



# Langley Hospice Society & Foundation

Annual General Meeting ♦ April/08—March/09  
Monday, June 8, 2009 ~ 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

### *Responding to Challenge and Change*

This past fiscal year proved yet again to be exciting and challenging. Great strides have been made in program delivery, especially in our children and teens' grief support. We are pleased to highlight many of our key activities throughout the year.

Due to the global economic downturn, our fiscally responsible board directors quickly realized it would be prudent to temporarily put our plans for building a new facility on hold. We used this time to explore other real estate options and to focus on maintaining and strengthening our existing funding relationships.

The Greater Langley Chamber of Commerce selected Langley Hospice as their charity of choice for their Celebration of Excellence Business Awards held in October, 2008. Excel Jewellers sponsored our very successful "Diamond Dig". Not only did this event raise over \$12,000, it certainly increased our profile in the business community.

To celebrate our 25<sup>th</sup> Anniversary, Second Story Treasures Thrift Store hosted a special Customer Appreciation Day and served over 150 community members a piece of anniversary cake and a cup of coffee or tea from a silver tea service and good china—which were donated! The store continues to be a valuable community endeavor and contributes 29% of the Society's net revenue. The proceeds from the thrift store



and other funding allow us to offer our palliative and bereavement support programs at no cost to the community.

The Foundation Board held two very successful pub nights which raised over \$6,250 and created public awareness for Langley Hospice.

We are most proud of the progress we have made in reaching out to grieving children and teens, often called "the forgotten mourners". This past year we offered Teen Discussion Groups which evolved into a Teen Leadership Program. These specially trained teens contributed **three hundred and sixty-five** hours of volunteer time to make a difference in the lives of over two dozen children at Camp Chrysalis. Camp Chrysalis is a three-day retreat "where adults are seen and not heard". The creative flow of this camp comfortably blended healing circles, art, music, nature, fun, games and grief support. We have developed a unique model teaching grieving teens and children how to play and support each other in a healing manner. In fact, we will be presenting workshops entitled "Children Helping Children Through Grief" at the BC Hospice Palliative Care Association Conference in Surrey and the Canadian Hospice Palliative Care Association Conference in Winnipeg.

We invite you to read the Progress Report for more information. We are very proud of the commitment of so many people in our community who contribute to the ongoing sustainability and accomplishments of Langley Hospice.

In closing, our sincere thank-you to the hundreds of volunteers and donors, our dedicated staff and many community partners that contribute to the success of this community organization.

Thank-you!  
Respectfully submitted,

Sandra Castle  
Executive Director

Kathy Derksen  
President, Langley Hospice Society

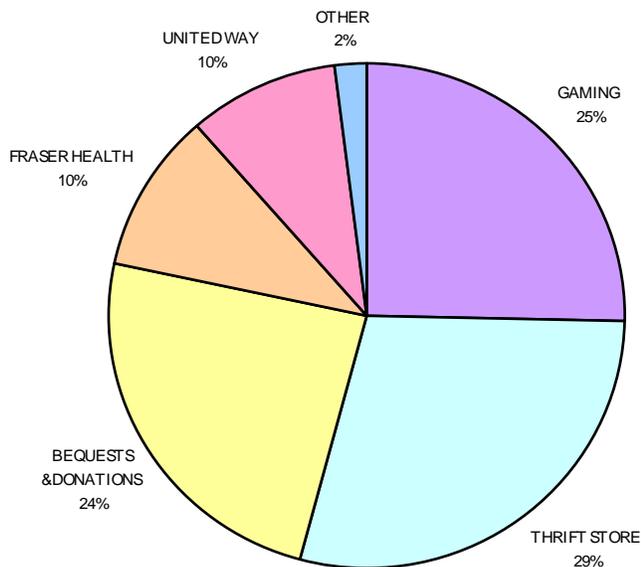
Michele Coleman  
President, Langley Hospice Foundation



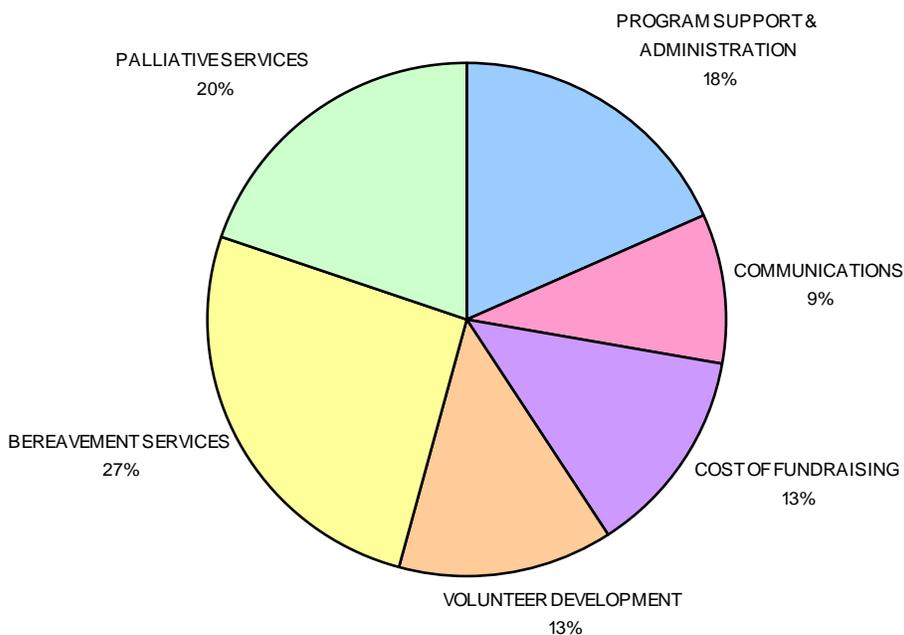
## Langley Hospice Society Revenue & Expenses 2008/09

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 2008—March 2009



### EXPENSES April 2008—March 2009



## BOARDS OF DIRECTORS

### Society Board

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

Angelika Bendrich

### 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

### Asst. Store Manager

Kim Saggau



# Langley Hospice Society ~ Strategic Planning Priorities 2006 - 2009

## PROGRESS REPORT

Strategic Priorities	Goals	Accomplishments
<b>1. Enhanced Community Awareness</b>	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"> <li>• Langley Advance extensive coverage for the 2008 Journey Walk/ Run for Remembrance including ads, a feature story on the King family entitled “<i>Love for grandpa expressed with each step</i>”, and an article and photos on the walk/run day.</li> <li>• Local coverage included a full page feature article on the Children’s Grief Camp – <i>Giving children a safe, fun place to grieve</i>, Rotary Heli-Golf, Chamber of Commerce Celebration of Excellence, SST Hospice Thrift Store Customer Appreciation, Journeying Through the Holidays, Dorscie Paterson celebrating life at 95 and Charities feeling economic pinch.</li> <li>• Vancouver Sun Business section featured cheque presentations from the Chamber of Commerce Celebration of Excellence and the 1<sup>st</sup> Annual Dignity Memorial Fraser Valley Golf Tournament.</li> <li>• Participation in health forums/community events and education presentations.</li> </ul>
<b>2. Long Term Financial Sustainability</b>	To increase the financial resources available to Langley Hospice, while ensuring that it is fiscally responsible and accountable to its donors and funders.	<ul style="list-style-type: none"> <li>• Successfully negotiated a three year UWLM Community Partner Funding Agreement.</li> <li>• BC Gaming extended our three-year Bingo Affiliation Certificate for another year up to March 31 of 2010.</li> <li>• Bequests and donations have increased from 19% to 24% over the past year which is excellent considering the economic downturn.</li> <li>• Second Story Treasures Thrift Store shows an increase of 5% in gross revenues and contributed 29% of the Society’s operating funds.</li> <li>• Since the capital campaign has been put on hold because of the economic downturn, filling the position of fund development officer has been put on hold.</li> </ul>
<b>3. Excellence in Volunteerism</b>	Langley Hospice will continue its commitment to excellence in all categories of volunteerism.	<ul style="list-style-type: none"> <li>• For National Volunteer Week, the newsletter was dedicated to featuring stories from volunteers who work in the various aspects of hospice.</li> <li>• Condensed Hospice Training delivered to 25 office and thrift store volunteers.</li> <li>• Hospice Client Volunteer Training</li> </ul>
<b>4. Enhanced Team Environment</b>	To maintain an interdisciplinary team environment where staff and volunteers are supported and valued.	<ul style="list-style-type: none"> <li>• Educational opportunities for staff members included:</li> <li>• Two board members and five staff members attended the BCHPCA Provincial Conference May 22-25, 2008 – “<i>Bold Step: Dancing to the End</i>”</li> <li>• Executive Director attended the CHPCA National Conference November 2008 – “<i>Cross the Bridge to Knowledge &amp; Sharing</i>” – Oct. 25-29/08 in Charlottetown, PEI</li> </ul>
<b>5. Establishment of a Permanent Hospice Residence</b>	To work in partnership with Fraser Health to build a permanent hospice facility.	<ul style="list-style-type: none"> <li>• Langley Hospice continues to support the interim hospice residence both financially and through the Palliative Client Volunteer Program</li> <li>• Langley Hospice is exploring real estate opportunities for a Supportive Care and Education Centre</li> </ul>
<b>6. Development of an Advocacy Strategy</b>	Quality end-of-life care for all citizens of the communities of Langley.	<ul style="list-style-type: none"> <li>• Participation in the Provincial End-of-Life Care Strategy and Action Planning Process for the Fraser Region regarding the implementation of “<i>A Provincial Framework for End-of-Life Care</i>”, MOH, May 2006.</li> </ul>

# The Year in Pictures ~ 2008/09

**Second Story Treasures Christmas Volunteer Potluck December, 2008**



**Cheque Presentations**



Mott Electric & 4th Utility Inc.

RBC Foundation



Greater Langley Chamber of Commerce

**Greater Langley Chamber of Commerce Awards of Excellence Diamond Dig ~ October, 2008**



**Camp Chrysalis ~ August, 2008**



**Langley Hospice Society ~ 25th Anniversary Celebration October, 2008**



**Volunteer Appreciation Dinner ~ April, 2009**



**Journey Walk/Run for Remembrance ~ June, 2008**

