



**HOSPICE  
SOCIETY**  
PRINCE GEORGE



# PRINCE GEORGE HOSPICE SOCIETY ANNUAL REPORT

**2017-18**

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## VISION

*“Leading Excellence in Hospice Care”*

## MISSION

"Our compassionate staff and volunteers provide specialized hospice care to meet the needs of the person, families, and community, through bedside care, outreach, 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

# HIGHLIGHTS



Simply  
Blessed





# Executive Director's Report

*Feeling Blessed* It has been an exciting year for Hospice as we enter into our next 30 years. We have had an enormous outpouring of support from our community, along with extending our own services to meet the increasing demands for care of people with a serious illness.

The Board has developed a Strategic Plan that will lead us forward for the next 5yrs.



The 2017 Bucket List Initiative and Gala was a huge success. With the support of many Community Sponsors, we were able to create a conversation throughout our community on the importance of living life to the fullest.

The 2017 Dream Home Lottery has seen our greatest success so far. We had only two and half months to sell, and WE DID IT. We are thankful to the Canadian Home Builders Association and all their members for helping us with the 2017 Dream Home.

Our Rotary Hospice House was given a great gift, Scott Bone and the Northern Regional Construction Association renovated the house and gave our families more room to feel at home. Ridgeline Roofing also donated and replaced the roof on the Solace Center, which was a concern we have had looming for many years.

Every day I feel blessed to be part of this organization; our fabulous staff and volunteers, that provide care and compassion beyond measure, and the community that holds us dearly in their hands and ensures we are able to provide the special care we do.

I am truly blessed

*Donna M. Flood*

## Presidents Report



I would like say a big thank-you to the staff and volunteers who continue to make a difference in people's lives through the excellent work they do at Hospice.

The Board met regularly throughout the year and focused on regular financial reviews, risk management, fund development and service delivery topics. With the help of Northern Health and Wood Wheaton, we are expanding our care into the community with the message that hospice is about how we care, not where we care.

Over the past year we have updated our strategic plan with the help of Dave Fuller and feedback provided from a number of stakeholders. This plan will guide our actions over the next 5 years in the following areas:

Strategic Goal #1 Establish a Fund Development Strategy for Ongoing Sustainability

Strategic Goal #2 Expand Hospice Services Provided in the Community

Strategic Goal #3 Increase Proportion of Sustainable Guaranteed Funding

Strategic Goal #4 Develop and Implement a Communication Plan

Strategic Goal #5 Meet Compliance Requirements by Imagine Canada Standards Program for Canada's Charities and Non-profits by December 2019

Strategic Goal #6 Implement an Accountability Management System

We are happy to welcome some new board members this year and look forward to an exciting year ahead.



Michele Santos,  
Past President



Angus Watson,  
Vice President



Steven Findlay,  
Vice President



Shannon Freeman,  
Secretary



Julia Neff,  
Director



Lynda Patti,  
Director



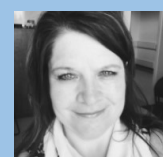
Charlie Scott,  
Director



Sobhnik Manhas,  
Director



Brad Douglas,  
Director



Sherri Tillotson,  
Director

# FINANCIAL REPORT

Bernadette Goudreau

The Prince George Hospice Society saw a surplus of \$48,825 for the fiscal 2017-18 year.

## Revenues:

Northern Health provided a 1% increase for 2017, with an additional \$70,000 to support the initiation of a Care Giver Program. We are pleased that NHA has committed to a 7% increase for 2018-19.

- ◆ Increases in 2017 revenue were realized in the Resale Shop of 12% and we had a near sell out for the Dream Home Lotto and a sell out for the 50/50 with a prize of \$100,000.
- ◆ Memorial Donations were less than anticipated; however, there were some increases in fundraising with new events - Bucket List Gala, and Hearts for Hospice.

## Expenses

- ◆ Overall spending for our charity this year was just over \$2M, a 5% increase from last year with increases seen in utilities, groceries, medical supplies and insurance.
- ◆ Wages and benefits paid to our professional staff for Rotary Hospice House increased by 2% from previous year, as per the new collective agreement with the British Columbia Nurses Union (BCNU) that was negotiated this year.

## Capital Spending.

- ◆ This year we purchased a vehicle for use in our new Care for the Caregivers Program. The vehicle is purchased in part by contributions from Northern Health and Wood Wheaton. We appreciate their contributions.

*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 ending Mar 31, 2018

## Operating Revenues

Northern Health Authority	992,115	40%
Donations and Misc Fundraising	521,660	21%
Rotary House Per Diem	84,157	3%
United Way	4,760	0%
Interest and loss on assets	- 2,253	0%
Amortization of Deferred Contr.	116,296	5%
	<u>1,716,735</u>	

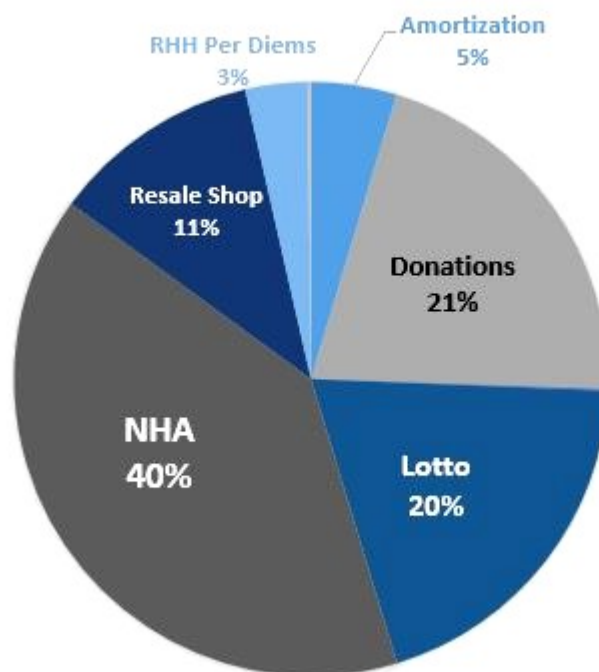
## Operating Expenses

Facilities and Maintenance	101,239	5%
Advertising and Fundraising Expenses	83,153	4%
Training	16,990	1%
Guest Care - Medical Supplies	43,098	2%
Guest Care - Groceries	27,247	1%
Insurance	18,493	1%
Property Taxes	22,755	1%
Wages and Benefits	1,667,558	76%
Amortization	123,693	6%
Office-Bank- Board Exp.- Program Sup- plies	85,605	4%
	<u>2,189,831</u>	

<b>Total Operating Revenue less Expenses</b>	- 473,096	
Profit from Lotto	491,375	20%
Profit from Resale Shop	248,546	10%

<b>Surplus of Revenue over Expenses</b>	<u>266,825</u>	
Funds To Operating Reserve	200,000	
Funds To Replacement Reserve	18,000	
<b>Surplus of Revenue over Expenses</b>	<u>48,825</u>	

## REVENUE



## Summary of Statement of Financial Position For the year ended March 31, 2018

### Assets

Cash	771,298
Investments	2,140
Accounts Receivable	38,067
Deposits	8,480
Prepaid Expenses	252,684
Investments	18,098
Capital Assets	2,492,08

**Total Assets** 3,582,847

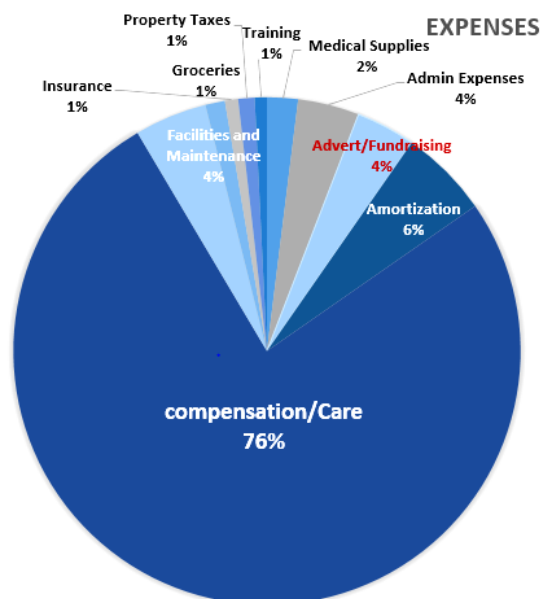
### Liabilities & Net Assets

Accounts Payable and Accruals	184,287
Deferred and Unearned	55,058
Deferred related to Capital Assets	<u>1,821,958</u>

2,061,303

**Net Assets** 1,521,544

Total Liabilities and Net Assets 3,582,847



# Finance Committee

The Finance Committee focused on financial monitoring, budget development, banking processes and completed an expression of interest process for banking services. We continue to review all financial policies and procedures. The fiscal year ended, March 31, 2018, reflected a small surplus largely due to the success of the 2017 Dream Home Lottery. We would like to thank DMC Chartered Professional Accountants for their work on the 2018 financial audit.

The Finance Committee was very involved in the budget planning for the fiscal year 18/19. This budget reflects a meaningful increase to our Northern Health funding which was achieved through regular meetings with Northern Health and reporting a clear picture of our financial position and budgets over the last few years. We still anticipate needing to raise \$1.138 million in net revenues during the year. To help us meet this goal, we have our Resale Shop, and various raising events including our 8<sup>th</sup> annual Dream Home Lottery and 2<sup>nd</sup> Annual Bucket List Gala.

## Nominating and Governance Committee

### Nomination:

Turnover due to Directors relocating or taking on new employment has kept the Committee busy with the board member nomination process. The Committee has recruited and recommended 6 new members this past year.

### Governance:

Great News. Effective September 20, 2018 – the Transition is filed with the BC Registry. This means our Constitution and Bylaws are now compliant with the new Societies Act.

# Fund Development Committee

The Fundraising Committee has been established to support the organization with sustainable funding. Policies and procedures have been developed to ensure we are transparent and aligned with our sponsorship and donors..

The Hospice Society had an outstanding year with events.

Several 3rd party golf tournaments were held and we greatly appreciated being recognized as their charity of choice.

We held our first Bucket List Initiative and Gala. This event was a great success, both as a revenue generator, and as an opportunity to create conversation throughout our community. We are thankful to Wood Wheaton who was the event sponsor. Accent Dental, Carpet Superstore, and Pacific Western Brewery and CBIG. Over \$30,000 was raised at this initial gala.

We had a very successful Antique Fair, where our antique vendors and community treasure hunters continued to support us.

We were delighted to have the Canadian Home Builders Association partner with us in the building of our Dream Home. Thank you to Nechako View Subdivision and Rise Construction for your Gold Sponsorship. The lottery was again a huge success for the Hospice Society and generated 20% of this years revenue.





# Our Community

Prince George is very fortunate to have a community Hospice House. Not only are we one of only 4 independent Hospice Houses in British Columbia, we were the first. It is due to the commitment of the community of Prince George that we have a place that people can die in dignity surrounded by friends and family. I am continually awed and grateful to the people, businesses, and organizations in Prince George that find opportunities to support our service. Two large renovations happened at our Rotary Hospice House this year. What amazed me is that these generous gifts were unsolicited. The community saw the need and acted. For all this we are GRATEFUL.



To go to a Cougars game and hear RIDGELINE ROOFING is donating a new roof to the Hospice Solace Centre was unbelievable. The Hospice Society is overwhelmed with gratitude to Josh and his team for providing us with this incredible gift. Such gifts allow us to focus our time and treasure on the compassionate care we provide to our community.



# Cares



The Prince George Hospice Society was the grateful recipient of a generous gift from the Northern Regional Construction Association.

Scott Bone, the Executive Director, holds true to the values of the NCRA and wanted to give back to the community by supporting a valuable community charity. When Scott and the NCRA members give back, they give back in a BIG way.

When Scott contacted the Hospice Society and asked what we needed, I said that our fence was in

disrepair and we would be thrilled to see it replaced. Scott then asked "Anything else?" I explained that we had been working hard for several years to have our kitchen renovated to allow our guest families to have more space and feel welcome and invited into our kitchen. Scott went to his Board to identify possible opportunities and they unanimously agreed to do it all.

Over \$100,000 was donated in supplies and labour to give Hospice a facelift.

It takes the commitment of many people to make a project like this a reality. Jeff Skuggedal of Viking Construction was invaluable as Project Manager in coordinating all the contractors and venders.

Margret Brevik of Embellish Interiors leant her creative ideas and design to this project so that the Rotary Hospice House had the look of warmth and comfort our guest and families need.



Please feel free to come and have a tour to see the remarkable difference these community supports have made for the people at our Rotary Hospice House.





# A Love Story

His father had died and he was waiting for the rest of his family to arrive. He came out to get a drink of water and went back into the room to sit with his dad.

I decided to follow him in. I'm so glad I did.

I said, "I really am just checking in to see how you are doing."



Instead of saying I'm okay or just fine, (often that's how people answer me), he started to talk about his beliefs about life after death.

His people, he told me, his people believe that when someone dies they become a star. Their God is the Sun and the stars are what fuels their God. If a star burns brightly, that person lived a good and full life. If the star is dim that is because the person did not live a good and full life.

He said that his father's star will burn brightly.

Then he told me about how his father raised him through example. How he worked up until the day he went into the hospital.

He made sure that he gave me his wisdom, he said, it was really important to his dad that he tell him all that he would need to know without him. How to live a good life. His son was very grateful for his father's caring words.

He said that some people "talk" about their successes, their gains, and their talents. His father, he said, didn't talk about these things at all. He was an amazing man and he lived humbly. He didn't feel the need to brag. His son loved him for this.

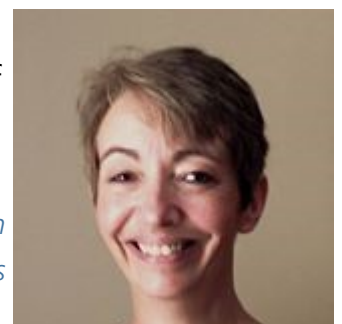
His son was aware that his father was successful and was talented and he had some gains and he had some losses, he never had to prove himself though. His son loved him for this. He understands the value of his father's life. He understands that it is his wisdom and his humility that is the most important legacy that his father left him.

I left the room with my heart full. I felt like I was given a gift.

I'm so happy that I decided to go into the room to check in.

People are always telling us here at Hospice how grateful they are for the care and love we give their family. This story is an example of the care and love that that young man shared with me about his father. To hear the love stories here, to be the witness to tenderness.

*Denise Torgerson*  
*Grief Support and Community Outreach Programs*



# Humboldt Broncos Loss

The tragic loss of 15 lives has left us overwhelmed with sadness. The suddenness and magnitude of this accident jolts us to the core.

Hockey unites Canada with moments of national joy; but now we are brought together in the deepest sorrow.

We feel grief and sadness because we know how it feels to love. We grieve because we have loved and lost.

Acknowledge your grief – move into it. It's real! The grief and sadness hurts. We feel empty...

And for some, acknowledge the fear and guilt that has been triggered. Parents/grandparents have sent our sons/daughters and grandchildren off in buses to sporting events. This is a parent's worst nightmare come true.

*"Why these kids and not ours?"*

Bigger cities and smaller towns are gathering in hockey rinks to remember. We can start to heal. Unite, cry, share and remember.

With this tragedy our hearts have been opened. We have seen an outpouring of good deeds and acts of kindness...



- GoFundMe campaigns to support the families of the victims and survivors.
- Hockey sticks left on front porches across the country and even the Parliament building in remembrance.
- Airlines have offered free flights, hotels and restaurants have offered lodging and food so families can travel.
- One of the boy's parents have donated his organs... the Gift of Life in Death.

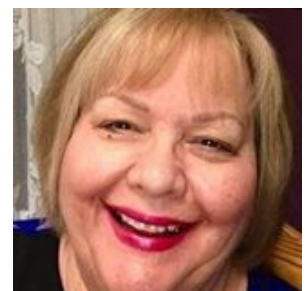
We honour this loss. No blame in the world will make this less heartbreaking.

Forgiveness – and honour the tears that you carry.

The *Prince George Hospice Society* sends its condolences to the families and the Humboldt Broncos organization.

We have staff at Hospice that are available to those who need to come and talk or share your story.

*Catherine Gladwin*  
*Volunteer and Grief Program Coordinator*





## 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](http://www.hospiceprincegeorge.ca)





30<sup>TH</sup> ANNIVERSARY  
**HOSPICE**  
SOCIETY  
PRINCE GEORGE

*Hospice is HOW we care....*

*not WHERE we care*