

The Year in Pictures ~ 2007/08

There's always something going on at the hospice residence ~ including our new tea cart service, and training our volunteers for Art Care



Many thanks to all of our generous donors, including Aldergrove Safeway, the Sovereign Order of St. John and Flo & Colin Alder, who raised money for us at the Vancouver Marathon in 2007!



Langley Hospice Society & Foundation

Annual General Meeting • April/07—March/08
Thursday, June 19, 2008 ~ 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.

Sandra Castle meets Jane Goodall at the 2008 AFP Conference in San Diego



Client volunteers enjoying the backyard at the annual potluck dinner



May 1, 2008 Annual Volunteer Appreciation Dinner



Happy 95th Birthday, Dorsciel!



Dorsciel accepting the 2007 Shara Lee Volunteer Award at the annual BCHPCA Conference



Presidents' and Executive Director's Report

2008 has been a very important year for us. It marks the 25th anniversary of Langley Hospice, and there is much to celebrate! Over the past 25 years, Langley Hospice has served many of our community members – if your family has not been touched directly by us, you probably know someone who has. As such, Langley Hospice has come to be well recognized and highly respected throughout the Langley area. How did we achieve such a reputation? Through the dedicated work of those who have given a part of themselves during our long history – the paid staff, the huge volunteer force, our community partners and the many board directors who have wisely guided us to this prominence. We at Langley Hospice set high standards and thanks to the dedication of those who serve us, we meet those standards.

The fiscal year started off on a very positive memorial fundraising opportunity. Colin Alder, came over from England to run the Vancouver International Marathon on May 6/07 in memory of his brother Derek Alder, a much loved and respected Langley resident who passed away the year before in the Hospice Residence. The day of the marathon was very significant because May 6/07 would have been the 40th wedding anniversary of Derek and his wife, Flo. Flo collected pledges and raised over \$4,000 for Langley Hospice in memory of Derek.

At the annual 2007 BC Hospice Palliative Care Association (BCHPCA) conference in May, Langley Hospice was presented with an award from the Sovereign Order of St. John of Jerusalem for enhanced end-of-life

care in the amount of \$4,000. This will be used for Camp Chrysalis, a week-end retreat for bereaved children and youth to be held Aug. 22 – 24/08 at Camp Elkgrove. At this same conference, long-time hospice volunteer Dorsciel Paterson received the BCHPCA Volunteer Award of Excellence.

Over two hundred people showed up in September to celebrate Second Story Treasures Thrift Store "TEN" event as we entered into our tenth year of operations. This was an action packed evening of entertainment, refreshments, fashion preview and shopping. The sales at the event and the day after resulted in net proceeds of over \$6,500. Special thanks to the volunteers, staff, donors and customers.

We would like to invite all of you to be involved with us as we enter a very exciting period of growth during our 25th anniversary year. We have purchased property adjacent to our house and will be expanding our facilities. In addition to our existing programs, our intention is to provide non-medical modalities, i.e. complimentary therapies including therapeutic touch, day respite centre, and education and resource centre that will be open to all clients, caregivers, volunteers and staff members.

Over the past year, we have been incredibly productive due to an influx of new volunteers. Volunteer hours have increased from 21,300 last year to 26,000 hours this fiscal year. This is an increase of 23% and equivalent to 13 people working full time! Our volunteer activities include the boards, hospice thrift store, office/administration, special events, visiting palliative and/or bereavement clients, and children's program.

Thank-you!

Respectfully submitted,

Sandra Castle
Executive Director

Kathy Derksen
President
Langley Hospice Society

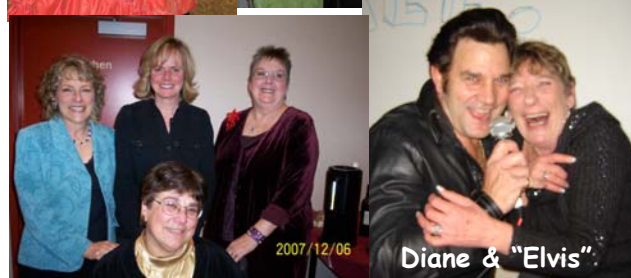
Michele Coleman
President
Langley Hospice Foundation



2008 Journey Walk/Run



Our thrift store volunteers work very hard—but it's not ALL work!



Diane & "Elvis"

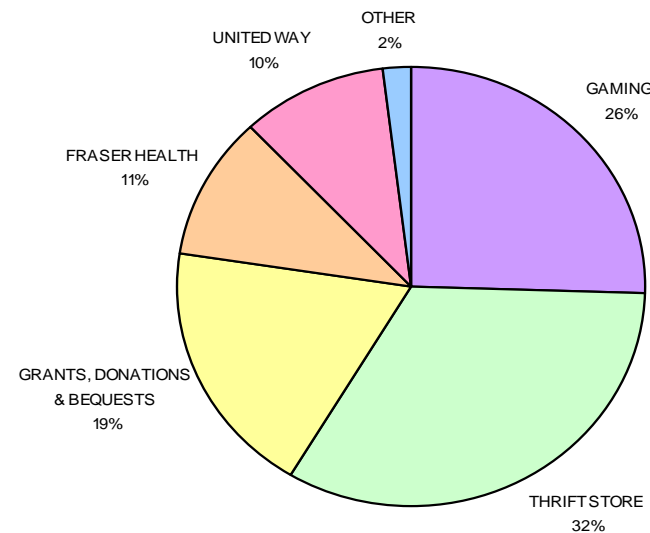
Board and Staff members at the 2008 Visioning Day

PROGRESS REPORT

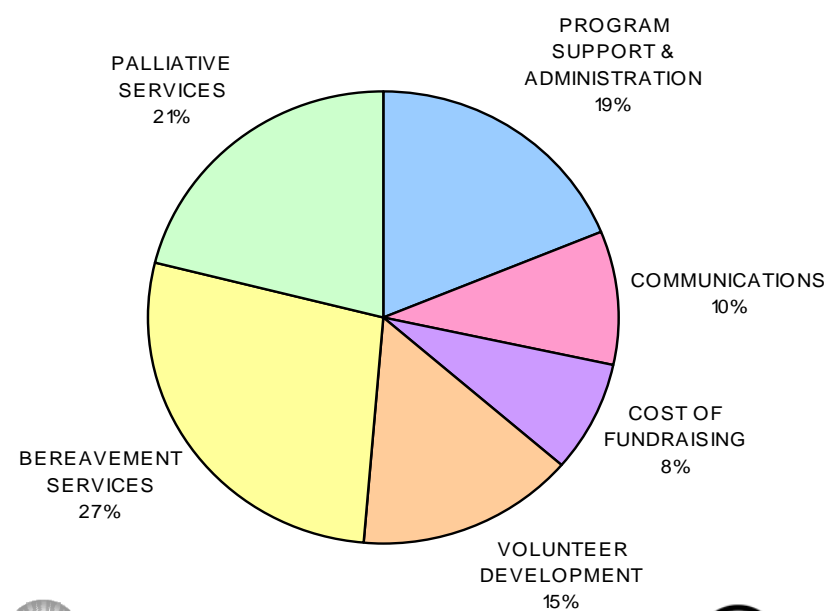
**Langley Hospice Society
Revenue & Expenses 2007/08**

Langley Hospice is able to provide programs and services to the community through generous donations, memorial gifts, bequests, grants, service organizations, Second Story Treasures Thrift Store, BC Gaming, United Way of the Lower Mainland, and a service contract with the Fraser Health Authority. We are truly grateful for the generous gifts that allow Langley Hospice to continue providing compassionate support to our clients and their families. Thank you!

**REVENUE
April 2007—March 2008**



**EXPENSES
April 2007—March 2008**



BOARD OF DIRECTORS

Society Board

- Kathy Derksen, President
- Linda von Tettenborn, Vice President
- Judy Ferris, Secretary
- Thornton E. Smith, Treasurer
- Bonnie Greenlee
- Jane Hamar
- Dorscie Paterson
- Anne Pilgrim
- Scott Taylor



Foundation Board

- Michele Coleman, President
- Roberta Frankforth, Vice President
- Anne Dent, Secretary
- Debbie Dore, Treasurer
- Gary Faichuk
- Merlyn Jussila
- Karen Lock
- Dorscie Paterson
- Donna Wenman



STAFF

- Executive Director**
Sandra Castle
- Bereavement Support**
Juanita Fleming
- Children's Bereavement Support**
Jane Corkish
- Palliative/Volunteer Support**
Fernande Ouellette
- Volunteer Services & Event Planning**
Adrienne Wong
- Administrative Services**
Wendy Vetsch
- Second Story Treasures
Manager/Store Operations**
Diane Boyd



Strategic Priorities	Goals	Accomplishments
1. Enhanced Community Awareness	Langley Hospice will make every effort to increase public awareness so that community members, professionals and organizations become more knowledgeable of our Society, including its mission and the programs and services we deliver to fulfill the mission.	<ul style="list-style-type: none"> • Extensive media coverage for the 10th Anniversary Celebration Event – Second Story Treasures Hospice Thrift Store, Aldergrove Safeway “We Care Event”, Hospice Thrift Store Crew <i>Pitches in to Help Orphans</i>, Celebrate a Life, Journey Walk/Run. An article was featured in BCHPCA’s Full Circle newsletter on Dorscie Paterson being the recipient of the Shara-Lee Volunteer Recognition Award. • Participation in health forums/community events and education presentations.
2. Long Term Financial Sustainability	To increase the financial resources available to Langley Hospice, while ensuring that it is fiscally responsible and accountable to its donors and funders.	<p>Successfully supported Playtime Community Gaming Centre’s application to the Township to install slot machines into the Langley Bingo Palace, ensuring the continuation of our Bingo Affiliation Certificate.</p> <p>Second Story Treasures Thrift Store continues to be a stable source of operational funding with gross revenues increasing by 11% this fiscal year.</p> <p>Worked closely with United Way to ensure that Langley Hospice is aligned with the new strategic priorities and outcomes based model of reporting.</p> <p>Exploring the feasibility of employing a fund development officer to support a capital campaign to raise funds for an education and resource centre.</p>
3. Excellence in Volunteerism	Langley Hospice will continue its commitment to excellence in all categories of volunteerism.	<ul style="list-style-type: none"> • Volunteer Satisfaction Survey was completed and by all indications Langley Hospice volunteers are very satisfied with their experience, and feel valued and supported by staff members. • Art Cart Program and Tea Service implemented at the hospice residence. • Eight client volunteers were trained in Therapeutic Touch Level 1 and 2. (A total of 15 volunteers are now trained in this area) • The development of three volunteer handbooks has been completed; Office Volunteers, Client Volunteers (Palliative/Bereavement Program) and Second Story Treasures Thrift Store Volunteers.
4. Enhanced Team Environment	To maintain an interdisciplinary team environment where staff and volunteers are supported and valued.	<ul style="list-style-type: none"> • Creation of two new staff positions: Special Events/Volunteer Coordinator and Children’s Camp Coordinator. • Educational opportunities for staff members: <ul style="list-style-type: none"> ➢ Two staff members attended the week long <i>Psychosocial Care of the Dying and Bereaved</i> course in Victoria ➢ BCHPCA Provincial Conference May 2007– <i>Bold Steps: Expanding the Circle</i>, Surrey, BC. ➢ CHPCA National Conference November 2007 - <i>Hospice Palliative Care: At A Crossroad</i>, Toronto, Ontario. ➢ Joint staff and board visioning day, January 2008. ➢ AFP International Conference, March 2008 – <i>Endless Possibilities</i>, San Diego, CA
5. Establishment of a Permanent Hospice Residence	To work in partnership with Fraser Health to build a permanent hospice facility.	<ul style="list-style-type: none"> • Langley Hospice continues to support the interim hospice residence both financially and through our Palliative Client Volunteer Program. • During the fiscal year 2007/2008, Langley Hospice will be entering into discussions with Fraser Health on the development of a permanent hospice residence.
6. Development of an Advocacy Strategy	Quality end-of-life care for all citizens of the communities of Langley.	<p>Participation in a BCHPCA – hosted MLA breakfast on February 14 in Victoria with over 80 MLA’s and key stakeholders attending. A key element was to advocate for hospice palliative and end-of-life care becoming a provincially funded program.</p> <p>Press release issued Canada wide: <i>Hospice Palliative Home Care in Canada: A Progress Report</i></p>

