

Peace Arch Hospice Society

ANNUAL REPORT

2018 - 2019



“Hospice palliative care aims to relieve suffering and improve the quality of living and dying.”

- Canadian Hospice Palliative Care Association

Together we can create a community where no one dies alone, or is left alone with their grief.



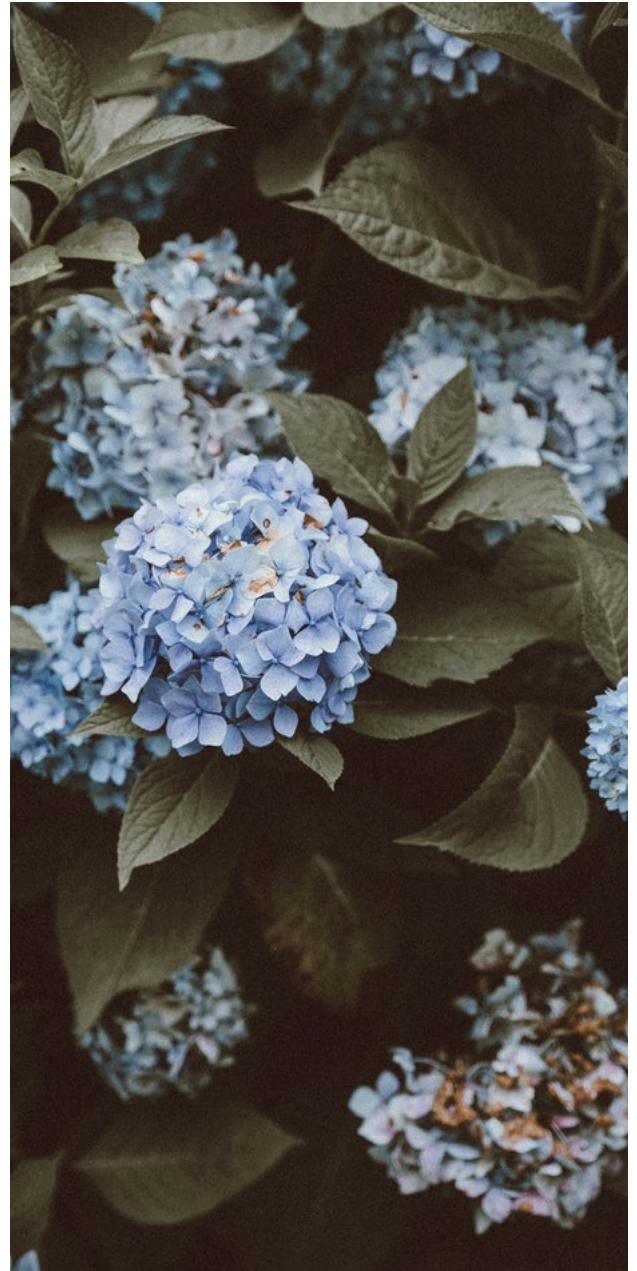
ORGANIZATION PROFILE

OUR VISION

Creating a caring community that values quality living and dying.

OUR MISSION

A Volunteer-based organization that is dedicated to supporting all who are facing the end-of-life journey, and that is committed to educating the community on dying and grieving.



OUR VALUES



Compassion



Dignity



Respect



Inclusiveness



Integrity



Dedication



Teamwork





The Peace Arch Hospice Society supports individuals, their family, and friends who are facing advanced illness or bereavement and educates the community on dying and grieving.

WE PROVIDE...

For those approaching end of life:

- professional counselling for individuals, their families, and friends
- relaxation therapy to manage stress and increase comfort
- vigil support as the person nears life's end
- specially trained Hospice Society Volunteers to provide emotional support
- a lending library of books and videos
- information or referral to other community services

For those who are grieving:

Our services meet the individual's specific needs. Some people are fine with a cup of tea and a chat, others may wish to join one of our many support groups, or see a Counsellor. We are also honoured to provide innovative children's camps and youth programs.

"I'm 10 and my Grandma died. I cry and miss her all the time, but the Kid's Camp helped me to remember her in a good way."

- *Children's Grief Support Camp Testimonial*

"Your counsellor had made a HUGE difference in this fellow's life. She deserves a big thank you because what she said to him has made him do a complete turn-around ...he is like a different person."

- *Grief Counselling Testimonial*

"I want to thank you all for your devotion to humanity and the kindness you showed me and my family by sitting with my Mother in her final evening. It was so comforting to me to know she was not alone."

- *Vigil Testimonial*

BOARD OF DIRECTORS

2018 - 2019



(Left to Right) Jayne Pattison, *President*; Dennis Lypka, *Vice President*; Gary Deck, *Treasurer*; Marjorie Mooney, *Secretary*; David Chesney, *Director*; Kathy McIntyre, *Director*; Aroon Shaw, *Director*; Diana Carlisle, *Director*; Tammy Ritchie, *Director*

PRESIDENT'S REPORT



This past year was my first year serving as President of Peace Arch Hospice Society. It has been a privilege to work with a committed and brilliant Board of Directors, dedicated and talented staff, and the unbelievable and the never-wavering support of our wonderful volunteers. I'd really like to give a special commendation to the Executive Director, Beth Kish for her vision and her dedication to the Society. A huge reflection of Beth's hard work in the community and with the internal organization here at the Society is winning the Non-Profit of the Year Award through the Chamber of Commerce, as well as the Best Non-Profit and Best Thrift Store in the Peninsula through the Peace Arch News Reader's Choice Awards this year. What an outstanding achievement. Thank you, Beth!

The culture of the Society is one of openness and willingness to adjust to changes, be engaged, and to continue efforts to be leaders in the field of Hospice Care. As the General Manager of Victory Memorial, I am quick to recognize that like my colleagues, the staff and volunteers of Peace Arch Hospice Society always act in good faith, often under difficult and demanding circumstances.

Peace Arch Hospice Society continues to be active participants in supporting the development of an integrated approach to Hospice Palliative Care in the current 7 bed Hospice Residence at Peace Arch Hospital, as well as providing all of our grief support programs. We have a strong partnership with Fraser Health, and it is an honour to care for the terminally ill and their loved ones. Over the past year we have watched as the new "Peace Arch Lodge" building is being built at the end of 16A Avenue. This new building, which will house the new 15 bed Hospice Residence, is why we chose this site to build the Peace Arch Hospice Society Supportive Care Centre. We are now perfectly located near the new residence so that our staff and volunteers can walk easily between the two sites. Very often when you lose someone in Hospice you find it challenging to go back to that same location to receive counselling support. We are very proud to offer grief support programs here at our new Supportive Care Centre and as of January 2020, we are looking forward to supporting patients and families in the brand new 15 bed Hospice Residence. The Hospice will be named after its major donors, George and Sylvia Melville, and each room will be well appointed complete with access to garden spaces.

Residents of White Rock and South Surrey can find comfort in knowing that they have access to free Hospice Society services in two purposefully and beautifully designed buildings to provide the best support at end of life.

Thank you to all the staff, volunteers and donors for ensuring our community can provide the best support at end of life.



Thank you,
Jayne Pattison

EXECUTIVE DIRECTOR'S REPORT



Peace Arch Hospice Society continues to change. As we move forward, we are committed to strengthening our programs based on the current and emerging needs of the diverse community that we serve. We constantly seek ways to complement our core service of providing compassionate care for people living at home or at the Hospice Residence with a life-threatening illness. What many do not know is that in addition to supporting those facing a life limiting illness, we support anyone that is struggling with the loss of someone they love. There are many in this community that have lost a loved one from a sudden accident, a drug overdose, or any other unexpected death. We provide grief counselling and support for all circumstances and we do it free of charge.

The work we do is so important.... With children as young as six to adults in their 90's, we serve them all, no matter the circumstances surrounding the death. Along with 1 to 1 and group support programs, we take pride in developing programs that meet the needs of our clients.

With this new Supportive Care Centre, we have been able to increase the number of people we care for, increase our programs, create new programs and increase staffing support. With 2 full-time counsellors as well as the addition of a practicum student, we are proud to say that the wait time to receive help will be less than 5 days.

The philosophy behind our support programs may seem very simple ... we are here to help, we will meet you where you are and most especially, we will walk alongside you as you journey through your grief. The impact of our programs can never be understated or underestimated.

How are we able to afford this? Because of generous donors and the dedicated support of our volunteers. Our Thrift Store staff and volunteers continue to work hard to support us, some for 11 years. They have experienced an expansion of store space 3 times, from a 2,500 sq. ft. Thrift Store to over 7,000 sq. ft. We are very proud of our unique Thrift Store as it is known to be one of the cleanest and most well merchandised Thrift Shops around!

In addition to our Thrift Store revenue we have made significant progress towards launching our monthly giving program, "**Hearts for Hospice**" and our "**Live On Legacy**" program. These types of programs will help Peace Arch Hospice Society plan programs and services knowing there is sustainable and predictable funding.

Reflecting upon this past year. It can be thought of as a year of change, progress, gratitude and excitement. Our Supportive Care Centre is the hub of everything we do.

I appreciate the dedication and commitment of all our staff and volunteers, and I am grateful for the community engagement of our Board, clients, volunteers, donors and funding partners. Working together enables us to continue to provide the high-quality work that we do.



Respectfully,
Beth Kish

OUR STAFF:

Executive Director - *Beth Kish*
Administrative Director - *Jan Stadnyk*
Administrative Assistant - *Elaine Marshall*
Manager of Clinical Services - *Trevor Josephson*
Registered Clinical Counsellor - *Neeta Sai*
Coordinator of Volunteers - *Shashi Stein*
Communications Coordinator - *Emiko Angus*

Thrift Store Supervisor - *Lindsay Barck*
Thrift Store Supervisor - *Joan Hunter*
Thrift Store Supervisor - *Salwa Shami*
Thrift Store Coordinator of Volunteers - *Astrid Obersat*
Receiving Supervisor - *Devin Hacquard*

ON CONTRACT:

Financial and HR Administrator - *Marge Ramos*
Community Coordinator - *Lori Ishikawa*

FINANCIAL SUMMARY

Operating Revenue

Donations &
Other Revenue
30%

Grants
27%

Thrift Store
28%

Fundraising
15%

Operating Expenses

Office
Operations
23%

Programs
60%

Admin
Personnel
17%

YEAR IN REVIEW



Peace Arch Hospice Society 2018 - 2019 Fiscal Year Statistics



Counselling

Our Registered Clinical Counsellors saw 524 Adult Clients and 72 Children Clients for a total of 1,776 hours



Children's Grief Support Camp

38 Children attended our 3 (2-day) Children's Grief Support Camps



Adult Grief Support Groups

137 adults attended our various grief support groups



Community Outreach

Our organization touched the lives of 831 individuals in our community through educational support



Reception

Our volunteer receptionists answered 3,299 telephone calls at our Supportive Care Centre.

ELECTION OF BOARD OF DIRECTORS



BRENDA HARRISON - *Director*

Brenda attended Simon Fraser University, majoring in economics and commerce. She finished her designation as a chartered accountant in 1979. Brenda has lived and worked as a public accountant with her own practice in the South Surrey area for over 35 years dealing with a variety of people and businesses. She has been on various non-profit boards dealing with community and social issues. Brenda was closely involved with the passing of her parents and values a positive hospice experience. She enjoys fishing, kayaking, skiing and spending time with her family, children and grandchildren.



KATHY MCINTYRE - *Director*

Kathy is a nurse who began her career at St Paul's Hospital and moved to PAH in 1976. She left to live in Australia from 1986 to 1991 and returned in time to participate in the opening of the new Palliative Care Unit and had her first introduction to Hospice. Kathy was a Hospice Society Board member from 1992 to 1994 when she left to manage the Emergency department at PAH. The Hospice Palliative care philosophy was always part of her practice both in the Emergency department and later career moves. Kathy retired from Fraser Health in 2013 and now contributes to Senior's programs and initiatives in the White Rock South Surrey community. Additionally, Kathy is on the executive of the Peace Arch Hospital Auxiliary Society and participates in committee work for the Peace Arch Hospital Foundation. Kathy received her BSN from the University of Victoria and a Project Management Certificate from Sauder School of Business, UBC. Kathy was elected to the Hospice Society Board in 2017.

ELECTION OF THE EXECUTIVE



DENNIS LYPKA - *Vice President*

Dennis is married and has lived in the White Rock/South Surrey area since 2002. He holds a Bachelor of Arts and Masters of Arts from the University of Calgary and is a graduate of the Centre for Creative Leadership in La Jolla, California. After a career of more than 30 years in the railway industry, Dennis ended his working career as Vice president, Operations for BC Rail. Dennis was made aware of the good work Peace Arch Hospice Society does through his wife Lorraine, who is one of the many valuable and dedicated volunteers at the Hospice Society Thrift Store. Dennis was elected to the Hospice Society Board in 2016.



BRENDA HARRISON - *Treasurer*

Brenda attended Simon Fraser University, majoring in economics and commerce. She finished her designation as a chartered accountant in 1979. Brenda has lived and worked as a public accountant with her own practice in the South Surrey area for over 35 years dealing with a variety of people and businesses. She has been on various non-profit boards dealing with community and social issues. Brenda was closely involved with the passing of her parents and values a positive hospice experience. She enjoys fishing, kayaking, skiing and spending time with her family, children and grandchildren.



STRATEGIC PLANNING

OUR MISSION

A volunteer-based organization that is dedicated to supporting all who are facing the end-of-life journey, and that is committed to educating the community on dying and grieving.

STRATEGIC INITIATIVE #1

Building Partnerships and Enduring Relationships

STRATEGIC INITIATIVE #2

Secure long-term financial sustainability to ensure the continued provisions of services free of charge

STRATEGIC INITIATIVE #3

Proactively develop and deliver innovative programs and services collaborating with volunteers and staff

Strategic Result #1 Building Partnerships & Relationships

- Volunteer support hours have increased from previous years
- Our presence on social media has grown substantially in the past year
- We increased our engagement with the community (ie. visiting senior homes, schools, and speaking at community events)
- We have had an increase of attendance at Awareness Events
- Branding our new name, new building, and new location has improved our visibility in the community



Strategic Result #2 Secure Long Term Financials & Sustainability

- Our Thrift Store revenue has increased substantially over the past few years since we expanded the building
- Our number of sponsors has remained the same, but the dollar amount has increased
- More community members are including us in their Estate Planning
- Third Party Fundraising Events are happening more often in the community



Strategic Result #3 Innovative Programs & Services

- We increased the amount of grief groups being held this past fiscal year. This includes the introduction of our two new groups: Mindfulness Meditation and Cooking Together
- With the bigger space at the new Supportive Care Centre, we can offer more programs and services to our community
- We now have 2 full-time Registered Clinical Counsellors, which allows us to keep our wait time for grief support to less than a week
- Our counsellors and volunteers touched the lives of over 1,400 people in our community



OUR VOLUNTEERS

Peace Arch Hospice Society

Volunteers are the Heart of Hospice

We could not offer our programs and services free of charge to the community without the help of our compassionate volunteers.

VIGILS

Our Vigil Team contributed 1,095 hours to our Vigil Services. This included scheduling volunteers, checking the vigil line, and vigil sitting.

RECEPTION

Our team of Reception Volunteers contributed 1,197 hours at our Supportive Care Centre greeting our clients, answering the telephone, setting up rooms for programs, and more.

CLIENTS SERVED

Our volunteers touched the lives of 253 clients in our community through 1-1 grief support sessions, vigils, relaxation, Grief Groups, and more.

EVENTS

Our volunteers contributed 792 hours to our three annual events, Hike for Hospice, Hospice Hoedown and Celebrate a Life. They also contributed 269 hours to Third Party Events.

CLIENT & AUXILIARY VOLUNTEERS

140 Client and Auxiliary Volunteers contributed 9,420 hours to our Programs and Services.

THRIFT STORE VOLUNTEERS

163 Thrift Store Volunteers contributed 25,600 hours in supporting our Programs and Services.

VOLUNTEER TRAINING

14 Volunteers completed our Level 1 Basic Palliative & Bereavement Support Training, 12 Volunteers completed our Level 2 Advanced Palliative & Bereavement Support Training, and 13 Volunteers completed our Level 3 Group Facilitation Training.



THANK YOU

to our Community Service Groups & Foundations,
Business Partners, and "In-Kind" Donors.

Community Service Groups & Foundations

Anglican Church Women of St. Marks
The Benevity Community Impact Fund
The Block Charitable Foundation
Butterley Family Foundation Inc
Holiday Home Tour for Hope
Private Giving Foundation
Provincial Employees Community
Services Fund

Raymond James Canada Foundation
The Ritchie Foundation
Rotary Club of Semiahmoo
(White Rock) #26587
Royal Canadian Legion #008 Ladies
Auxiliary
South Surrey Mermaids

St. Mark's Men's Club
United Way Centraide – Ottawa
United Way of Greater Toronto
Western Communities Foundation
White Rock Elks 431

Community Business Partners

360Strong Fitness
Amalgamated Transit Union Local 569
ATEC Installations Ltd
Bay Realty Ltd - Louise McKnight
Bernie Scholz Personal Real Estate Corp
British Group Realty Corporation
- John Block
Chang's Taekwondo Martial Arts Inc.
Coast Capital Savings Credit Union
Cogeco Peer 1
Comfort Keepers
David R. Greig Personal Law Group
Dayhu Investments Ltd.
Dignity Memorial – Victory Memorial
Funeral Park
DMCL Chartered Professional
Accountants
Dr. Lenka Kusa Inc.
Dr. S N Mohamed Inc.
Dreyer Group
Elkay Developments Ltd
First West Foundation

FortisBC
Homelife Benchmark - Randy Cooper
Homelife Benchmark Realty Corp
- Mike Grahame & Tyson Angus
Houle Games & Entertainment Ltd
Hugh & McKinnon Realty Ltd. - Bill
Noye
Hunter Garden Center
Jahenny Custom Builders
Joseph Spyer Inc
Linda Wei Personal Real Estate
Magical Dreams Foundation
McCallum Chiropractic Inc.
Pacific Arbor Five Residences -
Oceana Parc
A Passion for Flowers
Pen Run
Prospera Credit Union - Ocean Point
Branch
White Rock Retirement Concepts
– Senior's Village

Robert Doolan Personal Real Estate Corp
Rona Inc.
Schill Insurance Brokers Ltd.
Shawn Smith Personal Real Estate Corp
Sienna Senior Living - Pacifica
Retirement Residence
Sunnyside Manor
Sutton Realty – Karen Kerr
Takahashi Real Estate Group
Teck Coal Limited
Teck Resources Ltd
Teekay Shipping Canada
Telus Corporation
Thomas Skinner & Son Limited
Umberto's Flowers
Washington Avenue Grill (c)
West Coast Floral Growers
White Rock/Surrey ULock Mini
Storage
Willets Contracting Ltd

Community "In-Kind" Donors:

Barrique Kitchen & Wine Bar
Blue Frog Studios
Carol Moore & Décor Team
Cobs
Davids Tea
Donna's B&B
Enterprise Rent-a-Car
Hallmark Carpets

Kintec
Laura's Coffee Corner
Liberty Wine
Molson's
Nature's Fare WR
Peace Arch News
Pelican Rouge Café
Penguin Meats

Retirement Concepts
Romancing the Home
Semiahmoo Shopping Centre
Shops at Morgan Crossing
Starbucks
Thrifty Foods
West Jet
White Rock Sun

THANK YOU

*We could not do the work we do
without your generous support!*

*The professional care and services we provide in our
community are possible thanks to the continued and
generous support we receive from our donors.*

April 1st, 2018 - March 31st, 2019

Angels are messengers and ambassadors of the important work we do - \$2,500 and up

Butterley Family Foundation Inc	Sharilyn Lindsay	Jollean Shallard	Victory Memorial Park Funeral Centre
The Estate of Glen Ross Kyle	Magical Dreams Foundation	Shawn Smith Personal Real Estate Corp	West Coast Floral Growers
The Estate of Olive Ethel Wilson	Ben Nuttall-Smith	Takahashi Real Estate Group	White Rock Elks 431
The Estate of Sylvia Elaine Olsen	Pacific Arbor Five Residences - Oceana Parc	Telus Corporation	White Rock/Surrey ULock Mini Storage
First West Foundation	Rotary Club of Semiahmoo (White Rock) #26587	The Ritchie Foundation	
Fran & Henk Havinga			
Holiday Home Tour for Hope			

Doves are symbolic carriers of peace, hope and compassion - \$1,000-\$2,499

360Strong Fitness	Philip Byer	Homelife Benchmark - Tyson Angus	Jahenny Custom Builders	Dorothee Schenk
Bay Realty Ltd - Louise McKnight	Coast Capital Savings Credit Union	Homelife Benchmark - Randy Cooper	Helen Kemp	Schill Insurance Brokers Ltd.
Keith Becker	Janet Cormode	Homelife Benchmark Realty Corp - Tyson Angus & Mike Grahame	Nicole King	Ken & Catherine Sully
The Benevity Community Impact Fund	Dayhu Investments Ltd.	Hunter Garden Center	Robert Kish	Sunnyside Manor
The Block Charitable Foundation	Dignity Memorial - Victory Memorial Funeral Park	Hugh & McKinnon Realty Ltd. - Bill Noye	Duane Lefebvre	June Tynan
Edward Brignall	Elkay Developments Ltd		Brian Murtsell	Anthony Wagemakers
British Group Realty Corporation - John Block	Anne Ferris		A Passion for Flowers	Florence Wall
	Marcie Gillette		Tammy Ritchie	Western Communities Foundation
	Doris Holloway		Rona Inc.	John Wiebe
			Wendy Saint-Onge	

Wings allow us to fly and reach beyond our expectations - \$500-\$999

Leanne Berry	Elaine Godwin	The Estate of Isabelle Marie Bracken	Jill & Jim Phillips	Debi Rumley
James Cambrey	Charles Gould	Michael Meeks	Private Giving Foundation	Frank Scaglione
Diana Carlisle	Linda Gronert	Irene Michaluk	Raymond James Canada Foundation	Bonita Schoenberger
Diana Chow	Robin Harper	Donald Miller	Retirement Concepts - Senior's Village	Teck Coal Limited
Andrew Croke	Janice Hutchinson	John Mitchell	Bill & Diane Ridge	Teck Resources Ltd
DMCL Chartered	Charles King	Marjorie Mooney	Robert Doolan Personal Real Estate Corp	Paula Wells
Professional Accountants Dreyer Group	Kathy McIntyre	Beth Nielsen		Jill Wilchek
Mortgages Inc.	Mark Ellery	Bob Orr		Eunice (Mollie) Williams
				Alfred Wirth

Hearts are symbols of caring, healing and love - \$250-\$499

ATEC Installations Ltd	Keith Hanson	Beth Kish	McDonald Realty - Sharon Coneen	Stanley Rutledge
Lana Batcheller	Joan Hawker	Zoran Knezevic	Elizabeth Millar	Dr. S N Mohamed Inc.
Elaine Bell	Gordon J. Hogg	Barbara Knight	Ronnie Paterson	Gloria Sales
David & Jane Bellringer	Laverne Hogg	Sandra Knights	Jakob Penner	St. Mark's Men's Club
Bernie Scholz Personal Real Estate Corp	Eleanor Holton	Christine Laborde	Maria Penner	Carole Trueman
Barry Bird	Homelife Benchmark - Carol Cluff	David Lawson	Joanne Plut	United Way of Greater Toronto
Marilyn Bryson	Houle Games & Entertainment Ltd	Betty Legge	Kathryn Potter	Willetts Contracting Ltd
Carol Chase	Gurpal Johal	Joyce Mackenzie	Carol Prokop	Suzette Willetts
Bruce Copp	Audrey Jones	Liz Maniquet	Provincial Employees Community Services Fund	Kent & Fay Williamson
Dorothy Filsinger	Marni Keeping	Jill Martyniuk	Royal Canadian Legion #008 Ladies Auxiliary	Terry Wong
Bonita Findlay	Brian Kirkham	Andrea McCorkell		
FortisBC				

Hands help make light work of heavy burdens - \$1-\$249



Due to the high numbers of Hands Donors we are unable to include them in our Annual Report. We thank you for choosing Peace Arch Hospice Society as the recipient of your kindness.



Peace Arch Hospice Society

...a special kind of caring

15435 - 16A Avenue
Surrey, BC V4A 1T2

  @pahospicesociety

 @PAHSociety

peacearchhospice.org

604-531-7484