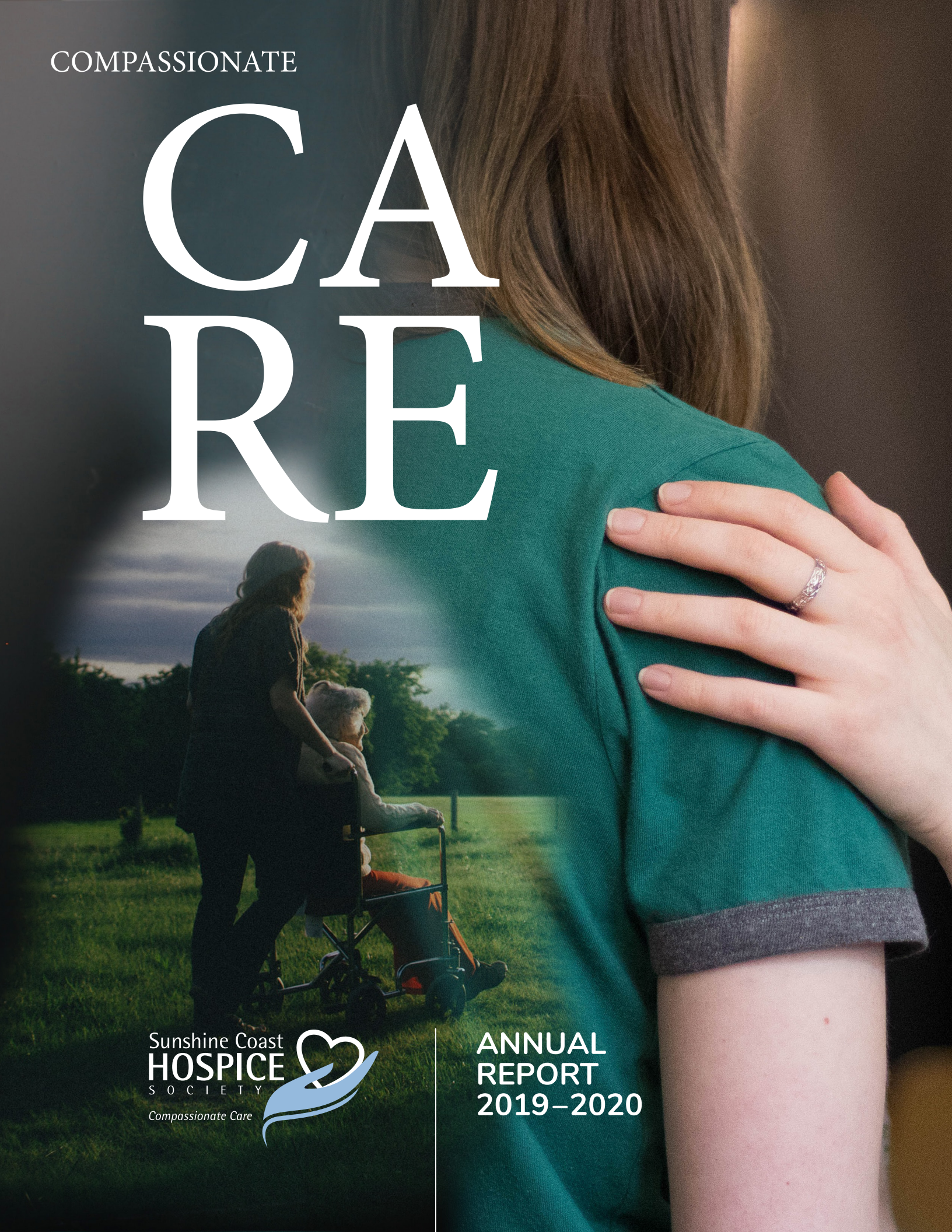


COMPASSIONATE

CARE



ANNUAL
REPORT
2019-2020





FROM THE BOARD CHAIR

As I look back over the five years I have had the honour of serving as the Board Chair I am humbled and inspired by the passion and dedication of our volunteers, staff, directors and donors.

This past year we continued to adapt to changing circumstances by maintaining and improving our programs and services while building for the future.

Our dedicated volunteers provided support to 186 individuals and their families in their homes, residential care facilities and the Sechelt Hospital. Our staff, in addition to supporting volunteers and clients, worked closely with other groups and agencies to support care-givers and those at the end of life. And our public education programs continued to grow in popularity, so much so that 150 people turned out for the panel discussion we hosted on Medical Assistance in Dying in November.

Without the generous financial support of the community this work would not be possible. While not in the 2019/20 fiscal year, nowhere was community support more evident than in our revamped 2020 Virtual Hike for Hospice and Auction during which we surpassed our fundraising goal and raised an amazing \$73,430.

In response to the growing demand for our services and the long-standing need to expand our hospice, the board developed a long-term strategy for growth. This past year we began implementation of that plan by hiring an executive director and creating the position of Philanthropy and Communications Manager.

As for a new home for hospice, over the last four years we discussed a number of options with Vancouver Coastal Health, including co-location on the proposed Trellis long term care site. However, after seriously considering this option, we decided to work with Vancouver Coastal Health to include a hospice facility as part of the proposed re-purposing of Shorncliffe or at another location. We believe the best option for the Sunshine Coast is a hospice and palliative care centre that is part of a publicly owned and operated healthcare facility.

Most recently, under the superb leadership of our Executive Director, Elana Robinson, we were able to meet the challenges brought on by COVID-19. Initially, volunteers shifted to provide support virtually and then developed safe ways to meet with clients. We also moved our public education activities on-line and coordinated our efforts with other organizations and agencies.

With your support we've accomplished so much this year. And we are looking forward to meeting the challenges the next few years will bring. I invite you to join with us by making a donation. Go to our website or contact us to find out how you can make a difference.

Denis Fafard
Board Chair



FROM THE EXECUTIVE DIRECTOR

I am honoured to have been named Executive Director of Sunshine Coast Hospice earlier this year. As a social worker, I've dreamed of making a difference in people's lives and offering support so they feel less alone in the challenging times of their life journey.

Like many of us, I am no stranger to grief and loss. Sitting beside my late grandmother on her last day, I felt the beautiful vulnerability of her experience; it was both incredibly profound and individual, and also so human and universal. When I reflect upon that day, I realize that as a social worker I had never experienced anything like the peace and purpose I felt as I companioned my grandmother at her bedside.

Many years later, I faced another loss with the sudden and tragic passing of my best friend. This experience of death impacted me in a different way. The immeasurable grief and devastation was so painful that I felt completely lost, with nowhere to turn and few who understood. I wonder what would have happened if I'd had more support or understanding about the experience and impact of grief at that time in my life, because at that time it felt infinitely sorrowful.

I carry these experiences with me everyday with my work at Hospice. I have a deep sense of directed purpose and calling to serve people who are dying or grieving a loss. I am so grateful to be one of many at Coast Hospice who are of service to people in their journey.

In 2019, our staff and volunteers directly supported 186 clients in their journey, and indirectly supported at least double that number within their circle of family and friends. We help so many others through our public events that discuss issues and experiences around death, dying and bereavement. I speak on behalf of our staff and volunteers when I say it is a deep privilege to walk alongside people in our community who are dying or grieving, or supporting people they love in those experiences.

While we have tremendous reach and impact in our community, we must remember we can and will do more. Sunshine Coast Hospice is an integral part of the Sunshine Coast community and we remain committed to supporting all with compassion, integrity and respect. We seek to work in partnership with individuals, agencies, local, provincial and federal governments to care for our residents and to ensure that our services remain free of charge, sufficient for our population and accessible to all.

Thank you for your ongoing support. May your journey alongside Sunshine Coast Hospice be as fulfilling and inspiring for you as it is for me.

Elana Robinson, BSW
Executive Director

FINANCIAL

COMMUNITY FUNDRAISING EVENTS



HEALTH

Hospice financials for 2019-2020

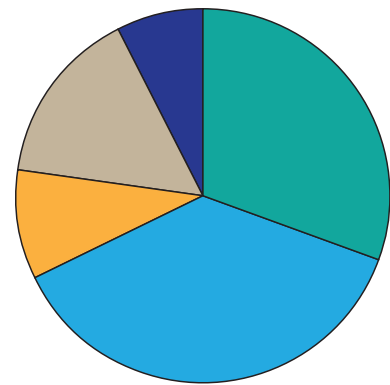
We express our sincere gratitude for your support in our 2019-2020 fiscal year. Our operating costs last year totalled \$218,441, of which 84.6% were spent on the delivery of Hospice programs and services on the Sunshine Coast. We continue to receive a moderate level of income to support our current program needs, however we are focusing on increasing our revenue to prepare for the rising demand for our services.

Of particular significance during this year were two generous bequests totalling \$127,065. We directed these bequests towards the FY 20/21 operating funds and the restricted capital building fund for the future home of Hospice. We encourage our community to consider how you may leave a legacy for the future of palliative hospice and bereavement care on the Sunshine Coast.

If you would like to leave a bequest in your estate to Sunshine Coast Hospice, please speak with your financial advisor, and schedule an appointment with our Philanthropy Manager, Katie Clogg. You can discuss how you'd like your contribution to be honored and stewarded to make the biggest impact. Katie can be reached at katie.clogg@coasthospice.com or at (604) 740-0475.

REVENUE

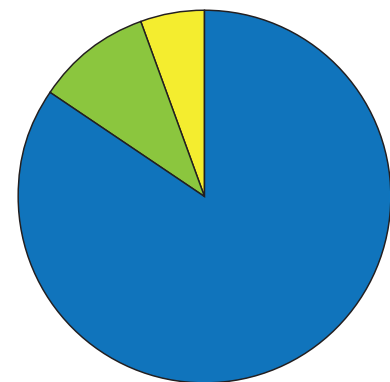
| | |
|--|-------|
| Donations – \$104,606 | 30.6% |
| Bequests – \$127,065 | 37.2% |
| Gifts from Other Registered Charities – \$32,652 | 9.6% |
| Government Funding – \$51,469 | 15.1% |
| All other revenue – \$25,114 | 7.4% |
| Total – \$340,906 | |



REVENUE

EXPENSES

| | |
|--|-------|
| Charitable programs – \$184,741 | 84.6% |
| Management & Administration – \$21,769 | 10% |
| Fundraising – \$11,931 | 5.5% |
| Total – \$218,441 | |



EXPENSES

Hospice's complete T3010 financial statements are available on the Government of Canada CRA website.



We continue to be blessed by our community who take it upon themselves to organize fundraising events for our cause. In 2019, several fabulous events took place!

Coast Tennis Classic

Many thanks to David and Cindy Rush for their generosity and commitment to Hospice and for organizing this wonderful event at Suncoast Racquet Club that raised an astounding \$31,500 for our organization.

FYi Doctors

We were so touched by the kindness of FYiDoctors Sunshine Coast, and their owners, Grant and Kathy Wood, and Practice Coach Tanya Labecki for raising \$5,239 through their giving campaign, with help from Hospice volunteers Judi Oldham, Bruce Etches and Donna Shugar!

Evening at Zócalo

Joann Hetherington, owner of Zócalo Boutique in Gibsons, hosted an intimate evening with live music for friends and family, raising awareness and \$1,180 for Hospice. Many thanks to Joann and her staff for the lovely event.

IGA Fundraiser Cards

The IGA Fundraiser Card gives back 4% of your grocery bill back to Hospice. In 2019, the program raised \$2,458, making us on our way to being one of the top charities in B.C. utilizing this program! To sign-up for your card, please contact us and we will send it to you in the mail! Many thanks to the Gibsons Rotary for continuing to promote this program, and for everyone who re-loads their fundraiser card for us. We appreciate you!

Hike for Hospice

Our 2019 Hike for Hospice was heaps of fun, with clowns, live music, and a beautiful sunny day for 150 participants to stroll along Davis Bay Beach. Thank you to all of our sponsors, including Sunshine Coast Credit Union for being our platinum sponsor. Together we raised \$42,730!

Sunshine Coast GM

Sunshine Coast GM generously made us the beneficiary of their license plate frame swap program, providing a donation of \$1,000 to support our services!

Beachcomber Coffee Company

Beachcomber Coffee picked Hospice as their charity of the month in September 2019, and directed a percentage of profit from every drip coffee sold!

EDUCATION



AND OUTREACH

Hospice reaches hundreds in our community

By Donna Shugar, Chair of Education & Outreach Committee

Hospice's Education and Outreach programs, designed largely by volunteers, provide valuable information for the general public on matters related to end-of-life and bereavement, supportive opportunities for discussion



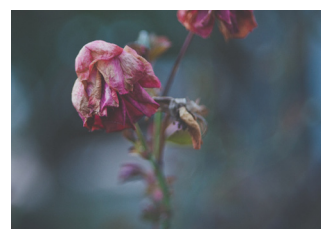
and sharing, and tools for managing these challenging issues. In our 2019-2020 fiscal year, Hospice provided the following significant events with financial support from the Sunshine Coast Health Care Auxiliary and the Province of BC Gaming Commission.

1

PANEL ON MEDICAL ASSISTANCE IN DYING (MAiD)

October 30, 2019

At this standing-room only event panelists Dr. Carmen Goojha, Allan Forrest (whose spouse chose MAiD), and Lee Carter (whose Carter vs. Canada case changed MAiD legislation), and lawyer Jessica Magonet from the BC Civil Liberties Association, discussed legislation and shared reflections based on their personal experience.



2

ADVANCE CARE PLANNING

November 4, 2019

Ten guests attended our Advance Care Planning information event on the importance of planning for a time when you cannot speak for yourself, hosted by Hospice volunteer Joan Hibbard in partnership with Sechelt Public Library.



3

GOOD GRIEF WORKSHOP

November 14, 2019

Thirty people joined us to hear a panel of individuals who have experienced profound personal loss. The panel and audience discussed the support of family and friends, including comments that are supportive and those that are undermining. Special thanks to Esmé Stokhuyzen and her team for organizing this and many other events on the subject of bereavement.



4

LIGHTS OF LIFE

December 1-14, 2019

For the 28th year, folks visited our tables in Gibsons and Sechelt to share stories and write love notes in memory of loved ones who have died. We hang their notes on Hospice trees at Trail Bay Centre and Sunnycrest Mall. Last year, 509 visitors and 57 volunteers participated.



5

WINTER TEA

December 19, 2019

Hosted by Grief Group volunteers at Hospice House, the Winter Tea welcomed 30 people to a special tea that honoured their grief journey together with poems, candles and music.

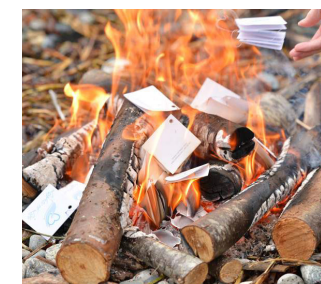


6

LIGHTING OF THE MEMORIES

January 1, 2020

At this poignant follow-up to Lights of Life we welcomed over 80 people to our ceremonial bonfire at Mission Point Park. Participants dropped handwritten notes into the fire as a symbolic release of the sentiments expressed during this special moment honoring the memory of a loved one.



7

ELDER COLLEGE COURSE ON PALLIATIVE CARE

January 10, 2020

Hospice presenters Dr. Carmen Goojha, Elana Robinson, Marlena Blavin and Donna Shugar joined members of the VCH Palliative Care Team to offer this course to 25 participants about palliative care on the Coast.



8

SONGS OF LIVING AND DYING

January 30, 2020

Forty people attended this lovely evening to benefit Hospice at St. John's Church. This event featured singer/songwriter Barbara McAfee, as well as Bruce Etches and the Threshold Singers. Thanks to Diane Baker for organizing this event and to St. John's United Church for the partnership!



OUR HOSPICE



VOLUNTEERS

"You give but little when you give of your possessions. It is when you give of yourself that you truly give." — Kahlil Gibran

Our volunteers are the reason that Sunshine Coast Hospice is such a loving, compassionate and reputable presence on the Coast. Volunteers are the source of our inspiration, passion and leadership. In 2019, 65 volunteers contributed:



Volunteers provide vigils for guests in our Hospice rooms, for residents of facility care at Shorncliffe, Totem and Christenson Village, and for families at home. Twelve people would have died alone last year if hospice volunteers had not been available to companion them.

Between January and December 2019, four grief group facilitators provided four 8-week adult grief groups.

Nearly 60 volunteers staffed our Lights of Life tables at Gibsons, Sechelt and Pender Harbour last December, welcoming over 500 visitors who took part in the event. More than 80 people participated in January 1st Lighting of the Memories, our ceremonial bonfire at Mission Point Park.

At our 2020 Winter Tea, hosted by volunteer Esmé Stokhuyzen with help from the Grief Group Facilitators, 30 guests had the opportunity to share their grieving journey during a difficult time of year.

Volunteers have contributed time to help in the hospice gardens, updating the hospice library and other administrative functions.

And for his outstanding leadership, we presented **The Roey Award**, named after Rosemary Hoare, one of our Sunshine Coast Hospice founders, to our Board Chair, Denis Fafard at last year's AGM.

Hospice says goodbye to beloved volunteers, Esmé and Rolf Stokhuyzen



"The clients are our teachers, and what we know about grief is because of what the clients have taught us." — Esmé Stokhuyzen

After over a decade of dedicated service, Sunshine Coast Hospice volunteers Esmé and Rolf Stokhuyzen have moved away from the Sunshine Coast to be closer to family in White Rock. During their time with us, they've made a lasting impact on the Society and the community.

Prior to Esmé and Rolf's arrival in 2009, the focus of the Society was primarily on supporting individuals at the end-of-life. We had some bereavement care services, but it was not the primary focus of Hospice's work at the time. It was Esmé who, in collaboration with volunteers Keith Brind, Sharon Halford, Caron Hawrychuk and Jean Rice, developed our bereavement support program on the Coast.

The grief program began by using the manual from the Penticton Hospice, but in 2012 it was adapted to meet the needs of Coast Hospice. Esmé was a gifted leader and grief group facilitator. She brought the same warmth and compassion to each volunteer and client she came in contact with. The focus of the program became more about allowing clients to share and elaborate on their personal stories and the life of their loved one who passed away. Each grief group was different and had its own special moments. Esmé fondly recalled one of her many cherished moments:

"There was a husband who lost his wife to MS. When we asked the group to introduce their loved one the following week, he showed up with two suitcases full of recipes, crafts and other cherished memories of her. He was introducing his wife to us, and he did it in such a beautiful way."

Esmé was always a presence in the Society, whether that was hosting Tea & Company, Winter Tea during the holidays, training facilitators, leading grief groups, one-to-one companionship, or offering a potluck lunch for clients at her home. Over the years, she and her fellow grief group facilitators helped well over a hundred clients come to terms with their grief, and she remembers the name of each and every one of the people they helped.

During Esmé's many years of service, her husband Rolf was also a steady presence at Hospice, both as a Board Member and as a client care volunteer. After taking the volunteer training in 2015, Rolf served as a companionship volunteer for many palliative clients at Totem Lodge and at Shorncliffe. Rolf shared with us,

"There was a fellow at Shorncliffe who I companioned, and we had really interesting discussions. Then one week, he had really declined in his health and could hardly speak or look at me. I talked to him, held his hand and just started humming a song. I saw him trying to open his mouth, and when he tried to make an effort to sing, a quiet crackle came from his mouth. It was a meaningful moment to share together."

Esmé and Rolf will be deeply missed by all our staff, clients and volunteers. In particular, the grief group facilitators became the very closest of friends. While Esmé has moved off-Coast, she has ensured that there are others in the organization willing and capable to carry on the work. Hospice is on a solid foundation due in part to the compassionate work of Esmé and Rolf and our many dedicated volunteers. Thank you.

CLIENT

STORY

COPING WITH GRIEF



How one grief group client learned the tools to help her cope with the loss of her daughter

When Carla first arrived at Hospice House she felt nervous and a bit anxious. It had been a year since her daughter passed away, and though she had heard about Hospice, it took many months for her to feel ready to contact us.

Carla's first appointment was an intake interview with our Manager of Hospice Services. She described her experience as, *"The start of spilling out my emotions about my daughter."* It was the beginning of many helpful conversations that would assist her with coping with her immense grief after the painful loss of her daughter.

Some weeks later, Carla was one of eight clients to participate in a Hospice Grief Group, our in-person, eight-week workshops that provide participants with a safe space to share their feelings and experiences with grief, and to equip them with the tools that can help them cope with their suffering.

The support group consists of discussions, readings, exercises and social interaction over beverages and sweets. Each week, participants are sent home with homework for their heart, such as completing assignments or readings to help them reflect on their experiences, and be present with their feelings. Carla found the Grief Group to be immensely eye-opening,

"There were people in the group who had lost different loved ones—a sibling, a mother, or a wife—and I could relate to them. Their experience was not that much different from my own."

Carla's weekly support group was facilitated by trained Hospice volunteers, Esmé Stokhuyzen and Diane Head. She remembers feeling comforted when Esmé shared that someone could participate in a Grief Group multiple times, and even join the group a decade or more after experiencing the initial loss of a loved one. Grief isn't something we just "move on" from; love and sorrow will be woven into our story for the rest of our lives.

One of the most helpful tools that Carla learned from the group was to make plans and back-up plans for important dates. *"Making a plan for my daughter's birthday or the anniversary of her passing really helps me to cope with the feelings of grief that are especially strong on those dates that are meaningful."*

Carla often thinks about the other participants in her group, especially during the Covid pandemic which has made it so difficult to connect in person. Before the pandemic, she enjoyed going to Hospice events like the Winter Tea, going for walks with her Hospice companion, Joan, and attending Threshold Choir performances, or Lighting of the Memories at Mission Point Park. These events provided her with more opportunities to meet people going through similar journeys, and they were helpful reminders of the abiding connection with the daughter she lost. Nowadays, she likes to refer people she knows to contact Hospice,

"I encourage people in my life to go to Sunshine Coast Hospice and take advantage of your services. You've helped me so much. It's much easier to talk about my feelings and I'm very thankful for that."

If you would like to join our Grief Group in February 2021, please contact our Client Services Coordinator, Tatiana Velasquez at (604) 740-0475, or tatiana.velasquez@coasthospice.com.

To make a gift to support our Grief Groups and other services, please use the donation card and envelope provided, or give online at www.coasthospice.com.

Hike For Hospice



2019 HIKE FOR HOSPICE SPONSORS

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Sunshine Coast Regional District – Rural Areas
The Co-operators – Sunshine Coast
Insurance Services Inc

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With deepest thanks to our funders:



Sunshine Coast Hospice, 4602 Simpkins Road
PO BOX 902, Sechelt, BC V0N 3A0
604.740.0475

info@coasthospice.com | www.coasthospice.com