

# Peace Arch Hospice Society

## — ANNUAL REPORT — 2024/25



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





Peace Arch Hospice Society is a caring and compassionate organization that supports people at the end of their life and supports all of those in our community experiencing grief. Peace Arch Hospice Society is committed to ensuring our programs and services are accessible to all and inclusive of diverse backgrounds, beliefs, and experiences.

We will, with humility, continue to learn from our community and evolve our services to meet its needs.



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## Our Mission

Peace Arch Hospice Society is dedicated to supporting everyone facing grief, and the end-of-life journey or experiencing the loss of a person.

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## Our Vision

A caring community supporting people through grief and end-of-life.

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## Our Values

Compassion  
Teamwork  
Community Service,  
Service to Others  
Belonging

# Peace Arch Hospice Society BOARD OF DIRECTORS



Steve Doherty  
*President*



Bonita Thompson  
*Vice President*



Alison Orth  
*Secretary*



Brenda Harrison  
*Treasurer*



Brant Darling  
*Director*



Jas Dhesi  
*Director*



Tracy Logan  
*Director*



Gary Mullins  
*Director*



Caroline Povey  
*Director*

## PRESIDENT'S REPORT

It only seems like the last AGM was a few months ago but my first year as President and Board Chair has already flown by. A huge shout out and thank you to Kathy McIntyre who completed an additional year as Past President by sharing her history, wisdom, and insights as a Governance Committee member. Kathy contributed eight years as a Board Member and left with the Society being organizationally and financially stable - a great platform for growth.

Our talented team members and generous volunteers that make the Society run under the guidance of our extremely capable Executive Director continue to WOW us with their creativity and adaptability with expanding our services and leveraging opportunities. With the Thrift store providing a solid base to deliver our services free of charge to those in need - work continues to support the community in alignment with the strategic plan. The current strategic focus is all about understanding and reaching all the people in need, at the time they need it.

The AGM brings about a time of change for the Board team. The terms of office of three members of the team will end at the conclusion of the AGM and three new individuals are being nominated to take their places on the Board. The Society recognizes the commitment and contributions of our outgoing Board Members:

- Brenda Harrison has been our Treasurer and financial guide leading the Finance Committee for the last six years. We are not losing Brenda from the Society as she has stepped up to Chair the Facilities Task Force
- Tracy Logan has been the Governance Committee Chair and over her four years has introduced new and improved governance policies and practices for a high performing Board.
- Brant Darling served on the HR Committee and Finance Committee providing important perspectives, insights and oversight.

Thank you for all helping the Society to run smoothly.

Our Board members who are in the middle of their terms of office are Jas Dhesi, Gary Mullins and myself. Our three nominees for election to the Board and our nominees for Officers will be introduced later.

Peace Arch Hospice Society has accomplished so much in the last year, and the Board are inspired to keep this momentum for the year ahead. One of the key areas that we can all have an impact is continuing to share the message of the services and support Peace Arch Hospice Society offers. Everyone's voice counts in all of our community connections and interactions. These are opportunities to share our message and increase our collective impact through informing, involving and inspiring others to continue to reach more people in our community.

Steve Doherty  
President, Peace Arch Hospice Society



# EXECUTIVE DIRECTOR'S REPORT



I'd like to start by taking this opportunity to say thank you. Thank you to our community, our donors, supporters, volunteers, partners, advocates, and clients. Our community has continued to wrap their arms around us by supporting the

work we do, both at the Supportive Care Centre and the Thrift Store. We are extremely grateful for our South Surrey and White Rock community and for the ability to support our community members during difficult times.

**Thank you to our incredible staff.** I am honoured to work alongside our staff team who are truly some of the most dedicated and capable individuals who care deeply about our community. Their commitment to providing support for our community and their responsiveness to the changing needs of our community is unwavering.

**Thank you to our volunteers.** We have over 300 volunteers who support our work in a variety of ways, sharing their time and talents with us at the Thrift Store and/or our Supportive Care Centre. Our volunteers truly are the heart of hospice and make the work we do possible and increase our impact. Their collective impact is noted later in this report and I'm sure you'll agree it's impressive.

**Thank you for the kudos.** This past year our organization received recognition of our staff and volunteers through numerous awards. Peace Arch Hospice Society was a finalist in the Best Not for Profit category, with our Thrift Store winning the Best Thrift Store award in the Peace Arch News Reader's Choice Awards.

Our Society was a finalist for Best Not for Profit at the Surrey Board of Trade's Business Excellence Awards. We were also nominated for both Best Non-Profit Employer Volunteer Program and Individual Impact (Volunteer) in the Charity Village Awards. I was pleased to see our staff and volunteers being acknowledged in this way.

**Thank you to our partners.** Our work continues as we collaborate with our partners both locally and provincially. This work elevates not only awareness in our community but also advocates for the importance of palliative and grief supports within our province. We know that in BC, community hospice societies like ours work alongside regional health authorities to play a major role in delivering palliative and grief supports.

And last but definitely not least, **thank you to our resigning board members** for their compassion, their time and commitment over the years, you have all made an impact in our community.

"Don't let the sun go down without saying thank you to someone, and without admitting to yourself that absolutely no one gets this far alone." – Stephen King

Amanda McNally  
Executive Director



## Staff

### THRIFT STORE

**Angelique Robbins**, Thrift Store Manager  
**Carla Magnus**, Thrift Store Assistant Manager  
**Tracey McCormack**, Thrift Store Assistant Manager  
**Lindsay Barck**, Thrift Store Supervisor  
**Joan Hunter**, Thrift Store Supervisor  
**Cindy Rhodes**, Thrift Store Supervisor

### SUPPORTIVE CARE CENTRE

**Amanda McNally**, Executive Director  
**Trevor Josephson**, Director of Clinical Services, RCC  
**Jan Stadnyk**, Director of Administration  
**Emiko Angus**, Fund Development Officer  
**Leigh Kankewitt**, Registered Clinical Counsellor  
**Kristy MacKinnon**, Coordinator of Volunteers  
**Sophia Murray**, Registered Clinical Counsellor  
**Danielle Perina**, Marketing & Communications Coordinator  
**Theresa Robson**, Administrative Assistant  
**Laura Salimian**, Board & Executive Assistant  
**William Xie**, Finance Administrator

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"So many talented and committed  
volunteers and a superb leadership.  
What a privilege to work with these people.

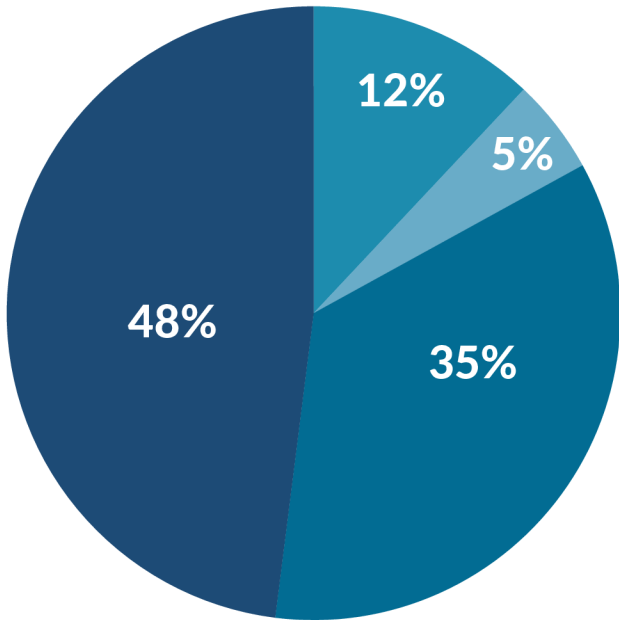
~ PAHS Volunteer

”



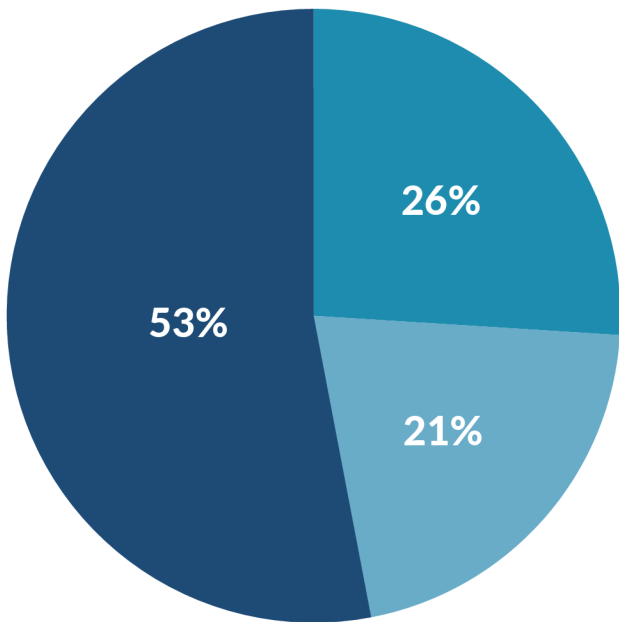


# FINANCIAL SUMMARY



## Operating Revenue

- Thrift Store 48%
- Donations & Other 35%
- Fundraising 12%
- Grants 5%



## Operating Expenses

- Programs 53%
- Office Operations 26%
- Admin Personnel 21%



Pink Shirt Day 2024



HeARTfelt Mourning: 4 Part Art Series  
(Memory Bracelets)



Thrift Store Staff Carla & Cindy  
testing out the newly renovated stairs

## STRATEGIC PLANNING 2023-2026

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### Strategic Priority #1: Everyone Feels Welcome

PAHS is committed to ensuring everyone in our community feels welcome and valued.

- Implement an overall people and organizational development plan
  - Commitment to a sense of belonging within the organization and the programs and services provided to all members of the community
- 



### Strategic Priority #2: Community Driven Services

PAHS is engaged with our community to ensure all needs are being met.

- Undertake a comprehensive needs assessment
  - Create and implement an impact measurement framework
  - Develop a complete interest holder/partner engagement strategy
- 



### Strategic Priority #3: Resilient and Adaptable Organization

PAHS is looking ahead to ensure we are steady and growing for our community.

- Initiate and manage the Thrift Store improvement project
- Develop a long-term facilities strategy with a 5-year plan
- Initiate a long-term funding and fundraising strategy
- Create a 5-year marketing, branding and awareness strategy

“By far the BEST Thrift shop in White Rock/ South Surrey. Friendly service, great selection and the best price point out of all the shops. You want to make this your first stop.”

~ PAHS Thrift Store Customer | Google Review



9,640  
PIECES OF  
JEWELRY SOLD



68,280  
CUSTOMERS



4,720  
PAIRS OF SHOES SOLD



61,292  
PIECES OF MEN'S  
& WOMEN'S  
CLOTHING



Peace Arch Hospice Society

# Volunteers are the Heart of Hospice

## CLIENT & AUXILIARY VOLUNTEERS

140 Client and Auxiliary Volunteers contributed **8,366** hours to our Programs and Services.



## THRIFT STORE VOLUNTEERS

147 Thrift Store Volunteers contributed **28,110** hours in supporting our Programs and Services.



## MELVILLE HOSPICE HOME

Our Volunteers contributed **2,052** hours at Melville including one-to-one visiting, tea service, pet visiting, and vigils. Within their visits to the patients, family and friends, they had **5,856** points of caring contact.



## GRIEF SUPPORT GROUPS

Our Volunteers contributed **850** hours facilitating our various Grief Support Groups including our Walking Group, Children's Grief Support Camp, Adult Grief Group, Mindfulness Meditation, Men's Grief Group, Chair Yoga, Cooking Together and more.



## EVENTS

Our Volunteers contributed **713** hours to our Hike for Hospice, Fall Dance, and Celebrate a Life.



## RECEPTION

Our Volunteer Receptionists spent **1,418** hours greeting clients, answering calls, and other administrative duties.



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PAHS Thrift Store Volunteers



Good Grief Teen Training 2024



Volunteer Appreciation Brunch 2025



PAHS Clinical Counselling Team



Friends Helping Friends: Children's Grief Camp (Finding Nemo Theme) 2024



Dying to Learn More 2024

# Peace Arch Hospice Society 2024-2025 FISCAL YEAR STATISTICS

## COUNSELLING

Our Registered Clinical Counsellors saw **363** clients for a total of **1,292** sessions.



## CHILDREN'S GRIEF SUPPORT CAMP

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



## GRIEF SUPPORT GROUPS

In total, our various grief support groups had **1,808** attendees.



## COMMUNITY OUTREACH

Our organization touched the lives of **555** individuals in our community through educational support, **92** individuals through community grief support, and **927** individuals through awareness events and speaking opportunities.



## RECEPTION

Our volunteer receptionists answered **5,732** telephone calls at our Supportive Care Centre.





# THE POWER OF GIVING: GROWTH & GRATITUDE

By Elizabeth Brear,  
*Peace Arch Hospice Society Volunteer*



My name is Liz Brear and I have been a volunteer with Peace Arch Hospice Society for 23 years. My husband and I moved to White Rock in 2002. We knew nobody here. For the previous 10 years we had been living in Vancouver. My husband was sick from time to time and had spent many weeks in and out of hospital.

I had always volunteered for a few hours a week wherever we had lived, even before all my children left home, so a couple of months after coming to live in White Rock I gave Peace Arch Hospice Society a call. My background was nursing and even when I was growing up in England I had been interested in hospice care. Also the Peace Arch Hospice Society office was only a block away from where we lived. I was not far if my husband needed me. I called hospice and went to meet the Coordinator of Volunteers and joined the Hospice family.

When I started volunteering with the Hospice Society, I thought it was all about giving, I never realized how much I would receive. I have benefited in so many ways. I have grown from being a rather shy, quiet housewife into the cheerful, happy and the more confident person that I am today. The initial basic training, which is taken by all new volunteers is excellent. Even if someone decides that hospice volunteering is not for them, they will have discovered a great deal about themselves, about listening, about empathy, about sharing in the sadness, worries and joys of others. I have met so many wonderful people through Hospice. We share so much fun and happiness and a few tears. We work as a team. Although we may work in many different areas, we are all working together for the benefit and comfort of the White Rock/ South Surrey area.

I feel that it is important for me to volunteer my time for as long as I am able. I'm no longer able to do everything that I would like but I can still walk, talk and listen. My memory is not as good as it once was and my hearing is not the best, but I can still listen, laugh and smile. I need to keep using what I have left before these abilities fade for ever.

I would encourage anyone who has a little time on their hands to think about volunteering for perhaps a few hours each week or each month. Think about the skills you have, or your interests, or perhaps there is something new you would like to try? Ask your friends and neighbours for advice. Google will provide lots of information. Armed with all this knowledge it's time to see what is available in your neighbourhood. Next, phone the facility and ask to speak to the Coordinator of Volunteers or whoever deals with volunteers. Ask if you might visit the facility. Talk to people who work there as well as the volunteers. It's easy to feel if this is would be an environment in which you would be happy. Remember you are not applying for a well paid job. You are offering your services for free. Even though you will want to offer the best service that you can choose when you would like to volunteer, how often and for how many hours. Ask about any training courses and about any rules or regulations. Volunteering is fun and very rewarding. Think about it today. Hospice offers so many different programs that one or two should interest anyone who is thinking about volunteering. Hospice is not just about dying. It's about living well until the end. All the programs are offered free of charge as they are supported by donations, fundraising and our amazing Thrift Store on 24th Avenue.



# THANK-YOU

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, 2024—March 31st 2025

## A special thank you to our LEGACY CIRCLE:

|                    |                   |
|--------------------|-------------------|
| Nigel Argent       | Marilyn Desmarais |
| Scott Baldwin      | Robert Flowers    |
| Dorothy Blandford  | Gordon Hogg       |
| Doreen Bruce       | Sandra Knights    |
| Barbara Carmichael | Tammy Ritchie     |
| Jackie Crux        | Jean Walker       |

Our Legacy Circle is a group of special supporters who have included 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 604-531-7484 ext. 106** or visit [peacearchhospice.org/legacy-circle](https://peacearchhospice.org/legacy-circle)

## A special thank you to our MONTHLY DONORS

For more information about Hearts for Hospice visit <https://www.peacearchhospice.org/ways-to-donate/>

|                           |                      |                     |                   |
|---------------------------|----------------------|---------------------|-------------------|
| Terri Baker               | Marilyn Desmarais    | Joan Hunter         | Gary Mullins      |
| Leslie & Sheelagh Bennett | Jean Dutton          | Paulette Keith      | Joyce Poley       |
| Dorothy Blandford         | Lorne Ebenal         | Deirdre Lane        | Joanne Post       |
| Elizabeth Brear           | Bonita Findlay       | Fausta Magee        | Margaret Ramos    |
| Doreen Bruce              | Stanley Fryer        | Gereth McCaskill    | Tammy Ritchie     |
| Kelly Butler              | Inge Harris          | Anita McClelland    | Erica Ritchie     |
| Diana Carlisle            | Brenda Harrison      | Kathy McIntyre      | Randall Shaw      |
| Barbara Carmichael        | James & Lauren Hartt | Susan McLellan      | Stephanie Taylor  |
| David Chesney             | Eleanor Holton       | Amanda McNally      | Karel Vanturenout |
| Jacqueline Crux           | Teresa Hotell        | Marjorie Mooney     | Tamara Veitch     |
|                           | Brian & Karen Hoven  | Laura Moore-Dempsey |                   |

## ANGELS are messengers and ambassadors of the important work we do—\$2500 and up

|   |                                    |                                      |                                 |
|---|------------------------------------|--------------------------------------|---------------------------------|
| Amica White Rock                                | Dave Corbett                       | Sylvia Palmer                        | Richard von Hehn                |
| The Angel Cross Foundation                      | Darcy Bullock & Marianela Martinez | Peninsula Community Foundation       | Washington Avenue Grill         |
| The Block Charitable Foundation                 | Geoff and Jolene Funke Foundation  | Denise Pritchard                     | Werner & Helga Hoing Foundation |
| Chartwell Crescent Gardens Retirement Community | Inge Harris                        | Tammy Ritchie                        | White Rock/Surrey               |
| Janis Clark                                     | Aaron Hotell                       | Kenneth Rowan                        | ULock Mini Storage              |
|   | Marlane Jones                      | Victory Memorial Park Funeral Centre | Eunice Williams                 |

## DOVES are symbolic carriers of peace, hope, and compassion—\$1,000 to \$2499

|                                |                         |                                |                               |
|--------------------------------|-------------------------|--------------------------------|-------------------------------|
| Elkay Developments Ltd.        | Eberhard Jansen         | Oceana Parc                    | Schill Insurance Brokers Ltd. |
| Kerry Fortune                  | Deborah Janz            | Kathy Paterson                 | Bonita Schoenberger           |
| Elaine Godwin                  | Sandra Knights          | Chris & Tina Patterson         | Deanna Scott                  |
| The Harder Foundation          | June Koster             | Peace Arch Stamp Club          | South Rock Resale             |
| Fran Havinga                   | Ross Leeder             | Lesley Pope                    | Ken Sully                     |
| Laverne Hogg                   | Sandra & Georges Leroux | Rick Post                      | Tyson Angus PREC:             |
| Homelife Benchmark Realty Corp | Margaret Lewarne        | RE/MAX Colonial Pacific Realty | Homelife Benchmark Realty     |
| Teresa Hotell                  | Brian Murtsell          | Erica Ritchie                  |                               |
| Joan Hunter                    | Nancy Newton            |                                |                               |

# THANK-YOU

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, 2024—March 31st 2025

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

|                                    |   |  |   |
|------------------------------------|---|--|---|
| Joseph Atkinson                    | DMCL Chartered Professional Accountants | Randy Hundt                                    | Mary Pushie                             |
| Barry Baniulis                     | Bruce Docking                           | Candace Ingham                                 | Right at Home Canada                    |
| Jane Bellringer                    | Beverley Douglas                        | Rolf Kinskofer                                 | Margaret Roberts-Stene                  |
| Rose Block                         | Dr. S & N Mohamed                       | McLeary's Canadian Made Furniture & Mattresses | Laura Salimian                          |
| Elizabeth Brear                    | Family Foundation                       | Susan McLellan                                 | Dorothee Schenk                         |
| Doreen Bruce                       | Lorne Ebenal                            | Amanda McNally                                 | Randall Shaw                            |
| Diana Carlisle                     | Bonita Findlay                          | Marjorie Mooney                                | Susan Shumka                            |
| Barbara Carmichael                 | Beryl Gibbings                          | Gary Mullins                                   | Kathleen Spangehl                       |
| Troy Charles                       | Linda Gronert                           | Astrid Neumann                                 | Holly Stermshnig                        |
| Elaine Cheung                      | Patrick Hahn                            | Doug Olive                                     | Surrey Firefighters' Charitable Society |
| Maureen Chow                       | Keith Hanson                            | Kathleen Ouellette                             | Team McKnight Real Estate               |
| Coast Capital Savings Credit Union | Brenda Harrison                         | Sean Peach                                     | University of Lethbridge                |
| Ronald Cranfield                   | James & Lauren Hartt                    | Barbara Pinkiewicz                             | Tracey Valente                          |
| Margaret Curiston                  | Eleanor Holton                          | Joyce Poley                                    | Delle Vaughan                           |
| Davie Clark & Krew Hair Company    | Margaret Hopton                         | Tammy Pollon                                   | West Coast Gardens                      |
|                                    | Hugh & McKinnon Realty Ltd.             | Anne Prentice                                  | Wolfe Mazda                             |

## HEARTS are symbols of caring, healing and love—\$250 to \$499

|                           |                          |                     |                    |
|---------------------------|--------------------------|---------------------|--------------------|
| Mark Abbott               | Kathryn Clark            | Alan Hotell         | Patricia Parsons   |
| Karli Anderson            | Melinda Corbett          | Karen Hoven         | Susan Petterson    |
| Scott Angus               | Georgia Cyr              | Myles Karn          | Kendelle Pollitt   |
| Teresa Ankenman           | Marilyn Desmarais        | Paulette Keith      | Karen Potvin       |
| Barbara Ashworth          | Jasvinder Dhesi          | Ruth Klassen        | Lynda Prystie      |
| Christine Balinski        | Andrew Dupuis            | Sarah Knight        | Dean Purdon        |
| Leslie & Sheelagh Bennett | Alice Endrizzi           | Manfred Koehler     | Margaret Ramos     |
| Tracy Bernardi            | Sherry & Dean Falkenberg | Christine Laborde   | Florence Ross      |
| Dorothy Blandford         | Silvia Fassler           | Kathleen Lane       | Sheila Saunders    |
| Lynette Bleiler           | Edward Fenn              | Louie Lapa          | Angela Scheibal    |
| John Block                | CLF Consulting           | Kyle Lewarne        | Patricia Steeves   |
| Barbara Blok              | Stanley Fryer            | Jane MacKinnon      | MLA Elenore Sturko |
| Margaret Boucher          | Beckie Gray              | Fausta Magee        | Kenneth Swansburg  |
| Carole Brost              | Jacqueline Gray          | Al Majer            | Margaret Thomson   |
| Mary Bucholtz             | MLA Trevor Halford       | Elizabeth Maniquet  | Gayle Tokarek      |
| Kelly Butler              | Amanda Hawke             | Judy Marolla        | Stephanie Traylor  |
| Stan Carter               | Harold Homan             | Kathy McIntyre      | Karel Vanturenout  |
| Carol Chase               | Cathey Hoogerbrug        | Laura Moore-Dempsey | Suzette Willetts   |
|                           |                          | Karen O'Shell       | Larrie York        |

## HANDS help make light work of heavy burdens—\$1 to \$249

Due to the volume 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.