



**HOSPICE**  
**SOCIETY**  
PRINCE GEORGE

**Prince George Hospice  
Society Annual Report  
2018-2019**



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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



*Simply  
Blessed*



# Executive Director's Report

## *Sharing the Heart of Hospice*



This year the Hospice Society has looked outwards into our community to identify gaps in Hospice Palliative Care, and we have endeavored to fill them.

It always strikes me that caregivers of our guest are as profoundly burdened and distressed as the people they are caring for.

Through partnerships with UNBC, Council of Seniors and our own skilled community grief support workers, we implemented the caregiver support program. We have initiated Coffee for Caregivers, a weekly support group, to provide informal caregivers with a place to come and meet other caregivers. Learn how to care for themselves. Permission to seek help, learn what to expect during this challenging journey or just come for a cup of coffee.

Because of the generous support of local videographers, and community experts, we developed short vignettes for caregivers to watch. Time is valuable, so we made them online, with manageable time limits and helpful information. These videos are accessible on our website at [www.hospiceprincegeorge.ca](http://www.hospiceprincegeorge.ca).

We have been spreading awareness about our Community Match program. This program is offered throughout the hospice palliative care journey. We match one of our many trained and compassionate volunteers, with a member of our community who may need some extra support. We offer emotional, spiritual, and non-judgmental listening to people in their home, hospital or long-term care facilities. A life-limiting illness can be isolating and overwhelming. Sometimes, someone to talk to outside of your circle can be helpful.

The Prince George Hospice continues to provide exceptional hospice care in our Rotary Hospice house. We remain grateful to our community for their generosity, which allows us to stay true to our vision, of providing quality end of life care.

I want to thank the exceptional staff and volunteers who are the heart of Hospice. It is not where we care, but how we care!

*Donna M. Flood*

# Presidents Report

## *President's Message:*

I want to say a heartfelt 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. I have heard many amazing stories of the care and compassion offered to our guests and their families this year.

The board met regularly throughout the year and focused on governance issues, including a review of senior leadership positions. We are excited to welcome Shawn Smith in his new role as Program Director. This role centers on providing leadership and management to staff. Shawn will focus on promoting a high quality work environment while developing processes and procedures that ensure the efficient delivery of high-quality services.

Over the past year, we have reviewed our strategic plan with the help of Dave Fuller. Moving into the second year of the strategic plan, we will continue to work towards our goals:

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

*Sarah White*



Angus Watson,  
Vice President



Steven Henderson,  
Vice President



Shannon Freeman,  
Secretary



Julia Neff,  
Director



Lynda Patti,  
Director



Brad Douglas,  
Director



Tara Szerencsi,  
Director



David McWalter,  
Director



Albert Sommerfeld,  
Director



Geoff Payne,  
Director

# FINANCIAL REPORT

The Prince George hospice Society had another surplus year for 2019/20. This surplus has allow the society to restrict money in support of capital purchases and facility repairs as required. We have also built on our strategic objective to identify potential enhancements of service to support he care needs of the community.

## Revenues:

Northern Health provided a 7% increase for 2018, with an additional \$38,000 to support the initiation of a Care Giver Program.

The initiation of new fund raising events and the sell out of the Dream home lottery allowed us to met our revenue objectives.

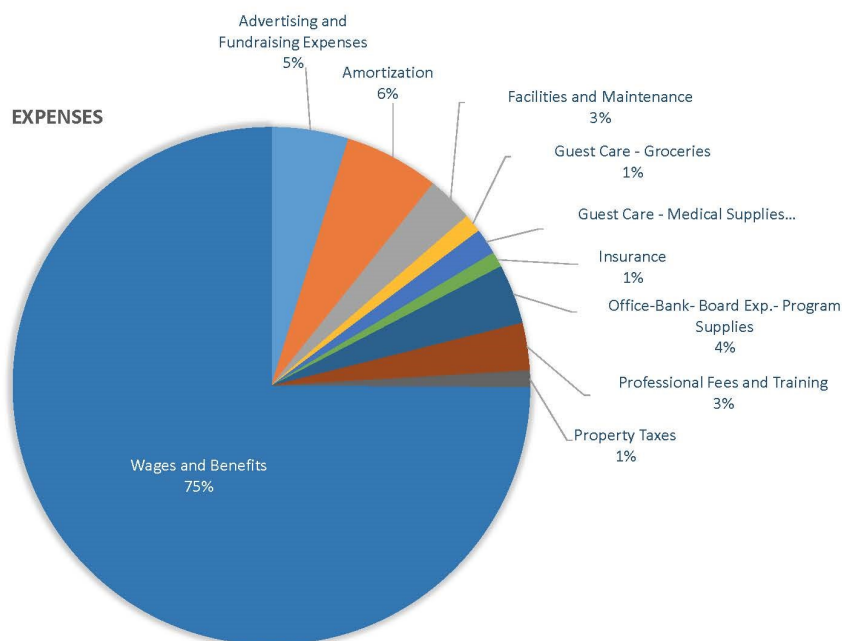
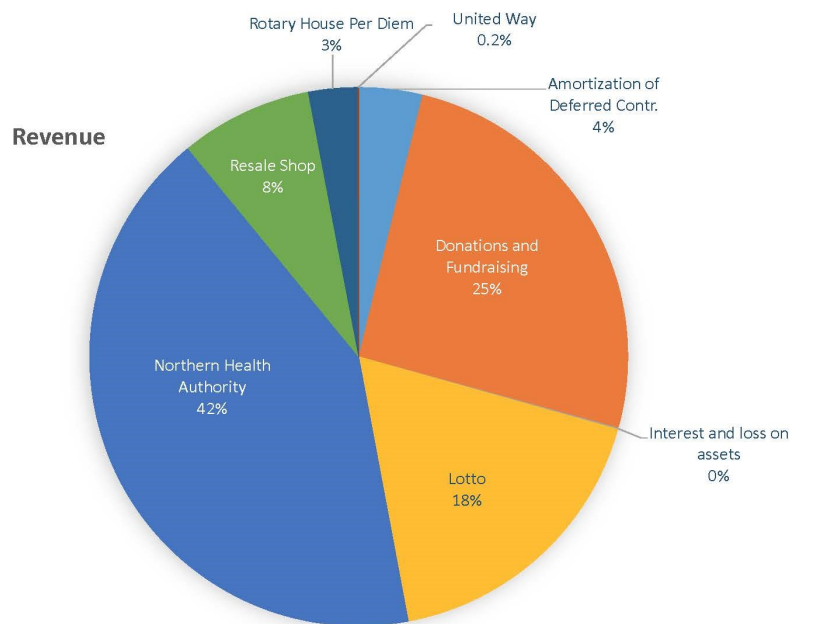
## Expenses

- ♦ Overall spending for our charity this year was just over \$2M, a 2% 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 replaced the furnaces in our Rotary Hospice House, and will

*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.*



Revenue	Amount
Northern Health Authority	\$1,108,833.00
Donations and Misc Fundrais-	
ing	\$671,240.00
Rotary House Per Diem	\$77,721.00
United Way	\$1,600.00
Interest and loss on assets	\$2,253.00
Amortization of Deferred	\$100,844.00
Resale Shop	\$209,140.00
Lotto	\$466,638.00
	<b>\$2,638,269.00</b>

Expenses	Amount
Facilities and Maintenance	\$63,299.00
Advertising and Fundraising	
Expenses	\$105,029.00
Professional Fees and Training	\$64,685.00
Guest Care - Medical Supplies	\$35,508.00
Guest Care - Groceries	\$25,123.00
Insurance	\$20,850.00
Property Taxes	\$22,677.00
Wages and Benefits	\$1,634,291.00
Amortization	\$129,340.00
Office-Bank- Board Exp.- Pro-	
gram Supplies	\$81,152.00
	<b>\$2,181,954.00</b>

<b>Surplus of Revenue over Expenses</b>	<b>505,151</b>
Funds To Operating Reserve	200,000
Funds To Replacement Reserve	18,000
<b>Surplus of Revenue over Expenses</b>	<b>287,151</b>

The summary of financial information does not contain all the disclosures required by the financial reporting framework applied in the preparation of the audited financial statements. The above information is not a substitute for reading the audited financial statements. For a copy of the audited financial statements please contact Prince George Hospice Society @ 250-563-2551



# Finance Committee

## Finance Committee Report:

The Finance Committee had a busy year. With the resignation of the Operations Director in November 2018, the finance committee helped to review this role and recruit a new Finance Director. In the interim, DMC supported our work in ensuring key financial processes were maintained. In April, we welcomed Nahid Mehrassa, who assisted with the 2019 audit. She has spearheaded the review of the financial means and controls, including putting systems into place to meet all contractual reporting requirements.

The fiscal year ending March 31, 2019, reflected a significant surplus primarily due to the success of our fundraising activities, including the Dream Home Lottery. Having these funds will offer opportunities to provide further financial sustainability for the organization. We want to thank DMC Chartered Professional Accountants for their work on the 2019 financial audit as well as conducting a review of our gaming compliance processes.

The finance committee was very involved in the budget planning for the fiscal year 2019/20. We still anticipate needing to raise \$1.272 million in net revenues during the upcoming year. To help us to meet this target, we have our resale shop and various raising events planned, including our 9th annual Dream Home Lottery and 3rd annual Bucket List gala.



# Nominating and Governance Committee

## Nomination and Governance Report:

Turnover due to Directors has kept the committee busy with the board member nomination process. The committee has recruited and recommended four new members this past year.

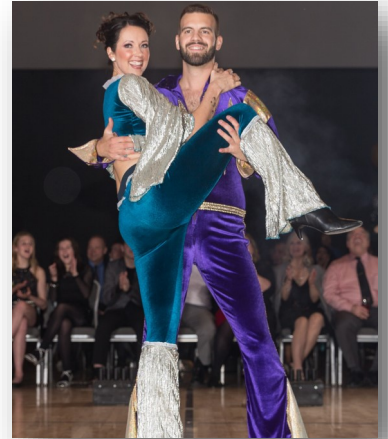
If the nominations are accepted, this will leave one community vacancy remaining on the board.

# Fund Development Committee

## Fund Development Report

The Fundraising Committee has been developing a strategic Fund development plan to support the Hospice Society moving forward into the future, with sustainable funding.

We have had a successful Renovation Naming campaign that has seen \$100,000 raised to support the renovation of 5 guests rooms in our Rotary Hospice House. We are hopeful we will receive further support from the community to enable us to refresh all the rooms in our house for our guest and their families. We are requesting \$25,000 to have family's or organizations name one of our rooms.



The Prince George Hospice society has a successful fundraising year. We had our 2nd annual bucket List gala which was a great night. This year we also had the opportunity to host New Years Boogie with the Stars. This event allowed us to share the stage with other non-profits in the community, which allowed everyone to dance and raise money for their charity.



It is only through the generous support of our community that the Prince George Hospice Society can support our community deserves during a serious illness and end of life.

The Prince George Hospice Society is genuinely grateful to the community of Prince George for their generous support of the services we provide.



# We Could not do what we do Without our Volunteers!

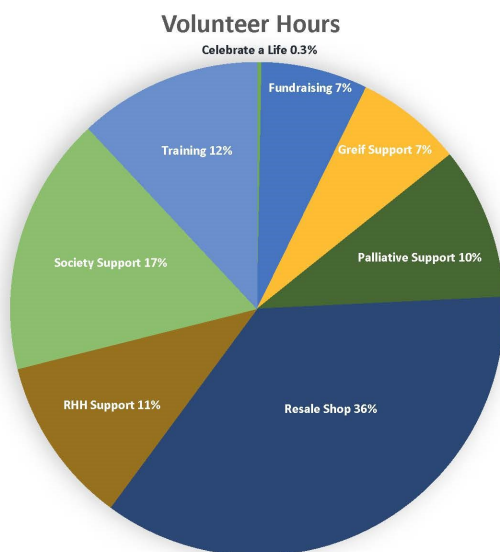
With approximately **210** and **9316 hours** of volunteer time in 2018 we are extremely grateful for the hard work and dedication we have received from our volunteers.

During 2018, our volunteers at the resale shop had cumulatively contributed the most volunteer hours; they dedicate their time to help with sorting and processing the items we receive from our generous community. With help from our volunteers, we can handle the increasingly large amount of donations received every day.

The volunteers that come into Hospice during the day provide essential companionship to our guests, they to listen, support, and are present for both guests and families.

The RHH Evening Volunteers are an integral part of the Hospice Team from 4~8: 00 pm each day. These volunteers provide grief support and companionship for the guests and their families. The smallest of gestures bring meaning into someone life, simple things like playing a game of crib, building a puzzle together, reading to someone, or listening to someone reminisce about their experiences has helped our guests feel like they are still living while they are here with us at Hospice. The volunteers prepare the evening meal, ensuring all guests and family members have an opportunity to eat while being mindful to sit with those who do not have family visiting.

There are one-on-one Grief Support Volunteers who are providing emotional phone support to people in our community. They help people share their story and help start the healing process. Our one-on-one Caregiver Support Volunteers contribute their empathetic listening and caring demeanour to those that are grieving. These individuals meet the individual where they are helping as a listener rather than a fixer.



The Community Match Program utilizes volunteers to go into homes, hospitals, and care facilities to visit those individuals deemed palliative. The volunteers provide companionship and grief support to both the client and their caregivers. Visiting with the patient allows the caregiver time to regain some personal time to feel refreshed and able to continue in the caregiving role.



Our volunteers also play an instrumental role in our grief support groups; Groups such as Coffee for the Caregiver, Tea Time for the Soul, and Grief and Grub for Guys are all facilitated by volunteers. These groups allow grieving individuals peer support where they can share their stories, laughter, and gain validation that their tears and frustration are normal and okay. Our child bereavement program, Rainbows, is facilitated by compassionate and empathetic individuals that are excellent in facilitating sensitive conversations about their grief.

The volunteers here at Hospice help us in so many different ways, we have individuals that bake for the house, prepare freezer meals, pick up the groceries, take away recycling, planting and tending to the garden, and reception at the main office. Our grocery shopper is here every week to pick up the groceries for the house our recycling is also weekly. Our garden has done an excellent job on the recent landscaping around the house, making welcoming flowerbeds for those visiting the house.

The reception volunteers at the solace center are an immense help to the administrative staff; they are in the office five days a week helping answer phones, direct visitors, and general office tasks. Volunteers help give a face to Hospice and spread our message at various community events by answering questions and providing information on our community programs. The fund development volunteers donate their time to help at special events such as the Dream Home Lottery, High tea for Hospice and the Bucket list.

We could not do all the programs and activities without the volunteers giving us their gift of time. They choose to come to Hospice as a loved one who has been in the Hospice House has affected them or have a strong sense of giving back to the community and Hospice was their agency of choice. Our volunteers have said they "believe in Hospice and the programs we offer to the community." They want to be a part of "something positive" and "heartwarming." We are honoured that several volunteers have said they "feel pride" by coming to Hospice and being able to help those guests and families during one of the most challenging moments in their life.

*- Catherine Gladwin  
Volunteer and Grief Program Coordinator*





# Not Filled Out With Knowing

*"I promise you this: That I will come to you raw-boned  
And not filled out with knowing" - Ginny Buzzell.*

This is a line from one of my favourite poems, called "Promise." It is a poem written to our patients, guests, and clients from a helper. I love this line because it speaks of the importance of the helper not trying to "fix" things. It speaks of the helper showing up – real, raw and authentic. It speaks of the helper using the profound skills of curiosity and listening.

It is hard to explain to people – the impact of simply being present and listening. I use these skills all the time. Truthfully, it is my goal to use these skills all the time. Sometimes I miss the mark. I am always gentle with myself when this happens.

My point is though unless you have had an experience of "being heard," you won't understand the impact it has. Unless you have had the experience of being the listener, you won't understand the impact it has.

It is amazing. I have sat with people and listened and not given any information or advice, not "tried to help" but have just acknowledged the person and what they feel, and I have seen them shift in front of my eyes. Their body posture changes, their eyes brighten, they breathe deeper, and their face changes. It is from this place of "being heard" without the fixing, that the person becomes empowered. They come to a place where they know what their next step should be, or they know that they will endure and move through their experience.

When I am in conversation with someone, I have to be real, authentic, raw-boned. If I'm not, they can sense it. If I am pretending in any way, they don't feel safe. They won't open up. They won't share. "Not filled out with knowing."

It seems paradoxical. That by doing nothing, you can help the most. By not knowing, you will help them come to their truth. By not fixing, you will help them heal themselves. When allowed to figure things out, to untangle their thought, humans can hold their pain, to hold their truth and heal, I "promise."



*- Denise Torgerson  
Grief Support and Community Outreach Programs*



# The Shared Experience

## Coffee for the Caregiver:

The Hospice Society provides this opportunity for informal care givers to meet for coffee and conversation every Thursday at the Solace Centre. This service gives caregivers an opportunity to listen, share and support each other on this difficult journey



I was happy to see him back at the group. I didn't think he would come again. The week before he went to the drop-in. I think there were four people there altogether. Anyways, he came, he shared, and he mostly listened.

He had a specific reason to be there. He wanted some information. He was trying to help one of his kids. He told me as much – that he didn't think he would be back, that he had gotten what he needed.

The next week he came! We went around the table, checking and saying hello to everyone and when it came to his turn, I said to him, "I'm happy to see you here today. I didn't think we would see you again."

"There's something about the shared experience," he said. "It was really helpful to hear other people's stories and to be able to talk openly about my own. I felt better after last week. Lighter."

*- Denise Torgerson*

*Grief Support and Community Outreach Programs*



*Hospice is HOW we care....  
not WHERE we care*



## 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)