



## 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*

## Mission Statement

*North Okanagan Hospice Society*

*exists so there will be:*

*Quality end-of-life care for all in the  
North Okanagan community at a cost  
that demonstrates good stewardship.*



# Financial Report 2009 - 2010

## STATEMENT OF OPERATIONS For the year ended March 31, 2010

<b>Revenues</b>	
Donations and Grants	\$233,873
Gaming Revenue	119,240
Interior Health Authority	1,141,051
Residential & Program Fees	126,826
Fundraising	153,336
Other Income	61,295
	<u>\$1,835,621</u>

<b>Expenses</b>	
Administration	185,856
Advertising	715
Facility Expense	68,275
Fundraising	87,362
Organizational Development	33,548
Professional Fees	11,737
Residential Program Expenses	75,990
Program Wage Costs	1,149,318
Amortization	98,753
	<u>\$1,711,554</u>
<b>Excess of revenue over expenses</b>	<b>\$124,067</b>

## STATEMENT OF FINANCIAL POSITION as at March 31, 2010

<b>Assets</b>	
<b>Current Assets</b>	
Cash	\$552,634
Accounts Receivable	11,514
Prepaid Expenses	10,179
	<u>574,327</u>
<b>Capital Assets</b>	<u>3,341,469</u>
<b>Long Term Investments</b>	<u>734,332</u>
	<u><b>\$4,650,128</b></u>

<b>Liabilities</b>	
<b>Current Liabilities</b>	
Accounts Payable	\$144,345
<b>Deferred Contributions</b>	<b>\$575,868</b>

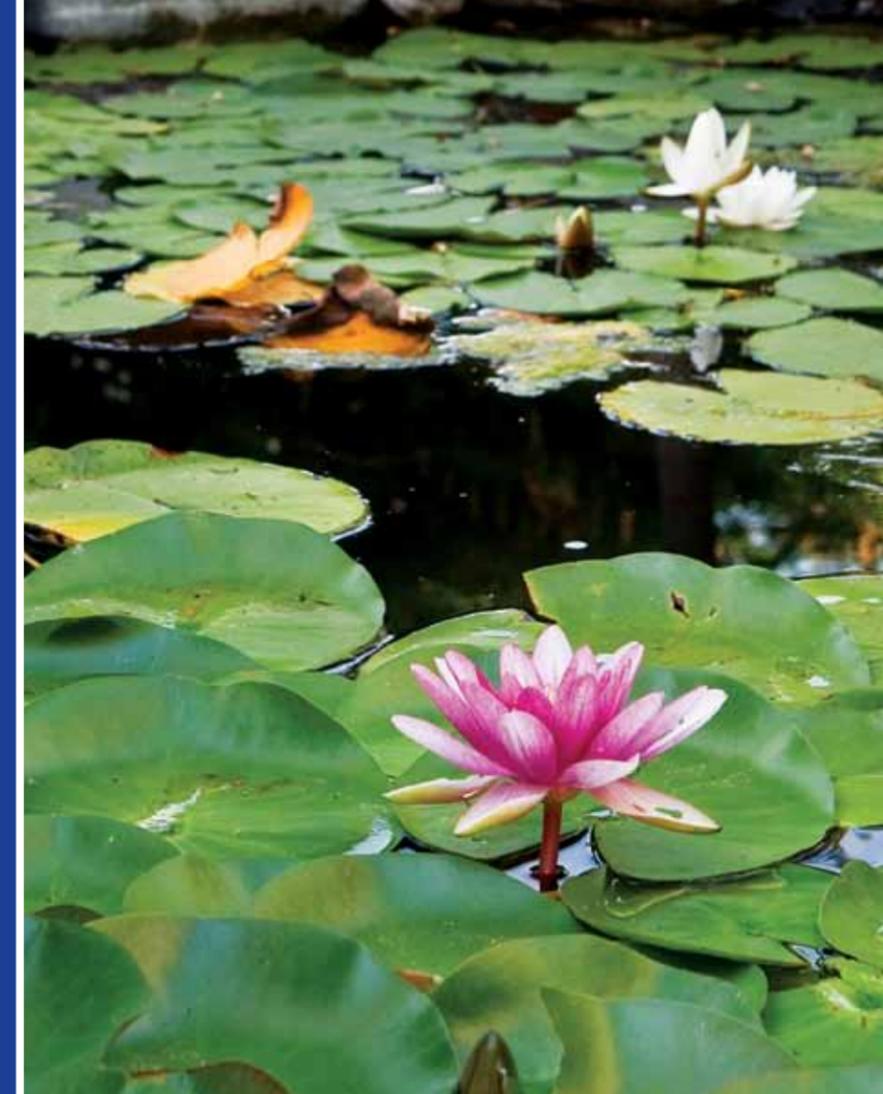
<b>Fund Balances</b>	
Invested in Capital Assets	2,765,601
Internally Restricted	270,953
Externally Restricted	733,129
Unrestricted	160,232
	<u>3,929,915</u>
	<u><b>\$4,650,128</b></u>

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*



# Annual Report

April 1, 2009 - March 31, 2010



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



3506 27th Avenue Vernon, BC V1T 1S4

Phone: 250.503.1800

Fax: 250.503.1844

Email: [info@nohs.ca](mailto:info@nohs.ca)

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

[www.nohs.ca](http://www.nohs.ca)

# Volunteers *Give* Generously



This year volunteers contributed over 12,940 hours in support of quality end of life care.

*Thank you!*

## President's Report



This year, the North Okanagan Hospice Society celebrated twenty five years of service to our community. And we know we have made a difference. Our presence has opened choices for end-of-life care, in ways not imagined in many parts of our country.

The community has responded with their support of the North Okanagan Hospice Society – not only financially, but also in valuable feedback of how our programs are being received, and in offers of volunteer support. That has continued our tradition, started from the beginning twenty five years ago, of being community based and community driven.

Last year, the Board of Directors, not content to rest on our past successes, began planning the launch of a Community Consultation Task Group to ensure that we continue to honour that tradition. As we envisioned the programme, we thought of a two or three year time line. As we have started to implement it, identifying target groups, and undertaking similar consultations in various geographic areas throughout our

region, we have realized that this is not the short term project we had thought it might be. In fact, we are beginning to believe this may be a continuous programme of staying in touch with the community. Up to now, we have been focussing on senior's groups, and we aren't finished with them. But when we are, we will start consulting with other identifiable groups within our community. At the same time, we won't be waiting to the end of the process to start acting on what we have discovered. Even with the few consultations to date, we are already talking about the implications for our future, in what we are hearing.

Planning for our future, is the work of the Board. Having the staff and other volunteers we work with, makes our task one filled with great potential. Thank you for all you do.

Respectfully submitted,

Robert Thompson, *President*

## Executive Director's Report



Always striving to meet the need for quality end-of-life care in the North Okanagan...

The expansion of Hospice House was completed at just the right time to meet the growing need for residential end-of-life care. This past year we provided care to 207 individuals and their loved ones from throughout the North Okanagan. This is up from 96 individuals in the year before expansion. For every one person cared for in Hospice House, it is estimated that an additional five loved ones also receive care and support.

Demand for community based bereavement services also continues to grow, with 134 new clients accessing individual counselling services and group programs, an increase of 27 percent over the previous year. Volunteers are involved in all aspects of programming contributing 12,940 hours in service to our clients, an increase of 29 per cent!

North Okanagan Hospice Society continues to have strong financial partnerships in the

delivery of programs and services. Interior Health Authority, our major funding partner for Hospice House, contributes 79 per cent of total revenue required for the program. Residents contribute the minimum residential care rate, mandated by the Ministry of Health at \$29.40 in 2009-2010, representing 8 per cent of total revenue. Generous gifts from donors equal 13 per cent of revenue and ensure that we are able to continue our tradition of excellence in meeting the needs of those we serve.

The Province of British Columbia continues a long-standing financial partnership in the delivery of volunteer and bereavement programs. Gaming grants provide 41 per cent of total revenue with donors contributing the remaining 59 per cent!

The level of philanthropy at North Okanagan Hospice Society ensures that we continue to benefit our clients in the best possible way. All gifts are greatly appreciated and wisely applied to provide quality end-of-life care, today and into the future. As a result of the overwhelming success of our capital campaign to expand

Hospice House, we have established both operating and capital reserve funds, to protect our assets and ensure the delivery of programs and services for generations to come. We are grateful for all contributions of time, talent and financial resources toward the vision of respect, comfort and compassion in life's final journey.

Last but definitely not least I would like to acknowledge and thank my team of staff and volunteers for their outstanding commitment to excellence in achieving quality end-of-life care for those we serve. Together, we truly do make a difference!

Respectfully submitted,

Brenda Thorlakson, *Executive Director*



Hike for Hospice

## *Gifts* from the North Okanagan Community



Hike for Hospice



Home Building Centre Golf Tournament

Generous donations equal to \$387,209 ensure excellence in programs and services. Every gift is appreciated!

## *A Few Words* from our Clients

*"The only place I would want my Dad to be in his final days is at Hospice House in Vernon. This place is a collaboration of the finest individuals in caring, not only for Dad but for us as well. Words cannot express my gratitude in the care for both Dad and me. Thank you for the bottom of my heart. The hugs will never be forgotten."*

*"A note of sincere thanks for your loving and compassionate care of our son. You made his last few weeks so much more bearable, and he loved every one of you and was so grateful for everything you did. He smelled every rose in the garden every time he walked by them. So please accept our deepest appreciation and don't forget to "STOP AND SMELL THE ROSES!"*

*"Words cannot express how much we appreciate the honest care and concern exhibited by all the staff 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. Your professionalism in such a warm and human manner did not go unnoticed. The services you provided were such a blessing, and for them all, we humbly thank you."*