



ANNUAL REPORT 2021

RIDGE MEADOWS HOSPICE SOCIETY



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

PRESIDENT'S REPORT



Dear Ridge Meadows Hospice Society Members, Staff and volunteers,

Well, here we are, it's 2021! Last year at this time we were looking ahead and feeling like this pandemic would surely be over and everything would be "normal" again. Now here we are, a year later and we are still experiencing the devastating effects of a year like no other. Each one of us felt lost in our own way. We each suffered on our own, at times oblivious to how others were feeling. How do we, as a Hospice Society, help others with these feelings of helplessness and loss? The word that was repeated often over this past year was "Presence" or the act of being Present.

I cannot say enough about our amazing Executive Director, who even through her own struggles this year, showed each one of us what being Present truly meant. Lindsey Willis is an incredible powerful force who led her team by facing this storm head-on. Through the continuous changes mandated to both the office team and the Thrift Store, Lindsey remained steadfast in her leadership, adapting each component of the Hospice Society as it was required.

Lindsey continues to have wonderful support from her team in the office and I would be remiss if I did not give a shout out to each of them. Michelle Spindor, Susanne Lamb and Maureen McKay you are all incredible women. You stepped in and took over when you were most needed, and you truly honoured the Hospice Society and showed that the strength of a team can make any transition seem seamless.

To the staff and volunteers at the Thrift store, thank you so much for your continuous hard work. You have been through more changes this year than any group I can think of, yet you all continue to work together to ensure that The Hospice Society can continue their much-needed work. It excites me so much to hear of your record-breaking days of sales! In closing, I want to thank my fellow board members who completely give their all to this Society we are all invested in. You are all compassionate and caring and it is an honour to work alongside you to ensure that The Hospice Society can continue to provide service to our community.

SINCERELY, WENDY UPTON
PRESIDENT, BOARD OF DIRECTORS

MESSAGE FROM THE EXECUTIVE DIRECTOR



Thrift store volunteer meeting 2020

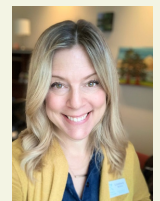
Dear friends and valued supporters,

The cover of our Annual Report features the artwork of April Lacheur. Her art on the windows of McKenney Creek Hospice has become a symbol for the last year which saw endless challenges and the only thing we could rely on was CHANGE and uncertainty. The preparation of this report served to strengthen my belief in the importance of our Mission statement as I witnessed the strength of our team and service delivery through his year of COVID-19. We share this year's Annual Report with you, with great pride and complete confidence that the core values of compassion, and kindness have remained the foundation of our work.

The Fall and Winter of 2020 saw the continuation of virtual events and programs, the highlight being our live-streamed "Time to Remember", our annual memorial/candle lighting for the community. Celebrate a Life too had a virtual component, allowing a broader audience to access a "virtual" Christmas tree and raised close to \$2000. Our fundraising events schedule remained compromised, so we took a leap and created a virtual evening of celebration and fundraising at the **White Dove Dinner** in March 2021. The community rallied around an event with new sponsors like Pitt Meadows Plumbing on board. Together you raised \$37,000 and ensured we would reach our fundraising budget in a time of decreased donations and the inability to hold our VISTAS run yet again for another year. Our community connections and outreach continued, with education days for fellow community groups like Alouette Addictions and presentations with the CWL. We remained steadfast in focusing on service delivery and community support as loss and isolation from COVID was increasing. Individuals stepped up this year; Sandy our volunteer, co-facilitating virtual grief groups; Bob at our store re-vamping our phone and PA system. Kerston, our treasurer and our office administrator Michelle, spent hours advising with emergency grants and government support. I could not complete this report without acknowledging the true heartbreak of so many of you this year, with such limited access to friends and family as they were dying, along with those so isolated in their grief. The calls we took were difficult, the stories were riddled with frustration, fear and deep grief. We commit to being there for you, our community, and facing together this next year as we navigate this changing climate for grief and loss services.

With gratitude,

LINDSEY WILLIS
EXECUTIVE DIRECTOR



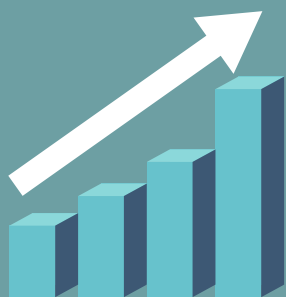


COMMUNITY IMPACT



Maple Ridge saw an all-time high of 35 illicit drug overdose deaths in 2020.

60% of our referrals for grief support and counselling are coming from sudden/traumatic losses such as suicide or overdose deaths.



Referral rates to our grief support program remain steady through the pandemic with an average of **ten new** clients monthly.



COVID-19 impacted almost every single person's experience of grief and loss this last year. The Canadian Grief Alliance has called for Federal funding as part of a national grief strategy

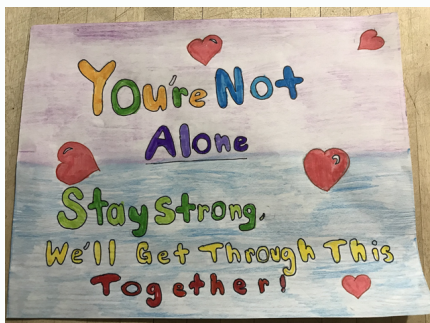


REAL VIRTUAL PROGRAMS

"I could still feel your compassion and will always feel so supported "

-client accessing virtual grief group

This year we saw our in-person service delivery greatly challenged by the pandemic. The majority of our groups and programs continued in a virtual format, thanks to the commitment of staff and volunteers. Our program staff, Maureen and Susanne, remained vigilant, working from home and then back in the office in the summer of 2020. They re-dedicated themselves in new ways, becoming IT specialists and teaching those clients and volunteers who were new to computer use, how to access Zoom. Phone support became a lifeline for many clients, receiving counselling, consults, and resources through phone calls. Our walking group continued thanks to volunteers like Janice, Susan, Read and Roberta. A tremendous effort by all!





HOSPICE SOCIETY THRIFT STORE

Thank you!

The Thrift store remains a shining example of resilience, commitment and adaptation in the face of change. The pandemic has brought many new customers and faces who expressed their gratitude for our store this last year. With an excellent COVID-19 safety plan in place, occupancy limits and shortened hours, our customers felt welcomed and safe and donors kept on coming through changing donation days and procedures. Provincial Health orders came and went and with that Maureen continued to lead our staff and volunteers with commitment and flexibility, in very trying times for all. We have yet to return to our large storewide sales, as health and safety are our primary concern, and we are looking forward to our new normal and continuing to be a truly welcoming hub in our community. Our volunteers are the heroes of this past year; without the **5565 hours** they commit to operations, the good work of our store would not be possible.



COMMUNITY EVENTS AND ENGAGEMENT

This year we were asked to do a lot of social distancing, and again we turned to ways to maintain connection and meaning for those who were grieving. Sincere gratitude to Reverend David Edgerton and team for ensuring **Time to Remember** could continue at St. George's church. The evening live-streamed to hundreds of viewers, and we say THANK YOU.

Celebrate a Life moved for the first time in almost twenty years, from the local malls to our beloved thrift store, and on-line in a virtual format. We did see and upside and "sivler lining" as these two very meaningful memorial events had a further reach and became even more accessible in a virtual format.



In response to changing grief support needs in our community, our 2021 Strategic Planning session included a focus on specialized grief groups that focus on traumatic loss

Resource booth at STORM event in Memorial Peace Park



McKenney Creek Hospice and Community Palliative patients were so fortunate to become a part of the very special initiative, "Bouquets for Baba", a floral delivery service, funded by donors, for isolated/lonely seniors.

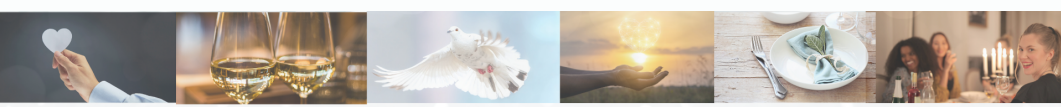
A bright bouquet to brighten Anne's day

FUNDRAISING



Operating a non-profit, organization during a pandemic did not come with a guidebook. The RMHS relies heavily on a tradition of much-loved fundraising events such as the VISTAS RUN, and again this year it had to be postponed. As the world moved to virtual events an incredible team of volunteers, board and staff took a risk, and created the White Dove Dinner, a virtual evening of songs and storytelling.

Sponsors quickly came on board, and many brave and heartfelt clients, supporters, staff and volunteers came together to share their personal stories and experiences. Even in a pandemic the community enveloped the Hospice Society with support and together **raised 37,000** dollars for services that are needed more than ever in our community



YOU ARE INVITED:

CELEBRATING 25 YEARS OF LOVE AND COMPASSION

the White Dove Dinner

A VIRTUAL EVENT WITH LOTS OF REAL HEART

BENEFITING THE RIDGE MEADOWS HOSPICE SOCIETY

MARCH 6TH, 2021 6:30-8:30PM



MC Taryn and film crew

OUR STAFF

Lindsey Willis-Executive Director
Susanne Lamb-Bereavement Services
Maureen McKay-Palliative Services
Michelle Spindor-Office Administrator
Elke Sorensen-Thrift Store
Marianne Schumacher-Thrift Store
Judy Mould-Thrift Store
Angelica DeBoer-Thrift Store
Jonah Peverill-Thrift Store
Leigh Vermette-Thrift Store



BOARD OF DIRECTORS

Wendy Upton-President
Adrienne Dale-Vice-President
Kristian Manion-Secretary
Kerston Daley-Treasurer
Ineke Boekhorst-Director
Leenane Shiels-Director
Lorraine Manyk-Director
Jason Young-Director
Tim Logue-Director



2021 saw volunteers
back at Hospice



"It was an amazing visit – she told me stories that had me laughing so much tears were running down my face. It was a real blessing for both of us I believe. I will be back in on Wed. Thank you again...my cup is overflowing. "

-First volunteer back in Hospice when restrictions lifted

STATEMENT OF OPERATIONS

Year Ended March 31st, 2021

REVENUE

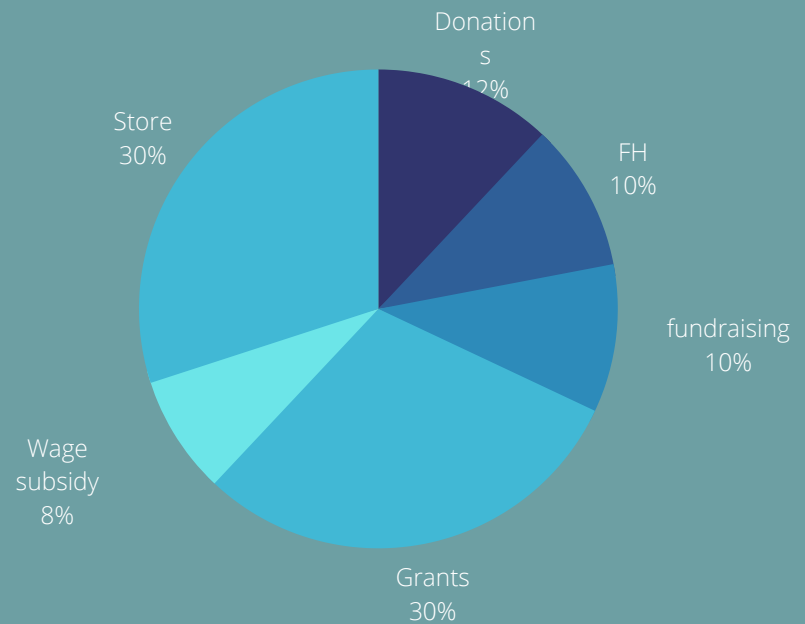
Fraser Health	49,117
Donations	57,126
Grants	129,324
Wage subsidy	35,858
CEBA Grant	10,000
Thrift Store	135,650
Fundraising	41,316
Total Revenue	\$458,391

EXPENSES


Wages and Benefits	190,936
Amortization	1,950
Computer	10,937
Office	5,755
Rent	40,834
Maintenance	1,542
Volunteers	952
Total Expenses	\$252,906

**Excess (deficit)
of revenue
over expenses** \$205,485

REVENUE SOURCES



Thrift store **volunteers still provided 5565 hours** to maintain store operations and revenue for the Society.



"Stress and grief don't have well-defined timelines, so we will continue to see the fallout of this for months, if not, years to come."

Dr. Harvey Chochinov