

Peace Arch Hospice Society

Annual Report

2021-2022





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

Compassion
Dignity
Respect
Inclusiveness
Integrity
Dedication
Teamwork

PEACE ARCH HOSPICE SOCIETY BOARD OF DIRECTORS



Jayne Pattison
President



Dennis Lypka
Vice President



Brenda Harrison
Treasurer



Marjorie Mooney
Secretary



Diana Carlisle
Director



Tracy Logan
Director



Kathy McIntyre
Director



Alison Orth
Director



Tammy Ritchie
Director

PRESIDENT'S REPORT



I'd like to thank Peace Arch Hospice Society, our community of volunteers and our members, for allowing me to serve on the Board as the President. It has been a rewarding experience these past 6 years. I have really enjoyed serving my community and have loved meeting so many people in our community, as well as working with everyone on the Board of Directors, Amanda McNally, and the staff and volunteers of the Society.

I still am amazed at the generosity of our supporters with our donors giving so incredibly and our volunteers, their valuable time. I cannot thank you all enough. PAHS has an incredibly talented team of staff, and they are really working hard to ensure the success of our Society. I share in congratulations to the Society in their successes as they have prevailed incredibly throughout the pandemic.

The board acknowledges our Executive Directory, Amanda, in her successful leadership of Peace Arch Hospice Society throughout this past year. We are so pleased with her and her team's achievements.

We bid adieu to board directors Dennis and Marjorie this year. Thank you so much for your dedication and time serving six years on the Board of Directors; Dennis as Vice President and Marjorie as Secretary. I wish much success for our incoming President, Kathy McIntyre, and Vice President, Tammy Ritchie. Thank you, Brenda, Diana Tracy & Alison. And a very warm welcome to our three new board members, Brant, Manjit and Steve. I bid a fond farewell to Peace Arch Hospice Society and wish nothing but the best for our beautiful community. Thank you for allowing me to serve.

Sincerely,
Jayne Pattison

EXECUTIVE DIRECTOR'S REPORT



This past year, our organization experienced success during a time when many organizations struggled. I attribute this success to the unwavering support of our community – including our donors, volunteers, and supporters, and to our dedicated and talented staff at the Supportive Care Centre and our Thrift Store. I came across a quote recently and it summarized my thoughts perfectly.

“One of the marvelous things about community is that it enables us to welcome and help people in a way we couldn’t as individuals. When we pool our strength and share the work and responsibility, we can welcome many people, even those in deep distress, and perhaps help them find self-confidence and inner healing.” – Jean Vanier

In January, the Board of Directors and I met to discuss our strategic priorities coming out of the pandemic and take into account our fortunate financial health. We built a revised plan that is currently underway, which will work to ensure long term financial stewardship and secure our assets. This plan will allow us to continue to provide our services free of charge and to develop and expand our programs and services to increase our ability to serve our community and meet the changing needs of our community with a focus on equity, diversity, and inclusion. We look forward to updating you along the way.

Last year the Society held Hike for Hospice and Hospice Hoedown events virtually, which provided a way to stay connected with our community while raising funds and our community showed up for us. Throughout the year, the health and safety of our clients, volunteers, staff, and community was at the heart of everything. The priority for all staff was continuing to support clients in person, via phone, or zoom. In the face of further adversity and restrictions, we persevered and were able to strengthen and build relationships in the community and restart programs and services which had been on hold due to the pandemic. We also saw the return of our volunteers on the floor at the Melville Hospice Home, which was warmly received by Fraser Health staff, patients, and families.

During the last fiscal year our Thrift Store had a record-breaking year and continues to grow. The store’s success provided financial strength when donations were down. The Thrift Store contributed 64% of our operating revenue this year, compared to 37% just last year. We are grateful for our outstanding team of volunteers and staff who make the Thrift Store the success that it is.

I would like to share my sincere thanks to our outgoing board members – Jayne Pattison, Dennis Lypka, and Marjorie Mooney. Thank you for the six years you’ve dedicated to the Society and for your support and encouragement during my time here. I have enjoyed working with you and know that the organization is stronger due to your leadership. Please join me in welcoming incoming board members—Brant Darling, Steve Doherty and Manjit Johal.

Lastly, thank you to each of you for continuing to support Peace Arch Hospice Society whether it be through donations, your time, your talent or your dedication and compassion. It is the sum of each of these parts that makes our community what is, one we are all better for being a part of.



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, RCC*
Kristy MacKinnon, *Coordinator of Volunteers*
Eliezer Moreno, *Clinical Counsellor*
Amanda Myring, *Registered Clinical Counsellor*
Theresa Robson, *Administrative Assistant*
Jan Stadnyk, *Director of Administration*
William Xie, *Finance Administrator*

Thrift Store Staff:

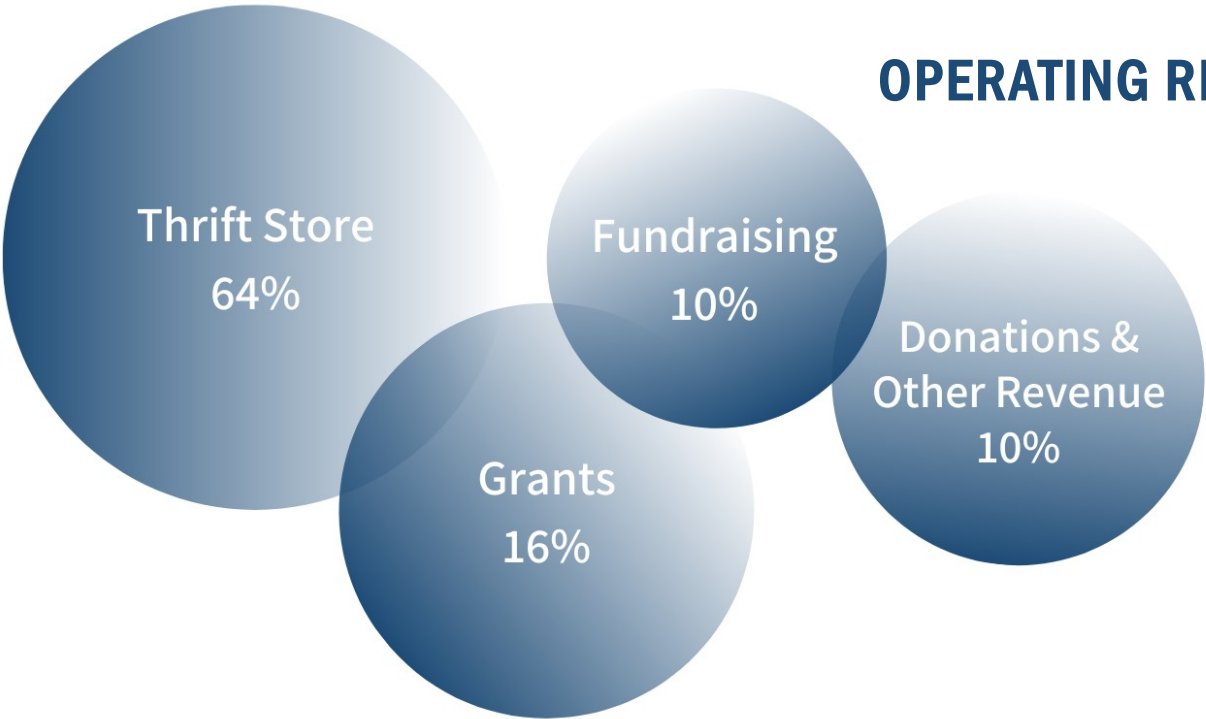
Alannah Klassen, *Thrift Store Manager*
Lindsay Barck, *Thrift Store Supervisor*
Joan Hunter, *Thrift Store Supervisor*
Tracey McCormack, *Thrift Store Supervisor*
Astrid Obersat, *Thrift Store Supervisor*
Cindy Rhodes, *Thrift Store Supervisor*

"I want to thank you all for your devotion to humanity and the kindness you showed me and my family by sitting with my mother in her final evening. It was so comforting to me to know she was not alone."

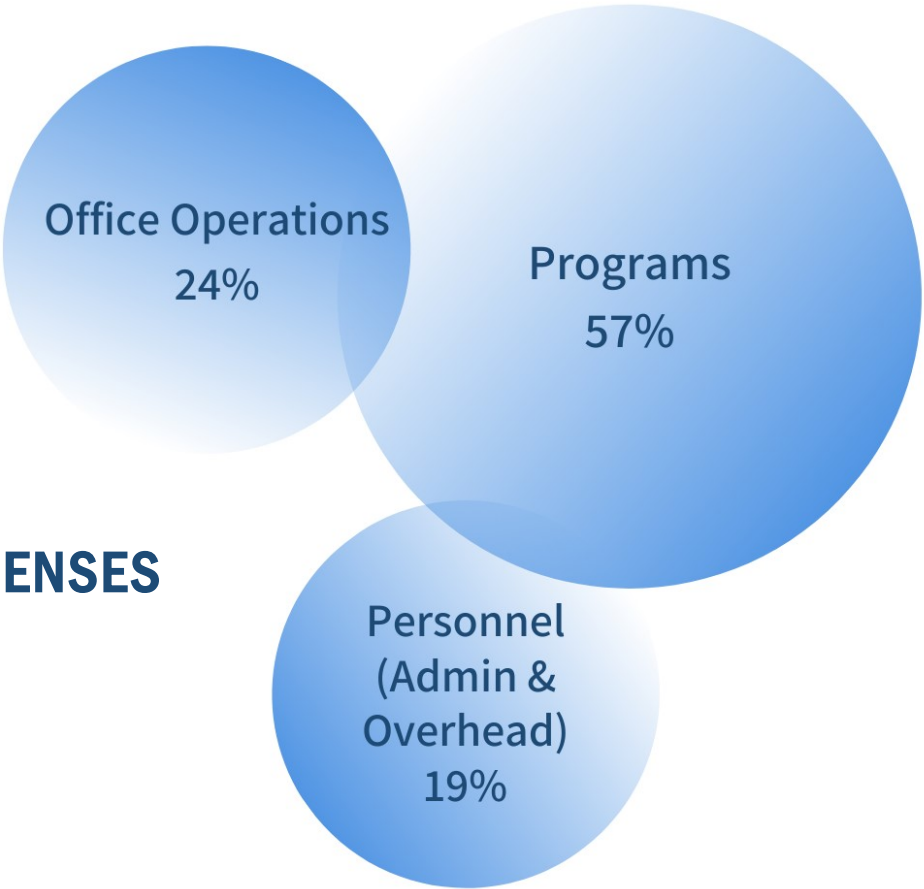


FINANCIAL SUMMARY

OPERATING REVENUE



OPERATING EXPENSES



STRATEGIC PLANNING 2020-2023

Our Three Strategic Initiatives:



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.



Children's Grief Support Camp: Oct 2021



In honour of Mother's Day 2021, we shared the story of one of our clients and the loss of their Mom in a Direct Mail Campaign to raise funds.



Our Founder, Teresa Hotell, hanging the first paper dove at Celebrate a Life 2021.



Tranquility Garden at the Melville Hospice Home



"We enjoy you all and your gracious manner whenever we pop into your thrift shop. From the beautiful smiles and greetings at the door that all the folks get on entering, the generous service while we shop, right to the cashier while getting tallied up at the end of our shopping adventure. Even that is quick and painless as your prices are very reasonable."

2021-2022 YEAR IN REVIEW

Our Registered Clinical
Counsellors saw

405
clients for a total of
1,142
sessions



Our volunteer
receptionists
answered

3,242
telephone calls at
our Supportive
Care Centre



In total, our various
grief support
groups had

798
attendees



22
children attended our
two (2-day) Children's
Grief Support Camps



We touched the
lives of

138
individuals in our
community through
educational support



Peace Arch Hospice Society

Volunteers are the Heart of Hospice

CLIENT & AUXILIARY VOLUNTEERS

120 Client and Auxiliary Volunteers contributed 3,686 hours to our Programs and Services.



THRIFT STORE VOLUNTEERS

153 Thrift Store Volunteers contributed 23,016 hours in supporting our Programs and Services.



HOSPICE RESIDENCE

Our Volunteers contributed 584 hours at the Hospice Residence including one to one visiting, tea service, and vigils.



GRIEF SUPPORT GROUPS

Our Volunteers contributed 436 hours facilitating our various Grief Support Groups including our Walking Group Drop-In, Mindfulness Meditation, Adult Grief Group, and more.



RECEPTION

Our Volunteer Receptionists spent 761 hours greeting clients, answering calls, and other administrative duties.



EVENTS

Our Volunteers contributed 527 hours to our Virtual Hike for Hospice and Celebrate a Life fundraisers.



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



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, 2021—March 31st 2022

A special thank you to our Legacy Circle:

- Scott Baldwin
- Dorothy Blandford
- Ron Bowman
- Doreen Bruce
- Barbara Carmichael
- Jackie Crux
- Marilyn Desmarais
- Robert Flowers
- Gordon Hogg
- Candy Ogden
- Tammy Ritchie
- Jean Walker

Our Legacy Circle is a group of special supporters who have left Peace Arch Hospice Society in their will. To notify us about a gift in your will to our organization or if you have any questions about our Legacy Circle, please contact Amanda McNally at **604-531-7484 ext. 106** or visit www.peacearchhospice.org/legacy-circle.

A special thank you to our Hearts for Hospice Monthly Donors:

- Leslie & Sheelagh Bennett
- Dorothy Blandford
- Liz Brear
- Doreen Bruce
- Ronald Budworth
- Diana Carlisle
- Barbara Carmichael
- Dave Chesney
- Jackie Crux
- Jean Dutton
- Lorne Ebenal
- Bonita Findlay
- Stanley Fryer
- Brenda Harrison
- Eleanor Holton
- Teresa Hotell
- Brian Hoven
- Joan Hunter
- Paulette & Robert Keith
- Beth Kish
- Deirdre Lane
- Sharilyn Lindsay
- Kathy McIntyre
- Susan McLellan
- Amanda McNally
- Marjorie Mooney
- Joyce Poley
- Joanne Post
- Marge Ramos
- Erica Ritchie
- Tammy Ritchie
- Randall Shaw
- Karel Vanturenout
- Tamara Veitch

For more information about **Hearts for Hospice** and our **Legacy Circle**, visit www.peacearchhospice.org/ways-to-donate

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

- Judith Brandon
- Deborah Cooney
- Estate of Doris Copp
- Rod Kerr
- Sharilyn Lindsay
- Louise McKnight
- Irene Michaluk
- Estate of Kathleen Mitchell
- Diane & John Preston
- Jeff Schmok
- Estate of Frances Thornton
- Victory Memorial Park Funeral Centre
- Richard von Hehn
- White Rock/Surrey ULock Mini Storage

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

- Edward Brignall
- Estate of James Cambrey
- Lee Carrier
- City of White Rock
- Elkay Developments Ltd.
- John Engelage
- Elaine Godwin
- Doris Holloway
- Homelife Benchmark Realty Corp: Randy Cooper
- Homelife Benchmark Realty Corp: Tyson Angus PREC & Mike Grahame PREC
- Evelyn Li
- Robert Madsen
- Brian Murtzell
- Sylvia Palmer
- Peace Arch Hospital Foundation Healthy Community Grant Program
- Lesley Pope
- Rick Post
- Diane Quan
- Remax Colonial Pacific Realty Ltd.
- Retirement Concepts
- William Ridge
- Peter Rowlands
- Heather Sadoway
- Dorothee Schenk
- Schill Insurance Brokers Ltd.
- Bonita Schoenberger
- Jim Sigouin
- Tracey Valente
- Florence Wall
- David Webb
- Sweetlian Young

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April 1st, 2021—March 31st 2022

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

- Amica White Rock
- Patrick Beirnes
- Laura Block
- Elizabeth Brear
- Michelle Briggs
- Doreen Bruce
- Diana Carlisle
- Barbara Carmichael
- David Chesney
- Kathryn Clark
- Sharon Darlington
- Melissa Di Biase
- DMCL Chartered Professional Accountants
- Bruce Docking
- Dr. S N Mohamed Inc.
- Lorne Ebenal
- Brenda Eggen
- Anne Ferris
- Robert Flowers
- Michelle Gadoury
- Linda Gronert
- Teresa Hotell
- Joan Hunter
- Charles King
- Manfred Koehler
- Ross Leeder
- Rajeev Mangla
- Rita Croft Martin
- Hugh McMillan
- Kevin McPhail
- Marjorie Mooney
- David Morton
- Joyce Poley
- QuadReal Property Group
- Tamra Jaye Ritchie
- Gudrun Rohatgi
- Deborah Rumley
- Darren Schemmer
- Randall Shaw
- Brian Shaw
- Shelley Stafford
- Ken Sully
- Kenneth Swansburg
- Telus Corporation
- White Rock Medical Associates
- Jill Wilchek
- Eunice Williams
- David Young

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

- Robert Bailey
- Joseph Baxfield
- Jane Bellringer
- Leslie & Sheelagh Bennett
- Barry Bird
- Cathy Botkin
- Georgia Briggs
- Marilyn Bryson
- Lloyd Capistrano
- Troy Charles
- Lyse Clover
- Richelle Cummings
- Richard Dolny
- Charlotte Douglas
- Kerry-Lynne Findlay
- Bonita Findlay
- Jean Fraser
- Jena Friedrich
- Clayton Gall
- Beryl Gibbings
- Eric Giesbrecht
- Derril Gudlaugson
- Patricia Gudlaugson
- David Hall
- Brenda Harrison
- Eleanor Holton
- Jennifer Hoskins
- Brian Hoven
- Eulalia Inch
- Lori Ishikawa
- David Judt
- Beth Kish
- Sandra Knights
- Jacobus Koning
- Christine Laborde
- Kathleen Lane
- Hsueh Kun Liao
- Genevieve Loslier
- Walter Lowry
- Dennis Lypka
- Barbara MacCarthy
- Elizabeth Maniquet
- Yvonne Manville
- Brian McCombie
- Kathy McIntyre
- Susan McLellan
- Amanda McNally
- Laura Moore-Dempsey
- Astrid Neumann
- Mary Pushie
- Susan Rathborne
- Marion Reid
- Erica Ritchie
- Tatiana Specht
- Maribeth Stavness
- Daniel Stewart
- Ken & Catherine Sully
- Kosta Theodosakis
- Karel Vanturenhout
- Delle Vaughan
- Judith & Gordon White
- Willis Towers Watson

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.



Amanda McNally accepting a cheque from Rod Kerr, who sold his art and gave proceeds to our organization.

Three local artists, Caroline Baasch, Jacquie Alexander, and Karen Kroeker invited public to contribute to community canvases titled, "Community in Bloom". These canvases were donated to our organization to be used to raise funds.

