



white rock  
south surrey

hospice society



# Touching Lives

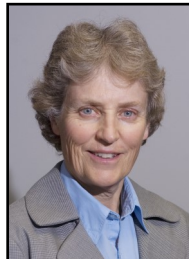


## ANNUAL REPORT 2014-2015

# BOARD OF DIRECTORS



**Robin Harper**  
*President*



**Diana Davidson**  
*Secretary*



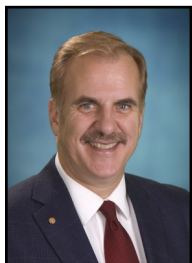
**Gary Deck**  
*Treasurer*



**Hélène Cameron**  
*Director*



**Dave Chesney**  
*Director*



**Jim Hartt**  
*Director*



**Joyce Mackenzie**  
*Director*



**Aroon Shah**  
*Director*



**Rick Singh**  
*Director*



**Halina Struser**  
*Director*

## OUR STAFF

Catherine Ferguson	<i>Executive Director (On-Leave)</i>
Beth Kish	<i>Acting Executive Director</i>
Victoria Briggs	<i>Asst. Manager Thrift Store</i>
Ann Clouston	<i>Manager Thrift Store</i>
Tara Field	<i>Clinical Counsellor</i>
Trevor Josephson	<i>Clinical Counsellor</i>
Elaine Marshall	<i>Administrative Assistant</i>
Theresa Robson	<i>Community Fund</i>
	<i>Development Coordinator</i>
Jan Stadnyk	<i>Administrative Director</i>
Shannon Toop	<i>Coordinator of Volunteers</i>

## ON CONTRACT

Sue Baxter	<i>Bookkeeper</i>
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## OUR VISION

*Our vision is that all residents of the Semiahmoo Peninsula have the knowledge and the emotional, practical, and spiritual support they need as they face advanced illness and bereavement.*

## OUR MISSION

*The White Rock South Surrey Hospice Society supports individuals, their family, and friends who are facing advanced illness or bereavement and educates the community on dying and grieving.*

## OUR VALUES

*The values underlying the work of White Rock South Surrey Hospice Society are respect, compassion, empathy, caring, excellence, and dedication.*

*We value the integrated teamwork of professionals, staff, and volunteers in partnership with Fraser Health and community programs.*

## PRESIDENT'S REPORT



The one factor that can be confidently predicted is that the demand for the services offered by White Rock South Surrey Hospice Society will continue to increase rapidly in the coming years. In 1981 Canada had 2.3 million people aged 65 years or older. By 2009, that figure had risen to 4.7 million and by 2061 the number is projected to reach as high as 15 million.

Utilizing our relatively limited resources to try to meet such a need means we have to operate as efficiently and proactively as possible without ever losing sight of our declared mission statement. Within BC alone there are now in excess of 900 charities, just in the broad field of healthcare, competing for a virtually static pool of 'sympathy dollars', especially so far as any government funding is concerned. That situation is not going to improve in the future.

It is a key function of the WRSSHS Board to ensure that the Society remains financially sound and able to meet its obligations, and it is against this background of fiscal prudence and responsibility that progress on the new Supportive Care Centre has been frustratingly slow. At the AGM I shall be giving a more detailed status report on the project, but, suffice to say, estimated total costs have come in higher than anticipated and the Board is in the process of re-evaluating certain elements.

Once again over the last year, the Society has received wonderful support from the community it serves. Peace Arch Rotary staged its third Hospice Noel, raising over \$28,000, Hike-4-Hospice was a great success despite appalling weather, and many other third party events were organized on our behalf.

Our Thrift Store had another exceptional year including an amazing special one day sale. It is almost impossible to imagine how WRSSHS was financially viable prior to the store's opening seven years ago.

Beth Kish, our Acting Executive Director, has done an exceptional job since joining WRSSHS last June. The Board is very cognizant of the work she has undertaken in raising public awareness of the Society. This will be an essential pre-requisite to the successful launch of our upcoming major fundraising campaign later in the year. As ever, Beth has been ably supported by the very experienced and dedicated team that she leads together with our more than 300 volunteers. You are the ultimate strength of our organization. Without your enthusiasm, expertise and commitment, WRSSHS simply would be unable to function.

My final task is to thank all my fellow Board members for the role they have played in the governance of the Society's affairs. Many of them, likewise, volunteer with WRSSHS outside of their Board duties and responsibilities.

We also maintain our search to identify and recruit new Board Members with the requisite skill sets that WRSSHS needs to help continue moving forward. These days an organization stands still at its own peril.

Yet again the next year will bring its own challenges, but I believe that all of us as a team are in good shape to meet them with confidence.

Sincerely,  
Robin Harper  
*President*



## ACTING EXECUTIVE DIRECTOR'S REPORT



I came across this quote recently by Evan Esarand and I thought it was so applicable to the work of hospice.

*“You can't do anything about the length of your life,  
but you can do something about its width and depth.”*

During the last 5 years working in hospice I have had my eyes opened and have a much better understanding of the depth and breadth of this sacred work. It's clear it's not for everyone. It's a calling, and then a choice. Very few choose to go to the depths of life and death with someone (often a stranger) and many are not willing or able to go. It is difficult to walk beside someone and know you are unable to offer a solution to a palliative diagnosis, or ease the pain and chaos that follows a loss. But one very powerful offering is.... to be a companion. To be present and listen intently as a loving, compassionate, neutral presence. When you get that – you understand more fully what this work is all about.

This last year it has been an honour and 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. As we continue to carefully plot out our path to find new premises it is heartwarming to see how the community and generous individuals are anxious to step up to the plate in response of our need to expand. Our nominations for Best Not-For-Profit in this year's Surrey Board of Trade's Business Excellence Awards and the Chamber of Commerce Business Awards were both exciting opportunities to tell the story of our Hospice Society.

*“Not just a person has a reputation, organizations have reputations too.”*

The gifted and experienced members who have sat on our Board of Directors have helped us make many decisions to bring change and growth to the Society. Each brought leadership, skill and direction to the table, and I have enjoyed working with them all. Our gifted Staff have worked so hard to bring professionalism and effective response to the operations and administration of the Hospice Society. On the program side, our professional Clinical Counsellors continue to not only support every palliative and grieving client, but they also reach out to our community to help where they can. With their certified training and their hours of listening to those who need a specialized support, they inspire the rest of the Staff to work hard in support of our programs and services with such heartfelt care.

*“Our Staff and Volunteers are our biggest asset.”*

The vital services of the White Rock South Surrey Hospice Society are funded in major part through community support. Every donation helps to guarantee accessible, exceptional care for thousands of people in this community. I am pleased to report that we have kept our expenses and revenues in balance through careful stewardship of our resources and expenses.

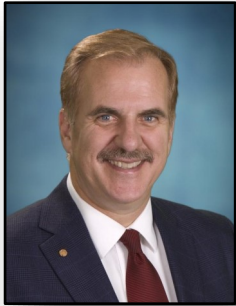
- Fundraising events this past year like Hike 4 Hospice have seen consistent growth in attendance as well as increased financial support.
- Community groups and local businesses also continue to amaze us with their ongoing support.
- Our Hospice Society Thrift Store continues to provide financial stability and it has become a well known and respected place to donate used items in support of the WRSSH Society programs and services.

I would like to take this opportunity to thank each and every person, from volunteer, to employee, to community member who has contributed to the successful year that we have had. Without your help, none of our work would be possible. I am positive that our success will only continue with such high quality, dedicated individuals supporting us. Thank you all for everything you do.

Beth Kish  
Acting Executive Director



# STRATEGIC PLANNING COMMITTEE REPORT



The White Rock South Surrey Hospice Society's Board of Directors and staff built on the strategic planning work that was conducted in 2014. As you may recall from the report for last year's AGM, in 2014 the Board had re-baselined and validated the Society's **Vision**, and statement of the **Mission** and Guiding **Values** that reflected the purpose and soul of the organization, as well as defined a short list of critical areas that the Society is focused on for long-term success. The items on the list are referred to as our **Key Results**. The prior effort served us very well during the past twelve months, a period that saw a new Interim Executive Director come on board as well as other staff arrivals.

These key strategic guideposts are worth revisiting.

**VISION** - Our vision is that all residents of the Semiahmoo Peninsula have the knowledge and the emotional, practical, and spiritual support they need as they face advanced illness and bereavement.

**MISSION** - The White Rock South Surrey Hospice Society supports individuals, their family, and friends who are facing advanced illness or bereavement and educates the community on dying and grieving.

**VALUES** - The values underlying the work of White Rock South Surrey Hospice Society are respect, compassion, empathy, caring, excellence, and dedication. We value the integrated teamwork of professionals, staff, and volunteers in partnership with Fraser Health and community programs.

The **Key Results** for the period 2014 – 2017 have been defined as:

1. **New Supportive Care Centre** – create a new and effective home for the work of the Society, its staff and the community it serves;
2. **Community Awareness** – the Semiahmoo Peninsula will be aware of, understand and appreciate our unique services and needs;
3. **Revenue Generation** – we will identify, prioritize and action all sources of revenue to fund the Society's activities;
4. **Highly Valued Programs and Services** – subjected to continual evaluation and improvement.

**Key Result #1** continues to dominate the strategic horizon and the Board's attention.

The past year has also seen the implementation of sound and consistent practices for the ongoing assessment and alignment of our Strategic Plan, particularly in the areas of converting strategic direction to action items and staff assignments as well as regularly monitoring and reporting progress achieved. The Board wishes to acknowledge Beth Kish and Staff for making these significant strides with strategic implementation.

Respectfully Submitted,

Jim Hartt

*Strategic Planning Committee Chairperson*

## CONDENSED FINANCIAL STATEMENT OF OPERATIONS

Year Ending March 31, 2015

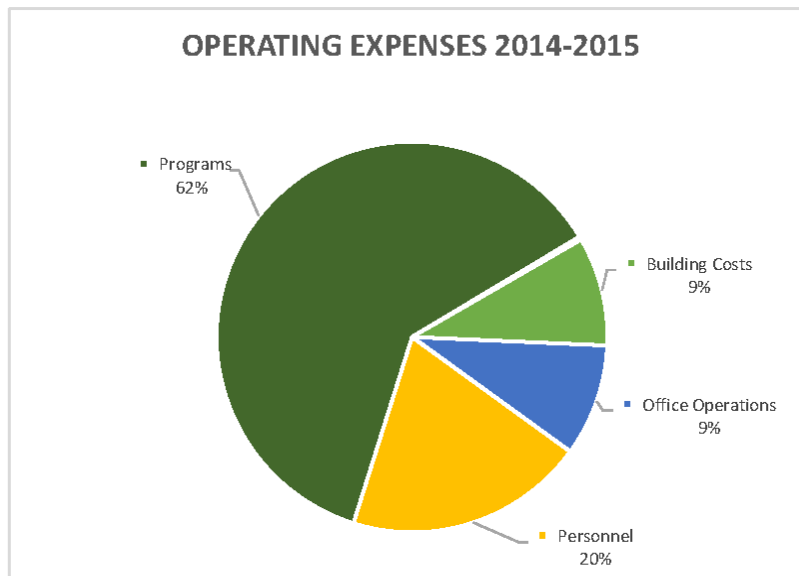
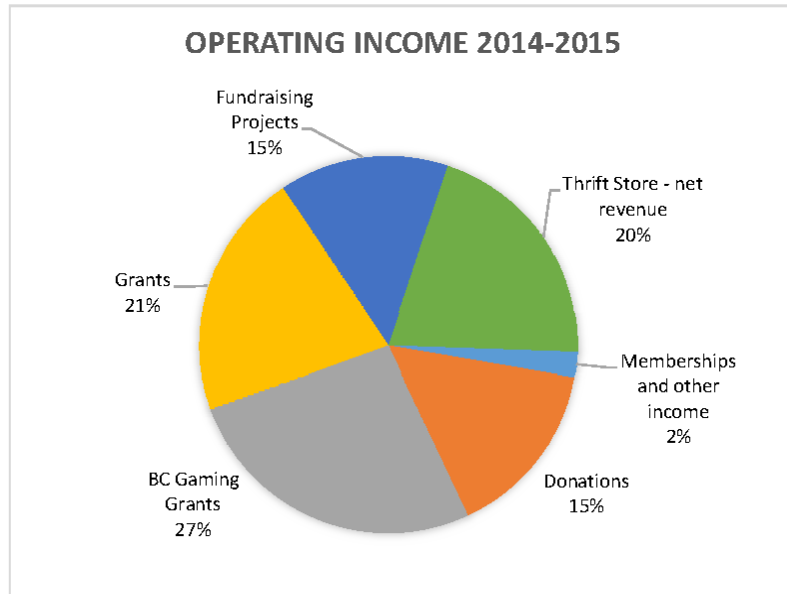
Statement of Operations	Operating	Capital	Combined
<b>REVENUE</b>			
Donations	\$ 57,890	\$ -	\$ 57,890
Fundraising Projects	54,938	28,600	83,538
Fraser Health Authority and Other Grants	79,835		79,835
Gaming Grant	100,000		100,000
Rental Income		42,816	42,816
Thrift Store (Net Income)	77,214	77,214	154,428
Memberships and Other Income	8,084	17,731	25,815
Bequests		75,654	75,654
	<b>377,961</b>	<b>242,015</b>	<b>619,976</b>
<b>EXPENDITURES</b>			
Accounting and Legal	7,882	-	7,882
Advertising and Promotion	8,912		8,912
Bank Charges	4,204		4,204
Board of Directors	4,914		4,914
Computer	12,692		12,692
Fundraising Projects	1,234		1,234
Insurance	5,986		5,986
Interest on Mortgage		10,187	10,187
Memberships	863		863
Office	11,889		11,889
Personnel	393,354	62,964	456,318
Program	9,486		9,486
Property Taxes	4,527	8,151	12,678
Rent	20,000		20,000
Repairs and Maintenance	745	5,250	5,995
Telephone and Internet	3,966		3,966
Utilities	2,745		2,745
	<b>493,399</b>	<b>86,552</b>	<b>579,951</b>
<b>EXCESS OF OPERATIONS</b>	<b>\$ (115,438)</b>	<b>\$ 155,463</b>	<b>\$ 40,025</b>
<b>GAIN/LOSS SALE OF REAL ESTATE</b>		<b>\$ 380,801</b>	<b>\$ 380,801</b>

## STATEMENT OF FINANCIAL POSITION

Statement of Financial Position	Operating	Capital	Combined
<b>ASSETS</b>			
Cash and Term Deposits	\$ 146,879	\$ 571,073	\$ 717,952
Amounts Receivable	4,902		4,902
Intrafund Receivables	0	50,451	50,451
Prepaid Expenses	4,869	2,618	7,487
	156,650	624,142	780,792
Real Estate		938,092	938,092
	156,650	1,562,234	1,718,884
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Accounts Payable and Accrued Liabilities	56,962	896	57,858
Intrafund Payable	50,451		50,451
Deferred Revenue	135,497	107,715	243,212
<b>TOTAL LIABILITIES</b>	<b>242,910</b>	<b>108,611</b>	<b>351,521</b>
<b>FUND BALANCES</b>			
<b>Net Assets</b>	<b>\$ 156,650</b>	<b>\$ 1,562,234</b>	<b>\$ 1,718,884</b>

This is a condensed statement of 2014-2015 financials. Should you require a full copy of the Financials for 2014-2015 please contact our office at 604-531-7484 or email us at [contactus@whiterockhospice.org](mailto:contactus@whiterockhospice.org)

## ALLOCATION OF INCOME AND EXPENSES BY CATEGORY



## GOVERNANCE COMMITTEE REPORT



The Governance Committee's role is to ensure the Board and the Society operate effectively. As such, its responsibilities include reviewing and developing bylaws, policies and procedures; regularly assessing the effectiveness of the Board, its committees and Directors; and supporting the development of Directors to maintain governance skills. The last year's efforts in the area of governance were focused on Board effectiveness and a review of policies.

With respect to Board effectiveness, the Committee oriented new Directors, reviewed the terms of reference of Board committees, acted on the results of the 2014 effectiveness survey, reviewed Board composition, and identified priorities for recruiting appropriate candidates to fill vacancies on the Board. In 2015, the Board has completed another effectiveness survey, the results of which are being reviewed for action. The Committee expects to test an individual Director assessment process and create a 3-5 year Board development plan.

The last major development of policies took place in 2011-2012. With the support of knowledgeable Staff, the Committee began a wholesale review with an eye to ensuring clear and consistent policy development and organization, identifying new policies for development, and creating a database that will be useful for reference and for future reviews.

Finally, in preparation for the 2015 AGM, the Committee drafted special resolutions recommending changes to bylaws dealing with membership and a proposed new Past President position.

Respectfully,  
Hélène Cameron,  
*Governance Committee Chair*



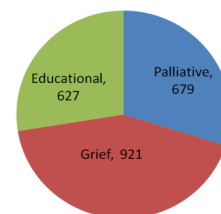
## PROGRAMS AND SERVICES

WRSSHS has an excellent team of Staff and Volunteers who work together to provide an array of programs and services for children, youth, and adults who are coping with life-threatening illness, sudden or expected death, and to those who are grieving.

Our Counsellors and Volunteers provide 1 to 1 Support, Vigils, Tea Service, and Pet Visitations to the Peace Arch Hospice Residence for Palliative Clients. They also visit in long term care facilities and within clients' homes. Among our Bereavement services, we offer Walking Groups, 1 - 1 Counselling, Adult Grief Groups, Workshops and Relaxation Sessions. Our Good Grief Teen Training Program has expanded and the youth are now volunteering with our Day Camps for Grieving Children.

During the year, our two Registered Clinical Counsellors provided a total of **1433** counseling hours with **679** Palliative Care client sessions and **921** Grief client sessions. Combined, our Counsellors saw **228** new Palliative clients and **145** new Bereavement Clients.

The Society's Educational Community Outreach included workshops for school counselors, health care providers, and children and youth within the school district for a total of **627** clients.





# COORDINATOR OF VOLUNTEERS REPORT



Having just completed my third month as Coordinator of Volunteers I can say that it has been a busy time. We recently held the annual Volunteer Appreciation breakfast which had equal representation from both the Hospice Society and Thrift Store Volunteers. The Society currently has **79 Friends of Hospice**, **156 Client**, and **132 Thrift Store** Volunteers for a total of **367** active Volunteers.

This year Ellen Wilson-Cosgrove and Joanne Hart received their **25** year pins. That is quite an accomplishment and speaks to the longevity of service the volunteers give our Society.



Board President Robin Harper (far left) and Acting Executive Director Beth Kish (far right) presented certificates to Volunteers with 20-24 years of service. L to R: Jean Budworth, Jean Walker, Nancy Christy, Paula Marfleet & Betty Legge



Joanne Hart



Ellen Wilson-Cosgrove

All together, **Friends of Hospice**, **Client**, and **Thrift Store** Volunteers contributed over **28,432** hours. The Thrift Store contributed **18,408** hours and Friends of Hospice and Client Volunteers gave **10,024** hours. As an example, our Client Volunteers supported **27** Vigil clients by sitting **252** vigil shifts which equates to **756** volunteer hours on its own!

*“Thank you for sitting vigil at PAH. Your unending conscientiousness, care and devotion is truly appreciated. The help you gave us at this difficult time has been invaluable. We can’t thank you enough.”* From a grateful family member.

Volunteers are certainly the heart of the Society and they give not only their time, but also their dedication, energy, and spirit to our community. Our Society could not run without all the specialized help given by these teams of generous people. Not only do they participate

in vigils, we also have teams of Volunteers who regularly support our palliative and bereaved clients as well as supporting the Society’s daily operations. The following is just a small list of some of the amazing things our Volunteers do:

- Support palliative and bereavement Clients 1 to 1
- Serve Tea twice a week in the Hospice Residence which includes goodies baked by our Volunteers
- Create beautiful hand made Memorial Name Cards for those who passed in the Hospice Residence
- Sew beautiful bags for the belongings of Hospice Clients who have passed so that families don’t have to take their loved one’s items home in a grocery or garbage bag
- Facilitate Relaxation Sessions, both in groups and individually
- Co-facilitate Grief and Walking Groups, Children’s Day Camps, Teen Trainings and other workshops
- Bring their accredited pets to visit patients in the Hospice Residence
- Visit & support patients in the Hospice Residence daily
- Be on call 24 hours a day to help support those in PA Emergency who have lost someone in a sudden death situation
- Help out at our yearly events such as Celebrate-a-Life, Hike 4 Hospice, & Community Memorials
- Assist the Society in fundraising, gardening, administrative, and general maintenance duties
- Be dedicated, compassionate Receptionists who meet and greet all those who walk through our doors
- Go into the community and be amazing ambassadors for our Hospice Society



You can see that everyone working together, being so willing to give back to their community, is truly inspiring. Our Society and community is truly blessed to have such selfless Volunteers.



Respectfully,  
Shannon Toop  
Coordinator of Volunteers

# WRSSHS THRIFT STORE REPORT

The Society's Thrift Store has an important mandate; it is to generate revenues to be used for the various programs and services we provide, free of charge, to our community. Once again, the store has had a successful year. Contributing factors include but are not limited to improved advertising, special promotions, silent auctions, and exciting store displays as well as regular updates on our facebook page.



Unit 2A, 15562 - 24th Avenue, South Surrey, BC  
604-538-7600 Open Monday - Saturday



Ann Clouston, Thrift Store Manager  
& Beth Kish, Acting Executive Director

The Society's Thrift Store was chosen as a finalist in the Not-for-Profit category of the 2014 Surrey Board of Trade - Surrey Business Excellence Awards. The focus was on the role the Thrift Store plays within our Society.

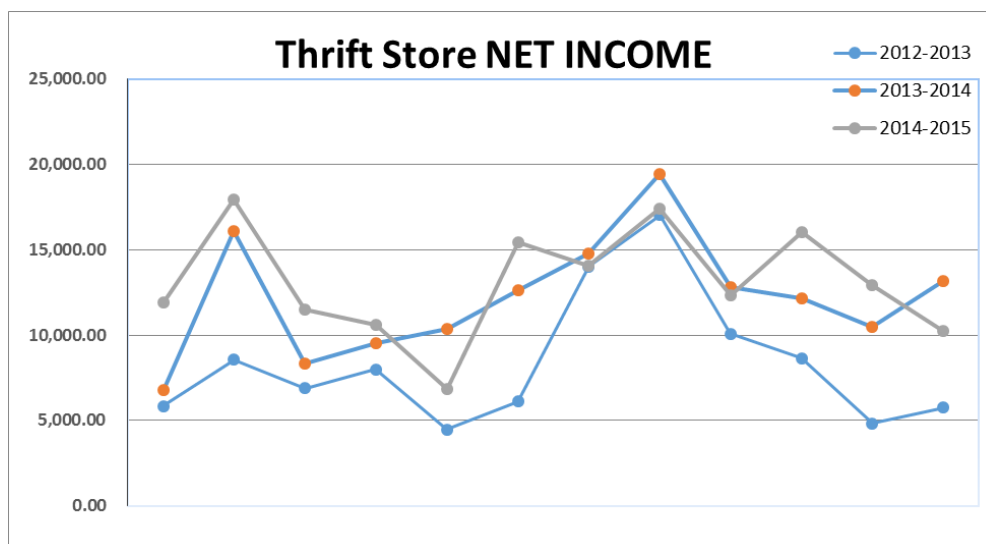
This award and our other successes could not be achieved without the enthusiasm, commitment and hard work of our 132 Volunteers. During the year, they gave us an amazing **18,408** volunteer hours. Each new volunteer receives one-on-one training which includes receiving donations, sorting, pricing, and stocking shelves.



Thrift Store fun at our Volunteer Christmas Party.

Our store lets nothing go to waste. Donated items which cannot be sold go to other organizations which purchase the items by weight. Closer to home, we regularly provide clothing and blankets to the Vancouver's downtown east side to care for the Homeless. We ensure that everything that has been generously donated is put back into the community in some form.

Respectfully Submitted,  
Ann Clouston, *Thrift Store Manager*



## 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.*

### *Angels are messengers and ambassadors of the important work we do*

Larry Hope

Dorothy Thompson

Richard Von Hehn

### *Doves are symbolic carriers of peace, hope and compassion*

Georgia Briggs  
Edward Brignall  
Penny Bush  
Russ Cmolik

R.C. & Maria Greenwell  
Linda Gronert  
Doris Holloway  
Margaret Rodgers

Dorothee Schenk  
Yvon Thibeault  
Robert Van Russell

### *Wings allow us to fly and reach beyond our expectations*

James Barron  
Elaine Godwin  
Mia Gordon  
Debbie Gray  
Marilyn Greenwood  
Dalton Jones

Bryne McNamara  
Olive Miller  
Alison Northrup  
Pat Rudl  
Jean Scarfe  
Brock C. Smither

Ken Sully  
Florence Wall  
Jill Wilchek  
Nanette Wong

### *Hearts are symbols of caring, healing and love*

Gwen Arnold  
Joan Babb  
Joseph Baxfield  
Marilyn Bryson  
Sharon Clayton  
Janice Foster  
Cecilia Friedt

Robin Harper  
Doreen L. Hoath  
Sharilyn Lindsay  
Ra McGuire  
Rebecca Meeks  
Rick O'Connor  
Dennis Perry

Edward Parker  
Stanley Rutledge  
Sylvia Teal  
Anne Wiese  
Eunice Williams

### *Hands help make light work of heavy burdens*

*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.***

Angels (\$2,500 and up); Doves (\$1,000 to \$2,499); Wings (\$500 to \$999); Hearts(\$250 to \$499); Hands( up to \$249)

## **We Appreciate Your Support**

*We are grateful to the many corporations and organizations that support our programs and services through sponsorship and donations.*



### ***CORPORATE SPONSORS and DONORS***

AM 650  
Buchanan Printers  
Blackdog Professional Driver  
Butterley Family Foundation Inc  
Canterbury Coffee Cup  
Carols Nail Spa  
CIBC Wood Gundy  
Coast Capital Savings  
DMCL

Epcor Utilites  
Fashion Addition 14+  
Gateway Casinos  
Homelife Benchmark Realty  
Peace Arch News  
RBC DS - Rumberg Group  
Royal Bank  
Sanata Cultural Society of BC  
Schill Insurance

Shewfelt McMillan Group  
- National Bank Financial  
Starbucks  
The Shops at Morgan Crossing  
Thrifty Foods  
Tim Hortons  
Victory Memorial Park Funeral  
Washington Avenue Grill  
White Rock Surrey U-Lock

### ***SERVICE CLUBS and GROUPS***

Cdn Online Giving Foundation  
Federal Superannuates Nat Assoc.  
Fraser Valley Quilters Guild  
Icelandic Care Home  
Knights of Columbus  
Langley Quilters Guild  
Piece Arch Quilters

Peace Arch Monarch Lions Club  
Peace Arch Zone Pool  
Provincial Employees Comm Serv  
Rosemary Heights Elementary  
Rotary Club of Peace Arch  
St. James Lodge #80  
St Marks Club

Sunrise Ridge Elementary School  
Team Telus Cares  
United Way of Ottawa  
United Way of Toronto  
White Rock Singers  
White Rock Youth Ambassadors

### ***GRANTS***

B.C. Gaming Policy &  
Enforcement Branch - Community  
Gaming Grant

Peace Arch Hospital and  
Community Health Foundation

Fraser Valley Health Authority

***Thank you!***  
***Your sponsorship and gifts in kind help  
make it possible for us to continue to support  
those in need of our services.***