



20
23

CHILLIWACK HOSPICE SOCIETY

ANNUAL REPORT

for year 2023

7112 Vedder Rd.



Hospice

President's Report



The 2022/2023 Hospice year saw the organization continue to thrive and grow after two plus years of COVID-19 pandemic related restrictions and challenges.

The past fiscal year saw the successful, well-received and well-attended joyful returns of our annual Hospice Gala and Hoedown for Hospice events. Due to excellent management, innovative techniques, and an indispensable cast of dedicated volunteers, the Thrifty Boutique has continued to grow and exceed all expectations.

The excellent management and staff at the Hospice Society have kept the organization running seamlessly and made my second and final term as President as enjoyable and rewarding as each of the past years I have enjoyed as a Board member. I continue to look forward to my remaining years on the Board and to being a part of all that the Hospice Society will accomplish in those future years.

We continue to have an excellent governance team in our Board of Directors. Gerry Enns continued his presence on the Board as past-President and Mike Olsen continued for a third term as Treasurer and continued a second term in his double duty role as Vice-President. Kim Gemmell, Melanie Green, Dr. Chantal Chris and Brian Fell all continued as board members while Chris Emery and Bob Besner joined our ranks to add their talents and perspectives to our Board.

The Board will be saying a sad farewell to Gerry Enns this year with many thanks for his dedicated service to the Board and the organization. I extend my sincerest thanks to all the Board members for their tireless commitment to Chilliwack Hospice Society, the staff, volunteers, and clients.

I commend and thank our executive director, Sue Knott, all the Chilliwack Hospice Society staff and our volunteers for their tremendous effort and determination in carrying out the vision and mandate of our Hospice Society through these most challenging of times.

Finally, I thank all our volunteers for their steadfast commitment to Chilliwack Hospice Society. We are incredibly grateful that you have chosen Chilliwack Hospice Society to support.

Benjamin Lorimer
President

Foreground: Sue Knott, Executive Director, accepts a donation of handmade quilts on behalf of a patient at Cascade Hospice.

Background: A warm, welcoming sight, quilts donated by local quilting guilds, are gifted to Cascade Hospice patients and their families.



How we help

2235
palliative support visits

1578
one-to-one bereavement
support visits

538
clients received
relaxation services

142
patient families received
resource materials and
information after the
death of their loved one



Executive Director's Report



The 2022/23 fiscal year brought opportunities for new growth for Chilliwack Hospice Society and the Thrifty Boutique, and our staff, with the support of an incredible Board of Directors, were ready to meet the challenge.

We continued to see an increase in the need for grief support for bereaved adults and youth in our community and sought to diversify our programming to offer specific support for displaced Ukrainians, pre-teens and teens, and those grieving the loss of beloved pet or an adult sibling.

Our compassionate Client & Patient volunteers were able to return to full-time service at Cascade Hospice residence and provide comfort care for 233 people. We were able to facilitate Basic Hospice Training for the first time in a few years which 14 caring community members successfully completed.

Fundraising events returned to the Chilliwack Hospice Society calendar in a big way with our 17th Annual Gala: *Swingin' on a Star* and the 10th Annual Hometown Hoedown for Hospice, both of which raise significant funds to help support our bereavement and palliative care support programs.

Community outreach also returned to normal with our annual Memorial Celebration, Celebrate A Life, and a new Health and Wellness Day Open House. Free educational workshops and presentations varied from estate planning to household organization, to journal-making, pour-painting, and advance care planning. Following the purchase of a new television for our main programming space, we also hosted movie matinées for group viewing of thought-provoking films and discussion. Our Supportive Walking Group continues to meet weekly and invite bereaved newcomers to join them on their walk around Sardis Park, and a new supportive group is meeting weekly for gentle chair yoga.

Chilliwack Hospice Society, as a member of Federation of Fraser Region Hospice Societies, contributed to hosting and facilitating the inaugural Hospice Education Days conference, October 27-28, in partnership with the BC Hospice Palliative Care Association and their Vancouver Island counterparts.

Our Child & Youth Program continues to grow and develop through in-school supports, one-to-one and group programming, and family-oriented art and movie nights. Our annual Horse Whisperer Grief Camp welcomed 24 bereaved children to experience the healing energy of being with horses. Our Teen Grief Peer Support Training program was successfully completed by 16 local high school students.

Our Thrifty Boutique continues to impress our community providing an award-winning thrifting experience. We are so proud of our staff and volunteers for all the hard work and long hours they put in to process donations, price and inventory saleable items, create beautiful displays, and offer a memorable customer experience — all while representing Chilliwack Hospice Society so well! At least 415 interactions were recorded at the Thrifty Boutique by volunteers providing information about Society programs and services this year.

Chilliwack Hospice Society continues to benefit from funds granted to us by Fraser Health and the Government of British Columbia. All these programs, services, and more wouldn't be possible without the generous support of members, donors, sponsors, and volunteers like you. Thank you for your continued benevolence toward Chilliwack Hospice Society.

As our community continues to grow, so too does our organization. I am so proud of, and grateful for, our incredible staff team. Each of these caring humans have shown tremendous compassion, creativity, and resilience as our organization has faced the challenges brought on by COVID-19. With their leadership and the support of our Board and membership, Chilliwack Hospice Society will continue to innovate and develop programming that meets our grief community where they're at; fulfilling our mission to provide heartfelt support through the most difficult times in the human experience, the dying and grieving process.

Finally, as the 2022/23 fiscal year draws to a close, I would like to honour our amazing, dedicated volunteers. Thank you for your continued support of Chilliwack Hospice Society!

Sincerely,

A handwritten signature in cursive script that reads "Sue Knott".

Sue Knott
Executive Director



Emmy Kerr facilitates Gentle Chair Yoga weekly.

Programs & Services



First Step Grief Support Group

Attending Program: 74
Volunteer Hours: 224



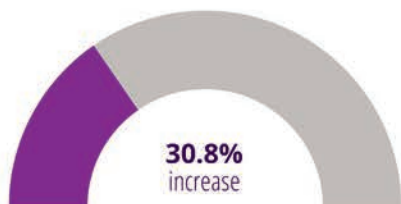
Second Step Grief Support Group

Attending Program: 16
Volunteer Hours: 0



Sibling Grief Peer Support

Attending Program: 8
Volunteer Hours: 20



Traumatic Loss Grief Support Group

Attending Program: 17
Volunteer Hours: 4



Pet Death Grief Support Group

Attending Program: 5
Volunteer Hours: 16



Family Art Nights

Attending Program: 37
Staff Facilitated

"The hospice program helped me to stabilize my emotions and I returned to work part time. Within the group, I made new friends and we supported each other as we worked through our grief. I learned strategies to manage day to day from the group leader and from the other women. As I listened to their stories, I realized that I was not alone."

FIRST STEP GRIEF SUPPORT GROUP PARTICIPANT

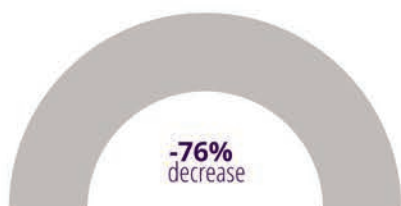


Winter 2023 university practicum students
Candice Quesnel (left) and Sydney Baker.



One happy participant at Horse Whisperer Children's Grief Camp.

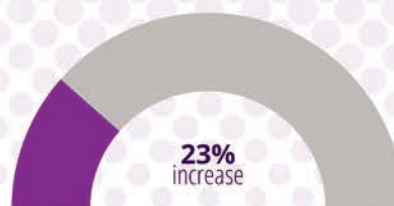
Programs & Services *continued*



Equine Connections
Attending Program: 15
Volunteer Hours: 6



Teen Grief Support Group
Attending Program: 3
Volunteer Hours: 14



Teen Peer Support Training
Attending Program: 16
Volunteer Hours: 44



**Horse Whisperer
Children's Grief Camp**
Attending Program: 24
Volunteer Hours: 74



Children's Grief Support Group
Attending Program: 27
Volunteer Hours: 33



Chair Yoga
Attending Program: 63
Volunteer Hours: 9



"Thank you so much for coming to our school to talk to our kiddos. You help them carry heavy burdens and make the journey a little easier for them."

SCHOOL COUNSELOR

For bereaved children, making slime is a quintessential method of grief expression through creative arts and play.





Client and Patient volunteers gather for monthly meetings and training.

Volunteer Support

THRIFTY BOUTIQUE

105 | **21052**
VOLUNTEERS | HOURS

PALLIATIVE CARE SUPPORT

41 | **1490**
VOLUNTEERS | HOURS

RELAXATION PROGRAM

4 | **269**
VOLUNTEERS | HOURS

OFFICE RECEPTION

6 | **1290**
VOLUNTEERS | HOURS

Volunteer Appreciation Events

- 'Sunshine, Lollipops & Rainbows' — May 28, 2022
- Christmas Open House — December 5, 2022

We gratefully receive volunteer applications on an ongoing basis. If you would like to volunteer with Chilliwack Hospice Society or the Thrifty Boutique, please go to:
ChilliwackHospice.org/volunteer

Basic Hospice Training for Client & Patient volunteers is offered twice annually.



Office volunteers (left to right): Elaine Holmes, Viola McDonald, Norm Plett, Eileen Lemna, Verna Harron, Colleen Johnson



Thrifty Boutique volunteers gather to celebrate Governor General's award winner Vince Merritt.

Thrifty Boutique

The Thrifty Boutique has experienced significant growth in this fiscal year thanks to the investment of our Board of Directors and the dedication of our Thrifty Boutique staff and 105+ volunteers, along with the overwhelming support of our donors and thrifting community.

As shown in the infographic on the side of this page, the Thrifty Boutique enjoyed the support of more than 72,837 thrifters. Clothing, home décor, kitchen supplies, and jewelry continue to be top sellers.

This year we were able to hire new staff, extend our Thursday thrifting hours, and make new gift cards available for sale, as well as introduce a new point-of-sale system. Customer highlights for the year included the National Thrift Store Day week-long sale, our annual Christmas reveal, and our 4th Annual Fashionista Fashion Show.

Our volunteers continue to go above-and-beyond for the Thrifty Boutique. If you visit the store soon (and you really should), please thank a volunteer for their service.

Photo by Sherri Thiessen, thrifters Lois (right) and Tara did a fun photo shoot at the Thrifty Boutique in Spring 2022, and granted us use of the photos to promote our monthly clothing sales.



CHARITY ORGANIZATION HEALTH AND WELLNESS HOSPICE CARE GRIEF SUPPORT ADVANCE CARE PLANNING HOPE
 ESTATE PLANNING COUNSELLING EDUCATION DEATH AND DYING BE REAVEMENT PALLIATIVE CARE
 OF GRIEF END OF LIFE WISHES QUALITY OF LIFE LIVING WILL
 PROCESS HOSPICE CARE PEACE OF MIND HOLISTIC APPROACH HOPE MOURNING GRIEF AND LOSS RESILIENCE
 GDEATH POSITIVE ADVANCE DIRECTIVE HEALING PALLIATIVE CARE VOLUNTEER SUPPORT COMFORT



Events & Fundraising



First annual Health & Wellness Day held June 14, 2022 featured trishaw rides, pour painting, a pop-up shop, and keynote speakers.



17th Annual Hospice Gala: *Swingin' on a Star* held September 24, 2022 at the Knott's Farm raised \$133,186.37.



Thrifty Boutique hosted its most profitable fashion show to date, netting \$4356.14 for Chilliwack Hospice Society programs and services, on November 16, 2022.



Lucy Fraser facilitated a panel discussion about sibling loss during our annual Memorial Celebration held November 23, 2022.



Our annual Celebrate A Life campaign at Minter Country Garden and Thrifty Boutique raised \$2,015 in December 2022.



10th Annual Hometown Hoedown for Hospice, presented by Simpson Notaries, raised \$67,465.65 on March 4, 2023 at Evergreen Hall.



Author Karen Skillings was one of many guest speakers who offered free presentations and workshops for Chilliwack Hospice Society this year.

Education & Training

BASIC HOSPICE TRAINING COMPLETED

14 | 479
PARTICIPANTS | HOURS

ADVANCE CARE PLANNING COMPLETED

27 | 108
PARTICIPANTS | HOURS

Free Community Presentations & Workshops

- Salad Bowl Planter Workshop — April 28, 2022
- Mother's Day Memorial Tea — May 5, 2022
- Health & Wellness Day — June 14, 2022
- Online Banking Presentation — June 21, 2022
- Gentle Chair Yoga — Sept.-Nov. 2022, Feb.-Mar. 2023
- Estate Planning Presentation — October 27, 2022
- Journal Making Workshop — November 3, 2022
- Pour Out Your Feelings Art Workshop — January 19, 2023
- Movie Matinées — January-March 2023
- Decluttering & Downsizing Presentation — March 9, 2023

Marketing & Communications

Follow Chilliwack Hospice Society and the Thrifty Boutique on Facebook, Instagram, Twitter, LinkedIn and TikTok.



@chilliwackhospice
@chwktthriftyboutique

6K

fans & followers

658K

page & profile impressions

318K

users reached

4.5K

email subscribers



Subscribe to the Chilliwack Hospice Society and Thrifty Boutique email mailing lists via Constant Contact. A link can be found on our website ChilliwackHospice.org



Awards & Recognition



The Chilliwack Progress
A-List — Winner for Best Thrift Store



CommunityVotes Chilliwack — Platinum Winner for Best Thrift Store; Platinum Winner for Therapy & Counselling



Mazda Local Community Legends — Francesca Hills, Child & Youth Program Manager



Francesca Hills was one of two Chilliwack residents recognized by Murray Mazda as one of Mazda Canada's 'Local Community Legends' for her work with our youngest bereavement clients.



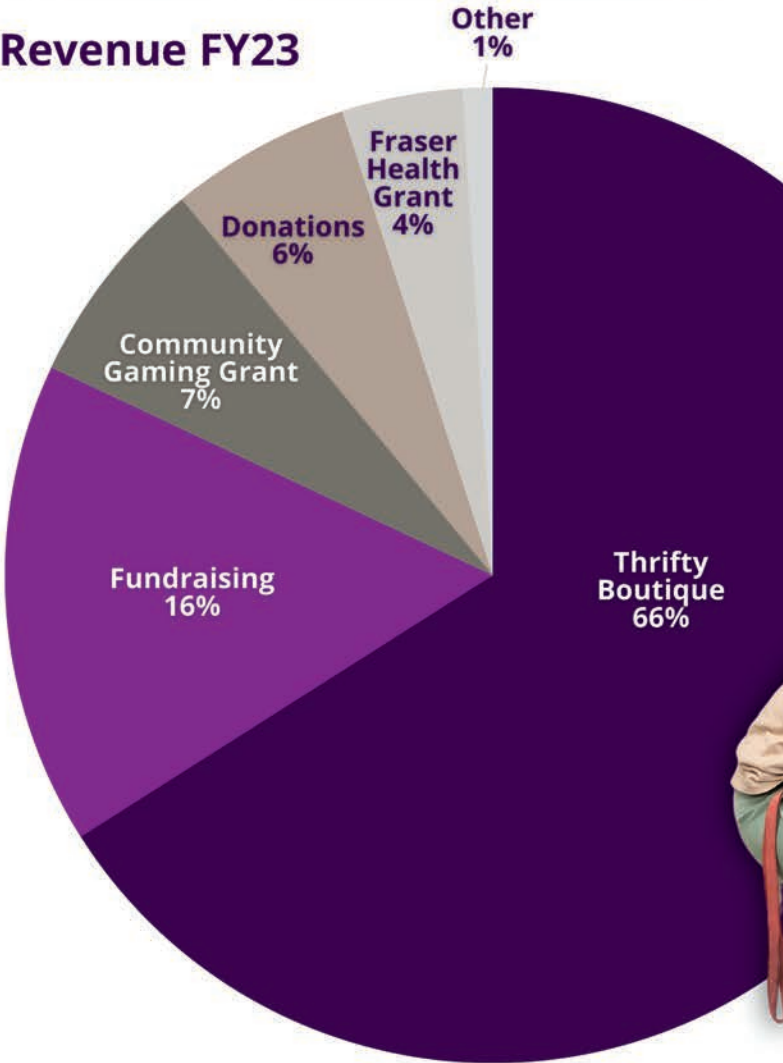
09.23.23
SATURDAY NIGHT

THE'Í:TSELÍYA
S.A.Y. COMMUNITY CENTRE



TICKETS ON SALE JUNE 15

Revenue FY23





Chilliwack Hospice Society Board of Directors

Benjamin Lorimer
President

Mike Olson
Vice-President & Treasurer

Gerry Enns
Past President

Directors
Bob Besner
Dr. Chantal Chris
Chris Emery
Brian Fell
Melanie Green
Kim Gemmell

Chilliwack Hospice Society Staff

Sue Knott
Executive Director

Tammy Genzale
Financial Manager

Laurie McNaught
Community Outreach &
Education Manager

Desmond Devnich
Marketing Manager

Lucy Fraser
Director of Programs

Jennifer Dacre
Palliative & Bereavement Services
Manager

Franceska Hills
Child & Youth Program Manager

Sharilyn Jackson
Executive Assistant

Programs at-a-glance

Bereavement Programs

- Bereavement Visitation
- Children's Grief Support Group
- Equine Connections
- First Step Grief Support Group
- Horse Whisperer Grief Camp
- In-School Outreach
- Memorial events
- **One-to-one grief support for children, youth, and adults**
- Pet Death Grief Support Group
- Pregnancy and infant loss supports
- Pre-teen Grief Support Group
- Relaxation Program
- Second Step Grief Support Group
- Sibling Grief Peer Support Group
- Supportive Walking Group
- Traumatic Loss Grief Support Group

Palliative Support Services

- Palliative Patient Visitation
- Vigil Services

Community Education

- Advance Care Planning
- Basic Hospice Training
- Educational workshops and presentations
- Teen Grief Peer Support Training

Thrifty Boutique Staff

Sandy Parker
Manager

Stephanie Heinrich
Assistant Manager

Susan Greenway
Assistant Manager

Sales Assistants
Wenona Guilderson
Danika Heinrich
Lily Poje
Bonnie Yule

Contact Us



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7112 Vedder Road
Chilliwack, BC V2R 3T6

(604) 795-4660
info@chilliwackhospice.org
www.chilliwackhospice.org

Thrifty Boutique
101-7955 Evans Road
Chilliwack, BC V2R 547

(604) 846-2226
thriftyboutique@chilliwackhospice.org
www.thriftyboutique.ca

Make a Donation

Consider giving to Chilliwack Hospice Society in honour of a loved one.

- One-time donation
- Monthly giving
- Securities, stocks & mutual funds
- Memorial gift
- Bequests
- Life insurance

Please call (604) 795-4660, visit our office, or go to:

www.chiliwackhospice.org/donate