

DANCES



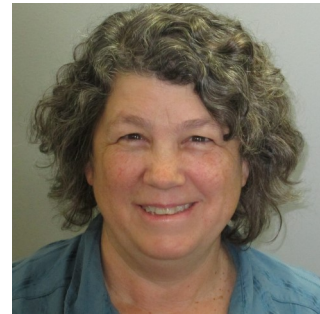
FINANCIAL REORT

Bernadette Goudreau

The Prince George Hospice Society saw a surplus of \$61,801 for the fiscal 2016-17 year.

Revenues:

- The Society received a 1% increase from Northern Health in support of the Rotary Hospice House.
 - ◊ NHA contract provided 66% of operational expenses in 2009
 - ◊ NHA contract provided 43% of operational expenses in 2016
- Increases in revenue were realized in the resale shop; 2% and the sold out Dream Home lotto and 50/50
- Revenue anticipated through donations fell short by 18%.
 - ◊ Fundraising dollars required 2009- \$497,000
 - ◊ Fundraising dollars required 2016 \$1,016,179



Expenses

- Strict adherence to cost saving, vendor reviews and purchasing habits realized a decrease in budgeted expenses by \$125,103;
- Insurance, repairs and maintenance costs increased this year.
- Wages and benefits paid to our professional staff for Rotary Hospice House increased by 3% from previous year, as per the collective agreement with the British Columbia Nurses Union (BCNU).

Capital Spending was minimal.

- New specialized mattresses for each bed at the Rotary Hospice House was realized due to a generous grant from the Woodward's Foundation.

We acknowledge and appreciate the funding from the Province of BC, Northern Health, as well as the City of Prince George, United Way, and the many generous donors on who we rely on each year.

It is through all these generous gifts and grants, we are able to provide our community with the compassionate care it deserves. Thank You for your continuous financial contributions.

**Prince George Hospice Society
Summary of Revenue and Expenses
for the year ended March 31,2017**

Operating Revenues

Northern Health Authority	927,315	43%
Donations and Misc Fundraising	481,648	22%
Rotary House Per Diem	72,219	3%
United Way	8,460	0%
Interest and loss on assets	7,197	0%
Amortization of Deferred Contr.	113,248	5%
	<u>1,610,087</u>	

Operating Expenses

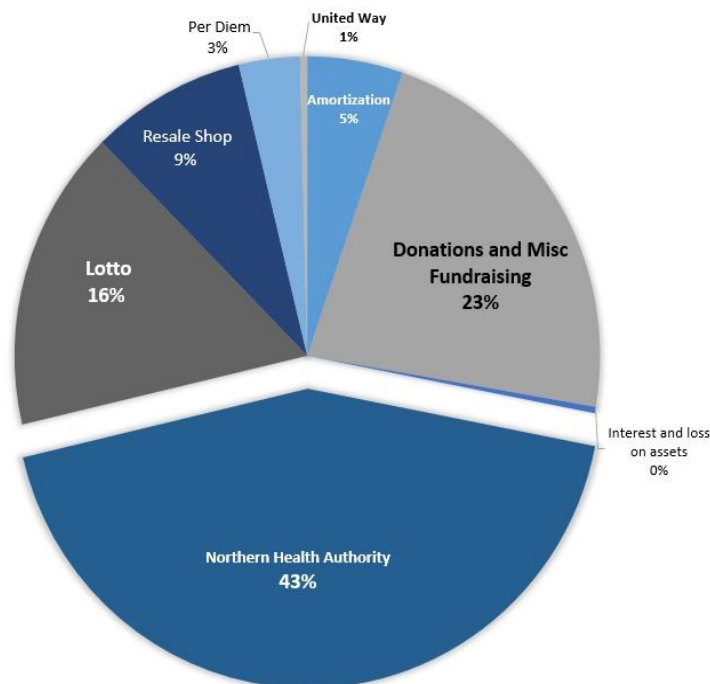
Facilities and Maintenance	96,604	5%
Advertising and Fundraising Expenses	22,637	1%
Training	11,367	1%
Guest Care - Medical Supplies	41,473	2%
Guest Care - Groceries	25,246	1%
Insurance	16,317	1%
Property Taxes	24,083	1%
Wages and Benefits	1,629,574	78%
Amortization	128,937	6%
Office-Bank- Board Exp.- Program Supplies	86,663	4%
	<u>2,082,901</u>	

Total Operating Revenue less Expenses

	-	472,814	
Profit from Lotto	350,084	16%	
Profit from Resale Shop	184,531	9%	

Surplus Revenue 61,801.

REVENUE



**Summary of Statement of Financial Position
for the year ended March 31,2016**

Assets

Cash	673,140
Investments	6,360
Accounts Receivable	33,884
Deposits	8,480
Prepaid Expenses	35,250
Investments	17,976
Capital Assets	2,578,075

Total Assets

3,353,165

Liabilities & Net Assets

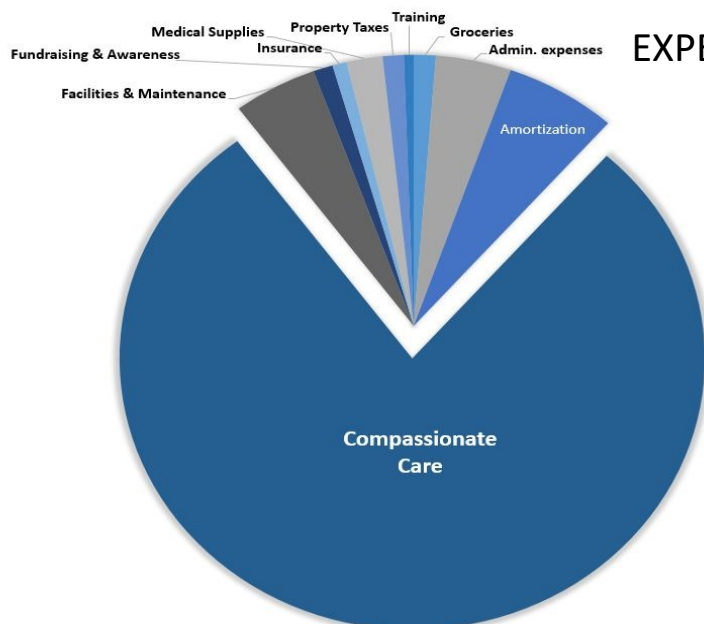
Accounts Payable and Accruals	140,007
Deferred and Unearned	20,185
Deferred related to Capital Assets	<u>1,938,253</u>

2,098,445

Net Assets

Total Liabilities and Net Assets	1,254,720
	3,353,165

EXPENSES



TREASURES REPORT

Sarah White



Over the last year, the board has established a finance committee to help support the Board in its fiscal responsibilities. This committee is reviewing detailed financial reports on a regular basis as well as looking at financial policies, investment and cash flow strategies, and helping to establish a long term financial plan.

The fiscal year ended March 31, 2017 reflected a small surplus. We continue to closely monitor expenses and find efficiencies while ensuring people continue to receive great care.

The finance committee was very involved in the budget planning for the fiscal year 17/18. This balanced budget includes \$1.3 million in net revenues that need to be raised during the year.

Though this is a significant amount, there are a number of events and strategies planned that will help us achieve this goal.

We are excited to be working with DMC, Chartered Professional Accountants Inc. for our external audit this year.

There are a number of ways in which you can support the PGHS:

- Make a one-time charitable donation

- Become a monthly donor

- Sponsor a fundraising event

- Make a donation in the form of a financial security

- Talk with your financial planner about the tax advantages of planned giving

- Make a donation of goods to the Hospice Resale Shop (and shop there J)

- Support one of our BC Gaming Licenced fundraisers such as the Dream Home Lottery.

Sarah White



To learn more about how to give please contact Deanna Watson at 250-563-2551
dwatson@hospiceprincegeorge.ca

FUNDRAISING



The Prince George Hospice Society's vision to provide excellence in end of life care is only attainable through the continued support of the community that surrounds us. Every donation, third party event and campaign supporting our care and services provides direct funding to the Rotary Hospice House.

As the continued need for Hospice care and grief support grow, we are working towards improved fundraising opportunities & carefully stewarding our relationships within the community to achieve long-term sustainability.

The Hospice Resale celebrates its 10-year anniversary in 2017. The Resale shop in College Heights provides a well-merchandised lay-out in a large clean shop. Donations are gratefully accepted through our front doors 7 days a week.

There are so many ways to help the Prince George Hospice Society continue to provide the specialized care in our community. Your Donation, Gift of Time, Fund raising event is essential to providing us with the revenue required to provide end of life palliative care. Opportunities to help include the gift of annuities, bequests, corporate sponsorship, life insurance, memorial giving, RRSP & RRIF Funds and securities. Donations of any kind make a difference.

As we continue forward into another year of end of life care, we are committed to educating, exploring, collaborating and creating ways to ensure funding and sustainability to the Hospice Society.

You matter, your time matters, your gift matters.

Deanna Watson



WAYS YOU CAN HELP

HOSPICE HOUSE

DIRECT TO HOSPICE HOUSE

Utilities for:

one year -	\$45000.
one month- -	\$ 3,750.
one week -	\$ 865.
One day for-	\$ 124

Medical Supplies

one year -	\$40,000.
one month -	\$ 3,500.
one week -	\$ 800.
one day -	\$ 115.

Groceries

one year	\$25,000
one month—	\$ 2,000.
one week-	\$ 500.

GRIEF PROGRAMS

Rainbows Children's Program

FULL 13 wk program
\$12000

For 1 child

One full program	\$400
One week of program	\$ 30
Supplies for program	\$ 50

Grief and Grub for Guys

FULL 8 wk. program \$ 1400

Broken Circle

Full 10 wk. program \$ 200

Our Stories

FREINDSHIPS FRMED

I love it when family members connect with other families. You see it happen in the kitchen and in the living rooms. Often people find the support they need by talking to people from different rooms. They dine together, they chat and they do puzzles together. Often there are middle of the night conversations in the dining room. People coming together through a common set of circumstances that can't be understood unless you have gone through the experience yourself.

Sometimes two people bond and the friendship is strong and deep. They are present to each other in this time of sadness. While I understand that being with a family member as they are dying is a profound and difficult situation. On occasion, I witness acts of caring and love that I celebrate.

We have an artist in Hospice right now. As she sits with her mother, she draws, and yesterday she started painting.

Later that day, as I was walking the hall, I looked into another room and this painting was in the window, with the sun light shining through the dove. It stopped me in my tracks. It was beautiful. Carolyn had completed the painting and had given it to Carol.

Carol was having a sad day. Carolyn gave her the painting hoping that it would lift her spirits. It worked! As I spoke to her I could see that some of the strain had left her face, She was smiling and she was strong again.

I love that they are here for each other. I love that they support each other. The painting was given quietly, without fan fare. An act of caring that shifted Carol and reminded her of her own strength and love.

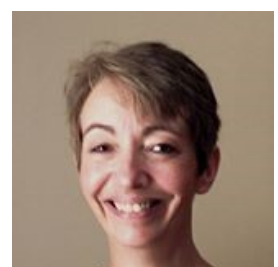
Today the women are sitting at the puzzle table. They are talking quietly, being there for one another as they take a break from their vigils.

They graciously allowed me to share their story.

At Hospice we see connection on so many levels everyday. Strangers coming together to care for one another and forming a friendship is a connection that is an honour to witness.

Thank you Carol and Carolyn

by Denise Torgerson



- This year we have started something new at Hospice Society. We are sharing our stories through our web site and social media. It is through our stories that we are able to connect people to the work we do.

Rotary Hospice: They Meet You Where You Are At - Gently



Years ago, I worked at a local retirement home. One of our residents was a very ill gentleman who needed the extra care that our residence provided. I started to bring him little comforts from home - Red River cereal, crossword puzzles, or old maps to match up with some of his lively stories. We became friends.

After a few months, his health took a turn for the worse and he was moved to Hospice House over a weekend, in very serious condition. His family members lived in Victoria and were not expected to arrive in Prince George until much later on this particular day. I had been away for the weekend so had not been aware of his situation until Monday morning. After work, I made the decision to visit Hospice House although I was terrified at the idea. My own Father had died suddenly when I was fairly young and the experience traumatized me, shaping 'death and dying' as something I would never choose to 'embrace'.

But, my compassion for this man - and the thought of him being all alone - was stronger than my fear, so I drove to Hospice House.

On entering, I was greeted by a calm and friendly woman, she chatted with me and showed me around the building, explaining where everything was located. I couldn't tell you if she was a volunteer, or a nurse, nor her name - I was too scared to pay attention to much else besides my pounding heart.

When my ill friend whispered that he needed water, I was terrified. Having no clue what to do and feeling totally overwhelmed at his simple request, I searched out the nearby 'helper'. I'm sure I was wide-eyed and sounding panicked, but she was calming and responded in a manner that was full of respect and caring, as if she understood my own unspoken needs, not just a request for water. She patiently showed me how to share ice chips and reassured me that if we needed anything at all, that she was there for us. Having been given that peace of mind, that I wouldn't be alone during such an intense time, was a gift. It allowed me to be more emotionally present with my friend (the best I could), without my fears taking over every thought.

Those few hours (before my friend's family arrived) were life-changing for me. At one point, my friend - who had only spoken once, to request water - whispered my name and said 'thank you'. I can't begin to put into words all the emotions that our private moment held, then and now.

When I was getting ready to leave (feeling emotionally drained), the Hospice woman put her hand on my shoulder and kindly asked how I was doing. I started crying but let the tears flow because there is no need to wear a mask at Hospice House. You can be who you are, and they'll meet you right where you're at, in the most gentle of ways.

Death and dying may have brought me to its doorstep, but Hospice House gave me strength to honour a life; I'm very grateful.

By Leslie Allen

Just a Just a Short Time Ago



I went for a walk today, the same route we used to walk – just a short time ago. She in her wheelchair bundled up warm, Sassy her pet poodle nestled in her lap. Each turn, each curb, each intersection hold a memory, of no significance to others, but of great significance to me.

A specific space, just space to others – just a short time ago occupied by my precious Amy and now void of her presence, not a trace – just a short time ago.

A park bench, Amy in her wheelchair, I next to her on the bench, hands clasped.

I sit there each day imagining her next to me, but the space is empty. She had been there, just a short time ago.

A crack in the sidewalk, just a light bump each day, then, just a short time ago.

"That hurt my brain," she said, and we ended our walks just a short time ago.

We went to Hospice House, just for a break, where we were both loved and cared for, and asked, "would you please stay?" So we stayed, amazed at HIS grace and provision, not understanding what lay just a short time ahead.

Thanksgiving, Amy bundled up in her wheelchair, puppy in her lap going home for dinner, a five minute walk from Hospice. We were hugged, kissed, fed Thanksgiving Dinner, then back to Hospice, Amy totally exhausted, both silently understanding what lay just a short time ahead.

Amy and I had prayed, Please Father fulfill your purpose, then, please take Amy home. Please spare her the terrible ugliness that lies ahead.

Then, with purpose completed, surrounded by family, wrapped in my arms she was gone – just a short time ago. But finally home with Jesus.

John Kroeker





30TH ANNIVERSARY
HOSPICE
SOCIETY
PRINCE GEORGE



SOLACE CENTRE

1506 Ferry Ave. Prince George, BC V2L 5H2
Phone (250) 563-2551 Fax (250) 563-2503

ROTARY HOSPICE HOUSE:

3089 Clapperton Street, Prince George, BC, V2L 5N4
Phone (250) 563-2481 Fax (250) 563-2485
Govt. Reg. #11910-3430-RR0001

Website: www.hospiceprincegeorge.ca