

# Annual Report

2021-2022



Hospice Society  
OF CAMROSE AND DISTRICT

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# The Hospice Society of Camrose and District

## Vision Statement

Compassionate Community

## Mission Statement

To enable our community to support those facing isolation, declining health, death and bereavement with dignity - through compassionate care and education.

## Goal

In addition to providing quality care throughout Camrose and area, our longer-term goal is to provide a hospice facility as an alternative 'home' for people who wish to die in a comfortable, peaceful and supportive setting.

# Message from our Board President



The fall is always a very special time for hospice. It is the time of year that we begin to plan for the upcoming year. We stop to take the time to review the needs of our staff and volunteers, the needs of those we have served in the past year and the needs of the citizens of the communities we serve.

The programs offered by hospice have always been a major focus for our organization. The staff of hospice have been instrumental in helping to determine some of the needs in our communities and by bringing ideas and programs together to meet those needs. For example, the weekly Grief Walk is 100% coordinated by volunteers who have made it a successful endeavor for 7 years now. The Grief and Bereavement Workshops have been held at least twice a year for many years, and the facilitators of this workshop have met the needs of close to 1000 participants through over 40 workshops. The Daytime Support Group was re-established this year; volunteer facilitators met the needs of clients by offering several sessions this year. A new workshop, "Understanding and Responding to Suicide" was offered by our Grief and Bereavement Navigator to many of our partner organizations. This workshop was made possible by funding from the Battle River Community Foundation and will enable hospice to have another workshop of this type in the coming year.

The BRCF has been very generous to hospice this past year. Another program that the foundation has funded is a Grief Support program for children ages 7-12, along with a program of support for their parents/caregivers. We are excited to begin this program this October.

The Men's Cooking Circle has also resumed, and we are very excited to welcome a new team of volunteer facilitators to hospice.

All these programs happen because hospice has staff that recognizes the need and puts the legwork into organization of the programs, but as you have read, the reason we have success is because of our fabulous team of volunteers. Without them, hospice would not be thriving as we



are! These volunteers give generously of their time and talents and hospice appreciates everything they offer.

I would be remiss if I did not report on some of our fundraising activities this past year. You may not be aware, but hospice does not receive any ongoing financial support from the government; civic, provincial, or federal. Our society runs on donations and fundraising events alone. We must thank the BRCF for their generous donations this year which have helped us offer some of the programming mentioned. Also, a big thank you to the organizers of Camrose Chase the Ace. Hospice was chosen as the major recipient of the funds raised. Hospice sponsored a very successful Hike for Hospice in May. We had over 100 hikers come out for a walk around the lake, coffee, cake and entertainment. The event raised over \$10,000! We had a successful end of the year campaign in 2021; Weber Funeral Home offered a \$10,000 matching grant donation and we were grateful for a tremendous response to our campaign. Vision Credit Union has supported hospice since its inception, and this year they have offered a \$10,000 matching donor grant for our end of the year campaign. Keep your eyes and ears open for more about this exciting campaign!

As I close out this report, I urge you to read the reports from the staff and some of the board members; they will give you an in depth understanding of their roles within hospice and the amazing work they do. As always, if you are reading this and would like to offer your time and talents to this organization, please give any one of the staff or board members a call.

I have been fortunate to have been involved with hospice for 10 years now and my time on the board will end this fall. I thank the staff, the volunteers, and the wonderful folks in our communities for the support that has been offered to hospice. I have met the most amazing people during my tenure on the board and have learned something from each one of you. Thank you for your continued support of the staff and volunteers of hospice. We are very lucky to have such an amazing organization serve our communities.

Sincerely,

Pam Cummer, President

# Grief & Bereavement Navigator Report



The primary role of the Navigator is providing grief counseling to individuals grieving the loss of a loved one.

2022 Stats as of report (October 1, 2022)

Year To Date Statistics –

543 client appointments to date

433 females; 110 males

374 adults; 110 seniors; 13 children & 13 youth

Total # of client appointments in 2021 – 509

Total # of clients supported since 2021 AGM - 128

2022 Referrals – 67

November 29, 2021 – Facilitated Understanding & Responding to Suicide Grief Workshop for area agencies/community partners. In attendance were 19 individuals from AHS Mental Health & Addictions, PCN, Victims Services, FCSS & Open Door. The workshop was offered to help professionals feel more confident when working with clients experiencing grief of losing a loved one to suicide. Topics covered included: language of suicide, grief vs. mourning, misconceptions of suicide grief, influencing factors of suicide grief, common grief responses, depression & complicated mourning, how to help someone grieving a suicide loss, compassion fatigue & self care.

Creation of 3-week Understanding your Grief Workshop – intended to be offered when there are increased referral numbers and wait times for one on one appointments exceed 4 weeks. The challenge is not all new clients are open to a group when they are first reaching out for support. Topics covered include: grief vs. mourning, healing in grief, secondary losses, misconceptions about grief, uniqueness of grief, common grief responses, depression & complicated mourning, nurturing yourself & self care.

Respectfully submitted,

Lori-Ann Huot

# Volunteer Coordinator Report



Our vision statement for our Hospice is, “Compassionate Community” and as a member of the Seniors Coalition, I have had the opportunity to work with a dedicated group of people from our community who have taken on the challenge of understanding what a Compassionate Community looks like. Simply put, it is a community of people who “Take Care of Each Other”. Volunteering is one way we can take care of each other.

In Hospice our volunteers are friendly visitors who listen to people and help relieve loneliness for people who are isolated and support people who have loved ones who are dying and grieving. We also work closely with other groups who are part of our compassionate community. Service Options for Seniors, Changing Ways, Meals on Wheels, Home Support Services, Mental Health, Home Care, Ministerial Members, Bethany, St. Mary’s Hospital, Seasons, Elder Abuse, Alberta Health Services, CDSS, FCSS, our funeral homes to name a few.

Here is an example of how we “help each other”. Nav-CARE contacted the program director from Meals on Wheels identifying a 95-year-old lady living alone who was coping with the death of her husband. Home supports were called in to help her with the cleaning, and volunteer grief companions visited with her to listen to her life stories. Adult home supports helped her learn how to manage her finances and to work with a lawyer to set up her personal directives as she had no family, and a Nav-CARE volunteer visited with her regularly. A year later when she became ill and had to be admitted to the hospital, the volunteer who had become her friend sat vigil with her as she peacefully died. This lady’s last year of life was filled with comfort and compassion because of everyone who stepped up to ‘take care of our client’.

Respectfully submitted,

Joy LeBlanc

Volunteer Coordinator

# Nav-CARE Flagstaff Report



## Nav-CARE - Navigating, Connecting, Advocating, Resourcing and Engaging

The goals of Nav-CARE are to improve the quality of life of adults living at home who are experiencing isolation or declining health. Trained HSCD volunteer navigators conduct regular visits with individuals in the home. Navigation may include advocating, facilitating community connections, coordinating access to services and resources and promoting active engagement of individuals with their rural community.

The Flagstaff Nav-CARE Program was implemented in Sept. of 2021 in partnership with Flagstaff Family & Community Services. We started from scratch in the middle of a Covid lockdown which initially meant working the phones and Zoom meetings. Flagstaff County has a population of 8440 with 10 municipalities within its boundaries and an area of 4204 sq. km. (1570 sq. mi.) We truly do fit within Nav-CARE's design to serve "remote and rural". The following is a brief summation of how the program has unfolded in Year 1.

I'm pleased to report our progress using the following table:

### Flagstaff Nav-CARE Statistics: Year 1

Categories	Sept. 2021	Sept. 2022
Volunteers	0	26
Clients	0	22
Presentations	0	34
Hours (Coordinator)	0	656
Hours (Volunteers)	0	850
Mileage (Coordinator)	0	3160 km

This table and our computer program does not tally the unreported hours of volunteer preparation and investigation as they seek to re-connect clients to their communities or to improve the quality of life of those same clients. Should such hours be reported, I estimate that the Volunteer hour tally would double.

I also can not genuinely convey the gratitude, thanks and well wishes I have received on behalf of Nav-CARE from clients, families, Health Care Aides, Recreation Therapists and Social Workers. The increase of applications and enquiries tells us that the program is successful and fulfilling a need here in Flagstaff County.

This program has also caught the eye of Long Term Care Facilities within Flagstaff boundaries. The success of our initial volunteer/client matches prompted a request from the Alberta Health

Services Recreational Therapist to form a pilot “Hospice Committee” at Hardisty. The purpose of this committee is to ensure that no one within that facility dies alone. To that end, if a patient within their care facility needs support, the R.N. in charge contacts the Nav-CARE Volunteer Coordinator and those Nav-CARE volunteers who also have Canadian Hospice Palliative training are scheduled for an End – of - Life Vigil. This has the potential to expand to the other AHS facilities under this Therapist’s region and nestles well within the Camrose Hospice outreach as well.

In conclusion, I’d like to thank Joy LeBlanc for her mentorship this past year, the Health Care providers who jumped on board with referrals and of course the volunteers who have answered the call and given so selflessly of their time. This Board should also be applauded for initiating this rollout; the numbers speak well for the progress made in Flagstaff County within Year 1 and I foresee further success for Year 2.

Respectfully Submitted,

Holly Bovencamp



“You know someone is coming by and checking up on you, giving you a sense of community. He brings community to me.”

– NAV-CARE CLIENT

# Administrative Coordinator Report



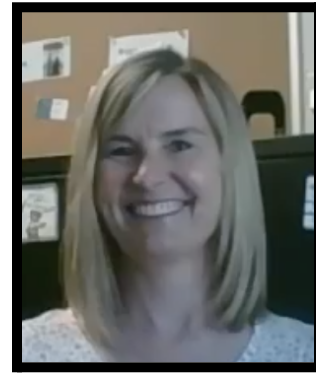
As the Administrative Coordinator, I am responsible to represent the Society in a compassionate, caring manner. When talking with a client, I provide comfort and support through compassionate listening. Together the client and I determine which of Hospice's many programs will best meet their needs. Being the client's initial contact with Hospice is the most important part of my position as it begins the client's relationship to the care and support that Hospice volunteers and staff provide.

The Administrative Coordinator position revolves around Hospice programming, such as scheduling programs, registering participants, arranging meeting rooms or scheduling zoom meetings. This role is also responsible for updating and maintaining databases such as mailing lists, membership lists and event calendars as well as clerical duties as required by the board. I enjoy collaborating with my colleagues, creating the quarterly newsletters, posting on social media and updating the Hospice website, as it is a fun and creative way to share news of all of the good works that Hospice does. We do this work because we care about people who are on their grief journeys.

During my time working with HSCD so far, I have enjoyed conversations with clients, community members, volunteers, and of course working with my wonderful coworkers and board of directors. I am honored to be a part of the Hospice Society of Camrose and District!

Respectfully submitted,  
Melanie Poole  
Administration Coordinator

# Communication Committee Report



The Hospice Society of Camrose and District Communication Committee meets monthly to discuss and plan the information that is shared with our membership, donors and community stakeholders regarding hospice activities and official communications. The committee oversees newsletters, emails, social media platforms and our website. We strive to connect with our membership and engage the community in our meaningful work.

Over the last year HSCD communication committee was involved with a variety of activities. These include the 2021 year-end fundraising campaign, the spring Hike for Hospice, the June Symposium and the Chase the Ace fundraising campaign which is a joint venture with Camrose Service Clubs.

As we start to bring back more in person programming, training and workshops we hope to highlight our website and the wealth of information found there. The HSCD Facebook page is posted on regularly during the week and our hope is to share images and information about our volunteers, donors, staff and community plus updates on programs and upcoming education.

Please visit our website to access information through the menu or by clicking on the big green dots.

Committee members in 2021-22 were:

Diana Nelson-Findlay - Board Member and Committee Chair

Janet Gartner – Board Member

Joy LeBlanc - Volunteer Coordinator

Brenda Zimmer - Administrative Coordinator

Ashley White - Volunteer

Mary Mc Arthur- Volunteer

Current Communication members:

Diana Nelson-Findlay - Board Member and Committee Chair

Joy LeBlanc - Volunteer Coordinator

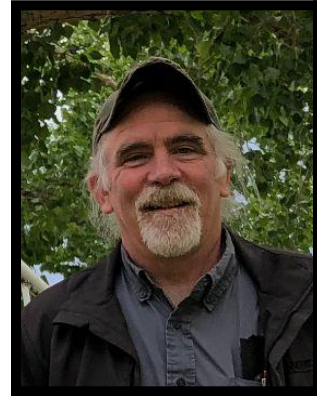
Melanie Poole - Administrative Coordinator

Respectfully submitted,

Diana Nelson-Findlay

Board Member and Communication Committee Chair

# Fund Development Committee Report



The Fund Development Committee developed an End of the Year, matching donation campaign, which ran in conjunction with the national Giving Tuesday campaign. Giving Tuesday is the third Tuesday in November and is tagged as the "opening day of the giving season".

By securing a generous donation from Weber Funeral Home of \$10,000.00 we were able to ask our donors to support Camrose Hospice and Weber Funeral Home would match any donations up to \$10,000.00. This was a successful campaign and we appreciate all of the support we were given.

We have continued other Hospice fund raising with: Tree of Lights, Hike for Hospice, Miquelon Lake Park recyclable collecting and again our End of the Year matching donation campaign.

Hospice is currently looking for additional volunteers to join the Fundraising Committee. If you are interested in supporting Hospice by joining this committee please contact any Board member, email [admin@camrosehospice.com](mailto:admin@camrosehospice.com) or contact us at 780 608 0636.

## Current committee members

Kevin Sharp      Board member  
Suzanne Nickel    Volunteer  
Lynne Jenkinson   Volunteer

Respectfully submitted,  
Kevin Sharp



# Hospice Society of Camrose and District Programs

## One-on-One Grief Support

Grief and Bereavement Navigator supports the grief journey in a private, non-judgmental, face to face format.

## Grief Companionship Program

Grief companions are volunteers offering one-on-one grief support. Based on Dr. Alan Wolfelt's model of companionship the bereaved. Companions are a compassionate, listening presence when you need a safe place to tell stories and shed tears.

## End-of-Life Care

Trained volunteers sit vigil alongside those with a diagnosis of a life-limiting illness, and give respite to support the family members who are caring for them. Care volunteers may help with daily tasks, listen to life stories or simply sit in quiet companionship.

## Child/Teen Grief Support

The Camrose Society is offering a 5 week grief group for children aged 7 to 12 years who have experienced a life-related loss, and will run Thursdays from January 12th to February 2nd, 2023.

Nikki Featherstone, Art therapist and Betty Stewart-Miller, a volunteer Grief Support person will facilitate the group

## 1 Day Bereavement and Grief Workshop

For people who are coping with grief and loss, as well as for support people such as friends, coworkers, family and/or healthcare providers. Topics include: How to be a companion/grief helper to someone who has experienced loss, types of loss, unique grief journeys, complicated grief and accessing community resources.

## Camrose Grief Support Walking Group

This popular drop-in group meets year round on Wednesday mornings at 9:30am. In the spring, summer and fall, participants meet at the Hospice office for a leisurely walk around Mirror Lake followed by coffee and conversation. Winter walks take place at the Camrose Recreation Centre indoor walking track.



### Daytime Grief Support Group

This 6 week support group is for adults who have experienced a life related loss. Group work includes discussion and activities, facilitator presentations, videos, writing exercises, journaling, and knowledge sharing. You are invited to share as you feel comfortable.

### iPad Loan Program

This digital-connection program provides clients with an iPad and charger for a three month period of use. A volunteer is available during this time for technical and social support, as well as supporting clients in navigating other resources to raise their quality of life.

### Lending Library

Hospice Society of Camrose and District has its own library of hardcopy books for loaning purposes. There are many palliative and death related topics available for individuals and families, young and old.



### Legacy Video Program

This program gives an individual the opportunity to preserve, celebrate and share their life story through a video recorded conversation with a volunteer.

### Men's Cooking Circle

This cooking circle is a popular opportunity to learn basic cooking skills, meet other men, cook and eat together, and to engage in conversation with other men who are experiencing grief.



### Camrose Hospice Information Presentations

Contact the office to book a staff member or volunteer to bring a Hospice presentation to your organization.

### Future Programming for Hospice Society of Camrose

Threshold Singers

Death Café

# 2021

## Year-End

### Program Statistics

Volunteer Activities	Hours	Volunteers	
Administration	859	111	
Attendance at Educational Events	90	10	
Becoming a Volunteer Interviews	7.5	7	
Board of Directors Activities	494	6	
Symposium Committee	19	3	
Maintenance of Hospice	33	3	
Nav-CARE: Declining Health to End of Life	924	43	
Nav-CARE: Grief Companions	464	21	
Grief Group Consults and Facilitation	30	2	Covid restrictions
Volunteer Training	220	22	
Total Hours	3140.5	228	
Programs (Covid limited these)	Appointments/ Visits	Clients	
1 -1 Grief consultations	509	116	
Grief Group	8	8	Covid restrictions
Grief Walk	624	35	
B&G Workshops	22	22	
Professional Development, Suicide Grief Training	19	19	



# Income Statement Revenue

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## Hospice Society of Camrose and District Income Statement 01/01/2021 to 31/12/2021

### REVENUE

#### Donations

Individual donations - receipted	1,991.74	
Individual - non-receipted	1,338.00	
Individual memorial - receipted	3,380.00	
Ind memorial - non-receipted	1,180.00	
Total individual donations		7,889.74
Corporate Donations	4,500.00	
Total Corporate Donations		4,500.00
Estate Donations	1,000.00	
Total Estate Donations		1,000.00
Service Club Donations	2,961.13	
Service Club - Memorials	50.00	
Total Service Club Donations		3,011.13
Other donations		2,195.73
Corporate Donations - EOY Ca...	12,622.00	
Individual Memorial Donations - ...	6,415.00	
Individual Donations - EOY Ca...	27,790.00	
Club Donations - EOY Campaign	1,950.00	
Unreceipted Donations - EOY	1,480.00	
Land & Building Donations - EOY	250.00	
Donations - EOY Campaign		50,507.00

**Total Donations** 69,103.60

#### Other revenues

Other Grants	18,564.00
Membership fees	95.00
Government Grants	4,789.07
Wage Subsidy Funding	35,273.23
Rent Subsidy Funding	1,877.48
Honorarium Fees	100.00
Critical benefit funding	2,583.84
NAV-Care Funding	30,000.00
<b>Total other revenues</b>	<u>93,282.62</u>

#### Fund raising revenue

Casino revenue	21,203.07
<b>Total Fund raising Revenue</b>	<u>21,203.07</u>

#### Land & Building Fund Revenues

Land & Building - Donations	3,900.00
<b>Total Land &amp; Building Fund Re...</b>	<u>3,900.00</u>

#### Hospice 360 Donations

Individual donations	360.00
Individual memorial donations	360.00
<b>Total Hospice 360 Donations</b>	<u>720.00</u>

**TOTAL REVENUE** 188,209.29

### EXPENSE

#### Communications Expenses

Advertising & Promotions	2,001.58
<b>Total Communications Expens...</b>	<u>2,001.58</u>

#### Fund Raising Costs

Advertising - End-of-year Campa...	2,072.63
Supplies - End-of-year Campaign	1,574.31
<b>Total Fundraising Costs</b>	<u>3,646.94</u>

Printed On: 17/10/2022

# Income Statement Expenses

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## Hospice Society of Camrose and District Income Statement 01/01/2021 to 31/12/2021

<b>Education Expenses</b>	
Honoraria paid	2,000.00
Library resources	792.97
<b>Total Education Expenses</b>	<u>2,792.97</u>
<b>Payroll Expenses</b>	
Grief and Bereavement contract	30,574.93
NAV-Care Coordinator Contract	3,837.50
Admin Support Wages	12,758.61
Program Coordinator	14,464.20
Volunteer Coordinator contract	35,539.89
Source deductions	16,473.58
<b>Total Payroll Expense</b>	<u>113,648.71</u>
<b>Program expenses</b>	
Travel - Programming	1,106.37
General Program Supplies	1,260.00
<b>Total Program Expenses</b>	<u>2,366.37</u>
<b>Variable Overhead Expenses</b>	
Office Supplies	532.66
Bank Charges	406.08
<b>Total Variable Overhead Expenses</b>	<u>938.74</u>
<b>Fixed Overhead Expenses</b>	
Memberships and Subscriptions	1,143.31
Insurance	2,297.00
Business Fees and Licenses	382.32
Rent	4,107.90
Lease Expense	1,603.57
Telephone NAV	2,726.66
<b>Total Fixed Overhead Expenses</b>	<u>12,260.76</u>
<b>TOTAL EXPENSE</b>	<u>137,656.07</u>
<b>NET INCOME</b>	<u>50,553.22</u>

# Income Statement

## Balance Sheet

Page 1

### Hospice Society of Camrose and District Balance Sheet As at 31/12/2021

#### ASSET

##### Current Assets

Land & Building Account	15,845.00	
Cash to be deposited	17,264.00	
Credit Union equity	1,388.88	
Chequing Bank Account	84,284.20	
Investment - GIC	107,200.02	
Casino Bank Account	21,203.07	
Total Cash		247,185.17
Accounts Receivable	4,029.50	
GST Paid on Purchases	275.28	
Total Receivable		4,304.78
<b>Total Current Assets</b>		<b>251,489.95</b>

##### Capital Assets

Computer Equipment	20,497.56	
Net - Computer equipment		20,497.56
Equipment and Furnishings		1,300.00
<b>Total Capital Assets</b>		<b>21,797.56</b>

**TOTAL ASSET** 273,287.51

#### LIABILITY

##### Current Liabilities

Accounts Payable	15,157.41	
<b>Total Current Liabilities</b>		<b>15,157.41</b>

**TOTAL LIABILITY** 15,157.41

#### EQUITY

##### Net Assets

Net Assets - prior year	207,576.88	
Current year surplus	50,553.22	
<b>Total Net Assets</b>		<b>258,130.10</b>

**TOTAL EQUITY** 258,130.10

**LIABILITIES AND EQUITY** 273,287.51



# Auditor's Statement

## Review of the Hospice Society 2021 Financial Transactions

External

Admin HSCD/AGM

16 Jun 2022,  
20:14

**Howie Wall**  
<howiewall@sasktel.net>

to me, Don

To Who It May Concern,

Don Semrau and I reviewed a sample of the financial transactions of the Hospice Society's financial documents for 2021. We found no errors of material amounts in our review.

Don and I are not financial auditors, but are people who have been involved in small business and charitable societies throughout our careers.

In terms of comments for management, we suggest that insurance policies be filed in a separate file for management use, and that only financial information be attached with the financial documents.

A second comment is that bank reconciliations be completed monthly prior to the next month end so that any correcting transactions can be posted in an appropriate time frame.

The final comment is in terms of credit card transactions, all source documents should be kept and be included with the credit card reconciliation in order to form the basis for the transaction and any GST rebate.

Thank you.

Howie Wall

howiewall@sasktel.net 3062918224 2709B 63 Street, Camrose Alberta T4V 5J6

DonSemrau@gmail.com, 7806722760, 4614 - 50 Street #407 Camrose

Alberta, T4V 4P5

Sent from my iPad

# 2021-2022 Board of Directors

President.....	Pam Cummer
Treasurer.....	Selina Read
Secretary.....	Ev Carrington
Chair of Finance .....	Kevin Sharp
Chair of Communication Committee.....	Diana Nelson-Findlay
Director.....	Nancy Howard

# Hospice 2022 Events:



Hike for Hospice in May...

...Symposium in June



We appreciate all who participated and donated this past year!

H