



Board of Directors

From left to right:

Karen Truesdale, *Treasurer*
 Robert Thompson, *Past-President*
 Ron Allen, *Vice-President*
 Jennifer Harry, *Secretary*
 Jim Frey, *Director*
 Lauren Lypchuk, *Director*
 Pauline Blais, *Secretary*
 Marcia Bell, *President*

Missing:

Ruth Edwards, *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 2010 - 2011

STATEMENT OF OPERATIONS For the year ended March 31, 2011

| | |
|--|-------------|
| Revenues | |
| Donations and Grants | \$212,289 |
| Gaming Revenue | 124,697 |
| Interest | 33,766 |
| Interior Health Authority | 1,160,891 |
| Residential & Program Fees | 126,005 |
| Fundraising | 146,425 |
| Amortization of deferred contributions | 8,775 |
| Other Income | 1,530 |
| | <hr/> |
| | \$1,814,378 |

| | |
|--|------------------|
| Expenses | |
| Administration | 43,649 |
| Advertising | 2,243 |
| Facility Expense | 74,585 |
| Fundraising | 84,153 |
| Organizational Development | 26,919 |
| Professional Fees | 11,225 |
| Residential Program Expenses | 88,042 |
| Program Wage Costs | 1,374,576 |
| Amortization | 153,474 |
| | <hr/> |
| | \$1,858,866 |
| Excess of revenue over expenses | \$-44,488 |

STATEMENT OF FINANCIAL POSITION as at March 31, 2011

| | |
|-----------------------|-----------|
| Assets | |
| Current Assets | |
| Cash | \$567,764 |
| Accounts Receivable | 16,184 |
| Prepaid Expenses | 9,550 |
| | <hr/> |
| | 593,498 |

Capital Assets 3,199,471

Long Term Investments 817,039

\$4,610,008

| | |
|-------------------------------|------------------|
| Liabilities | |
| Current Liabilities | |
| Accounts Payable | \$151,784 |
| Deferred Contributions | \$572,743 |

| | |
|----------------------------|--------------------|
| Fund Balances | |
| Invested in Capital Assets | 2,631,248 |
| Internally Restricted | 270,953 |
| Externally Restricted | 706,994 |
| Unrestricted | 276,286 |
| | <hr/> |
| | 3,885,481 |
| | <hr/> |
| | \$4,610,008 |

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

Annual Report

April 1, 2010 - March 31, 2011

Respect, comfort and compassion in life's final journey



North Okanagan
Hospice Society
 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



North Okanagan
Hospice Society

Volunteers *Give* Generously



Helen, Volunteer



Pat, Volunteer

This year, volunteers contributed 13,019 hours in support of quality end of life care.

Thank you!

President's Report



For over a quarter of a century the residents of the North Okanagan have been strong supporters of NOHS and the past year was no exception.

That support combined with prudent fiscal management, has ensured that we are in a very solid financial position and able to meet the needs of our constituents.

Financial resources alone are not enough to create an exceptional organization. Committed people are essential for our success. We have over 100 volunteers who contribute their time and talents to the Society in a variety of ways. All have one thing in common; a desire to make North Okanagan Hospice Society the best it can be.

The skill and dedication of our employees enabled us to continue providing extraordinary care and assisted in the seamless transition to our new Executive Director, Ruth Edwards. We are providing excellent programs and services and expanding our horizons under Ruth's capable leadership.

The Board of Directors has dedicated

time and energy to ensure that NOHS is governed effectively. You elected us to manage The Society on your behalf and we take the trust you have placed in us very seriously. We try to consult widely to better understand those we serve and the knowledge we gain through consultation helps guide our decisions regarding the future of the North Okanagan Hospice Society.

Thank you for contributing your time, energy and resources to NOHS during the past year. We are so fortunate that our community strongly believes in the importance of quality end-of-life care for all who need it.

Respectfully submitted,

Marcia Bell

Marcia Bell, President



Executive Director's Report



Over the past 27 years, the Board of Directors, staff, volunteers, clients, funders and other stakeholders of North Okanagan Hospice Society put the building

blocks in place to create a strong foundation for Hospice. Our team continues to build on this foundation to ensure that hospice palliative care is available to all residents of the North Okanagan.

This year, we provided service to 185 residents and their loved ones at Hospice House. We also provided bereavement follow-up and community counselling support for those who experienced either an expected death or the sudden death of a loved one. As well, volunteers continued to provide companionship and practical support to palliative clients in the community. In total, Hospice provided direct and indirect support to 1,320 residents of the North Okanagan in 2010-2011.

The demand for our services remains strong. We are confident that we are delivering a service that is greatly

needed and much appreciated when we receive thoughtful expressions of gratitude from our clients and their loved ones. The following words illustrate that appreciation:

"We thank you for your kind, compassionate care of our Dad. His last days on this earth were made much easier because of your care and the beautiful facilities at Hospice House."

The compassionate care delivered at Hospice is provided by staff and volunteers. Volunteers continue to be integral to all programs and services offered at Hospice. In 2010-2011, client, auxiliary, board, office, garden, pastoral and fundraising volunteers provided an incredible 13,019 hours in service to our clients. We thank them for their generous gifts of time and talent.

The values held by our staff and volunteers are the strength behind our programs and services. Caring, integrity, cooperation and humour are demonstrated daily at Hospice House and in the community. I acknowledge the considerable contributions of all staff and volunteers in ensuring that our clients and their loved ones are comfortable knowing that their needs

will be met. Our team is committed to working towards achieving our vision of providing respect, comfort and compassion in life's final journey.

Our funders - the Interior Health Authority, the Province of British Columbia through gaming funds, and the generous contributions from the community - continue to provide the level of financial resources required for us to achieve excellence in the delivery of quality end-of-life care today and to plan for asset replacement in the future. Fiscal responsibility remains a strong focus of Hospice.

Finally, I sincerely thank all staff, volunteers and members of the community for their good wishes when I assumed the role of Executive Director at Hospice. Your heartfelt words of encouragement were much appreciated. Thank you for your continued support.

Respectfully submitted,

Ruth Edwards

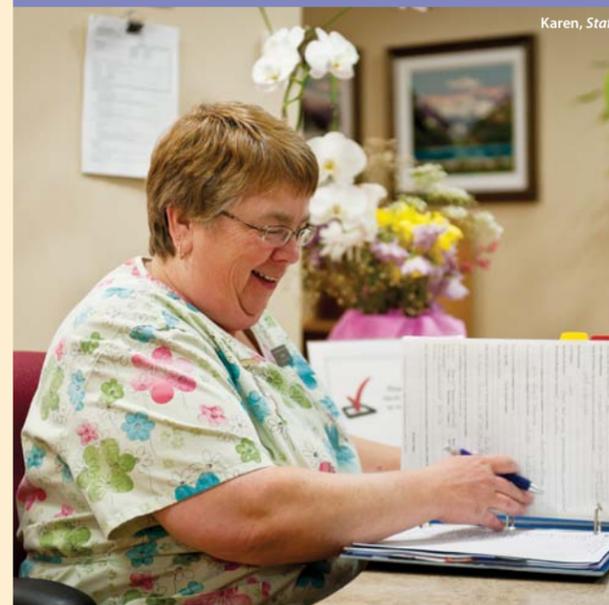
Ruth Edwards, Executive Director

A Few Words from Angela, a volunteer

I have volunteered at Hospice since October, I work every Thursday and every other Saturday. I will tell you what I do as a volunteer:

I arrive usually about 4:30. There is a cook full time so I don't have to cook (good thing). She makes the meal and keeps it in a warmer. I go and say hello to each of the residents and introduce myself to those I haven't met. I like to touch base with them about supper and I find out how they are feeling and what they would like to eat. Often, they will ask for whatever meal has been prepared, but sometimes they want just ice cream for supper, or soup, or something wild and crazy. So then I go and prepare their meals and get the trays ready. Hospice has 12 residents but usually they don't all eat. Some people will need help eating, if they don't have the coordination or the strength to do it themselves. I usually say "Can I join you for dinner?"

After the meal is done, I do the dishes and then have time to visit. I will work on a puzzle with someone or just sit and hold their hand. It has its emotional times, I am a bit of a softie and it is hard to see people suffer. But, you just be strong and confident knowing you are making a difference. I have sat with more than one person when they take their last breath, no one should be alone when they die, so I will sit with them and talk to them or sing to them even if I don't know if they can hear me. It is an experience that is indescribable.



Karen, Staff



Susan, Staff

A Few Words from Tammy, RN

What motivates you to be so committed to your work at Hospice?

I feel more effective as a nurse giving holistic care. Working here has restored my faith in nursing and humanity. I recognize palliative end-of-life care as a specialty area which is honoured and focused on here, therefore giving me a greater sense of accomplishment professionally. It is an honour and privilege to journey this path with our clients.