



ANNUAL REPORT

May 10, 2016

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Table of Contents

Agenda	2
Minutes of AGM of May 27 2015	3
Board Report	5
Executive Director's Report	6
Program Director's Report	8
Thrift Store Manager's Report	10
Treasurer's Report	13
Donors	14



AGENDA

Welcome and Call to Order.....	Chair Tom Crean
Minutes of the Annual General meeting held May 26, 2015	Attachment
Report by the Chair on	
behalf of the Board.....	Tom Crean
Report of the Executive Director.....	Rebecca Smith
Report of the Program Director.....	Barbara Morningstar
Treasurers Report.....	Bob Duffield
2015 Financial Statement Review.....	Attachment
Election of Directors	Rebecca Smith
Acknowledgements.....	Tom Crean
Greetings from the City.....	Councillor Mary Martin
New Business / Adjournment.....	Tom Crean

Surrey Hospice Society

2015 ANNUAL GENERAL MEETING - MINUTES

May 27, 2014 at 6:30 pm at #1 – 15243 91 Avenue, Surrey, B.C.

1. Welcome and Call to Order

1.1. At 6:35pm, Denise Seder, as Director of the Society, called the meeting to order as a quorum of members (i.e. three voting members present) was attained. Denise Seder co-chaired the meeting with Ann-Marie Arnold-Smith, a director of the Society and Rebecca Smith, as Executive Director, recorded minutes in the absence of Kam Grewal Secretary of the Society.

2. **Agenda for AGM** – the agenda was approved by the members as circulated. None opposed.

3. **Minutes of 2014 AGM on May 21, 2014** – the minutes were approved by the members. None opposed.

4. Interim Executive Director's Report

4.1. Mary Jo McLeod, as Interim Executive Director, submitted and read her report. Please refer to circulated report.

5. Program Director's Report

5.1. Barbara Morningstar, as Program Director, submitted and read her report. Please refer to circulated report.

6. Treasurer's Report

6.1. Bob Duffield, as Treasurer of the Society, submitted and read the Treasurer's Report. Please refer to circulated report.

7. Auditors

7.1. The members approved the appointment of Vander Molen & Co. – Chartered Accountant to hold office as the auditors of the Society. None opposed.

8. Nominating Committee's Report (Election of Directors)

8.1. Denise Seder, a member of the Nominating Committee, put forward in her report the names of the following persons before the membership for election to the Board of Directors: Ann-Marie Arnold-Smith, Dr. Tom Iwama, Kam Grewal, Bob Duffield, and Mary Martin

8.2. Denise Seder nominated Morten Bisgaard. Morten Bisgaard accepted the nomination and introduced himself. There were no further nominations from the floor.

8.3. Kam Grewal, Bob Duffield, Ann-Marie Arnold-Smith, Mary Martin, Morten Bisgaard and Dr. Tom Iwama were elected by the membership to serve on the Board of Directors. None opposed.

9. Acknowledgments

9.1. Ann-Marie Arnold-Smith thanked Justin Schultz, Todd Schierling, and Ron Todson for their work as directors who resigned from the Board effective this meeting.

9.2. Ann-Marie Arnold-Smith acknowledged Sid Brickman, for his dedication as a former Director, long-time volunteer, and supporter of the Society.

9.3. Ann-Marie Arnold-Smith thanked Denise Seder for her work and dedication in serving the Society as a director who has resigned but will continue supporting the Society.

10. New Business

10.1 Denise Seder introduced Rebecca Smith as the New Executive Director of the Society.

11. Adjourned – Ann-Marie Arnold-Smith adjourned the annual general meeting at 7:03 pm

Guest Speaker:

Councillor Mary Martin Gave a speech.

Report by the Board – written by Gail Winzski

- 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 Mary Martin, Justin Schultz, Ron Todson, Denise Seder, Dr. Tom Iwama, Anne-Marie Arnold Smith, Evert Helms and Todd Schierling and thank them for their past service
- We welcomed the following directors Morten Bisgaard, Tom Crean, Meenu Heer, Bev Andrews, Evert Helms (resigning) and Gail Winzski. We want to pass along a special thank you to these Directors for their support.
- Over the past year Surry Hospice Society facilitated several successful events such as:
 1. Dove Release (largest in years)
 2. Development and implementation of a 5 year strategic plan
 3. Moved to new premises
 4. Hired a new Executive Director
 5. Hosted a successful Pub Night
- We look forward to hosting a successful gala in late fall 2016 as well as an informative educational forum in Sept/Oct 2016
- Some of our long term goals to set in motion this year are
 1. Start the process of acquiring our own building
 2. Increase the number and dollar amounts of grant funding
 3. Implementing successful means of fundraising to further enhance our services to the community
 4. Celebrating our 30 year anniversary

Report by the Executive Director – Rebecca Smith

Welcome to the 29th 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 2016, I celebrated my one 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, moved our Resource Centre offices 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 of service 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 almost 500,000 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 2015. Some of these events include our Memorial Dove Release, our Coping through the Holidays lantern making event, Nature's Amble walking program, participation in a number of public forums and our quilt raffle. Working with our Programs team and our fundraising committees we have been working on introducing more events for 2016 and are already planning events for 2017 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 office move and to ensure that our clients always get the very best of care – as they deserve. 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 enter our thirtieth year of service and. We have a number of exciting outreach and fundraising plans for this year and beyond. With a new 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 Program Director – Barbara Morningstar

A hospice society's main mandate is to support individuals who are dying and their families. Through our hospice volunteer programs we serviced 566 palliative patients in our palliative programs in 2015. That number easily **triples** (conservatively) when including the support given to family members and friends (not formally captured) that are needing care as they journey with loved ones to end of life. Those individual were supported in our community, Surrey Memorial Hospital tertiary/palliative care unit and Laurel Place hospice resident programs. Our counselling staff also worked closely with the palliative social workers to provide extra counselling support to palliative patients and their families often when young children, teens and young adults were being impacted.

The counsellors in turn worked with 298 bereavement clients in direct one to one patient care. The *Hopeful Hearts* (children's group), *Nature's Amble* and *Finding My Way* grief groups continued on numerous occasions throughout the year. The counsellors were the main facilitators with hospice volunteers who were very involved in co-facilitator roles with all the groups. Teens were supported in our direct one to once counselling sessions.

Three main memorial events were offered to the community. Our annual *Gathering of Remembrance* was held at Valley View Funeral home in January. The dove release was moved to November to weave around the Remembrance Day celebrations and took place at Bear Creek Park. We took a more creative approach to our annual *Coping through the Holidays* event and included a lantern making activity to honor the loved one who had died and wove in stories with ideas to face the holiday season. Individuals and family groups were in attendance with positive feedback all around.

Our hospice volunteers continue to be amazing in their work and were given added trainings in meal companionship and to better understand patient goals of care to enhance their quality of dying. Ruth Topolnick, the Clinical Nurse Specialist, who oversees all the hospices in the Fraser Health Region, came to specifically present to the hospice volunteer palliative teams. She was impressed by the quality of support they are already providing and the level and extend of their volunteer training.

We hosted one springtime training for new volunteers in 2015 along with support groups throughout the year for active volunteers. We presently have just under 80 active hospice volunteers. We hosted two volunteer appreciation events; one at Eagle quest Golf course in June and our annual holiday volunteer event was moved to

Guilford Golf course and took place in December. Both were successful with positive feedback from all in attendance.

Pardeep Chatha, our lead Clinical Counsellor, and I did a joint presentation to the elementary Surrey school counsellors in April. In May we were invited to do a three hour workshop at the Surrey Teacher's Association conference on death, dying and grief. The relationships with Surrey's elementary and high school counsellors and teachers has deepened over these last few years. We are getting more referrals and helping to mentor with our palliative and bereavement expertise.

Kayla Hochfelder, another key counsellor, was off on maternity leave and returned closer to the fall season. Tammy Bartell, did intern work initially but has now graduated as a clinical counselor and worked on our staff part time. Anna Goren filled in while Kayla was away. The counselling staff has done exemplary work and is well respected in the community and by our palliative social workers.

In April of 2015 I was invited to be a key note speaker at a public awareness event put on by the Paul Sugar Foundation at the Kay Meek theatre in West Vancouver. It was a sold out event and was also well received.

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

Barbara Morningstar

Program Director

Surrey Hospice Society

Thrift Store Manager's Report - Donna Chubb

A look back at 2005 -2015

Celebrating ten years in business and still going strong is quite an accomplishment, Volunteers celebrated with a dinner, awards and the evening was enjoyed by all.

We have been very fortunate to have some wonderful volunteers work at the store. They are the heart and soul of why the store has been so successful, without them we would not be able to do what we need to do.

Over the last 10 years our volunteers have 285,200 hours of their time to work in the store that is an average of 2376 hours per month for an average of 96 hours per day.

We are so very thankful for all the hard work and dedication these volunteers have. We also had the opportunity to work with Milieu Services, Avia, Triumph and Work B. C., by having their clients participating in practicum work at the store. It gives them the opportunity to learn new skills and to gain experience to enable them to find a job. They have been a source of great pleasure and knowing that we are assisting them in gaining some work experience has been good for our team as well. We look forward in continuing this work and helping women gain pride and confidence in themselves.

Our store is not just a thrift store. We are a community of people helping people. We give a Hand Up not a Hand Out. The amount of homelessness in the area has grown and the need for assistance is greater. By us helping them with clothing, blankets, housewares we have been able to ease a bit of their burden. Our volunteers get a very warm feeling knowing that we offer this service to the community.

Volunteers and customers have enjoyed many events at the store which have been very profitable.

Our events started out as 3 a year starting in 2007 and 9 years later we have 11 a year. Customers love coming in and seeing what we have for the event and volunteers love being able to say "Hey let's put this purse in an event, it is brand new, price tags still on it". The excitement is contagious throughout the volunteers. The most popular events are Lulu Lemon, Shoe & Purse, Jewellery and Night on the Town (our only 3 hour evening event in November).

We have become known for our wonderful selection of Christmas décor. Starting in January we are receiving Christmas donations for the following Christmas as of today

we have 7 Christmas trees, over 60 boxes and bins of decorations and each day we get more and more.

2015 in a glance:

- ✓ Gift Cards were introduced
- ✓ Increased storage for events and Christmas (which will never be enough)
- ✓ Increased our customer base
- ✓ Introduce Facebook
- ✓ Increased store security
- ✓ Increased promotions instore
- ✓ Volunteers have contributed 15247.5 hours contributed by the following volunteers:
 - Firemen/drivers – 488 hours
 - Avia practicum – 1568 hours
 - Milieu Family Services – 143 hours
 - Store volunteers 13048.5 hours

Without these dedicated volunteers the store would not be as successful, their work and inspiration has been wonderful.

Donation numbers:

In August we decided to do a count of how much we receive at our back door:

182 large bags an average of 17 lbs each = $3094 \times 12 = 37128$ lbs. per year

115 grocery size bags an average of 3 lbs per bag = $345 \times 12 = 4140$ lbs per year

39 boxes of dishes $\times 12 = 468$ a year

48 boxes of books $\times 12 = 576$ a year

240 boxes of misc. items $\times 12 = 2880$ per year or 8 boxes a day

Clothing Bin Numbers:

Hall 17 – 5 bins – to the store – an average of 4 times a week and average of 75 bags each trip = 300 bags a week = 1200 bags per month – 14400 per year – an average of 17 lbs. per bag = 244800 lbs that comes to the store that get sorted by our volunteers a year.

Bin Totals – 10 bins not taken to store – 344981 lbs

Bags sent to recycling from store – 90726 lbs

Unsorted from store sent to recycling due to limited space – 31359

Volunteers sorted and hung 122715 lbs of product in 2015 and average of 511 lbs per day that gets sorted, priced and hung up to go out on the sales floor or is put away for an event.

Even with all these great things that have happened at the store we have had some setbacks, the passing of a long-time volunteer, illness of several volunteers, challenges for space and storage and through it all we have continued to support and be there for each other.

Our main purpose is to raise money for Surrey Hospice and the Fire Fighters, to ensure that we give the best customer service, give the support to people in need that ask for help and to give our volunteers the thanks they deserve for the work that they do.

Our hope for 2016:

We look forward to sharing another year of fun, hard work, and success with staff, volunteers and customers.

Our wish is to have a second location so we can have all the bins come to us to sort which will raise more money for our charities which would be beneficial to them. I feel we have reached our potential at this location. We have no more room to increase clothing racks, add more shelving or bring in furniture.

Space is such a big concern for us and with increased donations and items that we keep for our events, which are getting bigger and bigger each year; it would be nice to share all these wonderful donations with another location with new customers who will love us just like our customers do at this location. We would be able to offer more training for volunteers and practicum clients. We could increase our volunteer base and offer more selection to our customers, i.e. furniture, toys, etc.

Looking forward, I see a year of great potential for the store, new beginnings for someone who would like to volunteer and the continued support of our valued volunteers and staff.

Thanks to all who share my days and dreams.

Donna Chubb

Community Thrift Store Manager

Surrey Hospice Society and Surrey Fire Fighters Charitable Society

Treasurer's Report – Bob Duffield

We are pleased to provide the financial statements for the Surrey Hospice Society for the year ended December 31, 2015, we comment as follows:

- Despite a \$16,736 increase in government and gaming grants, total income decreased by -\$10,216 as we did not have a significant fundraising event in 2015. With the appointment of our new Executive Director a gala is planned for this fall.
- With regards to expenses, total expenses increased to \$374,161 from \$352,454 with most of this attributed to higher salaries and wages with the appointment of our new Executive Director in the spring of 2015.
- There was also small increases in occupancy costs due to a rent increase in our former office, and in program expenses due to advertising of our programs - \$633; Physicians mail outreach \$900 and stipend for Hopeful Hearts volunteer leader \$500.00
- As a result of lower income and higher expenses, our loss before Thrift Store partnership income increased to -\$62,911 from -\$30,988
- Management and the Board are actively looking to increase revenue to ensure we maintain a profitable operation going forward, and to allow an increase in programs
- With regards to the Thrift Store partnership income, our portion declined to \$102,492 from \$125,702 primarily due to higher rent expense.

With Thanks,

Bob Duffield

THANK YOU TO OUR WONDERFUL CORPORATE DONORS

All of Oils Wholesome Oils & Vinegars

Amenida Seniors community

Aquasmart Technologies

Arbor memorial

Build Direct

Canadian Western Bank

Carson Custom Brokers Ltd.

Central City Law Corp

Coast Capital Savings & Credit Union

Cushman & Wakefield

Downtown Surrey Business Improvement Association

Enterprise Rent a Car

Executive Air Conditioning & Refrigeration Ltd.

First Memorial Funeral Home

Fraser Heights Funeral

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Medical Pharmacies Group Ltd.

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Royal Canadian Legion – Branch 229

Surrey Firefighters Charitable Society

Surrey Hospice Thrift Store

Telus Corporation

Valley View Funeral Home

Van City

Wylie-Crump Ltd.

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!

