

ANNUAL REPORT 2022

RIDGE MEADOWS
HOSPICE SOCIETY



Our Mission: Providing compassion, support and care to individuals and their loved ones in our community experiencing death, dying, grief and loss.

PRESIDENT'S REPORT

I wanted to start this report with a quote by Ernest Hemingway that I feel is relevant in our current environment.

“Courage is grace under pressure.”



During my time on the board over the past few years I have seen so much courage within the Hospice Society staff, Board of Directors and all the volunteers. We are navigating a third year in a global pandemic with COVID-19 protocols that continue to change with uncertainty. However, I am left with so much hope witnessing how this broader team has adapted and continues to offer amazing services during this difficult time.

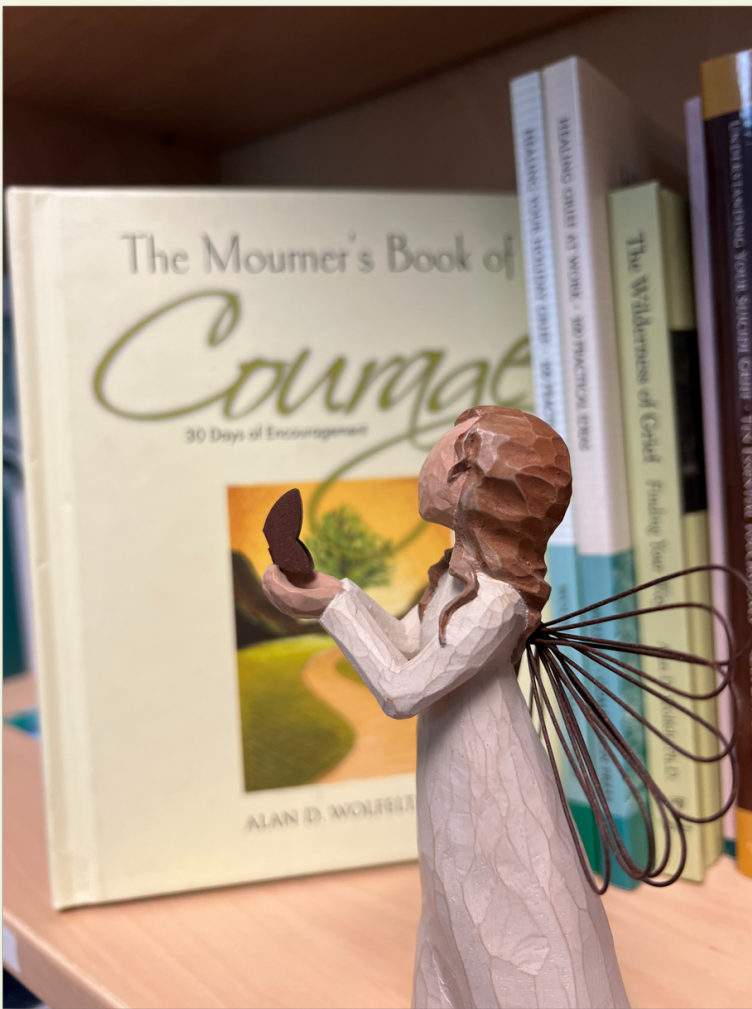
I personally have stepped into this interim Presidents role and must say that it has been my utmost privilege to serve as the Chairman of the Board for these past few months. I would like to start by thanking our board members who have pivoted and dedicate their time and expertise in providing the society with direction and positive change for our future and for our community. Our Executive Director Lindsey Willis, thank you for your leadership and dedication your ability to listen to and support your team, understand and adapt to the ever-changing requirements of health BC and your ability to reach out through your network and learn what others are doing helps drive our strategy and is what makes Ridge Meadows Hospice Society so successful.

The services and support we all provide is invaluable to our community and we could not do this without our thrift store team led by Maureen McKay thank you for your unwavering dedication you truly care and to the staff and volunteers thank you we could not have gotten through this challenging time without each and every one of you. The store has hit some amazing milestones this year with our highest daily revenue and **exceeding budgeted revenue by 25 %**

This past year we took a step back from our traditional fundraising events partly because there was still much uncertainty and more importantly as we had healthy financial reserves due to some government funding during COVID19. In 2021 we re-established our visiting volunteer program at McKenny Creek Hospice and in person Bereavement support services, and I would like to thank Susanne and Maureen along with the volunteers who have returned. There is still much work to be done to recruit and rebuild our volunteer programs.

Our board looked closely at our long-term vision and recently amended our term limits to allow for more stability and consistent rotation of board members and their valuable expertise. I would also like to acknowledge our Directors that will be leaving after this AGM. Wendy, Tim, Kerston and Kristian you will be missed, and we appreciate the support and time you have each provided during your tenure on the board. It has been an absolute privilege serving as the Board President and I hope to see you all October 28th as we welcome back our beloved Oktoberfest.

SINCERELY,
JASON YOUNG
PRESIDENT, BOARD OF DIRECTORS



”For me, returning to volunteering after COVID feels like coming back to a community of people where we all matter to each other; where we can make a difference in each other’s lives through listening and caring.”

~Roberta-Grief group
Volunteer

MESSAGE FROM THE EXECUTIVE DIRECTOR



Dear friends and valued supporters,

I think back to July of 2021 when we gathered in a colleague's backyard to create a Strategic Plan that would offer us a pathway forward. Many factors remained uncertain and out of our control, but as we shared and planned what was so evident was that the heart of the Hospice Society was strong and as present as ever. Clearly a lesson from the last year is that no matter what challenges, barriers, obstacles arose, the one thing COVID and restrictions could not touch was our connection to the mission of the Hospice Society and the connection to each other. The successes of the year, both great and small, were incredibly meaningful.

Our strategic focus shifted away from fundraising events, due to the financial surplus COVID presented in 2020-21. We remained committed to the emotional and mental health of our core teams of volunteers and staff so we could continue to develop and offer supports and programs to a community that was still clearly hurt in many ways by COVID-19.

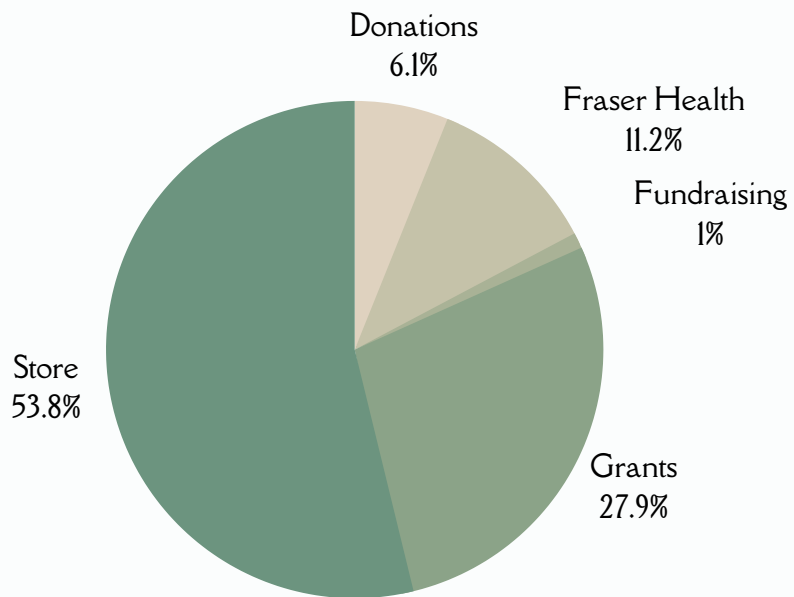
We focused incredible energy on our Thrift Store and developing our team of staff and volunteers as we remained opened fully to the public. We thank our community for their growing support by donating and shopping in the Thrift Store, which **funds 50% of our operating budget**. Even amongst constant change our customers offer kind and grateful feedback for a store that values health and safety and provides an option in this time of such economic challenge for many.

I am impressed daily by the skill, grace and wisdom of the staff of the Society- Susanne, Michelle and Maureen. Thank you ladies for your commitment to the team and volunteers. **And as always, a big thank you to all our volunteers!** Our Volunteer Appreciation event in April was one of our largest and most joyous ever, with happy faces greeting each other again, and smiles seen everywhere. The generosity of our community remains high and you raised over \$4000. at our annual Christmas events Celebrate a Life and Time to Remember, a 50% increase from our prior year. We will continue to be there for you all and serve our community with compassion and empathy.

With gratitude, **LINDSEY WILLIS**
EXECUTIVE DIRECTOR

RIDGE MEADOWS HOSPICE SOCIETY

FUNDING AND REVENUE



TREASURER'S REPORT

The 2022 fiscal year was another interesting year for Hospice financially as, for a second year in a row, there was a surplus of revenue over expenditures. For 2022 this surplus was just over \$60,000. Overall revenue was higher than budget by approximately \$48,000. The Thrift Store continues to be a great success and an important source of income for the Society. Well done to all the staff and volunteers who worked so hard to continue operations, and exceed expectations, through these unexpected times. Turning to the expense side, overall expenses were \$40,000 less than budget. This was due to lower than budgeted wages, along with a reserve set aside that was not needed for repairs and maintenance. Wage expense was lower than anticipated largely because a grant subcontractor was not hired as initially planned.

Lastly, fundraising income was lower than budget. This was expected as Hospice minimized fundraising activities due to COVID. With the easing of restrictions for 2023, the ability to raise income through fundraising has resumed and will provide another source of resources. As Hospice slowly returns to full operations, the level of reserves held has put the Society in a comfortable position for the year ahead.

KERSTON DALEY, CPA
TREASURER





"You turned a helpless situation into a chance to make cherished memories"

-Hospice family member

PALLIATIVE AND END-OF-LIFE

This year was one of assessment and re-building for our palliative programs which include one-to-one support, hospice visiting, and Relaxation Circle.



McKenney Creek Hospice Volunteers

A core group of volunteers have returned to support dying people and their loved ones with courage, compassion and a level of dedication which is unsurpassed. In 2021-22, the visitor policy in long-term care and Hospice seemed to change monthly and volunteers responded with such patience and grace.



Relaxation Circle

Health and Safety for both volunteers and participants remained a top priority and Relaxation Circle group numbers were kept smaller to maintain distancing and comfort levels.

We offered four groups with **26 participants** and **136 volunteer hours.**





”I know I will be okay,
but it sure helps right now being able to
talk to someone”

-Grieving spouse

GRIEF AND LOSS

Grief Groups in Long-term care

Our on-site grief groups for seniors living in long-term care and assisted living have had a truly successful inaugural year. We have established groups at **three local care homes** and offer monthly groups for residents. Thank you to the volunteers who have committed to this program to support seniors who were grieving in isolation and could not access our office for programs.



Traumatic and Sudden Loss

Our referrals in this area have grown by **15% in the last year. 44 people** came to the Hospice Society for grief support for a suicide, homicide, or drug-use death. Our first Traumatic and Sudden loss grief group was offered in January of 2021.

Refresher Training for Grief Volunteers

It was very encouraging to have **twelve volunteers** return to service in this area. The need for this specialized grief support continues to grow and this will remain an area of focus for raining and our volunteers in the coming year. In October 2022 we are hosting our first intake and volunteer training since 2019





HOSPICE SOCIETY THRIFT STORE

2021-2022 brought the true gift of reassurance and confidence that the unwavering commitment to health and safety for our staff, volunteers and customers had made a truly positive impact. All areas of store metrics, from our growing customer base, to volunteer hours, to monthly sales have seen an increase. **All time revenue highs were set for the store** with the team seeing both their highest daily sales recorded and highest month of revenue ever. We offered our first store -wide sale and the community responded, again with the highest sale day to date! We thank our community to adapting to our modified donation days and hours as this ensures a safe and manageable system of processing your fabulous and much-needed donations. **We cannot express our gratitude enough to this amazing team and their leadership from Maureen. Our volunteers have returned, to a level we could not have anticipated. New volunteers have joined the team and we welcome them aboard.**

This year we continued our focus on the health and safety for our store team through a number of new initiatives. We installed security cameras at the store to record illegal dumping and vandalism and this has significantly deterred this on-going problem. We hired an external violence in the workplace company to offer our staff strategies and procedures to deal with challenging customers. This year too, it was also so encouraging to re-engage with community partners like the Downtown Maple Ridge BIA for the Car Boot sale this summer. Thank you again to our customer and donors for helping us to provide our community with our no-cost programs and supports



COMMUNITY ENGAGEMENT



Time to Remember at St. George's church in December 2021 returned in-person and was attended by over 100 community members. Thank you to all who volunteered to make this return to in-person possible! This memorial evening recognizes the complexity of grief during the holiday season and is an important avenue for healing for many who attend.

Celebrate a Life was successfully offered at both the Thrift Store and in Valley Fair Mall. Our hummingbird campaign was a hit once again and contributed to successful Christmas fundraising.



Community outreach and education remained a priority. Thanks to volunteer Jane for working at the **Senior's Resource Fair**.

Lindsey presented at the **Caregiver's Cafe** at Golden Ears United Church in July 2022. We refer many of our clients who are caregivers of someone living with illness or dementia to this valuable community group.

We were glad to support Meadow Ridge Rotary and the **Senior's Network** in the Christmas gift-bag campaign for isolated Seniors in our community!





VISION:
 Our Hospice Society is an integral part of the community known for providing supportive, accessible grief and loss programs for people of all ages



BOARD OF DIRECTORS

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



STAFF

- Lindsey Willis-Executive Director
- Susanne Lamb-Bereavement Services
- Maureen McKay-Palliative Services
- Michelle Spindor-Office Administrator

- THRIFT STORE**
- Kelley Thomas-Manager
 - Marianne Schumacher
 - Judy Mould
 - Angelica DeBoer
 - Maya Blight
 - Tori Schofield
 - Leigh Vermette
 - Karen Knowler
 - Hayley Willis





“It has been almost 6 months since my dad passed. I am beyond grateful for the services and community of the Ridge Meadows Hospice Society.

I am grateful for the community of people and friends I have made sharing their grief journey and stories of loss. I am blown away by the resources, information, and insight the volunteers and staff provide.

I feel like I have learned so much about my present experience and how I can move forward.

The community and support offered truly feels like coming home. I am incredibly grateful for these resources amongst such a hard season.”

-Group participant