

Peace Arch Hospice Society

Annual Report

2022-2023



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





PEACE ARCH HOSPICE SOCIETY BOARD OF DIRECTORS



Kathy McIntyre
President

Tammy Ritchie
Vice President

Brenda Harrison
Treasurer

Diana Carlisle
Secretary



Brant Darling
Director

Steve Doherty
Director

Manjit Johal
Director

Tracy Logan
Director

Alison Orth
Director

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

PRESIDENT'S REPORT



It has been my distinct privilege to serve as President of the Peace Arch Hospice Society Board of Directors this past year. This is my sixth year on the Board and the dedication and commitment of the Hospice Society Staff and Volunteers, including all the Board Members, continues to amaze me. We are also incredibly fortunate to have so many kind, caring and generous supporters and donors that continually give, so we can deliver bereavement and end of life support for our clients and their families, free of charge.

It's been a busy year for the Board of Directors as we continue to evolve and implement our new Strategic Plan and we have begun creating a road map for our Equity, Diversity and Inclusion (EDI) work. Our goal with the EDI work is to ensure that all our services and programs are welcoming to all those who live in our community. This work is a marathon rather than a sprint and we approach it with a great deal of humility and respect for both the staff who provide the service and the clients who receive it. It's an honour to be learning and growing as an organization.

We will be starting this new year with an eleven-member Board in preparation for some Board Member departures next year following the completion of their terms. Our goal is to continually work ahead so we always have a Board that is experienced, competent and committed to supporting this Society. This year we are welcoming Bonita Thompson and Caroline Povey who are both new members and who both have significant skills and knowledge to contribute to our Board. I also wish to acknowledge the contributions made by Tracy Logan who chairs the Governance committee; Tammy Ritchie who is our Vice President, Diana Carlisle, who sits on the Finance committee; Brenda Harrison who is our Treasurer and also leads the Finance committee; Brant Darling and Manjit Johal who have just completed their first year on the Board and who both sit on the HR committee; Alison Orth who has provided strong leadership for the HR committee and last but certainly not least, Steve Doherty who is making significant contributions to our Strategic Planning work amongst other things.

The Society is in a very stable financial position and this has enabled us to move forward on some key issues that will facilitate the growth and development of the Society.

Finally, the Board acknowledges Amanda McNally's strong, caring and committed leadership of this organization. Without Amanda at the helm, we would not have enjoyed the success we have in all aspects of this Society. She is an advocate for our clients and their families, an advocate for her staff and volunteers and a strong supporter of all our donors. Her leadership is exemplary!

Kathy McIntyre
President, Board of Directors, Peace Arch Hospice Society



EXECUTIVE DIRECTOR'S REPORT



I'd like to start by saying that it is my absolute honour to be the Executive Director at Peace Arch Hospice Society and to work with our incomparable staff team – here and at the Thrift Store, our talented volunteers, our Board of Directors, our clients, our donors, and supporters. They truly define what community is. Thank you.

This past year saw a return to normal operation following the pandemic. Volunteer restrictions were lifted at Melville Hospice Home and our specially trained volunteers were able to reinstate many of the comforts that had been on hold, including our tea service, pet visiting and vigils. Our volunteers provide comfort to the residents and families, and we are truly grateful for their dedication and compassion.

We were able to host and/or attend a number of community events which enable us to educate our community and to build and strengthen relationships and partnerships both in our community and provincially.

Our Thrift Store continued to thrive this year and has built a strong reputation in our community – both from our customer and those who choose to donate items. The Thrift Store contributed 59% of our operating revenue this year. The store's success wouldn't be possible without our dedicated team of staff and volunteers.

The Board of Directors and I have worked on revising our Strategic Direction through 2025 and have made our commitment to Equity, Diversity, and Inclusion a priority in order to ensure we are meeting the changing needs of our community. We have only just begun the work.

I'd like to thank our Board of Directors for their commitment to our organization and their acknowledgement and appreciation for our staff and volunteers and their passion for providing support to our community. I'm excited to welcome Bonita Thompson and Caroline Povey to our Board of Directors this year.

Thank you for making the work we do possible; we couldn't do it without you. Whether you donate, give your time or your talent, or support in other ways, you allow us to continue to offer our professional grief and palliative services free of charge to our community of White Rock and South Surrey.



Thank you,
Amanda McNally
Executive Director

S T A F F

Supportive Care Centre Staff:

Amanda McNally, *Executive Director*
Emiko Angus, *Fund Development Officer*
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:

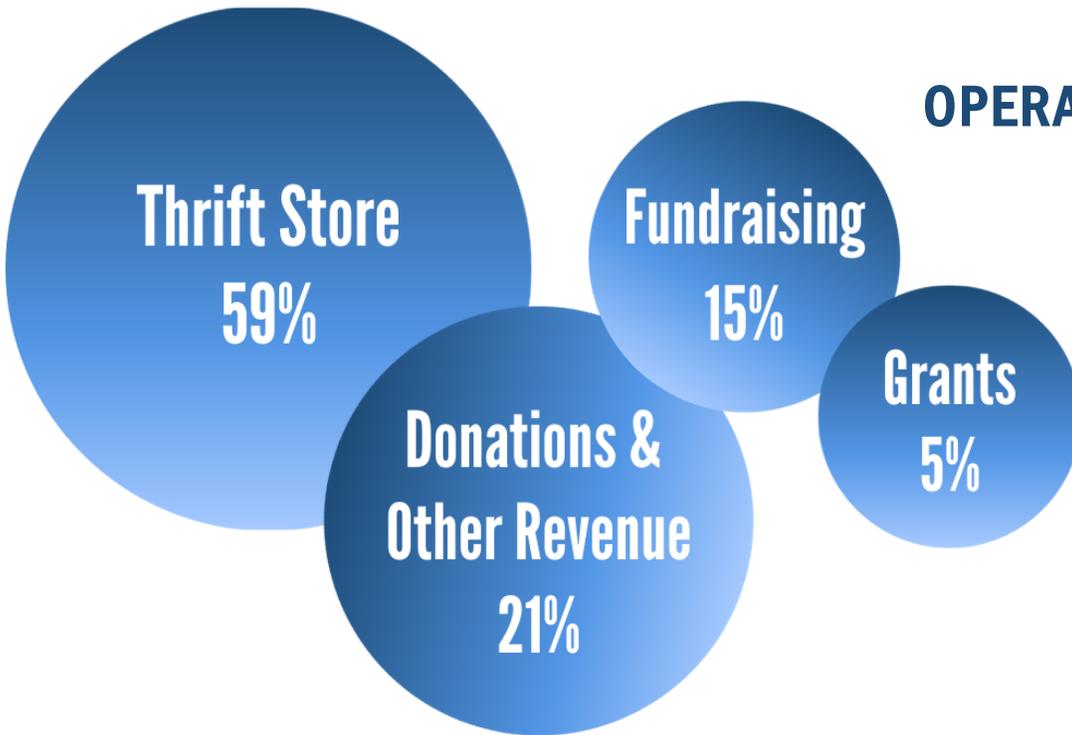
Alannah Klassen, *Thrift Store Manager*
Tracey McCormack, *Assistant Manager, Receiving*
Astrid Obersat, *Assistant Manager, Front End*
Lindsay Barck, *Thrift Store Supervisor*
Joan Hunter, *Thrift Store Supervisor*
Lynne Hutton, *Thrift Store Supervisor*
Cindy Rhodes, *Thrift Store Supervisor*

*“To the staff & volunteers at Peace Arch Hospice Society - thank you!
Your dedication to help others has made my life a little brighter each day.
Hopefully this plant will brighten your day too!”*

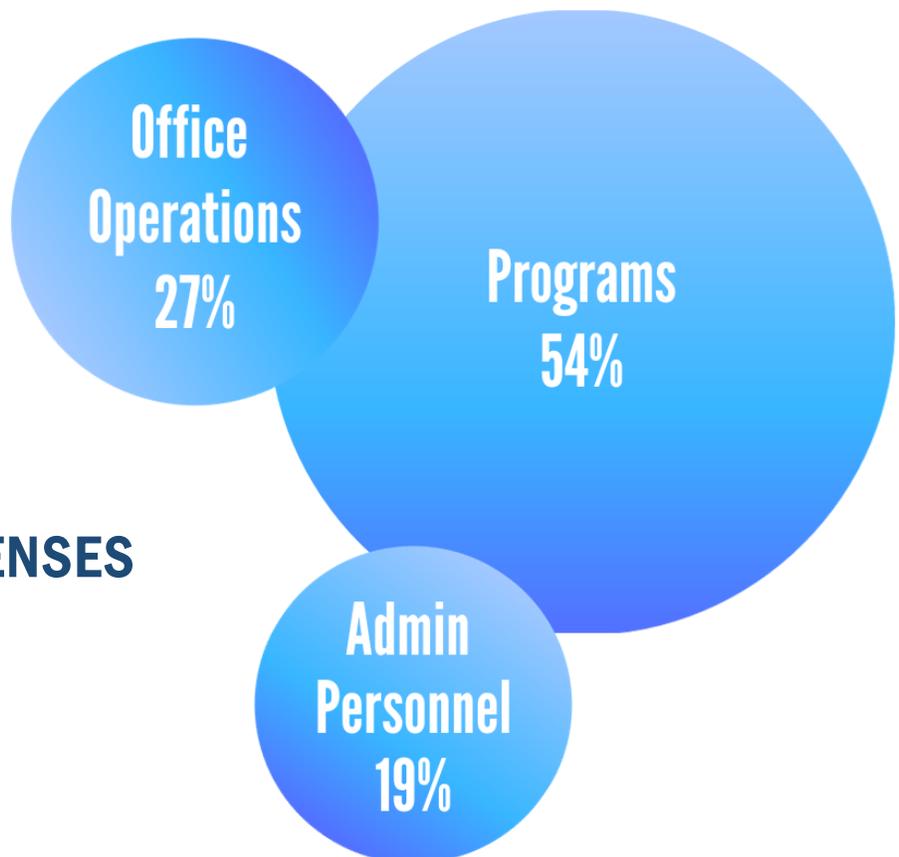


FINANCIAL SUMMARY

OPERATING REVENUE



OPERATING EXPENSES



STRATEGIC PLANNING 2022-2025

Our Five Strategic Initiatives:



Strategic Initiative #1

Commitment to equity, diversity and inclusion.



Strategic Initiative #2

Value and recognize our people.



Strategic Initiative #3

With the support and involvement of volunteers and staff, develop and deliver relevant programs, recognizing the changing hospice needs of our Community.



Strategic Initiative #4

Manage finances to ensure long-term responsible financial stewardship for the continued provision of services free of charge.



Strategic Initiative #5

Increase awareness and continue to strengthen and build partnerships and enduring relationships.



Our Founder, Teresa Hotell, receiving her 40 years of service award at our Volunteer Appreciation.



Our staff and board have been participating in educational Lunch & Learns on various topics because of our commitment to equity, diversity and inclusion.



We've been grateful to attend several community awareness events to promote the work we do.



“To the sweet, cheerful, kind, helpful, creative, humorous, intelligent, hard working, patient, welcoming, and on-the-ball volunteers and staff at Peace Arch Hospice Society Thrift Store...

I guess you get the picture... of how much 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.

Thank you for helping make the world a cheerier, positive place and for working so diligently for such a worthy cause.”



Peace Arch Hospice Society 2022-2023 FISCAL YEAR STATISTICS

COUNSELLING

Our Registered Clinical Counsellors saw **345** clients for a total of **1,308** sessions.



CHILDREN'S GRIEF SUPPORT CAMP

36 Children attended our three (2-day) Children's Grief Support Camps.

GRIEF SUPPORT GROUPS

In total, our various grief support groups had **1,204** attendees.



COMMUNITY OUTREACH

Our organization touched the lives of **317** individuals in our community through educational support, **71** individuals through community grief support, and **1,397** individuals through awareness events and speaking opportunities.

RECEPTION

Our volunteer receptionists answered **4,963** telephone calls at our Supportive Care Centre.



Peace Arch Hospice Society

Volunteers are the Heart of Hospice

CLIENT & AUXILIARY VOLUNTEERS

126 Client and Auxiliary Volunteers contributed 5,552 hours to our Programs and Services.



THRIFT STORE VOLUNTEERS

126 Thrift Store Volunteers contributed 21,823 hours in supporting our Programs and Services.



MELVILLE HOSPICE HOME

Our Volunteers contributed 1,406 hours at Melville including one-to-one visiting, tea service, pet visiting, and vigils.



GRIEF SUPPORT GROUPS

Our Volunteers contributed 1,063 hours facilitating our various Grief Support Groups including our Walking Group, Children's Grief Support Camp, Adult Grief Group, Mindfulness Meditation, and more.



RECEPTION

Our Volunteer Receptionists spent 924 hours greeting clients, answering calls, and other administrative duties.



EVENTS

Our Volunteers contributed 1,031 hours to our Hike for Hospice, Fall Dance, Celebrate a Life & Gift Wrap fundraisers.




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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, 2022—March 31st 2023

A special thank you to our Legacy Circle:

- Nigel Argent
- Scott Baldwin
- Dorothy Blandford
- Doreen Bruce
- Barbara Carmichael
- Jackie Crux
- Marilyn Desmarais
- Robert Flowers
- Gordon Hogg
- Sandra Knights
- 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:

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

For more information about **Hearts for Hospice** visit www.peacearchhospice.org/ways-to-donate

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

- Neil Allatt
- Craig Angus
- The Block Charitable Foundation
- Butterley Family Foundation
- Renate Donaldson
- Elkay Developments Ltd.
- Margot Emberly
- Geoff & Jolene Funke Foundation
- Estate of Sharilyn Lindsay
- Irene Michaluk
- Estate of Kathleen Mitchell
- Tammy Pollon
- Estate of Frances Thornton
- Victory Memorial Park Funeral Centre
- Richard von Hehn
- Werner & Helga Hoing Foundation
- West Coast Gardens
- White Rock/Surrey ULock Mini Storage

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

- Amica White Rock
- Andrew Angus
- Fran Blackwood
- Elizabeth Brear
- Edward Brignall
- Diana Carlisle
- Holly Chapman
- Coast Capital Savings Credit Union—Grandview Corners
- James Cornish
- Marilyn Desmarais
- Helga Egger
- Ken Giffen
- Elaine Godwin
- Good Systems Mechanical Ltd.
- Irv Harder
- Homelife Benchmark Realty: Tyson Angus
- Hugh & McKinnon Realty Ltd.
- Duane Lefebvre
- Adam McDiarmid
- Louise McKnight
- McLeary's Canadian Made Furniture & Mattresses
- Amanda McNally
- Marjorie Mooney
- Brian Murtsell
- Optimal Machinery Inc.
- Sylvia Palmer
- Shirley Parel
- Peace Arch Hospital & Community Health Foundation
- Lesley Pope
- Rick Post
- Diane Quan
- Remax Colonial Pacific Realty Ltd.
- Erica Ritchie
- Deborah Rumley
- Heather Sadoway
- Schill Insurance Brokers Ltd.
- Bonita Schoenberger
- Jim Sigouin
- Greg Stoddard

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, 2022—March 31st 2023

Doves Continued... \$1,000-\$2,499

- Ken & Catherine Sully
- The Angel Cross Fdn.
- Randell Unger
- Military and Hospitalier Order of St. Lazarus of Jerusalem in Canada
- Tracey Valente
- Florence Wall
- Wolfe Auto Group
- Wolfe's Langley Mazda
- Donald Yates
- Sweelian Young

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

- Avant Guard Gates
- Jane Bellringer
- Arleigh Bennington
- British Columbia Funeral Association
- Coreen Brost
- Shawna Brotherston
- Alix Brown
- Doreen Bruce
- Artist Bruemmer
- Barbara Carmichael
- David Chesney
- The Estate of Doris Lillian Copp
- Kellie Dale
- DMCL Chartered Professional Accountants
- Georgia Docolas
- Dr. S N Mohamed Inc.
- Lorne Ebenal
- Beryl Gibbings
- Eric Giesbrecht
- Linda Gronert
- Mike Hacquard
- John Halliday
- Homelife Benchmark Realty Corp
- Teresa Hotell
- Joan Hunter
- Heather Instance
- Sandra Knights
- Laura's Coffee Corner
- Ross Leeder
- Andre L'Esperance
- Sharilyn Lindsay
- Tracy Logan
- Jane MacRae
- Shipra Mangla
- Yvonne Manville
- Kathy McIntyre
- Susan McLellan
- Hugh McMillan
- Marjorie Mooney
- PARC Communities Management Ltd.
- Kathy Paterson
- Joyce Poley
- Ken Pope
- Prospera Credit Union - White Rock Branch
- Mary Pushie
- Abdul Rasheed
- Retirement Concepts
- William Ridge
- Tamra Jaye Ritchie
- Roslyn Ritchie-Derrien
- Jill and Rick Scheves
- Randall Shaw
- Heather Smit
- Soma MD
- Anibal & Tracey Valente
- Tamara Veitch
- Deirdre Diana Jill Wilchek
- Suzette Willetts
- Miles Willetts
- Eunice Williams

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

- Laura Abbott
- Dorothy Anderson
- Scott Angus
- Tyler Angus
- Barry Baniulis
- Leslie & Sheelagh Bennett
- Filomena Bettencourt
- Dorothy Blandford
- Margaret Boucher
- Marilyn Bryson
- Julie Burns
- Elaine Cheung
- Coast Capital Savings Credit Union
- Linda Colasacco
- Jacqueline Crux
- Bernhard Dandyk
- Jayne De Seta
- Bruce Docking
- Steven Doherty
- Brenda Eggen
- June Fedorchuk
- Bonita Findlay
- Donald Fisher
- Stanley Fryer
- Geoffrey Funke
- Jacqueline Gray
- Duke Greenstein
- Marianne Hacquard
- Robin Harper
- Brenda Harrison
- Marilyn Harvey
- David Herridge
- Kenneth Hewson
- Catherine Hewson
- Eleanor Holton
- Brian Hoven
- Douglas Clifford
- Patricia Hunter
- Moni Janssen
- Lothar Kiner
- Beth Kish
- Manfred Koehler
- Linda Kouroupis
- Kathleen Lane
- Sandra Larose
- Jack Last
- Nicole Lipton
- Sharon Loch
- Dennis Lypka
- June MacLean
- G Al Majer
- Elizabeth Maniquet
- Jan Marlow-Wild
- Jill Martyniuk
- Kristen Mccredie
- Luis Mendes
- Meridian Credit Union
- Patricia Parsons
- Jayne Pattison
- Jill & Jim Phillips
- Joanne Post
- Carol Prokop
- Margaret Ramos
- Maritta Seiler
- Deborah Terry
- Cathie Throneycroft
- Elusiv Tye
- Karel Vanturennot
- Jean Walker
- David Webb
- Robin Wyss

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.