



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

# ANNUAL REPORT

## 2016

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

The Mission Hospice Society has made great progress in the past year and it has been an honour and privilege to have served as President during that time.

As usual, many thanks are owed to the volunteers that served the Society this year and represented it with such great pride and passion in the community. Honourable mention also goes out to our hardworking staff, my fellow board members, and our benefactors, the generosity of whom makes everything we do possible.

During the past year, we completed renovations and an addition to the Rock Family Hospice House. We now have a great facility to operate our programs from and the ability to expand them. We have come a very long way from the days of the James Street basement and we have the Rock Family to thank for that.

Sadly, this year saw the end of a decade-old partnership with the Fraser Valley Health Care Foundation with respect to the provision of services at the Christine Morrison Hospice. However, the Society has stepped up and now is responsible for all comfort measures at CMH. We should be proud to have turned an unfortunate situation into an opportunity.

The Society has had to address two significant changes in the law this year. First, changes to the Societies Act required amendments to our Constitution and by-laws. Second, and most importantly, the introduction of Medical Assistance in Dying has caused us to consider what role we will play in a changing social and medical landscape.

Overall, the Society is strong, growing, and adapting and I look forward to another year of success.

Sincerely,

*Chris Stenerson*

President

Mission Hospice Society



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## Treasurer Report

On behalf of the Mission Hospice Society I respectfully submit the financial information and commentary for the fiscal year 2015.

The format for financial reporting incorporates and follows the requirements set out to meet 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. A major change in 2016 is in the upgrade done to The Rock Family Hospice House that was carried out to expand the available space to meet increased programing and training needs. This has resulted in an increase in the value of the asset.

The other reason for the increase in Capital assets is because In January 2016 the 2016 gaming funds were received and in late 2016 the 2017 gaming funds were received. The gaming bank account increased by the funding for both of these years in 2016. The 2017 funding will be allocated in monthly increments in the fiscal year 2017.

With accumulated budget surpluses over the years a contingency fund was established with a view to providing funding for ongoing repairs and upgrades to The Rock Family Hospice House and for delivery or enhancement to existing programs or to fund new programs as needed. These funds are internally restricted, the expense of which must be related to the purpose established for such funds and approved by the board.

The Balance Sheet for the Society is healthy.

The Society has managed to gain funding for this extremely worthwhile community service and is strongly supported in its efforts by the exceptional work of the staff and a super group of dedicated and talented volunteers!



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Revenues for 2016 grew by 4.0% or \$11,222. This is primarily due to the change in funding from Fraser Health. The Hospice society is now responsible to solicit donations and raise all funds to cover all expenses related to “comforts” provided at Christine Morrison Hospice. In 2016 \$10,490 was received in donations for CMH Comforts.

Expenses for the Society in 2016 were up \$2,996 or a meager 1.2% which is entirely due to the aforementioned change in funding from Fraser Health. CMH comforts costs were \$4,483 in 2016. Management controls are effective and reliably in place to manage costs.

The Society was able to generate a surplus of revenue over expense in the year of \$32,536.

*Sean Melia*

Treasurer

Mission Hospice Society



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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!

2016 was a year of growth and development for the Mission Hospice Society. End of life care is changing as we know it and our services and demand for services are growing at a rate that is almost hard to keep up with at times. I am happy to say we are standing out amongst one of the top Hospice Societies with our services and programs and volunteer support services we offer our community.

We expanded our volunteer support services and Bereavement support services in 2015 into TRIM and in 2016 it seems we finally found our niche in TRIM . Our vigil support has been very busy and we get referrals on a regular basis for Bereavement support. Nathalie has been spending a few hours a week providing Bereavement support to residence in TRIM. As well we now have some volunteers supporting residence in there as well.

Our resources center went under construction in 2016 and we closed in the garage into a spacious room that we use for multi-use, training, children's group, meeting etc. A big thank you to Lacey Developments for helping us transform the garage into a beautiful space.

In July of 2016 the Mission Hospice Society took over management and all funding for patient comfort measure in the Christine Morrison Hospice. All donations for comforts now go to the Mission Hospice Society for us to administer for patient comforts in the Christine Morrison Hospice. The Fraser Valley Health Care Foundation funds major & minor equipment for the hospital and is no longer in partnership with the Mission Hospice Society. This move was a positive move that made sense for everyone.

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All of our Annual Fundraisers, Gala, Ride for Hospice and Hike for Hospice were a success. We also partnered with the Car Club of BC to be the recipient of their fundraiser they do at the Mission Race way. New to 2016 was a third party fundraiser held by Lanka Jewels. We were very grateful to receive over \$8500 from their fundraiser.

Moving into 2017 we are happy to announce that we will be increasing staff by one. Hiring a Program Coordinator who will focus on Children's and Teen support group. This position is a 25 hour contract position. We will be launching a new website and of course continuing to support end of life care.

*Angel Elias,*

Executive Director

Mission Hospice Society



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## Volunteer Services Report

Total Volunteer Service Hours in 2016: 15,105

In 2016 our Mission Hospice Society Volunteer Support Services were provided by our 169 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, on the Second Floor of the Mission Memorial Hospital and at The Residence in Mission also known as TRIM.

We were excited and pleased this year to initiate a program called "Memories of Living Well Before We Die". It is a program that helps identify palliative client's end of life wishes and brings those wishes to fruition. Some of these wishes included; fascinator workshop, fascinator tea party, summer family and friends barbecue, celebration of living lunch, birthday celebrations, tea service celebration, Thanksgiving piñata celebration and more.

It is our wish that these memories of living well will allow clients precious time together with family and friends. Also, it will leave family and friends with fond memories spent together with their loved one while on their end of life journey.

We are pleased and proud to be able to provide many much needed volunteer support services and programs again this year. Our services provided compassionate care and emotional support to our Mission community residents who were facing major life changes involving grief and loss and end of life.

As a society we wish to recognize and thank our amazing volunteers for their continuing dedication and commitment to supporting people at a very emotionally difficult time in their life. We feel very fortunate to have such a fantastic group of caring individuals who all do such an amazing job. Thank you indeed for all you do! You are all kind hearted and are indeed the heart of our society.

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## Volunteer Training Program

Total Volunteer Training Hours in 2016: 1,125.5

Our Mission Hospice Society volunteer training program continues to offer important life skills training to our volunteers. Our two 30 hour volunteer training courses that we offer, one in the spring and one in the fall also continue to maintain our volunteer base. Our two training groups this year allowed us to grow our support services and programs.

In the fall we were excited to move our training into our new resource training room. This newly renovated area gives us increased seating capacity for our volunteer trainings, support meetings, groups and indeed all of our group gatherings.

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

### Spring/Fall

• 30 hour Volunteer Training Course	20 Volunteers	700 hours
• Event Training	5 Volunteers	20 hours
• Grief and Bereavement Training	10 Volunteers	240 hours
• Spiritual Care Training	10 Volunteers	120 hours
• Christine Morrison Handbook Training	13 Volunteers	45.5 hours

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## Volunteer Support / Appreciation

Total Volunteer Support / Appreciation Hours in 2016: 1,419.5

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

In 2016 we celebrated our volunteers and delivered continuing education, support and appreciation. During Volunteer Appreciation Week we provided a spa day event where volunteers were invited to attend a spa day retreat. At the retreat volunteers received: massage therapy treatments, participated in various crafting projects, enjoyed delicious refreshments, had time to relax and a chance to jam with various instruments.

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.

• Volunteer Monthly Support & Education Meetings		686 hours
• Volunteer Appreciation Spa Day	40 Volunteers	240 hours
• Dying To Know Event	20 Volunteers	120 hours
• Charles Nechem Presentation	33 Volunteers	115.5 hours
• Open House		
• Volunteer CMH Christmas Party	30 Volunteers	150 hours

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- Volunteer Bi-Weekly Update

All volunteers receive our bi-weekly update to keep them informed and to ensure that they know that they are valued and part of our MHS team.

- Volunteer Birthday / Christmas Cards

All volunteers receive a birthday card and a Christmas card. In addition to this volunteers receive tokens on appreciation at Valentines, Easter, Volunteer Appreciation Week and Halloween.

## Volunteer Palliative Support Services

Total Volunteer Palliative Support Services Hours in 2016: 8,265

## Christine Morrison Hospice 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 8:30 am to 9 pm, seven days a week, 365 days a year. This Mission Hospice Society support service continues to be our largest volunteer support program utilizing 60 volunteers and donating over six thousand volunteer hours yearly.

• Christine Morrison Hospice	Total Hours	6589
• Palliative Care Volunteers	60 Volunteers	4,924 hours

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• Aesthetics & Patio Volunteers	Team of volunteers	352	hours
• Complementary Therapies Reiki / Healing Touch / Art Therapy	3 Volunteers	66	hours
• Pet Therapy	3 Volunteers	210	hours
• Music Therapy/ Threshold Choir	10 Volunteers	360	hours
• Westminster Abbey Choir	Groups & Vol's	300	hours
• Tea Cart Service	3 Volunteers	232	hours
• Memories of Living Well Event	15 Volunteers	145	hours

## Community Palliative Volunteer Support Services

Total Community Palliative Hours in 2016                      1675

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. We also provided support to palliative and bereaved patients on the 2<sup>nd</sup> floor, at MMH and to the residents of TRIM (*also known as The Residence in Mission*)

• Mission Hospital 2 <sup>nd</sup> floor	4 Volunteers	259	hours
• The Residence in Mission Volunteers	8 Volunteer	659	hours
• Community Palliative Care	18 volunteers	758	hours

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Total Volunteer Bereavement Services Hours in 2016: 1543

*Our bereavement services in 2016 were coordinated by Nathalie Miller*

#### Hospice Office / Yard Team

Total Volunteer Office and Yard Support Hours 2016: 689

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 writing and 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: 458

Our Board of Directors in 2016 continued to support 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 2016 : 1,563

In 2016 our annual Gala was again our largest fundraiser of the year. Our Gala committee donated many hours preparing and hosting this fantastic event. We were fortunate again this year to have a remarkable summer student who assisted greatly with all our summer fundraising events. Our volunteers greatly supported all of our events this year by dedicating many hours of their time to ensure that our events were well organized and successful.

Listed Below Are Our Main Fundraising events in 2016:

• Mission Back to Health Fair	2 volunteers	8	hours
• Peninsula Run /Walk	8 Volunteers	32	hours
• Old Car Sunday	3 Volunteers	15	hours
• Canada Day	2 Volunteers	12	hours
• Prospera Community Days	2 Volunteers	8	hours
• Mission Folk Fest	6 Volunteers	78	hours
• Hike for Hospice	15 Volunteers	95	hours
• Motor Cycle for Hospice	12 Volunteers	84	hours
• Mission Fest	6 Volunteers	30	hours

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- Tree of Remembrance (Safeway)      28 Volunteers      112      hours
- Tree of Remembrance (Save on Foods)      30 Volunteers      120      hours
- Gala Committee / Gala Event Volunteers      889      hours

*Warm Regards*

*Christine Boyes,*

*Coordinator of Volunteer Programs*

*Mission Hospice Society*



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## Bereavement Services

Upon reflecting the 2016 year, it gives me great pleasure to announce the continued growth in our grief and bereavement programs, which plays a vital role in Mission and its surrounding community. We are pleased to provide ongoing grief 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 in particular we have made great in roads with The Residence in Mission. Our service is free and is completely confidential.

**New clients in 2016                      116**

### ONE-TO-ONE SUPPORT

116 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 588 hours were allocated to 1 on 1 support with 392 visits.

<b>Hours allocated to 1-1 visits in 2016</b>	<b>255 hours</b>	<b>an increase from 2015 by 63%</b>
<b>Number of visits in 2016</b>	<b>392</b>	<b>an increase from 2015 by 83%</b>

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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 36 adults have benefitted from groups in 2016

### Volunteers Working in Bereavement Groups

• Tea and Company	3
• Circle of Friends	3
• Camp Zajac	5
• Walk and Talk	1
• Compassionate Friends	1
• Grief and Bereavement Training	3

A total of volunteer hours in 2015: 1543



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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. Currently we have 14 members attending the group.*

- **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. Due to low enrollment we have not run this program in 2016 but are looking forward to re-establishing it in 2017.*

- **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 2016, 9 new and returning children benefitted with great success.*

- **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 2017. 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 is great news to have this program being offered again to 25 children in 2017*

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- **Walk and Talk:**  
*Each spring we start this support group when the weather gets brighter and warmer.*
- **Compassionate Friends:**  
*Richard Lepinsky continues to host the Compassionate Friends grief group. This group is specifically geared for parents/grandparents whom have lost children. This is an open group, once a month throughout the year with the exception of summer. They also host a Christmas memorial for their members.*

## Bereavement Volunteer Training

One grief and bereavement session was offered in 2016. A total of 10 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

- Participated in the Health and Wellness presentation at the Mission Recreation Centre.
- The After Life Conversation group continues once a month at the Mission Public Library. We also hosted Barbara Morningstar to present an evening about the Mystery of Dying.
- Presented two Grief and Bereavement classes at the Residence in Mission.
- Nathalie Millar presented to the Victim Services in Mission.
- Our Coordinator of Bereavement Services accomplished a Death Doula Certificate training program.
- We had the privilege of sending 15 kids and 5 facilitators to Camp Zajac again this year with great success at no cost to the families.
- Hosted the first “Dying to Know” presentation with three presenters; Lynn Curry from Fraser Health Palliative Care Program, Sue Hughson from Dying with Dignity and Gail McDonald a local notary.
- We attended the Mission Festival again with success along with 4 volunteers and our “Before I Die” chalkboard.
- Hosted an open house for Mission school counselors.

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- One of our greatest achievement is the relationship with The Residence in Mission. Currently we have 3 new volunteers with more on the way in 2017.
- Held our annual Christmas Appreciation lunch for our volunteers.
- Continued going to IANDS meetings in Vancouver. Nearing death and near death experiences.
- Sponsored a Christmas Memorial in our new enclosed car port, giving us a beautiful open space.

### Looking forward into 2017:

It is with great pleasure to announce the hiring of Rachel Murdoch to create and sustain grief groups for teenagers. She will also expand the Camp Zajac to 25 children this summer. This is wonderful as I have been very busy with 1 – 1 support. Rachel will start the relationship with the Mission High Schools and expand with the Circle of Friends group, each ending the 8 week program with a fun outdoor activity. Rachel, welcome to our home away from home.

We will continue with the training of new facilitators, start our walking group in the spring and increase the grief volunteers at TRIM.

I am very proud to have completed the Death Doula Certificate and look forward to assisting in any way I can. Having legalized MAID (*Medically Assisted in Dying*) this year, will bring forth many conversations in how we can help accordingly, with dignity and respect.

I am looking forward to 2017 along with the many volunteers whom are at the heart of our association. I can't thank you enough.

*Sincerely*

*Nathalie Millar,*

*Coordinator of Bereavement Services  
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.