



*Mission Hospice Society*  
... when time matters most

# ANNUAL REPORT

## 2014

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

<b>Presidents Report .....</b>	<b>1</b>
<b>Treasurer Report.....</b>	<b>2</b>
<b>Executive Directors Report.....</b>	<b>3</b>
<b>Volunteer Services Report.....</b>	<b>4</b>
<b>Bereavement Report.....</b>	<b>9</b>
<b>Event Pictures.....</b>	<b>12</b>
<b>Mission Statement.....</b>	<b>13</b>



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## Presidents Report

The past year has once again been very active for our organization. I hope that you will also agree that we have come a long way from where we were last year.

I would like to think that things have settled down and there will be no major challenges coming up in the future. As I look back over 2014 I'm amazed at how fast it went by;

- It's been our 2<sup>nd</sup> full year in the Rock family Hospice house
- We have hired new staff member office administrator Susan Hockridge
- Provided employment experience for a summer student. Mitch Freestone - Smith
- We are getting a very good control on our budget and the expenses that come up
- Successful gala and other fundraising events such as, Ride for Hospice, Ivan Pretty Estate tournament, Hike for Hospice, and our Tree of Remembrance
- Expanded our support services to support the residence of TRIM
- Increase in people attending our programs and successful children's camp.

In closing I would like to thank the staff for their professionalism and the outstanding way in which they carry out their jobs.

Our volunteers for all the work you do giving up your own time regardless of whether it is fundraising or doing a shift at the Christine Morrison Hospice supporting a family or patient.

And of course my fellow board members.

Here's looking forward to 2015

Sincerely,

David Goodier



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## Treasurer Report

As the Treasurer of Mission Hospice Society (MHS) I am pleased to report on the financial performance of the Society in the past fiscal year which ended December 31, 2014.

The Board of Directors and Management and staff of the Society are committed to strong financial oversight in all of the Society's financial matters. We accept that we are stewards of the resources available to provide and support the much needed services of Hospice to the community of Mission and area.

I am very pleased to report that in the fiscal year of 2014 the Society is in a strong financial situation as a result of steps taken to control and regularize the quality of financial management and reporting. Net revenue increased by 8.5% or \$22,297 from the previous year due to an increase in grants received by \$6,000. This is due to an increase in the number of grant requests submitted. Also the board would like to commend the staff for the hard work they put in to generating improved events and the resulting increase in revenue from those events was just short of \$13,000. It is good to see that Hospice also saw an increase from many generous and thoughtful donors throughout the year +\$3,000.

Greater prudence and management of financial resources produced a reduction in expenses, while not impacting programs, for just over \$30,000. The greatest area of savings was in wages which were down approximately \$22,000 and administrative costs dropped by about \$10,000. The only expense area that saw an increase was in Volunteer Expenses which is fully supported. It is important to note however that the majority of expense line items decreased in 2014 versus 2013.

Programs continue to be monitored for effective delivery in reaching out to those who need support in the community. In the coming year program enhancements can be considered and accommodated as a result of the improved financial position of the Society.

The fiscal 2014 income statement reflects net revenue over expense of \$44,452 compared to a net expense over revenue of (\$8,414) in fiscal 2013. A stark and dramatic turn around.

The Boards approved the annual financial budget and from there conducts monthly reviews to ensure adherence to the financial plan. As Treasurer I have reviewed the Financial Statement for Mission Hospice Society for the Fiscal year 2014 presented them to you and the Board to accept the information provided.

In closing I would like to thank the Management, Staff and Board of Mission Hospice Society for their efforts and hard work to enable the Society to succeed in the delivery of its services for now and in the future.

**Sean Melia, Treasurer**



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## Executive Directors Report

I would like to start by thanking the staff and volunteers of the Mission Hospice Society. Our success throughout the year is due to their dedication, hard work and passion. We would not be who we are today without them. So thank you!

In 2014 we were able to expand our Volunteer and Bereavement services into TRIM (The New Residence of Mission) which is a 200 bed care facility located behind the Mission Memorial hospital. This was a new venture for us, and while we are still figuring out the growing pains of this expansion the benefit of our support given to residence is evident and is making a difference in the lives of the residence we are seeing.

We completed 2 volunteer training sessions, bereavement training session and our bereavement support groups were running at full capacity throughout the year. One on One sessions have increased substantially, with referrals coming from many different sources.

We welcomed Susan Hockridge to our team in March of 2014 as our new Administrative Assistant. She has completed all levels of the Hospice training and has become a great asset to the organization. We also had the pleasure of welcoming Mitch Freestone Smith to our team on a temporary summer student grant. Mitch worked on our events and community awareness throughout the summer.

As you all know a large portion of our budget is made up from fundraising and I am happy to report that we had a record year with our Annual Gala. This was a sold out event, with a theme of Once upon a Time, a night of magical celebrations. I thank the Gala committee who dedicated their time to making this event the success it was. I also thank the community of Mission for supporting this event through their attendance and sponsorships.

Other fundraising events this year were our Annual Hike for Hospice and Ride for Hospice, both events were fun and energetic and I look forward to growing them in 2015.

We were the proud recipients of the Ivan Pretty Estate Golf Tournament held at Sandpiper Golf Course this year and we were also the recipients of the In Memory of Edna Horstead wine event, held in Langley at the Township 7 Winery.

We ended the year strong with Annual Open House in December. This was for our community partners, volunteers, clients and the community as a whole to come and enjoy some great networking and refreshments.

Looking ahead into 2015, I am excited to celebrate the Mission Hospice Society 30 year Anniversary, it is going to be a busy year filled with many milestone memories and I invite everyone to come and enjoy the year with us.



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## Volunteer Services Report

### **Total Volunteer Service Hours in 2014: 13,717.5**

In 2014 our Mission Hospice Society **Volunteer Support Services** were provided by our **150** trained and dedicated volunteers. Our support services reached out and connected with over a thousand people who were facing in their lives, life limiting illness, end of life and grief and loss.

Our Services were received in people's homes, at our Mission Hospice Society House, at the Christine Morrison Hospice, and on second floor of the Mission Memorial Hospital.

We were excited this year to be able to expand our programs and deliver our services to support residents at TRIM, the Residence in Mission. This 200 bed facility opened in 2014. Many of the residents struggle with issues of loss and grief, from the loss of their home, loss of independence, loss of health, loss of identity and of course loss of loved ones. It is amazing to see the difference in their faces as they work through their losses and discover new and important meaning to their lives.

We were pleased and proud to be able to provide these much needed services and support programs. Our services provided compassionate care and emotional support to our Mission community residents who were facing major life changes involving grief and loss in their lives.

As always at this time we wish to thank our amazing volunteers for their continuing dedication and commitment to supporting people at a very emotionally difficult time in their life.

Thank you for all you do! You are all kind hearted and are indeed the heart of our society.

### **Volunteer Training Program**

#### **Total Volunteer Training Hours in 2014: 1702.5**

Our Mission Hospice Society volunteer training program continues to offer important life skills training to our volunteers. Our two 30hr volunteer training courses that we offer in the spring and the fall also continue to maintain our volunteer base and allow us to grow our services and programs.

We also facilitated two Christine Morrison Hospice Handbook Training programs. Additional training programs were also offered to volunteers, such as Bereavement and Meal Companionship training and Spiritual Care Training.

#### **Spring/Fall**

**30hr Volunteer Training Course**

**30 Volunteers / 1,410 hours**



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<b>Grief and Bereavement Training</b>	<b>5 Volunteers / 100 hours</b>
<b>Spiritual Care Training</b>	<b>8 Volunteers / 84 hours</b>
<b>Christine Morrison Handbook Training</b>	<b>18 Volunteers / 63 hours</b>
<b>Meal Companionship Training</b>	<b>13 Volunteers / 45.5 hours</b>

### *Volunteer Support / Appreciation*

**Total Volunteer Support / Appreciation Hours in 2014: 1062.5**

**As a society it is always a pleasure throughout the year to recognize and show appreciation and support to our volunteers.**

In 2014 we celebrated our volunteers and delivered continuing education.

During Volunteer Appreciation Week we provided a Spa evening that volunteers were invited to receive various spa treatments such as Massage Therapy, Sound Therapy, Reiki and much more. We also had live music and delicious refreshments.

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 Bi- weekly Update.

Two of our volunteers John and Linda Fisher were nominated and won both the Fraser Health **Above and Beyond award** and the **Mission Community Service award**. These awards were for their years of dedicated work at the Christine Morrison Hospice maintaining the patio garden, all of the indoor plants and flowers and the seasonal decorating of the facility.

<b>Volunteer Monthly Support / Education Meetings</b>	<b>442 hours</b>
<b>Volunteer Appreciation Spa Evening</b>	<b>43 Volunteers / 150.5 hours</b>
<b>Volunteer End of Summer Tropical Party</b>	<b>50 Volunteers / 200</b>
<b>Mission Hospice Society Christmas Open House</b>	<b>30 Volunteers / 90</b>
<b>Volunteer CMH Christmas Party</b>	<b>40 Volunteers / 180</b>



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**Volunteer By-Weekly Update**

All volunteers received our bi-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 volunteers received a mini personalized day planner with their Christmas cards. In addition to this volunteers receive tokens of appreciation at Valentines, Easter, Volunteer appreciation week and Halloween.

*Volunteer Palliative Support Services*

**Total Volunteer Palliative Support Services Hours in: 6919.50**

**Christine Morrison Hospice/2<sup>nd</sup> floor/ECU Volunteer Support programs**

Our Mission Hospice Society Palliative Support Volunteers continue to support the Christine Morrison Hospice. We provide volunteers for three hour shifts from 9am to 9pm, seven days a week, 365 days a year. This Mission Hospice Society support service continues to be our largest volunteer support program utilizing 63 volunteers and donating over five thousand volunteer hours yearly.

**Christine Morrison Hospice**

<b>Palliative Care Volunteers</b>	<b>63 Volunteers / 6,016.50 hours</b>
<b>Aesthetics / Patio Volunteers</b>	<b>Team of vol's / 224 hours</b>
<b>Complementary Therapies</b>	
<b>Reiki / Healing Touch / Art Therapy</b>	<b>3 Volunteers / 52 hours</b>
<b>Pet Therapy</b>	<b>2 Volunteers / 150 hours</b>
<b>Music Therapy</b>	<b>Groups &amp; Vol's / 333 hours</b>
<b>Tea Cart Service</b>	<b>3 Volunteers / 144 hours</b>





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## *Community Palliative Volunteer Support*

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

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

We were pleased in 2014 to also provide a new support program to the residents of TRIM, also known as the residence in Mission.

<b>Mission Hospital 2<sup>nd</sup> floor /</b>	<b>2 Volunteers / 88 hours</b>
<b>The Residence in Mission Volunteers</b>	<b>2 Volunteer / 166 hours</b>
<b>Community Palliative Care</b>	<b>13 volunteers / <u>422 hours</u></b>
	<b><u>Total Community hours 676</u></b>

**Total Volunteer Bereavement Services Hours in 2014: 1343**

Our Bereavement services in 2014 were coordinated by Nathalie Millar.

## *Hospice Office / Yard Team*

**Total Volunteer Office / Yard Support Hours 2014: 355**

Our Mission Hospice Society office and yard volunteers assisted with many of the day to day tasks inside and outside our facility. Tasks such as mailing out volunteers cards, recording volunteer stats, calling volunteers, lawn and yard maintenance and general repairs were all efficiently taken care of saving the society both time and money.

## *Board Members*

**Volunteer Board Member Hours: 310**

Our Board of directors in 2014 continued to guide our organization to achieve our full potential and to keep our society positively moving forward.



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## *Community Fundraising / Events*

### **Total Volunteer Fundraising/ Events hours in 2014: 1349**

In 2014 our annual Gala was again our largest fundraiser of the year. Our Gala committee donated almost a thousand hours preparing and hosting this fantastic event.

We were fortunate this year to also have a remarkable summer student who assisted greatly with all our summer fundraising events.

Our volunteers dedicated many hours of their time to ensure that our events were well organized and successful.

*Listed below are our main Fundraising events in 2014*

<b>Mission Back to Health Fair</b>	<b>2 Volunteers / 8 hours</b>
<b>Peninsula Run /Walk</b>	<b>4 Volunteers / 11 hours</b>
<b>Hike for Hospice</b>	<b>8 Volunteers / 54 hours</b>
<b>Motor Cycle for Hospice</b>	<b>11 Volunteers / 65 hours</b>
<b>Hole in One Event</b>	<b>6 Volunteers / 33 hours</b>
<b>Mission Fest</b>	<b>4 Volunteers / 20 hours</b>
<b>Tree of Remembrance (Safeway)</b>	<b>37 Volunteers/ 129.5 hours</b>
<b>Tree of Remembrance (Save on Foods)</b>	<b>27 Volunteers / 94.5 hours</b>
<b>Gala Committee</b>	<b>934 hours</b>



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## Bereavement Report

### **BEREAVEMENT CLIENTS AND PROGRAMS**

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. This year we have also included other types of grief and loss. This could include grief from a divorce, the loss of a limb, social loss, spiritual loss, memory loss. The list is ongoing. We can provide this support to our clients in our office, the Christine Morrison Hospice or in their homes. Our service is free and is completely confidential.

**New clients in 2014 80**

**Referrals from Palliative Care Rounds at Mission Memorial Hospital: 19**

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: 58**

### **ONE-TO-ONE SUPPORT**

80 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. Each meeting ranges from 1 – 2 hours per visit. This length of time allows for clients to debrief, fill out forms, tell their emotional stories and feel a sense of relief before leaving the office. For those wanting a professional counselling experience we are glad to refer them accordingly. This would also include complicated grief. Approximately 290 hours were allocated to 1 on 1 support with 145 visits.

### **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 30 adults have benefitted from groups in 2014. This is an increase of 24% from the previous year.



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### **Volunteers Working in Bereavement Groups**

Pathways (adult group)	2
Tea and Company	2
Circle of Friends	3
Camp Zajac	5

**A total of 1343 volunteer hours. Including 285 hours for camp Zajac.**

**Summary:** 80 clients were added to our overall client population. All 80 of our clients had a single session with myself and many moved to grief groups.

**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. We will be revisiting this group in the New Year to look at ways we can improve this support group.

Tea & Company- 9 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. We are happy to report a large increase in numbers this year. 21 new adults enrolled this year as opposed to 3 in 2013.
- ❖ **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. This is an eight week program for children ages 6 – 12. In 2014, nineteen new and returning children benefitted with great success. Again this is an increase in numbers from 8 in 2013. Most of these children attended the camp Zajac in July.
- ❖ **Camp ZAJAC:** 15 children benefitted from this three day camp in July. The camp was provided at no cost to the families. We are pleased to announce the continuation of this camp again in 2014. It was very noticeable to see which children had previously come to Circle of Friends and which had not. Those who had not had previous support were far more emotional with extreme emotions. It was wonderful feedback to the effects our programs have on children.



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### **Bereavement Volunteer Training**

Only 1 session was offered in the fall. 5 volunteers completed our six-week, 15 hour bereavement training course. This training goes into more depth on grief and loss issues than the basic hospice volunteer training course offers. It is open to anyone who has completed the basic course. Presentations, films and experiential exercises are used in our learning. The goal is to produce more facilitators for future group support programs. Whether or not the graduate chooses to volunteer in bereavement programs, this training enhances their capacity to support grieving clients and their families at CMH or in the community.

### **Events**

This year we brought Ross Waddell from the BC Hospice Palliative Care Association to speak. The evening was well attended with 40 people in total. The topic was Nearing Death Awareness/Near Death Experiences.

### **Looking forward into 2015**

Camp ZAJAC will be running again this July allowing 15 more children to experience camping at its finest.

Starting up our walking group in the spring.

We will be hosting a venue space for The Compassionate Friends group in the New Year. Richard Lepinski will take the lead with over ten years of experience. This adult support group is specifically geared for grieving parents and is a third party support group being held at our offices.

A memorial quilting adult support group will start in February.

Assessing the needs of the community to better its members for grief and bereavement.



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Children' Camp at Zajac Ranch

Volunteer Appreciation Spa Day



Annual Gala







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### Our Vision

To support ALL individuals in our community through the process of grief and loss and end of life transition.

### Our Mission

To enhance the quality of life for individuals and families who are facing grief and loss or end of life transition through compassionate care, resources and advocacy.