



Mission Hospice Society
... when time matters most

ANNUAL REPORT

2015

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.

Celebrating 30 Years of Compassionate care

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Presidents Report

It's been an honor and a privilege to have served this last year as President of our organization. It was truly a monumental year in which we celebrated the 30th anniversary of the Hospice Society as well as the incredible kindness and generosity of the Rock family, who this year gifted us the house and property in which we now give service to our community and beyond.

It was also a year in which we hosted and celebrated the 10th Anniversary of our Annual Gala Event, an occasion that continues to provide us with an opportunity to both reach out and pay sincere tribute and heartfelt thanks to our community benefactors and volunteers.

It was in truth a bittersweet year as well, for while we were overjoyed to be able to share these milestones with our founding member Lillian Dudfield, we were also confronted with her loss as she passed away suddenly to our collective sorrow and regret.

Reflecting back on such a tumultuous year it is only fitting that I close by recognizing and giving profound thanks to our volunteers, my fellow board-members and particularly our staff for their unwavering dedication to the successful operation of our organization!

I look forward to another great year ahead!

Sincerely,

Mike Scudder

President

Mission Hospice Society



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Treasurer Report

On behalf of the Mission Hospice Society I respectfully submit a very good financial picture of the Society for the fiscal year 2015.

The format for financial reporting has changed this year and you will see a broader breakdown of the assets and liabilities. This has been done to conform to the reporting requirement of B.C. Gaming who are a major funding source for the Society.

The Statement of Financial Position details the Assets and Liabilities of the Society. The major change in 2015 is the recognition of the Rock Family's donation of the home and hub for the Society. The Capital Asset is recorded as the market value at the time of transfer which was \$366,663. This donation is a marvelous contribution which goes a very long way to keeping the Hospice Society a vital part of the education, care and life process for residents and others in and around Mission.

With accumulated budget surpluses over the years a contingency fund was established with a view to providing funding for a Hospice home. With that aspect now covered the funds will go towards enhancing the current location by expanding the working area in order to increase frequency and type of services provided by the Society.

The Balance Sheet for the Society is healthy.

Like most non-profits the Society is constantly challenged to find sources of funding that will enable the great work of the dedicated and gifted volunteers to continue as the support for life's final journey.

Revenues for 2015 were slightly lower than in 2014 by \$3,426 but I can assure you that every effort was made to drive revenue and all avenues of funding were explored. I do not expect 2016 to be any less demanding on the Society to maintain appropriate funding sources and levels. The biggest shortfall in revenue came in the area of Fundraising and Donations which for 2015 was \$8,653 under the 2014 revenue number.

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The golf fundraiser and the meat draw both contributed to the shortfall in 2015 while the annual Gala was able to generate an increase in funds raised in 2015 over 2014.

Expenses for the Society in 2015 were up \$16,717 or 6.9% over 2014. This is partially attributed to a \$10,000 contribution to the Christine Morrison Hospice for use in the purchase of new furniture. The other area of note where expense rose in 2015 over 2014 is in Wages and Benefits which were up 4.1% or \$6,840 as in 2014 the Society had a vacant position for just over 3 months and expenses were not incurred which normally would have been and which were incurred for the full year in 2015. Staff did receive an inflationary increase in compensation in 2015.

The Society was able to generate a surplus of revenue over expense in the year of \$24,309.

Sean Melia

Treasurer

Mission Hospice Society



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Executive Directors Report

2015 was a year of celebration. 30 years of providing compassionate support and end of life care to the community. Throughout those years the Mission Hospice Society has seen its ups and downs and have overcome many challenges. With each challenge came a learning curve which has helped mold the foundation to today's successful Mission Hospice Society.

Our Annual Gala was focused on our 30 years in the community. We did a special presentation to Lilian Dudfield our founding member and a special presentation to Honor the Rock Family for their generous donation of the land and building we now operate the Society from.

We also hosted a special 30 year birthday celebration at the Hospice House and opened our doors to our many community supporters and the public. Our local MLA's, Mayor and Council came out to show their support as well. We again honored Lilian Dudfield and recognized all that she had done for the Society.

All our fundraising events went well and were financially successful. Again I want to thank our dedicated volunteers for all the help throughout the year at our various events and community days.

As much as there were many highlights in 2015, we did have some difficult moments with the passing of our long time volunteers Graham Symonds and Lilian Dudfield. Looking back through 2015 the Mission Hospice Society honored both volunteers in many ways. Both attended some of our most special events in 2015 such as our Gala, Hike for Hospice and Ride for Hospice. We are thankful that we were able to celebrate this milestone with them. The Mission Hospice Society hosted Graham's celebration of life here at the House with family and friends on Thursday November 29 2015. The Society also assisted Lilian Duffield's family in planning and organizing Lilian's celebration of life at the Clarke Theatre on Monday December 28 2015. Both will be dearly missed.

Looking ahead into 2016, we are excited to expand our space at the Hospice House and close in the garage to make a larger meeting space. This space will allow us the opportunity to have more people in our training sessions and more people in our support groups. We will be hosting a Bereavement education session in September called Dying to Know.

2016 events will be, April 30th Sensational Sixties Gala, August 14th Ride for Hospice and September 11th Walk for Hospice.

Angel Elias, Executive Director



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Volunteer Services Report

Total Volunteer Service Hours in 2015: 14,406.5

In 2015 the Mission Hospice Society, Volunteer Support Services continued to provide much needed support to the community of Mission. We have 160 trained and dedicated volunteers. Our programs were able to provide compassionate care and support to people who were facing in their lives, life limiting illness, end of life and grief and loss.

Our services were received at the Christine Morrison Hospice, at the Mission Hospice Society House, in Clients Homes, at The Residence in Mission, (TRIM) and on the Second Floor of the Mission Memorial Hospital.

We as a society would not be able to offer our services and programs without the commitment of our dedicated volunteers.

Thank you indeed to all our amazing volunteers who give so graciously of their time and compassionately support people who are on a difficult emotional journey. You are the ROCK of our society.

In 2015 two of our treasured volunteers sadly passed away. Graham Symonds, who was so passionate about his volunteer role with the MHS and Lilian Dudfield, who was one of our founding members and an inspirational lady to all. Both will be missed beyond words but, will always be in our hearts and a part of the Mission Hospice Society.

Volunteer Training Program

Total Volunteer Training Hours in 2015: 1458

In 2015 the Mission Hospice Society Volunteer Training Programs continued to play a vital role in the growth of our society. Volunteers gained important life skills training through our training courses.

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We provided two 30-hour volunteer training courses, one in the spring and one in the fall. We also facilitated two Christine Morrison Hospice Handbook Training programs. Additional training programs were also offered to volunteers, such as Bereavement, Meal Assistance and Spiritual Health Training.

Spring/Fall

• 30hr Volunteer Training Course	21 Volunteers	777 hours
• Grief and Bereavement Training	9 Volunteers	216 hours
• Spiritual Care Training	8 Volunteers	96 hours
• Christine Morrison Handbook Training	20 Volunteers	80 hours
• Meal Assistance Training	15 Volunteers	60 hours
• Dementia Workshop	44 Volunteers	154 hours
• Training Interviews pre & post	25 Volunteers	75 hours

Volunteer Support / Appreciation

Total Volunteer Support / Appreciation Hours in 2015: 1374.5

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

In 2015 we supported and celebrated our volunteers at various Appreciation and Support Events such as; High Tea, Spa Day Retreat, 30th Birthday Celebration, Open House, Celebration of Life and a Christmas Party.

We also provided support to our volunteers at our monthly Volunteer Support Meetings and offered additional training and education. This information was made aware to volunteers in our Volunteer Bi- Weekly Update.

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• Volunteer Monthly Support & Education Meetings		492 hours
• Volunteer Appreciation High Tea	33 Volunteers	115 hours
• Volunteer Spa Day Retreat	30 Volunteers	240 hours
• Mission Hospice Society 30 th Birthday Celebration	33 Volunteers	115.5 hours
• Graham Symonds Celebration of Life	50 Volunteers	150 hours
• Mission Hospice Society Christmas Open House	25 Volunteers	87 hours
• Volunteer CMH Christmas Party	39 Volunteers	175 hours

Volunteer Bi-Weekly Update

All our volunteers are a valuable part of the Mission Hospice Society team. We recognize, show appreciation and keep our volunteers informed by sending them a Bi-weekly update.

Volunteer Birthday / Christmas Cards

All volunteers receive a birthday card and a Christmas card. In addition to these volunteers receive tokens of appreciation at Valentines, Easter, Volunteer appreciation week and Halloween.

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Volunteer Palliative Support Services

Total Volunteer Palliative Support Services Hours in 2015: 7458.5

Christine Morrison Hospice Volunteer Support Programs

Our Mission Hospice Society Palliative Support Services to the Christine Morrison Hospice continues to be our largest volunteer support service.

We provide volunteers from 8:30am to 9:00pm, seven days a week, 365 days a year. We utilize 63 volunteers who donate over six thousand volunteer hours yearly.

• Christine Morrison Hospice	Total Hours	6149.5	
• Palliative Care Volunteers	63 Volunteers	4,842	hours
• Aesthetics & Patio Volunteers	Team of volunteers	24	hours
• Complementary Therapies Reiki / Healing Touch / Art Therapy	3 Volunteers	66	hours
• Pet Therapy	3 Volunteers	210	hours
• Music Therapy/ Threshold Choir / Westminster Abbey Choir	Groups & Vol's	504.5	hours
• Tea Cart Service	3 Volunteers	203	hours

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Community Palliative Volunteer Support Services

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 and support to clients in their homes, on the 2nd floor, at MMH and to the residents of TRIM.

• Mission Hospital 2 nd floor	2 Volunteers	96 hours
• The Residence in Mission (TRIM)	6 Volunteer	560 hours
• Community Palliative Care	11 volunteers	653 hours

Total Volunteer Bereavement Services Hours in 2015: 1533

Hospice Office / Yard Team

Total Volunteer Office and Yard Support Hours 2015: 565

Our Mission Hospice Society office and yard volunteers assisted with various tasks both inside and outside our facility. Tasks such as writing and mailing out volunteers cards, recording volunteer stats, calling volunteers, lawn and yard maintenance and general repairs.

Board Members

Volunteer Board Member Hours: 388

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

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Community Fundraising & Events

Total Volunteer Fundraising & Events hours in 2015: 1629.5

The annual Gala was once again our most successful fundraising event of the year. Our Tree of Remembrance event in December was well received by the community.

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

Listed Below Are Our Main Fundraising events in 2015:

• Peninsula Run /Walk	8 Volunteers	44 hours
• Hike for Hospice	10 Volunteers	40 hours
• Motor Cycle for Hospice	11 Volunteers	65 hours
• Raceway Car Day	4 Volunteers	32 hours
• Hole in One Event	8 Volunteers	32 hours
• Mission Fest	5 Volunteers	22.5 hours
• Tree of Remembrance (Safeway)	40 Volunteers	140 hours
• Tree of Remembrance (Save on Foods)	36 Volunteers	126 hours
• Other events		65 hours
• Gala Committee / Gala Event Volunteers		1063 hours

Warm Regards

Christine Boyes,

Coordinator of Volunteer Programs

Mission Hospice Society



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Bereavement Services

As Mission Hospice Society continues 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 could include grief from a divorce, the loss of a limb, social loss, spiritual loss, and memory loss. The list is ongoing. We can provide this support to our clients in our office, the Christine Morrison Hospice, in their homes and at The Residence in Mission. Our service is free and is completely confidential.

New clients in 2015	114	an increase from 2014 by 70%
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Referrals from word of mouth or outside agencies including doctors:

103	an increase from 2014 by 56%
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ONE-TO-ONE SUPPORT

114 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 honor 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 360 hours were allocated to 1 on 1 support with 214 visits.

Allocated to 1-1 visits in 2015	360 hours	an increase from 2014 by 80%
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Number of visits in 2015	214	an increase from 2014 by 68%
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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 50 adults have benefitted from groups in 2015. This is an increase of 66% from the previous year of 30.

Volunteers Working in Bereavement Groups

• Pathways (adult group)	2
• Tea and Company	3
• Circle of Friends	5
• Camp Zajac	5
• Walk and Talk	1
• Quilting	2
• Compassionate Friends	1
• Grief and Bereavement Training	3

A total of volunteer hours in 2015: 1533

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PROGRAMS:

- **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 this ongoing support group. This year 9 new members attended this group along with others from previous years.

- **Pathways:**

This group is a ten week long grief support for any adult who has lost a loved one. Unlike the Tea and Company, this group is closed. Hence once the group starts no other members can enter until the next session. We meet once week and at times we bring an educational component to the class. In 2015 and have had 12 new adults enroll.

- **Circle of Friends:**

This eight week support group is for children between the ages of 7 through 12, whom have lost an important person in their life. In 2015, 11 new and returning children benefitted with great success.

- **Camp ZAJAC:**

17 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 2016. 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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- **Walk and Talk:**

Each spring we start this support group when the weather gets brighter and warmer. We served 8 clients weekly for eight weeks.

- **Compassionate Friends:**

We were glad to welcome the Compassionate Friends program to our hospice this year. Richard Lepinsky is the facilitator and he has over ten years of experience facilitating this international group. This group is for parents whom have lost children. It is an open, ongoing yearlong group with the exception of summer. This support group would also include those whom have lost babies via miscarriages.

Bereavement Volunteer Training

One grief and bereavement session was offered in 2015. A total of 9 volunteers completed our six-week, 24 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 support group 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, in the community or TRIM.

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Events and Other Activities

- Pam Carter presented to the Mission School Board in regards to Children in Grief in February.
- A “Before I Die” chalk board was introduced this summer. This was well received at the community festival as well as the Health and Wellness Fair in 2016.
- The movie “E-MOTION” was shown as an education film in regards to grief and loss
- Presented to the Deroche Scowllitz First Nations Band in March.
- Hosted a Christmas appreciation lunch for our grief and bereavement volunteers.
- Held our own Christmas Memorial at the Cedarbrooke Chateau in December.
- Attended several Dying with Dignity meetings in Vancouver.
- Participated in a 3 day workshop being offered by the Conscious Dying Institute in Vancouver. This was the first of two sessions being offered, while the second will commence in March 2016. Upon completion I will have finished a death doula certificate, which will allow me to help those to participate in their own end of life rituals and or funerals.
- Was interviewed, about grief and loss, at the Vancouver Co-op Radio station on December 23, 2015.

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Looking forward into 2016:

- Camp ZAJAC will be running again this June allowing 15 or more children to experience camping at its finest.
- Starting up our Walk and Talk group again in the spring.
- Training new grief and bereavement volunteers to facilitate grief groups.
- Assessing the needs of the community to better understand its members for grief and bereavement.
- The “Afterlife Conversations” group is currently being held at the Mission Library. This group has been very active for over two years and hospice will now start to facilitate in February, 2016. This forum is for all open minded individuals to share their spiritual, beyond the normal realm and or out of body experiences in a safe environment. With so many stories from grieving clients we felt a need in the community to continue this support group. It is held once a month with as many as 40 people in attendance.

Looking forward into 2016, I am excited to find ways to expand our grief and bereavement programs. It is always an honour and pleasure to be part of a wonderful team.

Sincerely

Nathalie Millar,

*Coordinator of Bereavement Services
Mission Hospice Society*



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Lillian Dudfield's interest in companioning with people who were dying started in the 60's and 70's while working in a care home in Prince George. Lillian did not like that people who were dying would be moved to a room to die alone. Lillian would go into their room and sit with them and talk to them even if they were not aware of her presence. Lillian had a strong belief that no one should die alone.

After moving to Mission in 1974 Lillian became very interested in the Hospice Palliative care movement. After her husband died in 1979 Lillian experienced firsthand the grieving process. She felt there was a need for grief programs to support people through the grieving process.

In 1985 Lillian became instrumental in starting the Mission Hospice Society. At one point she was operating the society out of her home. Lillian was also now herself companioning with up to three clients at a time. She found that the need for hospice support services was very much in demand.

In 1986 Lillian secured office space for the Mission Hospice Society in the old hospital building. Lillian felt that finally the Hospice Society was now really in business.

Lillian as we all know was a very passionate, dedicated and driven person. Lillian was excited to receive enough money in 1989 to decorate two palliative rooms on the third floor and one room on the second floor.

Lillian was delighted when in 1996 the Hospice Society moved and opened its office on the second floor of the hospital. Lillian felt that it was important to be operating out of the hospital close to the clients that they were supporting.

Lillian was also instrumental in the 1997 fundraising concert held here in what was then the newly built Clarke Theatre. This was a worldwide singing event that started in New Zealand and finished in Mission. 42 countries around the world participated to raise awareness for Hospice Palliative care and to raise funds for the society.



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Lilian was such an important part of a lot of the ground breaking work done in the formative years of hospice.

Lilian's dream was for a freestanding Hospice Residence. This dream came to fruition in 2005. Now Lilian was the first to admit that it was through the efforts of many that brought about all of these accomplishments but Lillian's commitment and her drive was unquestionable.

We as a society feel honored to have known this loving, caring lady. Lilian will always have a special place in the heart of Hospice.

Lilian made a positive difference in the lives of many and indeed left a legacy for all to be proud of. She touched people's hearts with her compassion and caring. She was a classy lady a queen mother to us all. Lilian you will be missed but never will you be forgotten.



Graham Symonds was a longtime volunteer of the Mission Hospice Society. Graham immigrated to Canada from England in 1955 along with his 2 young daughters, wife and the family dog.

He was a Cloverdale volunteer firefighter for many years and was chief for at least one of those years.

Prior to joining the Surrey Fire department full time, Graham worked for the Municipality of Surrey from 1958 to 1964. By the 1960's, Surrey began manufacturing its own fire pumpers at the municipal work yard. 11 of these trucks were manufactured and Graham was instrumental in building these fire trucks. There is one currently housed at the Surrey Museum.

He worked for the Surrey Fire Department for 23 years before retiring as Captain. After retiring he moved to Mission in 1989 with his wife.

Graham and his wife volunteered in Mission before his wife become ill and passed away in Hospice. After his wife passed away in 2007 and Graham saw firsthand the good work done by volunteers at the Hospice, he knew he wanted to give back and become a volunteer. Hospice made his life bearable for him after his wife's passing. He was able to help people and be sociable at the same time. Graham will be dearly missed by all of us at the Mission Hospice Society.



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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.