



Annual Report

April 1, 2020 - March 31, 2021

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Photo: Illumination Walk, October 8, 2020.



President's Report

Well, the 2020/2021 Hospice year was a continuation of the COVID-19 pandemic that has hit the world, but we have come through this as a stronger organization.

The Thrifty Boutique managed to open in its new location just to be shut down because of the pandemic. That gave the management a chance to get to work on the online store which has been launched and doing better every month. The store was able to open again with COVID-19 protocols in place and has been very successful through the year.

I have enjoyed my second term as President. Working with the Hospice Society is one the most rewarding things I have done. I still have a few years to serve on the Board, and I am looking forward to all the things we will accomplish in the coming years.

We have a excellent team on the Board of Directors. Mike Olson took over as Treasurer and did a great job. Kim Gemmell, Melanie Green, and Elaine Moore joined our board this year. Ryan Huston, Dr. Chantal Chris and Brian Fell carried on with the board. We will be saying goodbye this year to board member Heather Bier. I want to thank all our board members for their commitment to Chilliwack Hospice Society, the staff, volunteers, and clients. The board will be in great hands going forward under the direction of Ben Lorimer, our new President, and Mike Olson, our new Vice-President.



Visit the new Thrifty Boutique at #101-7955 Evans Road or online at www.ThriftyBoutique.ca

I must commend Sue Knott for her leadership, and all the staff for their hard work to hold things together through this pandemic.

We will come out of this pandemic as a stronger, better organization.

Finally, I would like to thank all our volunteers for their steadfast commitment to the Society. They give and give, asking nothing but to help. We are incredibly grateful that you have chosen Chilliwack Hospice Society to support.

Gerry Enns
President



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Volunteer Appreciation Drive-Thru

Executive Director's Report



Sue Knott, Executive Director



Moving into the new Thrifty Boutique.

Our year began April 1, 2020. We were at the beginning of a long and frustrating journey that was COVID-19. Our store had just opened in our new location on March 8 and by March 18 we were closed due to COVID-19. Little did we know at the time that this pandemic would go on for our entire year and beyond. We met as a staff and board to make plans on how we could continue supporting our clients and delivering our services in a virtual world.

Our office closed on March 17 and we all got set up to work at home. Jennifer Dacre, Lucy Fraser, and Brandon Wakefield started creating amazing videos on grief and loss for kids and adults that could be viewed online. We were all learning Zoom and had lots of funny experiences with this new technology. Sandy Parker, our Thrifty Boutique manager, started selling items on Facebook Marketplace. We soon realized that we should open an online store and got started working on a project to take our thrift store online. In the meantime, our program staff started providing grief support to individuals on Zoom, by phone and in-person in parks and backyards. The need for our services soared as clients were affected by the lack of contact with their loved ones prior to death, inability to have funerals, and a growing sense of isolation and fear. We were hearing from clients that we had provided support to years prior who were suddenly struck by grief again.

It was a very scary time for our staff. With no ability to hold fundraisers, how would we survive? How would we support our amazing volunteers, many of whom were vulnerable seniors? We

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we were forced to lay-off some staff members. It was

devastating for us because we are so close as a staff. We hung onto the hope that this would all be over soon. I got to work on applying for grants and fortunately the Vancouver Foundation, Prospera Credit Union, the Chilliwack Foundation, First West Foundation, BC Centre for Palliative Care, BC Gaming and Fraser Health all supported us during this difficult year. The Chilliwack Chamber of Commerce hosted a Give-a-Thon in June which also helped immensely. Continued on page 3.



Laurie McNaught coordinating the 'Drive-Thru' Volunteer Appreciation event.



Sarah Muxlow (left) and Marilyn Vik volunteer for CHS at the Give-a-Thon at Cottonwood Centre.



Star 98.3 MEGA 50-50 Ticket Sales

Executive Director's Report cont'd



Ryan Huston working in the garden/outdoor program space.

On May 25 we were able to re-open our Thrifty Boutique with all the safety protocols in place. Our store has been doing extremely well ever since and has helped us keep our heads above water. Sandy Parker and our assistant managers Stephanie Heinrich and Susan Greenway have done incredible work to make the store a huge success! Over **97** volunteers contributed more than **17,482** hours of service. We would not be able to do anything without our volunteers who have each treated the store as if it were their own. I am happy to report that our protocols have worked, and no one has become seriously ill from COVID-19. We did have two isolated cases that did not spread to anyone else. They have both completely recovered.

We were able to bring back our laid-off staff in the middle of June. We continued to have staff meetings in outdoor settings during the



Jennifer Dacre speaking at the Illumination Walk.

summer months, as well as Zoom. Laurie McNaught started a Supportive Walking Group in June and another one in September. We were finally able to come back to the office in September 2020. We kept it to a small team rotating days in the office but it sure was great to see our colleagues again. Despite limited hours, our dedicated office volunteers gave **828** hours of their time and welcomed more than **769** visitors to the Society.



Supportive Walking Group participants Hazel Denton (left) and Colleen Johnson encourage each other to stay 6' apart.

On September 14, Laurie McNaught organized a 'Drive Thru' Volunteer Appreciation at the former Sears parking lot.

Instead of doing our regular memorial event in November we hosted an Illumination Walk and Ceremony in Sardis Park on October 8. It was well-attended and Jennifer Dacre did an amazing job of leading the group.

We offered Advance Care Planning sessions over Zoom to four different groups from October to March. Laurie McNaught and I facilitated it and the feedback was very positive.

The Rotary Club of Chilliwack-Mt. Cheam redid our outside garden/program space this year with the help of Minter Country Garden and Emil Anderson Construction. We are so grateful to them for making that useable space for us particularly during COVID-19.

From October 26 to December 18 we ran a 50/50 fundraiser. The winner received \$5500.00 just in time for Christmas.

Continued on page 4.





Chilliwack Hospice Society Thrifty Boutique

Executive Director's Report cont'd

We continued to offer group grief supports over Zoom throughout the year. Lucy Fraser and Jennifer Dacre managed to keep the clients engaged and supported, even over Zoom which is no small task. 56 people attended First Step Grief Group which included 120 volunteer hours given, and when pandemic restrictions allowed, three Relaxation Program volunteers contributed 64 hours of service, including 32 relaxation treatments at Cascade Residence.

We were able to offer Equine Therapy to kids thanks to Freedom Reins in Yarrow.

During the month of December, we were able to offer "Celebrate a Life" at Minter Country Garden and Thrifty Boutique. This event has become a very important annual tradition for many families so we're glad that we could provide it.



One of the many butterflies hung in memory of a loved one on our Celebrate a Life trees.



On January 4 we opened our online store ThriftyBoutique.ca. Sharilyn Jackson has spearheaded this project from the beginning. She has done an excellent job and brought us a bunch of new shoppers.

In February *The Chilliwack Progress*' 'A-List' came out and we won for Best Thrift Store and our Hoedown for Hospice won for best fundraising event!

The Star 98.3 Community Wide 50/50 Mega Draw in support of Chilliwack Hospice Society was held from March 1 to March 26. The lucky winner won \$19,087.50.

Sharilyn Jackson working hard from her temporary desk at the Thrifty Boutique.

Overall, despite incredible challenges, our organization fared well in the 2020/21 fiscal year because of the combined effort of compassion, dedication and service by our volunteers, our Board of Directors, and our

staff. With your support we will continue to grow as an organization; providing new, necessary programs and services to our community.



Stephanie Heinrich (front right) and a few of our amazing Thrifty Boutique volunteers.

Sue Knott

Sue Knott
Executive Director



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Board of Directors

Gerry Enns
President

Benjamin Lorimer
Vice-President

Mike Olson
Treasurer

Heather Bier
Chantal Chris
Brian Fell
Kim Gemmell
Melanie Green
Ryan Huston
Elaine Moore
Directors

Staff

Sue Knott
Executive Director

Lucy Fraser
Director of Programs

Tammy Genzale
Financial Manager

Jennifer Dacre
Palliative & Bereavement Services Manager

Franny Hills
Child & Youth Program Manager

Laurie McNaught
Community Outreach & Education Manager

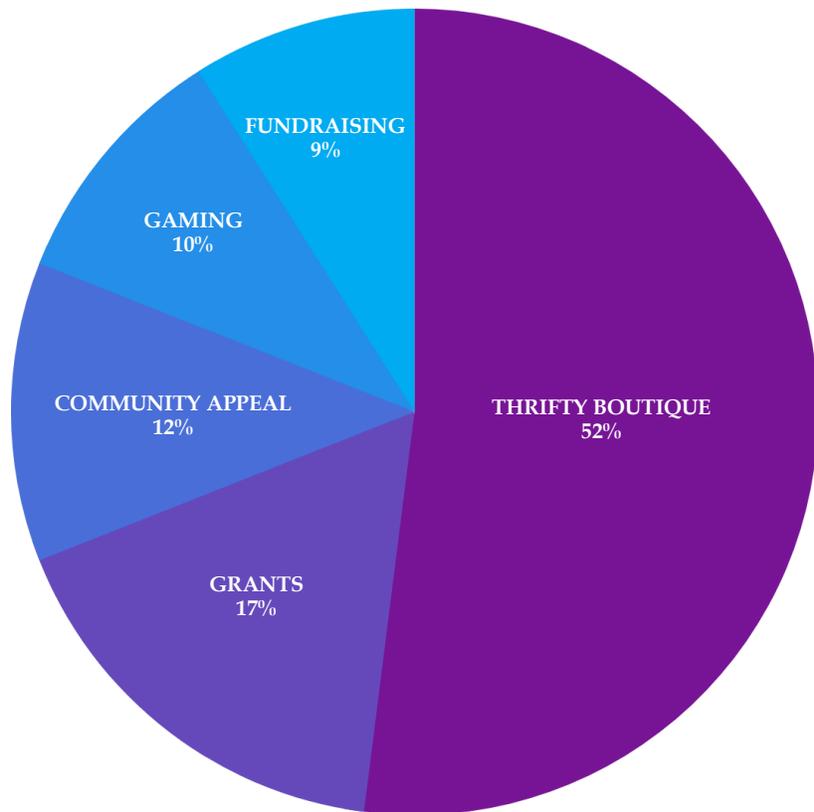
Sharilyn Jackson
Administrative Assistant

Sandy Parker
Thrifty Boutique Manager

Stephanie Heinrich
Susan Greenway
Thrifty Boutique Assistant Managers

Bonnie Yule
Arlene Wright
Nancy Hilliard
Thrifty Boutique Assistant Coordinators

Chilliwack Hospice Society Revenue Sources FY21



Programs At-a-Glance

Bereavement Programs

- ◆ Bereavement Visitation Program
- ◆ One-to-One Support
- ◆ First Step Grief Support Group
- ◆ Second Step Grief Support Group
- ◆ Children's Grief Support Group
- ◆ In-School Grief Support
- ◆ Supportive Walking Group
- ◆ Horse Whisperer Grief Camp
- ◆ Relaxation Program
- ◆ Pregnancy & Infant Loss Grief Support Group
- ◆ Traumatic Loss Grief Support Group

Palliative Support Services

- ◆ Palliative Patient Visitation
- ◆ Vigil Services

Community Education

- ◆ Basic Hospice Training
- ◆ Educational Workshops



Lucy Fraser, Director of Programs

