



Langley Hospice Society & Foundation

Annual General Meeting ♦ April/10—March/11
Monday, June 20, 2011 ~ 7:00 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

A Year of Change, Growth and Renewal

Change: It's hard to believe that an entire year has passed and we just celebrated our first anniversary of the move into our new facility on May 19, 2011. A year of change, change anchored by the mission of our organization to provide excellent support for the clients and families who request our help at the most difficult time in their lives. The move created an opportunity to change, to grow, to examine everything we do with a fresh perspective.

We were very pleased that the Honourable Mayor Peter Fassbender and MLA Mary Polak were able to join over 100 community supporters in celebrating Langley Hospice's Grand Opening and Ribbon Cutting in July 2010.



Growth: Our Child/Teen Bereavement Program has grown exponentially over the past year. In addition to the more traditional type of support such as individual and group support, day activity camps and the annual 4-day Camp Chrysalis, our coordinator has been involved in educating those who work with children in schools, at home and at other hospice societies. We often hear the coined phrase: "Play is the work of grieving children" and Langley Hospice has seen first hand how true that is. Thus, we've added "**Grief Games**" and the **HEALS** (Hospice Expressive Loss Support) Program, which help facilitators build feelings of trust in children which leads to deeper discussions on their experience with loss.

Second Story Treasures Thrift Store continues to be the largest contributor of the Society's net revenue at **36%**. The store hosted a Customer Appreciation and Spring Turnover Event on March 25, 2011 resulting in sales of **\$4,680.10**. This is the highest recorded daily sales in the history of the store! The success of the store combined with our diverse funding base allows us to continue to offer our programs free of charge.

Renewal: As part of the Hospice Palliative Care Team, we had the opportunity to be involved with the renovations and upgrading of the Langley Hospice Residence, including the installation of ten new flatscreen LED televisions, wall-mounted for ease of viewing for the patients and their families. The Residence has been given a fresh coat of paint, new blinds and draperies and the addition of slat walls, which make it easier to showcase family photos and personal memorabilia.

We would like to bid a fond farewell to Michele Coleman, President, and Debbie Dore, Treasurer of the Langley Hospice Foundation. Thank you, Michele and Debbie, for your dedication, enthusiasm and vision.

As an organization, we would not be who we are without the help of our dedicated, compassionate and tireless volunteers. Thanks to each and every one of you for your 27,869 hours of kindness and hard work. That is equal to 14 people working full-time!

The excellence of our team; our strong fiscal position; the commitment of our boards, staff and volunteers and the support of our entire community allows and encourages us to be the very best we can be.

Respectfully submitted,

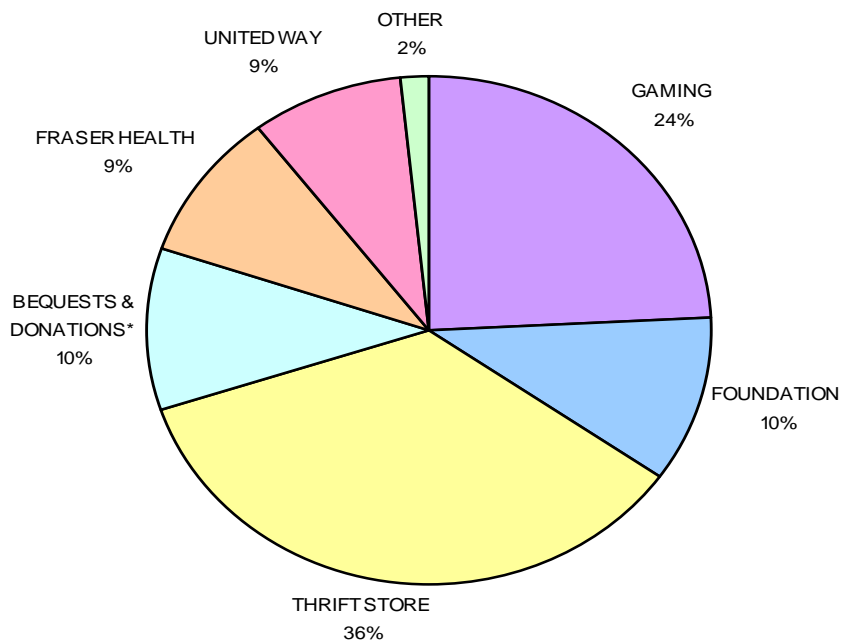
Sandra Castle, Executive Director
Kathy Derksen, President, Langley Hospice Society
Michele Coleman, President, Langley Hospice Foundation



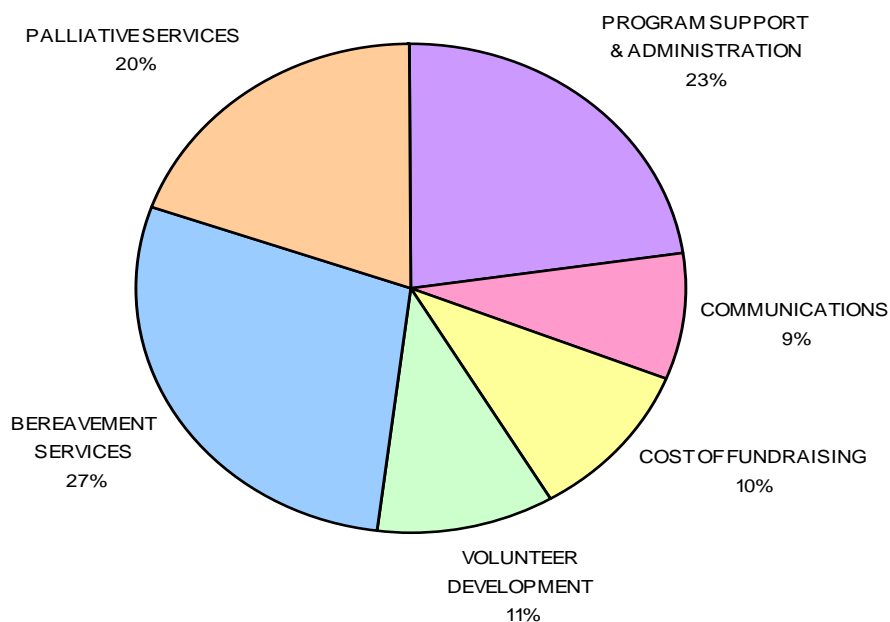
Thrift Store volunteers assist Michele Coleman, Foundation President, and Diane Boyd, Thrift Store Manager, in presenting this year's pledge to Kathy Derksen, Society President. Oops—we missed a month—the cheque should read **\$198,000.00** for last year's contribution!

LANGLEY HOSPICE SOCIETY REVENUE & EXPENSES 2010/11

Revenue April 2010—March 2011



Expenses April 2010—March 2011



BOARDS OF DIRECTORS

Society Board

Kathy Derksen, President
Scott Taylor, Vice President
Bonnie Greenlee, Treasurer
Anne Pilgrim, Secretary
Lawrence Eta
Jane Hamar
Dorscie Paterson



Foundation Board

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



STAFF

Executive Director

Sandra Castle

Bereavement Support

Angelika Bendrich
Shivani Kaushik

Children's Bereavement Support

Jane Corkish

Palliative/Volunteer Support

Fernande Ouellette

Volunteer Services & Event Planning

Denise Station

Administrative Services

Wendy Vetsch

Second Story Treasures

Manager/Store Operations

Diane Boyd

Asst. Store Managers

Deborah Campbell
Kathy Sawatzky



Langley Hospice Society ~ Strategic Planning Priorities 2009 - 2012

PROGRESS REPORT

Strategic Objectives	Targets	Actions
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"> • Recent regional advocacy resulted in BC Gaming providing \$25,000 funding to help with the transition from the former bingo grants to the new Community Gaming Grants program. • Install the Memoriam Wall at the Hospice Residence listing the names of people who had \$1,000 or over donated in their memory. • Develop a marketing plan for SST Thrift Store including partnering with larger retail outlets to plant the seed that the thrift store would be happy to accept donations of unsold/returned items. Stores to approach include London Drugs, Winners, Home Sense, etc. • Develop a donor recognition program. • Implement a direct mail campaign for the Christmas season • Explore the possibility of providing workshops on planned giving, bequests, estate planning, etc.
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"> • Develop a Marketing, Communication and Advocacy Plan. This would include a review of existing communications tools, i.e. website, newsletter, pamphlets and publications. Update: New Media Ad Group has been contracted to update our logo, and develop a new tag line and images. • Attend Greater Langley Chamber of Commerce meetings with board directors to increase profile in the community.
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"> • Undertake a program review and evaluation. • Continue to develop partnerships with other organizations. • Research the potential of delivering complimentary programs to palliative clients who are still ambulatory and caregivers.
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"> • Mission accomplished! The anniversary of our move-in date was May 19, 2011.
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.	<ul style="list-style-type: none"> • Create a workplace policy/philosophy with the goal of maintaining a work environment that fosters personal and professional growth for all employees and volunteers. • Ensure that there is a budget for ongoing education for employees and volunteers both individually and as a group. • Implement ongoing communications workshops. • Implement monthly meetings where all employees (SST Thrift Store and Society) come together to share, celebrate accomplishments and plan for the future. • Implement an annual retreat with health related themes for staff members. • Schedule a yearly strategic planning session with staff and board members in January of each year.
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"> • Continue to support the interim hospice residence both financially and through our Palliative Client Volunteer Program, i.e. replace TV's in all 10 rooms plus the "family" room with flatscreen combo TV/DVD LCD or Plasma units with wall mounts, purchase of washer/dryer units for family use at the residence, purchase a recliner chair for the Quiet Room, etc. • Develop a Business Plan for constructing a permanent 10-bed residence on the hospital grounds. This would include partnering with both Fraser Health and the Langley Memorial Hospital Foundation.

The Year in Pictures ~ 2010/11

