

Peace Arch Hospice Society

ANNUAL REPORT 2019-2020



Peace Arch Hospice Society
...a special kind of caring



“Hospice matters. The end of life
deserves as much beauty, care, and
respect as the beginning.”

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



ORGANIZATION PROFILE

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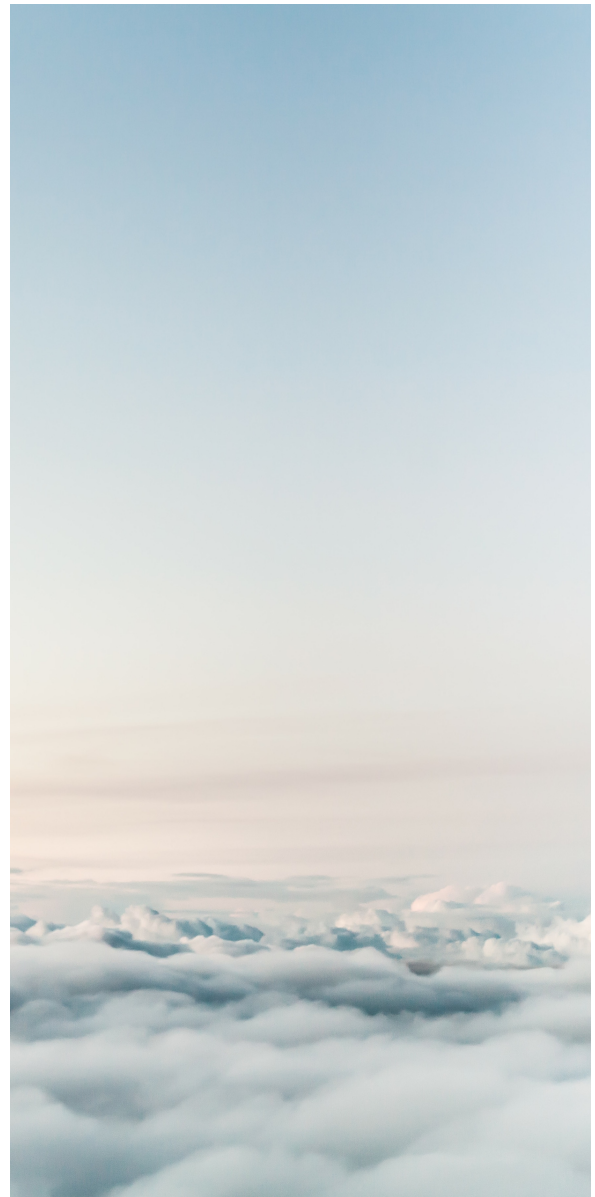
OUR VISION

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

WHO WE ARE



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

Dealing with loss, uncertainty, and change, as well as having to make decisions associated with a terminal illness, can be as difficult as the physical pain. We offer a safe place to express negative and other emotions without being judged. Our registered clinical counsellors and specially trained volunteers provide practical and emotional support to residents of White Rock and South Surrey.

PROGRAMS & SERVICES

Palliative:

- Individual and/or Family Counselling
- One to One Support
- Hospice Residence Visiting
- Tea Service
- Relaxation Sessions
- Pet Visitation - Friends with Fur
- Vigil Service

Bereavement (Grief):

- Adult Grief Group
- Adult Grief Group Drop-In
- Bereavement Walking Group
- Children's Grief Support Camp
- Cooking Together
- Individual and/or Family Counselling
- Men's Grief Support Group Drop-In

Bereavement (Grief):

- Mindfulness Meditation for Clients
- Mindfulness Meditation for Clients Drop-In
- One to One Grief Support
- Relaxation Sessions
- Young Adult Grief Group Drop-In

"You are wonderful people who helped Mom feel valued and us supported. All the chats and conversations helped a sad time feel okay. The tea service was an event Mom looked forward to. Thank you for being around when I needed you."

- Hospice Residence Testimonial

"I can't say thank you enough for all you are doing to help us on our journey right now! My son enjoyed camp so much and has learned so much from you. He was amazed when I explained that we don't pay for your services, and we both agreed that a donation was in order!"

- Grief Support Testimonial

"The support group was excellent! The collective wisdom of the group was vast and everyone was very kind and respectful of each other."

- Grief Group Testimonial

BOARD OF DIRECTORS

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2019 - 2020



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

PRESIDENT'S REPORT



Thank you and welcome to the Society's first ever, Zoom virtual AGM.

It's the mark of a great organization when they can rapidly adapt and do so successfully, which we feel the Society has done during these unprecedented times. Beth and her team of Staff and Volunteers have done exceptional work this year amongst the global pandemic. In March, they quickly formulated a plan when faced with closures and working from home. With the Thrift Store closed temporarily and our two major fundraising events cancelled, the Society wasn't sure what would happen. We started the year in very healthy financial shape, so we were not hit too hard with the pandemic's rapture. Now that the Thrift Store is back operating again and the Supportive Care Centre Staff are back to work in-person, the Society is adapting to the new normal. While our two major fundraising events were cancelled, the Society is looking forward to hosting our annual Celebrate a Life event this December in Semiahmoo Shopping Centre.

The Board and I give tremendous thanks to Beth, the Staff and the Volunteers for their hard work. As President of the Board, I also would like to acknowledge the efforts of my fellow Board Members and the donating of their time and expertise to Peace Arch Hospice Society.

As you all may know, regretfully, we say goodbye to Beth soon as she embarks on new adventures. Beth has done a tremendous amount of work with the Society and within our community over the past six years, and is leaving us in a great position. Thank you Beth for all your hard work and dedication to the Society as Executive Director. We will always be grateful for your outstanding leadership and achievements at Peace Arch Hospice Society. We wish you well on your endeavours.

Thank you for your continued support. Thank you to the Membership, Donors, Volunteers, Staff Members and the Board of Directors.



Thank you,
Jayne Pattison

EXECUTIVE DIRECTOR'S REPORT

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It has been one of the strangest years for the Hospice Society! Covid 19 has made us re-assess how and why we do things the way we do. It has made us change, bend, alter, and pivot how we are able to continue to help people at the end of life as well as support those who are left to grieve.

While our own personal lives were being turned upside down, it was easy to forget that there were still people suffering with terminal illnesses and there were still people grieving - and all of them still needed our help and support. Like so many people, it is an automatic reaction for me to reach out and hug someone that is going through a difficult time, but now this was not to be. Friends and families were no longer able to grieve together and hold each other tightly. All our customary reactions and rituals were no longer appropriate.

As always, I am so proud of the staff and volunteers of the Peace Arch Hospice Society. When given the challenges of a pandemic, they said: *"Let's figure out how we can help from 6 feet away."*

They said, *"We can still talk to people on the phone or on ZOOM."*

They said, *"Let's reach out to the community to say we are still here if you need us."*

They said, *"Our help is needed now more than ever, so let's figure out how we can do it."*

They did not say, "Sorry, we are not available to help until they find a vaccine."

Our office closed for a short while along with our Thrift Store. The newness of the situation, along with health guidelines being created and established, insisted we do so. I am pleased to say we were one of the first Societies to make the necessary adjustments to get our Thrift Store open for business and our Supportive Care Centre opened for the continued support of our community.

There are many terrible things that happened and are still happening in this world because of the pandemic, but I believe that there will be many very good things that will come from it too. I know I am more grateful for my everyday life, my family, my home, my friends, my job, and my community.

As many of you already know I have decided to retire from my role as Executive Director of the Peace Arch Hospice Society. I do so with gratitude for the amazing journey hospice has been for me. I would never have decided to retire if the Society was not well positioned to make it through to the other side of this pandemic and to thrive into the future.

I would like to thank the current and past Board Members for their unwavering support. I want to thank all the Volunteers for their kind and giving hearts that make our work possible. I want to thank the Staff for facing all the challenges with me, along side me, and making me feel like we were in this together, supporting each other like a family. I also want to thank this wonderful community for listening as I shared the story of Hospice Care and then offering to support this amazing organization and important cause.

I am retiring from this Hospice adventure and I am not sure what the rest of my life will be like, however, I can tell you that it will be sweeter having had this wonderful opportunity to serve.



With gratitude,
Beth Kish

OUR STAFF:

Executive Director - *Beth Kish*
Director of Administration - *Jan Stadnyk*
Manager of Clinical Services, Counsellor - *Trevor Josephson*
Coordinator of Volunteers - *Tricia Keith*
Communications and Fund Development
Coordinator - *Emiko Angus*

Thrift Store Manager - *Kim Williams*
Thrift Store Supervisor - *Lindsay Barck*
Thrift Store Supervisor - *Joan Hunter*
Thrift Store Supervisor - *Astrid Obersat*
Thrift Store Supervisor - *Salwa Shami*

ON CONTRACT:

Financial and HR Administrator - *Marge Ramos*

FINANCIAL SUMMARY

Peace Arch Hospice Society | 07

Operating Revenue

Donations &
Other Revenue
17%

Grants
20%

Fundraising
16%

Thrift Store
47%

Operating Expenses

Office
Operations
19%

Programs
60%

Admin
Personnel
21%



YEAR IN REVIEW

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Peace Arch Hospice Society 2019-2020 FISCAL YEAR STATISTICS

COUNSELLING

Our Registered Clinical Counsellors saw 582 Adult Clients and 68 Children Clients for a total of 1,187 hours



CHILDREN'S GRIEF SUPPORT CAMP

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

ADULT GRIEF SUPPORT GROUPS

170 adults attended our various grief support groups



COMMUNITY OUTREACH

Our organization touched the lives of 713 individuals in our community through educational support

RECEPTION

Our volunteer receptionists answered 2,993 telephone calls at our Supportive Care Centre.




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STRATEGIC PLANNING 2020-2023

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Strategic Initiative #1

With the support and involvement of Volunteers and Staff, develop and deliver innovative programs, recognizing the changing hospice needs of our Community

Strategic Initiative #2

Manage finances to ensure long-term financial sustainability for the continued provision of services free of charge

Strategic Initiative #3

Strengthen and continue to build partnerships and enduring relationships

OUR VOLUNTEERS

Peace Arch Hospice Society

*Volunteers are the
Heart of Hospice*

CLIENT & AUXILIARY VOLUNTEERS

234 Client and Auxiliary Volunteers contributed 9,160 hours to our Programs and Services.



THRIFT STORE VOLUNTEERS

187 Thrift Store Volunteers contributed 20,698 hours in supporting our Programs and Services.



VIGILS

Our Vigil Team contributed 1,728 hours to our Vigil Services. This included scheduling volunteers, checking the vigil line, and vigil sitting.



CLIENTS SERVED

Our volunteers touched the lives of 270 clients in our community through 1-1 grief support sessions, vigils, relaxation, Grief Groups, and more.



CHILDREN'S CAMP

Our volunteers contributed 591 hours to run two Children's Grief Support Camps.



EVENTS

Our volunteers contributed 958 hours to our three annual events, Hike for Hospice, Hospice Hoedown and Celebrate a Life.




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THANK YOU

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

Community Service Groups & Foundations

Anglican Church Women of St. Marks
Arbor Memorial Foundation dba Valleyview
Funeral Home & Cemetery
The Benevity Community Impact Fund
Enterprise Holdings dba ERAC Canada
Foundation
Knights of Columbus Council #4767

Knights of Columbus Star of the Sea
Council 7015
Macular Degeneration Low Vision
Support Group
Private Giving Foundation
Provincial Employees Community
Services Fund
Raymond James Canada Foundation

The Ritchie Foundation
Rotary Club of White Rock – Peace
Arch #22488
Royal Canadian Legion #008 Ladies
Auxiliary
St. Mark's Men's Club
Werner & Helga Hoing Foundation
White Rock Elks 431

Community Business Partners

360 Strong Fitness
ATEC Installations Ltd
Bernie Scholz Personal Real Estate Corp
British Group Realty Corporation - John Block
C&K Courtesy Cleaners Ltd.
CanadaHelps
City of Surrey
City of White Rock
Coast Capital Savings Credit Union
- Semiahmoo
Coldwell Banker Marquise Realty
Comfort Keepers
David R. Greig Personal Law Group
Desjardins Securite Financiere
Dignity Memorial – Victory Memorial
Funeral Park
DMCL Chartered Professional
Accountants
Dr. S N Mohamed Inc.

Dreyer Group
Jahenny Custom Builders
K. De Jong Marketing Services
KMB Investments Ltd.
Madison Five Fashion
Magical Dreams Foundation
Marjorie E. Mooney, Barrister & Solicitor
Mott Electric GP
Pacifica Retirement Residence
PARC Retirement Living
A Passion for Flowers
Peninsula Retirement Residence
Prospera Credit Union – Ocean Point
Branch
Right Tracks
Retirement Concepts
Elkay Developments Ltd.
Holiday Home Tour for Hope
Homelife Benchmark – Randy Cooper

Homelife Benchmark Realty Corp - Mike
Grahame & Tyson Angus
Hugh & McKinnon Realty Ltd.
Hunter Garden Center
HWG Chartered Professional Accountants
Jackrabbit Technologies
Romancing the Home
Schill Insurance Brokers Ltd.
Sterling Home Staging
Sutton Premier
Sutton Realty
Takahashi Real Estate Group
United Way of Greater Toronto
Washington Avenue Grill
Weeks Insurance & Financial Services
Wenjade Holdings Inc.
West Coast Floral Growers
White Rock Medical Associates
White Rock/Surrey ULock Mini Storage
William (Bill) LaCoste CPA

Community "In-Kind" Donors:

360 Strong Fitness
Afghan Kitchen
Jennifer Atkinson
Backspin
BC Culinary Team
Blue Frog Studios
Buchanan Printing & Signs
C&K Courtesy Cleaners
Casbah Day Spa
Cobs South Pointe
Davids Tea Morgan Crossing
Donna's B&B
Enterprise Rent-a-Car
Christy Fox - Line Dancers
Hugh & McKinnon Realty

Larry Jurovich - Surrey Tennis Centre
Kintec
Tara Kristian
Duane Lefevbre
Trent Carroll & Jill Lomow
Madison Five Fashions
March Hare Band
Matt TV
Marjorie Mooney
Nature's Fare Markets
Panago Ocean Park
Peace Arch News
Peace Portal Golf Course
Penguin Meats
Tammy Ritchie

Romancing the Home
Ronnie & Kathy Paterson
Kerrie Rossi
Debi & Jay Rumley
Seahorse Grill
Semiahmoo Shopping Centre
Starbucks (Ocean Park)
Sweethearts Companionship & Concierge
Services
Telus
The Shops at Morgan Crossing
Thrifty Foods
Cam & Denise White
White Rock Sun
White Rock Whalers

Hearts for Hospice Monthly Donors

Leslie & Sheelagh Bennett
Dorothy Blandford
Doreen Bruce
Ronald Budworth

Diana Carlisle
Barbara Carmichael
David Chesney
Jackie Crux

Jean Dutton
Lorne Ebenal
Bonita Findlay
Stan Fryer
Eleanor Holton

Teresa Hotell
Brian Hoven
Paulette & Robert Keith
Beth Kish
Deirdre Lane

Sharilyn Lindsay
Kathy McIntyre
Joyce Poley
Randall Shaw
Karel Vanturenout

THANK YOU

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

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*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, 2019 - March 31st, 2020*

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

British Group Realty Corporation	Holiday Home Tour for Hope	PARC Retirement Living	Jollean Shallard
City of Surrey	Hugh & McKinnon Realty Ltd.	The Ritchie Foundation	Richard von Hehn
The Estate of Carol Mohitpour	Sharilyn Lindsay	Tammy Ritchie	Werner & Helga Hoing Foundation
Anne Ferris	Magical Dreams Foundation	Rotary Club of White Rock -Peace	West Coast Floral Growers
Fran Havinga	Mott Electric GP	Arch #22488	White Rock/Surrey ULock Mini Storage
			Sweelian Young

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

Lorena Angus	Phillip Crocker	Homelife Benchmark -	Ben Nuttall-Smith	Heather Sadoway
Arbor Memorial Foundation	Dignity Memorial - Victory	Randy Cooper	Pacifica Retirement	Dorothee Schenk
dba Valleyview Funeral	Memorial Funeral Park	Hunter Garden Center	Residence	Schill Insurance Brokers Ltd.
Home & Cemetery	Karen Ebenal	Jahenny Custom Builders	Sylvia Palmer	Bonita Schoenberger
Edward Brignall	Elkay Developments Ltd	Duane Lefebvre	A Passion for Flowers	Jerry & Joanne Stebner
Sandee Butterley	Enterprise Holdings dba	Kathy McIntyre	Prospera Credit Union -	Ken & Catherine Sully
CanadaHelps	ERAC Canada Foundation	Marjorie E. Mooney,	Ocean Point Branch	TD Canada Trust
Diana Carlisle	The Estate of Kathleen	Barrister & Solicitor	Bill Ridge	United Church of Canada
City of White Rock	Fricker	Mount Olive Lutheran	Samara Ripley	Anthony Wagemakers
C & K Courtesy Cleaners Ltd	Elaine Godwin	Church	Royal Canadian Legion #008	Florence Wall
Coast Capital Savings Credit	Doris Holloway	Peter Mueller	Ladies Auxiliary	White Rock Elks 431
Union - Semiahmoo	Homelife Benchmark -	Brian Murtzell	Debi Rumley	
	Tyson Angus			

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

The Benevity Community	Joel Groves	Chris Magnus	Provincial Employees	Maribeth Stavness
Impact Fund Leanne Berry	Isabel Hansen	Hugh McMillan	Community Services Fund	Wenjade Holdings Inc
James Cambrey	Island Café	Michael Meeks	Diane Quan	White Rock Medical
Dreyer Group Mortgages	Beth Kish	PayPal Giving Fund Canada	Romancing the Home	Associates John Wiebe
Inc.	KMB INvestments Ltd	Peninsula Retirement	Hugh Rothe	Jill Wilchek
Silvia Fassler	Knights of Columbus	Residence Elizabeth Price	Richard Schmid	Eunice (Mollie) Williams
Linda Gronert	Council #4767	Private Giving Foundation	Tara Seeber	

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

David & Jane Bellringer	Maureen Buchholz	Keith Hanson	Sandra Knights	Reflex Supplements White
Peter & Margaret	Lucinda Burfoot	Robin Harper	Knights of Columbus Star	Rock
Bendiksen	Stan Carter	Eleanor Holton	of the Sea Council 7015	Pat Rudl
Tracy Bernardi	DMCLChartered	Homelife Benchmark - Carol	Madison Five Fashion	Sigrid Singleton
Bernie Scholz Personal	Professional Accountants	Cluff	Liz Maniquet	Ronald Spencer
Real Estate Corp	Dr. S N Mohamed Inc.	Teresa Hotell	Chris Mansfield	Deni Stewart
Barry Bird	Lorne Ebenal	Brian Hoven	Steve Marsden	St. Mark's Men's Club
Gayle Boutilier	Brenda Eggen	Hugh & McKinnon - Colleen	Leslie McQueen	Sherrie Stockley
Judith Brandon	Dorothy Filsinger	O'Keefe	Maria Mura	Eric Tweedie
Georgia Briggs	Bonita Findlay	Lori Ishikawa	Joyce Ness	Denise White
Carole Brost	Robert Flowers	Nicole King	Kathy Paterson	Clark Woodland
Doreen Bruce	Chris Formosa	Charles King	Raymond James Canada	
Marilyn Bryson	Victoria Gunther	Robert Kish	Foundation	

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.



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Surrey, BC V4A 1T2

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 @PAHSociety
peacearchhospice.org
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