



2017-2018

ANNUAL REPORT

PREPARED BY

**PEACE ARCH
HOSPICE SOCIETY**



OUR VISION, MISSION & VALUES

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.



WHO WE ARE

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
- information or referral to other community services
- a lending library of books and videos
- specially trained Hospice Society Volunteers

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 support groups, or see a Counsellor. Our children's camp and youth programs may also be of interest.

A SPECIAL KIND OF CARING...

"Thank you to the Hospice Volunteers. We are saddened by her passing but grateful to have been surrounded throughout the journey by the love, caring and nurturing shown to us all. It helped ease our burden."

- Family of Hospice Resident

"Thank you for your much needed and appreciated caring and support throughout the past year. So often filled with pain and a feeling of nowhere to turn. Then because of your counsellors, I am able to leave with a lighter heart, hope and optimism for a brighter future."

- PAHS Grief Counselling Client

"Mom decided to move into Hospice with the hopes of finding peace and tranquility as well as hoping to complete her journey with dignity. Thank you all for giving her those last few gifts."

- Family of Hospice Resident



BOARD OF DIRECTORS

2017 - 2018



(Left to Right) Robin Harper, President; Jayne Pattison, Vice President; Gary Deck, Treasurer; Marjorie Mooney, Secretary; David Chesney, Director; Kathy McIntyre, Director; Aroon Shaw, Director; Dennis Lypka, Director

PRESIDENT'S REPORT



The Peace Arch Hospice Society celebrated its 35th Anniversary in fine style with a new building, a greatly expanded Thrift Store operation and a major rebranding.

The construction of our purpose-built Supportive Care Centre was completed in time and, of equal importance, on budget. Through the incredibly generous community financial support the Society received, we were able not only to equip the building entirely with new fixtures and fittings, but also to upgrade our computer systems to modern day standards. Our staff moved into their new home in late October 2017 and the sale of the Russell Avenue property was completed some two weeks later.

At the same time, the opportunity to greatly extend our Thrift Store operations unexpectedly arose when Black Bond Books announced their decision to consolidate their business and vacate their retail outlet on 24th Avenue. The Society took over the vacated space on November 1, 2017 and with the help of our wonderful friends from Rotary plus the Society's staff and Volunteers the area was converted in ten days at minimal cost in order to maximise the benefit of the Christmas sales period.

The expanded operation has been an unqualified success and has comfortably beaten all the financial targets that were set. As you will note from the Annual Accounts, Net Revenue for the last twelve months rose by some \$86,000 or 42% over the previous year. This result together with the ongoing support the Society receives from the community has meant that the Society remains debt free, even after such a major building project!

The renaming of the Society as The Peace Arch Hospice Society that was approved by the membership at last year's AGM has been well received, and Beth Kish will cover the major aspects of this in her report.

Obviously in such an unprecedentedly busy year, the pressure on Beth Kish, our Executive Director, the Supportive Care Centre and Thrift Store Staff and Volunteers has been unrelenting. However, everyone has risen to the various challenges in a most spirited and professional manner driven by the unified desire to help our clients and their families in their times of emotional distress.

My fellow Directors, likewise volunteers, have also continued to provide wise and invaluable oversight to the Society. My thanks to them for their dedication and commitment in so many areas that are not readily visible to the general membership.

My own term as President comes to an end at this year's AGM. The last ten years have been a journey I shall always treasure and remember. It has been an honour and a privilege to be a small part of such an incredible team. I wish my successor good luck and believe the future of the Peace Arch Hospice Society has never looked brighter.

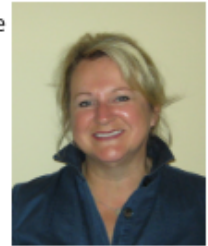
Robin Harper – Board President



EXECUTIVE DIRECTOR'S REPORT

EXECUTIVE DIRECTOR'S REPORT

The evolution of the Peace Arch Hospice Society speaks to the growing needs of our community. We can see in our evolution how we have need to adapt in a world where technology has advanced and changed how we communicate. Also, thankfully the world is recognizing the importance of talking and preparing for death and placing more importance on kindness and respect for each other during this difficult time.



Over the past year we've had a focus on building on our identity in the community to position ourselves at the top of mind when seeking a well-respected charity that is known immediately for providing care and support to those facing a terminal illness or those left to grieve.

Our new name, our new building and our new website along with support received from the community partners and individual donors, Peace Arch Hospice Society is quickly recognized as an essential partner in care for this community. Our old name was found to be challenging for those seeking our support and our old building was, well let's say, it had seen better days! Since our move and name change the number of requests for support has risen by at least 15% in less than a year and we expect the growth to continue.

Our new Supportive Care Centre, complete with new I.T. equipment, enables us to work with organizations from other sectors to collaborate, strategize and develop service delivery with a focus on leveraging efficiencies, while increasing the number of clients receiving services.

Maintaining funding to support the programs offered requires year-round effort so our clients can depend on receiving the service we've committed to delivering. It doesn't come without significant effort by our dedicated staff and volunteers.

We must continue to plan forward asking ourselves "Are we achieving, to the best of our ability, our mission?" I believe we are, and in doing so we are raising the volume of the voices that provide care and those that need care.

My thanks go to so many individuals working in the hospice palliative care sector as our dedicated staff and highly skilled volunteers come with a passionate commitment to palliative care. They have purposefully chosen to dedicate themselves to providing gentle care to individuals, whether they are struggling with a terminal illness or trying to cope with the loss of someone they love.

I look forward to the coming year working to ensure this organization is healthy and able to serve its mission long into the future.

With gratitude,
Beth Kish
Executive Director



OUR STAFF:

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

Thrift Store Business Manager - *Victoria Biggs*
Thrift Store Supervisor - *Joan Hunter*
Thrift Store Supervisor - *Astrid Obersat*
Thrift Store Supervisor - *Dave Symchych*

ON CONTRACT:

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

BOARD OF DIRECTORS NOMINEES

CANDIDATES FOR THE BOARD OF DIRECTORS



DIANA CARLISLE - *Director*

Diana has been a financial services professional for nearly 4 decades. She is a Certified Investment Manager that practices in the South Surrey/White Rock area. She has lived in White Rock for 39 years and first engaged with the Hospice Society at the time of her father's passing in the 1990's. Diana was appointed to the Board of Directors in the Spring of 2018.



TAMMY RITCHIE - *Director*

Tammy has lived in the White Rock and South Surrey area for almost 50 years. With a background in the Resort Tourism business and fundraising, she would like to bring support to the Peace Arch Hospice Society. Tammy has always been a big supporter of many charities and volunteering for her community, but the Hospice Society holds a special place in her heart. She looks forward to serving on the Board of Directors.

BOARD MEMBERS UP FOR RE-ELECTION



JAYNE PATTISON - *President*

Jayne was born in Newcastle, England and emigrated to Canada with her family in 1979. She lived in many places before landing in White Rock in 1987. She dabbled with many different careers and college courses before funeral service called her in 2008. Jayne became the General Manager at Victory Memorial Park and enjoys working with such a talented, compassionate and caring group of people. In her free time she enjoys spending time with family and friends. Jayne is committed to supporting the Hospice Society after experiencing them first hand due to a death in the family. Jayne was elected to the Hospice Society Board in 2016.



MARJORIE MOONEY - *Secretary*

Marjorie received her law degree from the University of Manitoba and has been in private practice in White Rock since 1983, focusing on real estate, corporate matters and wills and estate law. Marjorie has supported and served on the Board of many local non-profit groups in that time, including cultural, recreational and social services organizations. She looks forward to involvement with Peace Arch Hospice Society and to playing a part in its valuable contribution to the community. Marjorie was elected to the Hospice Society Board in 2016.

BOARD OF DIRECTORS NOMINEES

BOARD MEMBERS UP FOR RE-ELECTION



DENNIS LYPKA - *Director*

Dennis is married and has lived in the Peace Arch 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.



DAVID CHESNEY - *Director*

David has called White Rock home for over 30 years. His past work experience was heavily involved with the music and media industry in Canada. For over 10 years David was the Top Marketing representative for one of the world's largest record companies, CBC records. Prior to his music industry tenure, David worked for a number of years in the radio/broadcast industry. Having such an extensive overview of the music and media industry, it was only natural that he would start his own independent online newspaper, The White Rock Sun. Dave was elected to the Hospice Society Board in 2014.



AROON SHAH - *Director*

Aroon is an executive with consulting, coaching, and counselling experience in mental health and transportation sectors. He is currently CEO of Aroon Shah & Associates Inc. which provides employee assistance services to a number of national aviation and related organizations. He previously worked as Director-Employee Assistance Program at Canadian Airlines/Air Canada where he supervised counsellors and provided consulting services to senior management. Aroon has also worked in the mental health sector as a Clinical Counsellor and holds a Master's Degree in Counselling Psychology from McGill University. He is also a member of Institute of Corporate Directors. Aroon was elected to the Hospice Society Board in 2014.

VOLUNTEERS ARE THE HEART OF HOSPICE

OUR VOLUNTEERS MAKE ALL OF OUR PROGRAMS AND SERVICES POSSIBLE



Volunteers sat Vigil for 15 Clients for a total of 87 3-hour shifts

Our Volunteers provided 104 Tea Services to patients and their families in the Hospice Residence



19 Volunteers completed our Level 1 Basic Palliative & Bereavement Support Training

11 Volunteers completed our Level 2 Advanced Palliative & Bereavement Support Training



Client and Auxiliary Volunteers contributed over 8000 hours to our Programs and Services

173 Thrift Store Volunteers contributed 20,169 hours in supporting our Programs and Services



PEACE ARCH HOSPICE SOCIETY
A SPECIAL KIND OF CARING



HIGHLIGHTS



PEACE ARCH HOSPICE SOCIETY STATISTICS

Our Counsellors saw

131 NEW Palliative Clients



and **252** NEW Grief Clients

They counselled
Palliative Clients for over

473 hours

and Grief Clients for over

883 hours



32

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



56

Adults attended
our various Grief
Support Groups.



737

Volunteer and/or
Community
Members received
262 hours of
educational
support.



3970

Telephone calls
that our
Supportive Care
answered.



2017-2018 FINANCIAL SUMMARY

OPERATING REVENUE



32% Grants
30% Thrift Store
18% Fundraising
20% Donations & Other Revenue

OPERATING EXPENSES



18% Office Operations
21% Personnel
61% Programs

Thank You to our

*Corporate Sponsors, Donors,
Service Clubs & Groups.*

April 1st, 2017—March 31st, 2018

Anglican Church Women of St. Marks
 Arbutus Funeral Service Inc
 Aroon Shaw & Associates Inc
 ATEC Installations Ltd
 Bay Realty Ltd
 BC Floral Art Society
 British Group Realty Corporation
 Broadstreet Properties Ltd
 C & K Courtesy Cleaners Ltd
 C.A.R.P. FV White Rock Chapter 11
 CanadaHelps.org
 CFUW White Rock Surrey Club BC
 Coast Capital Savings Credit Union
 (Head Office)
 Coffee & Choir Group (Carole Abernethy)
 DBA Zen Bookkeeping
 DMCL Chartered Professional Accountants
 Dr. Rajeev Saincher Inc.
 Dr. S N Mohamed Inc
 Dreyer Group Mortgages
 Edie Takahashi Personal Real Estate Corp.
 Elkay Developments Ltd
 Eurovision Optical Boutique
 First West Foundation
 Fraser Health Authority
 GTO Global Logistics Inc
 G D Ventures Ltd.

Hallmark Carpets
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 Homelife Benchmark Realty Corp
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 IKEA Coquitlam - Store #313
 Institute for Health System Transformation
 and Sustainability
 King of Floors
 Knights of Columbus Star of the Sea Council
 7015
 Kuzco Lighting
 Landert Group
 Macular Degeneration Low Vision Support
 Group
 Moka House Coffee
 Mundi Holdings Ltd
 Murdoch Jewellers
 National Diabetes Trust
 Nite of Hope White Rock/South Surrey
 Nixon & Associates
 Ocean Pacific Lighting Inc
 Pacific Arbor Five Residences
 Peace Arch Hospital Auxiliary
 Pettinelli Mastroluisi LLP
 Progressive Construction Ltd
 Prospera Credit Union—Ocean Point Branch
 Provincial Employees Community Services Fund
 Raymond James Canada Foundation

Raymond James Ltd
 Registered Massage Therapists' Association
 of BC
 Retirement Concepts
 Rotary Club of Semiahmoo (White Rock) #26587
 Rotary Club of White Rock—Peace Arch #22488
 Schill Insurance Brokers Ltd
 Semiahmoo Senior Service Providers
 Shewfelt McMillan Group
 Source Office Furnishings
 St. Mark's Men's Club
 Sunnyside Manor
 Taurus Commercial Real Estate Services Ltd
 Telus Communications
 The Block Charitable Foundation
 The Ritchie Foundation
 United Way of Greater Toronto
 University of Lethbridge
 Victory Memorial Park Funeral Centre
 Vin Coyne Communications
 Washington Avenue Grill ©
 Werner & Helga Hoing Foundation
 West Coast Floral Growers
 White Rock Elks 431
 White Rock/Surrey ULock Mini Storage
 White Spot #665
 Wilson M. Beck Insurance Services Inc
 WMC

Our Thanks to 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, 2017– March 31st, 2018

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

The Block Charitable Foundation	Richard von Hehn	Dr. Rajeev Saincher Inc.	Ken & Catherine Sully
Broadstreet Properties Ltd.	King of Floors	Erica Ritchie	Victory Memorial Park Funeral Centre
Bruce Docking	Knights of Columbus Star of the Sea Council	The Ritchie Foundation	Werner & Helga Hoing Foundation
The Estate of Margaret Rodgers	Kuzco Lighting	Rotary Club of Semiahmoo (White Rock)	West Coast Floral Growers
First West Foundation	Ocean Pacific Lighting	Rotary Club of White Rock (Peace Arch)	Sandy Wightman
Robin Harper	Pacific Arbor Five Residences		White Rock/Surrey ULock Mini Storage
Fran Havinga			

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

Tyson Angus	The Estate of Robert Stelmach	Duane Lefebvre	Benjamin Sears
Keith Becker	Betty Farris	National Diabetes Trust	Randall Shaw
Edward Brignall	Robert Flowers	Wayne Nygren	John Silva
British Group Realty Corp.	L. Doreen Hoath	Ken Osborne	Taurus Commercial Real Estate Services Ltd.
Pauline Burdon	Doris Holloway	Peace Arch Hospital Auxiliary	Tracey Valente
Penny Bush	Homelife Benchmark Realty Corp. (Tyson Angus & Mike Grahame)	Progressive Construction Ltd.	Robert Van Rassel
CanadaHelps	Shawn Issel	RMT Association of BC	Florence Wall
Michael Copp	Edmond Kostashuk	Retirement Concepts	Suzette Willetts
DMCL		Dorothee Schenk	White Rock Elks 431
Elkay Developments Ltd.			

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

Arbutus Funeral Service Inc.	Stan Carter	Charles Gould	Caroline Lotter	Diane M. Ridge
Aroon Shah & Associates Inc.	Coast Capital Savings Credit Union (Head Office)	Linda Gronert	Marlene Mackenzie	Tammy Ritchie
ATEC Installations Ltd.	Dreyer Group Mortgages	Halton Chemical Inc.	Brian Murtzell	Debi Rumley
Bay Realty Ltd.	The Estate of Helen Taylor	Homelife Benchmark Realty Corp. (Randy Cooper)	Corinne Nemy	Lilli Serediuk
Marlene Bergen	Elaine Etanski	Merina Hunt	Janice Pardy	Schill Insurance Brokers Ltd.
David Burnside	Eurovision Optical Boutique	Lori Ishikawa	Jill Phillips	Sunnyside Manor
CARP White Rock/Surrey Ch. 11	Dorothy Filsinger	Charles King	Prospera Credit Union (Ocean Pointe Branch)	United Way of Greater Toronto
	Judy Forster	Beth Kish	Raymond James Canada Foundation	University of Lethbridge
	Elaine Godwin	Leonard Leece		Sandra Weinmueller
				Jill Wilchek

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

Richard Bailey	Coffee & Choir Group (Carole Abernethy)	Teresa Hotell	Jill Martyniuk	Bonita Schoenberger
David & Diane Balsor	Deborah Cooper	HWG Chartered	Marjorie Mooney	Cliff Shannon
Lana Batcheller	W. Alan Davidson	Professional Accountants	Joyce Ness	Sylvia Silva
Myrna Bennett	Jayne Durling	IKEA Coquitlam	Richard Newell	Alison Smith
Barry Bird	Edie Takahashi Personal Real Estate Corp.	Steven Kappler	Colleen O'Keefe	Joseph Spyer
Dorothy Blandford	Bonita Findlay	Brian Kirkham	Lois Phillips	St. Mark's Men's Club
Laurel Lynn Brauer	Patricia (Patty) Frigon	Ingrid Knight	Barbara Pinkiewicz	Joe Sweeney
Elizabeth Brear	G D Ventures Ltd.	Sandra Knights	Joyce Poley	Telus Communications
Georgia Briggs	Melinda Hart	Betty Legge	Raymond James Ltd.	Deb Terry
Marilyn Bryson	Laverne Hogg	Deborah Soo Lum	Roz Ritchie	Laurie Triggs
Carol Chase	Eleanor Holton	Dennis Lypka	Dr. S N Mohamed Inc.	Eunice (Mollie) Williams
C&K Courtesy Cleaners Ltd.		Joan MacKenzie	Robert Saunders	Terry Wong
		Liz Maniquet	Tammie Schellekens	

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

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Surrey, BC V4A 1T2

  @pahospicesociety

 @PAHSociety

peacearchhospice.org

604-531-7484