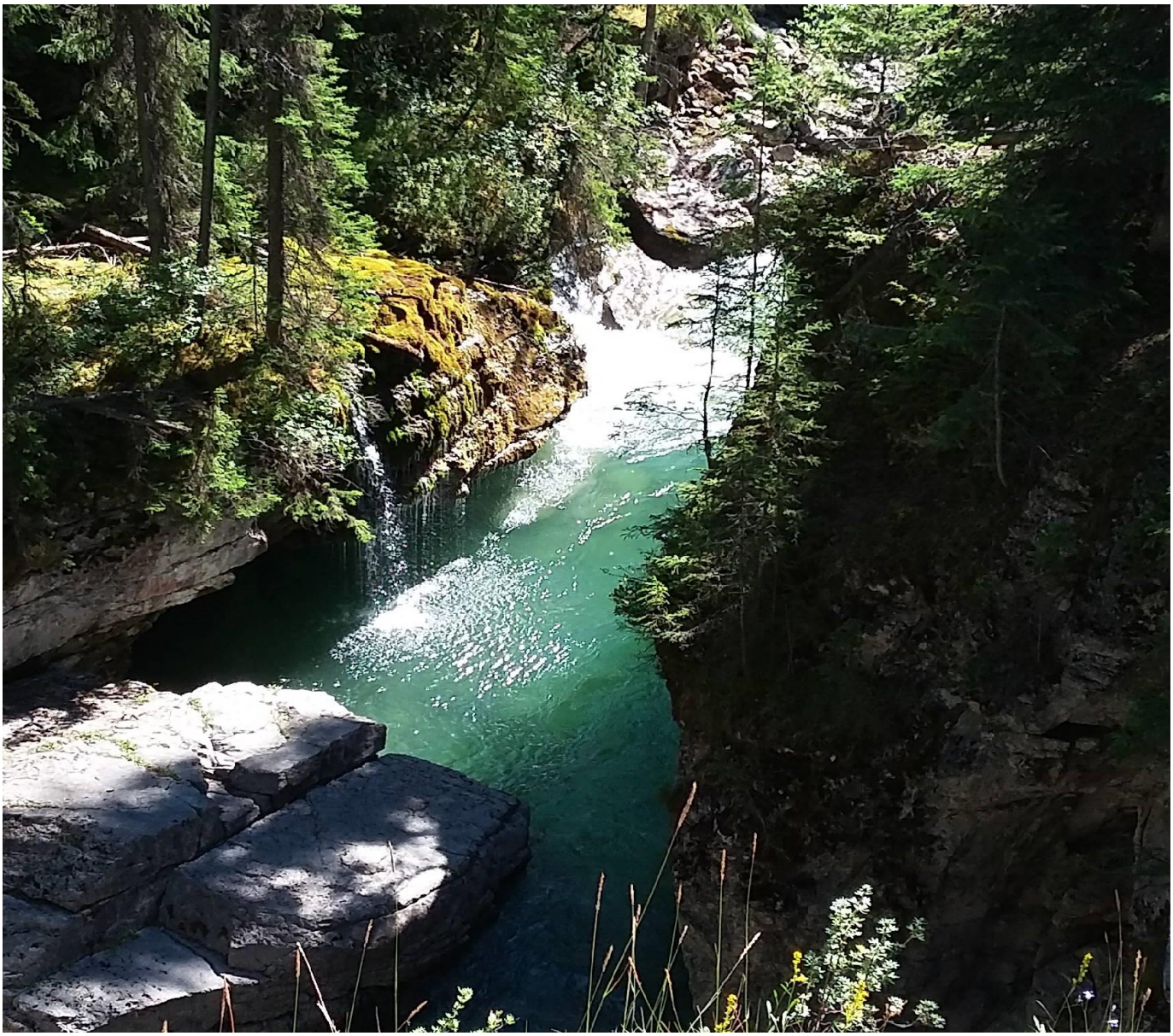
Ridge Meadows Hospice Society

Grief has no timeline

ANNUAL GENERAL MEETING

Wednesday September 6th 2017 at 6pm



Office address: 102-22320 119th Avenue, Maple Ridge BC V2X 2Z3
Telephone: 604-463-7722 | Fax: 604-463-6358 | www.ridgemeadowshospicesociety.com

Registered Charity # 11903 2019 RR0001

Ridge Meadows Hospice Society

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OUR MISSION: **Providing compassion, support, and care to individuals and their loved ones in our community experiencing the end of life journey, grief and bereavement.**

OUR VISION: **As a society, through our efforts, enable dying persons and their families to experience this part of their life story in comfort, dignity and peace.**

Dear Friends,

"Success is the sum of small efforts, repeated day in and day out."
-Robert J. Collier

As principal provider of hospice support in this community, we are all part of the success in delivering our mission. Success is not automatic, it takes work. As a combined team of staff, volunteers, members and community supporters, we have again been able to meet the increasing demand of providing compassionate end of life and grief support services to families, children and individuals in Maple Ridge and Pitt Meadows.

Our sincere thanks goes to each and every one of you for your part in helping us to provide this essential service in our community.

~ Thank you ~

"True compassion means not only feeling another's pain but also being moved to help relieve it."
-Daniel Goleman.

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"Alone we can do so little; together we can do so much."

Helen Keller

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The Ridge Meadows Hospice Society will be holding their 2017

Annual General Meeting

On Wednesday, September 6th 2017 at 6:00pm.

AGM venue will be at the Ridge Meadows Hospice Society Resource Center
22320 119th Ave, Maple Ridge Unit 101

Members in good standing and present at the AGM will be eligible to vote.
New memberships must be paid 30 days prior to the AGM to be eligible to vote.

*Please note, if you have any questions for the board of directors, submission is required in writing to mark@ridgemeadowshospice.org, no later than August 28th, 2017. This will enable the directors to have sufficient time to provide precise and accurate answers.

Please RSVP by Monday, September 4th, 2017. 604-463-7722
or email info@ridgemeadowshospice.org

Thank you for your support.

Sincerely,

Mark Vosper
Executive Director

Issued and posted June 21, 2017

Ridge Meadows Hospice Society

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2017 AGENDA

RIDGE MEADOWS HOSPICE SOCIETY

ANNUAL GENERAL MEETING

Registration from 5:30pm, meeting comes to order at 6pm.

- **CALL TO ORDER & WELCOME**
  - **Approval of Agenda**

- **INTRODUCTIONS from President and Executive Director**
  - **Appologies:**

- **APPROVAL OF PREVIOUS MINUTES – November 3rd 2016.**

- **REPORTS**
  - **Treasurer + Approval of Financial statements**
  - **President**
  - **Executive Director**

  .

- **ELECTION of Directors - Number of positions open for election (2)**

- **Any other business**

- **ADJOURNMENT**

Ridge Meadows Hospice Society

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RIDGE MEADOWS HOSPICE SOCIETY

Annual General Meeting

Held on Thursday, November 3, 2016

The Ridge Meadows Hospice Society Office, Maple Ridge, British Columbia

2016 MINUTES

Present: Mark Vosper (Executive Director), Lindsay Norcross (President), Tammy Oswald, Nolan Logue (Secretary), Jeff Cawker (Treasurer), Allen LaRose (Vice President), Gloria Hamilton,

Apologies: Norma Parker, Nicole MacDonald, Marissa Macdonald

Recorder: Nolan Logue

Voting Members: 19 eligible voting members were in attendance at the 2016 AGM.

Call to Order:

- The meeting was called to order by Lindsay Norcross at 6:34
- Lindsay Norcross introduced board of directors (listed above)
- Mark Vosper introduced the Hospice Society Staff:
    - Lindsey Willis Coordinator of Palliative Support Services.
    - Susanne Lamb Coordinator of Bereavement Support Service.
    - Paige Charron Thrift Store Coordinator.
    - Tracy Hik Administration, Tax & Payroll Assistant.
    - Michelle Trent Communications & Fund Development Coordinator.

Minutes of last year's AGM:

MOTION: Lindsay Norcross motioned that the minutes of April 11, 2016 be adopted as read.

MOTION ACCEPTED by Tammy Oswald, and seconded by Gloria Hamilton

Treasurer's Report

- Report Circulated
- Jeff Cawker prepared the financials
- The society brought in approximately $194,000.
- $32,000 in fundraising
- $104,000 net from Thrift Store
- $90,000 gaming grant
- Rent has increased with the new Resource Center area
- High repair costs at Thrift Store due to leaking roof
- Expenses are on par
- $6700 excess funds
- Balanced budget, the Society's operations are being well managed by E.D. Mark.

MOTION: Lindsay Norcross to accept the Treasurers Report.

MOTION ACCEPTED by Olga Johnson, seconded by Ian McLeod.

Executive Director's Report:

- Congratulations to our Board Member Marissa MacDonald & Peter who were married last weekend.
- In addition to the report circulated to members prior to the AGM, the following are Some of our highlights during the past year:

➢ Our Thrift Store now generates the majority of our single income over other sources. The original intention when the concept of a Thrift Store was being planned, was to grow the store profits to a point where we might not have to rely quite so much on grants and fundraising activities. However, monthly and annual donations remain a crucial element to our funding that we continue to rely on to deliver our free support programs.
With the likelihood of the store site being re-developed at some stage, we have initiated a review of alternative locations and options for maximising sales in a potentially smaller location, or locations locally.
My sincere thanks goes to Paige for her leadership at the Thrift Store, also to Lara and the rest of the combined team of staff and of course our dedicated volunteers there, without whom, we would not have achieved such amazing results and reputable good standing within the downtown business community.

➢ A review of our Event Coordinator position this year resulted in our changing this role to a full time post, with a new title of Communications & Fund Development Coordinator. Increasing communications will provide a solid base for us to improve awareness of our

support programs, our fundraising activities, the Thrift Store, Volunteer involvement and the potential to increase our partnerships, marketing, branding and media presence.
I would like to welcome Michelle, our newest staff member. Michelle started with us just six weeks before Oktoberfest. You did an awesome job preparing and delivering a great night in such a short time, thank you for all of your work on that Michelle. Many thanks also to the extended staff, board and volunteer team who worked with Michelle to make the night such a success.

- We held a strategic planning day at the end of June this year. A huge thank you to our volunteers from all support programs, the thrift store, our board of directors, and our Hospice Society staff who provided the insight to update our mission, vision and our strategic goals.
  Amongst all the valuable input, great ideas and conversations that were gathered on the day, three key goals were identified that will provide the foundation and drive in the continued successful delivery of our Mission. They are:
  - Increase RMHS's Marketing, Branding and Educational presence throughout the communities of Maple Ridge & Pitt Meadows.
  - Establish and expand Community Networking to build Partnerships, Relationships and Sponsorships.
  - Secure, maintain and increase revenue generation needed to sustain and grow our community programs and services.

- As a continuation to our Strategic Planning process, support program volunteers and staff held two further vision planning nights to address specific needs and program delivery to our palliative and bereaved clients. The wealth of knowledgeable Information and great ideas that were gathered during this process, will form the base of future volunteer training programs, enhanced communications, and quality experience for volunteers, staff and clients in the delivery of our mission.

- This year, we managed to address the noticeable increase in demand for support to complex grief clients by implementing a new counselling support program for clients who fall into the specified criteria.

- I would like to extend my sincere thanks to Lindsey Willis and Susanne Lamb for their dedicated compassion and professionalism in leading the palliative and grief support programs. For planning and facilitating the volunteer training, the volunteer's vision day, for their involvement in the recent care life tenth anniversary celebration, and so much more in being part of this team. Special thanks goes to Lindsey for leading the combined Fraser Health and Hospice Society anniversary planning committee. Also congratulations to Lindsey Willis and Marissa MacDonald following their 'Quality

Palliative Care in Long Term Care Facilities' conference presentations at the Simon Fraser University this summer.

- My heartfelt thanks goes to all of our palliative and bereavement support volunteers. The feedback that I receive in the community is very reassuring and confirms to me that your compassionate commitment to serve those in need is indeed providing the emotional assistance and care that will help our clients in their journey. Thank you all so very much.

- In all areas of Hospice Society operations, we are all supported by Tracy, our Administration Assistant. I would like to thank you Tracy for all of your support and work for the team, also for your support to me in my work, and of course for all of your commitment and hard work with me on planning and running the Vistas Run this year, you did an awesome job, Thank you.

- Behind the scenes, I would like to thank the many volunteers who help us with our additional administration, formatting the newsletter, updating our web site, and volunteering at our events, thank you.

- One very exciting initiative that is currently being worked on in a committee of board and staff, is a review of our Membership process and benefits. Full details of the improved member benefits and incentives will be released with the launch of the '**Rally The Doves'** campaign in the new year.

- We are lucky as an organization that we have a Board of Directors who genuinely care about the results of our support work in the community. Your governance and contribution at board meetings, in committees, at our hospice events and community engagements is truly appreciated by myself and all of our staff team, thank you so very much. I wouldn't usually single out a board member, but Gloria Hamilton's tenacity at securing the majority of our Oktoberfest sponsors, is, I think well worthy of praise, thank you Gloria. I would also like to extend my personal thanks to Lindsay Norcoss. Lindsay works hard at all of our events throughout the year and supports me in my role when I need a listening ear or a second opinion. Thank you Lindsay for your commitment.

- I feel very proud of our recent nominations in The News 'A-List Favourite Charitable Organization'. Also for our nomination in the BIA Downtown Maple Ridge Business Awards in the 'Favourite non-profit organization' category. Most of all, I feel so proud hearing about, and talking about all of our plans and successes.

  It takes a team to function, and to deliver our Mission. I am so proud of our team, thank you all, staff, board, volunteers and of course our supporters. Mark.

Ridge Meadows Hospice Society

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President's Report:

- Special thanks to volunteers
- Thanks to Lindsey Willis and Suzanne Lamb for training and securing volunteers
    - Referrals are up
    - Volunteer hours are up
        - Integral for grant and exposure

- Thanks to Paige and Thrift Store Staff and volunteers
    - Everyone happy
    - Revenue reflects success

- Thanks to Tracy
    - For working with Mark on the planning and delivery of Vistas 2016. Also for working with Mark on the preliminary planning for Oktoberfest in addition to her regular duties.

- Welcome to Michelle Trent
    - Thank you for all of your work on Oktoberfest recently
    - Looking forward to the launch of "Rally The Doves" Membership campaign.

Elections:

- All Directors are mid-term; no election necessary

No Questions put forward from AGM notice

Questions from the floor - AGM:

- Q: Deb Hyslop: Has there been any notice given to vacate the Thrift Store site?
  A: Mark Vosper: Last update last summer, manager of current building said 3-5 years, and that we would get ample notice. I have tasked Paige to visit other stores to see how they operate, and see the best way to market a smaller store; one store, or multiple stores?

- Q: Adrienne Dale: Are the extra expenses because of the additional office space? And are the extra expenses at the Thrift Store because of the repairs?
    - Expenses were clarified by Jeff Cawker; Yes, the additional rent is for the new Resource Center space at the office. Yes, additional annual costs at the store for triple net from the leaking roof.

- Q: Ineke Captein: Are we able to set money aside for future rent increases or similar items?
  A: Jeff Cawker/Mark Vosper: We can't stock/set aside too much; the more money set aside, the less gaming grant will be received. However, we can offset store and fundraising income to keep a balanced budget to deliver our free support programs.

- Q: Olga Johnson: Does some of the money donated to the Ridge Meadows Hospital Axillary go to the Hospice Society or McKenney Creek?
  A: Mark Vosper: No, we do not receive any funding from the RMH Auxiliary or Hospital Foundation. There is a 'donated funds' account held by the Hospital Foundation for all McKenney Creek Hospice donations. RM Hospice Society, the Fraser Health Hospice Manager and the Hospital Foundation collectively agree how this fund is spent for additional comfort items in the Hospice Residence.

- Q: If there was a "Foundation", could more money be accumulated?
  A: Allen LaRose: There are a lot of rules for a Foundation.
    - Society grants will change
    - Complex for a separate foundation

  Jeff Cawker added that if the society grows, it can hold more cash, and can own property not impacting the cash.
- Q: Is there such a thing as a Building Fund?
  A: Jeff Cawker: It falls under the 3 year window, funds must be designated for the purpose and used within this time – impacting the grant (1/3 of profit)
- Q: Can the society designate money from the Thrift Store?
  A: Jeff Cawker: Cash will still be in the society. Lindsay Norcross added that the Thrift Store income may eventually impact the gaming grant.
- Q: Is there a property in mind for the Society to purchase? And what would the down payment be?
  A: Gloria Hamilton: There are a lot of factors; property value currently is high, location, zoning may not allow for this use in downtown core.
- Q: Does transfer in kind of securities count as cash on the balance sheet?
  A: Jeff Cawker: Yes

- Q: How many Hospice Society members are there?
  A: Tracy Hik: 33 Lifetime members. There are 30 of 109 members are currently paid up
    - We would like to increase membership
      - Increase engagement
      - Increase funding
- Q: What is the current cost for a lifetime membership?

A: Tracy Hik: It doesn't exist right now. Mark Vosper added that the new membership campaign will be launched soon, and that lifetime memberships will retain their status, all other memberships will be $20 annually.

Ridge Meadows Hospice Society Annual General meeting adjourned at 7:24pm

Signed – President: _____ Date: _____

Signed - Secretary: _____ Date: _____

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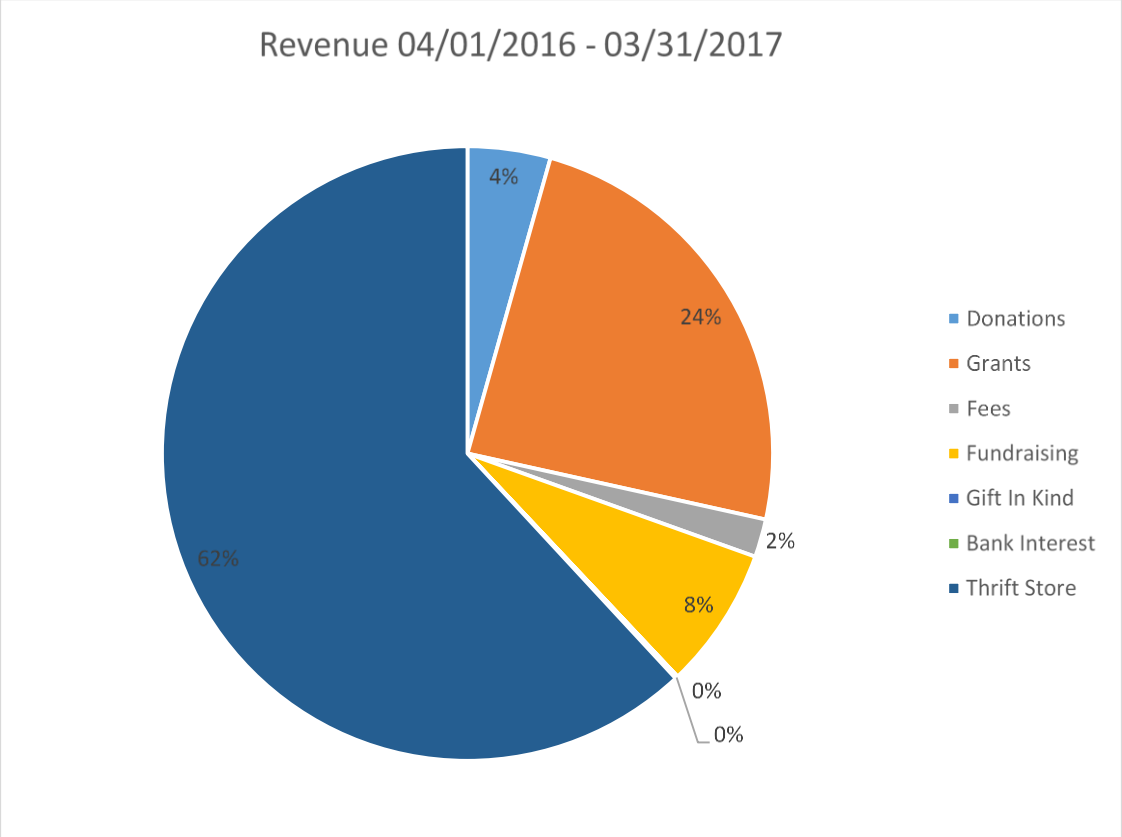

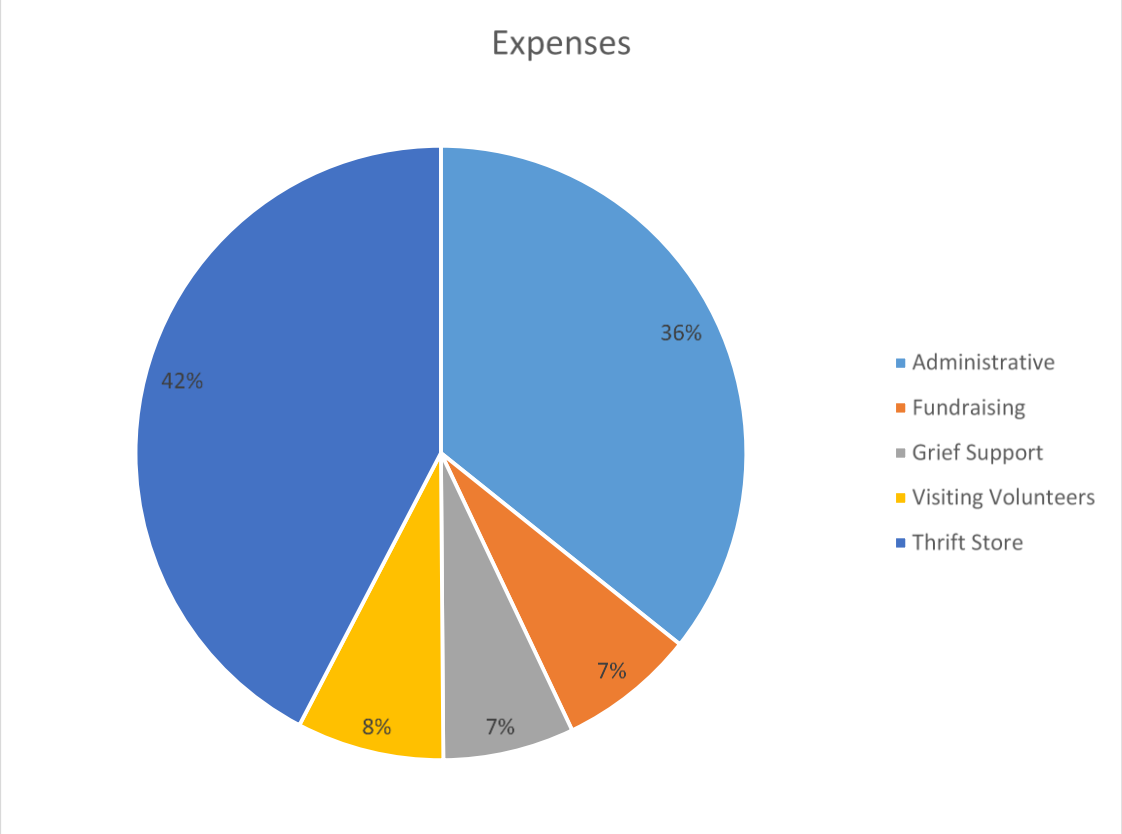

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3 Year History - Visiting Volunteer Programs

Volunteer Services	Apr.1, 2014 Mar.31, 2015	Apr.1,2015 – Mar. 31,2016	Apr. 1, 2016 Mar. 31, 2017
Volunteers assigned or available	75	90	75
Total Referrals	275	300	339
Total Volunteer Hours	6228	7355	7740

There is a formula that Fraser Health Authority uses to determine how many full time staff would be needed to fill the hours that volunteers provide. For our visiting volunteers they would need to hire 3.2 full time staff.

3 Year History - Bereavement Support Programs

Bereavement Support Services	Apr.1, 2014 Mar. 31 ,2015	Apr.1, 2015 Mar. 31,2016	Apr. 1, 2016 Mar. 31, 2017
Volunteers assigned or available	29	31	22
Total Referrals	96	102	116
Total Volunteer Hours	1220.5	1326.5	1400

3 Year History - Thrift Store Volunteer

Thrift Store Volunteers	Apr.1, 2014 Mar.31,2015	Apr. 1, 2015 Mar.31,2016	Apr. 1, 2016 Mar. 31, 2017	
Volunteers assigned or available	62	72	65	
Total Volunteer Hours	6446	7672.8	8968.35	

This year our board of directors volunteered a total of 662 hours. Our “Friends of Hospice” volunteered 237.0 hours. Skilled Labour volunteer hours were 165.0 hours.

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