

nohs North Okanagan
HOSPICE SOCIETY

Annual Report

April 1, 2022 - March 31, 2023



Executive Director's Report



I am pleased to present this year's report, highlighting the significant milestones and accomplishments we achieved during a year of managing change. Despite the challenges we faced, our dedicated team remained steadfast in our commitment to providing compassionate end-of-life care and support to our patients and their families.

2022 was marked by the ongoing impact of the global pandemic. NOHS continued to adapt to the changing landscape by ensuring our rigorous safety protocols to protect our patients, families, and staff were maintained, whilst supporting patient centered care. Our team demonstrated resilience, flexibility, and compassion in delivering our services during these trying times.

A brand refresh was 2022's first step to foster stronger relationships with our local community and partnerships. These collaborations allowed us to expand our reach, raise awareness about the importance of palliative care, and engage in joint initiatives to improve end-of-life care in our region. We actively participated in community events, conducted educational seminars, and provided support to other organizations working in the palliative care field.

We continued to focus on improving the quality of care we provide to our patients. We have cared for clients with increased needs and acuity. We have adopted new clinical practices, further developed existing practices to optimize the comfort and well-being of our patients. In addition, we expanded our bereavement support programs to assist family members of all ages during the grieving process.

Recognizing the increasing importance of technology in healthcare, we made significant investments in upgrading our technological infrastructure. We implemented an electronic HR system to improve privacy and accessibility for our staff members to better manage their time.

We recognize that our dedicated staff members are the backbone of our organization. To support their professional growth and well-being, we implemented a comprehensive training program, focusing on specialized palliative care topics, and employee health and safety.

As we reflect on the challenges and accomplishments of the past year, we remain committed to our mission of providing compassionate palliative care. Looking ahead, we will continue to adapt to the evolving healthcare landscape, embracing innovative approaches and incorporating feedback from our stakeholders. We will strive to improve access to care, enhance the quality of our services, and foster meaningful connections with our patients, families, and the community at large.

I extend my deepest gratitude to our dedicated staff, volunteers, board members, and supporters for their unwavering commitment and contributions. Together, we will continue to make a difference in the lives of those we serve.

Lisa Matthews,

A handwritten signature in black ink, appearing to read 'Lisa Matthews'.

Executive Director



President's Report



I am very pleased to report that the North Okanagan Hospice Society has experienced another successful 12 months since our last AGM in September 2022.

NOHS has continued to provide outstanding care for our residents. Our Executive Director, Lisa Matthews, has successfully navigated significant changes in the leadership team due to circumstances beyond our control, the ongoing impact of COVID-19 pandemic and challenges in terms of finding qualified healthcare personnel in a very competitive recruiting environment. It seems that hardly a day goes by without media coverage regarding the lack of healthcare professionals in Canada and BC.

In spite of the challenges, we continue to make progress on the strategic plan we presented last year. We signed a 3-year contract with Interior Health Authority that provides us with sustainable baseline funding and the financial security to plan our future. We expanded our grief and bereavement for children and teens and made good progress on staff training and volunteer recruitment. We are also excited about our new look with an updated logo, website and other media materials and with improved outreach with the North Okanagan community beginning with our town hall meeting last September. Finally, improved mainstream and social media activities are paying dividends in terms of promoting support for both immediate and long-term funding of our society. Community support in the form of donations and in-kind contributions (new roof!) have been tremendous.

In closing, I want to thank ED Lisa Matthews, our Leadership Team, our incredible staff and volunteers and my fellow Board Members for all they contribute to quality end-of-life care and grief and bereavement support to many individuals and families in our community. Our staff and volunteers are very dedicated, and it is through their hard work and commitment that NOHS continues to offer such an essential service for residents in the North Okanagan. I am also very thankful for the funding we receive from the IHA and the amazing support the community gives to NOHS.

Respectfully submitted,

Paul Landry,

A handwritten signature in black ink that reads "P. Landry".

President NOHS



Our Vision

Leading through innovation to provide expert compassionate care respecting individual choice.



Our Mission

We empower, educate and support people with a life-limiting illness including those who are affected by and caring for their loved ones.

The reason I love volunteering at Hospice is that everyone makes you feel that you're needed and are always happy and welcoming. By volunteering I feel like I am contributing by making the clients day a little better.

- Donna Dahl
volunteer since 2002

Financial Officer Report



As I recently completed my first year at NOHS, I reflected on our finance and administration team, an amazing group of people that work together to ensure everything behind the scenes is taken care of. It is a pleasure to work in a place that is so caring and supportive. I have also had the opportunity and pleasure to lead the support services team as roles have changed in our leadership team. Our housekeepers and maintenance staff work tirelessly to keep all areas of the house clean, safe and in good repair. Our wonderful cooks do an amazing job preparing meals each day and treats for all to enjoy. They are important members of a team that ensures clients and families have a safe, comfortable and peaceful experience at the house. Recently we were without a cook for a day as sickness had some bad timing, but all was good, the care team staff and volunteers jumped in to save the day. It was lovely to come in that morning ready to pitch in and find one of our dedicated RCA's in the kitchen, apron on and the smell of bacon in the air. That's the team I want to work with!

My role is, most importantly, responsible for the financial stewardship of the charity's funds and to ensure that there is sufficient cash to cover the costs of operations, new initiatives and capital improvements. We rely on donations and grant funds to offset the shortfall from government funding received through our partners at Interior Health. Helping donors find their way to give, writing grant applications, developing budgets and forecasts to predict cash needs are all ways that I support the services we provide. We were awarded nearly \$175K in grant money this year that supported new initiatives and capital additions. We further developed investing strategies and executed them to safeguard the funds of the society and leverage them for income and began a series of software implementations to improve information flow and the ability to fund raise in the community to remain a sustainable resource for our community members.

Jen Pace
Financial Officer

We did not plan nor hope for our mother to end up at Hospice but, are so very fortunate that she did. The level of care and compassion from the entire Hospice team could not have been matched anywhere else.

Family member



Volunteer Coordinator Report



Giving the gift of time is the greatest gift of all. Volunteers are at the heart of Hospice and are a key resource to the organization. Hospice currently has over 80 dedicated individuals who generously donate their time and talent to assist in various aspects of Hospice. As we continue to find our new

normal after a long hiatus of volunteer support, we welcomed our volunteers back into the house, they were more than happy to step into their familiar role at hospice. In addition, we offered two training sessions in the fall and spring of this year, onboarding 20 new volunteers.

Our reception volunteers continue to deliver valuable administrative support, ranging from fielding calls to greeting and welcoming visitors to the house. There were over 6928 volunteer hours given over the past fiscal year. Our grounds and maintenance volunteers spent 716 hours keeping our house looking its best, as well as keeping our gardens a welcoming place for our guests to sit and relax. Our Board of Directors volunteered a significant amount of their time to ensure the smooth operation of our organization and offer their guidance in how we achieve our mandate in the community.

Leigh Van Dyke
Volunteer Coordinator

Volunteer Hours Spent

2170
Kitchen Service

1196
Administrative Support

912
Board Members

702
Training & Facilitation

700
Nav-CARE

636
Garden

159
Fundraising

142
Grief & Bereavement

107
Remembrance Service

80
Maintenance

42
Complementary Therapy

37
Minstrel Support

26
Pet Visit

19
Music

To give support and understanding to individuals and their families who are navigating the difficult end of life journey is, in my opinion, one of the most humbling experiences I am truly honored to be of service.

Deborah, Volunteer since 2016



Our Care Team



I am the new Care Team Leader at the North Okanagan Hospice Society. I am grateful to be part of such an amazing team of individuals and would like to thank everyone for making me feel welcome over these last few months.

The moment I walked in the front door, I saw how important the NOHS is to patients and families. The way staff and volunteers collaborate to provide patient centered care in a passionate way is incredible to see. Everyone is treated like family; from being offered coffee, tea and cookies, to spending the night with their loved ones in a private room, to enjoying time with one another in our beautiful gardens.

Many staff members have been working with Hospice for years and are experts in palliative care; be that pain and symptom management or end of life care. We also have new faces from different professional backgrounds, and this makes for great learning between our senior and junior staff. Most recently, the implementation of LPN's into our staffing mix has been a great complement to our already wonderful staff.

The last couple months the NOHS has seen a rise in complex patient needs and I am proud to say that our team has embraced the challenges head on. I can say the collaboration between the NOHS, our Interior Health partners and our community pharmacy, Nolan's, has made it easier for community members to get the care they need.

What will the future bring? I hope to continue to lead, learn and grow with my team members, working together to provide the community and surrounding areas with the education, resources and support they are looking for.

Gabby Scott
Care Team Lead

Staff Faces



Such an honor to work here and being a part of the care for someone at the end of life

Staff member

Education and Outreach Programs



Education and Community

We heard loud and clear this year that we are North Okanagan “Best Kept Secret”! We have been actively changing this by increasing access to our public lending library, delivering community workshops to the community and growing our volunteer grief support groups.

This year we are celebrating 10 years of a partnership with UBC Institute for Healthy Living and Chronic Disease prevention! We have been hosting webinars together, featuring cutting edge Canadian palliative care research. These are free to the public, our volunteers, staff and community partners. Additionally, we are now hosting webinars to share our in-house expertise. Stay tuned!

Our partnership with NOHS has been an outstanding success over the past decade! Each year in our jointly hosted webinar series, we invited researchers and experts across Canada to share knowledge advances and the latest practice developments in palliative care.

Joan L. Bottorff,

PhD, RN, Professor, School of Nursing, UBC, Director Institute for Healthy Living and Chronic Disease Prevention

The in-home volunteer support program, Nav-CARE, continues to grow. We trained up seven new Nav-CARE Volunteers who are now supporting community members who have a life limiting illness. This has continued to be a valuable way to support our community.

Our REACH Initiative Newsletter was refreshed this year and is now called **Hospice Connections**. If you would like to receive our monthly newsletter, please email clara@nohs.ca.

Education and Clinical Care

Our goal this year is to continue to grow a full complement of expert staff and volunteers. This is the second year of our professional development plan to support our staff to continue to provide expert compassionate care. This is accomplished through in-house and online training. Additionally, are continuing to strengthen our relationship with Interior Health Authority through collaborative education.

We continue to mentor and develop the next generation of passionate and dedicated Hospice Palliative Care health care workers. Our practicum students include Registered Nurses, Licensed Practical Nurses, Registered Health Care Assistant and Masters in Social Work students.

Research

To work towards being a Palliative hub, we embarked on a new research partnership with McMaster University-Strengthening A Palliative Approach in Long Term Care (SPA-LTC). We are the BC leader on stakeholder engagement to support Long Term Care Facilities around the province. We are supporting stakeholders to adopt, embed and implement a Palliative Approach in their Long Term Care Facilities. This is a way we can share our in-house expertise with our whole Province.

Clara Dyck, RN, MSN, CHPCN (C),

Education and Resource Leader

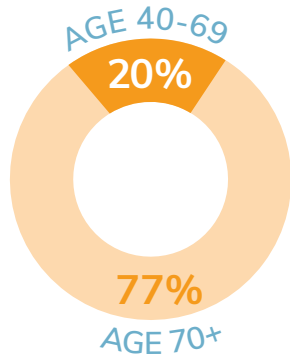
It has been such a pleasure to work with the North Okanagan Hospice Society and leverage the expertise and passion within their team to implement a palliative approach in long term care. Looking forward to continued collaborations!

Dr. Sharon Kaasalainen, RN, BScN, MSc, PhD, Professor, School of Nursing, SPA-LTC McMaster University

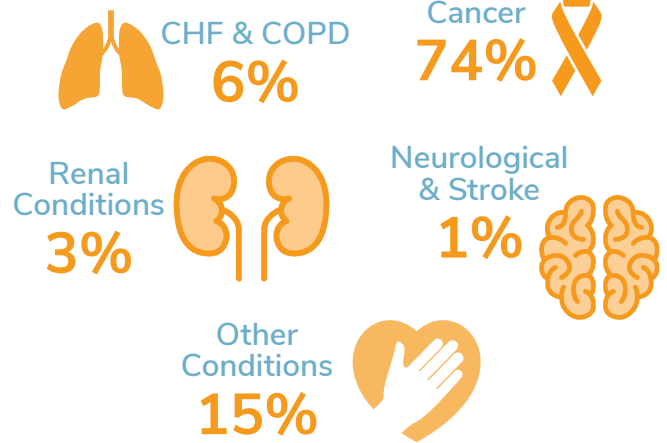
Hospice House Statistics

172

People Served



DIAGNOSES



TRANSFERRED FROM



73%

Occupancy Rate

34 people
Discharged to Home
or other Facility

20 days
Average Length
of Stay



Interior Health Authority set 90% occupancy as the desired average occupancy rate for Hospice House. Operational issues have impacted on our ability to reach our target threshold. Through improved collaboration with IHA, we were able to see more clients come to Hospice for respite and pain and symptom management, who were then able to return home, a 38% increase over the last two years.

Board of Directors



Paul Landry
President



Bruce Shepherd
Vice President



David Kennedy
Past President



Iain Butler
Director



Kent Burnham
Director



Diane Edlund
Director



Bob Paddon
Director



Kim Taylor
Director



Keri Steele
Director



Allison Guld
Director



Mark Zaino
Director

Fundraising:



It has been a productive year for the NOHS. I am pleased to present highlights on the achievements and successes of our organization over the past year:

Increased Awareness and Community Engagement

We have made significant strides in increasing our presence and awareness in the community. We secured a number of media stories and media sponsorships. These achievements have greatly contributed to our visibility and brand recognition.

Not-for-Profit Excellence

NOHS was honored to be awarded the Greater Vernon Chamber of Commerce Business Excellence Award for not-for-profit excellence. This recognition reflects our dedication to providing exceptional services and support to our community.

Third-Party Fundraising and Support

NOHS has been fortunate to receive tremendous support from the community through third-party fundraising events. Butcher Boys annual effort and various other initiatives have contributed significantly to our fundraising goals. Additionally, local service clubs continue to show their unwavering support, which we deeply appreciate.

Hospice Organized Events

Several successful events were organized by NOHS during the year. These included the Hike for Hospice 2022, the Strategic Framework Community engagement session, Stop, Drop and Donate campaign, and the well-received Oscar Night at the Towne Theatre. These events not only raised funds but also fostered community engagement and awareness of our organization's mission.

Community Generosity

We are continuously inspired by the incredible generosity of our community. The support we receive through both large and small gifts is truly remarkable. We are deeply grateful for the trust and confidence that individuals and organizations place in us.

We are proud to share that the past year has been filled with achievements, partnerships, and community engagement for NOHS. Thank you for making a difference in the lives of those who are at end-of-life.

Kevin Rothwell

Fund Development and Communications Officer



Organizational Structure

RESIDENTS OF THE NORTH OKANAGAN	Volunteer Board of Directors	Finance Committee		Human Resources & Compensation Committee		Governance Committee		
	Leadership Team & Staff	Executive Director						
		Education & Resource Leader	Financial Officer	Care Team Leader	Support Services Leader	Fund Development & Communications Officer		
		Office Assistant	Financial Assistant	RNs, RCAs, Psych Social Care Worker, Counsellor		Scheduling Assistant	Housekeepers, Cooks, Maintenance, Volunteers	
Volunteers	Client One-on-One	Administrative & Reception	Garden	Facilitation & Training	Fundraising & Auxiliary	Bereavement	Community Outreach	

Statement of Operations

For the Year ended March 31, 2023

REVENUE

Interior Health Authority	\$2,044,146
Donations & Grants	356,341
Bequests	114,018
Special Events / Fundraising	282,485
Residential & Program Fees	180,398
Gaming Revenue	35,448
Investment Income	83,053
Other Income	65,881
Government Assistance	0
Total Revenue	\$3,161,770

EXPENSES

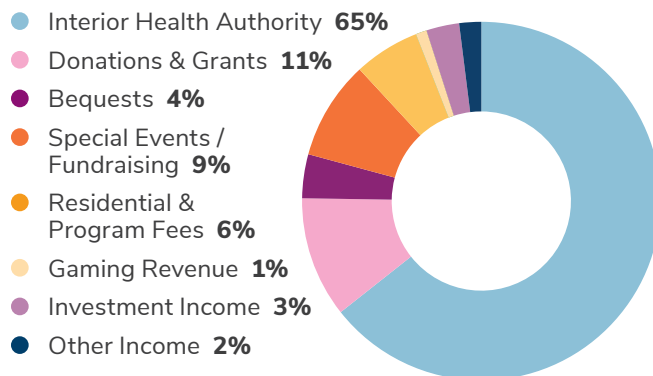
Program Wage Costs	1,967,166
Amortization	173,858
Residential Program Expenses	132,951
Facility Expense	166,314
Fundraising	175,339
Organizational Development	105,849
Administration	62,277
Advertising	19,125
Total Expenses	\$2,802,879

Excess of Revenue over Expenses **\$358,891**

*This was a life changing experience
You are all Angels. After 20 years,
I finally learned the proper way to
use my puffers and meds.*

Client who was discharged home

Sources of Revenue

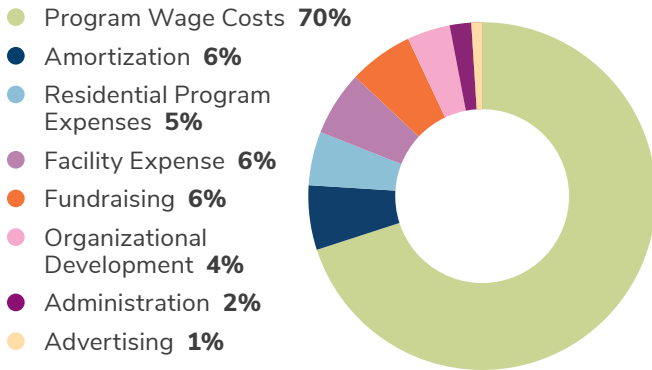


REVENUE NOTES

- 64.7% of our financial support was received from the Interior Health Authority in the fiscal year. We appreciate their ongoing support.
- **RISK:** The funding falls short of direct operational costs and where grants, donations and fundraising do not cover the shortfall it is taken from reserves.
- We are extremely grateful to the thoughtful members of our community who have supported NOHS with donations and bequests. These donations are as critical to the sustainability of the NOHS.
- Fundraising is recovering and was more successful this fiscal year than last. NOHS was able to fundraise \$282,485 thanks to sponsors, volunteers and the community supporting those.
- **RISK:** Donations and fundraising is unpredictable and the success of fundraising efforts can impact the financial stability of the organization.
- NOHS recognized \$83,053 in investment income for the year, taking advantage of higher than normal short term investment opportunities.
- **RISK:** High short term rates result from higher than normal inflation and costs to maintain assets and sustain NOHS operations have also increased. NOHS has reserves to maintain that for four to seven years.
- In the prior year Government wage subsidies of \$245,530 were received by the organization, subsidies have been discontinued.

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

Operational Expenses



OPERATIONAL EXPENSE NOTES

- Paid staff members include management, care staff, support staff and administrative and finance staff.
- Wage costs were approximately 70% of the total costs at \$1.97 million per year.
- NOHS entered into a three-year agreement with the Interior Health Authority to operate its 12 palliative and respite care beds providing a level of stability to revenue to off set wage costs.
- Operational costs such as utilities, repairs, groceries and medical supplies are monitored closely to ensure that we are efficiently using all available resources.
- **RISK:** NOHS relies on Interior Health Authority (IHA) to fund our staff costs and the operational costs of the Hospice House. IHA funding does not reflect the actual cost of providing services at the House.

Statement of Financial Position

As at March 31, 2023

ASSETS

Current Assets

Cash	\$262,807
Short-term Investments	1,677,885
Accounts Receivable	158,128
Prepaid Expenses	12,375
	<hr/>
	\$2,111,195

Capital Assets

2,010,480

Long Term Investments

1,712,292

Total Assets

\$5,833,967

LIABILITIES

Current Liabilities

Accounts Payable	\$62,056
Payroll Liabilities	163,149
Deferred Revenue	96,790
	<hr/>
	\$321,995

Fund Balances

Invested in Capital Assets	\$2,010,480
Internally Restricted Funds	3,052,195
Externally Restricted Funds	61,973
Unrestricted	387,324
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	\$5,511,972

Total Liabilities & Fund Balances

\$5,833,967





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North Okanagan
HOSPICE SOCIETY

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