



Mission Hospice Society
... when time matters most

ANNUAL REPORT

2017

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 33 Years of Compassionate care

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Presidents Report

Over the past year I have had the good fortune of becoming involved with the Mission Hospice Society, first as a Director and then Chairman of the Board.

I have had the pleasure of watching the Mission Hospice Society raise the bar for the services offered to our community. The year 2017 was one for discerning which services were effective and looking into the future to ensure sustainability of our Society.

Having just completed a new 3-year strategic plan, we are looking forward to a strong and healthy organization that will benefit the community as a whole with programs that address our most prevalent needs.

The other part to having the right programs, is having the funding to carry out those programs. Funding is always a challenge and we would like to thank our fellow Mission residents and businesses for their continued support.

It would also be errant on my part not to thank the wonderful volunteers that give thousands of hours each year to carry out our mandate. Without them, we would not be able to function.

I would also like to thank our staff, who bring all of our programs to fruition. Without them we wouldn't know where to start.

Cal Crawford

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 2017.

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 as of December 31, 2017 details the Assets and Liabilities of the Society. The assets of the Society have increased as cash and investment balances increased by a combined \$25,194. The liabilities are \$11,496 which is \$1,024 higher than last year but not significant or unusual.

With accumulated budget surpluses over the years a contingency or reserve fund was established in 2016 with a view to providing funding for ongoing repairs and upgrades to The Rock Family Hospice House and for delivery or enhancing existing programs or to fund new programs as needed. At the end of 2017 the balance was \$73,374. 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 sound and healthy.

The Society continues to be successful in the community in terms of its acceptance and support. There is no doubt that the marvelous work of the Society staff and the highly skilled and caring Volunteers not only enhances the services and care but also has attracts contributors to the Society.



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Revenues for 2017 grew by 3.8% or \$11,180, both of which are almost identical to 2016. This is primarily due to just over \$15,000 in additional support from fundraising and specifically the annual Gala which in 2017 brought in almost \$14,000 more than in 2016. You can see on the Schedule 2 (Fundraising) and Note 4 (Other Grants) the breakdown of money received in these categories.

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 2017 \$14,585 was received in donations for CMH Comforts, an increase of just over \$4,000 from 2016.

Expenses for the Society in 2017 were up over 2016 by \$26,349 or 10.1% which is largely due increased Wages and Benefits which were up \$20,444 over 2016. This is due to adding another staff person to coordinate some of the expanded programs for youth and others. Additionally in the year \$10,000 was spent in upgrading equipment/furnishings at the Hospice.

CMH comforts costs for the year were \$10,441 which is completely covered by donations.

Management controls are effective and reliably in place to manage costs.

The Society had a surplus of revenue over expense in the year of \$17,367.

Sean Melia

Treasurer

Mission Hospice Society



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Executive Directors Report

The Mission Hospice Society has had another successful year all around. A special thank you to our dedicated volunteers who continue to support our community in so many ways. As our services become more on demand we are asking more of our volunteers and they are stepping up to assist us in providing quality end of life care and Bereavement support.

At the beginning of the year we expanded our staff by one and welcomed Rachel Murdoch as our Program Coordinator for child and youth bereavement support. With this position in place we were able to expand our services to reach children and youth in our schools system and in the community. Rachel's report will outline our new services.

Any organization that expands its services takes a financial risk, however I was able to secure funding through new grants as well as increase our fundraising income. We are very thankful to our community for supporting our fundraisers. Fundraisers in 2017 were our Annual Gala, Motorcycle Ride for Hospice and our Hike for Hospice.

We continued to fund and provide all comforts measure at the Christine Morrison Hospice. We have built a strong working relationships with Fraser Health and the leadership team at CMH and we look forward to building even stronger relations with Fraser Health and working towards improving Palliative Care and the end of life care program within Fraser Health region. As an organization we continue to provide ALL end of life care to our community.

Working with the Board of Directors we started working on the organizations 3-year strategic plan. Recognizing the steady growth we have had in the last three years, Board and staff are looking at organization sustainability, which includes sustainable funding for the organization. We are excited to start this process. A copy of our strategic plan is available to you for review.

Moving into 2018 we are excited to start working with UBC, University of Alberta, Abbotsford and Chilliwack Hospice Society, on a Pilot Project called NAV Care. The overall program of the NAV Care program is to improve the quality of life of adults living at home with serious illness. With NAV Care, specially trained volunteer navigators conduct regular visits with clients in the home. We are aiming to have this rolled out in Mission by the fall.



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Thank you to my Board of Directors for their continued support of me and the Mission Hospice Society. A heartfelt thank you to my staff, who go above and beyond on a daily basis which has attributed to the success of the Mission Hospice Society.

Angel Elias,

Executive Director

Mission Hospice Society



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Volunteer Services Report

Total Volunteer Service Hours in 2017: 15,205

In 2017 the Mission Hospice Society, Volunteer Support Services continued to provide much needed support to the community of Mission. We have 150 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 support.

Our services were received in our client's homes, at the Christine Morrison Hospice, on the Second Floor of the Mission Memorial Hospital, at the Mission Hospice Society House and at The Residence in Mission. (TRIM)

We were pleased this year to initiate two new Volunteer Support Services. First we were able to implement and sustain two monthly social support events at the Christine Morrison Hospice. These events were requested by a resident at that time. One is a monthly Sunday Supper and the other is a monthly High Tea or Float Friday event. Both these monthly events were put in place to support the residents and their family members and friends. Both events have been very well received, well attended and indeed have been a great success.

This year we were also able to implement a much needed weekly Caregiver Support group. This group gives a safe and supportive place for caregivers to come weekly. At this group they receive support, tools for coping and a much needed respite break for themselves while trying to cope and deal with their loved one's end of life journey.

We as a society would not be able to offer our services and programs without the commitment and the dedication of our trained volunteers. Our volunteers give tirelessly the gift of their time to our organization and to the people that they support. Thank you indeed to each and every one of our amazing volunteers. Our volunteers are indeed the bedrock of the Mission Hospice Society.

Volunteer Training Program

Total Volunteer Training Hours in 2017: 1,016



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We continue to provide two basic 30-hour volunteer training courses a year. These training courses provide our volunteers with the life skills training needed to be an effective volunteer in what can be challenging volunteer roles. The two training courses this year helped up to maintain our volunteer base needed to fulfill our volunteer support services roles.

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

Spring/Fall

• 30-hour Volunteer Training Course	21 Volunteers	735 hours
• Feeding Training	9 Volunteers	32 hours
• Grief and Bereavement Training	9 Volunteers	189 hours
• Christine Morrison Handbook Training	17 Volunteers	60 hours

Volunteer Support / Appreciation

Total Volunteer Support / Appreciation Hours in 2017: 1,128

We as a society throughout the years always wish to recognize, support and show our appreciation to our volunteers. In 2017 we celebrated our volunteers by providing continuing education, support and appreciation events.

This year we provided a survey to our volunteers to evaluate and ensure that the volunteers were receiving the support, education and recognition that they felt was suitable and appropriate. As a result of the volunteer survey, a volunteer appreciation event was held in September. This recognition, appreciation event was a garden party theme and was open to volunteers and their family members. Volunteers were treated to a meal, live music, games and prizes. Certificates were given in recognition of years of service.



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In 2017 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		540 hours
• Volunteer Appreciation Garden Party	40 Volunteers	150 hours
• Dying to Know Event		120 hours
• Volunteer Christmas Pot Luck Celebration	36 Volunteers	108 hours
• Mission Hospice Society Open House	20 Volunteers	60 hours
• Volunteer CMH Christmas Party	30 Volunteers	150 hours

Volunteer By-Weekly Update

Volunteers received our bi-weekly update. This update allows volunteers to stay well informed with the Society and also highlights and recognizes volunteers in their various volunteer roles.

Volunteer Birthday / Christmas Cards

Volunteers received a personal birthday and Christmas card. Volunteers also received throughout the year various items of appreciation. We also gave small tokens of appreciation at Valentines, Easter, Volunteer Appreciation Week, Halloween and Christmas.



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Volunteer Palliative Support Services

Total Volunteer Palliative Support Services Hours in 2017: 9,094

Christine Morrison Hospice - 2nd floor and - ECU Volunteer Support Programs

In 2017 the Mission Hospice Society proudly provided Palliative Support Volunteers to the Christine Morrison Hospice. We provided volunteers for three hour shifts from 8:30am 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 over 60 volunteers and donating over seven thousand volunteer hours yearly.

• Christine Morrison Hospice	Total Hours	7648
• Palliative Support Volunteers	66 Volunteers	5633 hours
• Aesthetics & Patio Volunteers	Team of volunteers	362 hours

Complementary Therapies

• Reiki, Healing Touch, Art Therapy	4 Volunteers	232 hours
• Pet Therapy	3 Volunteers	274 hours
• Music Therapy, Threshold Choir & Westminster Abbey Choir	Groups & Volunteers	698 hours
• Tea Cart Service	4 Volunteers	285 hours
• Sunday Supper/High Tea/Float Friday	12 Volunteers	164 hours



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Community Palliative Volunteer Support

The Mission Hospice Society Palliative Support Volunteers provided much needed support to people in the community that were facing end-of-life or grief and loss. These volunteer services were provided in the clients homes, at the Mission Hospice Society House, on the 2nd floor of the Mission Hospital and at TRIM the Residence of Mission.

Volunteers provided compassionate one-to-one companionship and support to clients. Volunteers gave not only the gift of their time but additional supports such as Reiki, Music Therapy, Pet Therapy, Legacy Work, Coping Tools, and much more.

• Mission Hospital 2nd floor	4 Volunteers	389 hours
• The Residence in Mission Volunteers	8 Volunteer	263 hours
• Community Palliative Support	16 volunteers	638 hours
• Caregiver Support Group	4 Volunteers	156 hours

Total Community Palliative Hours in 2017: 1446

Total Volunteer Bereavement Services Hours in 2017: 1702

Our Bereavement services in 2017 were coordinated by Nathalie Millar.



Hospice Office / Yard Team

Total Volunteer Office & Yard Support 2017: 623 hours

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.

Board Members

Volunteer Board Members: 469 hours

Our Board of Directors met monthly in 2017 to support and assist with the guidance of the Mission Hospice Society.

Community Fundraising / Events

Total Volunteer Fundraising & Events in 2017: 1173 hours

Our annual Gala event was our largest fundraiser of the year. As always our Gala committee worked hard to ensure that this event was the success that it was. We were also fortunate again this year to have a summer student who assisted greatly with all the summer fundraising events. Volunteers went above and beyond to support all of our fundraising events.



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Listed below are the Mission Hospice Society's main Fundraising & Community Events in 2017:

• Peninsula Run /Walk	8 Volunteers	32 hours
• Race Track Event	6 Volunteers	36 hours
• Mission Folk Fest	6 Volunteers	48 hours
• Hike for Hospice	6 Volunteers	36 hours
• Motor Cycle for Hospice	10 Volunteers	120 hours
• Mission Fest	6 Volunteers	30 hours
• Tree of Remembrance (Safeway)	30 Volunteers	90 hours
• Tree of Remembrance (Save on Foods)	33 Volunteers	99 hours
• Gala Committee & Gala Event Volunteers		632 hours

Christine Boyes,
Coordinator of Volunteer Programs
Mission Hospice Society



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Bereavement Services

Mission Hospice is pleased to announce continued growth again in 2017, which plays a vital role in Mission and its surrounding community. I am very happy to welcome Rachel Murdoch working with our children and teen groups, as it has allowed me to co-facilitate three eight-week long teen groups at Heritage and Hatzic Middle schools. We provide ongoing grief support to those who have lost friends and/or family members. This could include grief from divorce, social loss, spiritual loss, and of course all grief connected to death. This support is provided to our clients in the Hospice Society office, the Residence in Mission, CMH, and in their homes.

NEW CLIENTS IN 2017 106

ONE-TO-ONE SUPPORT

106 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 usually last for 1.5 hours. 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. Approximately **494** hours were allocated to 1 on 1 support with **329** visits.



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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 102 adults have benefited from groups in 2017

Volunteers Working in Bereavement Groups

- | | |
|----------------------------------|---|
| • Tea and Company | 3 |
| • Walk and Talk | 1 |
| • Compassionate Friends | 1 |
| • Grief and Bereavement Training | 3 |
| • Afterlife Conversations | 1 |
| • Pathways | 2 |



PROGRAMS

- **Tea and Company Widows Support Group:**

This is an open on-going weekly support group 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 17 members attending the group.
- **Pathways:**

This group is a ten week long grief support for any adult who has lost a loved one. Unlike Tea and Company, this group is closed. Hence once the group starts no other members can enter until the next session. Meetings are held once a week and at times an educational component is added to the class
- **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 is a third party organization hosting their support groups at Mission Hospice Society. 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.
- **Teen Group:**

One of the exciting developments in 2017 is the involvement of facilitating three teen groups with Rachel Murdoch at the Heritage and Hatzic Middle Schools. Twenty students participated successfully in this closed grief support group consisting of all kinds of losses.



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- **After Life Conversations:**

The Mission Hospice has been hosting this unique group for individuals monthly for over four years. This is an open group where people come together and talk about near-death experiences and the possibility of communications with their loved one after their passing. This is a very open-minded group and does not follow any particular religion or spirituality but welcomes all beliefs. It is a safe place where people whom have lost a loved one to share their experiences without judgement or advice. There are twelve to forty-five people attending at any given evening.

Bereavement Volunteer Training

Two grief and bereavement sessions were offered in 2017. A total of ten volunteers completed the six-week, twenty-four hour bereavement training course. This training goes into more depth on grief and loss issues than the basic hospice volunteer training. It is offered to anyone who has completed the basic course. Presentation, films and experiential experiences are used in our learning. The goal is to produce more facilitators for future support group programs.

Events and Other Activities

- Consulted with the administration and counsellors of two middle schools after they identified a need amongst their student population for grief support. This resulted in our ability to create three closed grief support programs
- Continuing on-going meeting with several other lower mainland hospices to share ideas and create new ones.



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- Grief support at the Residence in Mission was continued. Dementia plays a large role and it was decided to discontinue this program due to dementia & complicated grief issues.
- Hosted a Dream Board event for our windows attending our Tea and Company support group.
- Offered two grief training support groups.
- Facilitated a new Pathways support groups starting in May
- After-Life Conversations group continues monthly. Ross Weddell was brought in to speak to a huge attendance. He was asked to come back in June.
- Facilitated the second annual “Dying to Know” education event in May. This consisted of four speakers including myself. Although twenty-five registered, only seven arrived. We are looking to change this event to the Fall.
- Conversations continue with Margaret Easton from SFU.
- Enrolled in the Dying with Dignity witnessing program.
- Attended the MAID conference in Victoria with Angel Elias.
- Attended a one-day “Advanced Care Planning” with Connie Jorsvik from Dying with Dignity.
- Participated in a two-day “Home Funeral Practicum” with Don Morris.
- Participated both in the Mission Folk Fest and the Mission Festival,



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- There has been a noticeable increase in requests for grief support since September of 2017. I am now in the process of training new facilitators and have started an open grief group on Tuesdays.
- Attended the “Garden Party” to acknowledge our volunteers.
- Presented at the UFV regarding grief and bereavement.
- Both Rachel Murdoch and I presented at the Teacher’s Pro-P Day in Mission regarding children’s grief.
- Assisted in Gala set up.
- Attended the BC Hospice Conference.

LOOKING FORWARD TO 2018

- Due to the increase in referral, two more grief support groups will be created. One during the day and one in the evening.
- We will also be presenting the grief training within the original “introduction” training. Hopefully allowing us to create more facilitators for groups.

Nathalie Millar,

*Coordinator of Bereavement Services
Mission Hospice Society*



Child and Youth Bereavement Services

Looking back on 2017 I can report that this was a year of huge growth for the Child and Youth Bereavement Supports available through Mission Hospice Society. New support groups are now offered to accommodate different ages, groups and populations of our youth community. As well, we offer one-on-one support when necessary. All of our groups support children & youth who have experienced a loss and need extra support.

New Clients in 2017:

• Circle of Friends (Zajac & 1-1 <i>(for 6-12 year olds)</i>	49
• Circle of Friends Heritage	12
• Circle of Friends Hatzic	8
• Refugee Program	12

One-to-One Support

Throughout 2017 we offered 1-1 support for children requiring support after a loss. Families would come to us as a self-referral, or through their schools. Sessions were typically 1 hour in length and varied in continuation. All one-on-one clients were encouraged to join our appropriate support group when groups were in session. The goal of each session was to ensure the child felt safe and comfortable to express any emotions related to loss, through art, games, and conversation. Children dealing with complicated grief scenarios were referred to counselling services.

• Hours allocated to 1-1 visits in 2017:	86
• Number of visits in 2017:	86



Group Support

Child and Youth support groups are designed to give children a sense of community and a safe space to discuss their emotions related to grief and loss. Children are led through activities and discussion around topics related to grief and loss, and children are able to learn from each other and provide support through their shared experiences.

- Number of children and youth participating in support groups in 2017: 53
- Number of children and youth attending camp in 2017: 25

Volunteers Working in Child and Youth Bereavement Groups:

- Circle of Friends 8
- Refugee Support Group 5
- Circle of Friends (Heritage Middle) 1
- Circle of Friends (Hatzic Middle) 1

Total Volunteer Hours in 2017: 405



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PROGRAMS

Circle of Friends – Ages 6-12

- This program is for children who have experienced a loss such as, a person, pet, change in community or school, separation or divorce, or health. This program offers a safe and caring environment for children to express their emotions and share their experiences through arts and activities with other bereaved children.

Circle of Friends – Ecole Heritage Park Middle School - Ages 12-15

- This is a group for youth who attend Heritage Park Middle School, and have experienced some kind of loss such as, a person, pet, change in community or school, separation or divorce, or health.

This support group is held once a week for 8 weeks from 1:30-3:00 pm, at Heritage Park School. This group is facilitated by Rachel Murdoch and Nathalie Millar.

Circle of Friends – Hatzic Middle School - Ages 12-15

- This group is for youth who attend Hatzic Middle School, and have experienced some kind of loss such as, a person, pet, change in community or school, separation or divorce, or health.

This support group is once a week for 8 weeks from 10am-11:30am, at Hatzic Middle, facilitated by Rachel Murdoch and Nathalie Millar.



Refugee Support Group – ages 6-13

- This group was designed specifically to support the 12 refugee children residing in Mission. We were approached by Mission Community Services to see if the children could attend our Circle of Friends, however that group format would not accommodate the unique nature of the loss these children experienced. The curriculum was adapted from “Playing with Rainbows”, a resource developed to address at-risk refugee children in Canada.

Camp Zajac – ages 6-12

- This is an annual two night retreat for bereaved children. This camp is offered free of charge. The camp offers children a chance to connect with other children who have experienced a loss, have fun and support each other. Grief can be an isolating experience in childhood, and having a camp such as this provides an opportunity for children to gain a sense of belonging, which positively impacts their self-esteem, and gives them a place to make friendships, ask questions, be supported, and learn from each other.

Events and Other Activities

- Attended 30 hour Child and Youth Bereavement Training through Langley Hospice Society
- Established new grief support group for Heritage Park Middle School
- Developed Grief support group for Refugee Children
- Assisted in supporting a group of grieving international students at MSS
- Presented to a group of Social Work Students regarding our new and upcoming services



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- Attended Volunteer Coordinator Meeting and Bereavement Coordinator's meeting
- Assisted with the H2H Fundraising Event
- Assisted with Gala set up
- Participated in the Children's Festival
- Participated in Prospera Community Days
- Attended BC Hospice Conference with the rest of the MHS Staff
- Hosted Camp "Meet and Greet" for Zajac attendees
- Led Camp Zajac Annual Retreat with 25 children and 8 volunteers
- Attended 'A Day at the Ranch' with children who participated in our Circle of friends program, hosted by the Danny Virtue Foundation
- Assisted with Ride for Hospice fundraiser
- Assisted with Hike for Hospice fundraiser
- Assisted with the Chamber Golf Tournament
- Prepared materials and assisted with Nathalie's presentation at the Pulling Together Conference

This has been a busy year with much growth and change for this area of Mission Hospice Society. I look forward to further strengthening our programs in schools, by continuing to search for ways to address the need of grief and loss support for teens in our community, and as well to strengthen ties in the community to assure adequate funding for these programs continues. I truly believe that a program of this nature for a community like Mission can provide foundational skills for children who are struggling with a loss, and have a hugely positive impact on them as they grow.

Rachel Murdoch

Program Coordinator
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.