

# Annual Report

2022-2023



Hospice Society  
OF CAMROSE AND DISTRICT

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## PRESIDENT OF THE BOARD REPORT

This has been a year of transition and change. The board of the Hospice Society of Camrose and District has worked hard to focus on helping individuals and families face end of life challenges and to be supportive of those who are grieving. In turn, we strive to reinforce a more resilient, healthier community.

In the spring, the Board had a workshop with Howie Wall to help the Board focus on their mandate. It was a growth experience for all who participated. The board will continue to build their skills as we move forward.

The HSDC Board has of necessity been more hands-on deck as we handled Joy LeBlanc's sudden passing. Joy had been a driving force of HSDC since it started more than 10 years ago and adjusting to her unexpected illness and death has not been easy. As a Society, we will continue to grieve and are also so thankful for her years of service to our community.

The HSCD Board appreciates our volunteers. We have relied on volunteers to carry on many of our long-standing programs including: Daytime Grief Support Group, the Men's Cooking Circle, weekly Grief Walks, and Spring/Fall One Day Grief Workshops. Volunteers also continued to visit their assigned clients. A special thank you to Karen Hymes who assisted the Administrative Coordinator with assessment and placement of new clients while the Volunteer Coordinator Position was vacant.

The work of HSDC could not have continued without the dedicated work of our Administrative Coordinator, Melanie Poole. She has effectively kept the organization running during uncertain times. She has done so many things outside her job description with wisdom and grace.

This year HSDC also said goodbye to our Grief & Bereavement Navigator, Lori-Ann Huot. Lori-Ann continues to be a support to HSDC by supporting our volunteers as they gathered to remember Joy and by being available to do workshops. The HSDC Board has not replaced the position of Grief & Bereavement Navigator yet. At the present time we encourage clients to use our group workshops at the beginning of their grief journeys. HSDC is fortunate to be able to offer limited one on one counseling through a qualified volunteer professional.

It is the Board's pleasure to welcome Patty Schulte as our new Volunteer Coordinator. She brings a wealth of experience working with volunteers and I am sure she will lead HSDC volunteers into new ways to fulfill our Mission Statement.

As we look ahead, the Board is excited to partner with CDFCSS in transitioning NavCARE to their jurisdiction. This partnership allows HSDC to focus on our original mandate which is end of life care and grief and bereavement support.

Again thanks to Joy's dedication and professionalism, we anticipate receiving the results of the UBC Dementia Study early in the new year from the research lead, Madison. She plans to visit Camrose and HSDC to share the results. Madison expressed her gratitude to our volunteers who participated in the study and was pleased to hear that so many of the volunteers continue to visit the caregivers they were matched with.

HSDC has a Spring Fashion Show Fundraiser planned in March 2024. Thanks to local partners who continue to support HSDC.

HSDC is excited to be using our updated office space. When you come in the lower-level door turn right for Hospice Offices. All of our offices are now together in that area. Special thanks to Melanie and Sheila from Battle River Watershed Alliance for making it happen. Not only does the area look great, but it allows staff to work more collaboratively.

Respectfully submitted,  
Nancy Howard  
HSDC Board Chair

# VOLUNTEER COORDINATOR REPORT

## JANUARY TO JUNE 2023

This report has been written after reviewing all monthly reports Joy LeBlanc shared with the board of directors. Of course, as board members, we cannot report as Joy would have, but we hope to be able to hit the highlights of the first 6 months of this year.

One of Joy's best qualities was her skill in building relationships and that is evident in the number of working groups she participated in. Joy was a member of the Seniors Coalition in Camrose, a group that addresses concerns related to seniors. This year, the coalition took a close look at addressing grief and bereavement needs of the seniors in our community. Joy shared that programs that are available in hospice with the coalition and worked with the PCN to develop a referral process for hospice programs. Joy also participated in the Seniors Week programming the week of Jun 5<sup>th</sup>. Joy was also a voice representing HSCD at the Camrose Interagency meetings sharing the programs that hospice has to offer.

Joy participated in the Collegial Volunteer Training group comprised of 5 societies that offer volunteer training. This group met monthly to share training materials, ideas, and formats.

As we all know, Joy coordinated the Nav-CARE program in Camrose and in the past 2 years Camrose became a HUM for Nav-CARE. Under joy's supervision, Holy Bovencamp was hired as a Nav-CARE manager for Flagstaff. Joy spent many hours training, orientating and mentoring Holly. She also reported on many occasions that she had met with other communities interested in developing a Nav-CARE program, Stettler and Bashaw to name a couple. In February, Joy began working with CDFCSS staff one day a week to bring Nav-CARE training to their staff. That was followed by intensive work that Joy and the board did to complete a Health Aging Grant which, if successful, would provide finances to

continue the program within the mandate of CDFCSS.

Due to Joy's work with Nav-Care and her broad experiences, she was approached by UBC to participate in a Dementia Study program that assessed the needs of caregivers of individuals diagnosed with dementia. Joy recruited caregivers and matched them with a volunteer. The study was completed at the end of June and the study author will contact HSCD in the new year to set up a meeting for caregivers and volunteers alike.

Closer to home, Joy continued to offer volunteer training in Camrose. The last training program in March had 21 participants. Each month, Joy reported between 3 and 10 new referrals for end of life. Nav-CARE of Grief and Bereavement support. At last report hospice had 55 volunteers working with 88 clients.

After Joy died in early July, hospice was fortunate to have Karen Hymes, a longtime volunteer, assist Melanie with any new referrals and intakes. We are very grateful for her services. After a lengthy job search, we feel very fortunate to have hired Patty Schulte as the Volunteer Coordinator for the Hospice.

# VOLUNTEER COORDINATOR REPORT

The work an unknown good man has done is like the vein of water flowing hidden underground, secretly making the ground green.

– Thomas Carlyle

I began the position of Volunteer Coordinator on October 3<sup>rd</sup>, 2023. In my short time here, I am in awe of the many wonderful services and programs the Society has offered and the continuum of these, with examples of the Grief Walk program, the Suicide Grief workshop, the Grief and Bereavement workshop, and the Palliative Care Training for the community.

I am excited to meet the dedicated current and future volunteers. Winston Churchill once said “You make a living by what you get. You make a life by what you give.” And wow, Hospice volunteers truly give! My office door is always open, and I encourage each volunteer to stop in for a visit. Let’s get to know each other. On the 2nd Tuesday of each month, I will be hosting a Volunteer Meeting at 11:00 AM. Collectively we will gather and review, share, educate and continue to move forward with new and innovative ideas while honoring the work and practices of the past.

Your Hospice has been built by the many committed hands of the Volunteers, Community and Staff. I am inspired and honored to be joining such an incredible team.

Respectfully submitted,

Patty Schulte  
HSCD Volunteer Coordinator

# Administrative Coordinator Report

Being a part of Hospice means that I am a small part of something bigger. Every day I do my part, and everyday there is reward. Whether it is in connecting someone to services, advancing my own education and knowledge or realizing that others think we are critical enough to support our work financially.

HSCD is getting back to the basics of original hospice care, which originated with palliative care pioneer Dame Cicely Saunders:

You matter because you are you, and you matter to the last moment of your life. We will do all we can, not only to help you die peacefully, but also live until you die.

Sometimes, rewards are witnessed as a quiet volunteer who realized that the time they give makes such a huge difference to another soul. We are a fortunate organization to have the community connections we have, the breadth of expertise and attention of many of our volunteers, and the dedication of the HSCD board for guidance.

I often wonder how anyone could handle their grief without the support and care of our staff and volunteers. Not every community offers hospice support, a place to go when you are searching for answers and understanding from another who has also felt the pain of losing a loved one. We get it.

Respectfully submitted,

Melanie Poole

HSCD Administrative Coordinator



# Communication Committee Report

The Hospice Society of Camrose and District Communication Committee meets monthly from Sept to June. We work collaboratively to plan official communications for upcoming events and programs and discuss the information shared with our membership, donors and community stakeholders.

Communications are shared in newsletters, emails, on social media platforms and our website. We have had many changes in this past year and strived to keep our members up to date. The HSCD Facebook page is posted on regularly during the week and our website is regularly updated with upcoming programming and education. The library space was also redesigned and updated, and we welcome anyone to come and enjoy the space and the information in the library.

Committee members in 2022-23 were:

Diana Nelson-Findlay - Board Member and Committee Chair

Joy LeBlanc - Volunteer Coordinator

Melanie Poole - Administrative Coordinator

Respectfully submitted,

Diana Nelson-Findlay

HSCD Board Member and Committee Chair

# 2022 Hospice Programs

**Nav-CARE** Nav-CARE stands for **Navigating, Connecting, Advocating, Resourcing and Engaging**.

Nav-Care uses specially trained volunteers to conduct regular visits with people who are living at home with declining health that is affecting their quality of life. These volunteers are trained in assessing quality of life, advocating for clients and families, facilitating connections to the community, supporting access to resources and promoting active engagement. HSCD ceased to operate Nav-CARE October, 2023.

## **One-on-One Grief Support**

Clients are referred to a professional psychologist who offers up to 6 visits pro-bono.

## **Grief Companionship Program**

Grief companions are volunteers offering one-on-one grief support. Based on Dr. Alan Wolfelt's model of companionship the bereaved. Companions are a compassionate, listening presence when you need a safe place to tell stories and shed tears.

## **End-of-Life Care**

Trained volunteers sit vigil alongside those with a diagnosis of a life-limiting illness, and give respite to support the family members who are caring for them. Care volunteers may help with daily tasks, listen to life stories or simply sit in quiet companionship.

## **Grief Support Walking Group**

This drop-in group meets year round on Wednesday mornings at 9:30. In spring, summer and fall, participants meet at the Hospice office for a walk around Mirror Lake followed by coffee and conversation. Winter walks take place at the Camrose Recreation Centre indoor walking track.

# 2022 Hospice Programs

## **Bereavement and Grief Workshop**

This free workshop is for people who are coping with grief and loss, as well as for support people such as friends, coworkers, family and/or healthcare providers. Topics include: How to be a companion/grief helper to someone who has experienced loss, types of loss, unique grief journeys, complicated grief and accessing community resources.

## **Daytime Grief Support Group**

This 8 week support group is for adults who have experienced a loss. Group work includes discussion and activities, facilitator presentations, videos, writing exercises, journaling, and knowledge sharing. You are invited to share as you feel comfortable.

**Suicide Grief Support Group** programming as requested

**Children's Grief Support Group** programming as requested

**Volunteer/Caregiver Support Group** programming as requested

## **iPad Loan Program**

This digital-connection program provides clients with an iPad and charger for a three month period of use. A volunteer is available during this time for technical and social support, as well as supporting clients in navigating other resources to raise their quality of life.

## **Legacy Video Program**

This program gives an individual the opportunity to preserve, celebrate and share their life story through a video recorded conversation with a volunteer.

## **Men's Cooking Circle**

This cooking circle is an opportunity to learn basic cooking skills, cook and eat together, and to engage in conversation with other men who are experiencing grief.

## **Hospice Presentations**

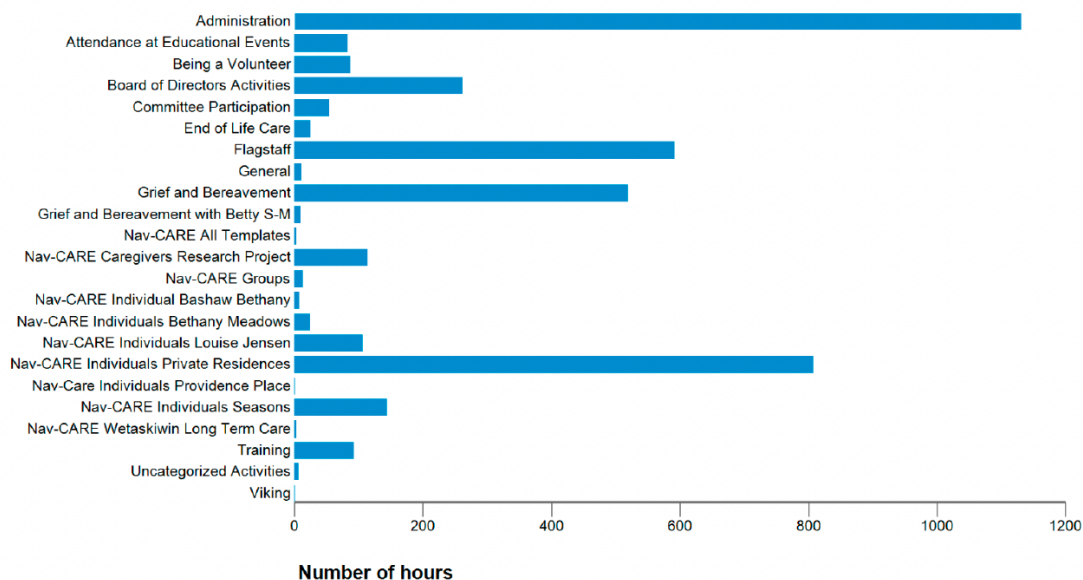
Contact the office to book a staff member or volunteer to bring a Hospice presentation to your organization.



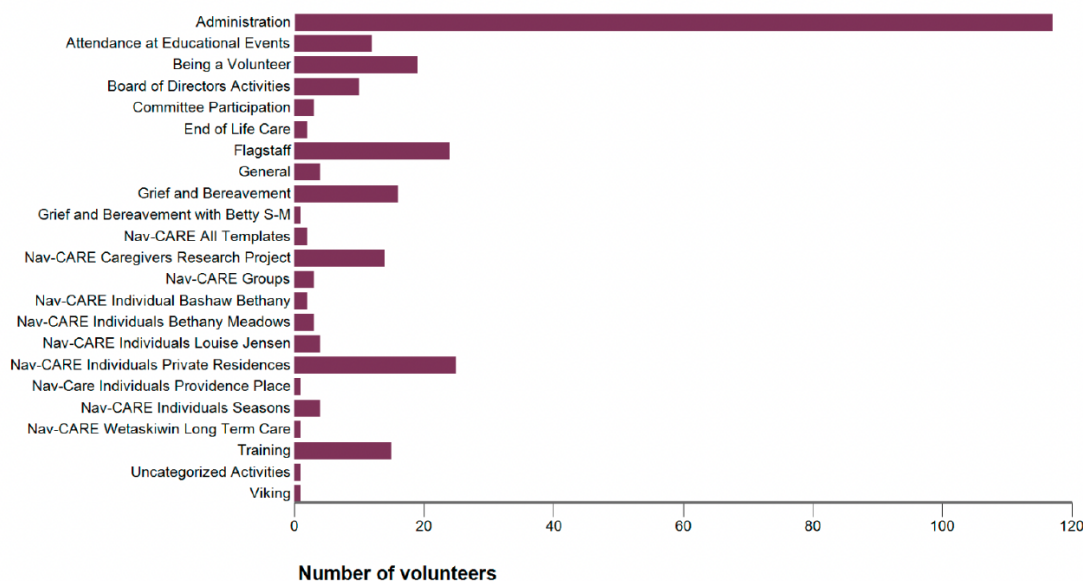
# Hospice Society of Camrose & District

## Activity Category Totals: 01/01/2022 - 31/12/2022

### Logged Hours By Activity Category



### Number Of Volunteers By Activity Category



# Hospice Society of Camrose and District

## Income Statement 01/01/2022 to 31/12/2022

### REVENUE

#### Donations

Individual donations - receipted	13,544.09	
Individual - non-receipted	10.00	
Individual memorial - receipted	2,220.00	
Ind memorial - non-receipted	100.00	
Total Individual donations		15,874.09
Corporate Donations	5,500.00	
Total Corporate Donations		5,500.00
Service Club Donations	2,831.96	
Total Service Club Donations		2,831.96
Charitable group donations	3,000.00	
Total Charitable Entity Donations		3,000.00
Other donations		1,719.30
Corporate Donations - EOY Ca...	11,800.00	
Individual Memorial Donations - ...	324.19	
Individual Donations - EOY Ca...	11,240.00	
Club Donations - EOY Campaign	1,100.00	
Unreceipted Donations - EOY	4,438.76	
Donations - EOY Campaign		28,902.95

**Total Donations** 57,828.30

#### Other revenues

Other Grants	18,725.00
Membership fees	75.00
Interest Income	157.64
NAV-Care Funding	15,000.00

**Total other revenues** 33,957.64

#### Fund raising revenue

Hike for Hospice - Donations	11,036.00
Hike for Hospice - Other Revenue	25.00
Donations - Lights to Remember	250.00
Conference and Symposium Fees	11,085.00

**Total Fund raising Revenue** 22,396.00

**TOTAL REVENUE** 114,181.94

### EXPENSE

#### Communications Expenses

Advertising & Promotions	42.00
<b>Total Communications Expens...</b>	<u>42.00</u>

#### Fund Raising Costs

Lights to Remember supplies	61.20
Advertising - End-of-year Camap...	61.50
Supplies - End-of-year Campaign	471.50

**Total Fundraising Costs** 594.20

#### Payroll Expenses

Wages & Salaries	102,485.67
NAV-Care Coordinator Contract	17,712.50
EI Expense	2,298.45
CPP Expense	3,516.97

**Total Payroll Expense** 126,013.59

#### Program expenses

Grief & Bereavement Expenses	2,584.43
Emergency Funding/Patient Care	315.00
Symposium costs	8,474.43

Printed On: 12/10/2023

**Hospice Society of Camrose and District  
Income Statement 01/01/2022 to 31/12/2022**

Volunteer appreciation	399.09
Travel - Programming	1,052.18
General Program Supplies	452.23
Men's Cooking Class Supplies	276.65
<b>Total Program Expenses</b>	<b>13,554.01</b>
<b>Variable Overhead Expenses</b>	
Insurance	2,475.00
Board training and other expenses	19.53
Memberships & subscriptions	2,224.39
Office Supplies	3,310.96
Website subscription	418.20
Bank Charges	9.46
Telephone & Internet	2,730.31
Meals & Entertainment	20.00
Travel NAV	1,999.92
Mileage	292.56
<b>Total Variable Overhead Expenses</b>	<b>13,500.33</b>
<b>Fixed Overhead Expenses</b>	
Online Donation Expense	164.04
Rent - City of Camrose	4,027.31
Lease Expense Photo Copier	808.25
Telephone NAV	300.00
Interest & Bank Charges	81.14
<b>Total Fixed Overhead Expenses</b>	<b>5,380.74</b>
<b>TOTAL EXPENSE</b>	<b>159,084.87</b>
<b>NET INCOME</b>	<b>-44,902.93</b>

## INCOME STATEMENT BALANCE SHEET

This statement is in the printed version of the report located in the HSCD office.



## Welcome New Board Member SHARON BURDEN

Sharon was born and raised in Hardisty and graduated from nursing in 1983. The majority of her nursing career was spent in rural nursing at the Viking Health Centre with the last 16 years in a managerial role. In 2021 Sharon retired and has been enjoying the extra time with her family, as well as a little travel. After spending 38 years in the healthcare system, she has seen the emotional and spiritual challenges patients and families with chronic and end of life illnesses face. The Hospice Society is helping meet these challenges and Sharon is looking forward to working with the Society to continue the important work.



## Welcome New Board Member PENNY SHANTZ

Hello! My name is Penny Shantz and I live in Bashaw with my husband. We are fortunate to be in our retirement years and able to volunteer for various organizations.

We did live in the wonderful city of Camrose where I had the privilege of working with Dr. Roy Fearon as a dental assistant. We left Camrose to build an operate Country 9 Golf Course, north of Bashaw. We then retired in Bashaw where I served on council f as a councillor and then Mayor for many years but have many friends and ties to Camrose.

I was honoured to accept a board position for the Hospice Society of Camrose and District, as the Society has, in my mind, always been a vital service to the community.



## VARIOUS PHOTOS

This collage is visible in the printed version of the report located in the HSCD office



**2023/2024**  
**Board of Directors**

Name	Phone number	Email address	Term	Year
Nancy Howard <i>President</i>	780-608-0555 c	howcomna@cable-lynx.net	1, 2nd year	'20-'23
Pamela Cummer <i>Vice-President</i>	780-608-4270 c	pcummer@telusplanet.net	3+	'12-'21
Selina Read <i>Treasurer</i>	780-608-0408 c	selina@readcontracting.com	3	'15-'23
Evelyn Carrington <i>Secretary</i>	780-385-5250 c	evcarrington@hotmail.ca	1, 2nd year	'20-'23
VACANT <i>Director- Communications Committee</i>				
Rod Krips <i>Director- Finance Committee</i>	780-336-3461 h 780-385-1553 c	rod@krips.ca	1	'23
Sharon Burden <i>Director- Education Committee</i>	780-384-2106 h 780-385-8070 c	sfcburden@hotmail.com	1	'22
Penny Shantz	780-372-3087 h 780-608-9160 c	pennyandron@hotmail.com	1	'22

**2023/2024**  
**Staff**

Name	Phone number	Email address
Melanie Poole <i>Administrative Coordinator</i>	780-608-0636 work cell 780-812-4504 personal	admin@camrosehospice.com
Patty Schulte <i>Volunteer Coordinator</i>	780-226-6743 work cell 78-608-5104 personal	volunteer@camrosehospice.com
Lori Ann Huot <i>B&amp;G Navigator</i>	780-974-7054 cell	gandbnavigator@camrosehospice.com