



Annual Report

April 1, 2023 - March 31, 2024

nohs  North Okanagan
HOSPICE SOCIETY

Executive Director's Report



As we stand on the threshold of our 40th anniversary year, it is with immense pride and gratitude that I reflect on the incredible growth and engagement our Hospice House has experienced. This past year has truly been one of “hitting our stride”, marked by significant achievements and forward momentum.

This year, we secured vital funding to implement much-needed improvements to our Hospice House, enhancing medication management, confidentiality, and quality workflow. This funding also supported substantial upgrades to our IT systems, including the implementation of advanced hospice software. This new system streamlines the operational management, increasing our operational efficiency and allowing us to focus more on our mission.

Our commitment to developing and retaining expert staff in palliative care has been unwavering. We introduced a new staffing model that improves the nurse-to-client ratio. This change will enhance the professional care we deliver to each client, ensuring care plans are delivered more effectively. This change not only benefits our clients but also ensures that our staff can provide the best possible care. We also established a Culture Committee to ensure our staff's voices are heard, improving communication and prioritizing their insights and concerns. Through this and numerous professional development opportunities, we are fostering a more cohesive and supportive work environment, supporting our goal to be an employer of choice.

We successfully piloted the End-of-Life Navigator hotline program, significantly improving community access to resources and support in times of need. Our outreach

efforts have extended throughout British Columbia, where we provided support to healthcare professionals in long-term care organizations, sharing our expertise, and enhancing palliative care practices across various settings.

Our signature event, “From Hospice with Love”, was a resounding success. It was a wonderful evening that not only brought our community together but also supported us to meet our fundraising goals. The event exemplified the spirit of our Hospice House—compassion, community, and care.

None of these accomplishments would have been possible without the unwavering dedication of our staff, volunteers, donors, board members, sponsors and committed community members. Your continued engagement and support have been the driving force behind our progress. As we look ahead to our 40th anniversary year, I am filled with optimism and excitement for what the future holds. Thank you for being an integral part of our journey. Your efforts help us in Making Moments Matter!

With heartfelt gratitude,

Lisa Matthews

Executive Director



Our Vision

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

Here at Hospice, we are an exceptional team. We are all united in the care, compassion, and kindness we extend to residents, their families and each other.

Staff member





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.



President's Report

On behalf of the Board of Directors, thank you for your interest in and continued support of the services which the community determined were essential 40 years ago!

The North Okanagan Hospice Society, incorporated in 1984 as a charitable organization, was established to support those with a palliative diagnosis, their loved ones, and the bereaved. From its humble beginnings as a small volunteer organization with a visiting program and six board members, the Society has grown into a recognized leader in the development and delivery of comprehensive hospice palliative care services.

By all measures, 2023/2024 will be seen as a year of significant and positive steps in expanding the Society's capabilities. Our Strategic Plan was based on the premise that more people in the North Okanagan need the palliative support services we provide, and that the organization would need to extend these services to where many in the community prefer to receive them. As we move into our 2024/2025 year, a pilot program will take palliative services into homes, in addition to our hub, Hospice House.

Lisa Matthews and her entire leadership team have been hard at work to develop a program that will best serve the community and benefit not only those affected by a palliative diagnosis, but the entire healthcare community.

This includes the successful launch of our End-of-Life Navigator program as well as our partnership work with McMaster University where we have been supporting organizations to utilize best practice tools to improve palliative care in their long-term care facilities.

Additionally, the team has secured the necessary funds to complete crucial renovation work in 2024, aimed at improving workflow and medication management within Hospice House.

I want to extend the Board's appreciation to our many volunteers, donors and the entire hospice care team for their dedication to the Society which continues to meet its objective that began 40 years ago. Your efforts makes a difference in our community.

With gratitude,

Bruce Shepherd

President NOHS



I love volunteering with hospice because of the sense of fulfillment I get when you know you have made a difference in a client or family member's life. I feel as a person nearing the end of life it is a very private experience and to be allowed to be part of this experience is a privilege and an honour.

Jackie Belcham, Volunteer





Financial Officer Report

This past year has been amazing! As a small organization, we have a lot going on. I oversee the financial stewardship of the organization, ensuring we have the support needed for our team to deliver their unique care.

Executing our strategic plan is now part of our daily work, and financing it is a significant aspect of my role. We had an excellent financial year due to the generous support of our community. We raised funds for renovations to improve the safety and confidentiality of our clients and their families. I was thrilled by the generosity of the Foord Family Foundation that contributed significantly to this project and the BC Gaming's Capital Project Grant

program. Community donations and local business support have been invaluable. Many businesses support the Society through event sponsorships and fundraising, and I extend a big shout-out to all of you! It is heartwarming when our Society receives bequests from community members, affirming we are a charity of choice.

A critical part of my role is seeking grant money with the leadership team to fund our grief and bereavement programs, volunteer programs, and new initiatives. This process involves seeking financing through foundations, businesses, and community gaming grants, supplementing government funding received through our partnership with the Interior Health Authority for hospice care.

The money raised this year will fund our Hospice at Home program and care station renovations in 2024/25.

Over the past year, we've implemented several software upgrades and systems. This positions us for the next steps of our strategic plan, expanding care into the community while continuing excellent care in our Hospice House.

Jen Pace
Financial Officer

It has been such a pleasure to work on such a well-rounded knowledgeable team that ensures that we work to our strengths and have respect, dignity, and honour for the clients that we support.

Staff member



Care Team Leader Report

I have been privileged to work full time at the NOHS starting in October; my eight months have been such a wonderful experience. I've been a Registered Nurse since 1998 and spent my previous four years at an independent hospice in Central Alberta in the capacity of Educator and Nurse Manager.

I believe that for loved ones to grieve in the healthiest way possible, they need to know the resident is receiving gold standard care. This starts by including the family in the decision making and in developing an individualized care plan. Considering the family unit in holistic care leads to a comfortable, dignified death for the resident at Hospice.

Our overarching goal here at North Okanagan Hospice is to do just that, deliver gold standard care, invest in staff education, in mentorship and workshops based on evidenced based practice, and collaboration with IHA. I commend our staff for investing their time to obtain this knowledge, for rolling with all the changes, for offering their perspective, and for sharing their expertise all while caring with their whole hearts.

I often hear from families how excellent the nurses are in care. To share a compliment, one of our HCAs had a resident laugh before his very last bath; his wife couldn't remember the last time there was laughter coming from her husband and not sounds of pain.

We offer hope in different ways. We have expert RNs and LPNs that deliver short term stays for symptom management and respite. This allows residents to go home to enjoy quality of life by making memories at home. Often, they return to us when they are ready for end-of-life care at their final home at hospice; the trust is already there, and they know the nurses and our care. They are relieved, and grateful.

Ashna Rawji
Care Team Leader



Hospice Manager Report

Since joining North Okanagan Hospice Society in August 2023, I have felt immense pride in being part of this extraordinary team. The staff here truly embodies the heart of Hospice, showcasing their expertise in palliative care daily to our residents and their families.

This year, we introduced a new staffing schedule aimed to implement best practice nurse-to-resident ratios for quality service delivery starting in January. This change will also support our efforts in nursing retention and providing ample opportunities for professional development. Although recruiting qualified staff has been challenging, we are committed to hiring individuals who align with our core values and possess the necessary expertise.

In celebration of our 40th anniversary, we are excited to launch the Hospice at Home pilot program. This initiative will allow community members to choose to spend their final days at home, supported by our team of expert nurses, social workers and healthcare assistants.

Additionally, we have planned significant renovations to the nurses' station, reception area, and electronic charting system. We are also excited to introduce a butterfly donor wall. These updates have been made possible through the generous donations and grants from our community.

As I navigate the learning curve of this new role, I am continually excited by all that Hospice has to offer. My background and experience complement perfectly the work I do here at Hospice. NOHS is a vital part of our community, and I am honoured to manage this exceptional service. I look forward to continuing our mission of providing compassionate care for many years to come.

Michelle Turner
Hospice Manager





Community Program Manager Report

My first day at NOHS was July 4, 2023—the same day that flames erupted inside a building along the 2800 block of 30th Street in downtown Vernon. When I arrived at Hospice, the power was out. My orientation began, nonetheless. From that first day, I marveled at the adaptability and resourcefulness of the entire team.

In my role at Hospice, I coordinate volunteers, grief and bereavement services, community outreach and marketing.

Volunteers are the heart of Hospice. Hospice currently has over 85 active volunteers who contributed over 6,660 hours in 2023-2024. We held two volunteer training sessions this year with 22 new volunteers completing the intensive 20 hours of training. This was the largest number of new volunteers NOHS has onboarded since the pandemic.

Our Grief and Bereavement Counsellors offer their services five days a week to both community and hospice-related

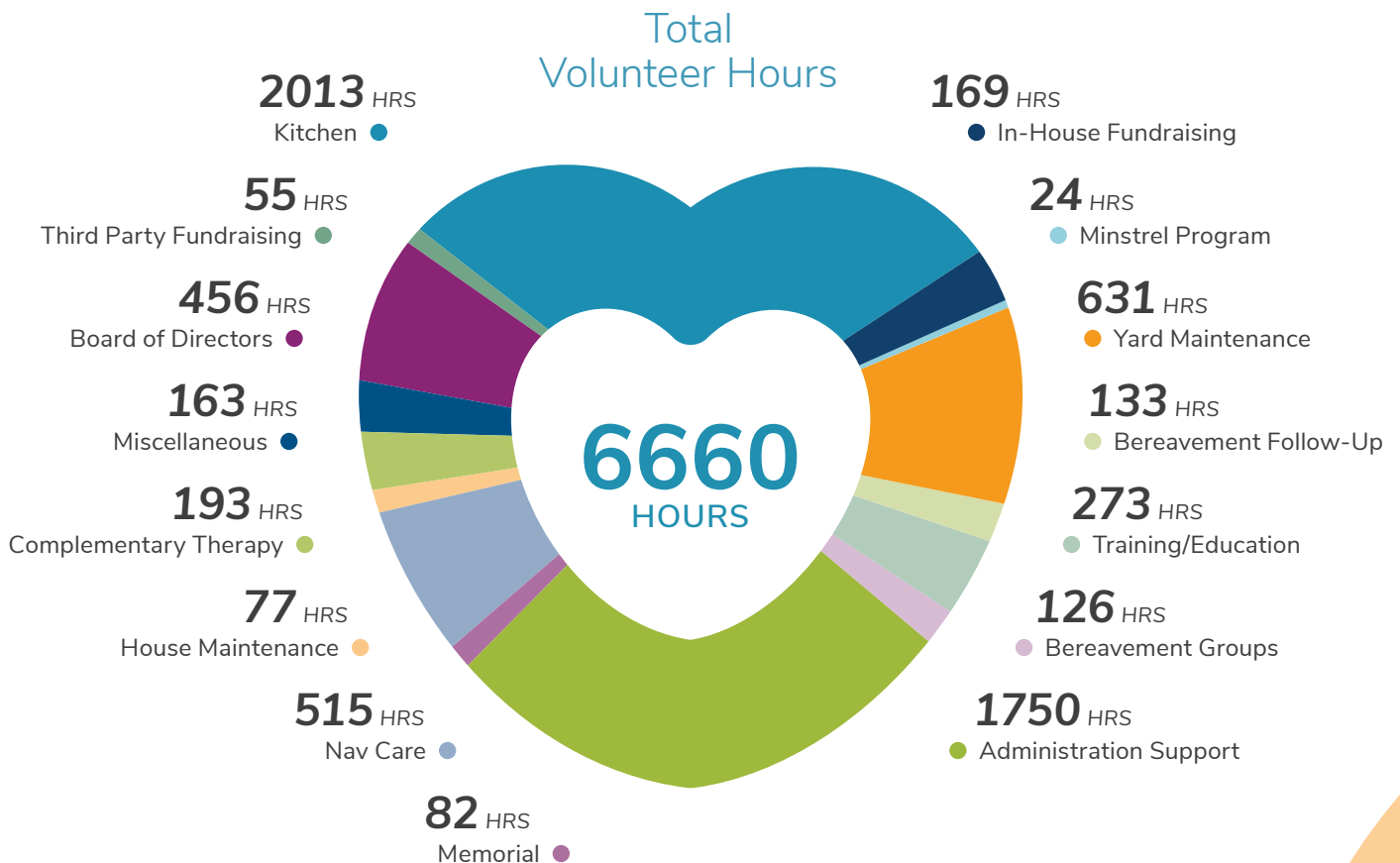
clients. In December 2023, NOHS restarted the grief program “Holiday Transitions: Finding Comfort & Joy” to provide a community resource for people experiencing loss, grief, and bereavement.

NOHS continues to participate in community outreach events across the North Okanagan to help raise the profile of our nonprofit organization. One highlight of my year was joining Vernon Pride at the 2023 Pride Market and Pride March.

Our social media presence is strong, with our Facebook and Instagram accounts receiving over 6,000 views monthly. Additionally, our community newsletter reaches over 1,300 subscribers monthly. Hospice is no longer the best-kept secret in Vernon—the word is out!

We deeply appreciate our volunteer team and their commitment to helping our residents, staff and care team at NOHS.

Thank you,
Jenna Kiesman
 Community Program Manager



Education and Outreach Programs Report



Education and Community

This year we have embarked on a path to sharing our palliative care knowledge with Long Term Care (LTC) homes. Our goal is to develop palliative care knowledge and capacity in LTC homes throughout BC. This approach includes on-site education delivery in LTC homes around the province. Virtual delivery is also available! Our education support team now includes Asia Jackson, RN, one of our dedicated hospice nurses with an interest in education to support this journey.

We also have been part of co-facilitating Learning Essentials in Palliative Care (Pallium Canada) and Serious Illness Conversation Guide with our Interior Health Partners, UBC Faculty of Medicine and the BC Centre for Palliative Care. These have been delivered to an interdisciplinary audience including physicians, social workers, speech language pathologists, physiotherapists, respiratory therapists and nurses. The spread of NOHS's education influence is growing in the North Okanagan and in the Province!

Education and Clinical Care

Lifelong learning is something we take seriously. This year we took a unique approach to education. We hosted a hybrid course with self-directed learning and virtually facilitated sessions. This course was an interdisciplinary course with RHCAs, Nurses and Social Workers attending together. The learning was rich and contributed to excellence in delivery of care.

Part of our hospice journey is to guide and grow the next generation of hospice palliative care health care workers.

Our practicum students include Registered Nurses, Licensed Practical Nurses and Registered Health Care Assistants.

Research

We have made great strides with our research partnership with McMaster University—Strengthening A Palliative Approach in Long Term Care (SPA-LTC). Through this project we are working with provincial level organizations, such as BC Centre for Palliative Care, to advocate the Ministry of Health for palliative approach language to be included in Long Term Care home policy. We are also working with multiple hospice partners to disseminate SPA-LTC resources to Long Term Care homes.

Our other research journey is with UBC Okanagan Institute for Healthy Living and Chronic Disease Prevention. We are entering the eleventh year of this relationship where we co-host webinars showcasing Canadian Palliative Care Research. This reaches a wide audience including caregivers, health care professionals, students and members of the public. This year we had 130 attendees. This is an important part of our journey to contribute to our national palliative care narrative in research.

Clara Dyck, RN, MSN, CHPCN (C),
Education and Resource Leader

I love that I can give back to Hospice House. It's truly a privilege to be a part of this joyful and kind group of people. It's a good place to be ... with emphasis on "good".

Bev Hunter, Volunteer

I truly appreciate the enthusiasm and dedication of our amazing team at Hospice. Being around you always brightens my day!

Staff member



Board of Directors



Bruce Shepherd
President



Allison Guld
Vice President



Iain Butler
Director



Krystin Kempton
Director



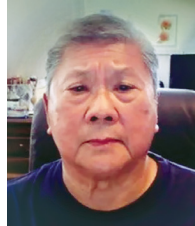
Keri Steele
Director



Bob Paddon
Director



Mark Zaino
Director

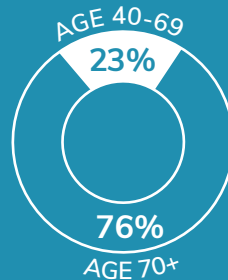


Dr. Ghee Hwang
Director

Hospice House Statistics

186

People Served



78%

Occupancy Rate



19 days

Average Length of Stay

32 people

Discharged to Home or other Facility

DIAGNOSES

Cancer
69%



CHF & COPD
10%

Neurological & Stroke

5%



Renal Conditions
3%

Other Conditions

12%



RESIDENTS



82%

Greater Vernon

7% Armstrong/Enderby

5% Lumby/Cherryville

6% Other

TRANSFERRED FROM



Home
50%



Vernon Jubilee Hospital
47%

Through improved collaboration with IHA, and as we fully recover from the pandemic, we have seen an increase of 14% in the number of clients served over the past two years, 8% over the last year.

Fundraising

In 2023, our fundraising and community engagement efforts reached new heights, exemplified by our signature event, **From Hospice with Love**. This remarkable gathering brought together supporters from all walks of life, united by their dedication to our cause.

Alongside this highlight, we hosted several other successful events, each contributing significantly to our mission. Our **Hike for Hospice** saw new “heights” taking place on Silver Star mountain, and what a hike it was! Our gratitude extends to the generous sponsors and donors whose unwavering support has been instrumental in propelling our initiatives forward.

Among our achievements, we proudly secured two substantial grants earmarked for crucial renovations to our Hospice facilities. These grants will play a pivotal role in enhancing our services and infrastructure as we look ahead to 2024.



We would like to thank the Foord Family foundation and the BC government for these grants.



From Hospice With Love Sponsors:



Hike for Hospice Sponsors:



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	Hospice Manager	Fund Development & Communications Officer	Community Program Manager	
		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, 2024

REVENUE

Interior Health Authority	\$2,135,630
Donations and Grants	965,555
Bequests	143,075
Special Events / Fundraising	396,835
Residential & Program Fees	192,655
Gaming Revenue	11,487
Investment Income	302,494
Other income	42,436
Government Assistance	0
Total Revenue	\$4,190,167

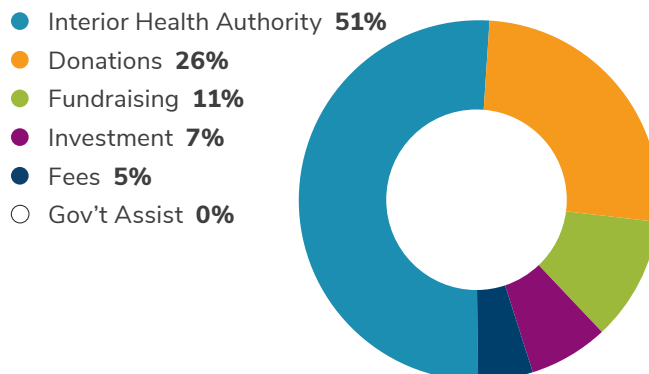
EXPENSES

Program Wage Costs	\$2,435,940
Amortization	179,943
Residential Program Expenses	135,332
Facility Expense	127,325
Fundraising	129,263
Organizational Development	108,835
Administration	80,131
Advertising	23,066
Total Expenses	3,219,835
Excess (deficit) of revenue over expenses	\$970,332

My husband died at Hospice House within his first week after being cared for there. The quality of comfort, care, and compassion he received before his death was beyond my expectations and appreciation. I am so grateful to the staff, volunteers and nursing teams for their thoughtfulness, patience, and dedication to help myself and husband through this difficult time. So thankful to have Hospice available in our community

Family member

Sources of Revenue



REVENUE NOTES

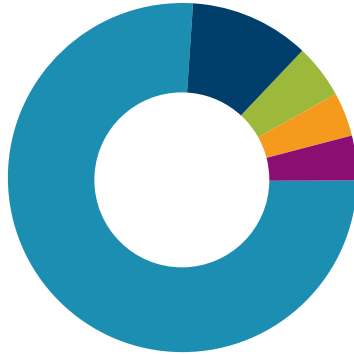
Narrative - Revenue

- 51% of our financial support was received from Interior Health Authority in the fiscal year. The funding falls short of direct operational costs and where grants, donations and fundraising do not cover the shortfall it is taken from reserves. These donations are critical to the sustainability of the NOHS.
- Fundraising was much more successful this fiscal year than last largely due to the major renovations needed in 2024 that will be funded by donations sourced in 2023-24. NOHS was able to fundraise \$590,000 thanks to the Foord Family Foundation and BC Gaming Capital Grant. In addition, NOHS raised \$418,630 thanks to sponsors, volunteers and the community support.
- **RISK:** Donations and fundraising are unpredictable and competition for grant funds is high. The success of fundraising efforts can impact the financial sustainability of the organization NOHS increased investment balances by \$888,926 in the fiscal year mainly as a result of funds donated, most of which are restricted to be spent on 2024 renovations.
- Expenditures in excess of donations are paid through the use of reserve funds.
- **RISK:** Depletion of Reserve funds lowers investment income and reserve funds are limited and cannot sustain NOHS for more than four to seven years.

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

- Wages **76%**
- Organizational Development & Administration **11%**
- Fundraising **5%**
- Facility **4%**
- Program **4%**



OPERATIONAL EXPENSE NOTES

- Paid staff members include management, care staff, support staff and administrative and finance staff. Wage costs were approximately 76% of the total costs at \$2.4 million per year.
- Our care staff and support staff are members of the BC Nurses Union (BCNU) and our collective agreement was ratified in December 2022 and remains in effect until May 31, 2025.
- 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 the 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. NOHS has a three year contract with IHA to provide palliative hospice care in our twelve bed Hospice House which expires September 30, 2025. Renewal of the contract will need to be negotiated with IHA.
- **RISK:** NOHS must remain competitive with wage rates to attract and retain care staff as the world experiences a crisis with a shortage of nursing and care workers.

Statement of Financial Position

As at March 31, 2024

ASSETS

Current Assets

Cash	\$1,307,365
Short-term investments	1,326,639
Accounts receivable	169,918
Prepaid expenses	15,894
	2,819,816

Capital Assets

Long Term Investments	1,985,315
	1,938,524
	3,923,839

Total Assets

\$6,743,655

LIABILITIES

Current Liabilities

Accounts payable	\$81,052
Payroll liabilities	81,560
Deferred revenue	98,739
	261,351

Fund Balances

Invested in capital assets	1,985,315
Internally restricted funds	3,656,721
Externally restricted funds	651,973
Unrestricted	188,295
	6,482,304

Total Liabilities and Fund Balances

\$6,743,655

The longstanding partnership to offer webinars between the North Okanagan Hospice Society and the Institute for Healthy Living and Chronic Disease Prevention continued with further demonstration of meaningful engagement and knowledge sharing.

Jennifer (Jenn) Jakobi, PhD, Professor, Health and Exercise Sciences
 Director Institute of Healthy Living and Chronic Disease Prevention (IHLCDP)
 The University of British Columbia – Okanagan Campus



nohs
North Okanagan
HOSPICE SOCIETY

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