

REACH Initiative

(Resources Education & Advocacy to Champion Hospice palliative care)

North Okanagan Hospice Society "Ends" identify the results for which the Society exists, for whom that benefit will be provided and at what cost. Our REACH Initiative addresses the Society's "End 2" which states: Residents of the North Okanagan are aware of their choices related to end-of-life care and those with a palliative diagnosis are supported in navigating the health care system.

North Okanagan Hospice offers end-of-life services through our residential palliative care program, grief and bereavement services and volunteer support. The REACH Initiative is infused in each of these programs designed to inform, educate, and support individuals with a life-limiting illness, caregivers, healthcare professionals and the community about end-of-life issues. REACH activities include:



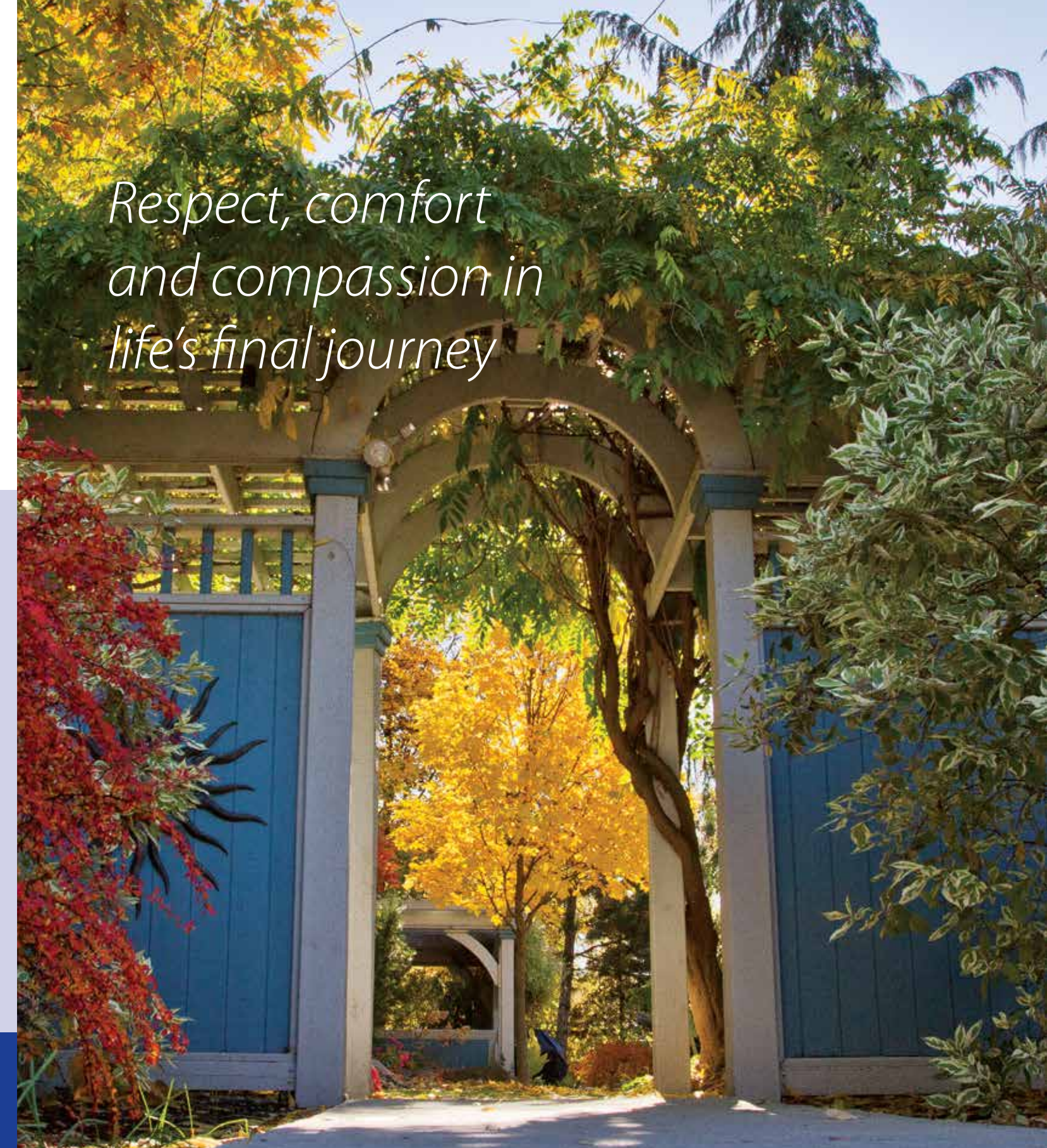
"I have often thought that volunteering at Hospice is a spiritual experience because it takes me out of myself—as soon as I walk through the door, I am focused on the tasks at hand and how best to serve the clients and their families. Everything else in my life falls away for the 2 or 3 hours I'm in the house."

- Volunteer

"My co-workers are amongst the best that I have ever had the pleasure of working with. Their compassion and caring for our resident's and their loved ones extends to each other. We laugh together, and yes sometimes even cry together. It is a place where lives touch and connect in ways that would not be possible in most work environments."

- Ninie Foldes, Staff

Respect, comfort and compassion in life's final journey



Celebrating 30 years
North Okanagan Hospice Society
Thank you

Annual Report

April 1, 2013 - March 31, 2014

What is Hospice? Presentations

NOHS provides community groups with an overview of our organization. Topics include:

- What is hospice palliative care?
- How does hospice work and how is it funded?
- Who is eligible for hospice care and how is care initiated?
- What programs and services does NOHS provide?

Research to Practice Seminar Series

In 2011, NOHS partnered with the Institute for Healthy Living and Chronic Disease Prevention at UBC Okanagan to deliver free, educational seminars to the public on a variety of topics relating to hospice palliative care. These sessions are facilitated by Canadian researchers and stakeholders and are offered 4 times per year. Since we provide an opportunity for people to join online or by teleconference, as well as in person at UBC Okanagan, the audience for these seminars is typically diverse and includes Hospice staff, university students and faculty, Health Authority staff, health care professionals, caregivers, and interested community members – sometimes from across the country.

Past Webinars:

- *Spiritual care within palliative care: What does the evidence tell us?* | Dr. Shane Sinclair
- *Managing fatigue at end of life* | Dr. Karin Olsen
- *Helping family caregivers of people at the end of life: What we have learned from research* | Dr. Kelli Stajduhar
- *The TCare Project* | Dr. Barb Pesut
- *The relationship between hope and advance care planning* | Dr. Carole Robinson
- *Completing the Circle: End of life care with Aboriginal families* | Dr. Carrie Bourassa
- *The changes toolkit: Helping palliative care patients and their family caregivers deal with transitions* | Dr. Wendy Duggleby

Adolescent Grief & Loss Learning Network

Our most recent initiative brings community professionals to NOHS to connect and learn about the topic of child and adolescent grief and loss. Topics include:

- Helping Adolescents Cope with Grief
- Effective Grief Groups for Adolescents
- Grief in Youth Suicide
- Helping Families Cope with Conflict at End-of-Life
- Adolescents and Traumatic Loss
- Adolescents and Life Threatening Illness

Advance Care Planning Workshops

NOHS offers community workshops and sessions open to health care professionals, volunteers, caregivers and all residents of the North Okanagan. Medical, emotional, legal and practical aspects of Advance Care Planning are addressed at these presentations.

Past Workshops:

- *Café Scientifique: What makes for quality of life when you have an advanced life-limiting illness* | Dr. Carole Robinson, Dr. Barb Pesut, Dr. Richard Swatzky, Debra Pool
- *Advance Care Planning: The importance of having the difficult conversations that can make life (and death) easier* | Elizabeth Causton

Social Media Advocacy Program

Social media augments our advocacy efforts by allowing us to reach and connect with more people, in more places, faster than ever before. Since 2012, NOHS has been using social media (Facebook and Twitter) to boost volunteerism, fundraising, participation in events and awareness about hospice palliative care topics.

Community Gatherings:

Celebrate-A-Life Memorial
This gathering happens every November

during the Festival of Crafts Christmas craft show. During this festival, Celebrate-A-Life volunteers provide support to those who find the Christmas season difficult due to the death of a loved one and re-connect with individuals who have already benefited from our support. It is also an opportunity to provide information to those who might not be aware of our grief and bereavement services.

Holiday Transitions

A special service every December provides an opportunity for the bereaved to find support over the holidays. The service includes a memorial service honouring loved ones, and an educational component providing information on how to manage all holidays and anniversaries – not just Christmas. Grief pamphlets are available for participants. This service is available to all members of the community.

Lending Library

Located in the Living Room at Hospice House, the lending library is open to the public. Books may be borrowed for up to three weeks. The lending library contains material covering a variety of topics including hospice palliative care, bereavement and child and teen grief.

Student Practicum Training

North Okanagan Hospice Society provides ongoing opportunities for post-secondary students who wish to pursue hospice palliative care practicum training. Medical, nursing, social work and health care assistant students experience practicums at NOHS throughout the year.



2014 Board of Directors

Seated (L – R): Gregory Adams, Treasurer; Pauline Blais, Director, Edith Hockley, Director

Standing (L-R): Shelley Duggan, Secretary; Jennifer Harry, Vice-President; Ruth Edwards, Executive Director; Diane Weaver, Director, Jaron Chasca, Director

Missing: Ron Allen, President; Marcia Bell, Past-President



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.



North Okanagan
Hospice Society

Celebrating 30 Years - *Thank You!*

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

3506 27th Avenue Vernon, BC V1T 1S4

Phone: 250.503.1800

Fax: 250.503.1844

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



Did you know?

North Okanagan Hospice Society provides grief and bereavement programs for those who have experienced the death of someone significant in their lives. This service is available to anyone in the community – not just those who have experienced the death of a loved one at Hospice House. Services include:

- One-on-one counselling
- Finding My Way Group support
- Bereavement Follow-up volunteer support

For more information, please contact Panadda at (250) 503-1800, ext 200.

Annual Fundraising Event Updates

Thank you for your support!

Journeys Campaign 2013	\$38,600
Hike for Hospice 2014	\$43,000
Home Building Centre Golf Tournament 2014	\$27,000
Dancing With Vernon Stars 2013	\$25,000
Butcher Boys Chris Huculak Memorial BBQ 2013	\$11,690
Tolko Lavington Planer Mill Staff Lottery 2013	\$3,178
Vernon Firefighters, Pamper Your Palette	\$5,045
Cherries Jubilee 2013	\$2,350
South of Pine Street Fashion Shows 2013/14	\$2,150
Lent Turik Golf Tournament 2013	\$1,640



President's Report



As we enter our 30th year as a society I think about the group of community members who had a vision for the provision of end-of-life care in the North Okanagan. That group of dedicated people wanted to support those individuals and families in our area who were facing an end-of-life journey. It is thanks to their vision and the continued hard work and commitment of people today that North Okanagan Hospice Society continues to provide support and care to the residents of the North Okanagan facing an end-of-life journey. As president of

the Board of Directors for North Okanagan Hospice Society these past two years, it has been my privilege and honour to have been able to connect with many of those great volunteers and staff who continue to keep that original vision alive.

The Board is comprised of nine individuals who come from many different walks of life, but have one common denominator, support for quality end-of-life care in the North Okanagan. This volunteer Board commits its time to the task of overseeing the society and setting policies and direction for NOHS. In addition, the Board has continued this past year with its focus on connecting with the residents of the North Okanagan to better understand quality end-of-life care needs in the North Okanagan. This past year, our Ownership Linkage Committee has met with and surveyed many residents in the area and asked them what they envision for continued quality end-of-life care in the North Okanagan. They have collected feedback from a variety of groups and individuals and the Board will be reviewing all of this feedback as we look to the future of NOHS.

This past year the Board has developed a Strategic Plan to help guide its work in the coming years. This plan focuses on the role of the Board which is to connect with the residents of our area, to develop policies which guide the governing of NOHS and to plan for the future needs of end-of-life care in the North Okanagan. The strategic plan is a living document and the Board is committed to an annual review of the plan to ensure that it remains relevant and reflective of the community we serve.

I continue to be impressed and thankful for the dedicated staff, volunteers and community supporters that NOHS is blessed to have. With the leadership of Ruth Edwards our Executive Director and her team, we as a Board know that NOHS is in good hands and will continue to offer support, comfort and care to those in our community facing an end-of-life journey. Thank-you to all in our community who continue to support NOHS with time, money, organizing and volunteering, it is because of you that the original vision of thirty years ago continues to live on.

Respectfully submitted,

Ron Allen

Ron Allen *President, NOHS*

Did you know?

North Okanagan Hospice Society provides services to residents throughout our catchment area of the North Okanagan. The home location for our clients is as follows:

Home	House Residents 2013/14	Hospice Counselling Clients 2013/14
Greater Vernon	71%	80%
Armstrong/Spallumcheen	11%	17%
Enderby	4%	2%
Lumby/Cherryville	6%	0%
Other	8%	1%

Executive Director's Report



In October 2014, North Okanagan Hospice Society will celebrate its 30th Anniversary of providing end-of-life services. Our services began in 1984 with a dedicated group of volunteers who offered support to those at end-of-life. In commemorating our 30th anniversary milestone, we look back and are thankful for the dedicated staff and volunteers who began to dream of building a Hospice House. The twelve bed residential hospice that we have today is the result of that dream and is the pride of our community.

We are able to provide Hospice House services and our outreach programs because we have the financial support of the Province of BC. Interior Health Authority; Community Gaming Grants provide much of our ongoing funding. The community also deserves high praise and our thanks for its unwavering support of North Okanagan Hospice Society. Individuals, churches, service clubs and businesses continue to provide their financial support to ensure that our programs are available year after year. We thank the Province of BC and our community funders for their generous support.

We are so fortunate to have such a committed team of staff and volunteers. For 30 years, our services have been successful because of their hard work and dedication. It is so important to have people who you can count on and at Hospice we witness that dedication every day. I thank each staff member and each volunteer for their unique talents and gifts. Their compassion, empathy, respect and kindness are truly inspirational.

The following words from family members of a Hospice House client are a testament to the commitment of our staff and volunteers:

We would like to thank the staff and volunteers. The passing of our father made a huge impact us - the staff and volunteers were kind, supportive, and sensitive to his needs and our needs. The reading material and the shoulders to cry on - all appreciated. Thanks so much.

With your support, we will continue to provide respect, comfort and compassion in life's final journey. We look forward to another 30 years of delivering quality end-of-life care in the North Okanagan.

Respectfully submitted,

Ruth Edwards

Ruth Edwards *Executive Director*

Thank you to our Staff!

We are so proud of our staff for their enduring commitment in upholding the values of our organization and providing excellence in their care to those we serve. It takes commitment, perseverance, and true caring for your fellow man to set aside yourself to companion our residents and be truly present with them and their loved ones in their grief journeys. We truly could not provide such a high level of service without each and every one of you!



Volunteers are at the heart and soul of our programs. Client volunteers are involved in every aspect of care and are a fundamental part of the interdisciplinary team. Donating their time and talents, this generous group brings a little comfort, restores dignity and adds a touch of everyday life to the lives of our clients. Other volunteers provide their significant talents to ensure that the Society's administration and governance are strong. With such dedication and commitment, it is clear that NOHS volunteers form an integral part of the hospice team and assist us as we work towards providing quality end-of-life care to the residents of the North Okanagan.

For more information about volunteering, please contact Leigh at (250) 503-1800 ext 110.

Volunteer Position

2013/14 Hours Contributed	
836	Board of Directors
2,295	Office Administration
335	Facilitation: Training, Education, Meetings
6,687	Client One-on-One
216	Bereavement Follow-Up
544	Auxiliary Volunteers
782	Garden
319	Fundraising
934	Student Practicums
12,948	Total Volunteer Hours

Financial Report 2013 - 2014

Statement Of Operations For the year ended March 31, 2014

Revenues	
Interior Health Authority	\$1,196,378
Donations and Grants	\$249,111
Bequests	\$96,218
Fundraising	\$154,810
Residential & Program Fees	\$102,398
Gaming Revenue	\$104,471
Investment Income	\$166,888
Other income	\$983
Loss on disposal of assets	-\$16,902
	\$2,054,355

Expenses

Wage Costs	\$1,506,262
Amortization	\$158,907
Residential Program Expenses	\$85,447
Facility Expense	\$101,150
Fundraising	\$120,895
Organizational Development	\$66,424
Administration	\$56,875
Advertising	\$1,304
	\$2,097,264

Excess (deficiency) of revenue over expenses - \$42,909

This summary financial information does not contain all the disclosures required by the financial reporting framework applied in the preparation of the audited financial statements, and that reading the summary financial information is not a substitute for reading the audited financial statements. For a copy of our audited financial statements, please contact our office at 250.503.1800.



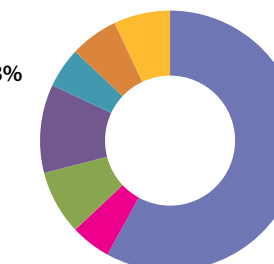
Hike for Hospice
Running for 7 years
Total Raised - **\$170,000**

Funding

North Okanagan Hospice Society relies on our partners: Interior Health Authority, the Province of British Columbia and the residents of the North Okanagan to provide end-of-life care services. Working together with our partners, we strive to achieve excellence in the delivery of quality end-of-life care.

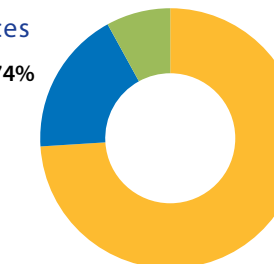
Sources of Revenue

- Interior Health Authority: **58%**
- Resident Fees: **5%**
- Investment: **8%**
- Donations: **11%**
- Bequests: **5%**
- Events: **6%**
- Grants: **7%**



Allocation of Resources

- Programs and Services: **74%**
- Administration: **18%**
- Fundraising: **8%**



The past 30 years: **17,677** donors **165,000** volunteer hours **19,000** clients served average stay of **18** days