

AGM Report 2019



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CONTENTS

Presidents Report	
Treasurer Report	
Executive Director Report	
Volunteer Services Report	6
Bereavement Report	
Child & Youth Services Report	



Presidents Report



This past year as Chairman of the Board was a year of changes, challenges, but most of all successes. It was an honor to lead the board of involved citizens from our community who have provided the hospice with direction and ability to move forward in the coming year. I sincerely thank them for their support and commitment.

I would also like to thank our Executive Director, Angel Elias and her dedicated staff for their professionalism and energy in the much needed programs they facilitate throughout the community.

As you know fundraising is always a challenge and I would like to thank all our community for supporting our fundraisers. Residents and Businesses of Mission your support cannot be underestimated and as a Board we cannot thank you enough.

To our dedicated volunteers, I want to thank you for giving up your time and countless hours you spend supporting the Mission Hospice Society. Without your time and support, we could not provide the quality end of life care and support we do in our community.

I thank you for the opportunity to have been your Board Chairman and wish everyone all the best in 2020.

Respectfully,

David Goodier President

Treasurer Report



Treasurers note: The statements below are based on results that have not been reviewed and finalized by the Society's accountant at this point.

Balance Sheet:

The Society is in a good financial position with just over \$307,888.99 in total deposits/investments/cash at the end of the month. This represents a significant increase over November. In Angel's Executive Director report, you will see where most funds came from in December, mostly the early receipt of the Gaming grant of \$81,000 which we allocate to revenue in 12 equal installments in the next fiscal year.

The restricted funds for building are \$21,684.26 and for programs are at \$27,744.77. Restricted Funds remain to be allocated in future projects/programs or as needed.

Revenue:

The initial revenue for the year is \$366,796.30 (subject to any potential year end accounting adjustments). Overall revenue was about 19% or \$59,000.00 over what was anticipated. Donation income lead the way as it was 70% over what has planned to represent an additional \$42,200.00 revenue.

Expenses:

All expenses are in line except for Equipment and Supply Expense which were approved out of budget for \$6,728.65. The budget in this category was \$8,400.00 and expenses to date are \$20,543.41 for building upgrades and rezoning fees paid (\$5,710). The category is over budget plus unusual items noted.

Other notable expense lines are Community Expenses which will be about \$4,700 under budget or only 28% of the budget being spent. The reason for this is the \$5,000 allocated for a potential social enterprise did not transpire. Also CMH Comforts were about \$4,300 under budget.

Salary expenses were over budget by about \$15,230 as a result of overlap between those who were departing and the new employee coming in for training ahead of the departure date.

Overall expenses will come in slightly over budget at \$321,109.77 (subject to any potential year end accounting adjustments) or 103.8%.

Net Income:

Net income for the year will be about \$45,386.53 (subject to any potential year end accounting adjustments).

Other notes:

The initial numbers are very positive overall but are subject to any potential year end accounting adjustments.

The Society is in very good financial shape.

Executive Director Report



2019 was a year of change for the Mission Hospice Society. We welcomed 3 new staff members, Ian Kunitski, Child & Youth Coordinator, Jacqueline Harris, Volunteer Coordinator, and Fran Rennison, Administrative Assistant. Christine Boyes retired in July, so we sent her off with a great party, hosted at the Hospice House. All our new staff have settled into their position and have continued to provide quality end of life care and programs to our community.

Our volunteers continue to support our many programs and services in the community and I am forever grateful and thankful for their continued support and dedication.

Our Annual fundraisers were successful as always and I am always thankful for the on-going support of our Annual Gala, Ride for Hospice and Hike for Hospice. We were invited again to be the charity of choice for the Race Care event in August. As well we were also the benefactors of a memorial Golf tournament this year, and the 10k Heritage to Hatzic Run. We are forever grateful to the community for supporting us through fundraising initiatives, which allow us to continue to do the work we do in the community.

The Mission Hospice Society continues to grow as the need and demand for our services grow. We continue to fund all comforts at the Christine Morrison Hospice, our 10 bed hospice residence. As well continue to provide quality volunteer support at Christine Morrison Hospice, on second floor, in TRIM and in the community.

The Mission Hospice Society stands strong with our neighboring Hospice Societies and is leading the way with programs and Palliative services. You will see by the other reports, our Bereavement services have doubled in the past year. I attribute this to our amazing work done by the staff. Building strong relations with our school district and other agencies, have resulting in an increase in referrals and services needed.

The Mission Hospice Society was present and part of the provincial hospice working group in November. Discussions of collaboration and being united as one voice was a common topic in the room. The Mission Hospice Society is working to bring the Fraser Health region Hospice Societies together, to be united for collaboration, policies, governance and advocacy. Exciting times of change for Hospice Societies all throughout BC.

2020 we will be celebrating 35 years of providing compassionate support and end of life care to our community.

Volunteer Services Report



Total Volunteer Service Hours in 2019 19,004

In 2019 the Mission Hospice Society, Volunteer Support Services continued to provide much needed support to the community of Mission. We have **181** 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, at The Residence in Mission. (TRIM) and most recently at The Cedars Assist Living Facility.

The Mission Hospice Society Volunteers provide many support service/programs and also offer One- to- one volunteer support. All of our volunteers complete a 40 hours volunteer classroom based training course. Once training is completed, new volunteers are introduced to "a day in the life" with one to one mentoring shifts from a senior volunteer.

With a new Volunteer Coordinator having started in the spring, we were pleased to have made a smooth transition and continue to successfully support all volunteer services already in place.

A new initiate to Volunteer Support Services is outreach and connection at Assisted Living Facilities. The requests from Community Workers are to provide companionship and support for elderly individuals with declining physical health who are unable to leave their rooms and are suffering from loss and loneliness.

Legacy Program Services

This program helps residents and family members to share memories with each other through the use of arts and crafts. This program is offered weekly at the Christine Morrison Hospice in group settings and one to one. This year, we are planning to expand the services with the introduction of Record Me Now, an app used on a personal computer that records messages to love ones.

Monthly High Tea/ Float Friday/Choir

These are monthly events that are very well received by the residents, their families and staff at the Christine Morrison Hospice. The events provide a social support, sense of community and a small sense of calmness for our families. All events are well attended and indeed have been a great success.

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 2019: 1,316

We continue to provide two Basic & Bereavement 40-hour volunteer training courses a year (10 hours on-line, 30 hours in class). 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

• 40-hour Volunteer Training Course 28 Volunteers 1120 hours

Feeding Training
 14 Volunteers 56 hours

Christine Morrison Handbook Training28 Volunteers
 140 hours

Volunteer Support / Appreciation

Total Volunteer Support / Appreciation Hours in 2019 1,310

We as a society throughout the years always wish to recognize, support and show our appreciation to our volunteers. In 2019 we celebrated our volunteers by providing continuing education, support and appreciation events.

We held two major summer events; a retirement garden party for Christine Boyes and a volunteer appreciation "Country Hoedown" for our wonderful volunteers and families. Both events were very well attended and all enjoyed an afternoon of food, music and community.

•	Volunteer Monthly Support & Education Me	eetings	520 hours
•	Volunteer Appreciation Hoedown Party		400 hours
•	Volunteer Christmas Pot Luck Celebration	45 Volunteers	135 hours
•	Mission Hospice Society Open House	35 Volunteers	105 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.

Volunteer Palliative Support Services

Total Volunteer Palliative Support Services Hours in 2019 12, 338

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

In 2019 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 12 thousand volunteer hours yearly.

•	Christine Morrison Hospice	Total Hours	10,500 hours	
•	Palliative Support Volunteers	72 Volunteers	6120 hours	
•	Aesthetics & Patio Volunteers	Team of volunteers	382 hours	
Complementary Therapies				
•	Reiki, Healing Touch, Art Therapy	4 Volunteers	344 hours	
•	Pet Therapy	3 Volunteers	430 hours	
•	Music Therapy, Threshold Choir & Westminster Abbey Choir	Groups & Volunteers	1040 hours	
•	Tea Cart Service	4 Volunteers	500 hours	
•	Sunday Supper/High Tea/Float Friday	12 Volunteers	145 hours	

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. Theses 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	380 hours
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•	The Residence in Mission Volunteers	8 Volunteer	540 hours

• Community Palliative Support 16 volunteers 638 hours

• Caregiver Support Group 2 Volunteers 280 hour

Total Community Palliative Hours in 2019 1,838

Total Volunteer Bereavement Services Hours in 2019 863

Our Bereavement services in 2019 were coordinated by Nathalie Millar.

Child and Youth Bereavement Hours in 2019

390

Our Child & Youth Services in 2019 were coordinated by Ian Kunitski

Total Volunteer Office/ Yard Support Hours in 2019 623

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.

Volunteer Board Members Hours in 2019 545

In 2019, our Board of Directors attended monthly board meetings, supported our fund raising events and helped to assist with the guidance of the Mission Hospice Society.

Community Fundraising / Events

Total Volunteer Fundraising/Events hours in 2019: <u>1,619</u>

Our annual Gala event was our largest fundraiser of the year. As always our Gala committee worked tirelessly to ensure that this event was a success.

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.

Listed below are the Mission Hospice Society's main Fundraising & Community Events in 2019:

•	Peninsula Run /Walk	8 Volunteers	32 hours
•	Race Track Event	12 Volunteers	72 hours
•	Hike for Hospice	12 Volunteers	60 hours
•	Motor Cycle for Hospice	15 Volunteers	160 hours
•	Mission Fest	6 Volunteers	30 hours
•	Tree of Remembrance (Save on Foods, Superstore)	66 Volunteers	190 hours
•	Tree of Remembrance (Hand crafted tree decorations)	2 Volunteers	300 hours
•	Gala Committee & Gala Event Volunt	eers	775 hours



Bereavement Report



Mission Hospice is pleased to announce a continued steady presence, in our grief and bereavement role, which plays a vital role in Mission and its surrounding areas. It has been a great pleasure to work with Ian Kunitski, our child and youth coordinator. We provide ongoing grief support to those who have lost friends and/or family members along with all other types of loss. This includes grief from divorce, social loss, and spiritual loss and of course all grief connected to a death. This support is provided to our clients in the Hospice Society Office, the Residence in Mission, in their homes and all levels of school.

NEW CLIENTS IN 2019 131 TOTAL ONE-TO-ONE SUPPORT329 VISITS

695 HOURS

GRIEF GROUP 368 HOURS

2019 has allowed us to continue to support the Mission community in their time of grief, through our growing, diverse programming. Our programs include 1-1 support, Compassionate Friends for those grieving the loss of a child (at any age), Pathways open grief group on a weekly basis, widows group once a week, Afterlife Conversations once a month at the public library, walking group and last but not least the teen groups at the middle schools.

ONE-TO-ONE SUPPORT

131 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 **695** hours were allocated to 1 on 1 support with **329** visits.

Volunteers Working in Bereavement Groups

•	Tea and Company	2
•	Walk and Talk	2
•	Compassionate Friends	1
•	Afterlife Conversations	1
•	Pathways	2

GRIEF GROUPS AND EVENTS

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

PROGRAMS

• Tea and Company Widows Support Group:

This is an open on-going weekly support group for women who have recently lost a spouse. There is no time limit within this group and we do have long standing widows attending. This is a very popular group with two facilitators.

We have had **360** attendees throughout the year.

• Pathways:

Usually this closed group is a ten week long grief support for any adult who has lost a loved one. Due to its limitations we have opened this group to an ongoing support meeting as the clients felt they still wanted more support. We are happy to help in any way we can therefore allowing us to continue this group and to allow new members in. Meetings are held once a week.

Attendance throughout the year is 315.

• Compassionate Friends:

Jenifer and Mike Lagos facilitate the Compassionate Friends grief group. This is an international group as we are able to host our office. 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.

Attendance throughout the year is 100.

• After Life Conversations:

The Mission Hospice continues to co-facilitate this unique group for individuals monthly for over seven years. This is an open group where people come together and talk/share any Near Death Experiences, Near Death Awareness and after death communications. 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 judgements or advice. Currently this is my most popular/active group.

Attendance throughout the year is 187.

Events and Other Activities

It was with great pleasure to have created our first GRIEF HEALING CEREMONY. With the help of 5 volunteers and wonderful weather we successfully created a healing ceremony down by the river with 25 participants. This included a native smudging, a fire ceremony to let go of our difficult emotional feelings along with stating new positive changes and or emotions to help us move forward in our grief journey. Huge success and am looking forward to another one in 2020.

As usual we have graduated two classes for up and coming volunteers. It is always uplifting and a privilege to train new people with diverse interests and abilities. Grief training has changed from 3 nights to 4 as there was not enough time to get through the whole grief section with confidence of success.

Again we welcomed Ross Weddell to our AFTERLIFE CONVERSATION GROUP. As usual he brings a large crowd to our library group. This year was no exception with approx. 45 people in attendance. We have also brought 4 other speakers during the year.

We take great pride in accessing our community and clients. We realize that like everything else nothing stays the same and like people, grief evolves from one generation to the next. At the request of many baby boomer clients, we have introduced Melissa White to do group readings. Melissa is a well-known Medium. It was with great pleasure and careful decision making to welcome Melissa. We have had great success and continue to serve our community. This event compliments many whom are currently in grief groups. She has had great feedback and is recommended by many. We look forward to many more readings in the future.

I participated in a conference at the Friendship Centre in Mission hosting a STRONGER TOGETHER event through the University of BC. Both Ian and I presented a healing circle. Both facilitators and clients attended this event. It was nice to give other facilitators a voice as they are usually the ones listening.

Attended meetings at Middle and High Schools. Unfortunately we continue to have unexpected young losses in our community.

In October I participated in a one day trauma work shop in New Westminster. Victim Services hosted this event. New appreciation for the front-line workers and how many do not seek grief or trauma support.

Accompanied Angel to a Parksville conference. Again always something to learn and to bring back to our volunteers in training and clients.

Continue on-going meeting with several other lower mainland hospices to share ideas and to create new ones.

I continue to support clients and volunteers with all grief support. Due to the drug overdoses and/or sudden unexpected deaths our community continues to seek support from Mission Hospice. As I prefer to see current clients on a weekly basis, I am having to support them with bi-weekly one-to-one support.

LOOKING FORWARD TO 2020

We continue to look forward to new ways to serve our community in all aspects of grief. Whether it be the loss of friends, family and pets and/or all other types of losses. I hope to continually educate myself with the latest information available and to help those seeking support for their grief.



Child & Youth Bereavement Report



In 2019, Mission Hospice Society saw tremendous growth in Child and Youth Bereavement Services, with record numbers in both group and one to one support.

We ran a total of 8 grief support groups throughout the year – 3 separate Circle of Friends groups here at the society for grieving children between the ages of 6-12; 4 separate Circle of Friends Youth groups for grieving youths aged 12-15 at Heritage and Hatzic Middle Schools (2 separate groups at each school); and 1 specially requested grief group at Mission Central School for grieving students aged 9-12.

One of one support was extremely busy and was offered here at MHS as well as on-site at 10 different elementary, middle and high schools throughout the Mission community.

A tragedy involving one of the students at Mission Secondary School brought us to the high school and we were able to offer 'drop in' support for all students during the week following the accident as well as further one to one support at MSS for students requesting our services.

Our annual Camp Zajac weekend retreat in July for grieving children between the ages of 6-12 was a great success with 25 children attending.

Clients in 2019:

		TOTAL:	156
•	One to One at MHS and Mission Schools (6-19yrs):	4	3
•	Mission Secondary School 'Drop In' Support (15-18)	yrs): 3	0
•	Camp Zajac (6-12yrs):	2	5
•	Circle of Friends Mission Central (9-12yrs):		8
•	Circle of Friends Hatzic (12-15yrs):	1	1
•	Circle of Friends Heritage (12-15yrs):		9
•	Circle of Friends MHS (6-12 yrs):	3	0

ONE-TO-ONE SUPPORT

Throughout 2019 we offered 1-1 support for children and youth requiring support after a loss. This service is offered here at MHS as well as at the various schools in the Mission District. Families would come to us mostly through referrals as well as from marketing materials placed online and at the schools. We have developed strong relationships with the school counsellors and principals and they have been very happy to pass our name along to parents and students needing grief support.

Sessions for children and youth typically range from thirty minutes to one hour with the number of sessions varying between four to ten, depending on age and level of grief. Our goal with all clients is to

establish a trusting relationship to give children and youth an opportunity to express their feelings and learn effective ways to grieve through conversation and expressive arts activities.

Number of visits in 2019: 364

Hours allocated to 1-1 visits in 2019: 273

**In addition to the number of 1-1 visits above, we also spent time at Mission Secondary School during the first week of October following the sudden death of one of the students. We made ourselves available at the school library for students to 'drop in' and grieve/talk about the loss. During this time, we spoke with approximately 30 students. Several high school students requested additional one-to-one support.

GROUP SUPPORT

Our Circle of Friends programs – here at MHS as well as at Middle and Elementary schools - offers a chance for children and youth to talk and grieve with other peers who have experienced the loss of a family member or friend through death. Groups are designed to show children and youth that they are not alone in their loss and to give them a safe place to express emotions without fear of being judged or looked at as 'different'. Groups typically start with an icebreaker activity to promote bonding followed by an open 'grief topic' discussion. Each session also has a creative art activity which shows children and youth different ways to express difficult emotions. All groups end with a 'memorial' to allow children and youth an opportunity to share memories, pictures and stories of their loved ones.

Number of children and youth participating in support groups in 2019: 83

5

• Number of children and youth attending Camp Zajac in 2019: 25

Volunteers working in Child and Youth Bereavement Groups:

Circle of Friends 4

Camp Zajac

Total volunteer hours in 2019: 390

Group Programs in 2019

Circle of Friends – Mission Hospice Society - Ages 6-12

This group is for children between the ages of 6-12, for those who have experienced a death of a loved one. This program offers a safe and caring environment for children to express their emotions and share their experiences through arts & activities with other bereaved children. This support group is once a week for 8 weeks from 3:30 to 5:00pm. It was facilitated by Ian Kunitski with help throughout the year from volunteers Katie McIvor, Emily Poole, Kashya McLeod and Mel Harris.

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

This group is for youth between the ages of 12-15 who attend Heritage Park Middle School, and have experienced the loss of a family member or friend through death, or who currently have a family member or friend who is dying. This program offers a safe environment to express difficult emotions through conversation, art, journaling and group activities. This group runs once a week for 8 weeks from 1:30-3pm, at Heritage Park School. This group is facilitated by Ian Kunitski.

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

Similar to Heritage Middle School, this group is for youth between the ages of 12-15 who attend Hatzic Middle School, and have experienced the loss of a family member or friend through death, or who currently have a family member or friend who is dying. This program offers a safe environment to express difficult emotions through conversation, art, journaling and group activities. This group runs once a week for 8 weeks from 10:17am-11:36am, at Hatzic Middle School. This group is facilitated by lan Kunitski.

Circle of Friends – Mission Central Elementary School - Ages 9-12

In September, 2019, we were contacted by the school counsellor at Mission Central Elementary School and asked if we would do a special grief support group. This was due to the high number of students who had suffered a loss in the past two years. We ran a special eight session program at the school similar to our Circle of Friends program and brought materials and supplies to the classroom to allow for expressive art activities related to our grief topic discussions. The program was a success and we were asked if we could do another session, if the need arose. We met once a week for eight weeks from 10:45m-12pm. This group was facilitated by Ian Kunitski.

Camp Zajac – Ages 6-12

This is our annual 3 day/2 night retreat offered to bereaved children who have taken part in one or more of our programs and services. This camp is offered free of charge, and 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

- Regular/ongoing meetings and contact with school counsellors and principals
- Regular/ongoing planning sessions for groups with MHS volunteers
- Attend monthly Children and Youth Committee meetings, when possible
- Research Horse Camp and other activities for possible future Teen programs
- Work with summer intern to research and plan future group sessions/activities
- Design 'Play therapy' space for children and youth coming to MHS for support
- Organize special 'Paint Night' with Missions Getting Crafty for Circle of Friends participants
- Participate/facilitate part of 'Stronger Together' event held at Mission Friendship Center
- Assist with Gala set up
- Host Camp "Meet and Greet" for Zajac attendees
- Lead Camp Zajac Annual Retreat with 25 children and 8 volunteers
- Assist with Ride for Hospice fundraiser
- Assist with Hike for Hospice fundraiser
- Attend and assist with other MHS events and fundraisers
- Organize and facilitate Christmas Party for Circle of Friends participants

The Child and Youth program at Mission Hospice Society continues to grow, emphasizing the need for ongoing bereavement support for children and youth. It has been a pleasure to work with and support the children, youth and families in the Mission Community, as well as to work alongside the Mission school counsellors and principals in ensuring that support is offered and provided to all students. I look forward to continuing this support offered by Mission Hospice Society in 2020 and beyond.











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.

