

# ANNUAL REPORT 2021-2022

PRINCE GEORGE  
HOSPICE PALLIATIVE CARE SOCIETY



PRINCE GEORGE  
**HOSPICE**  
PALLIATIVE CARE  
SOCIETY



### 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

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# BOARD OF DIRECTORS



Steven Henderson  
President



Chelsey McDermot-Fouts  
1st Vice President



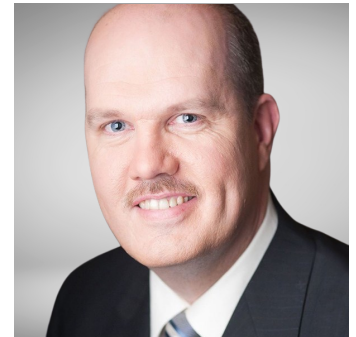
Tara Szerencsi  
2nd Vice President



Trina Lomax  
Treasurer



Mary Mytting  
Secretary



Brad Douglas  
Director



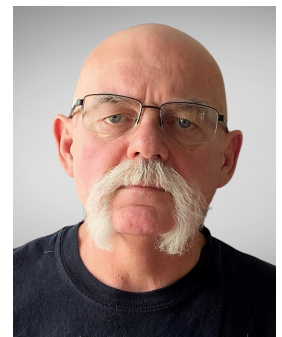
Linda Picton-Bryce  
Director



Scott Bone  
Director



Jacques Fournier  
Director



Daniel Dwyer  
Director



# EXECUTIVE DIRECTOR

The past year (2021–2022) has been a year of growth for the PG Hospice Palliative Care Society. Our name has changed to better reflect the scope of work we provide. We added palliative as it represents the care we provide to people and their families with a life-limiting illness, but not imminently dying.

The PGHPCS has initiated a collaborative to help engage and support the nine other hospice societies in Northern BC. Through this collaborative, we have been able to provide both educational sessions for hospices, and virtual support groups to people across the North that do not have programs in their own communities.

Through the generous support of RBC, we have established the first COVID Long Hauler group. We have been able to provide peer to peer support to people across the province, as well as partner with ME/FM who have developed a digital platform.

The work involved with the PGHPCS accreditation with HCPO is ongoing, we will be the first hospice outside of Ontario to meet all the standards, and be recognized as a centre of excellence.

We welcome our community to come and share our beautiful outdoor space. We are developing our outside to be as beautiful as the inside of Rotary Hospice House.

We are deeply indebted to our community for providing us with the funds and volunteer hours that make our service possible. I am also extremely honoured to work alongside our Resale Shop, Solace Centre, and Rotary Hospice House staff who put their hearts into the care at Hospice.



**DONNA FLOOD**

**PRINCE GEORGE HOSPICE  
PALLIATIVE CARE SOCIETY  
EXECUTIVE DIRECTOR**



# PRESIDENT'S REPORT

I am proud to present my 2022 President's message to the members of the Prince George Hospice Palliative Care Society.

At the September 22, 2021 AGM, the Society adopted a new name 'Prince George Hospice Palliative Care Society' (PGHPCS) to better reflect our scope of work. The addition of the word 'palliative' aligns our standards with other organizations across Canada which provide specialized care for individuals and caregivers who are living with life-limiting illnesses. This name change does not in any way detract nor diminish our commitment to continue providing end-of-life hospice care and grief support.

During COVID-19, the Society broadened its use of technology to deliver support. The consequences of COVID are unique to everyone, but the ability to connect with people across BC has proven access to quality care can be easy and effective with positive results everywhere.

The PGHPCS is currently engaged in making an application for accreditation with Hospice Palliative Care Ontario, the first Society outside of Ontario to do so. We are extremely proud to undertake this initiative to demonstrate to the community our standards of professionalism.

The Society has made a commitment to review the Strategic Plan to ensure our role is providing care based upon current needs in the community and is appropriately focused on positive, achievable goals. These times require thoughtful reflection on community needs, plus nimble responses to align care to demands in a changing environment. Nonetheless, the Society is focused upon supporting its Values as the keystone of how we conduct ourselves.

We would love to hear from you, [info@pghpcs.ca](mailto:info@pghpcs.ca).



**STEVEN HENDERSON**

**PRINCE GEORGE HOSPICE  
PALLIATIVE CARE SOCIETY  
BOARD PRESIDENT**



# HOSPICE HIGHLIGHTS

## Community Programs

Another year has gone by, and our world continues to change. Thankfully, our community programs have been able to change with it. A combination of an amazing team and some wonderful, committed volunteers have made it possible to be flexible and continue to meet the needs of our community.

Our newest program is our Family Grief Support Services. We are happy to be able to support children and their families once again.

We have created four groups, all evidence based, with outcomes that best support children and adults as they move through grief.

Three times a year, for eight weeks, every Tuesday night, our Solace Center is full of families. We have a children's group, a teen group, and their parents or carer's all meeting at the same time in different areas of the building. Every session has the same objective for each group, and it is presented in a way that is age appropriate. Our objective is to promote conversations. We hope that families will talk about their sessions while at home – together. Families are learning how to grieve together. This is new for Hospice, and I believe new for our community. Our volunteers and staff went through extensive training with Heather Mohan, the Creator of Camp Kerry.

We also have a drop-in group every Tuesday afternoon for children ages 6 – 12. This drop in runs every week.

The other big news this year is the re-launching of our community visiting program. We call it Hospice at Home Visiting Volunteers. As you know, we have been visiting people in our community even before we built a Hospice House. COVID made it impossible for us to do this anymore. Finally, it is safe to go back into people's homes, and help both people with life-limiting conditions and their caregivers. There is nothing better than a face-to-face visit with someone. We have a group of trained volunteers ready to step up! We visit people in their homes, in the hospital, or at long-term care facilities. We also offer one-on-one support, or group support, to the people caring for them. Our Coffee for the Caregiver group is still going strong.

Denise Torgerson  
Community Programs



# NAME UPDATE

## Prince George Hospice Palliative Care Society



The Prince George Hospice Society has officially changed our name.

Our new name is the Prince George Hospice Palliative Care Society (PGHPCS).

The Prince George Hospice Society became a Society in 1987. In the early years, Hospice volunteers supported people in their homes and provided bedside vigil. In 1993, through the generous support of the PG Rotary Club and the community, the Rotary Hospice House was built. The focus of the Hospice Society was to provide excellence in Hospice end-of-life care. Grief and bereavement programs were also established to support friends and families through their grief. The Hospice Society provided great care for those at end of life and their families. In 2015, the Board of Directors and the Hospice team committed to enhancing our services to provide care “Cradle to Grave”. Over the last seven years, the Prince George Hospice Society has seen a paradigm shift in the services we provide. We have continued to provide excellence in end-of-life care in the Rotary Hospice House; however, we have responded to needs in the community with programs that support people and their families in the early stages of their illness. We have initiated programs that provide support for the care giver, in home companion care, and one-on-one volunteer support for those that have a serious illness. We are also working on programs to target those with specific chronic diseases. The services we now provide embody Hospice care, but also extend beyond it to include Hospice Palliative Care. The admissions and care at the Rotary Hospice House will not change. The Hospice House will continue to care for those that are at end of life.

**Hospice Care** is compassionate comfort care (as opposed to curative care) for people facing a terminal illness with a prognosis of six months or less based on their physician’s estimate if the disease runs its course as expected.

**Palliative Care** is compassionate comfort care that provides relief from the symptoms and physical and mental stress of a serious or life-limiting illness. Palliative care can be pursued at diagnosis, during curative treatment and follow-up, and at the end of life.

**Hospice Palliative Care** is a specialized form of healthcare for individuals and families who are living with a life-limiting illness that is usually at an advanced stage. The goal of Hospice Palliative Care is to provide comfort and dignity for the person living with the illness, as well as the best quality of life for both this person and their family.

# TURNING THE PAGE

The story continues...

We do not get over, or complete our grief.

But at some point, there is a conscious decision to “turn the page”.

It is not about “getting on with it,” it is about continuing the story. Continuing your story without the physical presence of your loved one. You turn a page and your grief comes with you, and yet there is an understanding that even with your grief, your story will change.

You turn the page... it is sometimes subtle and sometimes dramatic, everyone is unique, everyone is different. Your life continues and you become aware that a turning, a pivot from the pain, to perhaps appreciation and growth has begun.

You begin to create a new normal.

For some this can be difficult. There might be feelings of guilt. The sadness can become overwhelming again. Fear is present. What will my story look like now? How will I even begin to create a life without my person?

However, the decision has been made. The page turns, and even with all of this uncertainty, you know that rebuilding and reclaiming your life is what is required.

It is helpful now to acknowledge your own growth, to acknowledge how far you have come already.

It is helpful to ask the question: what does the relationship with my grief look like now, and... what does the relationship with my person look like now? What would he/she be saying to me if he/she was here?

It might be helpful to create a ritual – how do you honor your choice to turn the page?

It might be helpful to write a letter to your person.

You can reach out; ask a friend for some time to talk it through. There is something about the expressing of your thoughts and feelings that seem to clear some space for you, give you some clarity and even some confidence.

How do we move forward and bring our person with us? Patience is required and self-kindness. How do we create a present moment that is strong and loving while planning for a new future?

The story of your life continues and you carry your memories and the love you shared into the future. The work of grief becomes the work of adjusting to a new normal. There is hope here.

Denise Torgerson  
Community Programs

# FINANCIAL REPORT

## Revenues:

This year, donations and fundraising revenue doubled due to a few significant bequests received and the addition of 1,000 tickets to the sold out Dream Home lottery. The new resale store opened in September which added additional revenue.

## Expenses:

Fundraising and advertising expenses increased due to increased building costs for the dream home and advertising for fundraising events and the new resale store. Wages and benefits increased due to staffing the new resale store, new positions for the expanding community programs department, and adding housekeeping aides in RHH.

## Capital Spending:

Capital spending included renovations of the new resale store, new appliances (furnace, hot water tanks, fridge, and range), replacing ceiling lifts in guest rooms, and office flooring.

## Reserves:

We were fortunate to realize another surplus this year. The surplus was transferred into the operating reserve, the replacement reserve and into internally restricted funds for developing the labyrinth, gardens, and renovating the rec room.

Anika Lachapelle  
Finance Director





# FINANCIAL REPORT

## Finance Committee Report

The incredible dedication and resilience presented by the PGHPCS team has been paramount to overcoming challenging conditions this year as the COVID-19 pandemic continued to affect many businesses and not-for-profits across the country. The Finance Committee, along with the Board and management, worked to ensure that the Prince George Hospice Palliative Care Society continued to remain sustainable and have the funds needed to provide the highest quality of service at Rotary Hospice House and in the community. The fiscal year ending March 31, 2022, resulted in a slight surplus and the ability to focus on growing the reserve funds for operational sustainability and future infrastructure plans to further expand services to the wonderful community we support.

While adhering to public health restrictions, the PGHPCS successfully continued to deliver exceptional services in creative ways to keep guests and participants safe, and we are grateful as always for the incredible generosity of the community in supporting our fundraisers as well as the Resale stores. The Dream Home lottery sold out, and the two 50/50 draws were also very well supported – demonstrating the community's incredible generosity and solidarity in the face of a global pandemic. Thank you to our donors for your generous support.

The Finance Committee very much appreciates and thanks Anika Lachapelle, Finance Director, for her contributions to the financial leadership and ongoing sustainability of the Society. We would also like to thank DMC Chartered Professional Accountants for their work on the 2022 financial audit. Finally, we also like to express our gratitude to Northern Health for their ongoing assistance and financial support.

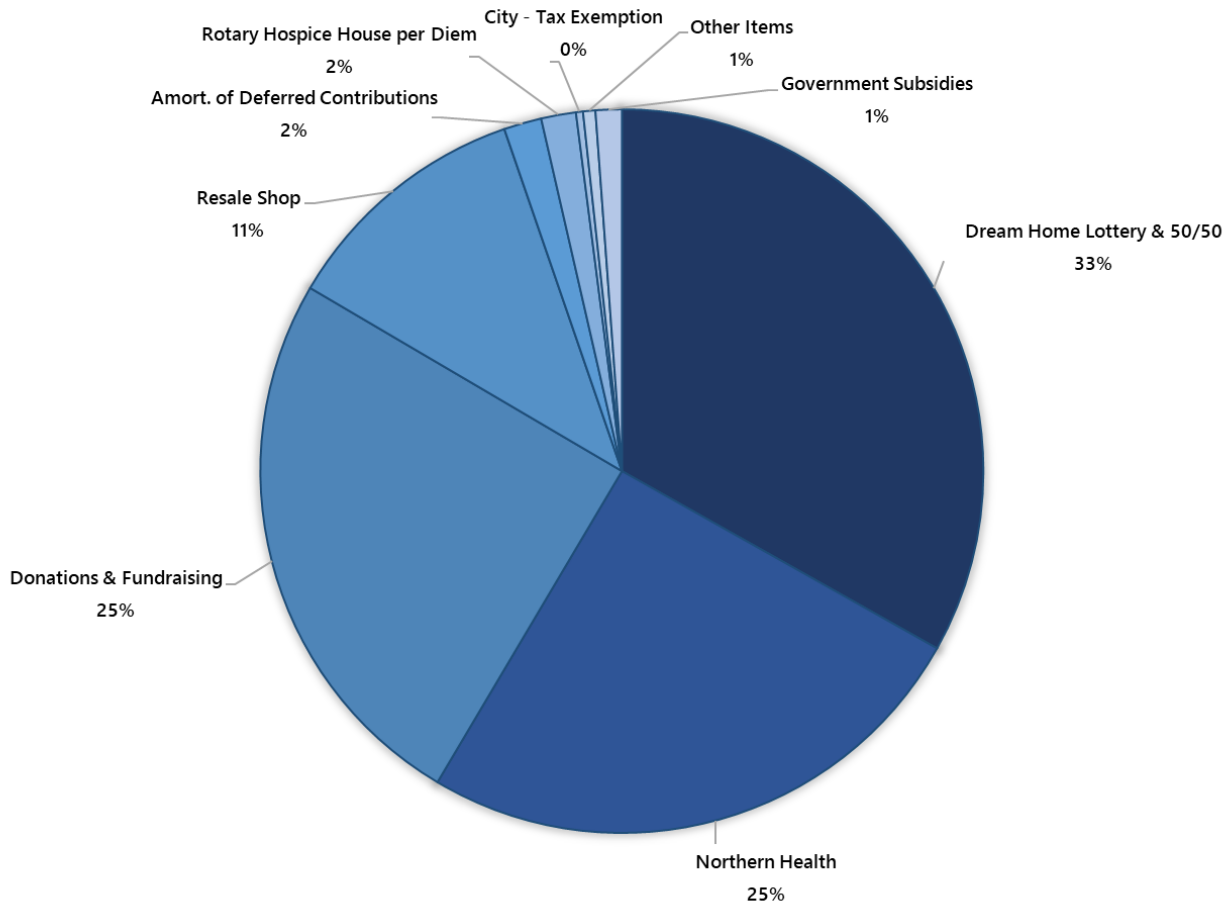
Sincerely,

Trina Lomax, CPA, CA  
PGHPCS Board Director & Treasurer



# REVENUES

YEAR END MARCH 31, 2022

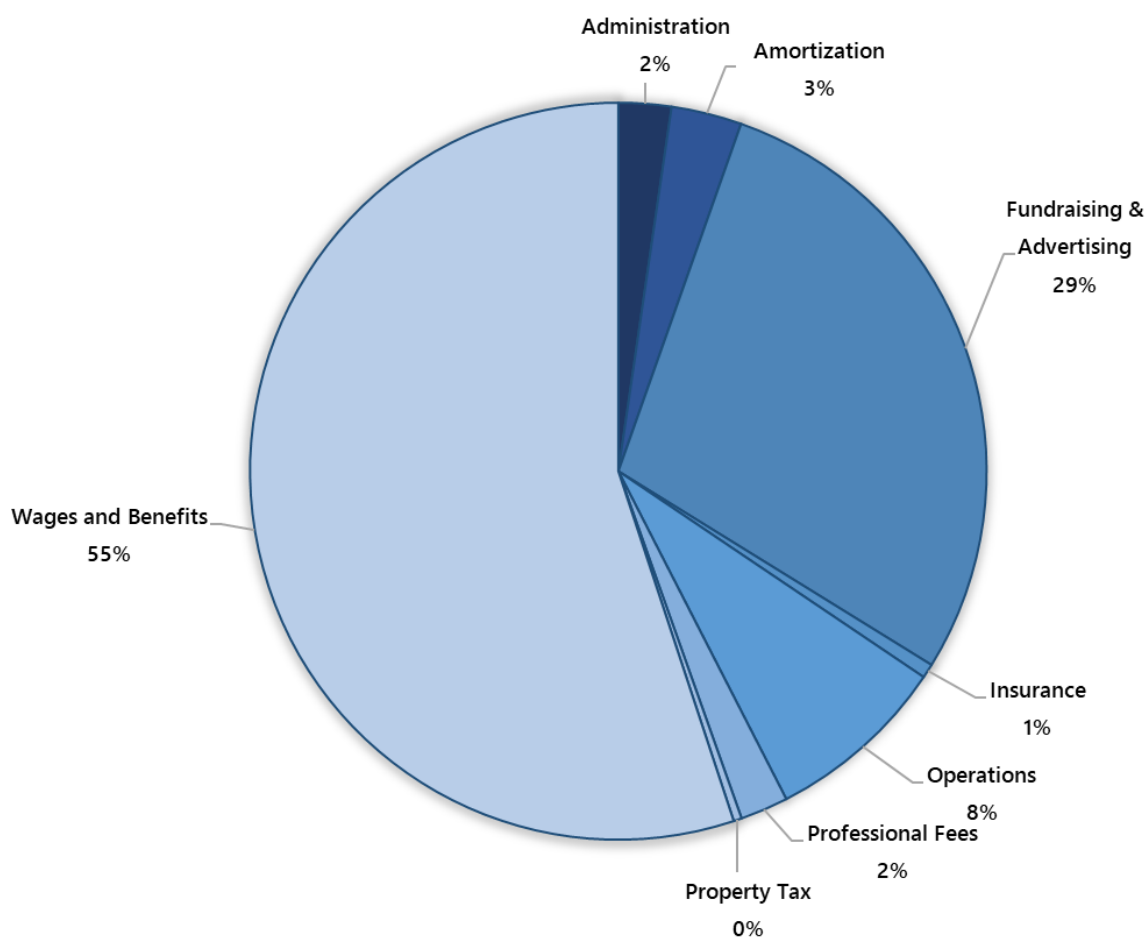


## REVENUES

	2022	2021
Dream Home Lottery & 50/50	\$1,802,993	\$1,699,900
Northern Health	1,380,206	1,325,912
Donations and Fundraising	1,355,644	641,192
Resale Shop	613,445	375,153
Amortization of Deferred contributions	91,724	99,449
Rotary House Per diem	84,504	85,626
City of PG – Tax Exemption	17,095	19,926
Other Items	29,973	53,855
Government Subsidies	63,581	665,498
<b>Total Revenues</b>	<b>\$5,439,165</b>	<b>\$4,966,511</b>

# EXPENSES

YEAR END MARCH 31, 2022



## EXPENSES

	2022	2021
Administration	\$ 109,320	\$ 106,172
Amortization	146,625	150,436
Fundraising & Advertising	1,343,311	1,138,179
Insurance	29,619	27,363
Operations	379,473	334,792
Professional Fees	99,658	100,135
Property Tax	17,095	19,926
Wages and Benefits	2,604,984	2,350,171
<b>Total Expenses</b>	<b>\$4,730,085</b>	<b>\$4,227,174</b>



# OUR HOSPICE GARDENS

I would like share with you the excitement that is happening at Hospice this season.

If you have had a chance to drive past the House on Ferry Avenue, you will have seen the beautiful garden being lovingly grown by a team of volunteers. This garden was the dream of Vivian Shaw who asked us to make our outside as beautiful and welcoming as the inside of Rotary Hospice House. We will miss Vivian and her caring of our Hospice, and we will be forever grateful for her generosity. It is with great appreciation and acknowledgment of the work provided by Sandy Da Silva, her husband Henry Novak, and their family in bringing our garden to life.

Tucked away in our labyrinth is our Lynn's library, this is a small house that will house several books for those who want a place of solitude to recharge, contemplate, or just find a quite space.

We are grateful at Hospice for all the love and caring that our community gives us, and we hope we are making you proud.

Donna Flood  
Executive Director

In nature nothing exists alone  
Bloom where you are planted  
If you have a garden and a library, you have  
everything you need.  
What you plant today you will harvest tomorrow  
Happiness blooms where seeds of love and joy  
are planted









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