



Mission Hospice Society
... when time matters most

ANNUAL REPORT

2013

The Mission Hospice Society is here in your time of need

If you are living with a terminal illness...

If someone you love is dying...

If you are grieving the loss of a loved one...

Hospice can help.

TABLE OF CONTENTS

Table of Contents

Presidents Report	1
Treasurer Report.....	2
Executive Directors Report.....	3
Volunteer Services Report.....	4
Bereavement Report.....	9
Mission Statement.....	11



Mission Hospice Society
... when time matters most

Presidents Report

The past year has been a very active one for our organization. I hope that you will also agree that we have come a long way from this time last year.

As I look back, several major events occurred in the year at the Mission Hospice Society, some of them unexpected and others planned. Either way with our very hard working staff, along with our dedicated volunteers and the board of directors we tackled these challenges.

To highlight a few of them:

Moving from James Street to Hillcrest Ave

The generous donation of a house for our needs

Volunteers who spent time renovating

Moving in and the successful grand opening of the Rock Family Hospice House.

The announcement of a new Executive Director

The retirement of our long serving Bereavement Coordinator

Hiring of new staff and new board members

The fine tuning of our operations, a new computer system

Our training programs

And of course all our very important fundraising events.

Looking to the future the board of directors just took part in a very successful day long strategic planning session that will set the course for the next 3years.

Our organization provides many services to the area's citizens at a very emotional time in their lives. So I would like to end this with a very big Thank you to our Staff, dedicated Volunteers and board of directors.

Sincerely,

David Goodier



Mission Hospice Society
... when time matters most

Treasurer Report

The balance sheet accurately reflects the position of the Society in that the majority of the assets are in cash and the majority of liabilities relate to future spending (unrestricted and restricted).

The income statement reflects a small increase in revenue of just over \$5,000 mainly through increased fundraising (meat draws and Jewelers Association). The expenses grew by just over \$14,000 which is attributed to one time unplanned wage costs, computer upgrades and some expenses related to purchases made for the new premises. The majority of upgrades/renovations to the new location were donated back to the Society by the Rock family.



Mission Hospice Society
... when time matters most

Executive Directors Report

The 2013 fiscal year has been a time of change and growth for the Mission Hospice Society. The economy continues to be an everyday challenge, however we are lucky to have many supporters in our local community. Save On Foods in Mission is one of those amazing businesses. They have provided all the food for our many small events and bereavement programs by donating a \$5000 gift card to use as needed. This gift has now carried over into 2014.

In July we made the big move to our current location 32180 Hillcrest Ave. The Rock family purchased this location and worked with staff and our Board of Directors to renovate and move us into this location. John Retallick spent over 220 hours finishing the basement and making sure everything met current fire code requirements. The Rock family paid for all the lease hold improvements as well as our permits with the District of Mission to operate out of a residential area.

Since moving into the House we have been able to run all our programs on site as well as increase the number of trainees to accommodate 15 at one time in our volunteer training program. We also have our doors open to family members and friends of loved ones over at Christine Morris Hospice who need a break but do not want to venture too far. They can come by and use our kitchen or resource library or just sit and have a cup of coffee or tea and relax for a moment.

Bereavement programs were very successful throughout the year. We are starting to look at what is working and what needs improving in order to best meet the needs of Mission. Our volunteers continue to be amazing support to staff, our clients and the community as a whole. Without them we truly would not be able to do everything we do. I thank all of our volunteers for their effortless energy they give to the Society.

We ended the year strong, celebrating our Society through an Open House in December which saw many of our supporters in attendance. We were pleased to have named the House after the Rock family.

Looking ahead into 2014, I will be working closely with the Board of Directors to ensure we implement our goals outlined in our strategic plan, while also trying to grow our events and secure more funding. We will also be exploring new bereavement programs and expanding our volunteer base to better serve our community in several new areas.

Sincerely,

Angel Elias



Mission Hospice Society
... when time matters most

Volunteer Support / Appreciation

Total Volunteer Support / Appreciation Hours: 858.5 hours

As a society we feel it is important throughout the year to recognize and show appreciation and support to our volunteers.

In 2013 we celebrated Volunteer Appreciation Week by sending out daily inspirational sayings and also having a volunteer appreciation High Tea Banquet.

We provided support to our volunteers at our monthly support meetings and offered additional training and education. This information was made aware to volunteers in our Volunteer Weekly Update.

Volunteer Monthly Support /	563 hours
Education Meetings	
Volunteer Appreciation High Tea	
and presenter Greg Campeau	33 Volunteers / 115.5 hours
Mission Hospice Society Christmas	Drop in no attendance taken
Open House	
Volunteer CMH Christmas Party	30 Volunteers / 180

Volunteer Weekly Update

All volunteers received our weekly update to keep them informed and to ensure that they feel valued and a part of our MHS team.

Volunteer Birthday / Christmas Cards

All volunteers receive a birthday card and a Christmas card. This Christmas our volunteer, **Ruth Fearn** made handmade cards and decorative boxes for each volunteer. Valentines, Easter, Volunteer appreciation week and Halloween, Volunteers receive goodie bags. The rest of the year there is always a basket of treats for them to enjoy.

Volunteer Palliative Support Services

Total Volunteer Palliative Support Services Hours in : 6465



Mission Hospice Society
 ... when time matters most

Christine Morrison Hospice/2nd floor/ECU Volunteer Support programs

In 2013 the Christine Morrison Hospice was supported by 66 trained Mission Hospice Society Volunteers. We continued to endeavor to schedule volunteers for three hour shifts from 9am to 9pm, seven days a week, 365 days a year. This Mission Hospice Society service continues to be our largest volunteer support program.

Christine Morrison Hospice	66 Volunteers / <u>4651 hrs</u>
Palliative care volunteers	(Total CMH hrs)
Christine Morrison Hospice	2 Volunteers / 424 hours
Aesthetics / Patio volunteers	
Christine Morrison Hospice Complementary Therapies	
Reiki / Healing Touch/ Meditation	3 Volunteers / 66 hours
Pet Therapy	2 Volunteers / 240 hours
Music Therapy	3 Volunteers / 240 hours

Community Palliative Volunteer Support

Volunteers continued to provide support to people in the community that were facing end-of-life or grief and loss. Our volunteers provided compassionate one-to one companionship / support to clients in their homes.

We also provided support to palliative / bereaved patients on the 2nd floor at MMH

One volunteer continues weekly to visit palliative residents at Ebenezer.

Mission Hospital 2nd floor /	3 Volunteers / 182 hours
Ebenezer Assisted Living Volunteers	1 Volunteer / 240 hours
Community Palliative Care	13 volunteers / <u>422 hours</u>
Volunteers	(Total Community hours)



Mission Hospice Society
... when time matters most

Total Volunteer Bereavement Services Hours in 2013: 1333

Our Bereavement Services in 2013 were coordinated by **Kimberley Thompson** and **Nathalie Millar**.

Hospice Office Team

Total Volunteer Office Support Hours 2013: 375

Our office volunteers in 2013 continued to help out with office tasks such as mailing out volunteers cards, recording volunteer stats, calling volunteers and many other time consuming tasks.

House Renovating Hours

Total Volunteer House Renovating Hours 2013: 660

Before we moved into our new residence this past summer the board members and volunteers put in many hours removing wallpaper, sanding and painting. Also **John Retallick** put in 220 hours remodeling the house.

Board Members

Volunteer Board Member Hours: 266

Our Board Members with their passion and vision endeavored to assist the Mission Hospice Society to continue to move forward in positive directions.

Community Fundraising / Events

Total Volunteer Fundraising/ Events hours in 2013: 2,018

In 2013 our Mission Hospice Society fundraising events were all well received by the Mission community. Our volunteers dedicated many hours to ensure that our events were well organized and successful.

Listed below are our main Fundraising events in 2013

Weekly Meat Draw	8 Volunteers / 360 hours
Mission Back to Health Fair	2 Volunteers / 8 hours
Hill Stomper run/walk	3 Volunteers / 11 hours
Hike for Hospice	10 Volunteers / 60 hours



Mission Hospice Society
... when time matters most

Motor cycle for Hospice	16 Volunteers / 82 hours
Mission Fest	7 Volunteers / 22 hours
Scooter Raffle Ticket Sales	8 Volunteers / 24 hours
Drive a Ford Event	33 Volunteers / 188 hours
Tree of Remembrance (Safeway)	36 Volunteers / 126 hours
Tree of Remembrance (Save on Foods)	26 Volunteers / 104 hours
Gala Committee	1033 hours

In 2013 our Gala Committee worked tirelessly to organize our most prestigious and most profitable fundraiser of the year.



Mission Hospice Society
... when time matters most

Bereavement Report

As Mission Hospice Society we continue to play a vital role in Mission and its surrounding community, we are pleased to provide ongoing grief and bereavement support to those who have lost friends and/or family members. We can provide this support at our office, the Christine Morrison Hospice or in homes.

New clients in 2013 78

Referrals from Palliative Care Rounds at Mission Memorial Hospital: 10

Bereavement Coordinator attends weekly and consults with the CMH Palliative Care team on matters regarding grief and loss issues with residents and their families.

Referrals from Outside agencies: 41.

ONE-TO-ONE SUPPORT

58 new clients continued with one-to-one support with the bereavement coordinator or other trained supervised volunteers. These are trying times for our clients and it is always an honour to listen and support them in a completely confidential environment. This service is free and open to all community members. For those wanting a professional counselling experience we are glad to refer them accordingly. This would also include complicated grief.

GROUP SUPPORT

Grief Support groups are developed to address the bereavement needs of the community. Not only do clients learn from the facilitators but also from each other.

In total 23 adults have benefitted from groups in 2013.

Volunteers Working in Bereavement Groups

Pathways (adult group) 2

Tea and Company 2

Circle of Friends 2

Summary: 78 clients were added to our overall client population. 58 of our clients had a single session with either Kim or myself. The remaining twenty participated in Community Outreach and/or public education.



Mission Hospice Society
... when time matters most

Tea and Company Widows support group: Ongoing weekly support for women who have recently lost a spouse. Although some members come for a few months, or a year and move on, others deal with ongoing challenges of widowhood and benefit from ongoing group support.

Tea & Company- 14 new & return visits to this program. (Jan-Dec)

Programs:

- ❖ **Pathways:** A ten week program with an educational component for groups of adults who have lost a loved one. Fall Pathways- support to 3 new participants.
- ❖ **Celebration of Life Memorials:** This year the Celebration of Life for Christmas was in partnership with Dignity Memorial Funeral Home. The event was well attended with approximately 50 members from the community.
- ❖ **Circle of Friends:** These are groups for children dealing with the death of an important person in their life. In 2013, 8 children benefitted with great success.

Camp ZAIAC: 15 children benefitted from this three day camp in Mission. The camp was provided at no cost to the families. We are pleased to announce the continuation of this camp again in 2014.

Bereavement Volunteer Training

Both spring and fall training sessions were well attended. In total 12 volunteers participated.

What to expect in 2014

- ❖ We are pleased to continue with our three day retreat at Camp Zajac in July. This includes 15 kids ages from 8 - 12.
- ❖ Resource Library: continue to build resources via-books, audio and visual.
- ❖ Continue to increase our bereavement group participation.
- ❖ Bi-monthly support meeting for bereavement volunteers.
- ❖ To find the needs and to support our community accordingly.
- ❖ To re-establish a Walking group in the spring.



Mission Hospice Society
... when time matters most

Our Vision:

to support all in our community through the process of grief and loss and end of life.

Our Mission:

to enhance quality of life for individuals and families who are facing grief and loss or end of life illness by providing a safe, non-judgemental approach through compassionate care, resources and advocacy.