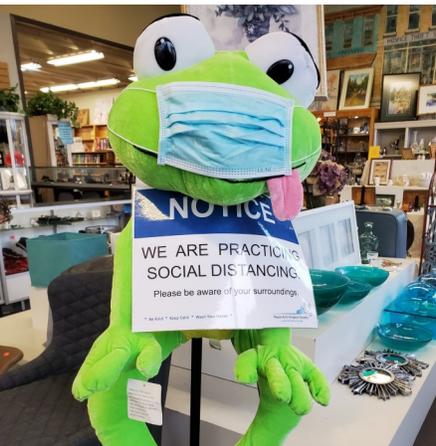


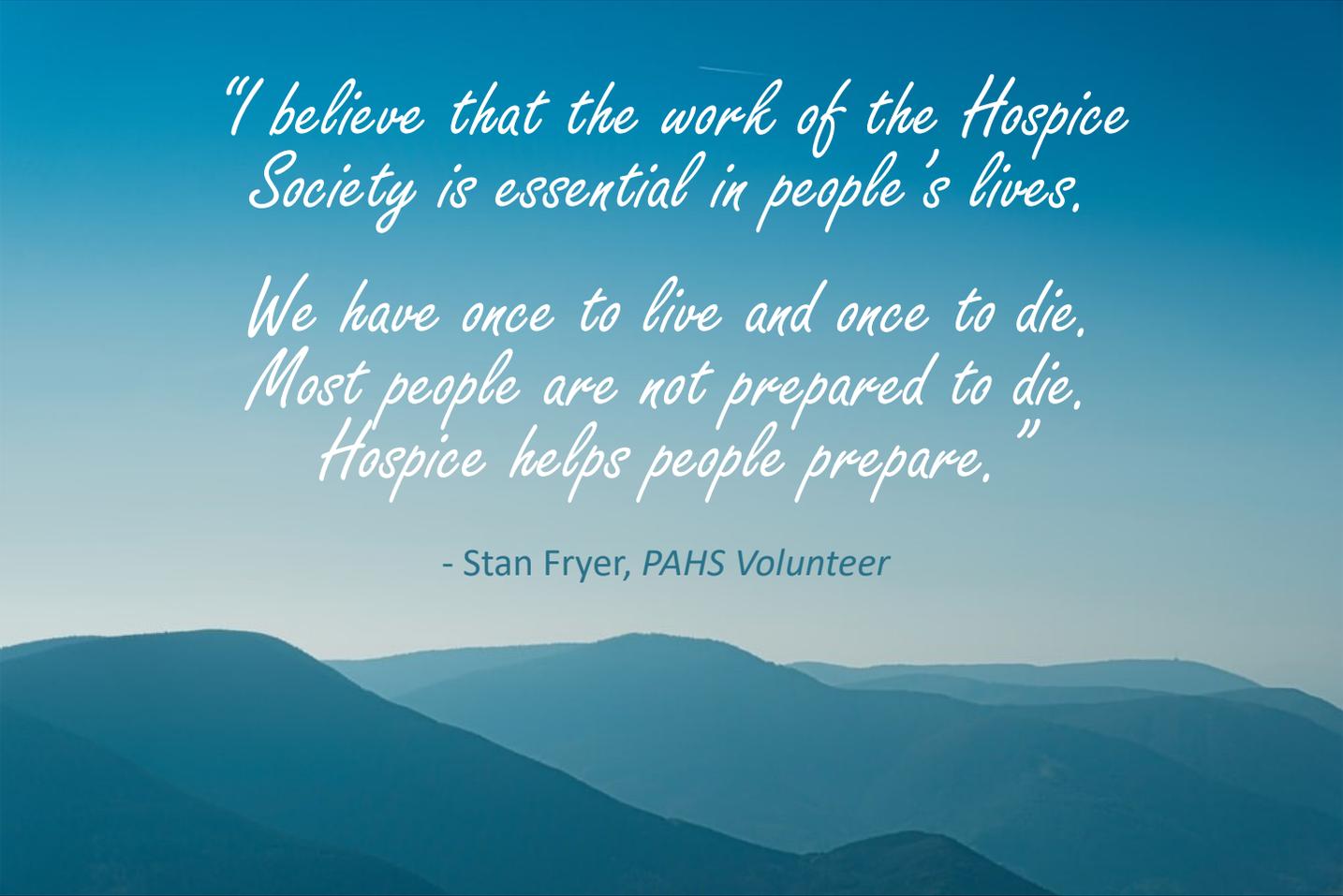


Peace Arch Hospice Society Annual Report 2020-2021



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





"I believe that the work of the Hospice Society is essential in people's lives.

*We have once to live and once to die.
Most people are not prepared to die.
Hospice helps people prepare."*

- Stan Fryer, PAHS Volunteer

Mission, Vision & Values

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 Vision

Creating a caring community that values quality living & dying.



Our Values



Peace Arch Hospice Society

Who We Are

Peace Arch Hospice Society is 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 Society provides programs and services free of charge to individuals, their family and friends, who are facing advanced illness or bereavement. We also offer much-needed support and resources to caregivers, Hospice volunteers, and school and community organizations.

We provide professional palliative and grief support for all ages including children, teens, adults and seniors through our various programs and services listed below.



** These photos were taken before COVID-19 mask mandates**

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*

**These programs are currently offered via Zoom or are on hold due to COVID-19.*

Bereavement (Grief):

- Adult Grief Group
- Bereavement Walking Group
- Children's Grief Support Camp (Friends Helping Friends)
- Drop-In Grief Support Groups (Adult, Men's, Young Adult)
- Individual and/or Family Counselling
- Mindfulness Meditation for Clients
- Mindfulness Meditation for Clients Drop-In*
- One to One Grief Support
- Relaxation Sessions

“Now, it’s my turn to thank you for the amazing care and compassion you gave my husband in his last days, followed up by the concern and guidance I received, which was the lifeline in getting me through those dark days. I had no family or support system, but you gave me one. I am ever grateful.”



“Peace Arch Hospice Supportive Care has been such a huge part of our lives for so long for us all. Even though we can't go into the actual building because of this current health crisis, it was comforting to feel like we were still a part of it. We have this layer of grief that we are dealing with, and now on top of this is physical home isolation, which is a great loss of so many things like the our other PAHS programs, and the closure/cancellation of fitness clubs, community classes, libraries, store services, theatres and even banks. Looking forward to connecting with you and our online group again. After all, it's now the absolute highlight event of my week!”

Board of Directors



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

President's Report



Welcome. Thank you for being here this afternoon/evening. The heart of hospice was ever present this year all around. The generosity of you, our donors, the community, and our volunteers, were incredible. As we head into our emergence from the past year and a half of this pandemic, I would really like to acknowledge the tenacity and the dedication of our wonderful volunteers; the compassionate people, at the very heart of Hospice; whom were more than willing to keep on doing the most valuable work. And giving they do. Thank you to all the volunteers for putting yourselves out there during this troubling and potentially unsafe time. The fact that the thrift store was still able to operate, and (operate successfully they did), has allowed the continued financial success of the Peace Arch Hospice Society. Our volunteers have allowed our community to flourish and continue, and to provide support and services to individuals in great need. Thank you for that.

Amanda deserves huge accolades all around, with the task of onboarding as the Society's Executive Director during these uncertain times and has flourished in her transition. It cannot be easy to take over a helm during a time of social distancing, mask wearing and isolation. She has done so with much grace and creativity and thinking outside the box, as well as working hard getting to know the Society's staff, volunteers, board and our donors. The board acknowledges Amanda's hard work and success in leading Peace Arch Hospice Society throughout this past year and are so pleased with her and her team's achievements.

We look forward (as we know Amanda does; we all do) in coming back together at events in the community and a resuming of normalcy. Thank you to Amanda's team for their dedication and commitment to their roles and all they bring to our community as well.

I must also thank our donors for their continued support in this past year as well. Our donors have been amazingly generous to the Society but especially in times like these. So a huge THANK YOU!

I thank our Board of Directors for their valuable contributions and their time serving the Society; you are all very much valued: Dennis, Marjorie, Kathy, Brenda, Diana, Tammy & Brian. Thank you. And a very warm welcome to our three new board members, Tracy, Alison & Harry. We look forward to the coming year.



Thank you,
Jayne Pattison
President, PAHS

Executive Director's Report



I'd like to start by sharing my deepest appreciation and thanks for the warm welcome and encouragement that I've received since starting with the Society last October. I have had the pleasure of meeting many of you, albeit while masked, via zoom or over the phone.

It has been an unusual year to say the least. It is often said that it is when you are out of your comfort zone that the magic happens. I'd say many of us have been out of our comfort zone this year and for our Society, the magic has appeared in the form of resilience seen in our staff, volunteers, and our community. We have undoubtedly faced much adversity, but we have also

witnessed generosity, compassion, and determination that is second to none. You supported us when we reopened our Thrift Store, when we had to cancel events and when we had to get creative with the programs and services we could offer. Behind every one of our decisions made this year has been, *"What can we do to ensure we continue to offer our services and how do we do it safely?"* The health and safety of our staff, volunteers and community has been at the heart of each decision made.

I continue to be humbled by our dedicated and passionate volunteers, donors, and supporters both here at the Supportive Care Centre and at our Thrift Store. It is because of each of you that our Society continues to be able to support our community and offer our professional services free of charge. The pandemic has placed a spotlight on the need for our services and we know that there will be work to be done as we come out the other side. The impacts of COVID19 are countless and complicated. Thanks to you, Peace Arch Hospice Society remains here for our community.

I'd like to thank our incomparable Staff and our Board of Directors for their passion, talents, and dedication for the work we do. This strong team has a shared vision and commitment to our community, and I am honoured to work alongside them and be inspired every day.

A quote that has resonated with me this year is this:

"Life doesn't get easier or more forgiving, we get stronger and more resilient."

— **Steve Maraboli from Life, the Truth, and Being Free**

Peace Arch Hospice Society exists to support our community, and our community has stood by us through this pandemic. In a time when we have been asked to stay apart, we've found a way to remain committed and connected. Together, we've been resilient. And for that, I am grateful.



Thank you,
Amanda McNally
Executive Director

S T A F F

Supportive Care Centre Staff:

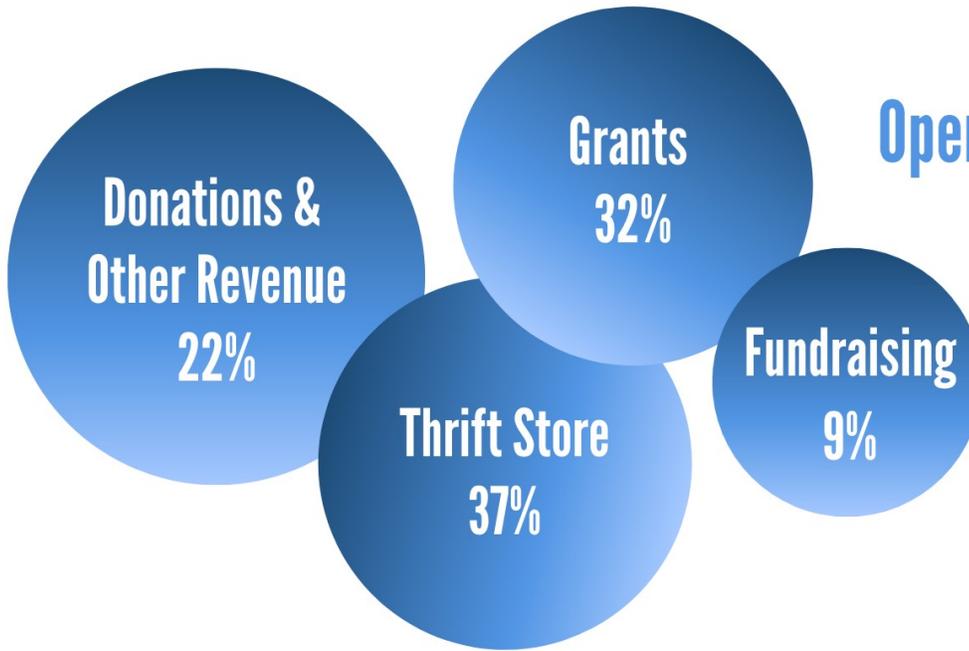
Amanda McNally, *Executive Director*
Emiko Angus, *Communications and Fund Development Coordinator*
Trevor Josephson, *Manager of Clinical Services, Counsellor*
Amanda Myring, *Counsellor*
Marge Ramos, *Financial & HR Administrator*
Tracy Reid, *Coordinator of Volunteers*
Theresa Robson, *Administrative Assistant*
Jan Stadnyk, *Director of Administration*

Thrift Store Staff:

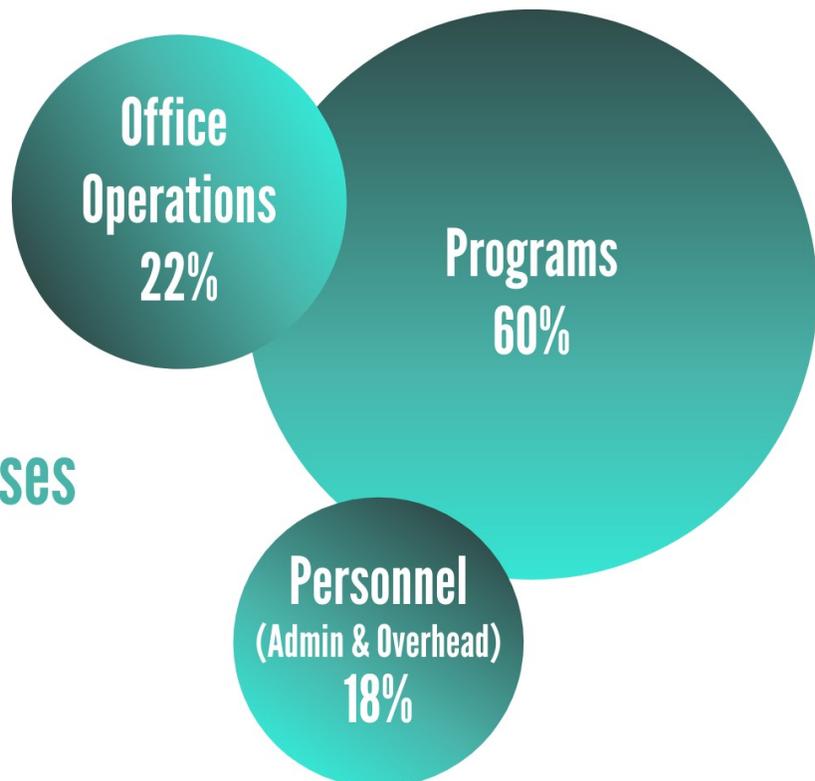
Alannah Klassen, *Thrift Store Manager*
Lindsay Barck, *Thrift Store Supervisor*
Joan Hunter, *Thrift Store Supervisor*
Astrid Obersat, *Thrift Store Supervisor*
Salwa Shami, *Thrift Store Supervisor*

Financial Summary

Operating Revenue



Operating Expenses



Year in Review



Peace Arch Hospice Society 2020-2021 Fiscal Year Statistics



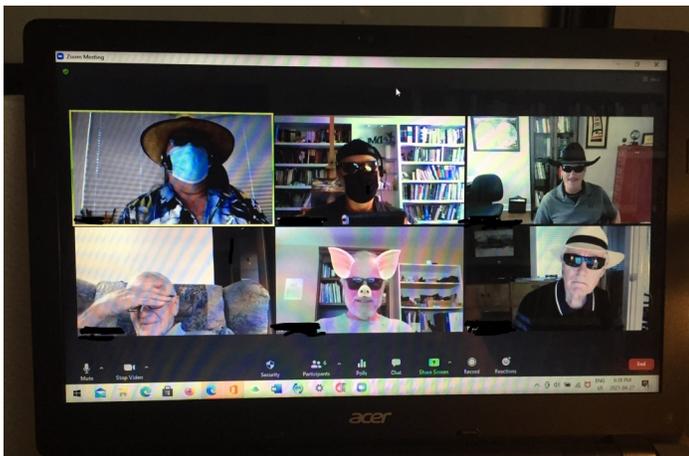
Counselling

Our Registered Clinical Counsellors saw 498 Adult Clients and 52 Children Clients for a total of 929 sessions.



Children's Grief Support Camp

6 Children attended our one (2-day) Children's Grief Support Camp.



Grief Support Groups

In total, our various grief support groups had 689 attendees.



Community Outreach

Our organization touched the lives of 208 individuals in our community through educational support.



Reception

Our volunteer receptionists answered 2,089 telephone calls at our Supportive Care Centre.



Peace Arch Hospice Society
a special kind of caring

Strategic Planning 2020-2023

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.

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.

CHILDREN'S CAMP

Our Children's Grief Support Camp Team contributed 112 hours to our camp in October 2020.

RECEPTION

Our team of Reception Volunteers contributed 1,072 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 165 clients in our community through 1-1 support sessions.

EVENTS

Our volunteers contributed 477.5 hours to our Celebrate a Life event. Hike for Hospice and Hospice Hoedown were cancelled due to COVID-19.

CLIENT & AUXILIARY VOLUNTEERS

138 Client and Auxiliary Volunteers contributed 2759.25 hours to our Programs and Services.

THRIFT STORE VOLUNTEERS

115 Thrift Store Volunteers contributed 15,383 hours in supporting our Programs and Services.



Thank You

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

*The professional palliative and grief support programs and services we provide to our community are possible thanks to the continued and generous support we receive from our donors.
April 1st, 2020—March 31st 2021*

Hearts for Hospice Monthly Donors

Leslie & Sheelagh Bennett	Jackie Crux	Teresa Hotell	Amanda McNally
Dorothy Blandford	Jean Dutton	Brian Hoven	Marjorie Mooney
Doreen Bruce	Lorne Ebenal	Paulette & Robert Keith	Joyce Poley
Ronald Budworth	Bonita Findlay	Beth Kish	Joanne Post
Diana Carlisle	Stan Fryer	Kathleen Lane	Tammy Ritchie
Barbara Carmichael	Brenda Harrison	Sharilyn Lindsay	Randall Shaw
David Chesney	Eleanor Holton	Kathy McIntyre	Karel Vanturenout

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

The Block Charitable Foundation	Fran Havinga	Peace Arch Hospital & Comm. Health Foundation	Werner & Helga Hoing Foundation
Laura Block	Holiday Home Tour for Hope	Rotary Club of Semiahmoo (White Rock) #26587	Western Communities Foundation
Butterley Family Fdn. Inc.	Sharilyn Lindsay	Saint Mary's Health Foundation of New West	White Rock ULock Mini Storage
Coast Capital Savings Credit Union - Head Office	Mitchell Press	Richard von Hehn	Sweelian Young
The Debra Nedelak Memorial Fund	Order of St. John Palliative Care Foundation		
	The Estate of John Page		

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

Align Construction Ltd.	Homelife Benchmark Realty Corp: Tyson Angus & Mike Grahame Prec	Brian Murtsell	Dorothee Schenk
Edward Brignall	Krown Imports	Sylvia Palmer	Splashes Wash Lodge Inc.
CFUW White Rock Surrey Club BC	Mail O Matic	Phillip Crocker	Ken & Catherine Sully
City of Surrey	Marianela Martinez	Photography	SurreyCares Community Foundation
City of White Rock	Metro Vancouver Real Estate Guide	Rick Post	TD Bank Financial Group
Margaret Cowley	Irene Michaluk	The Produce Terminal	Tibor Tusnady
Elkay Developments Ltd	The Military & Hospitalier Order of St. Lazarus of Jerusalem in Canada	Diane Quan	Van Whole Produce
Fresh Direct Produce		Remax Colonial Pacific Realty Ltd.	Florence Wall
Freshpoint		Bill & Diane Ridge	West Coast Gardens
Elaine Godwin		Tammy Ritchie	
Doris Holloway		Shelia Sampson	

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

Pat Bailey	Lorne Ebenal	Beth Kish	Bonita Schoenberger
Keith Becker	Anne Ferris	Duane Lefebvre	Scotts Canada Ltd.
Eva Blaker	First West Foundation	Ranjeev Mangla	David Swansburg
Rose Block	Linda Gronert	Heidi Martel	Titan Innovations Inc.
Doreen Bruce	Geoffrey Gudewill	Hugh McMillan	Tracey Valente
Diana Carlisle	Robin Harper	Amanda McNally	White Rock Medical Associates
Barbara Carmichael	Robert Hassan	Michael Meeks	Jill Wilchek
Dave Chesney	L. Doreen Hoath	Greg Miller	Eunice (Mollie) Williams
Bonnie de Koning	Teresa Hotell	Joyce Poley	Kim Williams
DMCLChartered Professional Accountants	Joan Hunter	Mary Pushie	Marilyn Wittchen
	Rita Johnson	Ryder Creek Projects Ltd.	Lynn Woodcock
	Charles King	Heather Sadoway	

Thank You

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

*The professional palliative and grief support programs and services we provide to our community are possible thanks to the continued and generous support we receive from our donors.
April 1st, 2020—March 31st 2021*

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

Jane Bellringer
Leslie & Sheelagh
Bennett
William Blair
Elizabeth Brear
Carole Brost
Marilyn Bryson
CANNEPP Boiler Room
Technologies Ltd.
Vicki Chatterley
Janet Compton
Jacqueline (Jackie) Crux
Jeremy Cutler
William Dewinetz

Dennie Eng
Dorothy Filsinger
Bonita Findlay
Stanley Fryer
Heather & Tony
Gamble-Boyce
Claire Gould
Jaqueline Gresko
Keith Hanson
Corinne Holowaychuk
Eleanor Holton
Brian Hoven
Daniel Ilich
Joy Kirkwood

Sandra Knights
Knights of Columbus
Council #4767
Deirdre Lane
Genvieve Loslier
Donna Lucas
Liz Maniquet
Kathy McIntyre
Shiraz Mohamed
Kathy Molnar
Marjorie Mooney
Gary & Linda Nedelak
Joyce Ness
Pearl Nodwell

Jill Phillips
John Regan
Monica Rogers
Pat Rudl
Dennis Smith
Maribeth Stavness
Deb Terry
The Estate of Aklaida
Telder
Laura Thibeault
Tweet Shoppe & Vin-
tage Rentals
Karel Vanturenout
Wild River Forest
Products

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

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



Grant from Western Communities Foundation
(Selected by Western Coast Insurance Services)



Legacy Gift from the Estate of John Page



Donation from the Debra Nedelak Memorial Fund
(Fund created by Jody & Jim Nedelak)



Donation of reusable face masks from
"Flatten the Curve Handmade Masks"

