



Langley Hospice Society & Foundation

**Annual General Meeting ♦ April/09—March/10
Tuesday, June 29, 2010 ~ 6:30 PM**

Langley Hospice Society, a community-based, non-profit organization, provides compassionate support to help people live with dignity and hope while coping with grief and the end of life.

Presidents' & Executive Director's Report *From Vision to Reality* *~ A Leap of Faith*

This past year has been a whirlwind of apprehension and excitement as we completed the final phase of our journey from vision to reality. Yes, indeed, the 2009/2010 Annual Report is being written from our beautiful half-acre property at 20660 – 48th Avenue in the City of Langley. Our vision of a larger building was halted for a period of time due to the downturn in the economy, but an opportunity came forward to purchase another residential property for a fraction of the price to build. We were cautioned by the Langley City Development Services Department that it was not easy to rezone a residential property. However, we took a leap of faith and are pleased to announce that after much dialogue with the City of Langley, the fourth and final reading was passed at City Council and the property was rezoned. Renovations have been completed and the final inspection by the City of Langley has been approved. We have settled in nicely and are looking forward to expanding our programs and services to better meet the needs of palliative and bereaved persons in our community. This is also an open invitation for the community to join us for a Ribbon Cutting and Open House which will be scheduled for the near future.

Throughout this period of upheaval, we are very proud to report that our team of dedicated staff and volunteers maintained our current hospice palliative care services and even managed to add several new innovative programs.



These included the Horse Whisperer Children's Equine Bereavement Camp in partnership with Chilliwack Hospice, Sandpainting Mandala Workshop, Suicide Support Group and a Mother's Day Memorial Service.

Developing relationships with community partners was another area of focus which enabled us to further integrate our programs into the community. Partnerships included the Langley School Board, Henderson's Funeral Home, Renaissance Retirement Residence, Langley Youth & Family Services, other Hospice Societies and many primary and middle schools.

Second Story Treasures Thrift Store went through a recent transformation by replacing and upgrading its merchandising display fixtures. The items were donated by a local business man upon closure of *Linens & Things*. Even though the economy is still fluctuating, sales continue to increase. With the dedicated support of the community, including customers and donors, our Thrift store contributed **39%** of the Society's net revenue last fiscal year! Thanks to the **75** dedicated volunteers who put in **18,127** hours under the guidance and leadership of Diane Boyd and her staff.

The Society is saddened to say farewell to Linda von Tettenborn. Linda has been a dedicated board member for over six years in a couple of capacities, namely Vice-President and Treasurer. The Foundation bids a sad goodbye to Gary Faichuk who joined the board two years ago. Thank-you Linda and Gary, for your commitment, passion and vision.

The work we do could not be sustained without the commitment and support of our **160** volunteers. When we add all our volunteer activities; including the Boards, hospice thrift store, office/administration, special events, quilting group, visiting palliative and/or bereavement clients, and children's program, the number of hours total **28,353**. This is equivalent to over **16** people working full time!

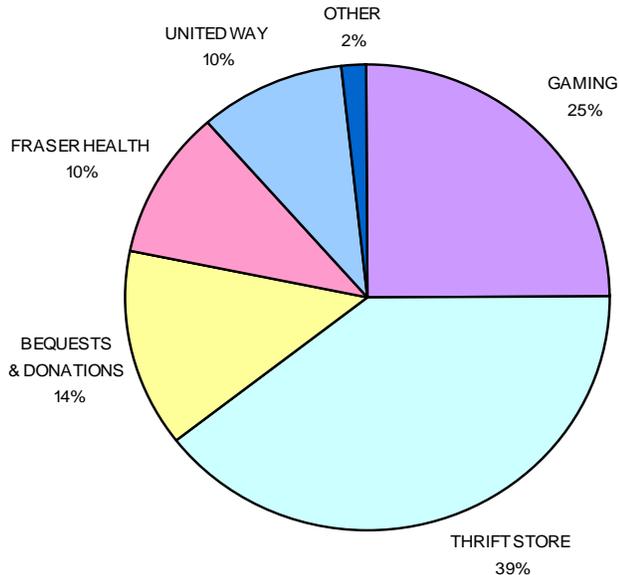
At a time of increasing needs and decreasing resources, our dedicated volunteers, donors, staff and community partners are more important than ever. Thanks to each and every one of you for a productive and successful year.

Respectfully submitted,

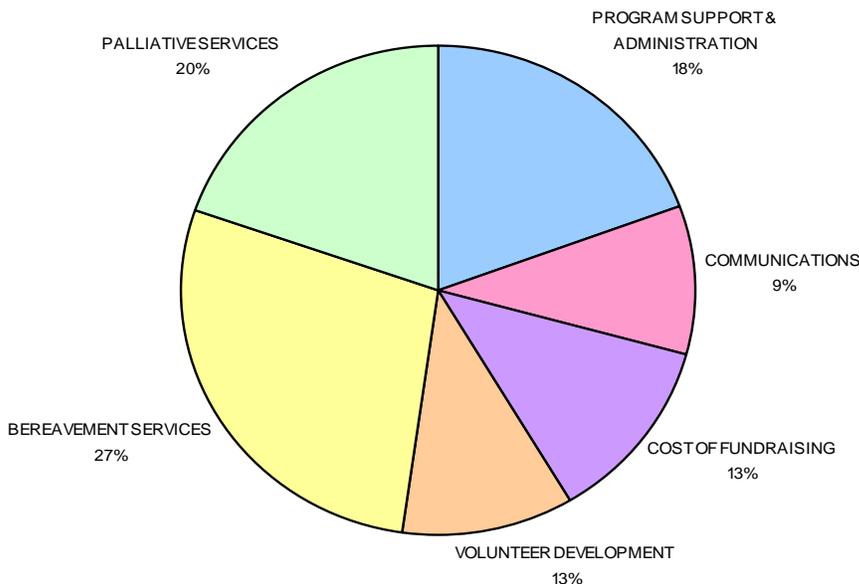
Sandra Castle, Executive Director
Kathy Derksen, President, Langley Hospice Society
Michele Coleman, President, Langley Hospice Foundation

**LANGLEY HOSPICE SOCIETY
REVENUE & EXPENSES 2009/10**

**Revenue
April 2009—March 2010**



**Expenses
April 2009—March 2010**



BOARDS OF DIRECTORS

Society Board

Kathy Derksen, President
Scott Taylor, Vice President
Linda von Tettenborn, Treasurer
Anne Pilgrim, Secretary
Bonnie Greenlee
Jane Hamar
Dorscie Paterson



Foundation Board

Michele Coleman, President
Roberta Frankforth, Vice President
Anne Dent, Secretary
Debbie Dore, Treasurer
Gary Faichuk
Merlyn Jussila
Dorscie Paterson



STAFF

Executive Director

Sandra Castle

Bereavement Support

Angelika Bendrich

Children's Bereavement Support

Jane Corkish

Palliative/Volunteer Support

Fernande Ouellette

Volunteer Services & Event Planning

Cheryl Tall

Administrative Services

Wendy Vetsch

**Second Story Treasures
Manager/Store Operations**

Diane Boyd

Asst. Store Managers

Kathy Sawatzky

Maggie Van Emmerik



Langley Hospice Society ~ Strategic Planning Priorities 2009 - 2012

PROGRESS REPORT

Strategic Priorities	Goals	Accomplishments
1. Economic Sustainability	To sustain our diverse funding base to meet current services and create new capital and operational funding sources for future expansion and emerging needs.	<ul style="list-style-type: none"> • Second Story Treasures Thrift Store has increased their contribution to the net operating revenue of the Society from 29% to 39% • 3rd Party Event – 2nd Annual Dignity Memorial – Fraser Valley Golf Tournament – received \$2,179.00 • Developed a Donor Wall to honour the names of loved ones in whose memory we have received over \$1,000 in donations. (33 names)
2. Enhanced Community Profile	To establish Langley Hospice as the community's place to call or come to when facing end-of-life issues.	<ul style="list-style-type: none"> • Education booth at the Langley International Festival & Kwantlen University College • Presentations delivered to the Langley College for Care Aid Students, Renaissance Retirement Residence, Personal Alternatives Funeral Services, United Way Kick-off at the Township of Langley, Aldergrove Rotary Club, the Heart and Stroke Foundation Walking Club and other service clubs
3. Deliver a Wide Range of Superior Hospice Programs & Services	To maintain and enhance existing programs, while exploring innovative opportunities for new program development, to meet the psychosocial needs of clients and families.	<ul style="list-style-type: none"> • Horse Whisperer Children's Equine Bereavement Camp – in partnership with Chilliwack Hospice – 32 children attending • Sandpainting Mandala Workshop—30 attendees, ages 7 to 70 • Co-facilitated a Suicide Support Group with Valley View Funeral • Two day workshop for Langley School Board teachers – <i>Supporting Bereaved Children & Teens</i> • Co-facilitated a Children's Support Group at Douglas Park Elementary in addition to several other support groups and activity day camps for children and teens • Camp Chrysalis, Aug. 20 - 23 attended by 19 youth ages 8 – 13 • Partnered with Henderson's Funeral Home to present a Holiday Remembrance with over 100 people in attendance • Mother's Day Memorial Service – 17 adults and children attending
4. Creation of a Supportive Care and Resource Centre ✓ SUCCESS!	To acquire a facility that will provide a comfortable and congenial environment for providing client support programs and housing our administrative offices.	<ul style="list-style-type: none"> • The acquisition of the property at 20660 - 48 Avenue began with an offer to purchase on July 14, 2009 and possession date of the property was September 30. Throughout the next eight months, Langley Hospice went through the arduous rezoning process, including renovations and the final building inspection. The actual move-in date was May 19, 2010.
5. Excellence in Staff and Volunteer Development	To create an environment where our staff, volunteers and community partners feel confident, valued and part of an integrated team.	Educational and personal growth opportunities for staff and volunteers included: <ul style="list-style-type: none"> • Staff member completed the 3rd level Reiki training • Executive Director attended the CHPCA National Conference – <i>Voyages in Care and Understanding</i> in Winnipeg, Manitoba Oct. 18 - 21 • Two Board members and three staff attended the BCHPCA 2009 conference - <i>Leading with Passion - Making a Difference</i> • <i>"Children Helping Children" Workshop presented at both the BCHPCA and CHPCA Conferences</i> • BizFutures delivered one day pro-bono workshop on principles for creating a vital workplace, through teambuilding and visioning • Staff member attended a 3-day workshop on "Trauma Incident Reduction" • Annual Teleconference by the Hospice Foundation of America on Cancer and End of Life Care
6. To Work in Partnership with Fraser Health in the Delivery of Excellent Hospice Palliative Care	To ensure that all citizens facing end-of-life issues in our community have access to a wide range of services including medical and alternative modalities.	<ul style="list-style-type: none"> • Langley Hospice continues to support the interim hospice residence both financially and through the Palliative Client Volunteer Program • Maintenance of the furniture is ongoing, i.e. recovered sofa beds and chairs, plus the replacement of mattresses • The Comfort and Education fund is being utilized by the hospice palliative care team for education and conferences

The Year in Pictures ~ 2009/10

CHILDREN'S PROGRAMS



SECOND STORY TREASURES



HORSE WHISPERER CAMP June, 2009



DONOR WALL



Flo Allder

VOLUNTEER APPRECIATION DINNER ~ April, 2009



CHEQUE PRESENTATIONS

Aldergrove Rotary Club



Telus Community Engagement & Fran Stehr, SST volunteer

VOLUNTEER TRAINING



Basic Training
Spring & Fall, 2009

Mini Basic Hospice Training ~ Office Volunteers



Meal Time Companion Training
Nov/09



CAMP CHRYSALIS
August, 2009

