



Grief has no timeline.

Ridge Meadows Hospice Society

ANNUAL GENERAL MEETING

Tuesday 29th September 2015



President and Executive Director's Message and Report

Dear Friends,

Our mission: To compassionately support and care for patients and their loved ones in dealing with end of life experience, grief and mourning, *would not be possible without generous donors and supporters like you.*

"It's not how much we give but how much love we put into giving"

-Mother Teresa.

Our Programs and Support Volunteers

During this past year, we have reviewed and tailored our operational practices to enhance our programs, volunteer training and fundraising enterprises within the society. We have been able to focus more on the quality of support we provide to our clients and their loved ones, also cater to the diversity of client needs.

The number of trained volunteers we have to facilitate our programs was at a healthy enough number last year that we decided not to hold a second thirty hour training course. Instead, we focused on our existing volunteer's needs by providing alternative training updates and enrichment in other forms. As a follow up to the previous compassion fatigue seminar, an 'Enneagram' presenter was arranged to increase volunteer self-awareness and professional effectiveness within the palliative and bereavement support roles that they are engaged in. In addition, a series of three meditation sessions was made available. Relaxation circle volunteers provided their service to one another as a debrief and re-focus tool of enrichment.

Volunteers and staff engaged in a medical professionals teleconference, the theme; 'The Longest Loss', focused on end of life, dementia and Alzheimer's.

Enabling and valuing our trained volunteers in this way, has ensured our palliative and bereavement support services are being delivered at the highest possible standard of compassion and professionalism to all who access our services within the communities of Pitt Meadows and Maple Ridge. Thank you so much to all of our compassionate program volunteers.

Client and family feedback from our support work at the McKenney Creek Hospice Residence, also following all of our bereavement programs, provides us with testimony that our work directly benefits and positively impacts people's lives. It provides dignity and a calming balance to those living with a life limiting illness. Opportunity for family and friends to experience total care and inclusion for 'their' loved one's final days. Solace and hope following a bereavement and during the grief process.



Our new Resource Center was opened in May 2015 after lots of hard work fixing, painting and furnishing the space from our dedicated staff and volunteers. This new space will allow for all of our program and training needs, to expand the relaxation circle and children's group, open up a dedicated and secluded bereavement support room and to offer a resource area where clients can speak to our staff and browse through our support material.

In addition, we have partnered with photographer, Jim Brompton. Jim has brightened up our walls with his amazing scenery pictures. All of the pictures are for sale through our office and best of all, Jim is donating 30% of each sale to the Hospice Society. In return, you get a unique picture and a tax receipt from us.

Our Fundraising and Thrift Store Operations

We rely heavily on your donations throughout the year to help fund our programs. Our events and fundraising activities help us also, during the year these include our annual Vistas Run & Walk, St Paddy's and other pub nights, our legendary Fashion Shows, meat draws held at the Jolly Coachman and The Haney pubs, calendar and cookbook sales. This year we are also holding an Oktoberfest, already sold out and proving to be a major social event in town. With huge support from our very dedicated and hardworking volunteer board of directors, friends of hospice and staff, we are able to deliver these fun and entertaining fundraising events throughout the year. In addition, our volunteer board of directors, plays a large part in behind the scenes governance and in committees formed to assist the society in its decision making. Thank you all for your commitment and professional input.

Our Thrift Store, wow, what a success story. Updates over this past year have included the introduction of a Vintage section, this is proving to be a very popular section to compliment the boutique section. With a team of very dedicated volunteers and staff, we moved the fitting rooms from the back wall to the front, in view of the tills area. Updated, fixed and painted the rear wall and re-arranged the racking. The store is often a topic of conversation at other events and meetings as every visit there is a pleasant and warming experience. The positive impact and community feel within the store, to the visitors, within the volunteer and staff pool adds greatly to our support and inclusion role within the community. It is very clear that the store's success is down to the hard work, commitment and solidarity of the Volunteers and Staff, we wish to

convey a huge and heartfelt Thank You to you all.

We sincerely thank all of our donors to the store and everyone who shops there. Funds from the recycling and sale of your donated items at our Thrift Store enable us to keep our programs running and allows us to continue our palliative and bereavement support to the communities of Maple Ridge and Pitt Meadows.



Can you imagine how many needs would go unanswered without volunteers? There is no higher calling than when a person gives his or her own knowledge, skills, time or resources to someone in need of help or comfort. This is the fundamental principle of volunteerism.

Looking ahead

Our Vision; to be recognized by the community as a society that, through our efforts, enables dying persons and their families to experience this part of their story in comfort, dignity and peace.

We are achieving this vision. However, to continue to succeed takes continued support and work on our part to educate, promote and advertise our services for people to access.

We are currently working towards accessing schools, PAC and youth support groups to advise them of our free programs. This is just one of the annual challenges we address in our promotion campaigns. First Nations engagement and support is also high on our operational list for this year.

Online promotion and education through our web site and social media sites continues to provide an alternative and popular method of information delivery. This, together with our presentations, will greatly assist us in '*spreading the word*'. With your help also, we can reach and support a much greater number of people of all ages throughout our community.

A special heart-felt ***Thank You*** goes out to our many community sponsors, organizations and individuals that have supported the society throughout this past year and in previous years. Your support has not only come in the form of much needed cash donations and gifts in kind, but also by you adding your respected community name to our mission.

Thank You All so very much.

**3 Year History
Visiting Volunteer Programs**

	Apr.1, 2012	Apr.1,2013 –	Apr. 1, 2014
Volunteer Services	Mar.31, 2013	Mar. 31,2014	Mar. 31, 2015
Volunteers assigned or available	82	82	75
Total Referrals	154	179	275
Total Volunteer Hours	5955	6256	6228

The 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**

	Apr.1, 12 –	Apr.1, 13 –	Apr. 1, 2014
Bereavement Support Services	Mar. 31 ,13	Mar. 31,14	Mar. 31, 2015
Volunteers assigned or available	21	33	29
Total Referrals	93	81	96
Total Volunteer Hours	1123	860	757

**3 Year History
Thrift Store Volunteer**

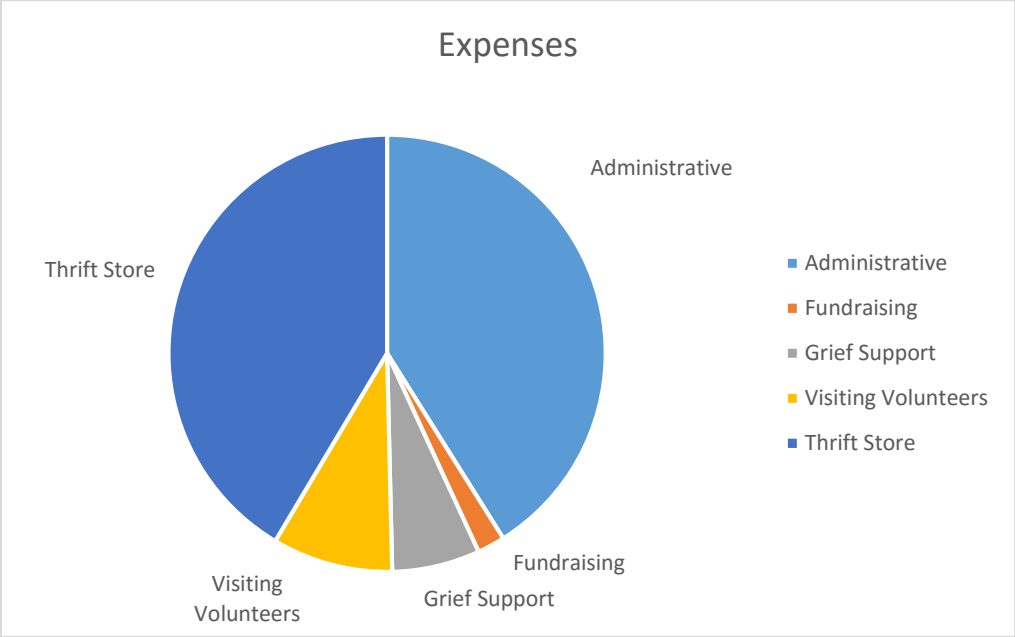
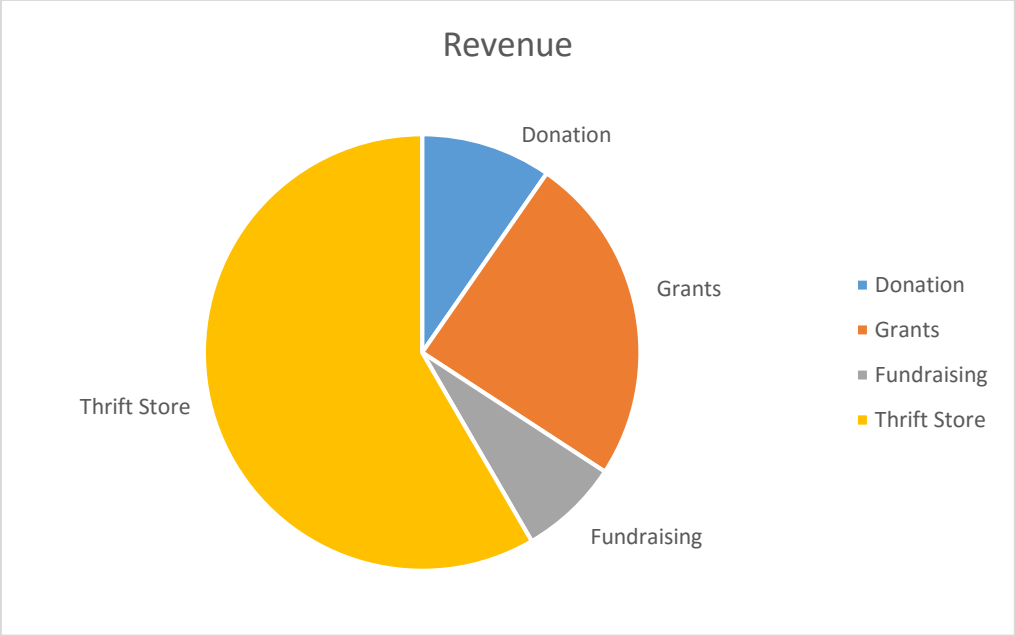
	Apr.1, 12	Apr. 1, 13	Apr. 1, 2014
Thrift Store Volunteers	Mar. 31,13	Mar. 31, 14	Mar. 31, 2015
Volunteers assigned or available	53	62	62
Total Volunteer Hours	7735	7795	6446

The formula that determines how many full time staff would be needed to fill the hours that volunteers provide at our Thrift Store, we would need to hire 3.3 full time staff to fill this gap.

This year our board of directors volunteered a total of 806 hours.

Our "Friends of Hospice" volunteered 100 hours.

Skilled Labour volunteer hours were 120 hours.



Respectfully Submitted,

Mark Vosper, Executive Director.
 Lindsay Norcross, President - Board of Directors.