



ANNUAL REPORT

May 17, 2017

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AGENDA

Welcome and Call to Order.....	Chair Tom Crean
Minutes of the Annual General meeting held May 10, 2016	Attachment
Report by the Chair on behalf of the Board.....	Tom Crean
Report of the Executive Director.....	Rebecca Smith
Report from the Public Outreach and Volunteer Coordinator.....	Tricia Keith
Treasurers Report.....	Gail Winzoski
2016 Financial Statement Review.....	Attachment
Election of Directors	Rebecca Smith
Acknowledgements.....	Tom Crean
Special Resolution.....	Tom Crean
New Business/Adjournment.....	Tom Crean



Surrey Hospice Society

2016 ANNUAL GENERAL MEETING - MINUTES

May 10th, 2016 at 6:32 pm at #101 – 13463 78 Avenue, Surrey, B.C.

Secretary: Morten Bisgaard stand in for Kam Grewal

Quorum Present

1. Welcome and Call to Order

1.1. At 6:2, Tom Crean, as Director of the Society, called the meeting to order as a quorum of members (i.e. three voting members present) was attained. Tom Crean chaired the meeting and Morten Bisgaard, a Director of the Society, recorded minutes in the absence of Kam Grewal Secretary of the Society.

1.2 Reminder that everyone has to be in good standing to vote.

2. Agenda for AGM

2.1 Review of the Annual Report Agenda on Page 2 of Report document. Any additions to agenda?

Hearing none. Motion to accept: Mary Martin,

Bob Duffield seconded to adopt agenda,

All in favour.

Carried.

3. Minutes of 2015 AGM

3.1 Minutes from last AGM. Any errors or omissions?

Hearing none. Motion to accept: Mary Martin,

Sid Brickman seconded,

All in favour.

Carried.

4. Executive Director's Report

4.1 Executive Director's report from Rebecca (Report attached)

Summary: Year of transition and of challenges, 30 years anniversary coming up, 4 year lease signed. Stable place. Team well designed and orientated. Barb dedicated and long serving and Susan, newest member. Counsellors. Board introduced strategic plan (5 year plan) serving more people. 30 year Gala being planned. Well poised for going forward.

5. Program Director's Report

5.1 Barbara Morningstar, as Program Director, submitted and read her report.

Summary: Support individuals, 566 patients Conservative number, next to them family members, not logged as patient. Staff meet family members and children. Triple if you add family. Unofficial number. Volunteers know truth. Sometimes staff spend more time with family than patient.

298 bereavement patients. Hopeful Hearts age 5 – 12. The age has changed, more people dying in 30s and 40s. More children. Skill in staff dealing with children. We are meeting in children's room. Natures Amble, men like room to move, physical and active. Finding My Way, more structured setting. We had a lot of teachers coming in from Surrey taking volunteer programs. Taking what they learned back to schools. Teen drop in group held, but Teens are better one on one. Very tough for them in age to lose parent. Gathering of remembrance held at Valley View Funeral Home. Dove Release moved to Remembrance Day, which made it more successful. Grayer time of year stirs up emotions. Difficult to face holiday season alone. Lanterns, light ritual of remembrance. Hospice volunteers heart of organization, helping nurses with feeding. Quality of dying workshop held by FHA for volunteers. We hosted spring time training for volunteers. (17) Different religious and ethnic backgrounds. 56 Active palliative volunteers. Holiday volunteer event held in December.

Amazing clinical counsellors, brought into Surrey Schools. Presentation to elementary school counsellors. Great feedback. Teachers and counsellors need assistance. Paul Sugar Foundation event, Barb was asked to speak at that event. Thanks to all volunteers, we are blessed to have you. Thanks

6. Board Report:

6.1 Tom, as Director of the Board, reads Board Report. Two full teams of volunteers, new Directors mentioned. Important work. Highlights: setting in process plan to get our own building. Focus on getting monthly contributions and move us to stable funding. Importantly our 30 Year anniversary

7 Report from Donna Chubb and Thrift store circulated.

8.0 Motion to adopt all reports.

Mary Martin made motion to adopt,

Bob Duffield 2nd

All in favour.

Carried.

9. Treasurer's Report

9.1. Bob Duffield, as Treasurer of the Society, submitted and read the Treasurer's Report.

Summary: Reads report. 200 K in bank. Income 10 K down, no gala, income from Thrift store went up. We showed a loss, we hope income from Gala would put us in firmer position. Thrift store rent went up, which brought income down. Remarkable store, bursting at seams. Larger store would require more staff, money. Location serves community of Newton.

9.2 Treasurer Invited Questions:

(Brent) Question: Is rent lower here than other place. Yes \$1500 per month.

Question: Fund raising \$900 income. Venue on Gala? Sponsors in place, 3 tables sold, tickets not being sold yet. We can accommodate up to 800 people in Aria Banquet Hall. Free parking. Aim to have 400 people.

Question on establishing a Newsletter. Electronic Quarterly newsletter being considered.

We are in good shape, but we need to raise more money. (Bob)

Question: When I first joined Hospice 25 years ago, there was talk about money being put aside to be held in trust. Sid states don't recall we ever put money aside for this. Back in Mid 90's we were in a deficit.

9.3 Motion to adopt Report and appoint Financial Auditors...

1st Mary,

2nd Bev...

All in favour.

Carried

10. Call for nominations to the Board of Directors

Nomination of Sue Cadeny to Board of Directors.

Sue Cadeny accepted the nomination

All in favour....

Carried

10.1 Election of Directors:

Tom, Gail, Bev, Kam, Morten, Meenu standing for re-election.

Question from Brent on need to change By-laws in November of this year.

Rebecca advises we have two years to comply. Next AGM will deal with this.

11. Awards of recognition Presented by Tom Crean

Trophies Provided to Mary Martin and Bob Duffield for service to the Board.

Certificates of appreciation for participation handed out to previous Board members.

Donna Chubb called up to receive recognition and flowers for her dedication to Thrift Store.

12 Greetings from City of Surrey:

Mary Martin called up to address AGM on behalf of Mayor and City Council to recognize the important work for Surrey Hospice Society. Served many years on Board – 3 terms. Past 30 years much to celebrate. Source of encourage and hope. Life threatening illnesses. Working with children,

teens and adults in need. Embrace ending of life with dignity.
Bereavement Support. Thank you for your time and efforts.

13. Adjournment of Annual General Meeting

Gail moved the motion

Mary seconded motion

All in favour.

Carried.

Adjourned 7: 20 PM

Report by the Board – written by Tom Crean

- A big thank you to all of the volunteers, staff and Board Members.
 - We would not be able to achieve our success without all of you.
- We say good bye to Directors: Bob Duffield, Morten Bisgaard, Meenu Heer, Rob Rogers, Evert Helms, and Bev Andrews, and thank them for their dedicated past service
- We welcome Board Members: Court Fraser, Kanchan Thindal, Rob Rogers, Sue Cadeny, Amoljeet Lail, and tonight Scott Olson
- We want to pass along a special thank you to these Directors for their support.
- Over the past year Surry Hospice Society facilitated a number of successful events as well as addressing some of our more long term goals.
- Long term goals we are starting to address:
 - Researching the process of acquiring our own building
 - Increase the number and dollar amounts of our grant funding outreach
 - Implementing more successful means of fundraising to enable us to further enhance and grow our outreach in and services to the community, we need to keep pace with our steadily growing community's need.
- This year we accomplished:
 - We moved offices in March 2016
 - Updating and approving our Strategic plan for 2015-2020 in April
 - Rebecca was injured on the job in April but continued to work remotely from home for several months and returned to the office in August.

- Celebrated our 30th anniversary with a Gala on November 18th
- Held our Dove release on November 6th had over 100 people attended
- Held our Oscar night pub night on February 22nd at Edith & Arthur's Public house
- Hosted volunteer thankyou events for the community and hospice volunteers in June, for the thrift store in April and December

Respectfully Submitted by,
Tom Crean

Report by the Executive Director – Rebecca Smith

Welcome to the 30th Annual General Meeting of the Surrey Hospice Society.

This past year has been another of changes and transitions as Surrey Hospice Society grows to meet the demands of a fast changing community as well as our organizational needs. On May 4th 2017, I celebrated my two year anniversary working with the Surrey Hospice Society first as a contractor and now as a full-time employee. I am very proud to tell you that we have, over that year, developed and adopted an Organizational Strategic Plan (adopted April 2016), moved our Resource Centre offices (March 2016) and though there were a few departures, we have developed a strong and well-organized team ready to face the challenges of our thirtieth year and of the future.

Over the course of my time with Hospice since May 2015, I have learned a lot about not only our organization, but the state of hospice and palliative care in Canada. I am quite proud to say that we are a model of stellar bereavement care and the Hospice philosophy of care and that our service to the over 514,000 people of Surrey BC is amazing and very well recognized as the standard to which others aspire.

Our Team was able to engage in a number of successful programs and outreach efforts over the calendar year of 2016. Some of these events include our Memorial Dove Release, Grief groups such as Hopeful Hearts and Finding my way; our Coping through the Holidays lantern making event, Nature's Amble walking program, participation in a number of public forums and our first annual pub night community fundraiser. Working with our programs team and our new sponsorship and grants writer, and fundraising committee we introduced more events for 2016 and early 2017 than previous years and are already planning events for later in 2017 and 2018 as we expand our reach and efforts to educate and support the people of Surrey BC.

Though our board has been through a transitional year also, I thank them for their dedication and support through these exciting yet challenging times. Our staff too has been amazing in their willingness to persevere through our challenges and transitions, always ensuring that our clients get the very best of care. Our volunteers, as always have been wonderful in their dedication to the work of hospice and to keeping focussed on our mission to ensure "No one need ever die alone or ever be alone in their grief or bereavement." We are truly blessed to have these loving souls work with us to serve those in need.

I am excited to be at the helm of our organization as we focus on the future and building our breadth of service and profile in the community. We have a number of exciting outreach and fundraising plans for this year and beyond. Continuing to push forward in our 5-year strategic plan, with measurable and attainable goals to strive for as a team and a community, I am certain that we will face the future strong and dedicated to our mission.

Pleased to serve,

Rebecca Smith

Executive Director

Surrey Hospice Society

Report by the Volunteer and Outreach Coordinator –Tricia Keith

I was hired on as Coordinator of Volunteers and Outreach in June of 2016, Community Outreach and Hospice Volunteer Programing have been my two primary areas of organization and development.

The first few months of coming on board entailed reviewing, updating and streamlining our communication procedures. This included developing working relationships and agreements with Fraser Health Hospice-Palliative Care Team members. Team building, in fact, continues to be an ongoing positive process that builds the capacity of the Surrey Hospice Society, the results being more integrated supports for the health and well-being of Surrey's community at large.

We cannot do this work alone. That is why valuing and strengthening our ties to team members in Fraser Health and with other Hospices in the Lower Mainland has been a major focus of mine.

We, at Surrey Hospice Society, continue in our community outreach and support with events such as the most recent Dove Release Ceremony which took place Nov. 6th, 2016. It was a huge success with over 100 Surrey residents attending. Several newspapers reported the story. The Surrey Fire Fighters came out to show their support. Surrey Arts Centre – 20 person choir, sang for the attendees. It was a true coming together of community spirit. This especially rang through with the touching stories participants shared afterwards describing how they felt strengthened, validated and supported by participating in the Dove Release Ceremony.

Coping through the Holidays, another annual community support service, was organized much the same as it was last year, wherein participants crafted a Remembrance Lantern and explored various ways to be gentle with themselves over the holidays, validating grieving emotions and reactions likely to occur. This workshop also explored possible ways to alter the way family traditions are celebrated over the holidays to include the remembering their Loved One. Our lead Clinical Counsellor, Pardeep Chatha was one hand to discuss self-care tools participants could use to compassionately ease themselves and their family members through the holidays.

The following are a number of new community outreach events which have been planned for 2017. They include:

Conversations of Living and Dying: partnering with the City of Surrey at Chuck Bailey Rec. Centre, this free, open-ended discussion group, will meet 4 times throughout the year, Jan. 11th, April 12th, June 7th and October 4th. Chuck Bailey Rec. Center have generously sponsored this event, supplying the space for the meeting as well as the advertising.

Surrey Teacher's Association Conference. May 5th, 2017. My colleague, Clinical Counsellor Judi Arthur, and I are leading a workshop the next STA Conference, Tapping into Your Inherent Wisdom of Grief. This hands-on workshop is designed to increase teachers' comfort level initiating dialogue about death and grief and to gain a critical understanding of guidelines to support a grieving child.

Given the positive response we have had prior to the workshop, we expect to develop contacts that will be interested in bringing SHS into the school system to offer educational workshops to students of all ages.

In line with this workshop is the need we have heard from various industry sectors, for more awareness in the areas of death, grief, and self-care. For this reason Surrey Hospice Society is in the initial stages of developing a curriculum for professionals, which we plan to have designed by the end of 2017.

Such education would not only bring in more revenue to the society but also bring more visibility to the services we have to offer.

Mother's Day with Mother, partnering with Retirements Concepts, Guildford Village. This community memorial event involves sharing stories and treats Mom loved, while crafting a Seed Jar. This free, all ages event, is scheduled for the Sunday prior to Mother's Day, May 7th, 10am-12noon. Retirement Concepts have generously sponsored this event by providing the space and have also contributed with advertising the event in the Surrey Now.

Father's Day without Father, a community memorial event partnering with Chuck Bailey Rec. Centre. Similar to MDWM, this free, all-ages workshop creates a space for remembering Dad through sharing stories and crafting a lantern. Two days after the workshop attendees are scheduled to meet again in Green Timbers Urban Forest for an evening Lantern Procession through the Long pole Pines.

Again this workshop is sponsored by Chuck Bailey Rec. Center, whose programming focuses on Seniors' and Youth.

Laurel Place Health and Wellness Fair, April 28, 2017. Laurel Place Long Term Care organized this all-day event and invited Surrey Hospice Society to exhibit and present.

Our Hospice Volunteer Program continues to compassionately serve patients and their families at the end-of-life. Through our hospice volunteer programs our volunteers served 569 palliative patients in 2016. That number easily triples when including the support given to family members that are also needing care as they journey alongside their loved one. Our volunteers brought support to clients in our Community Program, Surrey Memorial Hospital tertiary/palliative care unit and Laurel Place hospice resident program.

We presently have 73 active volunteers.

We have hosted 2 Volunteer Appreciation events and 5 Volunteer Support Nights since I have started, each of which were successful with positive feedback from all in attendance.

Our programs continue to expand and run smoothly. The hospice volunteers are respected team members doing excellent work to support our clients with great compassion and care.

Tricia Keith
Coordinator of Volunteers and Outreach
Surrey Hospice Society

Thrift Store Manager's Report - Donna Chubb

A look at 2016

As in past years, the thrift store is proving itself as a much needed piece of the Newton Community. Our Customers have increased, our donations have increased and our sales have hit a plateau and we have filled the store to capacity with racks and shelving.

In order to stay competitive in this market, we as a business must change with the times and staff and volunteers must be willing to change and grow with us. With this in mind, we have applied and have been awarded two student grants for 9 weeks during the summer which will help us with having a steady cashier, improve our face book, web page, instore and outside advertising and leave us with easy to follow manuals that anyone can use to keep these important pieces of media going.

We look forward to being busier and more profitable with some of our new events we are introducing to our customers. The community continues to be very generous with the donations and it shows in the numbers produced by our events. We have purchased three new shelving units, a new cash register and one of our talented volunteers built our new cash desk. Just with these new pieces of furniture, you can see a change in how our customers react to product and to the store.

Our volunteers continue to be a source of pleasure. Their hard work and strong support have given us the energy to develop new directions, which enable us to grow as a community of volunteers and as a business to which our funding supports both Hospice and the Fire Fighters.

Our volunteers gave us 13631 hours in 2016

The clients from Avia and Work B.C. invested 1582 hours of practicum volunteer time.

The bin drivers gave us 335 hours of digging through the bins and bagging clothing to bring it to us, through rain, snow and hot sun.

We assisted 214 street entrenched people through our Hands Up not a Hand Out Program which resulted in giving 1135 items, not including blankets, shoes or coats.

Odyssey picked up from bins and the store 488733 lbs of clothing, shoes, purse, dishes, which resulted in \$91,676.00 to go to the charities.

We see 2017 as another year of growth, surprises and the enrichment of our souls.

Thanks to all who share my days.

Donna Chubb, Manager

Treasurer's Report – Gail Winzoski

We are pleased to provide the financial statements for the Surrey Hospice Society for the year ended December 31, 2016, we comment as follows:

- Despite a Health Authority and gaming grants remaining static, total income increased by \$12,883. Though we did not have a significant fundraising event in 2015, we were the recipient of a large personal donation that year which was not matched in 2016. Increased fundraising activities offset this difference.
- With regards to expenses, total expenses decreased to \$363,700 from \$374,161 with most of this attributed to Staffing changes and rent decreases for the Resource Centre.

- As a result of higher income and lower overall costs, our loss before Thrift Store partnership income decreased to -\$39,657 from -\$62,911
- Management and the Board are continuing to look for ways to increase revenue to ensure we maintain a profitable operation going forward, which will allow us to increase our profile and programs offered.
- With regards to the Thrift Store partnership income, our portion slightly increased to \$104,292 from \$102,492 primarily due to slightly higher sales and recycling revenues.

Submitted with regards,

Gail Winzoski

Special Resolution:

To repeal the existing bylaws of the Society and adopt the bylaws attached hereto as Schedule “A” effective immediately in an effort to modernize the bylaws of the Society to compliment the new *Societies Act*, S.B.C. 2015, c. 18 which came into force on November 28, 2016 and replaced the previous B.C. *Society Act*;

Refer to Schedule “A” attached

THANK YOU TO OUR WONDERFUL CORPORATE DONORS

Valley View Funeral

Ikea

Provincial Employees

Royal Canadian Legion – Branch 229

St Matthew Catholic Church

Surrey Firefighters Charitable Society

Surrey Hospice Thrift Store

Telus Employees

United Way

Methanex Corporation

Vancouver Airport Authority

Seaspan ULC

The Benevity Community Impact Fund

Surrey Hospice Society would also like to thank all of those individual donors
without
whose support we would not be able to provide the care we do.

THANK YOU!

