



## Board of Directors

From left to right:

Karen Truesdale, *Director*  
 Marcia Bell, *President*  
 Greg Adams, *Treasurer*  
 Jennifer Harry, *Director*  
 Valerie Holowach, *Director*  
 Pauline Blais, *Secretary*  
 Ruth Edwards, *Executive Director*  
 Ron Allen, *Vice-President*  
 Robert Thompson, *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.*

# Financial Report 2011 - 2012

## STATEMENT OF OPERATIONS For the year ended March 31, 2012

<b>Revenues</b>	
Interior Health Authority	\$1,178,059
Donations and Grants	262,027
Capital Reserve Fund	260,000
Fundraising	189,597
Residential & Program Fees	122,706
Gaming Revenue	121,694
Interest	32,978
Amortization of deferred contributions	7,932
Other income	<u>1,960</u>
	\$2,176,953

<b>Expenses</b>	
Program Wage Costs	\$1,392,070
Amortization	152,969
Residential Program Expenses	96,224
Facility Expense	80,933
Fundraising	73,228
Organizational Development	45,947
Administration	39,623
Advertising	<u>5,193</u>
	\$1,886,187

**Excess of revenue over expenses \$290,766**

## STATEMENT OF FINANCIAL POSITION as at March 31, 2012

<b>Assets</b>	
<b>Current Assets</b>	
Cash	\$744,096
Investments	180,953
Due from Operating	95,657
Accounts Receivable	14,794
Prepaid Expenses	<u>12,560</u>
	\$1,048,060

**Capital Assets \$3,055,538**

**Long Term Investments \$911,213**  
**\$5,014,811**

<b>Liabilities</b>	
<b>Current Liabilities</b>	
Accounts payable	\$237,889
Due to capital reserve fund	91,137
Due to capital fund	<u>4,520</u>
	\$333,546

**Deferred Contributions \$567,680**

<b>Fund Balances</b>	
Invested in Capital Assets	\$2,492,378
Internally Restricted	270,953
Externally Restricted	652,350
Unrestricted	<u>697,904</u>
	\$4,113,585
	<b>\$5,014,811</b>

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, 2011 - March 31, 2012



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 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)



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

# Volunteers *Give* Generously

*"I value my time at hospice as a celebration of life in the face of death."*

- Volunteer, Bob W.



Denise & Gerry, Volunteers

This year, volunteers contributed 14,797 hours in support of quality end of life care.

**Thank you!**

## President's Report



Many years ago a small group of individuals began what was to become North Okanagan Hospice Society. They made a significant personal commitment and since that time the volunteers and staff of NOHS have continued that commitment. Their example will continue to serve us well in the future.

As we look ahead, there will be increasing demand for our residential services because of an aging population. As well, people's attitudes are changing and more people want to spend their final days at home. This may mean providing different community programs than currently exist. The challenge for The Society will be to anticipate these changes and provide what is needed, wherever possible.

Consultations with the community are ongoing. The Board believes that this link to the residents of the North Okanagan is crucial. We gain valuable insights which help to guide our decisions as we plan for the future. One result of these consultations has been to change our communication strategies.

Under the leadership of Ruth Edwards, our Executive Director, the employees have continued to provide first-rate care for our clients. They go well beyond

what is expected of them and The Board greatly appreciates their expertise and dedication.

The Society has a large group of dedicated volunteers who serve in a myriad of ways. No matter what the task a volunteer will always step up. Some have volunteered for a long time while others are just beginning their involvement. All are vital to our success and we thank them for their commitment.

For the past two years it has been my privilege to serve as President of North Okanagan Hospice Society. I am constantly inspired by our clients, and the continued support we receive from the community.

Respectfully submitted,

*Marcia Bell*

Marcia Bell, President



## Executive Director's Report



We believe that North Okanagan Hospice Society offers invaluable services in the North Okanagan. The highest profile program we offer is the residential program at Hospice House where we provide quality end-of-life care to clients and their loved ones. Equally important, however, are our community programs of counselling, bereavement and volunteer services which provide welcome psych-social, respite and practical support in the North Okanagan. In total, it was our privilege to serve 1,369 residents of the North Okanagan in 2011-12. As we move forward, we will continue to provide information about end-of-life options available for the palliative population, and the benefits of making your choices known through Advance Care Planning.

This year, a team of five doctors with a keen interest in palliative care provided support for Hospice staff and palliative clients in the community by supplementing the expertise already available from family doctors and specialists in the North Okanagan. On a rotating basis, Dr. Barbara Picken, Dr. Elizabeth Jolly, Dr. Mark Corbett, Dr. Rick Sherwin and Dr. Aisha Manji attended weekly rounds at Hospice House and also attended

Palliative Care Team meetings in the community. I thank these doctors for sharing their time and knowledge to serve the unique needs of the palliative population. I also thank the Interior Health Authority for providing funding to support this outstanding initiative.

The following words from family members of a Hospice House client are a true illustration of the commitment our staff and volunteers have to our Vision Statement: Respect, comfort and compassion in life's final journey.

*"We thank all the wonderful staff and volunteers for your compassionate care of our mother. Though half a country separated us from our mother, we rested easier knowing that she was in very capable hands...I know she left this world as peacefully and pain free as possible. The care and attention rendered by everyone was second to none. Thank you for helping our mother pass with dignity."*

Our staff members are among the best healthcare providers in the North Okanagan. Our standards are high, and our staff members continue to exceed our expectations on a daily basis. Their commitment to Hospice and our clients is exceptional, and I thank them for their generosity of spirit and gifts of service.

We have an incredible group of

volunteers at Hospice! Last year they contributed more than 14,000 hours of time and talent in service to our clients. Every program at Hospice is supported by volunteers – those who work with clients; in the garden; on the Board of Directors; in the office; in maintenance; or fundraising – they all provide invaluable support. We are so fortunate to have such dedicated volunteers who give their time and skills to provide quality end-of-life care. Finally, I thank our donors and funders for their ongoing support. Again this year, in addition to contract funding, we were required to raise more than \$400,000 to support our programs. And again this year, our donors provided that support. Thank you for your continued financial commitment to quality end-of-life care.

We plan to build on our strong foundation which has been developed over the past 28 years. With your support, we will continue to be successful in delivering quality end-of-life care in the North Okanagan.

Respectfully submitted,

*Ruth Edwards*

Ruth Edwards, Executive Director

## A Few Words from our Staff & Volunteers

*"My commitment to Hospice is based on providing the most dignified and compassionate care possible for our residents and families."* - RN, Margaret B.

*"Hospice House is an amazing experience. When I started I was not sure I could do it, but it is not what some people think. It is so fulfilling and rewarding to be able to help people reach the end of their lives with dignity and respect. I am proud to be able to help make this happen for our residents."* - Volunteer, Dorothy M.

*"My commitment to Hospice work is rooted in my own desire to make a difference in this world, where there is so much suffering, and so much fear. Through my work, I hope to demonstrate that this process of dying can also be a time when great love is shown, gratitude is expressed, and healing happens. And, I know that I have to do it. I just know I must do this work."* - Social Worker, Sheila O.



Hike for Hospice



Denise, Staff



Hike for Hospice: Team Marnie's Marmots