



Hospice Society
OF CAMROSE AND DISTRICT

Annual Report

2020-2021

Hospice Society of Camrose and District Annual Report



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A Message from our Board President

It is Thanksgiving weekend and I find myself sitting down to write this report. I have taken a look back at previous AGM reports which always fills me with gratitude, hope and excitement for the future of the Hospice Society.

Due to Covid, in 2020 Hospice made many changes as to how we would serve individuals in our community. I reported to you that many of our in-person programs had to move to virtual platforms. We were able to do that successfully throughout the fall of 2020 and the winter of 2021.

In the early spring, we found ourselves in a position to open up slowly. Our Medical Officer of Health stated that hospice societies are considered an essential service, therefore we were feeling confident that we could move ahead with our plans to begin in-person programming. We have done just that with the very successful resumption of our Grief Support Walking Group on Wednesday mornings. We also have the Daytime Grief Support Group underway. Plans for two Bereavement and Grief Workshops are also in the works. We are happy to be able to meet the needs of individuals in the communities we serve, albeit with some adjustments.

At this time, the board requests that masks be worn during all indoor programs and that proof of vaccination be shown. The board of the HSCD is very grateful to the MOH, AHPCA and many other Hospice Societies in Alberta who have given us advice, direction and support as we navigate these trying times.

As many of you already know, the board was faced with needing to make some big decisions in 2021. Bill Harder, our Program Director, resigned from his position. Once we got over the surprise and shock, we realized that this was an opportunity to make some high level changes to our structure.

Bill was an integral part of the Society for 5 years. He was the voice of Hospice in our community and supported thousands of individuals through their grief journey.

Bill kept a very good secret from the board though, and that was how many “little extras” he did during his day. As we reviewed a day in the life of Bill Harder, we quickly realized there was no way we would find one replacement for him and all that he did.

We feel very fortunate to have found two people who fit their roles perfectly!

Brenda Zimmer is the Administrative Support and Lori-Ann Huot is the Grief and Bereavement Navigator. Bill was very generous with his time as he helped orientate both ladies, and Joy has been an enormous support in helping to build our Hospice team.

Hospice has a very exciting future as we work to expand our services. The HSCD was chosen as a HUB for the federally recognized Nav-CARE Program. The board is very proud of the work that Joy and her volunteers have put into Nav-CARE. Please read her report for all the information.

Another part of our exciting future is the work the board is doing with Zach Zimmer, who is the Strategy Director with *Principles*. The firm *Principles* focuses on developing forward-thinking, integrated marketing strategy and creative campaign work to causes and charities they are passionate about. Hospice is ever so grateful that Zach is passionate about Hospice! Zach has donated his time to help Hospice put together a fund development campaign that will help sustain our services and programs for years to come.

This year I would like to express my sincere gratitude to our staff, board members, volunteers and community members who have continued to support Hospice in so many ways. To our staff who go above and beyond to meet the needs of those in the communities we serve. To all the board members who put aside time in their busy lives to meet regularly to provide support and direction for Hospice. To the volunteers who have found creative ways to meet with clients, to the volunteers who donate their time facilitating programs and to the volunteers who have supported the dying and their families this past year ... **THANK YOU from the bottom of my heart.**

And to all of the community members who have supported Hospice by attending our programs or offering financial support ... **THANK YOU!**

All of these services and the spirit in which they have been delivered were recognized by The Camrose and District Chamber of Commerce this year when Hospice was awarded the 2021 COMMUNITY SPIRIT AWARD at their Business Excellence Awards Gala.

This award goes to each and every one of you who offer your time and talents to Hospice because ... **YOU ARE THE SPIRIT OF HOSPICE!!**

Pamela Cummer
HSCD President



A happy group of HSCD Board members and staff accepting the 2021 Spirit of Excellence Award on behalf of Hospice - October 7, 2021

Volunteer Coordinator Report

Covid this year has brought many restrictions to our volunteer program. Volunteers were sad that they were unable to visit with the residents in Bethany and Seasons and with patients at St. Mary's Hospital. Fortunately Battle River Foundation provided funding for some iPads which enabled visiting in a different way. Volunteers also tried filling the gap via phone calls, as well as writing note cards and birthday cards for the residents.

Isolation and loneliness are major contributors to poor health. Volunteers did continue to see people in their homes as Nav-CARE volunteers (Navigation and Connecting people with resources and helping to engage them in activities that are meaningful to them).

In June the Hospice Society was recognized for the work the volunteers have done within Nav-CARE, and was asked to become a HUB for Nav-CARE and help implement it in Flagstaff and Beaver Counties and within the Peace Hills Hospice Society. We are pleased that Holly Bovencamp has accepted to be the Volunteer Coordinator in Flagstaff County and East Beaver County. The University of B.C. received funding from Health Canada to develop this program.

Since most people are vaccinated, our volunteers can support people with declining health to palliative and end of life vigil sitting, and by being grief companions to those who have lost loved ones. The flexibility of the volunteers made it possible for them to care for people and to continue to do what they love: being compassionate visitors.

Joy LeBlanc
Volunteer Coordinator

Administrative Assistant Report

As the administrative assistant, I am responsible to represent the Society in a compassionate, caring manner. When talking with a client, I provide comfort and support through compassionate listening. Together the client and I determine which of Hospice's many programs will best meet their needs. Being the client's initial contact with Hospice is the most important part of my position as it begins the client's relationship to the care and support that Hospice volunteers and staff provide.

Another part of the administrative assistant position revolves around Hospice programming, such as scheduling programs, registering participants, arranging meeting rooms or scheduling zoom meetings. A list of Hospice programs follows this report.

The Admin Assistant is also responsible for updating and maintaining databases such as mailing lists, membership lists and event calendars as well as clerical duties as required by the board.

I enjoy creating the quarterly newsletters, posting on social media and updating the Hospice website, as it is a fun and creative way to share news of all of the good works that Hospice does.

During my first 7 months working with HSCD, I have enjoyed having conversations with, and helping clients, community members, volunteers, and of course working with my wonderful coworkers and board of directors.

Brenda Zimmer
Administrative Assistant

2021 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 community, supporting access to resources and promoting active engagement. The Goal of Nav-CARE is to improve the quality of life of people with declining health so that they can stay in their homes for as long as possible.

One-on-One Grief Support

If you are grieving the loss of someone you love, book time with Grief and Bereavement Navigator - Lori-Ann Huot for conversation about your grief journey.

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 leisurely walk around Mirror Lake followed by coffee and conversation. Winter walks take place at the Camrose Recreation Centre indoor walking track.

2021 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** (currently on hold)
- **Parent Grief Support Group** (currently on hold)
- **Children's Grief Support Group** (currently on hold)
- **Cancer Survivor Support Group** (currently on hold)
- **Caregiver Support Group** (currently on hold)

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 (currently on hold)

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

2021 Hospice Programs

Death Café (currently on hold)

Through open conversation in a natural, comfortable setting, we can bring death out of silence and increase awareness of death while helping people make the most of their lives. This is a drop-in, no-fee gathering where all things death and dying are open for discussion.

Threshold Choir (currently on hold)

The Threshold singers of Hospice honour the ancient tradition of singing at the bedside for those in transition & on the threshold of life.

Hospice Presentations

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



Grief support walking group



Men's cooking circle

2020 Year End Program Stats

2020 Year-End Program Participant and Volunteer Stats				
Activities	# of Hours	# of Volunteers		
Administration	593	45		
Attendance at Educational Events	55	3		
Becoming a Volunteer	16	2		
Board of Directors Activities	496	5		
End of Life Care	98	9		
General	13	3		
Grief and Bereavement	346	12		
Training	327	42		
Total Hours	1944			
Program:	Contact Points	Individuals	1st nat.	Child/teen
1-1 grief consultations	534	224	106	43
Group Grief Consults	168	168		
Grief Walk	484	32		
B&G Workshops	45	45		
Presentations	198	198		
Programs	49	12		
School Staff	114	114		
Volunteer Training	105	105		
Total Program	1697	898		
Total Contact Points	1697			
Online and Virtual Events				
Virtual Lights to Remember views	524			
Facebook Live Lunch 'n Learn views	7208			
Social Media Followers				
Facebook		440		
Instagram		277		

Grief and Bereavement Navigator Report

Lori-Ann is the Grief and Bereavement Navigator with the Hospice Society of Camrose and District. Her primary role is one on one grief counselling for individuals and families within the Camrose area that are grieving the loss of someone they love.

Since starting with HSCD at the beginning of April 2021, Lori-Ann has met with 282 individuals to help support them through their grief journeys.

There have been 71 new clients referred for grief counselling (ages 5-91) and 27 previous clients of Bill's who have returned for counselling.

Lori-Ann is in the office two full days each week to see clients in person and offers phone/video appointments for a third day each week.

Referrals initially come through Brenda, our office administrator and referrals requesting grief counselling are then forwarded to Lori-Ann for follow up and to schedule appointments.

Referrals also come in through area agencies (i.e. PCN, mental health, hospitals, funeral homes etc.) . Individuals can also contact the office directly to self refer.

Lori-Ann Huot
Grief and Bereavement Navigator

Communication Committee Report

The Hospice Society of Camrose and District Communication Committee meets regularly and works collaboratively to provide information to our membership, donors and community stakeholders regarding hospice activities and official communications. The committee oversees newsletters, social media platforms, our website and articles in local news publications.

Our focus in the coming year is to update our website and continue to highlight our Nav-CARE Program of trained and wonderful volunteers.

Committee members:

- Diana Nelson-Findlay - Board Member and Committee Chair
- Janet Gartner - Board Member and Committee Co-Chair
- Joy LeBlanc - Volunteer Coordinator
- Brenda Zimmel - Administrative Assistant

Respectfully submitted by,

Diana Nelson-Findlay
Board Member and Communication Committee Chair

Education Committee Report

The Education Committee saw the addition of new members which provided representation from communities east and west of Camrose. The full representation of committee members helped to promote initiatives of Hospice in all the communities and give insight into issues happening around our area.

Many of the topics that are part of the Education Committee are also covered by Joy and Brenda in their reports. Topics such as the Nav Care Hub project, grief groups, etc.

Joy continues to organize and manage the Facebook Live Lunch and Learn that was initiated last summer. The impetus for this new initiative started soon after the Pandemic lock down that halted most of Hospice's programs last year. Many people were interviewed, including many from the Education Committee. Check the HSCD website to see past interviews and look for new ones on the 1st and 3rd Wednesdays at 12:05pm.

Another great initiative that got off the ground is the iPad Loan Program with the focus on reducing senior isolation. Bill had arranged a grant for 22 tablets, Margo worked hard on setting up each tablet with programs. Joy then arranged for volunteers to help individuals use the tablets from their homes. There is still a lot of potential for the iPads like recording life stories.

May I extend a huge thank you to all the committee members of Joy LeBlanc, Brenda Zimmel, Lynne Jenkinson, Margo McPhail, Carrie Ruzicka and Jessica Johnson (also Bill Harder previous member).

Respectfully submitted by,

Suzanne Nickel

Board Member and Education Committee Chair

Fundraising Committee Report

The Fundraising Committee of the Hospice Society of Camrose and District has gone through some changes over the past year, with the departure of Bill Harder and the welcoming of 2 new members. Hospice is currently looking for additional volunteers to join the Fundraising Committee. If you are interested in supporting Hospice by volunteering to be a part of this Committee, please contact me at: Bryan.Lynka@ca.gt.com.

HSCD has been affected by COVID-19, which disabled the Society in offering any 2020 fundraising events within the community, and these changes created some additional discussions regarding our new approach in fundraising. After further deliberations, the Committee was in contact with Zach Zimmel, Strategic Director at *Principles*, a marketing agency based out of Toronto. Discussions started in July 2021 and have carried on throughout the fall. Hospice gratefully accepted Zach's offer to work pro bono in developing a revamped Fundraising Strategy. (Zach shared with us that he was very grateful for how his family was supported by the compassionate work of Hospice volunteers when his granny was dying, and that he wanted to 'give back' to Hospice with his time and talents).

Hospice is excited about this revamped strategy which includes multiple possible campaigns throughout the coming years, as well as an exciting 2021 End-of-Year Campaign.

Follow us on social media, sign up for the HSCD quarterly newsletter and watch our website for upcoming campaign information. www.camrosehospice.org

Finance Committee members:

Bryan Lynka, HSCD Treasurer and Finance Committee Chair

Kevin Sharp, HSCD Board member

Lynne Jenkinson, Hospice Volunteer

Brenda Zimmel, HSCD Administrative Assistant and Hospice Volunteer

Bryan Lynka

HSCD Treasurer and Finance Committee Chair

Income Statement Revenue

Page 1

Hospice Society of Camrose and District Income Statement 01/01/2020 to 31/12/2020

REVENUE

Donations

Individual donations - receipted	11,252.00	
Individual - non-receipted	50.00	
Individual memorial - receipted	5,546.17	
Ind memorial - non-receipted	600.00	
Total individual donations		17,448.17
Corporate Donations	1,000.00	
Corporate - Memorial	25.00	
Corporate Donations - unreceipt...	1,000.00	
Total Corporate Donations		2,025.00
Service Club Donations	7,100.00	
Service Club - Memorials	1,000.00	
Total Service Club Donations		8,100.00
Charitable group donations	5,000.00	
Total Charitable Entity Donations		5,000.00
Other donations		10,785.46

Total Donations 43,358.63

Other revenues

Other Grants	23,900.00
Membership fees	5.00
Government Grants	24,413.00
Book sales	100.00
Interest Income	4,802.88
Wage Subsidy Funding	46,657.54
Rent Subsidy Funding	296.68

Total other revenues 100,175.10

Fund raising revenue

Fashion Show Fundraiser - Tickets	2,100.00
Fashion Show Fundraiser - Spon...	2,080.00
Conference and Symposium Fees	750.00

Total Fund raising Revenue 4,930.00

Land & Building Fund Revenues

Land & Building - Donations	2,500.00
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Total Land & Building Fund Re... 2,500.00

Hospice 360 Donations

Individual donations	360.00
Individual memorial donations	720.00

Total Hospice 360 Donations 1,080.00

TOTAL REVENUE 152,043.73

EXPENSE

Communications Expenses

Advertising & Promotions	1,617.46
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Total Communications Expens... 1,617.46

Education Expenses

Honoraria paid	4,000.00
Library resources	705.84

Total Education Expenses 4,705.84

Payroll Expenses

Program Coordinator	56,247.34
Volunteer Coordinator contract	30,466.68
Source deductions	29,527.27

Bryan Lynka
Signature of Authorized Official

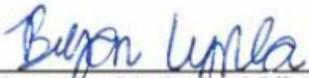
Bryan Lynka, Treasurer
Print Name and Title

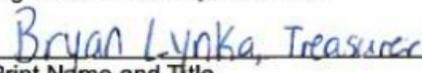
Income Statement Expenses

Page 2

Hospice Society of Camrose and District Income Statement 01/01/2020 to 31/12/2020

Total Payroll Expense	116,241.29
Program expenses	
Grief & Bereavement Expenses	387.43
Emergency Funding/Patient Care	500.00
Travel - Programming	1,222.21
General Program Supplies	6,004.00
Total Program Expenses	8,113.64
Variable Overhead Expenses	
Board training and other expenses	39.00
Office Supplies	1,913.13
Meals & Entertainment	98.36
Total Variable Overhead Expen...	2,050.49
Fixed Overhead Expenses	
Memberships and Subscriptions	4,841.39
Insurance	1,896.00
Business Fees and Licenses	206.29
Rent	3,335.75
Telephone & Utilities	2,308.91
Interest & Bank Charges	144.70
Total Fixed Overhead Expenses	12,733.04
Other Expenses	
Write-Off of Equipment	657.18
Total Other Expenses	657.18
TOTAL EXPENSE	146,118.94
NET INCOME	5,924.79



 Signature of Authorized Official


 Print Name and Title

Income Statement

Balance Sheet

Page 1

Hospice Society of Camrose and District Balance Sheet As at 31/12/2020

ASSET**Current Assets**

Land & Building Account	12,095.00	
Cash to be deposited	21,782.00	
Credit Union equity	1,543.20	
Chequing Bank Account	56,875.68	
Investment - GIC	107,200.02	
Total Cash		199,495.90
GST Paid on Purchases	526.67	
Total Receivable		526.67
Total Current Assets		200,022.57

Capital Assets

Computer Equipment	20,497.56	
Net - Computer equipment		20,497.56
Equipment and Furnishings		1,300.00
Total Capital Assets		21,797.56

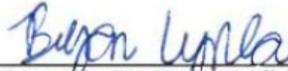
TOTAL ASSET**221,820.13****LIABILITY****Current Liabilities**

Accounts Payable		14,243.25
Total Current Liabilities		14,243.25

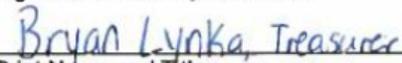
TOTAL LIABILITY**14,243.25****EQUITY****Net Assets**

Net Assets - prior year	201,652.09	
Current year surplus	5,924.79	
Total Net Assets	207,576.88	

TOTAL EQUITY**207,576.88****LIABILITIES AND EQUITY****221,820.13**



 Signature of Authorized Official



 Print Name and Title

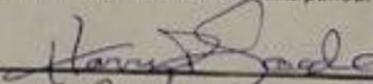
Auditors' Statement

Hospice Society of Camrose and District
Financial Statements
For the year ended
December 31, 2020

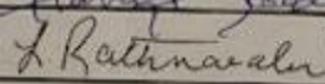
Auditors' Statement:

We, the undersigned, have examined the source documents, ledgers and records of account for the fiscal period ended December 31, 2020.

We have found the financial statements to be an accurate reflection of the transactions of the Hospice Society of Camrose and District for this period.



Harry Gaede



Lawrence Rathnavalu

Welcome New Board Member Evelyn Carrington

I lived in Viking for most of my life, where I was involved in local business commitments and raising my children. In Viking, I was involved on executives of the Curling Club, the Chamber of Commerce, and day care. I was also instrumental in attaining PSS (FCSS now) for the town of Viking and Beaver County.

In 1995 I trained and became an advocate for Beaver County Victim Services, and later became a board member. Helping with Victim Services has been a passion of mine. This is a program I strongly believe in, and was involved with for 20 some years .

In 2017 we moved to Camrose, where (still in the helping people role) I chose to train and become a Hospice volunteer. I am proud to be associated with this wonderful group of caregivers, and I hope my experience, compassion for others, and input will be helpful as a board member of Hospice.

Sincerely,
Evelyn Carrington

Welcome New Board Member Nancy Howard

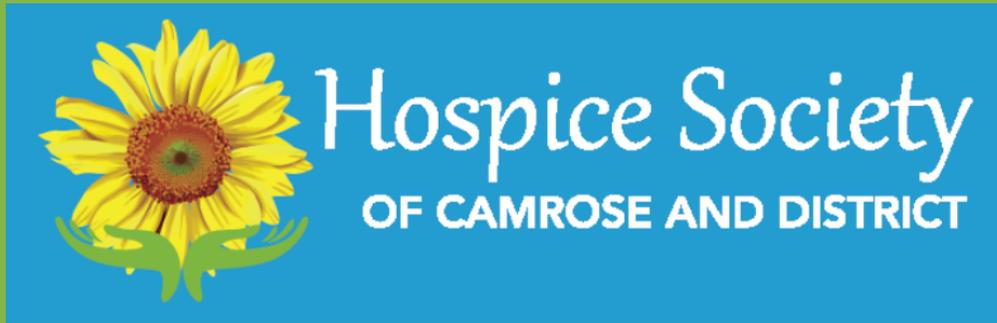
Nancy was raised on a chicken farm in Missouri. Her family was active in the local church and community and was privileged to spend each July accompanying her parents at a church sponsored camp. She did her university training in Indiana where she earned a Business Administration degree and also became the wife of John A Howard who was studying for Pastoral Ministry. In 1973 they moved to Winnipeg where John pastored and Nancy worked and also gave birth to their children.

In 1983 they moved to Camrose where John was a faculty member at Gardner College. Nancy was employed by The Bethany Group and did computer support for them until she retired in 2017. Nancy has continued to be active in her local church and has helped various organizations with computerization tasks.

From a young age, Nancy was aware how important it was to support those who were experiencing health concerns and have lost loved ones. Nancy had first hand experience when her husband died in 2016. She also saw what wonderful support a Hospice program was at the end of her parents lives.

Nancy is looking forward to serving the Camrose area by being a part of the Hospice board.

Nancy Howard



2020 - 2021 Board of Directors

Executive

Pamela Cummer, President

Janelle Wallace, Vice President

Bryan Lynka, Treasurer

Selina Read, Secretary

Suzanne Nickel, Director

Kevin Sharp, Director

Diana Nelson-Findlay, Director

Janet Gartner, Director

How to Contact us

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5415 49 Avenue (lower level)
Camrose, Alberta T4V 0N6

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Mailing Address:

Box 1891
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587-322-9269

volunteer@camrosehospice.com

www.camrosehospice.org



Hospice Society

OF CAMROSE AND DISTRICT

Our Vision

Compassionate Community

Our Mission

To enable our community to support those facing advancing illness, death and bereavement with dignity - through education and compassionate care

Our Values

Physical Care: Individuals under our care will be treated with comfort and dignity based upon best practices and principles

Social Care: Individuals under our care will be offered companionship and hospitality

Emotional Care: Individuals under our care will be provided refuge, restoration, and compassion

Spiritual Care: Individuals under our care will be nurtured in spirit through their living and their dying, attentive to their needs, within a compassionate environment

Community Care: Hospice will serve its community with a commitment to integrity in providing education on the themes of palliative/end-of-life care and grief and bereavement