



Holly, Volunteer



Kelli, Staff



Michael, Staff



Susan, Staff

## Did you know?

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

Home	House Residents 2012/13	Hospice Counselling Clients 2012/13
Greater Vernon	76%	75%
Armstrong/Spallumcheen	6%	17%
Enderby	8%	2%
Lumby/Cherryville	5%	2%
Other	5%	4%

## Thank you!

A thank you to the hospice volunteers who make a tremendous difference in the lives of our residents. Each of these very compassionate individuals help us every day by spending time with the residents and their family, providing pet, music and other alternative therapies, assisting in the office and much more. The work these volunteers do for us and the residents we serve is invaluable. Their dedication and selfless commitment enables us to fulfill our vision: Respect, comfort and compassion in life's final journey. Their acts of compassion both large and small, allow our residents comfort, and companionship that make the difference at a very critical point in their lives. To our Hospice volunteers, thank you!

Volunteers play an integral role in all programs and services offered by North Okanagan Hospice Society. 128 volunteers generously contribute their time and talent in many ways in service to our clients – see below:

Volunteer Position	2012/13 Hours Contributed
Board of Directors	710
Office Administration	1,598
Facilitation: Training, Education, Meetings	1,082
Client One-on-One	8,106
Community Client Support	219
Bereavement Follow-Up	316
Auxiliary Volunteers	1,014
Garden	766
Fundraising	343
Student Practicums	1,152
<b>Total Volunteer Hours</b>	<b>15,306</b>



### Board of Directors

**Top row:** Jennifer Harry, *Vice-President*  
Bruce Beley, *Director*  
Karen Truesdale, *Director*

**Bottom row:** Greg Adams, *Treasurer*  
Marcia Bell, *Past-President*  
Shelley Duggan, *Director*  
Pauline Blais, *Director*  
Ron Allen, *President*  
Ruth Edwards, *Executive Director*

**Missing:** Valerie Holowach, *Secretary*

### 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.*



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

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



North Okanagan  
*Hospice Society*

**Annual Report**  
*April 1, 2012 - March 31, 2013*

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

## Did you know?

33% of Hospice staff members and 19% of Hospice volunteers have 5 years or more of dedicated service to our clients. We thank them for their commitment and exceptional contributions to Hospice. Together as a team, we strive for excellence in the delivery of quality end-of-life care.



Nancy, Brian & Penny, Volunteers

## Annual Fundraising Event Updates

### Thank you for your Support!

Journeys Campaign 2012 .....	\$36,000
Hike for Hospice 2013 .....	\$29,500
Home Building Centre	
Golf Tournament 2013 .....	\$28,000
Dancing With Vernon Stars 2012 .....	\$25,000
Butcher Boys Chris Huculak	
Memorial BBQ 2012 .....	\$12,800
Tolko Lavington Planer	
Mill Staff Lottery 2012 .....	\$3,940
Vernon Firefighters, Pamper Your Palette .....	\$3,850
Cherries Jubilee 2012 .....	\$3,300
South of Pine Street	
Fashion Shows 2012/13 .....	\$2,100
Lent Turik Golf Tournament 2012 .....	\$1,450

## Board of Director's Message



It has been my privilege and honour to serve this past year as President of the North Okanagan Hospice Society. The Board of NOHS is a very dedicated group of volunteers who are committed to not only Hospice House itself but to serving the community as a whole and supporting the provision of End-of-Life Care for those individuals and families who live in the North

Okanagan.

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 past year the Board has continued its focus on connecting with residents of the North Okanagan through its Ownership Linkage Committee. The residents of the North Okanagan are the "owners" of North Okanagan Hospice Society. One of the most important duties of the NOHS Board of Directors is to connect with our owners, and learn as much as possible from them about their views related to end-of-life care. The Ownership Linkage Committee of the Board is responsible for making this connection with owners and then reporting their findings back to the Board. What the Ownership Linkage Committee learns from our owners greatly assists the Board in planning the future direction for North Okanagan Hospice Society.

In 2012/13, the Board of Directors' Ownership Linkage Committee surveyed volunteers and also met with North Okanagan residents between the ages of 40-60 to gather their input on the following topics: end-of-life services currently available in the North Okanagan; areas for future program development at Hospice; and knowledge about Advance Care Planning. In addition, the Ownership Linkage Committee met with Interior Health Authority and First Nations organizations to gather their input.

In addition, to their work through the Ownership Linkage Committee, the Board continues with the Executive Director, Ruth Edwards to support staff and volunteers as they provide quality end-of-life care and grief and bereavement support to many individuals and families in our community. Our staff and volunteers are a very dedicated group and it is through their hard work and commitment that NOHS continues to be such an essential service for residents in the North Okanagan.

I continue to be amazed and thankful for the incredible support the community gives to NOHS. It is through this support that NOHS can continue to offer the services we do in support of all residents of the North Okanagan.

Respectfully submitted,

Ron Allen  
President, NOHS

## Leadership Team Message

Our foundation at North Okanagan Hospice Society is built on the strong commitment of our staff, volunteers, funding partners and members of our community who truly believe that our community is a better place because we provide quality end-of-life services. We thank all members of our community for their ongoing contributions of time, talent and donations. With your support, we will continue to be successful in delivering quality end-of-life care in the North Okanagan.

The Leadership Team at Hospice is pleased to provide you with highlights of NOHS' work in the community this past year and our organization-wide commitment to best practices.

### Children's Grief Counselling Potential

As part of our 2012/13 Strategic Plan, we investigated whether there was a need for increased grief counselling services for children in the North Okanagan. From January – March 2013, our grief counsellor and a social work practicum student conducted an environmental scan in our community to determine if adequate, affordable



Hike for Hospice 2013

children's grief counselling services were available.

Our environmental scan determined that while there are some resources currently available to address children's grief in the North Okanagan, the accessibility and cost varies. We will continue to monitor the availability of children's grief counselling services. For information about grief counselling services, please contact our grief counsellor at (250) 503-1800 ext 200.

### Caregiver Support Potential

NOHS's grief counsellor is currently conducting an environmental scan of caregiver support programs across BC for those who are caring for palliative individuals. The goal of the environmental scan is to better understand the types of programs that are currently being delivered in other communities. This information will assist us as we decide on the potential for development of a comprehensive caregiver support program here in the North Okanagan – one which will address physical needs including home care and symptom management; emotional and psychological needs including stress management; social and information needs; and spiritual needs.

### Enhanced Communication

We have an increased presence on social media! Our staff members have made great strides forward in "staying connected" with our volunteers, donors, funders and other stakeholders in the community. "Like" us on Facebook (facebook.com/northokanagahospicesociety) to keep current on our activities. "Follow" us on Twitter @NOHSospice to remain current on hospice palliative care initiatives world-wide.

The NOHS website has undergone a complete makeover to enhance our communication with the community. Our new, clear and concise website provides the public with easy access

to our services, career opportunities, fundraising events and so much more - check out our website: www.nohs.ca.

### Professional Development

NOHS staff and volunteers are encouraged to participate in on-going learning to develop their skills and knowledge. This effort reinforces our focus on best practices and enables our staff and volunteers to achieve our goal of delivering quality end-of-life care.

Our strong partnerships with learning institutions allow NOHS to connect with leading edge educators and professionals who bring their knowledge and experience to the workplace. Some of the on-line and in-house learning opportunities for both staff and volunteers are highlighted below:

- Building Trust with Residents and Families
- How hope works: The relationship between hope and advance care planning
- Hope, Demoralization and Depression in Patients and Families
- The Key to High Quality End-of-Life Care for Children and their Families
- Feeding and Choking Workshop
- Continuous Palliative Sedation Therapy and the Canadian Consensus Framework
- Honoring Thy Self: Disenfranchised Grief and the Professional Caregiver
- Comfort Touch Workshop

### Leadership Team:

Ruth Edwards, *Executive Director*

Kelli Sullivan, *Learning & Effectiveness Leader*

Elsie Swartz, *Care Team Leader*

Leigh Van Dyke, *Client Support Services Manager*

Nick Hodge, *Financial Officer*

## Financial Report 2012 - 2013

### STATEMENT OF OPERATIONS

For the year ended March 31, 2013

<b>Revenues</b>	
Interior Health Authority	\$1,174,310
Donations and Grants	\$1,129,606
Fundraising	\$169,419
Residential & Program Fees	\$113,188
Gaming Revenue	\$81,012
Interest	\$54,183
Other income	\$3,140
Loss on disposal of assets	-\$17,958
	\$2,706,900
<b>Expenses</b>	
Program Wage Costs	\$1,486,288
Amortization	\$157,356
Residential Program Expenses	\$92,350
Facility Expense	\$82,218
Fundraising	\$105,722
Organizational Development	\$33,588
Administration	\$46,306
Advertising	\$2,269
	\$2,006,097
<b>Excess of revenue over expenses</b>	<b>\$700,803</b>

### Hike for Hospice 2013



### STATEMENT OF FINANCIAL POSITION

as at March 31, 2013

<b>Assets</b>	
<b>Current Assets</b>	
Cash	\$969,793
Accounts Receivable	\$18,744
Prepaid Expenses	\$9,227
	\$997,764
<b>Capital Assets</b>	\$2,936,588
<b>Intangible Assets</b>	\$40,108
<b>Long Term Investments</b>	\$1,709,627
	\$4,686,323
<b>Total Assets</b>	<b>\$5,684,087</b>
<b>Liabilities</b>	
<b>Current Liabilities</b>	
Accounts payable	\$195,019
Deferred Revenue	\$107,000
	\$302,019
<b>Fund Balances</b>	
Invested in Capital Assets	\$2,976,696
Internally Restricted	\$1,057,277
Externally Restricted	\$652,350
Unrestricted	\$695,745
	\$5,382,068
<b>Total Liabilities &amp; Fund Balances</b>	<b>\$5,684,087</b>

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.

