

# Elk Valley Hospice (Fernie & Area) - Annual Report

Diane Souccar

## 2016-2017



To be a volunteer, it takes...Generosity, a willingness to give your time to others. Understanding, because their lives might be very different from your own. Empathy, an ability to put yourself in someone else's shoes and feel what they must feel. Compassion, to truly care about making someone else's life better. Patience, because the process doesn't always go as smoothly as it might and Dedication. You've shown these qualities and so much more, so thank you for all that you do.



## Contents

Cover Page

Contents Page

Mission, Vision, Guiding Principles and Goals & Key Performance Indicators

Elk Valley Hospice Directors and Volunteers

President's Report

Treasurer's Report

- Income Statement as of March 31, 2017
- Balance Statement as of March 31, 2017
- Budget – 2017/2018

Administrator's Report

## **Mission**

- Supporting individuals and their families during end of life experiences

## **Vision**

- A valuable resource in palliative care

## **Guiding Principles**

- Person and family centered
- Non-judgmental
- Respectful
- Confidential
- No religious affiliation

## **GOALS AND KEY PERFORMANCE INDICATORS**

**Two Key Priorities:** 1) HELP – we are here to serve our clients & their families

2) Raise Awareness of Hospice (which in turn helps us raise funds & recruit volunteers)

### **Other Priorities:**

Communication

Education

Sharing

Caring

Growth

Learning

Long term financial viability

## **Board of Directors**

President – Diane Souccar

Vice President – Margaret Hinton

Treasurer – Premita Saran/Mary Miller

Secretary – Elizabeth Bailey

Director Events – Hugh Tennant

Director at Large – Dr Paul Michal

Director & Client Intake – Elke Weber

Director – Julie Gort – (resigned)

Director – Leanne Ligertwood (resigned)

Administration – Sandra Boer

## 2016/2017 Volunteers

Alva Hutchinson  
Angela Mitchell  
Barbara Parkinson  
Bill Silversides  
Carol Holder  
Carole Chorostecki  
Carolyn Bushko  
Charlie Morales  
Connie Arnott  
Darcie Musil  
Diane Churchill  
Diane Costerton  
Diane Souccar  
Eleanor Tweddell  
Elizabeth Bailey  
Elke Weber  
Elke Weber  
Hugh Tennant  
Jeri Mitchell  
Jeri Mitchell  
Jesse Johnsen  
Jessica Evans  
Julie Gort  
Katie Pater  
Kim Hopkins  
Kristin Bodell  
Laura Abrahamson  
Leanne Ligertwood  
Lesley Blunt  
Linda Johnson

Margaret Cooper  
Margaret Hinton  
Marianne Agnew/ Whitehouse  
Marilyn Gray  
Mary Cosman  
Mary Elson  
Mary Miller  
Maureen Giesbrecht  
Megan McCall  
Meretta Pater  
Nelda Carruthers  
Nelda Carruthers  
Oz Parsons  
Pat Moore  
Patti and Brea Malmas  
Patti Ohm  
Premita Saran  
Rachel  
Renata Dirks  
Rodger Cooper  
Ruth Hopkins  
Sandra Boer  
Sandra Wilson  
Sandy Hoskin  
Sharon Switzer  
Stacy Chambers  
Stephanie Rogers  
Sue Stangle  
Yvette Despres

## **President's Report - A year of building on last year's successes**

It has been a busy year building on the momentum started by Sarah Parry & Chrisy Hill. Competition for charitable funds and for volunteers continues to be a challenge, so we must continue efforts to raise the profile of Hospice so that people are confident in our ability as an organisation and that we become a charity of choice for the Elk Valley. To that end, I believe that our updated Facebook page, revamped website, Kiosk and numerous press releases in the Free Press have contributed significantly to raising our profile.

It was evident that we are becoming the Charity of choice when the Fernie Real Estate Company chose us for their Carve for a Cause and when the Junior Ghostriders also chose us as one of 2 charities to receive funds they had raised. Additionally, we have been mentioned in a number of obituaries as the charity of choice for donations in memorium. The Dance in the Dirt event in July will also once again recognize Hospice as their charity. And of course, the generous donation of the quilt for our raffle is another great example!

Interior Health has recognized that the need for Hospice & Palliative Care will only increase in the coming years. It is projected that Fernie alone will have one of the highest ratios of those aged 75 and over by the year 2020 in all of BC! To that end, they have committed to funding Hospice in BC. This year, we received \$5000 from them for our operations, and should do so again next year, while they come up with a more formal funding plan for the future.

The Board committed to a number of requests from our very valuable volunteers – and I am happy to say that we met those commitments. You asked for more communication and we delivered a monthly newsletter after each Board meeting to keep you informed. You asked for more engagement and education and we have now committed to 5 sessions a year, 2 of which have already been held.

Bridging the communication gap between the hospital and Hospice is essential for 2 reasons: 1) to ensure effective spending by identifying specific needs and equipment requirements for room 45, and 2) staying in touch with the head of patient care so that we are informed when we might have a potential client. This year, we were blessed to have Julie Gort & Leanne Ligertwood as members of our Board (for the first half anyway) to assist us in those 2 areas. Regrettably, their time constraints have made continuing on the Board an impossibility, but we hope to have continued hospital representation on the Board going forward, and Julie has very kindly agreed to be a resource for us. We thank both Julie & Leanne for their efforts.

Speaking of effective spending and equipment needs, it was brought to our attention that a ceiling lift was needed for room 45 and we are happy to say that we will be going forward with that in the coming months.

Regrettably, we will be losing Premita Saran this year as she has decided to move on to other endeavours, and as mentioned, we lost both Julie & Leanne as well. I would like to thank all of them for their invaluable service to the organization and we will miss them. Replacing a Treasurer in a charity is not an easy thing as the position requires some very specific skills. I am very thankful and happy to announce that Jennifer O'Donnell will be taking over the position as Treasurer this year, and we welcome her with open arms! (I also want to thank Mary Miller for attending the meetings on Premita's behalf and liaising with her as Treasurer).

**Making a difference** - We have also been fortunate to continue our relationship with Sandra Boer. Sandra has worked on many great projects and has been instrumental in raising the profile and funds for this organisation in a short period of time. Sandra and a number of volunteers work at the Kiosk on a pretty regular basis. The kiosk is manned by volunteers offering information about our services on a face to face basis, and selling tea and coffee and basic essentials that may be needed by patients and visitors. Donations of knitted & hand sewn baby items have been invaluable in raising funds as well. This is a real positive for Hospice and something that I hope continues and develops further over the coming months and years and something that could not be done without our amazing volunteers!

**Financial** – One of our key Goals as a Board has always been financial stability. We are delighted to report that through Sandra's hard work and tenacity our Revenue totalled over \$20,000. We are very grateful to our supporters, donors, Interior Health and corporate sponsors for their generosity. We did apply for a Gaming Grant this year, but were not successful, but anticipate that we will be next year so that we can continue to have a dedicated Administrator working hard on our behalf!

It has been an honour serving as your President of the Board. Please remember that my door is always open if you have any suggestions, comments, concerns or questions. Without our volunteers, there would be no Elk Valley Hospice, and I want to thank you for all your hard work and dedication.

Diane Souccar – President

**Elk Valley Hospice  
Income Statement  
April 1, 2016 to March 31, 2017**

	<b>2016/2017</b>
<b>REVENUES</b>	
Grants	\$ 5,000.00
Donations	10,578.84
Kiosk Sales	2,852.37
Membership	200.00
Earned Revenue	1,817.65
Interest	15.12
	<hr/>
<b>TOTAL REVENUE</b>	<b>\$ 20,463.98</b>
	<hr/>
<b>EXPENSES</b>	
Computer	\$ 300.00
Contract	14,820.00
Donor Recognition	0.00
Education	357.46
Events /AGM	981.68
Filing Fees	0.00
Insurance	1,150.00
Kiosk	3,710.10
Library	0.00
Membership	157.50
Office	573.77
Promotion	121.74
Seminars/Education	0.00
Other Supplies	3,460.80
Travel	0.00
Vol.Appreciation	258.30
	<hr/>
<b>TOTAL EXPENSES</b>	<b>\$ 25,891.35</b>
	<hr/>
<b>NET INCOME (LOSS)</b>	<b>\$ (5,427.37)</b>

**Elk Valley Hospice  
Balance Sheet  
As at March 31, 2017**

	<u>2017</u>	<u>2016</u>
<b>Assets</b>		
<b>Current</b>		
<b>Operating Account</b>	\$ 22,569.90	\$ 27,997.27
<b>Bank Shares</b>	6.73	6.73
<b>Total Assets</b>	<u>\$ 22,576.63</u>	<u>\$ 28,004.00</u>
<b>Liabilities</b>		
<b>Accounts Payable</b>		-
<b>Equity</b>	\$ 22,576.63	\$ 28,004.00
<b>Total Liabilities and Equity</b>	<u>\$ 22,576.63</u>	<u>\$ 28,004.00</u>

**Elk Valley Hospice  
Budget - Income Statement  
April 1, 2017 to March 31, 2018**

	<b>2016/17</b>	<b>2017/18</b>
	<b>Actual</b>	<b>Budget</b>
<b>REVENUES</b>		
Grants	5,000.00	10,000.00
Donations	10,578.84	12,000.00
Kiosk Sales	2,852.37	3,000.00
Membership	200.00	200.00
Earned Revenue	1,817.65	2,000.00
Interest	15.12	15.00
	<hr/>	<hr/>
<b>TOTAL REVENUE</b>	<b>\$ 20,463.98</b>	<b>\$ 27,215.00</b>
	<hr/>	<hr/>
<b>EXPENSES</b>		
Computer	\$ 300.00	300.00
Contract	14,820.00	15,561.00
Donor Recognition	-	-
Education	357.46	375.33
Events /AGM	981.68	1,074.84
Filing Fees	-	-
Insurance	1,150.00	1,207.50
Kiosk	3,710.10	3,895.61
Library	-	-
Membership	157.50	165.38
Office	573.77	602.46
Promotion	121.74	127.83
Seminars/Education	-	-
Other Supplies	3,460.80	3,633.84
Travel	-	-
Vol.Appreciation	258.30	271.22
	<hr/>	<hr/>
<b>TOTAL EXPENSES</b>	<b>\$ 25,891.35</b>	<b>27,215.00</b>
	<hr/>	<hr/>
<b>NET INCOME (LOSS)</b>	<b>-\$ 5,427.37</b>	<b>\$ 0.00</b>
	<hr/>	<hr/>

## **Administrative Report**

The objective of the administrator role has been to help the Elk Valley Hospice board achieve its goals for the year.

The primary goal of the Administrator has been to build awareness of Hospice Services which supports individuals and families during end-of-life experiences. Over the past year this has been achieved through volunteer engagement with learning & sharing and through outreach activities at the kiosk and distributing information at events. Website content and Facebook posts have been released to reach varied audiences and provides information about Hospice outreach activities, care and services. A "Year in Review" will be presented at the AGM by the administrator to show the wide range of Hospice activities held. You may have noticed that Hospice has been in the news quite a bit!

The secondary objective has been to raise funds for Hospice Services and palliative care room improvements. Hospice has had overwhelming support from volunteers and donors who are key to hospice service delivery and success. Over 1400 volunteer hours have been logged in the past year in activities ranging from Client and Grief support to support at the Kiosk and events.

\$13,400 in generous donations were received in 2016 coming from individuals, groups and corporate fundraising events. "In-Kind" donations were received for the Kiosk in the form of hand crafted items including several beautiful handmade quilts. The Quilt Draw that followed this donation was a great success.

Many thanks to all the volunteers and donors who have enabled Elk Valley Hospice to serve clients and their families as well as raise awareness of Hospice care!