

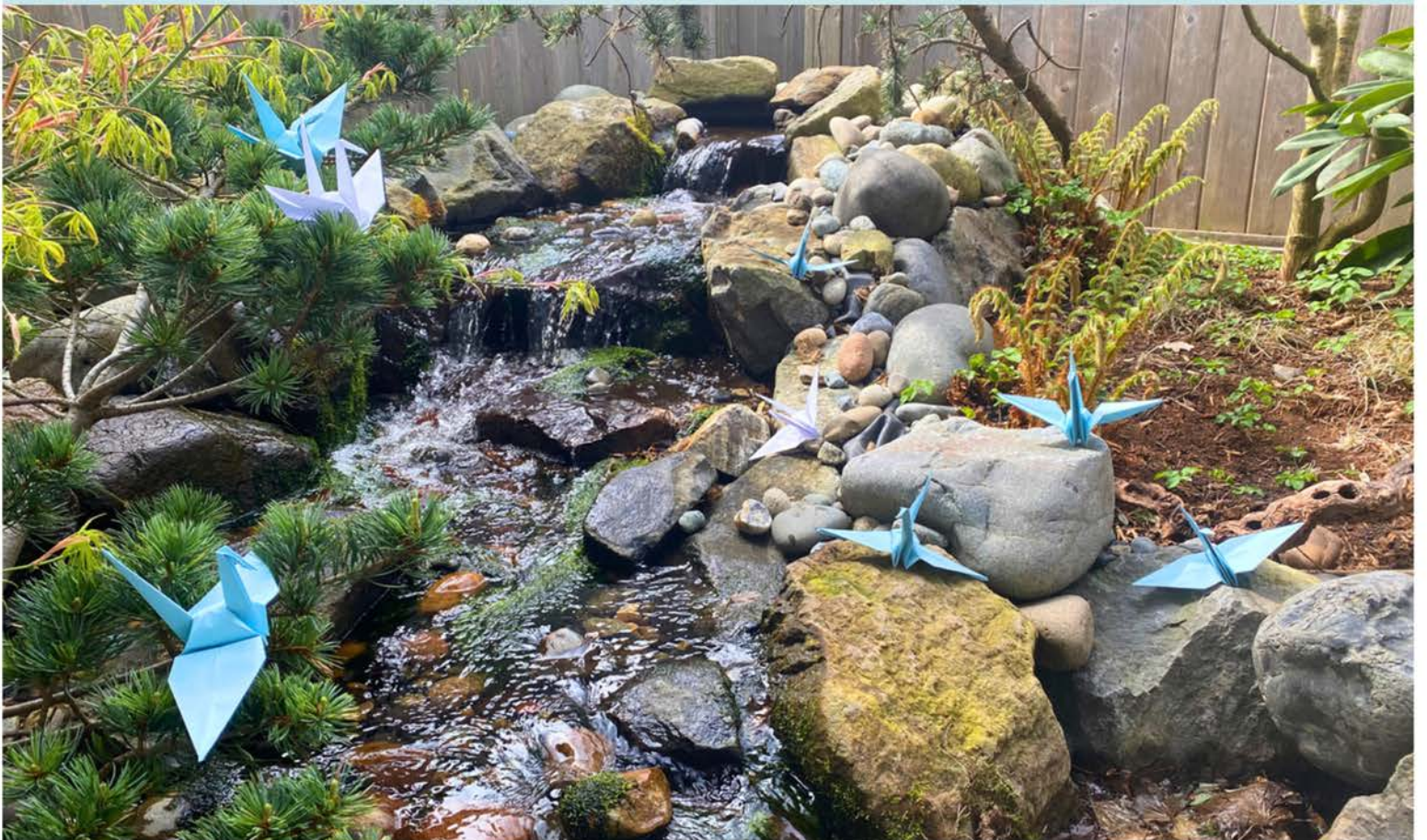
Peace Arch Hospice Society

ANNUAL REPORT

2023/24



15435 - 16A Avenue | South Surrey, BC V4A 1T2 | 604-531-7484 | peacearchhospice.org





Our Mission

Peace Arch Hospice Society is dedicated to supporting everyone facing grief, and the end-of-life journey, or experiencing the loss of a person.

Our Vision

A caring community supporting people through grief and end-of-life.

Our Values

- Compassion
- Teamwork
- Community Service, Service to Others
- Belonging



Peace Arch Hospice Society is a caring and compassionate organization that supports people at the end of their life and supports all of those in our community experiencing grief.

Peace Arch Hospice Society is committed to ensuring our programs and services are accessible to all and inclusive of diverse backgrounds, beliefs, and experiences.

We will, with humility, continue to learn from our community and evolve our services to meet its needs.

PEACE ARCH HOSPICE SOCIETY BOARD OF DIRECTORS



Kathy McIntyre
President



Tammy Ritchie
Vice President



Brenda Harrison
Treasurer



Diana Carlisle
Secretary



Brant Darling
Director



Steve Doherty
Director



Manjit Johal
Director



Tracy Logan
Director



Alison Orth
Director



Caroline Povey
Director



Bonita Thompson
Director

PRESIDENT'S REPORT

I have to begin this brief report by saying it has been a distinct privilege to serve as President of the Board of Directors for Peace Arch Hospice Society for the past two years. With a very strong, professional, and effective Executive Director and a talented, committed Board of Directors, my work has been easy.

This has been a very financially stable two-year term with ongoing fundraising and the very generous support from our community. The Society is in a favourable position and well prepared to meet the challenges of the next few years. Our Thrift Store continues to thrive and to financially support the operations of the Society.

The Society continues to build capacity to meet the growing needs of our community. We will continue to strive to provide support for all members of the community of White Rock/South Surrey inclusive of both multigenerational and multiethnicity populations. Our 'Equity, Diversity and Inclusion' work is teaching us to listen, to engage, and to respond to all the needs of our community.

As I complete my last term as President and my commitment to the Board, I want to acknowledge the capable and caring hands I leave the organization in. Steve Doherty as nominated incoming President brings a wealth of Board experience and a passion for the work of this Society.

Bonita Thompson, as our nominated Vice President has contributed significantly since joining the Board and Brenda Harrison as our Treasurer will continue to provide financial guidance and always thoughtful and caring advice to the Board. Alison Orth, as our nominated Secretary, will continue to provide her steady and knowledgeable leadership to the Human Resources committee and Tracy Logan will continue to lead the Governance committee and Caroline Povey and Brant Darling will contribute to committees of the Board. We welcome our new members and board nominees, Jasvinder Dhesi who will join the HR committee, and Gary Mullins who will join the Strategic Planning group. Both Jasvinder and Gary bring tremendous experience to our Board. Your Board of Directors is in very capable and caring hands.

In closing, I thank the Peace Arch Hospice Society for allowing me to serve as a volunteer for all these years. I'm not easy to get rid of and will sit on the Governance committee in the role of past president which we do for continuity.

My sincere best wishes to all of you who continue to serve the Society as a volunteer or staff member. I know we will contribute significantly to making this a caring, compassionate and resilient community.

Kathy McIntyre
President, Peace Arch Hospice Society

EXECUTIVE DIRECTOR'S REPORT



It's hard to believe another year has passed by so quickly and that I am coming up on four years with the Society. It continues to be my privilege to be the Executive Director at Peace Arch Hospice Society and to be a part of, not only the Society, but the community of South Surrey and White Rock.

Over the past fiscal year, the Society has continued to work on our strategic priorities, including our commitment to equity, diversity, and inclusion. We have held a number of educational events for our staff and volunteers to aid in our understanding of various topics, all aimed at increasing our capacity to serve our community. Our commitment, and this work, will continue over the coming years as we work with, and learn from, our community.

We have experienced the growth of our staff team at both the Thrift Store and Supportive Care Centre in response to the demand for our services, success of the Thrift Store, partnerships in the community, and to support our strategic priorities. Our staff has continued to support the community, working with local schools, seniors' facilities and many community organizations. I am beyond proud of the talented staff team we have and endlessly grateful for the opportunity to work alongside them. We have also strengthened our partnerships within the Federation of Fraser Region Hospice Societies, BC Hospice Palliative Care Association, BC Centre for Palliative Care, Fraser Health and many others.

Our Thrift Store continues to thrive thanks to our loyal customers, donors, staff and volunteers. The Society is committed to completing improvements in the store to increase comfort and efficiency. We are proud to say that this past year our store won Best Thrift Store in the Peace Arch News Reader's Choice Awards. The success of our Thrift Store contributes greatly to our ability to offer our programs and services free of charge, providing 55% of our operating revenue in the last fiscal year.

I am grateful to our Board of Directors for the time and talents they give to the Society. Thank you to the outgoing board members for their support and encouragement of me, and their commitment and contribution to the Society. Kathy McIntyre, Tammy Ritchie, Diana Carlisle, and Manjit Johal have been integral contributors to our Society over the years. Other organizations should be so fortunate to have a dedicated Board of Directors who care so deeply for the staff, volunteers and community members.

A heartfelt thank you to our over 300 volunteers and our donors and supporters who make the work we do possible. I continue to be inspired and awed by your commitment and compassion. You are all part of what makes our community amazing and you remind us of the importance of supporting those in our community when they are experiencing some of the most difficult time in their lives. I'll end with one of my favourite quotes by S. Kelley Harrell, "We don't heal in isolation, but in community". I'm truly grateful for our community of South Surrey/White Rock.

Thank you,

Amanda McNally
Executive Director

SUPPORTIVE CARE CENTRE STAFF:

Amanda McNally, Executive Director
Emiko Angus, Fund Development Officer
Trevor Josephson, Manager of Clinical Services, RCC
Kristy MacKinnon, Coordinator of Volunteers
Eliezer Moreno, Clinical Counsellor
Sophia Murray, Clinical Counsellor
Danielle Perina, Marketing & Communications Coordinator
Theresa Robson, Administrative Assistant
Laura Salimian, Board & Executive Assistant
Jan Stadnyk, Director of Administration
William Xie, Finance Administrator

THRIFT STORE STAFF:

Tracey McCormack, Interim Store Manager
Astrid Obersat, Assistant Manager
Lindsay Barck, Thrift Store Supervisor
Joan Hunter, Thrift Store Supervisor
Carla Magnus, Thrift Store Supervisor
Cindy Rhodes, Thrift Store Supervisor

Staff





“

Thank you for the help you provided – for there are two patients on these occasions, one in the bed and one in the chair by the bed. Your help is one of the things helping me through this difficult time.

~ Grief /Palliative Support Client



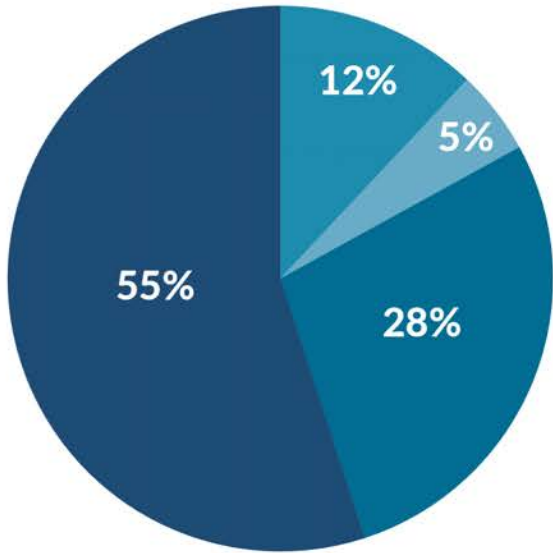
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“This was an excellent experience. The volunteers were super organized and were the most wonderful, empathetic and compassionate people you could meet.”

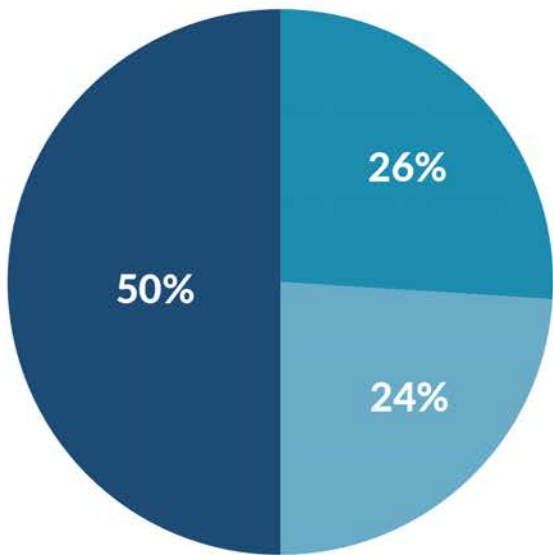
~ Grief Support Client

FINANCIAL SUMMARY



Operating Revenue Stats

- Thrift Store 55%
- Donations & Other 28%
- Fundraising 12%
- Grants 5%



Operating Expenses Stats

- Programs 50%
- Office Operations 26%
- Admin Personnel 24%



Pink Shirt Day (Anti-Bullying Day)



Community Memorial Service



First Day of Summer (Bath Time!)



STRATEGIC PLANNING 2023-2026



Strategic Priority #1: Everyone Feels Welcome

We are committed to ensure everyone in our community feels welcome:

- Initiate and manage thrift store improvement project
- Fully implement the Equity, Diversity and Inclusion program across the organization



Strategic Priority #2: Community Driven Services

We are engaged with our community to ensure all needs are being met in our community:

- Undertake a comprehensive needs assessment
- Create and implement an impact measurement framework
- Develop a complete stakeholder/partner engagement strategy



Strategic Priority #3: Resilient and Adaptable Organization

We are looking ahead to ensure we are steady and growing for our community.

- Initiate and manage the thrift store renovation project
- Develop a 10-year facilities, equipment and asset management strategy
- Initiate a long-term funding and fundraising strategy
- Create a 5-year marketing, branding and awareness strategy



“The best thrift store around. Good quality items and clothing, good, fair and appropriate pricing. And all the volunteers are friendly, talkative and beautiful souls.”

~ PAHS Thrift Store Customer | Google Review



Our Thrift Store provides a significant and essential portion of our operating revenue, a testament of the dedication by our amazing volunteers, staff and community at large.

Peace Arch Hospice Society

Volunteers are the Heart of Hospice

CLIENT & AUXILIARY VOLUNTEERS

148 Client and Auxiliary Volunteers contributed 8,548 hours to our Programs and Services.



THRIFT STORE VOLUNTEERS

150 Thrift Store Volunteers contributed 21,412 hours in supporting our Programs and Services.



MELVILLE HOSPICE HOME

Our Volunteers contributed 1,904 hours at Melville including one-to-one visiting, tea service, pet visiting, and vigils. Within their visits to the patients, family and friends, they had 9,101 points of caring contact.



GRIEF SUPPORT GROUPS

Our Volunteers contributed 2,227.5 hours facilitating our various Grief Support Groups including our Walking Group, Children's Grief Support Camp, Adult Grief Group, Mindfulness Meditation, Men's Grief Group, Chair Yoga, Cooking Together and more.



EVENTS

Our Volunteers contributed 783 hours to our Hike for Hospice, Fall Dance, and Celebrate a Life.



RECEPTION

Our Volunteer Receptionists spent 1107 hours greeting clients, answering calls, and other administrative duties.



Tea Service Volunteers



Jane & Maya | Pet Visitation at Melville Hospice Home



Longtime volunteer, Jean Walker poses with her 30+ Year Service Award



Castle Fun Park Field Trip
Friends Helping Friends | Children's Grief Support Camps



Yoga Group Session at our Supportive Care Centre



Clients enjoying 'Cooking Together' Grief Support Group

Peace Arch Hospice Society 2023-2024 FISCAL YEAR STATISTICS

COUNSELLING

Our Registered Clinical Counsellors saw 371 clients for a total of 1,225 sessions.



CHILDREN'S GRIEF SUPPORT CAMP

31 Children attended our three (2-day) Children's Grief Support Camps.

GRIEF SUPPORT GROUPS

In total, our various grief support groups had 1,302 attendees.



COMMUNITY OUTREACH

Our organization touched the lives of 581 individuals in our community through educational support, 229 individuals through community grief support, and 1,529 individuals through awareness events and speaking opportunities.

RECEPTION

Our volunteer receptionists answered 5,670 telephone calls at our Supportive Care Centre.



IMPACTING OUR COMMUNITY

One Youth's Story of Loss and How She Found Healing by Helping Others

By Trevor Josephson, Manager of Clinical Services

Elyse was doing what any eleven-year-old would be doing at home on a rainy December afternoon when she received an urgent call from her mother telling her that her uncle was on his way to pick her up and take her to her aunt's place. She sensed a veiled edginess in her mother's tone of voice. Once they were in the car, her intuition was further alerted by what her uncle was trying to say, or not to say. He was obviously trying to prepare her for something. When she entered her aunt's house, her heart started pounding when she saw her mother sobbing. Something very terrible had happened.

She never could've guessed what it was, nor could she ever have prepared herself for the dreadful news: "Your father has died." The words fell on her like a heavy stone. "It was an accident ..." she heard them say "... a car ..." She was enveloped by waves of shock and the immediate realization that her world had suddenly, entirely and irrevocably changed. Despite the tears now streaming down her face, it all felt so unreal.

She was in a daze as they drove to her grandparents where all the family were gathering to console one another. Not wanting it to be real, she tried to block it out and while doing so, it seemed as though she could feel his presence. The days that followed were filled with intense, emotional pain.

"I just wanted to feel normal again," reflects Elyse, now sixteen years old. "I found myself being pulled in two different directions. Feeling numb, seeing my mom in pain, seeing photos, hearing voice recordings ... it all made me cry."

After some time had passed, she noticed the shock and numbness wearing off. Her cousin came to visit and together they shared their grief. "What helped me was doing normal things again from my 'old life' because it felt like my life had changed forever and I didn't like that feeling."

Something else that helped Elyse was attending the Peace Arch Hospice Society's Friends Helping Friends, Camp for Grieving Children. "When I heard about it, I didn't want to go" she comments. "I didn't want to face what had happened. I felt like I had already gone through so much already and I really didn't think the camp would be helpful."

Her mother encouraged her to attend and it turned out to be very beneficial for her. "Being with other children who were also grieving really helped me," Elyse recalls. "My friends didn't know what to do or say and it felt awkward being around them. But I felt like the children at the camp understood."

Elyse remembers the first day of camp being more fun than she expected. She and the other children enjoyed playing games, going on a treasure hunt, making art and Zumba dancing. She remembers seeing many emotions being expressed during the camp, especially during the sharing circles when the participants talked about the special people in their lives who died. Her heart ached hearing their stories as she so easily empathized with them.

"I didn't think it was going to be fun, but it actually was. In a weird way it felt comforting knowing that others were experiencing the same thing as me. I wasn't alone. "The camp was flexible," she remembers. "No one had to do anything that they didn't want to do and the facilitators were super nice."





Elyse is second from right.

In the months that followed, Elyse found it challenging to enjoy activities that she used to share with her father. Almost everything seemed harder to do. She now had more responsibilities at home and simple tasks seemed to take so much energy.

“I had to learn to communicate better with my family,” she shares. “Reaching out for support when I needed it has helped. My friends have been very kind and helpful.”

Five years after her loss, Elyse heard about the Good Grief education program for teens at the Peace Arch Hospice Society. “Hey,” she thought. “I remember that place.” She had reached a point in her grieving where she now wanted to help others and this program offered the opportunity to provide her with the training to do so. While some of the content of the program was at times emotionally challenging for her, she drew from her personal experience and offered authentic responses to the questions being asked of the class.

When the facilitator asked if any of the adolescent participants would be interested in volunteering at the next children’s grief support camp, she was the first to raise her hand.

“I knew it was something I just had to do.”

Since then, Elyse has volunteered at four camps, helping children in a very special way that only someone who has experienced the loss of a loved one at a young age can understand.

What is it like for her, being a volunteer at the camps? “I love it!” she answers assuredly. “I know how hard it can be for children when they first arrive. I remember being one of those kids. So I think having someone like me there can help them.

They open up to me and they definitely change in a way that I think is helpful for them.”

Elyse has found that volunteering her time and talent in her community has also helped her in her healing. “I want to use my time in a productive way and it feels good doing something that benefits others. It gives me confidence to test and explore.”

Elyse’s story is incredibly inspiring. As a child, she found the care and support that she needed at the Peace Arch Hospice Society. Now as she enters young adulthood, she is sharing her deep understanding and compassion with children who have also experienced what no child should ever have to endure, and she does so with sincerity and a generosity of spirit that is an example to everyone.



THANK-YOU

The professional palliative and grief support programs and services we provide to our community are possible thanks to the continued and generous support we receive from our donors.

April 1st, 2023—March 31st 2024

A special thank you to our LEGACY CIRCLE:

Nigel Argent	Marilyn Desmarais
Scott Baldwin	Robert Flowers
Dorothy Blandford	Gordon Hogg
Doreen Bruce	Sandra Knights
Barbara Carmichael	Tammy Ritchie
Jackie Crux	Jean Walker

Our Legacy Circle is a group of special supporters who have included Peace Arch Hospice Society in their will. To notify us about a gift in your will to our organization, or if you have any questions about our Legacy Circle, please contact;

Amanda McNally 604-531-7484 ext. 106 or visit [peacearchhospice.org/legacy-circle](https://www.peacearchhospice.org/legacy-circle)

A special thank you to our MONTHLY DONORS

For more information about Hearts for Hospice visit <https://www.peacearchhospice.org/ways-to-donate/>

Terri Baker	Jackie Crux	Dierdre Lane	Marge Ramos
Leslie & Sheelagh Bennett	Jean Dutton	Fausta Magee	Erica Ritchie
Dorothy Blandford	Lorne Ebenal	Gereth McCaskill	Tammy Ritchie
Elizabeth Brear	Stanley Fryer	Kathy McIntyre	Randall Shaw
Doreen Bruce	Brenda Harrison	Susan McLellan	Bonita Thompson
Kelly Butler	Eleanor Holton	Amanda McNally	Stephanie Traylor
Diana Carlisle	Teresa Hotell	Marjorie Mooney	Karel Vanturennot
Barbara Carmichael	Brian & Karen Hoven	Laura Moore-Dempsey	Tamara Veitch
David Chesney	Joan Hunter	Joyce Poley	
	Paulette & Robert Keith	Joanne Post	

ANGELS are messengers and ambassadors of the important work we do—\$2500 and up

Amica White Rock	Mike Hacquard	Schill Insurance Brokers Ltd.	David Webb
The Angel Cross Foundation	Andrew Janzen	ScotiaMcLeod Charitable Foundation	Werner & Helga Hoing Foundation
The Block Charitable Foundation	Marlane Jones	Estate of Jollean Shallard	West Coast Gardens
Sandee Butterley	Estate of Glen Kyle	Tracey Valente	White Rock/Surrey ULock Mini Storage
Butterley Family Foundation	Ross Leeder	Victory Memorial Park Funeral Centre	
Chartwell Crescent Gardens Retirement Community	Estate of John Page	Richard von Hehn	
	Tammy Ritchie		
	Rotary Club of White Rock—Peace Arch		

DOVES are symbolic carriers of peace, hope, and compassion—\$1,000 to \$2499

Scott Angus	Elaine Godwin	Louise McKnight	Erica Ritchie
BC United (875 Surrey White Rock)	Fran Havinga	Caitlin Morrison	Deborah Rumley
Karen Beaman	Homelife Benchmark Realty Corp.	Mark Moser	Bonita Schoenberger
Elizabeth Brear	Teresa Hotell	Brian Murtsell	Bonita Thompson
Diana Carlisle	Hugh & McKinnon Realty Ltd.	Sylvia Palmer	Florence Wall
Michael Deck	Sandra Knights	Peace Arch Stamp Club	Eunice Williams
Elkay Developments Ltd.	June Koster	Eva Penner	Wolfe's Langley Mazda
Janice Gerow	Paul Lowe	Lora Penner	
Go Auto Corporate	Catherine Maffin	RE/MAX Colonial Pacific Realty	

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April 1st, 2023—March 31st 2024

WINGS allow us to fly and reach beyond our expectations—\$500 to \$999

Norman Attridge	Equitable Bank	Marianela Martinez	Denise Pritchard
Baymar Construction Ltd.	Joan Friar	Jill Martyniuk	Mary Pushie
Jane Bellringer	Beryl Gibbings	Kathy McIntyre	Diane Quan
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Doreen Bruce	Marianne Hacquard	Susan McLellan	Barbara Richards
Barbara Carmichael	Brenda Harrison	Hugh McMillan	Gudrun Rohatgi
David Chesney	Melinda Hart	Chris McNally	Randall Shaw
Davie Clark & Krew Hair Company	Scott Harvie	Amanda McNally	Carol Sicoli
Kanwar Dhamrait	Eleanor Holton	Byrne McNamara	South Rock Resale
DMCL Chartered Professional Accountants	Joan Hunter	Marjorie Mooney	Blake Stewart
Bruce Docking	I-XL Building Products	Mount Olive Lutheran Church	Tyson Angus PREC: Homelife Benchmark Realty
Dog Wood Awards & Engraving	Susan Jivung	Astrid Neumann	University of Lethbridge
Steve Doherty	David Judt	Jackie Olive	Delle Vaughan
Dr. S N Mohamed Inc.	Kristina Knowles	Jill Phillips	Anthony Wagemakers
Lorne Ebenal	Mary Lou Kozesky-Rust	Joyce Poley	Jill Wilchek
	Bill Lawrence	Rick Post	Melinda Worfolk
	Margaret Lewarne		
	Shipra Mangla		

HEARTS are symbols of caring, healing and love—\$250 to \$499

Anglican Church Women of St. Marks	Olga Duncan	Paulette & Robert Keith	Anna Paton
Teresa Ankenman	Marcy Ekholm	Ritu Khanna	Pattison Sign Group
Barry Baniulis	Robert Flowers	Robert Kish	Lucinda Pellant
Amy Bateman	Yvonne Fraser	Manfred Koehler	Marlene Penner
Leslie & Sheelagh Bennett	Stanely Fryer	Christine Laborde	Barbara Pinkiewicz
Dorothy Blandford	Louise Gagnon	Dierdre Lane	Joanne Post
Margaret Boucher	Eric Giesbrecht	Teri Lee	Margaret Ramos
Georgia Briggs	Tom Greene	Andre Lesperance	Susan Rathborne
Marilyn Bryson	MLA Trevor Halford	Florence Ling	Dorothee Schenk
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Clifford Duke	Brian & Karen Hoven	Kathleen Moore	
	Nancy Jensen	Laura Moore-Dempsey	
	Ramona Kaptyn	Grace Morin	
		Patricia Parsons	

HANDS help make light work of heavy burdens—\$1 to \$249

Due to the high numbers of 'Hands Donors', we are unable to include them all in our Annual Report. We thank you for choosing Peace Arch Hospice Society as the recipient of your generosity and kindness.