



ANNUAL GENERAL MEETING

Monday, September 11, 2023 7:00 PM

Adult Day Room, Ocean Front Village – 2900 Cliffe Avenue, Courtenay

Limited parking is available adjacent to the north end of the property. There are a few disabled parking spots at the front of the building. Parking may be available at the back of the A&W lot or across the street at Driftwood Mall. Please use with discretion.

AGENDA

1. Welcome

- 1.1. Territorial Acknowledgement
- 1.2. Introduction of CVHS Board of Directors.....Joan Gillies, President
- 1.3. Introduction of CVHS Staff.....Joan Gillies, President

2. Call the AGM to Order.....Joan Gillies, President

3. Proof of Notice & Establishment of Quorum.....Monique Thompson, Office Manager

4. Approval of Agenda (as distributed).....Joan Gillies, President

5. Approval of Minutes of the 2022 AGM (as distributed).....Joan Gillies, President

6. Financial Statements.....Karen Guinan, Treasurer

- 6.1. Presentation of the FY 2022-2023 Financial Statements
- 6.2. Question/Answer Period
- 6.3. Resolved to approve the 2022-2023 Compiled Financial Information (as distributed)
- 6.4. Resolved to re-appoint Bomback & Co, as the Accountant/Accounting Firm for the Compilation Financial Information Engagement for FY 2023-2024.

7. Board Elections.....Joan Gillies, President

- 7.1 Recognition of Retiring Directors Tracey Lawrence
Carol Baert
- 7.2. Nominations Committee slate of nominees to be elected to the Board of Director Self-introductions of nominees
Joan Gilles (to be elected for the 2nd Three-year Term ending September 2026)
Patricia Korven (to be elected for the 2nd Three-year Term ending September 2026)
Linda Lytle (to be elected for a Three-year Term ending September 2026)
Nelda Admus (to be elected for a Three-year Term ending September 2026)

Resolved to elect the slate of nominees to the Board of Directors of the Comox Valley Hospice Society for the terms specified

8. Annual Report.....Joan Gillies, President and Christine Colbert, Executive Director

9. Adjournment of Business.....Joan Gillies, President

Guest Panel: Moderator - Karen McKinnon

- ❖ CVHS Client – Win Koch
- ❖ CVHS Volunteer - Audrey May
- ❖ Aitken Hospice Nurse – Dawn Cross



2022 ANNUAL GENERAL MEETING
Comox Valley Hospice Society
Tuesday, September 20, 2022 – 7:00 p.m.
Members In Person and via Zoom

- Present:** Joan Gillies, Carol Baert, Raida Bolton, Dennis Evans, Patricia Korven, Tracey Lawrence, Karen Guinan, Bruce Muir, Krista Manuel, Paula Horky, Chris Swift, Debi Sargent, Ken Osmond, Joan Collinge, Sasha Nowicki, Ron Bowie, Janet Haigh, Christy Linder (All are Members)
- By Zoom:** Karen McKinnon, Anne Judson, Myrna Holman, April Hofman (All are Members)
- Staff:** Jane Sterk, (Executive Director - Member), Donna Cannon (Volunteer Recording Secretary - Member), Angela Hope (Member), Kasia Stepien (Member), Monique Thompson (Member), Corrie Howard (Observer), Judy Wing (Observer)
- Guest:** Mary Everson, K'omoks First Nation Knowledge Keeper
- Observer:** Alex Jegier

1. **Welcome:** Joan Gillies called the meeting to order at 7:11 p.m. and thanked everyone for attending.

1.1 Territorial Acknowledgment: Mary Everson acknowledged with thanks the members attending the AGM and welcomed them to meet on the unceded territory of the K'omoks First Nations, and was thankful to be invited. She acknowledged her shared passion for and personal experience with grief in the recent past and knows of the hard decisions faced in the process of loss. "Without life, there is no death; without death, there is no life."

1.2 Introduction of CVHS Board of Directors: Joan introduced the CVHS Board Members.

Outgoing Board Members: Debi Sargent (Secretary), Joan Collinge, Sasha Nowicki

Current Board Members: Joan Gillies (President), Carol Baert (Treasurer), Raida Bolton, Karen Guinan, Patricia Korven and Tracey Lawrence

1.3 Introduction of CVHS Staff: Jane Sterk (Executive Director) introduced the CVHS Staff that were present: Angela Hope, Corrie Howard, Kasia Stepien, Monique Thompson and Judy Wing. Jane acknowledged and thanked Christy Linder who retired this year for her service. Jane said it has been an incredible privilege to be part of such an amazing organization with skilled and dedicated staff.

2. **Call the AGM to Order – 7:11 p.m.**
3. **Proof of Notice & Establishment of Quorum –** Monique Thompson, Office Manager confirmed that the office sent out notice of the meeting as required and that we had quorum. Zoom virtual voting poll used for Zoom participants.

4. Approval of Agenda (as distributed)

MOTION: To approve the Agenda of the September 20, 2022 Annual General Meeting as distributed.

MOVED: Carol Baert

SECONDED: Joan Collinge

Motion carried

5. Approval of Minutes of 2021 AGM (as distributed): Note was made that Sasha Nowicki was not included as an attendee; minutes will be amended accordingly.

MOTION: To approve the Minutes of the September 21, 2021 Annual General Meeting as amended.

MOVED: Patricia Korven

SECONDED: Tracey Lawrence

Motion carried

6. Financial Statements

6.1 Presentation of FY 2021-2022 Financial Statements: Carol Baert, Treasurer:

Carol gave an Overview of the Financials as distributed. A Compiled Financial Information Report was prepared by MNP reporting the financial position as at March 31, 2022. In accordance with changes in the Canadian Standards on Related Services (CSRS) 4200, *Compilation Engagements*, MNP did not complete nor does CVHS require an audit, and accordingly no audit opinion was given. Statements remain in the same format as previously. However, there has been a change in title of the statement from a Notice to Reader to a Compiled Financial Information. Carol discussed items on the Balance Sheet including cash, investments and externally restricted assets, as well as the long-term debt of \$40,000.00 representing the Canada Emergency Business Account (CEBA) loan in light of COVID-19 which is due for repayment in December 2023. It was noted that only \$30,000.00 will be repayable, the remainder becomes a grant.

The Income Statement indicates an excess of revenue over expenses of over \$213,000.00, with substantial donations made this year as compared to last year's drop and receipt of a large bequest. Special note was made as well of the increase by 54% in fundraising revenue, thanks to Cyclepaths and Phantom 2021! The Canada Emergency Wage Subsidy (CEWS) reduced from \$167,000 to \$42,000 this year when the program ended.

All expenses remained relatively consistent, most tracking close to budgeted amounts.

6.2 Question/Answer Period

It was noted that there was no allocation for insurance expense in 2021. Carol explained this was a result of misallocation in 2019/20 that included insurance expenses for two years, leaving no allocation for the 2021/2022 year. A question was raised about the change of the external accountant. CVHS has someone from MNP on its board and the change is being made to avoid any potential conflict of interest.

6.3 Approval of the 2021-2022 Compiled Financial Information

MOTION: To approve the FY 2021/2022 Compiled Financial Information as distributed.

MOVED: Carol Baert

SECONDED: Sasha Nowicki

Motion carried

6.4 Appointment of Accounting Firm for the Compiled Financial Information Engagement for FY 2022-2023.

MOTION: To appoint Bomback & Co., Chartered Professional Accountants, for Compiled Financial Information Engagement for the FY 2022/2023 fiscal year.

MOVED: Carol Baert

SECONDED: Tracey Lawrence

Motion carried

Joan thanked Carol immensely for her exceptional work as treasurer.

7. Special Resolution to change bylaws of the Society (as distributed to members in the AGM package).

Sasha Nowicki explained that during the COVID-19 pandemic the Government of BC introduced measures that allow members and directors to hold meetings virtually, in-person or in hybrid format. The bylaws adopted in 2018 provided an option for the board to meet virtually and the proposed new by-laws extend that option to meetings of members.

It was decided that the bylaws would be rescinded in their entirety and replaced with the new Bylaws attached as Schedule A.

MOTION: *Resolved as a special resolution of the members that the existing Bylaws of the Society be rescinded in their entirety and replaced with the Bylaws distributed as Schedule A.*

MOVED: Sasha Nowicki

SECONDED: Carol Baert

Motion carried.

8. Recognition of Retiring Directors

8.1 The following Retiring Directors were recognized:

Debi Sargent

Joan Collinge

Sasha Nowicki

Each were acknowledged for their exceptional contributions and provided with an Honorary Life Membership in the Society as well as a special plaque.

It was also noted that Lisa Murphy and Christopher Swift had to resign as directors earlier in the year due to circumstances.

8.2 Recognition of Volunteers:

Ken Osmond was recognized for his 20 years of volunteer service with the Hospice Society serving in multiple ways that have benefited many, including training and mentoring fellow volunteers. Additional roles include hospital visitations, palliative and bereavement support, group facilitation and vigil support. Ken is also an active volunteer for other CV organizations. Joan quoted from Ken's personal statement expressing why he volunteers for hospice.

Ken was made an Honorary Life Member and given a gift as a gesture of appreciation for his dedication throughout the years.

Joan also acknowledged the **2022 Cyclepaths** team that raised over \$85,000 this year!! This will be reported on in next year's Annual Report. However, the appreciation for all that they have done as a group could not be overstated and could not wait till the next AGM!

All team members were provided with a certificate as well as a commissioned pottery plate as an expression of profound appreciation. Members of the 2022 team include:

- Raida Bolton - Captain
- Debi Sargent – Manager
- Aby Sargent
- Amber Aleksich
- Bert Heeringa
- Christy Woods
- Heidi Fuerste
- Jeff Lucas
- Keith Pistell
- Juliana Leahy

Joan also thanked **Sue McKeeman** for her work as Volunteer Recording Secretary. Sue will be recognized at the October board meeting.

9. Election of Board Members

Nominations Committee Nominees to be elected to Board of Directors:

- Myrna Holman,
- Bruce Muir,
- Dennis Evans,
- Krista Manuel,
- Karen McKinnon (for second 3-year term)

The Nominations Committee recommendations to the Board were distributed in the AGM package with a write up on each proposed Director included.

Each Nominee gave a brief introduction and spoke about themselves.

MOTION: *To elect the nominees to the Board of Directors of the Comox Valley Hospice Society for the terms specified.*

MOVED: Janet Haigh

SECONDED: Chris Swift

Motion Carried

Congratulations to new board members and welcome to the team!

9. Annual Report – Jane Sterk and Joan Gillies

Jane and Joan presented a brief summary of the Annual Report that was provided as part of the AGM package.

- Reviewed the Strategic Plan and vision of the organization that thoughtfully articulates the Board's vision and strategic objectives for the organization over the next 5 years.
- Our purpose remains clear, to ease the journey of dying and grieving.
- "We are a community supported, self-sustaining organization that models excellence."
- The financial update reviewed grants received as well as immensely successful fundraisers like the Phantom Ball Stay-at-Home Gala and the Cyclepaths Cycle of Life Tour.

- Given increasing unmet needs of the Valley, we will need to be attentive to a long-term focus on strategic marketing and presence/image in the community.
- Camilla Moul is now a dedicated Volunteer Coordinator and is providing better support to volunteers. She also conducted our first volunteer training since 2019.
- Faced with increasing demand and a wait time that went from two weeks to over six months, bereavement eligibility criteria was changed to maintain control and prevent burnout.
- The bereavement and palliative programs and services have remained successful and highly utilized throughout the year.

10. A Hospice Story: Kasia Stepien

Kasia shared some of her experiences as one of our palliative counsellors that revealed her passion for what she does and the rich reward she finds serving the community in this capacity.

11. Donor Recognition: Jane Sterk recognized the generous contributions of so many donors, grantors and sponsors that make everything possible. A great debt of gratitude is also due to Terri Odeneal who built a thriving society and dedicated herself to the cause of establishing a hospice facility for our community and to the companies, organizations and individuals who donated to the capital campaign that made the hospice a reality.

Joan also wanted to acknowledge and thank our amazing executive director, Jane, who will be leaving in a few months. She is loved and leaves behind big shoes to fill.

12. Adjournment

MOTION: To Adjourn the meeting.

MOVED: Monique Thompson

SECONDED: Bruce Muir


Motion Carried.

The meeting was adjourned at 8:15 p.m.



Joan Gillies, President

Date: September 28, 2023



Karen Guinan, Treasurer

Date: September 28, 2023

For approval by the Members at the 2023 AGM:

COMOX VALLEY HOSPICE SOCIETY
Compiled Financial Information
Year Ended March 31, 2023

COMOX VALLEY HOSPICE SOCIETY
Index to Compiled Financial Information
Year Ended March 31, 2023

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COMPILATION ENGAGEMENT REPORT

To the Members of Comox Valley Hospice Society

On the basis of information provided by management, I have compiled the statement of financial position of Comox Valley Hospice Society as at March 31, 2023, and the statements of revenues and expenditures and changes in net assets for the year then ended, and Note 1, which describes the basis of accounting applied in the preparation of the compiled financial information ("financial information").

Management is responsible for the accompanying financial information, including the accuracy and completeness of the underlying information used to compile it and the selection of the basis of accounting.

I performed this engagement in accordance with Canadian Standard on Related Services (CSRS) 4200, *Compilation Engagements*, which requires me to comply with relevant ethical requirements. My responsibility is to assist management in the preparation of the financial information.

I did not perform an audit engagement or a review engagement, nor was I required to perform procedures to verify the accuracy or completeness of the information provided by management. Accordingly, I do not express an audit opinion or a review conclusion, or provide any form of assurance on the financial information.

Readers are cautioned that the financial information may not be appropriate for their purposes.

Courtenay, BC
August 22, 2023

Bomback & Co

Chartered Professional Accountant

COMOX VALLEY HOSPICE SOCIETY

Statement of Financial Position

March 31, 2023

	Operating	Capital	2023	2022
ASSETS				
Cash	\$ 330,679	\$ -	\$ 330,679	\$ 238,056
Marketable securities	508,356	44,638	552,994	368,785
Goods and services tax recoverable	2,505	-	2,505	1,628
Prepaid expenses	-	-	-	6,441
Property and equipment (Net of accumulated amortization) (Note 3)	-	18,766	18,766	1,446
	<u>\$ 841,540</u>	<u>\$ 63,404</u>	<u>\$ 904,944</u>	<u>\$ 616,356</u>
LIABILITIES AND NET ASSETS				
Accounts payable	\$ 5,144	\$ -	\$ 5,144	\$ 9,666
Short term debt (Note 4)	30,000	-	30,000	-
Wages payable	17,889	-	17,889	14,358
Deferred income (Note 5)	107,129	-	107,129	102,575
Long term debt	-	-	-	40,000
	<u>160,162</u>	<u>-</u>	<u>160,162</u>	<u>166,599</u>
NET ASSETS				
Unrestricted	641,378	-	641,378	365,339
Internally restricted (Note 6)	40,000	-	40,000	40,000
Externally restricted	-	44,638	44,638	42,972
Invested in capital assets	-	18,766	18,766	1,446
	<u>681,378</u>	<u>63,404</u>	<u>744,782</u>	<u>449,757</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$ 841,540</u>	<u>\$ 63,404</u>	<u>\$ 904,944</u>	<u>\$ 616,356</u>

APPROVED ON BEHALF OF THE BOARD

Joan Gillies Director

Karen Jensen Director

The attached notes are an integral part of the financial information

Signed via Verifyle: 64ee3a6cd3d30c2'

COMOX VALLEY HOSPICE SOCIETY

Statement of Revenues and Expenditures

Year Ended March 31, 2023

	Operating 2023	Capital assets 2023	Total 2023	Total 2022
REVENUES				
Grants <i>(Note 7)</i>	\$ 215,397	\$ -	\$ 215,397	\$ 201,013
Fundraising	153,818	-	153,818	118,887
Donations	409,831	-	409,831	308,742
Interest and investment income	11,609	2,033	13,642	4,930
Other revenue	14,892	-	14,892	2,773
Memberships	1,480	-	1,480	2,940
	<u>807,027</u>	<u>2,033</u>	<u>809,060</u>	<u>639,285</u>
EXPENSES				
Aitken Hospice - Salaries and wages	11,407	-	11,407	14,448
Aitken Hospice expense	10,463	-	10,463	167
Amortization	-	2,246	2,246	2,893
Community awareness	15,579	-	15,579	2,149
Fundraising expense	16,234	-	16,234	6,660
Insurance	3,053	-	3,053	2,886
Interest and bank charges	2,716	-	2,716	3,127
Investment management fees	3,782	367	4,149	801
Memberships	559	-	559	988
Office	15,967	-	15,967	7,761
Professional fees	7,571	-	7,571	5,744
Recruitment	2,482	-	2,482	2,397
Rent and utilities	21,453	-	21,453	26,600
Repairs and maintenance	33	-	33	9,965
Salaries and Wages general	387,295	-	387,295	355,908
Technology expenses	16,036	-	16,036	18,730
Travel	767	-	767	776
Volunteer expenses	6,025	-	6,025	4,308
	<u>521,422</u>	<u>2,613</u>	<u>524,035</u>	<u>466,308</u>
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES FROM OPERATIONS	285,605	(580)	285,025	172,977
OTHER INCOME	10,000	-	10,000	41,598
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	<u>\$ 295,605</u>	<u>\$ (580)</u>	<u>\$ 295,025</u>	<u>\$ 214,575</u>

The attached notes are an integral part of the financial information

COMOX VALLEY HOSPICE SOCIETY**Statement of Changes in Net Assets****Year Ended March 31, 2023**

	Operating	Capital Asset	2023	2022
NET ASSETS - BEGINNING OF YEAR	\$ 405,339	\$ 44,418	\$ 449,757	\$ 535,185
Excess of revenues over expenses	295,605	(580)	295,025	(85,428)
Capital purchases from operating	(19,566)	19,566	-	-
NET ASSETS - END OF YEAR	\$ 681,378	\$ 63,404	\$ 744,782	\$ 449,757

The attached notes are an integral part of the financial information

COMOX VALLEY HOSPICE SOCIETY
Notes to Compiled Financial Information
Year Ended March 31, 2023

1. BASIS OF ACCOUNTING

The basis of accounting applied in the preparation of the statement of financial position of Comox Valley Hospice Society as at March 31, 2023, and the statements of revenues and expenditures and changes in net assets for the year then ended is the historical cost basis and reflects cash transactions with the addition of:

- Accounts receivable ;
 - Marketable securities are recorded at cost;
 - Leasehold improvements and equipment are recorded at cost, utilizing the half year rule and amortized on a declining balance method.
 - Accounts payable and accrued liabilities
 - government assistance provided interest free is recorded at face value and not discounted for presentation
 - Deferred grants and contributions
-

2. STATUS AND PURPOSE OF ORGANIZATION

The purpose of the Comox Valley Hospice Society ("the Society") is to ease the journey of dying and grieving for people in the Comox Valley. We provide psycho social and emotional support and anticipatory grief support to those who have been diagnosed as palliative through their end of life process and anticipatory grief and bereavement support to their families and loved ones. The society was incorporated in 1983 under the BC Society Act and is a registered charity, and as such is exempt from income tax under Section 149 (1)(f) of the Income Tax Act.

3. TANGIBLE CAPITAL ASSETS

	Cost	Accumulated amortization	2023 Net book value	2022 Net book value
Leasehold improvements	\$ 10,004	\$ 10,004	\$ -	\$ -
Computer equipment	27,626	27,626	-	-
Furniture and fixtures	51,267	32,500	18,767	1,446
Office Equipment	7,909	7,909	-	-
	\$ 96,806	\$ 78,039	\$ 18,767	\$ 1,446

4. SHORT TERM LOAN PAYABLE

The short term debt represents the \$40,000 CEBA (Canadian Emergency Bank Account) loan received from the government, less the forgivable portion of \$10,000. The balance of \$30,000 is due to be paid back by December 31, 2023.

COMOX VALLEY HOSPICE SOCIETY
Notes to Compiled Financial Information
Year Ended March 31, 2023

5. DEFERRED INCOME

	<u>2023</u>	<u>2022</u>
BC Gaming	\$ 99,300	\$ 99,300
Red Cross	5,000	-
Terri Ordeneal Education Fund	2,829	3,275
	<u>\$ 107,129</u>	<u>\$ 102,575</u>

Funds received during the year designated for future periods.

6. INTERNALLY RESTRICTED NET ASSETS

The Society has internally restricted net assets of \$40,000 in the operating fund as a contingency for emergency use only.

7. GRANTS

	<u>2023</u>	<u>2022</u>
The Comox Valley Hospice Society received the following grants during the year:		
Community Gaming	\$ 99,300	\$ 99,300
CV Community Foundation Aitken Fund	63,350	62,000
Vancouver Island Health Authority	19,157	19,157
Red Cross	32,090	-
United Way	1,500	-
Other	-	20,556
	<u>\$ 215,397</u>	<u>\$ 201,013</u>

8. ENDOWMENT FUND

The Society resolved to establish a permanent open Endowment Fund with The Comox Valley Community Foundation. The income from the fund is to be received not less than annually. In the event that the Society is dissolved or ceases to become a qualified donee under the Income Tax Act, the Foundation shall pay or transfer the income of the fund in support of furtherance of the Foundations objects and in particular to promote and foster pallative care activities.

As per the letter from the Comox Valley Community Foundation the total capital contributions to date are \$300,650 and the estimated fund balance is \$296,401.

9. CONTRIBUTED SERVICES

Volunteers contribute a significant number of hours per year to assist the Society in carrying out its service delivery activities. In the fiscal year 2022-2023, volunteers contributed approximately 3,330 hours. Using the hourly rate of \$20/hr, that time equals \$66,600.

10. COMPARATIVE FIGURES

Some of the comparative figures have been reclassified to conform to the current year's presentation.



Comox Valley
Hospice Society

ANNUAL REPORT

2022 - 2023



**A YEAR
IN REVIEW**

**2900 Cliffe Avenue
Courtenay, BC V9N 0J1
comoxhospice.com**

"Hospice is a soft place to land while hard things are happening." L. B.



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STRATEGIC PLAN

We Believe in...

- Compassionate person-centered care and support
- Respect for personal autonomy and choice
- Teamwork and community collaboration
- The value of our volunteers
- Relationships grounded in honesty, integrity, and trust
- Thoughtful stewardship of all financial resources

Our Purpose is...

Easing the journey of dying and grieving.

We Are...

A community supported, self-sustaining organization that models excellence.

Our Strategic Objectives

- Financial: Ensure our financial planning builds clarity, confidence, and long-term sustainability.
- Programs: Ensure our programs are comprehensive, inclusive, relevant, and equitable.
- Process: Create a multi-year, “fit for purpose” marketing and donor engagement strategy.
- People: 1) Develop succession planning for all critical positions.
2) Ensure high quality employee and volunteer recruitment, training, and support programs



MESSAGE FROM THE PRESIDENT

2022-2023 has been a year of innovation for the Comox Valley Hospice Society. Jane Sterk, Executive Director, who calmly guided us through the turbulent years of COVID and moving buildings, left us in good stead as she retired last year. Christine Colbert has picked up those reins and is carving out a new legacy as ED with us; from the moment she put her foot through our door she has tirelessly advocated for us and has been analyzing every part of our operations to ensure we are providing our community with the best support possible for the dying and their families/friends. To that end, we have broadened our outreach while keeping a careful watch over our dedicated staff to ensure they are not overburdened.

The board has adopted a model of conducting meetings that favours creatively focusing on the “bigger picture”. If you want to hear animated conversation, sit in on a board meeting! However, the most energy and excitement probably rests in the hands of keen volunteers (with 14 new volunteers trained over the past year). After the parched volunteer drought caused by COVID, our volunteers have created their own oasis among us. Apparently they are not satisfied enough with “only” what they trained for, because they are breaking out with their own ideas – dragging us into parades and death cafes and who knows what else they will come up with! And the Cylepaths had everyone wearing tutus and dancing the Cancan at Market Days! The community just might begin to think that the people at the CVHS are about living joyfully and fully (how dreadful!).

Bringing all those facets together is also a new approach to skills and knowledge – we have started multi-level teams which function with board members, our ED, volunteers and community members. We recognize that talent, energy and great ideas exist in all of us. Got something to offer or suggest? Let us know.

Bravo everyone! I am so excited for our future!

Joan Gillies

President, CVHS Board of Directors

Board of Directors

Joan Gillies - **President**

Myrna Holman - **Vice President**

Carol Baert- **Secretary**

Karen Guinan- **Treasurer**

Raida Bolton - **Director**

Dennis Evans - **Director**

Patricia Korven - **Director**

Tracey Lawrence - **Director**

Karen McKinnon - **Director**

Krista Manuel - **Director**

Bruce Muir - **Director**

Sue McKeeman – **Volunteer Recording Secretary**

Staff 2022/23

Administration

Christine Colbert - Executive Director (Current)

Jane Sterk - Executive Director (Former)

Monique Thompson - Office Manager

Program Coordinators

Tara Zyla (Maternity Leave)

Tina Manach (Maternity Leave Replacement)

Palliative Counsellors

Angela Hope

Kasia Stepan

Corrie Howard

Bereavement Counsellor

Tamara Tkachenko

Volunteer Coordinator

Camilla Moul

Program Assistant

Joanne McKay

Communications/Admin Support

Judy Wing

TREASURER'S REPORT



Comox Valley Hospice Society has been very fortunate again this year and has benefited from the hard work of our fundraising team, volunteers, donors and community members. Without this support, we would not be able to offer the services and support that we do. For the year ended March 21, 2023, the Society received \$410,000 in donations and our total fundraising efforts yielded \$154,000 a truly remarkable accomplishment. For 2023, Comox Valley Hospice recorded a net surplus of \$295,025 for the year, a result of stronger than anticipated donations and fundraising.

This past year we had Hospice move to our new location at Ocean Front Village. Our staff have made this transition very smooth, we would not have been able to do this without them. They have risen to this challenge while still providing the same high quality care and compassion that the Comox Valley Hospice is known for. Again, a special thank you to all the staff and volunteers for their dedication and support.

Comox Valley Hospice has been able to provide excellent care, expand our services, and prepare for the future, largely from the tremendous support of our community, staff, volunteers, donors, and families. We thank all our donors for their very generous support.

Sincerely,

Karen Guinan, CPA, CGA
Board Director & Treasurer Comox Valley Hospice Society



Karen Guinan, CPA, CGA

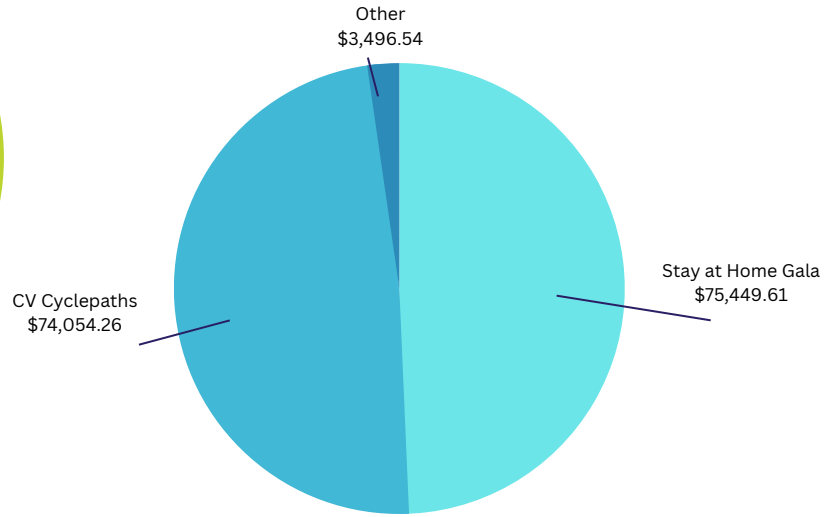
Read the full financial report at comoxhospice.com/about



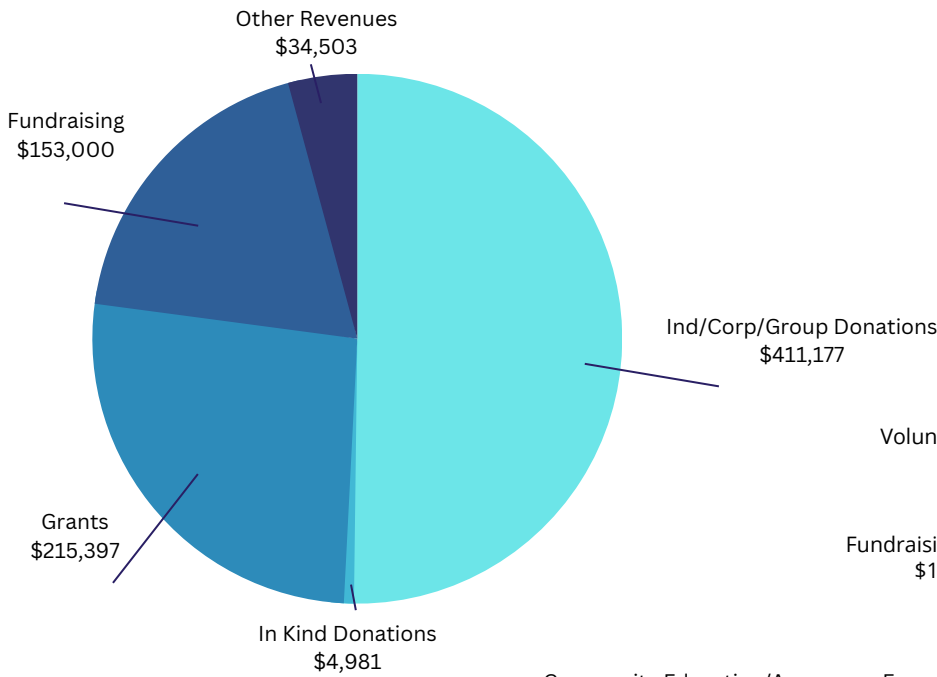
TREASURER'S REPORT



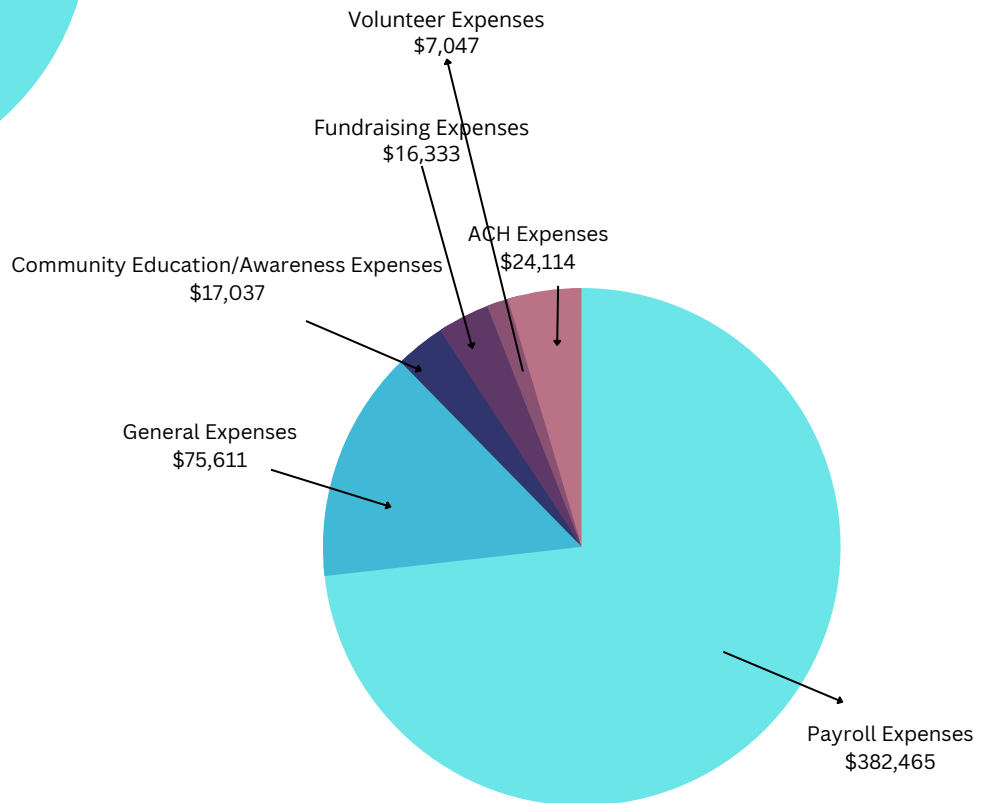
Fundraising 2022/23



Revenues 2022/23



Expenses 2022/23





CLIENT SUMMARY

New Referrals By Client Type

- Palliative 228
- Bereavement 172
- Anticipatory Grief 117
- One Time Support 87
- Other 7
- Total 612

Client Category Definitions:

Anticipatory Grief Clients: Refers to palliative clients and/or the family members or loved ones of a CVHS palliative client who receive CVHS support, including but is not specific to: brief respite, anticipatory grief counselling, volunteer support, caregiver groups, Self Care Clinic, Healing Meditation, etc.

Palliative Clients: Refers to individuals who have received a palliative diagnosis or are at the end stage of life and/or end stage of a life-limiting, ultimately life-ending chronic illness.

Bereavement Clients: Refers to family members/loved ones of CVHS palliative clients who have died recently (usually within the past year). Due to limited resources, we are unable to support individuals grieving the death of a loved one who died due to a sudden or traumatic loss. Nor do we have the capacity to assist those dealing with chronic bereavement – deaths that occurred several years or even decades ago or to support an individual with multiple complex mental health issues where bereavement is one aspect.

Outreach Clients: Includes individuals who do not fit in any of our traditional categories; however, may still be in need of some of our services. We placed some individuals in this category during the COVID period that we would normally discharge from services but because of frailty, isolation or limited community resources, we continued to follow through the pandemic.

Clients Served

- **Total number of Clients Served.....867**
- Bereavement Clients Served 358
- Palliative Clients Served 278
- Anticipatory Grief Clients Served 141
- One Time Support Clients Served 86
- Outreach Clients..... 4



VOLUNTEER PROGRAM SUMMARY



This past year has continued to bring insight, growth and opportunity.

One of the highlights was welcoming 14 new volunteers to the CVHS family! Our Basic Palliative Volunteer Training concluded in early April. We took a collaborative approach to this year's volunteer training; CVHS counsellors assisted with pieces of the training related to self-care, bereavement, anticipatory grief, and the mysteries surrounding death; our Island Health Palliative Care Social Worker facilitated a session on psychological distress and therapeutic presence; an Island Health Palliative Care Coordinator facilitated a session on the medical aspects of dying and our former ED, Jane Sterk, facilitated a 2-part session on deep listening. We are extremely pleased with how it all came together and have received a lot of positive feedback from our new volunteers. In addition to the basic palliative training offered for new volunteers, we were also able to offer continuing education opportunities to our existing volunteers on Client and Family Boundaries, Medical Assistance in Dying (in partnership with Bridge C-14), Reiki Level 1 training and an educational afternoon with Comox Valley Funeral Home.

Another highlight of the past year was being able to offer multiple volunteer facilitated grief groups. We also started hosting a monthly Death Café to increase awareness of death and provide a safe and supportive environment to talk about death and dying, over tea and cakes of course! The Death Cafés have been so well received in the community that we've been inspired to use the same, simple model to offer two additional community groups later this year to be a support to those who are grieving and those facing a life limiting illness.

Our organization is incredibly fortunate to have such a compliment of skilled and committed volunteers. In addition to providing programs and services that will be beneficial to both our clients and our community, we are equally focused on creating opportunities for our volunteers to utilize their many skills and abilities in roles they find meaningful. We are very excited about the upcoming year; our plans to expand our client and community offerings and thereby, the many new opportunities for volunteers to get involved.

VOLUNTEER STATS

3225 Volunteer Hours

51 Active Volunteers

300 Board Member Hrs

400 CV Cyclepath Hrs

\$64,500

Wage Value (\$20/hr)

408 hours dedicated to 1:1 bereavement clients

220 hours dedicated to 1:1 palliative clients

14 new volunteers trained

203 hrs/month average



VOLUNTEER STORY



In September 2022 I celebrated my 80th birthday...in February 2023 I was accepted along with 14 amazing individuals who each felt the calling to work in End of Life and Hospice Care. Comox Valley Hospice Society volunteers support individuals in the Valley who are palliative, those who are in the dying process as well as their families, their friends and their fellow volunteers.

I was accepted into the 10-week training program delivered by the Comox Valley Hospice Society (CVHS). I am sure that those who trained with me will agree that we received the most beneficial training imaginable. Not only did the training cover everything I needed to know to be there for CVHS clients, it went beyond my expectations. I felt so cared for and valued by the staff that provided the training.

I know that not everyone is called to do this work, indeed for many the thought of dying or being with those who currently are on that journey is uncomfortable to say the least. Fear of one's own mortality is right up there with the fear of public speaking. For me the training put to rest many of those fears.

It can be comforting to know that there are people who care, are trained and know what to say and when to listen to someone who is dying...those who find the right words to comfort the families who often times are overwhelmed, afraid and sad. For those experiencing loss, it can be reassuring to know that there is CVHS to turn to for grief and caregiver groups, resources, self-care, counselling, and other offerings from this organization. It can be heartening to know that there are caring people who walk through their own vulnerabilities and fear of the unknown to be in service.

This is the most rewarding work I have done during my 80 years on the planet. Being able to simply listen or hold the hand of someone who is at the end of this human experience or being available to listen to the concerns of the family is such an honour. The work that CVHS does is something that very often gets overlooked by even the most caring individuals. Dying is something that gets put on the back burner until it hits close to home... CVHS is there when it does.

CVHS relies on the generosity of its donors to continue to fulfill the role of being there when the end comes. It also relies on volunteers to support their services alongside their amazing staff.

Volunteers at CVHS are young, middle aged and elderly, different sexes, colors and come from diverse backgrounds...what they all have in common is a deep desire to be of service in a way that calls to them. Some work in Hospice, some in the Comox Valley Hospital, or in private homes; some serve in bereavement groups; walk along the river trail with patients; sit in vigil; support families; they provide care to the care-givers in the form of one of the healing modalities; assist office staff; sit on boards or fund raising committees...there are so many ways to serve ...all that is required is a calling to in some way support those who are dying or living with death and those assisting them through the process.

I feel so blessed to be doing this work and so grateful for the other volunteers and for the CVHS staff, knowing that they have my back when I need emotional support while performing this important and much needed service

Audrey-May Colwell



**WORDS FROM
THOSE WE TOUCH**



A Client's Perspective

Tamara from the Hospice Society gave me the tools to better understand my grief, to move through it, and most of all understand the value of talking about it. Not only did Tamara help me work through my grief, she helped me better understand who I am at my core. She helped me process all of the emotions I was feeling and ones I didn't even know I had. I am not sure I could ever express the gratitude I have for the Hospice Society, they were the light in a very dark time in my life. Working through grief takes time, commitment, and support from those around you. I encourage people to reach out to the Hospice Society to utilize their resources, it changed my outlook on life." A.W

A Staff Member's Perspective

I started my position as the program coordinator with the Comox Valley Hospice Society in May 2022, in replacement of Tara Zyla, who was starting the beautiful journey of parenting. As Tara is soon to come back and I am preparing for my next journey, I look back at this year with CVHS with a feeling that is very close to amazement.

Amazed with the people I have met – no matter their connection with CVHS – clients, families, volunteers, staff, directors, community partners, Island Health partners - every single individual was carrying something precious...a story, a presence, a smile, a generous act...and where in some situations this preciousness is not immediately apparent, here it shined through...available, offered so openly.



Tina Manach

Amazed with the trust, the integrity, the care, witnessed every day.

Amazed with how people showed willingness to adapt, to stay close to the mission, the values of CVHS while navigating a sea of changes.

Along with these changes, the uncertainties, their waves, the choices and the ever-evolving human stories, I sometimes had the image of a boat...a tiny space of warmth, connection, focus, attention...I now realize it is more an island...the solidity of this organization and its people, rooted in deep values and commitment, the safety and serenity of the human environment created... is what I see today.



COMMUNITY ENGAGEMENT & PARTNERSHIPS



Watching the evolution of the CVHS as they have settled in to their new home at Ocean Front Village has been extraordinary. Change can be difficult and dealing with unknowns challenging, but the CVHS team has proven they see every hurdle as an opportunity. This is the first hospice to ever reside within one of Golden Life Managements buildings and from our perspective, the integration has been an overwhelming success. Credited with this success is the leadership of the CVHS from their amazing Board of Directors to Executive Director (s) over this period. They have built strong relationships with GLM and communicate their needs, educating GLM on the differences in the care and services that make hospice a special place. We are fortunate CVHS is here to support our community which has included some residents of Ocean Front Village over the past year for which they are truly grateful. The OFV Team looks forward to building on the foundation that has been built and supporting CVHS in their mission to ease the journey of dying and grieving.

Chris Swift
Community Manager
Ocean Front Village



Ambassadors

They say 9/10ths of life involves just “being there”, and to a great degree that is true of Hospice work. Most of the time, our work is done quietly, out of any limelight or brouhaha, as we companion folks and families through the mysteries and big emotions surrounding dying and grieving. In order to acquaint our neighbours and help them better appreciate the quiet work of the Comox Valley Hospice Society, it has been our pleasure this year to participate in several community events, namely marching for the first time in the Canada Day, Comox Nautical Days, and inaugural Comox Valley Pride Parades. We have proudly hoisted our banner, waved our flags and distributed candies, decorated wooden hearts, and innumerable smiles to kind onlookers clapping on the side-lines. To visibly and joyfully represent CVHS staff and volunteers helps to highlight:

- The presence of Hospice in our community
- The supportive shadow work offered by our CVHS members
- Ways to normalize the concepts of end of life and hospice care by overriding taboos, and bringing them into the light of day.

We’ve been well received and vociferously cheered as we made our way down local streets, periodically greeted by appreciative persons who tearfully mouth words of thanks with hands held over their hearts. To represent CVHS so happily on these occasions is both an honour and a thrill. It forges face-to-face connection with our beloved community. We benefit from every chance to advance understanding of our presence and heart-based services, and have enormous fun doing so!

MAJOR EVENTS



The generous donation of time and efforts towards fundraising allows us to offer all our wonderful programs and services free of charge.

Other events provide awareness, learning and opportunities for community support.

The past year's fundraising events included:

- The Comox Valley Cyclepaths Cycle of Life Tour - \$74,054
- 2022 NYE Stay at Home Phantom Ball - \$75,449
- Other (Facebook Fundraisers & Online Auction) - \$3,497

Other community events included:

- Advance Care Planning Sessions
- Blue Christmas and Celebrate a Life
- Death Cafés

It's Your Voice
Who will speak for you if you can't speak for yourself?

TO REGISTER:
CALL 250.871.0696
OR EMAIL
RECEPTION@COMOXHOSPICE.COM

Comox Valley Hospice Society

Blue Christmas & Celebrate a Life Service
Saturday, December 10 at 2pm

Acknowledging the Presence of Grief During the Holiday Season

Feeling Blue About the Holiday Season? You're Not Alone.
Join us for a time of selected readings, poetry and music and to remember loved ones no longer with us.

Comox United Church 250 Beach Drive
Doors open at 1:30

For more information visit
comoxunitedchurch.com OR comoxhospice.com

Comox Valley Hospice Society

Death Cafe Comox Valley Hospice Society

Making the most of our finite lives!
An Invitation to Open Conversation About Death...
Over Cake.

Wednesday, May 17th
6:30-8:30pm
Evergreen Lounge - Florence Filberg Centre
411 Anderton Avenue
Courtenay, BC

Come as you are, no reservation needed
For more information call 250-871-0696

Donations Welcome!
comoxhospice.com



DONOR SUMMARY

April 1, 2022- March 31, 2023

New Additions to our "Whispering Wind" Donor Wall include donations from the following:

- Sylvia Lyrenmann
- Golden Life Management
- Florence Chapter #53 Order of the Eastern Star
- Royal Canadian Legion #60
- Laurence "Ted" & Barb Simpkin
- Monique Thompson
- Robert Feely



Why I Donate to CVHS

To my mind, a healthy community is one that offers a wide variety of services and activities. We are fortunate here in the Comox Valley to have the services of a hospice society. The Comox Valley Hospice Society provides education around the subject of death and dying, end of life support and ongoing counselling after a death. Death is a part of life and to have access to a supported death for my loved ones and myself is very important to me. Donations make up a significant portion of the Society's budget so I am pleased to contribute when I can.

Marianne Muir

CVHS relies on the generosity of donors and support from grant funders to continue our work. Monthly donations, planned giving, event specific donations and other gifts keep us thriving.

Grant Funders



A HEARTFELT THANK YOU TO OUR PHANTOM BALL CASH SPONSORS

A very special thanks to Garry Fizzell for the matching amount of \$35,000



DIAMOND SPONSORS



#350 Courtenay



PLATINUM SPONSOR



MEDIA SPONSORS



GOLD SPONSORS





THANKS TO OUR FRIENDS OF HOSPICE & PRIZE SPONSORS





Back Row:
 Jeff Lucas
 Heidi Fuerste
 Juliana Leahy
 Bert Heeringa
 Keith Pistell

Front Row:
 Amber Aleksich
 Abi Sargent
 Debi Sargent
 Raida Bolton
 Christy Woods



Canadian Tire
 Courtenay



RELIABLE



HARBOURFRONT
 WEALTH MANAGEMENT

GILMAN | DETERS
 PRIVATE WEALTH



**LOOKING
AHEAD**



**We will be celebrating
our 40th Anniversary
on Nov 19th!**

Our focus for 2023-2024 is to increase community awareness of our services and programs and to encourage conversation and engagement through a variety of groups and events.

Enhanced training for volunteers and ongoing support from staff will support our volunteer-led groups and programming, some new and others refreshed.

We are also continuing our Indigenous learning journey as individuals, staff, volunteers and directors of CVHS. Our commitment to this journey and that of sexual and gender diversity and inclusion will be reflected in our policies and practices.

Visit our website for a look at our upcoming groups and events. www.comoxhospice.com

With the Red Cross Project we are enhancing our bereavement programs and services starting fall 2023. One of our goals is to create more volunteer facilitated grief groups to be able to support additional bereavement support in a variety of ways. We have been working with the Living Through Loss Society of BC to create a 4-day intensive group facilitation training for select CVHS volunteers which will take place late September. The volunteers will then be equipped to co-facilitate grief groups ongoing with support from CVHS staff. We are excited about the opportunities this training will afford us and the additional groups we will be able to offer.

Another outcome of the project is to create a Warm Navigation role within CVHS. This focus of this role will be to support those individuals who may not have consider support groups or other community resources to identify the best fit for their needs.

