



white rock
south surrey

hospice society



Securing our Future



ANNUAL REPORT 2016-2017

BOARD OF DIRECTORS 2016 - 2017



(Left to Right) Robin Harper, *President*; Jim Hartt, *Vice President*; Gary Deck, *Treasurer*; Marjorie Mooney, *Secretary*; Dave Chesney, *Director*; Dennis Lypka, *Director*; Joyce Mackenzie, *Director*; Jayne Pattison, *Director*; Aroon Shah, *Director*

PRESIDENT'S REPORT



I am delighted to report another year of very significant progress on a number of fronts for the White Rock South Surrey Hospice Society which will celebrate the 35th Anniversary of its founding on August 1st, 2017.

The construction of our new Supportive Care Centre on 16A Avenue is now well underway after a slow start caused by the unexpectedly harsh winter at the beginning of 2017. Completion is scheduled for this fall and the project is on budget cost wise. The new facility cannot come on stream too soon given the condition of the Russell Avenue property!

It was announced last month the WRSS Hospice Society had reached its capital campaign target of \$2.1 million due to the very generous support the Society has received from the community and our Volunteers. Special mention must be made of the amazing legacy donated by the late Maggie Rodgers. Fund raising is still continuing in order to meet the costs of furnishing the new Supportive Care Centre and of replacing and upgrading our outdated and inadequate computer systems etc.

Our expanded Thrift Store operation enjoyed yet another record year with profits exceeding \$200,000 for the first time ever. This increased cash flow has proved to be absolutely critical, especially in the early days of the construction project when the Society's overall financial resources were becoming stretched.

Together with Beth Kish, our hard working and inspirational Executive Director, the Board of Directors has already looked beyond the opening of our new facility to the expanded services WRSS Hospice Society will be able to offer to our community. A new 3-Year Strategic Plan will be presented at the AGM outlining these ideas and highlighting the opportunities that lie ahead. In addition, the Plan will seek to address the areas of securing the Society's long term financial viability and of increasing public awareness of the range of services we have to offer.

WRSS Hospice Society is very fortunate to have such a dedicated staff. Their current working environment is far from ideal due to the age and condition of the Russell Avenue building, yet they continue to afford clients the highest level of professional and sympathetic support.

To all Volunteers, my grateful and genuine thanks on behalf of the community you serve. Your reputation and the respect you earn is second to none.

Finally, to my fellow Directors, my appreciation to each one of you for your time and invaluable contributions. Joyce Mackenzie is retiring this year and her knowledge and insight will be missed. However I am delighted to report that she has agreed to continue helping WRSS Hospice Society in her areas of expertise.

Robin Harper, *Board President*



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, Dedication, Dignity, Integrity, Respect, Inclusiveness & Teamwork.



EXECUTIVE DIRECTOR'S REPORT



Welcome! Welcome Members to the Annual General Meeting of the Hospice Society. Once a year we have this opportunity to say thank you to our hard working Board Members, farewell to those who are finished their terms and welcome to those Board Members just starting. This is all part of being a progressive, innovative and active Society. We also bring our financials to our membership so that you, as members, can oversee the work of the Society and ensure that we are being fiscally responsible and are preparing for the future. This is also a time to honour some of our amazing Volunteers and Community Supporters. We are so pleased to have such amazing people associated with our Society.

Future Planning

Change is good! For some people change is a difficult thing, but it is one thing that we can be assured of happening. No one can create change alone. My philosophy is to embrace change and get in front of it with a plan rather than always trying to catch up.

“Don't let change cause you worry. Nothing would have ever happened in the past or in the future if nothing ever changed.” Anonymous

The Board of Directors met in January to develop a 3-year strategic plan. Thanks to a lot of external information and internal analysis the Board developed a plan that will set us up to advance our community network, develop and grow programs, advance education, and ensure financial stability into the future. Volunteers make it happen and because of them our future is bright!

Celebrating our Successes

Last year we developed a Capital Campaign called *Building a Home for Hope*. Our goal was to raise 1.5 million, on top of the \$600,000 we had, so that we could build and move into our new facility debt free. **We did it!** The largest support we had was from Volunteers. Why? Because they know where each and every dollar goes and how it helps those at the most vulnerable time in their life. We are gearing up to move into our new facility in October 2017. Staff are already planning for the expansion of many programs and services that we will be able to provide. In the past we have had to rent space, juggle parking, endure floods, and watch clients struggle with stairs and then receive support in a less than private meeting space. The Staff and Board all view our new premises as an opportunity to develop new programs, increase our services, and simply care for more people that need us. We look forward to having several open houses once we move in so that we can share with all of you what, with your help, we were able to accomplish.

We can't do it without you

The Hospice Society exists because it is a caring and financially sound option for end-of-life care. We also exist because of the multitude of volunteers over the years. We will continue to be able to provide all of our services free of charge in a beautiful new facility because of you. We will still need to fund raise each year to meet our goals, but we know that our volunteers, members and the community support our fundraising initiatives so that we can ensure compassionate, client centered care where and when individuals need it most - free of charge to our community.

Happy Anniversary to us!

On August 1, 2017 we will begin a year of celebration for our 35th Anniversary. It was 35 years ago that the Society was formed and we are planning a year of celebrating our accomplishments and honouring our amazing Volunteers.

“We are pleased with the progress we have made but we are only just getting started!”

With gratitude,

Beth Kish, *Executive Director*

OUR STAFF

- Executive Director - Beth Kish
- Administrative Assistant - Elaine Marshall
- Administrative Director - Jan Stadnyk
- Clinical Counsellor - Tara Field
- Clinical Counsellor - Trevor Josephson

- Coordinator of Volunteers - Shannon Toop
- Thrift Store Business Manager - Victoria Biggs
- Thrift Store Coordinator of Volunteers - Astrid Obersat

ON CONTRACT

- Accountant - Marge Ramos



WHITE ROCK SOUTH SURREY HOSPICE SOCIETY

Financial Statements for Year ended March 31, 2017 (unaudited)

	Operating Fund	Capital Fund	Total 2017	Total 2016
Statement of Operations				
REVENUE				
Memberships	\$ 2,050	\$ -	\$ 2,050	\$ 1,220
Donations	99,456	312,468	411,924	80,668
Grants	77,527	250,000	327,527	80,327
BC Gaming grants	100,000	-	100,000	100,000
Fundraising projects	43,624	55,540	99,164	111,330
Thrift Store - net revenue	102,178	102,178	204,355	167,966
Interest and other income	9,889	6,999	16,888	10,587
Bequests	-	375,234	375,234	35,000
Rental	-	22,700	22,700	30,800
Gifts-in-kind	-	333,272	333,272	11,750
Property tax exemptions	-	-	-	3,714
	434,723	1,458,391	1,893,114	633,362
EXPENSES				
Accounting and legal	6,416	-	6,416	8,779
Advertising and promotion	26,507	13,145	39,652	11,918
Bank charges and interest	2,932	-	2,932	4,703
Board of Directors	5,789	-	5,789	2,231
Computer repairs and maintenance	10,167	-	10,167	8,928
Fundraising projects	371	-	371	12,430
Insurance	4,591	-	4,591	6,922
Membership dues	1,548	-	1,548	1,003
Office	3,250	-	3,250	12,315
Personnel	334,747	115,495	450,242	476,627
Programs	9,861	-	9,861	12,524
Property taxes	6,397	3,911	10,308	8,466
Rental	20,456	-	20,456	20,000
Repairs and maintenance	2,003	-	2,003	6,391
Telephone and internet	3,692	-	3,692	3,408
Utilities	3,006	8,864	11,869	2,234
	441,732	141,414	583,146	598,879
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES	(7,008)	1,316,976	1,309,968	34,483
FUND BALANCE, beginning of year	(179,851)	1,581,697	1,401,846	1,367,363
FUND BALANCE, end of year	\$ (186,859)	\$ 2,898,673	\$ 2,711,814	\$ 1,401,846
Statement of Financial Position				
ASSETS				
CURRENT				
Cash	\$ 123,017	\$ 199,432	\$ 322,448	\$ 201,127
Short term investments	-	282,849	282,849	509,430
Accounts receivable	1,088	-	1,088	-
Intrafund receivable	-	154,334	154,334	135,137
Prepaid expenses	48,976	-	48,976	8,693
Goods and services tax recoverable	20,258	-	20,258	2,759
Real property held for resale	-	230,470	230,470	-
	193,340	867,084	1,060,423	857,146
REAL PROPERTY HELD FOR RESALE	-	-	-	230,470
PROPERTY	-	2,186,790	2,186,790	727,996
	\$ 193,340	\$ 3,053,873	\$ 3,247,213	\$ 1,815,612
LIABILITIES				
CURRENT LIABILITIES				
Accounts payable and accrued liabilities	\$ 51,987	\$ 87,765	\$ 139,752	\$ 13,325
Intrafund payable	154,358	-	154,358	135,137
Deferred revenue	129,693	67,435	197,128	219,494
Provincial sales tax payable	1,924	-	1,924	-
Payroll liabilities	42,237	-	42,237	45,810
	380,200	155,199	535,399	413,766
FUND BALANCES				
Net assets	(186,859)	2,898,673	2,711,814	1,401,846
	\$ 193,340	\$ 3,053,873	\$ 3,247,213	\$ 1,815,612

Fast Facts

*Our Counsellors saw
118 NEW Palliative Clients
and 232 NEW Greif Clients.*

*They counselled Palliative
Clients for over 443 hours
and Grief Clients for over
953 hours.*

*They provided over 269 hours
of Educational Support to over
995 Volunteer and/or
Community Members.*

*Our Supportive Care
Centre answered over
4385 telephone calls.*

*Volunteers sat Vigil for 13
Clients for a total of 66 -
3 hour shifts.*

*Our Volunteers provided
106 Tea Services to
patients and their families
in the Hospice Residence.*

*30 Children attended our
2 - day (daytime)
Children's Grief Camps.*

*23 Volunteers
completed our
Level 1 Basic
Palliative &
Bereavement
Support
Training.*

*18 Volunteers
completed our Level 2
Advanced Palliative &
Bereavement Support
Training.*

*15 Volunteers
completed our
Level 3 - Group
Facilitation
Training.*

*Client &
Auxiliary
Volunteers
contributed
13,360 hours
to our
Programs &*

*Thrift Store Volunteers
contributed 24,013
hours in supporting
our Programs &
Services.*

white rock
south surrey **hospice society**
...a special kind of caring

15510 Russell Avenue • White Rock, BC • V4B 2R3
604-531-7484 • www.whiterockhospice.org
Charitable Registration # 11929 7513 RR0001



Our Thanks to You

*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, 2016– March 31st, 2017*

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

Anonymous	Robin Harper	Christine Pattison	Richard von Hehn
Kathryn Cosulich	Jane McNamara	Theodore Rivney	Florence Walll
Mei Leng Harper	Byrne McNamara	Lloyd Shih	Helen Way
	Ken Osborne	The Estate of Olive Miller	

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

Anonymous	James Cambrey	Terry Harapiak	Randall Shaw
Keith Becker	Jason & Sharon Deveau	Doris Holoway	Natarajan Sukumar
Edward Brignall	E. Frances Fiorillo	Diane Osborne	Ken & Catherine Sully
Sandee Butterley	Helen Hadley	Dorothee Schenk	Warren Wager

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

Anonymous	Bruce Docking	Anne Kulla	Rick Post
Maggie Bernet	Elaine Godwin	Eric MacDonald	Julie Sirois
Hélène Cameron	Linda Gronert	Marlene Mackenzie	Victoria Sprinkling
Carol Chase	Mary Harrington	Bruce McLean	Yvon Thibeault
Dianne Clevenger	Merina Hunt	Marlene Nash	Jill Wilchek
Marilyn Desmarais	Charles King	Lois Phillips	Gary Yee
	Brian Kirkham	Jenifer Pierotti	

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

Anonymous	Elsie Cowley	Rowland Kelly	Charlotte Phillips
Agnes Baker	Pippa Davies	Sandra Knights	Joyce Poley
Marion Barrett	Brytani Dean	Gertraut Kupke	Helen Rae
David & Jane Bellringer	Linda Dilworth	Sharilyn Lindsay	Pat Rudl
Judith Brandon	Georgene Dunlap	Bob Livesey	Heather Sadoway
Doreen Bruce	Marie Filuk	Donna Lucas	Natalie Schneider
Mary Anne Brueser	Bonita Findlay	Rebecca Meeks	Bonita Schoenberger
Marilyn Bryson	Michelle Gadoury	Cornelia Mellquist	Noreen Tyler
Iris Claney	Margaret Groome	Mari Mitchell	Jean Walker
Chad Clifford	Keith Hanson	Elizabeth Murray	Marie Ann Zelenecas
Robert G. Cooper	James Hartt	Catherine Newell	
	L. Doreen Hoath	Patricia Payne	

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 White Rock South Surrey Hospice Society as the recipient of your kindness.

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

Thank You to our

Corporate Sponsors, Donors, Service Clubs & Groups.

April 1st, 2016– March 31st, 2017

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The Ritchie Foundation
The Shops at Morgan Crossing
The Toskan Casale Foundation
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United Way Ottawa
University of Lethbridge
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Washington Avenue Grill ©
Werner & Helga Hoing Foundation
West Coast Floral Growers
West Coast Gardens
White Rock Elks 431
White Rock/Surrey ULock Mini Storage
White Rock Sun
Whitecliff Retirement Living
Youneed Enterprises Ltd



Lifetime Membership
awarded to
Richard von Hehn

Richard von Hehn and his wife Ingrid arrived in BC in 1965 for six-months to visit their relatives. They fell in love with the country leading to their decision to stay.

Richard had a 32-year career as a Professional Engineer where he worked for several consulting companies and for BC Hydro. He decided to take early retirement in 1997.

Richard and his wife were active supporters of many charitable organizations, in particular those charities to which they have had a personal connection through their heritage or the community in which they live. Richard's wife volunteered for the Peace Arch Hospital Auxiliary and for many years they supported the Peace Arch Hospital Foundation. After his retirement Richard was elected to the Board of Directors of the German-Canadian Benevolent Society which – at that time – was responsible for the management and administration of a 144-bed Care Facility and a Social Housing Complex for Seniors and Families. He served on that Board for 9 years, the last three years as Chair of the Board.

When Richard's wife was diagnosed with terminal pancreatic cancer in 2009, he visited the Hospice Society to learn what help they could provide in the care of his wife. Although the Hospice did not have the space to provide such care at their facility, he became aware of the wonderful services they provided and he personally benefited from the compassionate support of the volunteers at the Palliative Care Unit of the Hospital and from meeting with one of the Hospice Society grief counsellors. It was through this experience that – in memory of his wife – he became a supporter of the WRSS Hospice Society.

Richard has been a passionate supporter of White Rock South Surrey Hospice Society and it is with great pleasure that we honour him with a Life Membership.



Lifetime Membership
awarded to
Gordon Hogg

Gordon Hogg has been a little league coach, foster parent, probation officer, Warden of BC's largest youth jail and on boards of 16 non-profits- to name a few. He was also a city councillor in White Rock and Mayor for 10 years. In 1997 he was elected as MLA for Surrey-White Rock and continued for four more terms. He has received numerous awards and has been a part of many committees.

Gordon's interest in Hospice comes from a recollection he has of his Dad making a phone call to a spouse to advise that her partner had died. He was emotional and talked about how the death should have been more compassionate.

Gordon was about 15 at the time, and when Hospice started in White Rock, his Mom and Sister, both nurses, went through the initial orientation to become hospice volunteer counsellors. They often talked about their experiences and how much more humane and accepting the process was when compared to the more institutional hospital based models.

Gordon has come to believe that a progressive, caring society must provide care and support at all stages of life - and that we are now getting better at expressing ourselves compassionately in the natural events that make up the end of life. He has been asked to give about 30 eulogies and it has been most informative talking to family and friends after the death of a loved one. Some have been able to access Hospice care and many have not, but what has been consistent is the warmth of feeling and acceptance that those who have provided and experienced social supports hold. They are comforted by knowing that their loved ones had people who spent time with them unconditionally.

Gordon has been supporting the Hospice Society, and the important work it does, since its inception in 1982 and he continues to do so. We could not be more proud to offer him a Lifetime Membership.