



Board of Directors

From left to right:

Karen Truesdale, *Treasurer*

Robert Thompson, *President*

Pauline Blais, *Director*

Rob Phare, *Secretary*

Marcia Bell, *Vice-President*

Ron Allen, *Director*

Gladys Fraser, *Past-President*

Brenda Thorlakson, *Executive Director*

Values Charter

Respect

Integrity

Inclusion

Commitment

Stewardship



Financial Report 2008 - 2009

STATEMENT OF OPERATIONS For the year ended March 31, 2009

Revenues

Donations and Grants	\$823,626
Gaming Revenue	223,942
Interior Health Authority	1,035,978
Residential & Program Fees	94,369
Fundraising	184,667
Other Income	52,861
	<u>\$2,415,443</u>

Expenses

Administration	213,016
Advertising	5,792
Endowment Contribution	100
Facility Expense	93,031
Fundraising	100,743
Organizational Development	22,186
Professional Fees	12,244
Residential Program Expenses	79,146
Program Wage Costs	1,028,878
Amortization	71,079
	<u>\$1,629,215</u>

Excess of revenue over expenses \$786,228

STATEMENT OF FINANCIAL POSITION as at March 31, 2009

Assets

Current Assets

Cash & Investments	\$1,127,977
Accounts Receivable	19,455
	<u>1,147,432</u>

Capital Assets 3,403,416

\$4,550,848

Liabilities

Current Liabilities

Accounts Payable \$139,896

Deferred Contributions \$596,728

Fund Balances

Invested in Capital Assets	2,853,882
Internally Restricted	687,104
Externally Restricted	58,787
Unrestricted	214,451
	<u>3,814,224</u>
	\$4,550,848

For a complete package of financial statements, please contact our office at (250) 503-1800.

Charitable Reg. No. 108170648RR0001 • B.C. Incorporation No. S-19593



North Okanagan
Hospice Society



*Respect, comfort
and compassion in
life's final journey*

Annual Report

April 1, 2008 - March 31, 2009



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Email: info@nohs.ca

For a virtual tour of Hospice House and information on our programs and services, visit our website at:

www.nohs.ca

Volunteers *Give* Generously



This year volunteers contributed over 10,000 hours in support of quality end of life care.

Thank you!

President's Report



Grassroots beginnings. The North Okanagan Hospice Society has always taken pride in that reality. Our Mission Statement says that we are community based and community driven. Last year, the North Okanagan affirmed that, when we went seeking support for a three million dollar expansion to Hospice House. The generous response of the community, meant that the capital campaign exceeded its goal, and the building came in on time and under budget!

This fall, with that major goal met, the Board of Directors asked what our next focus should be, and in November we held a one day workshop to talk about the direction to set off in now. We asked ourselves such questions as: "When we think about the next 5, 10, or 20 years, what questions or issues arise for all in our community around Hospice Palliative Care in the North Okanagan?" "Are there individuals or groups in our community that are not getting access to Hospice Palliative care services? If so, why, and with the resources we have, how can we respond to their needs?"

The tenor of the questions, and of the

discussion, made it obvious that the Board needed to go back to the community. These were questions that could only be addressed in the larger context. In December, the Board set this as a major priority, and struck a Community Consultations Task Group, with the mandate to plan and execute consultations with the communities, which might help us to set our goals for the future.

The process sees smaller focus groups representing different geographical areas of the North Okanagan, different age groups, or different specific needs. We anticipate that some of the issues and questions which arise can be met quite quickly, as short term goals. We also speculate that some of the feedback will result in intermediate and also in long term goals. As the community has responded so generously to us, we hope this will be a way to respond to the community, so that the statement that we are community based and community driven will be just as true in 20 years, as it is today.

Respectfully submitted,

Robert D. Thompson

Robert Thompson, *President*

Executive Director's Report



With our Grow the Dream campaign successfully completed and construction of our expanded facility 90% finished by April 1, 2008 some might have thought there would be time for a rest! This has not been the case...

Though we invested considerable time and energy into planning for our expanded Hospice House, the full reality of it could only be realized through experience. By late May of 2008 we phased in the operation of eight hospice beds, moving our existing residents into the brand new wing while the "old wing" was renovated. This was the "easing in" part, giving us a chance to operate in the new facility and bring on our new staff! By July 15th, only two months later, we were fully operational caring for twelve clients and their loved ones. Throughout the year our team of staff and volunteers has been creative and dedicated in finding the best ways to meet the needs of a doubled client base. This has meant being open to change and sometimes letting go of the old way

of doing things. There were bumps in the road however, our clients continued to experience the compassion and exemplary care we are well known for. I am very proud of our staff and volunteers for embracing the growth of our residential program with professionalism, caring and cooperation.

This year we focused on teamwork and developing leadership throughout the organization. According to Patrick Lencioni: "Teams that trust one another, engage in constructive conflict, commit to decisions, and hold one another accountable are very likely to set aside individual needs and agendas and focus almost exclusively on what is best for the team". Throughout the year we invested in arriving at a shared understanding of what this looks like in action. We also invested in developing leadership with a belief that it is more about behaviour and action than about position. The more we develop leadership qualities in everyone the more likely we will make the best decisions in pursuit of our shared vision. This focus on the development of our people, our number one asset, will continue!

In 2009 we celebrate 25 years of offering hospice palliative care services. A key factor in our success over the years is the fact that we have remained community-based and community-driven. Generous and ongoing contributions of time, talent and financial resources from residents and organizations in the North Okanagan make it possible for us to achieve excellence in the delivery of quality end of life care. We are particularly grateful that during a time of economic challenge we continue to have your support. Together we make a difference!

We finished the year in a strong financial position. Due to the success of Grow the Dream we can make plans to protect and ensure the future of the assets we hold on behalf of our communities. Over the coming year we will take a careful look at how best do that.

Respectfully submitted,

Brenda Thorlakson

Brenda Thorlakson, *Executive Director*

Gifts from the North Okanagan Community



Hike for Hospice



Definitely Country Quilters Raffle and the Airing of the Quilts



Home Building Centre Charity Golf Tournament



Cheek to Cheek Dance Studio's Dancing with Vernon Stars

Generous donations equal to \$358,686 ensure excellence in programs and services. Every gift is appreciated!

A Few Words from our Clients

"Amazing is the most fitting word to describe the compassion, love and care that our Dad received in his last weeks. Some of you may write it off as your job, but we truly believe that each of you is something special to be able to provide the undivided loving care that you do."

"Words cannot express how much we appreciate the honest care and concern exhibited towards our beloved mother. Your warmth and kindness extended to the family was so important. We felt that we were among friends even though we had never met any of you before. We thank you for your answers to our never-ending questions and to the quick responses whenever Mum had a need."