

ANNUAL REPORT 2022-2023

PRINCE GEORGE
HOSPICE PALLIATIVE CARE SOCIETY



PRINCE GEORGE
HOSPICE
PALLIATIVE CARE
SOCIETY



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.

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.

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BOARD OF DIRECTORS



Steven Henderson
President



Tara Szerencsi
1st Vice President



Jacques Fournier
2nd Vice President



Trina Lomax
Treasurer



Mary Mytting
Secretary



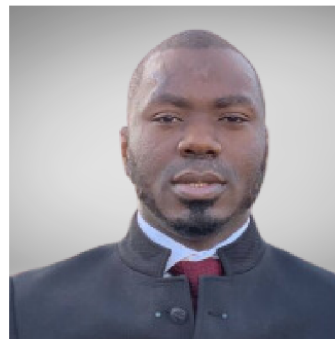
Teresa Saunders
Director



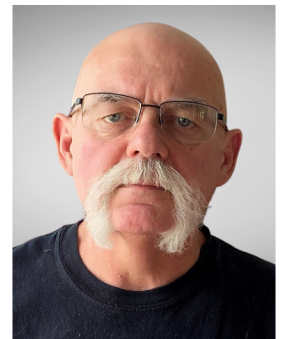
Linda Picton-Bryce
Director



Isabella Wilson-Beaulieu
Director



Nelson Onwuliri
Director



Daniel Dwyer
Director

EXECUTIVE DIRECTOR

It is with great pride that we share the remarkable progress of the Prince George Hospice Palliative Care Society (PGHPCS) in its journey to become a recognized center of excellence in palliative care. We are truly blessed to have the unwavering support of the University of Northern British Columbia (UNBC) as our esteemed partner in program development. This invaluable collaboration ensures that the programs we create and offer to our community adhere to the highest standards and are firmly grounded in evidence-based best practices.

We are immensely grateful for the profound collaboration we receive, as it has enabled us to establish robust measures and metrics for evaluating our work. This framework empowers us to assess our efforts diligently, ensuring that we consistently provide the best hospice palliative care imaginable to our beloved community. The dedication and collective efforts of our partners have played a pivotal role in our continuous growth and improvement.

Moreover, at PGHPCS, we recognize the responsibility we hold not only to support the needs of our own community but also to share our knowledge and expertise with other community hospices. It is an honor for us to extend our knowledge across the northern region. Our community programs team has been diligently traveling to various Northern community hospices, providing education, grief support, and volunteer in-services. This collaborative effort has significantly increased the capacity of our fellow hospices. Additionally, through virtual platforms, we have been able to open our programs to individuals across the province who may not have access to such resources in their own towns.

We extend our sincerest gratitude to UNBC and all those who contribute to the success of our partnership. With your unwavering support, we will continue to set new standards in hospice palliative care and meet the ever-evolving needs of our community. Together, we can make a profound difference in the lives of individuals and families during the most challenging time.

It is my pleasure to work along side a remarkable group of staff and volunteers who put the heart into Hospice every single day!



DONNA FLOOD

**PG HOSPICE PALLIATIVE CARE SOCIETY
EXECUTIVE DIRECTOR**



PRESIDENT'S REPORT

I am proud to present my 2023 President's message to the members of the Prince George Hospice Palliative Care Society (PGHPCS). The Society has matured and continues to provide the key support to the central/north communities in the fields of hospice and palliative care. It is our desire to be recognized as a centre of excellence in the region giving compassionate care, either at the Rotary Hospice House, or via external programming.

During the spring of 2023, the Board worked with staff to solicit advice and comments from community and volunteers as we developed the 2023 to 2028 Strategic Plan. We are pleased with the mission, vision, and values our Society will implement over the coming years. The plan can be found on our website www.pghpcs.ca.

The PGHPCS is currently engaged in completing our application for accreditation with Hospice Palliative Care Ontario (HPCO), the first Society outside of Ontario to do so. In the spring of 2023, we received a conditional accreditation and are now working to provide information to the HPCO as part of the evaluation process. This accreditation aligns nicely with our centre of excellence moniker we are sharing across the region. Accreditation ensures an annual evaluation of our processes, practices, and procedures to the HPCO standards.

We know families prefer to spend end-of-life time with their loved one at their home. Our Society has developed a Home Hospice pilot program, which began April 2023. The program entails sending trained staff and volunteers into homes to provide the end-of-life care to support up to 10 people. This is a pilot program, to be evaluated for success next spring.

Our Society and Board commitment is to provide caring and professional support based upon current needs in the community and is appropriately focused on aligning our work with positive, achievable goals. Please contact me if you have questions or comments, info@pghpcs.ca.



STEVEN HENDERSON

**PG HOSPICE PALLIATIVE CARE SOCIETY
BOARD PRESIDENT**

HOSPICE HIGHLIGHTS

Community Programs

Throughout the busy year our programs were fully occupied, and we received positive feedback from the participants. Witnessing individuals taking significant steps towards healing is always awe-inspiring. The structured and engaging activities within our groups provide a safe space for people to explore their emotions and connect with others who are also grieving. This is true for both our drop-in sessions and structured groups, catering to both adults and children.

The introduction of new programs, such as the children's drop-in and the family support group, has been incredibly gratifying. Observing the positive changes in the participants' lives has been a truly wonderful experience. Our team of volunteers, ranging from 17 to 80 years old, all share a deep passion for hospice work, and we continue to welcome new volunteers to our organization.

We have also had the privilege of sharing our knowledge and expertise through workshops and training sessions. We've traveled to various Northern Hospice Societies to teach them how to facilitate our Broken Circle program and volunteer orientation. Local Social Workers and Counselors have attended our Orientation Trainings to gain insight into grief and support methods.

Moreover, we have collaborated with other agencies to create hybrid programs that combine grief support and education, benefiting their staff members in understanding how grief manifests in people's lives. Our dedicated team members, Nikki and Susan, continue to offer in-services on communication and grief support to our volunteers and staff. We also welcome experts from other agencies to conduct workshops and give talks on topics relevant to our services.

We are extremely grateful to the team of volunteers who help us in facilitating and supporting our grief programs

STRATEGIC PLAN 2023-2028

Prince George Hospice Palliative Care Society

<p>Strategic Goal #1 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>Strategic Goal #2 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 a program of excellence.</p>
<p>Strategic Goal #3 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 the funds necessary to do the research and conduct the feasibility studies required to move forward towards creating a plan for a Palliative Care Centre.</p>
<p>Strategic Goal #4 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>Strategic Goal #5 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>Strategic Goal #6 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>

OUR VALUES IN ACTION



Compassionate Loving Care

Practice self-care and self-reflection to have the capacity to care for others. Recognize others' uniqueness and greatness and appreciate others' differences. Strive to encourage relationships within all areas of Hospice. Remember, you are working with people, not problems. Understand all Hospice activities are integral in fostering compassion in our community and the Society.

Courage

Be courageous to have open conversations and speak up if needed. Deliberately engage with team members with whom you are less familiar. Know that your team members are there to support you, and you are a support for your team. Think outside the box. Stay open-minded when others present new methods. Bolster courage through mentorship, education, and support for others and yourself. Base your actions on what is ethical and supportive for the Society.

Diversity

Exceed the expectations of those we serve. Look for opportunities to celebrate the diversity of your team. Understand the diversity in our community relating to different cultures, grieving styles, funerals, and ceremonies.

Dignity

Conduct yourself in a gracious, professional, and honourable way. Be mindful of the environment and adjust your behaviours accordingly. Respect your team members as individuals as well as supportive partners. Honour the privilege of helping people die and grieve. Allow the work to humble you.

Integrity

Be confident in what you are doing; if you are not, ask for help. Be self-aware of how your actions influence your environment.

Practice the philosophy of, "What can I do today to ensure the best possible outcome in service?" Base your actions on what will be best for the team. Be attentive to your team members and be supportive of their needs.

Be responsible for your actions and intentions. Be professional and provide superior care.

Collaboration

Communicate important updates with everyone in the Society. Nurture a compassionate community by continuing to care for all those around us. Look for opportunities to collaborate. Stay within your scope of practice. If something arises outside of your scope, call on the appropriate team member to help you care for people. Work synergistically with your team; the group's outcome is greater than the sum of the individuals.

FINANCIAL REPORT

Revenues:

The Dream Home lottery and the first 50/50 sold out again. This year, the second 50/50 was increased to a mega jackpot with a potential revenue of \$500,000. It did not sell-out but the Society received a record breaking \$435,875! Northern Health increased their funding to match inflation and the resale shop revenue has steadily increased. A significant bequest was received and allocated to reserve funds.

Expenses:

Total expenses remained under budget. There was a general increase in operating and administrative expenses due to inflation. Fundraising expenses increased due to the second 50/50 mega jackpot prize as well as third party fundraisers in which the expenses were offset by donations. Wages and benefits increased significantly due to the new collective agreement which allows the Society to compensate healthcare staff equivalent to the BCNU collective agreement.

Capital Spending:

Capital spending included developing the beautiful gardens and installing new signage. It also included renovating the bathroom in Rotary Hospice House into a serene spa for our guests. Other spending included window coverings in the administration building and hot water tanks in RHH.

Reserves:

The society was fortunate to have a surplus this year which was transferred into the operating reserve, replacement reserve and a new reserve established for the Home Hospice program. The reserves allow the society to prepare for unexpected and future costs to ensure sustainability in the future.

Anika Lachapelle, CPA, CMA
Finance Director



FINANCIAL REPORT

Finance Committee Report

We are pleased to inform you that Prince George Hospice Palliative Care Society (PGHPCS) has successfully maintained its sustainability, ensuring the availability of necessary funds to provide exceptional services at Rotary Hospice House and within our community. The fiscal year ending on March 31, 2023, yielded a surplus allowing us to focus on expanding our reserve funds for operational sustainability and future infrastructure plans. These developments aim to further enhance the services we offer to the community we proudly serve.

A noteworthy example of our commitment to growth is the introduction and execution of the Home Hospice program, which provides hospice support in the comfort of patients' homes. We are excited about the opportunities this initiative presents and eagerly anticipate accomplishing the strategies and priorities outlined in the PGHPCS Strategic Plan 2023–2028.

We extend our heartfelt appreciation to the community for their unwavering generosity, as demonstrated through their continued support of our fundraisers and resale stores. It was a joy to reconnect with the community during our in-person fundraising events, and we are thrilled to announce that the Dream Home Lottery was a sell-out success. Additionally, the two 50/50 draws received remarkable support, highlighting the remarkable benevolence of our community. We sincerely thank all our donors for their generous contributions.

The Finance Committee would like to express its gratitude to Anika Lachapelle, Finance Director, for her invaluable contributions to maintaining the Society's financial sustainability. We would also like to acknowledge and thank DMC Chartered Professional Accountants for their diligent work on the 2023 financial audit. Lastly, we extend our appreciation to Northern Health for their ongoing assistance and financial support.

With your support and commitment, PGHPCS will continue to provide exceptional care and services to those in need. Together, we can make a positive difference in our community.

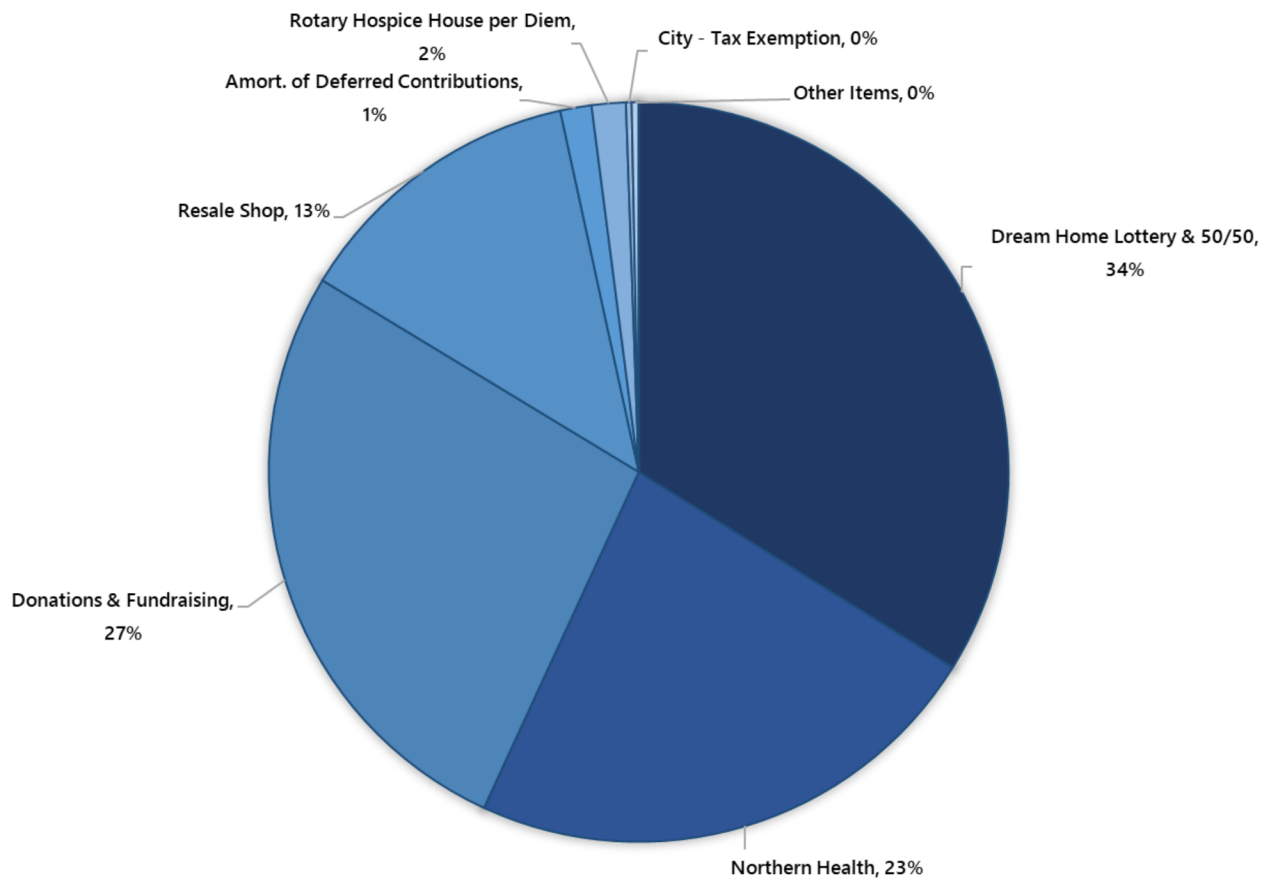
Sincerely,

Trina Lomax, CPA, CA
Board Director & Treasurer
PG Hospice Palliative Care Society



REVENUES

YEAR END MARCH 31, 2023

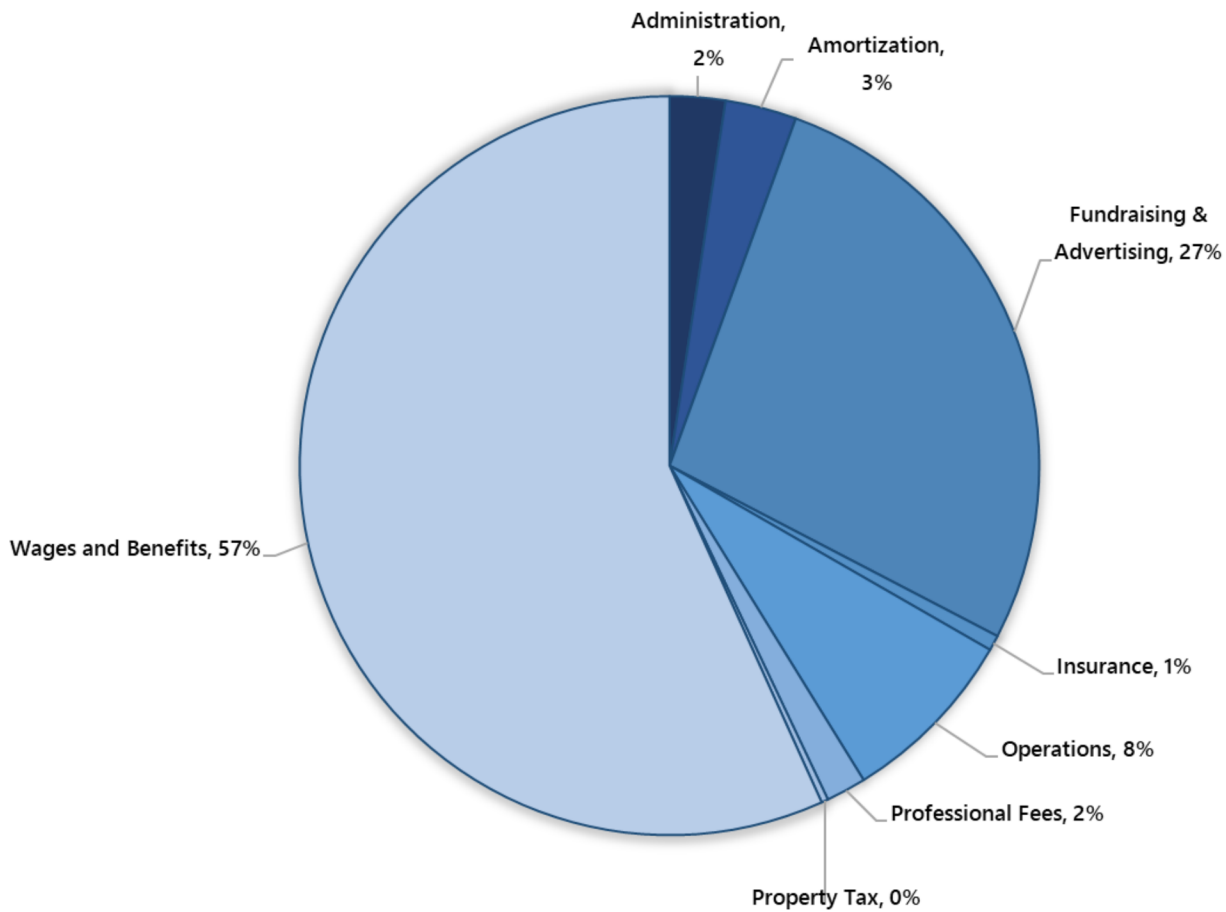


REVENUES

	2023	2022
Dream Home Lottery & 50/50	\$2,139,654	\$1,802,993
Northern Health	1,454,739	1,380,206
Donations and Fundraising	1,693,601	1,355,644
Resale Shop	816,812	613,445
Amortization of Deferred contributions	86,221	91,724
Rotary House Per diem	94,263	84,504
City of PG – Tax Exemption	15,547	17,095
Other Items	19,233	29,973
Government Subsidies	–	63,581
Total Revenues	\$6,320,070	\$5,439,165

EXPENSES

YEAR END MARCH 31, 2023



EXPENSES

	2023	2022
Administration	\$ 128,393	\$ 109,320
Amortization	165,409	146,625
Fundraising & Advertising	1,435,212	1,343,311
Insurance	35,395	29,619
Operations	418,439	379,473
Professional Fees	92,867	99,658
Property Tax	15,547	17,095
Wages and Benefits	3,006,659	2,604,984
Total Expenses	\$5,207,921	\$4,730,085

IT TAKES TIME

Our society has it all wrong when it comes to timelines and grief. Our workplace gives us four days off, our friends think that after the funeral or celebration everything is back to “normal.” We think that at the most three or four months of grieving, and then we should be over it.

This is simply incorrect. So often people call us very early on in their grief thinking that there must be something wrong with them because it’s been six months and they are still feeling horrible or even sometimes worse than before.

I really need you all to hear that this is normal. For many people, grieving can take a long time. For all people, grief is not linear. It is not unusual for someone to feel worse months into his or her grief. We move back and forth, up and down, around and around. If you can imagine, it’s like untangling a huge and complicated knot. It takes time, it takes patience and it takes effort.

We think that we can get over a loss of our person in a short period of time, but we grieve the loss as we move through the world. It is by going about our day that we notice and feel the absence of our person. This is the work.

Sometimes, because of circumstances, we don’t even allow ourselves to grieve until long after the loss. This too is surprising. I remember a lady moved away and came home after two years. This is when her grief showed up for her.

So, be gentle, let yourself take the time you need. Our grief will change over time, but it will still be there. We will always miss our people.

Denise Torgerson
Community Programs

