

Sunshine Coast
HOSPICE
S O C I E T Y

Compassionate Care



ANNUAL REPORT 2020–2021

CARING FOR
OUR COMMUNITY
DURING COVID-19

“THINKING OF YOU”
PACKAGES



A YEAR OF ADAPTATION AND CHANGE FOR HOSPICE



**Ellen Adelberg,
Board President**

What a year it has been! More than a year actually, since COVID-19 has dominated our lives. Looking back, I cannot express my gratitude enough to staff and volunteers who rolled up their sleeves and found creative ways to carry on our mission during these challenging times. As you will read throughout this report, we stayed connected with clients in creative and meaningful ways.

This year had many big transitions. We owe great thanks to Denis Fafard for his amazing leadership as Board President for the last five years. Denis gave his heart and soul to Hospice throughout his presidency, patiently building an organization that has more resources and ability than ever before to carry on our mission!

Special thanks are also due to our 2020/21 Executive Director Elana Robinson, who served with Hospice in various capacities since 2017. She put together the formidable staff team you will meet later in this report, and we wish her well in her new endeavors off the Coast. I also extend our warmest gratitude to Jackie Scott, former board member, who graciously stepped in as Interim Executive Director for three months in the Spring of 2021, until we welcomed our new leader, Tess Huntly who joined us in June.

As we hope for a return to life less dominated by COVID, our board and staff are focusing on the long term goal of creating a permanent home for Hospice, while growing our existing end-of-life support services on the Coast. It is only with the support of our generous donors that Hospice is able to carry out its mission. A huge thanks to all of you!

A handwritten signature in black ink that reads "Ellen Adelberg". The signature is written in a cursive style.

Ellen Adelberg
Board President



In my short time since joining the team at Sunshine Coast Hospice, I've had the opportunity to hear so many stories about how Hospice has touched the lives of people in our community. Whether it's the loving care provided to families by our volunteers and staff, the path towards healing offered through grief groups, the countless hours spent by volunteers companioning people as they face their journey with end-of-life, or the tremendously important work of supporting advance care planning, I'm inspired by how we support people in our community in their personal stories of loss and of hope.

As we begin to emerge cautiously from the isolation and worry of the long months of the COVID-19 pandemic, we can celebrate the connections we've maintained through the adaptation of our services. Through teamwork and collaboration, this year we are launching exciting new programs for the community such as the Sunshine Coast Green Sleeve, The Circle palliative day program, and the reopening of our transformed Hospice House program space. Through your support, we will continue the exciting work of preparing for the future, to serve our growing aging population on the Sunshine Coast.

I look forward to leading this amazing team, and I am excited to partner with all of you to advance the work of supporting the Coast community through these vital services.

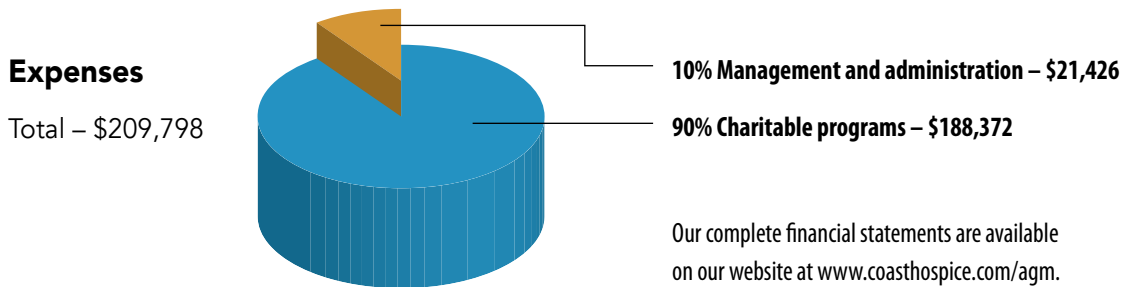
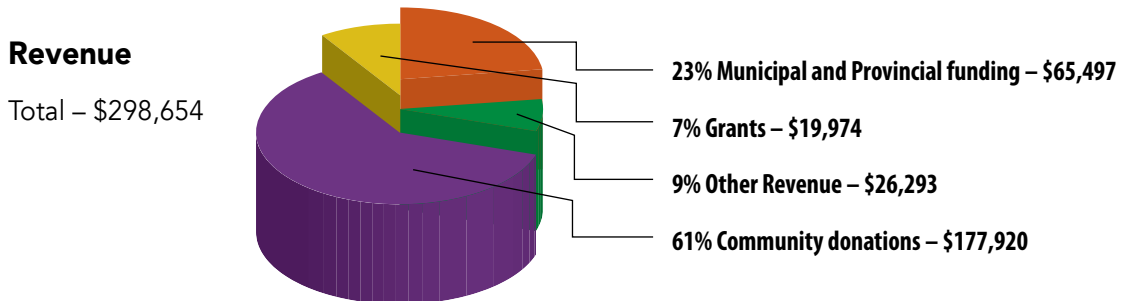
A handwritten signature in blue ink that reads "T. Huntly". The signature is written in a cursive style.

Tess Huntly
Executive Director

HOSPICE FINANCIALS

In 2020-2021, we were very fortunate to receive strong local community support during COVID-19 in response to our fundraising activities, such as our virtual Hike for Hospice and online auction, and our Lights of Life campaign. We received several designated grants and donations to develop new education and outreach activities that will be launched in 2021-2022. In addition, we benefited from the Canada Emergency Wage Subsidy which helped to partially cover wages for the year. Thankfully, we ended the year in a positive financial position, which will help us continue to weather the effects of the COVID-19 pandemic in the new fiscal year.

There remains a strong need for investment in Hospice so that we can expand and sustain our suite of end-of-life and advance care planning services, and grow the number of hospice beds on the Coast. If you are looking to help Hospice, please consider one of the most sustainable forms of funding for us - monthly giving and planned giving. Thank you for your ongoing support!



Our complete financial statements are available on our website at www.coasthospice.com/agm.

Thank you to our retiring Directors for your service to Hospice in 2020-2021:

Jackie Scott	Lura Osborne-Smulders	Lori Wotherspoon
Judith Oldham	Julie Rogers	

Welcoming our 2021-2022 Board of Directors:

Ellen Adelberg, <i>President</i>	Doug Baker	John McDougall-Goulet
Denis Fafard, <i>Past President</i>	Rainer Borkenhagen	Rami Khatib
Paul Mears, <i>Vice President</i>	Christina Bergin	David Whyte
Tara Franken, <i>Treasurer</i>	Carmen Goojha	
Donna Shugar, <i>Secretary</i>	David George	

100% occupancy
in our two hospice beds

Supported in bereavement and palliative care

198

MEET THE TEAM



TESS HUNTLY, EXECUTIVE DIRECTOR

TESS joined Hospice in June 2021 after almost three decades of work in community living for people with developmental disabilities, most recently as Director of Adult Services for Kinsight Society. We are lucky to benefit from her breadth of leadership experience in finance, human resources, and strategic organizational development. Tess is a long-time Gibsons resident and a dedicated volunteer with Marine Search & Rescue. Having lost both her parents over the past six years, she's gained a very personal perspective on the issues related to end-of-life care, and how important it is for people to choose from a continuum of options to live their best quality of life. She's excited to join Hospice at such a pivotal time in the organization's history!

**60****clinical counselling
sessions for 15 low-income
complicated grief clients****DOREEN GEORGE, VOLUNTEER MANAGER**

DOREEN manages the volunteer program at Hospice, including training and orientation, engagement, and development of our volunteer services. Doreen views Hospice as a caring community of staff and volunteers who are there to support people at the end-of-life and during bereavement. She is motivated by her personal experience with hospice care, having supported both family and friends through their end-of-life journey. Doreen is originally from Scotland and retired to Sechelt in 2016, bringing with her over 30 years of teaching and leadership experience in education. She joined SCHS staff in August 2020.

**KATIE CLOGG, PHILANTHROPY AND COMMUNICATIONS MANAGER**

KATIE joined Hospice in the spring of 2020, bringing with her over a decade of charitable fund development and marketing communications experience in the healthcare, social services and university sectors. She defines her role as Philanthropy and Communications Manager as connecting individuals and organizations together to identify and fund gaps in care, so that we can bring solutions that will grow end-of-life care services on the Sunshine Coast, and create a caring community where nobody ever has to feel alone. She's a huge fan of monthly giving as one of the best ways to support Hospice!

**TATIANA VELASQUEZ, CLIENT SERVICES COORDINATOR**

TATIANA accepted the role of Client Service Coordinator with Hospice in the summer of 2020. Born and raised in Colombia, Tatiana received a degree as an interactive designer and moved to Canada over twenty years ago, and has lived in Roberts Creek with her family ever since. Her interest in end-of-life led her to take the SCHS volunteer training in 2019, followed by an opportunity to work as a crematory operator at Devlin Funeral Home, which gave her a broader picture of the dying process. She believes that supporting others through their darkest moments with death, dying and grief has taught her more than anything before in her lifetime.

**PATTI SMYTH, ADMINISTRATION AND COMMUNICATIONS COORDINATOR**

PATTI also joined Hospice in 2020, after spending her career as a manager in the banking sector. As office administrator she manages the day-to-day operations of Hospice House. Chances are, she is the first person you speak with on the phone, in person or by email! Patti also supports the communications needs of Hospice, including issuing charitable tax receipts to donors, helping plan events, or coordinating special projects. She loves connecting with others and making a positive difference in the community. She is particularly passionate about advance care planning after going through her own journey with her late parents.

BUILDING A BEAUTIFUL SPACE AT HOSPICE HOUSE FOR THE FUTURE

Hospice reaches hundreds in our community

WHEN THE WORLD shut down in March 2020 due to COVID-19, Hospice House closed its doors too. We maintained some of our services at a distance, and staff worked from home. It provided our staff and board with an opportunity to reconsider the look and feel of our physical space which was sitting vacant, and think about how to improve the space and services for our clients when we were ready to re-open to the public.

BEFORE



PROGRAM SPACE



AFTER

BEFORE



KITCHEN



AFTER

Thanks to the generosity of businesses and individuals in our community, we were able to safely renovate the Hospice House for our clients, volunteers and staff. Our Hospice House program space received a gift-in-kind renovation value of over \$40,000, which included the donation of all materials and labour, appliances, and even the kitchen cabinets! What resulted was a beautiful physical space for us to use for grief groups, the palliative day program, client intakes, education workshops for the community, and more, all situated in the heart of Davis Bay!

With over 30 individual and business contributors involved in the project, the list includes: **Paul's Paintin' Place, Eli Dill Painting, Matthew Kleiwer Painting, A Couple Painters, The Paintress: Alison Maxwell, Denis Fafard** and **Rainer Borkenhagen** for their paint and painting services.

For the kitchen, **Lura Osborne-Smulders** and **Burt Smulders** donated the cupboards, microwave, hood fan, and refrigerator, and **Ellen Adelberg** donated the stove. **Nelsen Plumbing** donated and installed a new sink and tap, and installed the dishwasher. **Any Day Roofing** installed range hood venting, and **Luxe Kitchens** donated and installed new countertops.

In the primary program space, **RONA Sechelt** gave the shiplap for the feature wall, **Custom Carpet** provided the laminate flooring at cost, **Charles Pitre Flooring, Mark Huson,** and **Rod Hamilton** installed the laminate floor, feature wall, new baseboards and casings; and **HWH Contracting** donated new electric baseboard heaters. **Wheeler Electric** rewired the heaters, switches and plugs, while **Sechelt Glass** donated the transom window glass, and **Sunco Building Supplies** provided new doors at cost. **David George** helped with light fixture installation, demolition and building furniture. Thanks to **Stockwell Sand & Gravel** for your support with the outdoor path, and to Hospice staff who spent countless volunteer hours cleaning and organizing!

For the furniture and decor, we thank **IAMOTA** for the board room table and chairs, **Gigi Hoeller Art Gallery, Shel Neufeld, Pam Wilding,** and **Liz Christian** for the donation of beautiful original artwork, **Elana Robinson** for the donation of furniture, and **Sunshine Coast Healthcare Auxiliary** for grant funds that were partially used to purchase some decorative items to make the space warm and inviting.

Hospice House to pilot new palliative day program

SCHS is adding to its suite of services in 2021 by piloting a supportive day program for palliative patients on the Sunshine Coast, funded by New Horizons for Seniors and Sunshine Coast Foundation. The program will take place in the newly renovated Hospice House and invite referred palliative clients to participate in wellbeing sessions, such as music, art or nature therapy, yoga and meditation, legacy projects or other activities which will help facilitate a community of belonging and help support participants' best quality of life, as well as provide respite for the caregiver. The program will also be made available remotely through the provision of video communication services like Zoom, so those who have accessibility, transportation or health limitations can participate from home.



HOSPICE COLLABORATION PRODUCES GREEN SLEEVE ADVANCE CARE PLAN SERVICE FOR THE COAST

FOR THE PAST YEAR SCHS has been working on an exciting new collaborative initiative for the Coast community. The Sunshine Coast Green Sleeve is a new advance care planning program brought to you by Sunshine Coast Hospice in collaboration with BC Emergency Health Services (BCEHS), shíshálh Nation Home Care, Sunshine Coast Division of Family Practice, and the Shared Care Palliative Working Group.

A Green Sleeve is a kit to store your important medical documents and to help guide the completion of an advance care plan (ACP) in case of a medical emergency or decline in your health. The Green Sleeve will be used by first responders, medical professionals and your loved ones, so they know your wishes for care in the event you are unable to speak for yourself. It is a valuable resource for the entire health care community and the public to communicate personal wishes and goals for care!

The Green Sleeve emerged from the COVID-19 pandemic, because it brought to the forefront the importance of planning ahead for our medical care needs. COVID-19 presented risk of quick deterioration, the possible need for ventilator support or intensive care, and a high incidence of chronic illness. Patients in palliative care and with chronic or serious illness were at risk of becoming sick quickly. What would families do in situations like this? What could be done to help the community respond?

The Community Paramedic for Pender Harbour, Yvonne Lewis, was already working on a Green Sleeve concept for her local community and it offered us an opportunity to collaborate with BCEHS and other healthcare providers to expand the program to serve the rest of the Coast. Through Sunshine Coast Foundation's COVID-19 funding stream, we received \$5,000 to help us develop and print the information contained in the Green Sleeve, including: an emergency information form, substitute decision-maker form, a sample of a MOST form, and an ACP planning guide. The Sleeve also contains a wallet card and two green stickers for your home, to notify paramedics of the location of your Green Sleeve in case of emergencies.

You can pick up a Green Sleeve at any physician's office on the Coast, or at Hospice House in Davis Bay. The Hospice Society also provides trained ACP facilitators who are available to help guide you through the completion of your Green Sleeve or an ACP. We will provide ongoing workshops and public online events on the program, so to learn more visit www.coasthospice.com/acp.

Initial funding provided by:





HOSPICE SUITES OFFER COMFORT TO PATIENTS AND FAMILIES

THE HOSPICE SUITES, family room and garden became an oasis for many families during the pandemic year on the Sunshine Coast. Unlike in other care homes or hospitals, family members were able to visit Hospice suites as long as they wanted to, because they were safely distanced in the corner of Shorncliffe Intermediate Care Home.

“Knowing there was a pandemic out there, the Hospice suites at Shorncliffe became a sheltered space,” shares Anne, a Hospice grief care client. Anne was able to spend several weeks beside her late husband, Ted who had been diagnosed with vascular dementia and lymphoma and needed a place to stay that would help him feel comfortable.

“I consider the three months we spent together there before he passed to be a blessing I could not have imagined,” shares Anne, who lost her husband this past spring. “The staff were extremely good, and they really liked Ted and gave him so much attention; he was such a sweet guy.”

Since Ted’s passing, Anne has since taken part in the Hospice-led grief groups at Hospice House in Davis Bay. “The people and the facilitators are very nice, very kind and understanding; it reminds me that I am not alone.”

The Hospice suites and gardens at Shorncliffe serve as a caring refuge for families on the Coast in their journey with death. Thanks to donors to Hospice, the Hospice rooms received several enhancements during the pandemic year, including a new ROHO pressure-relieving mattress for each suite, a new desktop computer for family use in the lounge, and two new lift-reclining chairs placed next to the room’s windows with views of the garden. In addition, a beautiful donation of original artwork was made by Gigi Hoeller for patients to enjoy.

About the Hospice suites

The two hospice suites, family room and garden opened in 2005 at Shorncliffe Intermediate Care Home in Sechelt as a result of decades-long advocacy by SCHS volunteers who believed in supporting the compassionate needs of patients and their families as they face death. Hospice rooms are managed by Vancouver Coastal Health (VCH), but the decor, comfort measures, and volunteer support of patients and families are provided by Hospice. Today, Hospice volunteers continue to advocate for more Hospice beds and a centralized space on the Coast to deliver palliative support and end-of-life services for residents.



Hospice nurse, Maria Wilson enjoying a new lift-reclining chair!



The beautiful Hospice gardens which are maintained by volunteers from the Rotary Club of the Sunshine Coast and SCHS.

NAVIGATING THE UNKNOWN WITH ONLINE EVENTS

“OOPS, SORRY, I’M MUTED!” may have been one of the most common phrases in 2020 as our community learned how to navigate Zoom video communication to host safe online events and services.

The Winter Tea – a ritual for the grief group community to gather and pay tribute to loved ones over the holiday season - was hosted by master of ceremonies, Carol Shoji and co-hosted with other grief group volunteers. Each participant was mailed a candle and a packet of Davis Bay tea with their Thinking of You package which included soup and bread from The Gumboot Cafe, and baked goods from Wheatberries – delivered safely to the clients’ doorstep by Hospice volunteers. Clients attended the tea online and participated in songs, poetry and remembrances of loved ones together. It was an absolutely beautiful ceremony, with several attendees describing it as, “meaningful” and, “a source of healing.”

This event was followed by an innovative Lights of Life mailed-out package in lieu of our traditional Lights of Life table and tree at local malls. Each household from our community was mailed two Lights of Life ornaments; one was mailed back to be placed on the Hospice House tree with a note in memory of a lost loved one. The other ornament was for the recipient to keep for their tree at home, with an encouraging quote and a phone number for a Sunshine Coast grief support line that Hospice volunteers staffed in shifts over the holidays. The ornaments were still placed into a ceremonial Lighting of the Memories bonfire at Davis Bay Beach on New Years’ Day, but this time the experience was filmed and shared by video. It’s been viewed by 2,500 people – more than any number of participants we’ve had for this ritual since its inception in 1993!

We held other successful virtual events during the height of the pandemic, including our first ever volunteer recognition event, which welcomed Mayor Darnelda Siegers and a musical guest based in Columbia. We also hosted an online auction in support of our virtual 2020 Hike for Hospice. We had our first ever Facebook Live streaming event called, Advance Care Planning in the time of COVID-19, which was attended by 62 people and has since been viewed over 880 times! We also held a four-session ACP Zoom workshop through Elder College, and six other ACP Zoom workshops through Hospice!

Considering how much of an unknown this foray into online events has been, we consider the shared virtual events to be meaningful experiences for the community. It was an honour to host them and we see virtual options for our programming as here to stay!



Carol Shoji, volunteer and master of ceremonies for our winter tea



Tatiana Velasquez joins others holding a memorial candle during an online ceremony



John McDougall-Goulet hangs an ornament on our Lights of Life tree

HOSPICE VOLUNTEERS RECEIVE ACKNOWLEDGEMENT FOR THEIR SERVICE



Far left: Heather Blackwood & Rosemary Hoare (Hospice founders) and Karen Falk

Left: Donna Shugar, 2020 Heart of Hospice Award Recipient

VOLUNTEERS ARE THE HEART OF HOSPICE, and it is so important for us to recognize the efforts of their dedicated service to the Sunshine Coast community. In our 2020 volunteer recognition event, we acknowledged:

Karen Falk as the Roey Award recipient. Karen has been with hospice since 1998, both in a client care role and in a volunteer training capacity. The Roey Award is our preeminent award, named in memory of one of our founding members of Hospice, Rosemary Hoare (also Karen’s late friend), recognizing her qualities of compassionate presence, steadfast leadership, long-time service and exuding grace. Karen has witnessed the evolution of Hospice and has been a dedicated volunteer through her many years with the organization.

Donna Shugar was the Heart of Hospice Award recipient, which is for a volunteer who gives with all their heart and shares much time, wisdom, leadership and presence with Hospice. Donna has been an active and dedicated Board Member for the past six years. She founded the public education and outreach (E&O) component of our services and has planned many successful and important public events. Donna continues to provide direct support to palliative, hospice or grieving clients in addition to her leadership roles, which include Secretary of the Board, member of the Executive, and Chair of the E&O Committee.

Lynne Johnston, Keith Brind and Julie Astalnok were the three recipients of the GRACE award, which celebrates client care volunteers who exemplify grounded intention, engaged service, kindness and connection, all of which embody the GRACE model of care for our clients. Lynne is a compassionate grief group facilitator who has remained steadfastly dedicated to this work over the past four years. Keith was integral to the inception of grief groups and his warmth and care have supported many close to the end-of-life or in grief over the past 14 years. Julie has volunteered in many capacities over her six years with Hospice, including sitting vigil with many during their last hours, and as a very active board member.

Rolf and Esmé Stokhuyzen gave over a decade of dedicated service to Hospice before moving off the Coast last year. Esmé and her fellow grief group facilitators helped well over a hundred clients come to terms with their grief, and she remembers each one of them by name. Rolf was a steady presence at Hospice, both as a board member and as a companion for many palliative clients at Totem Lodge and at Shorncliffe. They will be missed!

Many thanks to all of our volunteers who are giving of their time and energy to help build a caring community on the Sunshine Coast!

SUPPORT FOR HOSPICE

In the winter and spring, our staff and volunteers safely delivered "Thinking of You" packages to all our clients, so they would know we are here for them.



With deepest thanks to our funders:



Thank you to our 2020 Hike for Hospice sponsors

Media Sponsor: Coast Reporter

Platinum Sponsor: Sunshine Coast Credit Union

Gold Sponsors: Wheeler Electric, PDM Construction, Unifor Local 1119, Custom Flooring Centres, Claytons Heritage Market, Rotary Club of Gibsons, Nammex Organic Mushroom Extracts

Silver Sponsors: Howe Sound Pulp & Paper, Devlin Funeral Home, Terra Firma Digital Arts, Cooperators Sunshine Coast Insurance Services, Canadian Tire, Dr. Frank Berger, Dr. Lorne Berman, Advantage Dental, Sunshine Coast Nursery, Sunshine Coast GM, Lehigh Hanson Materials, Home Healthcare Network, Paul's Paintin' Place

Supporting Sponsors: Gibsons Building Supplies, Dr. Evangelos Papoutis, Mike Carson, Realtor; Wilson Creek Pharmacy, Holywell Properties



Sunshine Coast Hospice, 4602 Simpkins Road
 PO BOX 902, Sechelt, BC V0N 3A0
 604.740.0475 • Char. Reg. #86378 8360 RR0001
 info@coasthospice.com | www.coasthospice.com

We acknowledge that our services are delivered on the traditional, ancestral and unceded territory of the shishálh and Skwxwú7mesh Nations.