



3122 Gibbins Road Duncan, BC V9L 1G2 cvhospice@shaw.ca www.cowichanvalleyhospice.org

Phone : 250-701-4242 In Ladysmith: 1-888-701-4242

## **Annual General Meeting Agenda May 20, 2014**

6:15 to 6:30pm Renew memberships,

6:30 to 7:00 pm AGM

- Welcome:
- Approval of Agenda and minutes
- Presidents' report
- Treasurer's report
- Review Engagement
- ED report/program reports
- Elections:
  - Retiring: Else Shandro
  - Due for re-election: Jamie Goodman, Nick DiCarlo, Dianne Whetstone, Mary Ann Deacon
  - Marie Nygaard: named by board and standing for election for a second year.
  - Cory Towriss and Linda Ireland have one more year left of their terms

7:00pm to 7:15pm Service Awards:

7:15-7:30 coffee and cake

7:30-8:30 Death Cafe

Cowichan Valley Hospice  
Caring for families through advancing illness and grief  
Since 1981





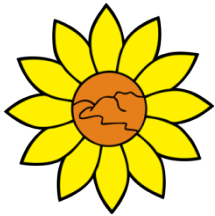
---

3122 Gibbins Road Duncan, BC V9L 1G2    [cvhospice@shaw.ca](mailto:cvhospice@shaw.ca)    [www.cowichanvalleyhospice.org](http://www.cowichanvalleyhospice.org)

Phone : 250-701-4242    In Ladysmith: 1-888-701-4242

Cowichan Valley Hospice  
Caring for families through advancing illness and grief  
Since 1981





# Cowichan Valley Hospice Society

## Annual General Meeting: April 4<sup>th</sup>, 2013

**President Mary Ann Deacon** welcomed 50 members and guests to our AGM at the St. John Church Hall in Duncan.

- **Approval of Agenda** – Brian Dallin –carried
- **Approval of the Minutes of the AGM 2012** – Sandra Sarsfield – seconded by Diane Dykes - carried

**President's Report:** attached –

Thank you to the Arbutus Ridge Bracelet Team and Reel Alternatives...job well done!

Moved by Mary Ann Deacon to be accepted as read – seconded by Jamie Goodman - carried

**Financial Report:** Jamie Goodman

- Went over his report briefly (see attached)
- Thanked staff, volunteers and members for all they do.
- **Motion to accept the Financial Report:** Jamie Goodman seconded by David Pope –Carried

Review Engagement by Tammy Leslie – see attached – power point on review with explanation and also reviewed new standards for non profits.

**Executive Director Gretchen Hartley**

- Gave highlights from her report (see attached)
- Informed us of the new groups (Walking and suicide bereavement and evening grief groups)
- Thanked CVRD for their \$50,000 grant and support

Gretchen moved accepted as read/seconded by Else Shandro - carried

### Board Members for Election

Cory Towriss 1 yr  
Linda Ireland 2 yr

### Standing for the second of two-year term

Jamie Goodman  
Nick Di Carlo

### Re-election

Dianne Whetstone 2 yrs  
MaryAnn Deacon 2 yrs  
Else Shandro 2 yrs

Carried...

### **Five Years of Volunteer Service Pins presented to**

Wendy Montana  
Jerry Tothill  
Pat Lamont  
Linda Kocurek  
Trudy Fiege

Joy Bondy  
Judith Belton  
Rick Allen  
Joan Wakelin  
Marilyn Frith

**Ten year Pins** : Lil Hardy; Marilyn Glass & Janet Hicken ( none of whom could attend the meeting)

**Fifteen year Pins**

**Honorary Life Members**

**Friends of Hospice**

Dianne Whetstone

Ingvar Creed and Dianne Whetstone

Pam Malt and Brian Dallin

Coffee Break

**Facilitated Session: “Advance Health Care Planning – Let’s Start the Conversation” Presented by David Pope**

Meeting adjourned at 8 pm.



3122 Gibbins Road Duncan, BC V9L 1G2 250-701-4242 cvhospice@shaw.ca www.cowichanvalleyhospice.org

Cowichan Valley Hospice Society  
2013 Annual General Meeting

PRESIDENT'S REPORT

In 2013 we continued along our path, supporting our current on-going work, while looking to our future. We secured funding and continued support from the Cowichan Valley Regional District through another grant, \$50, 000 for 2013, which will speak of CVRD's support of the valuable work we do for the whole of our Regional District. We are continuing our conversation with the CVRD about the possibility of ongoing funding support. We also began working in cooperation with Family Care Physicians and Island Health (called the Shared Care Committee) to look at ways to enhance Palliative and End of Life care in our valley.

We have increased our staff to 5.1 full time equivalents by hiring an additional part time reception person. We were sorry to lose Jo Wright as Community Relations/Development Officer, but pleased to welcome Jennifer Yee Fairweather in that position.

Our fundraising efforts have continued to bear fruit, we have had consistent and growing success with our annual Hike for Hospice and Golf Tournament. Reel Alternatives, a stand-alone committee, completed its 10<sup>th</sup> year, having contributed \$160, 000 over its life span. Chemainus Health Care Auxiliary provides us with generous annual support, as does the Duncan Lions Club and the South Cowichan Rotary. We have formed a partnership with the Sassy Lions Thrift Store, supplying volunteers for Saturday openings and sharing those receipts. We rely on the ongoing support of the Province of B.C. through the annual Community Grants program (Gaming), as well as the Cowichan United Way.

We, as a Board of Directors, continue to support our staff and very many wonderful volunteers who enhance the lives of those who are dying and grieving. They do the real work of the Cowichan Valley Hospice Society.

Respectfully submitted,  
MaryAnn Deacon, Chair,  
CVHS Board of Directors  
2014-05-20

Cowichan Valley Hospice  
Caring for families through advancing illness and grief  
Since 1981





3122 Gibbins Road Duncan, BC V9L 1G2 250-701-4242 cvhospice@shaw.ca www.cowichanvalleyhospice.org

## 2013 Treasurer's Report

I would like to start by thanking the staff at Cowichan Valley Hospice Society for their support and dedication. Their endless hard work makes our job on the board easy and rewarding. I would also like to thank all our volunteers for their continued support for the society and the clients which they deal with. Finally I would like to thank all who have supported the Cowichan Valley Hospice Society financially over the years.

Our three major annual fundraisers, Golf Tournament, Hike for Hospice and Reel alternatives, had continued success this year raising approximately \$91,800. Our other major fundraisers including; Direct Mailouts, Bracelets and other, raised \$6,700.

During the year our mortgage term was due and the balance of \$11,414 was paid off.

The society remains in a good financial position. Our current assets remain greater than our current liabilities by \$37,068, which means we can meet all of our financial obligations in a timely manner.

Our operating fund had a surplus of \$38,095 during the year. This surplus is important going into 2014 to help maintain our staffing levels which have been increased over the past two years to handle the ever increasing number of clients using Hospice services.

Revenues this year have increased this year by \$55,000. The increase is largely due to the increase in fundraising of approximately \$28,000 and a Grant-in-Aid in the amount of \$50,000 generously contributed by the CVRD.

Expenses increased by approximately \$32,000 during the year. The largest increase was again in wages in the amount of \$25,000. Fundraising costs increased by \$10,000 which translates to a net increase in Fundraising income in the amount of \$18,000.

Respectfully submitted,

Jamie Goodman  
April 4, 2013

Cowichan Valley Hospice  
Caring for families through advancing illness and grief  
Since 1981





3122 Gibbins Road Duncan, BC V9L 1G2 Email: [cvhospice@shaw.ca](mailto:cvhospice@shaw.ca) [www.members.shaw.ca/cvhospice](http://www.members.shaw.ca/cvhospice)  
Phone : 250-701-4242 In Ladysmith: 1-888-701-4242

## 2013 Executive Director's Report

**Thank you** to the wonderful hardworking and dedicated **volunteers** of hospice! I continue to be amazed and appreciative of your skilled contributions and your commitment to quality hospice care.

**The quality** of our volunteers is matched by the quality of our **staff**, who always put clients first and collectively provide beautiful care, while supporting volunteers, growing new programs, fundraising, keeping communications flowing, and juggling all of the daily demands of our small and busy agency. We welcomed two new staff in 2013: Jennifer Yee Fairweather, who in the Community Relations Coordinator role, will build on the excellent work started by Jo Wright, and Kalon Kappenman who stepped into the newly created part-time receptionist and office coordinator role. Along with Dee Pope, Shelley Kuecks and Kathy Skovgaard, you are an awesome team!

**Thank you** to the excellent **donors and sponsors** who contribute to this care with their financial support...you make a difference, right here in our community!

**Thank you** to our ongoing funders: **Province of BC (Community Access grant), Duncan Lions Club, Cowichan United Way, Chemainus Health Care Auxiliary, Island Health and the South Cowichan Rotary**. Thank you also to the **Cowichan Valley Regional District** for a generous 2013 Grant-in-Aid.

**Thank you** to the wonderful **volunteer teams** who raised over \$90,000 through the Hike for Hospice, the Annual Golf Tournament and Reel Alternatives!

**Thank you** to the **Board of Directors** and active committee members for your big picture work.

### 2013 was a year of strengthening partnerships in our community.

Staff, board members and volunteers worked with directors at the Cowichan Valley Regional District to increase understanding of our community's end of life and grief care needs, resulting in a generous grant in aid, which helped to anchor our programs and send a strong signal about our region's support for good palliative and bereavement care.

Hospice staff and volunteers continued to work with local physicians through participation in the second physicians' practise support palliative care training and as part of the newly formed shared care committee looking at palliative care. We are

Cowichan Valley Hospice  
Caring for Cowichan families through advancing illness and grief  
Since 1981



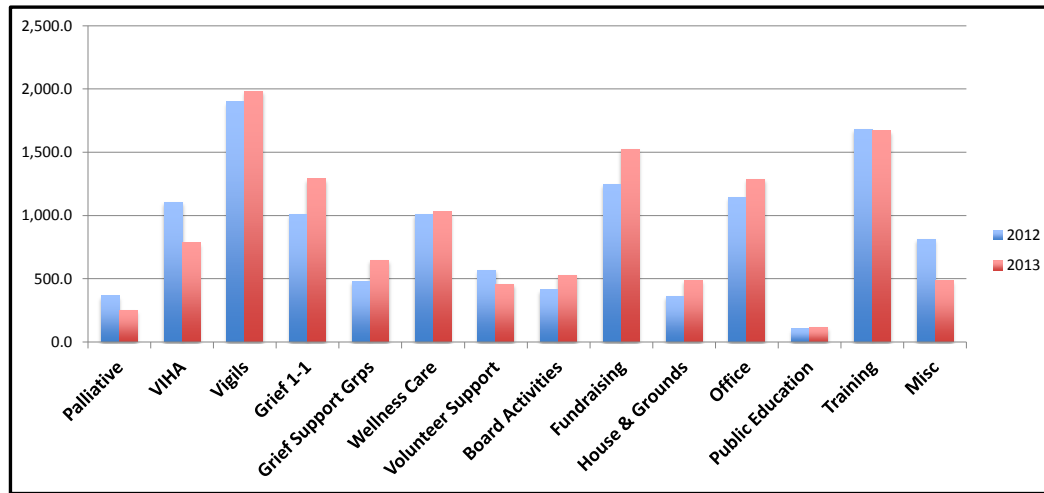
excited by this collaborative approach to identifying and developing the kind of end of life and bereavement care that our community will need.

We continue to reach out to service clubs and community groups through speaking engagements and advance care planning education sessions.

It is always a privilege for me to work in this community of people dedicated to caring in the best possible ways.

Gretchen Hartley, MSW  
May 18, 2014

Palliative	VIHA	Vigils	Grief 1-1	Grief Support Grps	Wellness Care	Volunteer Support	Board Activities	Fundraising	House & Grounds	Office	Public Education	Training	Misc	TOTALS
364.0	1,102.8	1,897.3	1,006.0	477.0	1,010.8	566.8	413.0	1,248.5	361.0	1,143.3	103.3	1,681.0	809.8	12,184.3
249.8	784.0	1,981.5	1,289.3	645.8	1,029.5	456.0	529.3	1,521.5	487.0	1,288.3	113.0	1,669.8	483.8	12,528.3





Client Services Coordinator  
Report to Cowichan Valley Hospice Society AGM 2013

*"I don't know how to do this well... I've never died before."*

A man in his late fifties, who contacted us after finding out his illness was terminal. We talked about what dying well meant to him, what his hopes were for whatever time he had left, and what we could do to support him. He had wellness treatments to help him find some peace in relaxation, and he was connected with one of our volunteers who companioned him until he died months later.

*"I'm trying to be strong for everyone else but I feel like I'm falling apart inside..."*

A man in his seventies, his wife diagnosed with terminal cancer after going into the hospital for unexplained pain, and being given only weeks to live. We talked about the shock of the diagnosis, the agony of watching her die, the difficulty of watching their children and grandchildren deal with their shock and of all of them having to say goodbye to her. One of our energy work volunteers gave her treatments in the hospital to help with her pain management. The family was visited by the hospital visiting team daily, and he came to the office for grief support after her death.

*"I feel like I've gone from being a wife, to being a nurse. I can't stand to see him like this."*

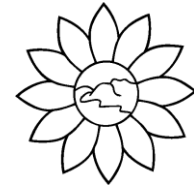
A woman in her fifties, her husband dying at home. We talked about the physical, emotional, mental and spiritual strains of care giving, especially over a long period of time. She spoke of overwhelming exhaustion but also of the need to do as much of the care for him that she could, and of her love for him. She knew she'd have to go on without him but had very little time or energy to even think about that. She was connected with a one-to-one volunteer and came to the office for wellness treatments when her husband had other care.

*"I feel like I'm going crazy... is this normal?"*

A woman in her forties, who contacted us after her mother died. We talked about what's "normal" in grief and the things she was struggling with most in her grief journey. She was connected with a one-to-one volunteer, read books from our library, and joined the walking group.

Although the personal details of these stories have been changed, these are statements I've heard from clients coming to see us and those are the services we offered them. Over the years our client numbers have grown as more and more of our community members become aware of the services we offer. In the seven years I've been employed at hospice, I've seen our physical space, our volunteer numbers, our staffing increase, all leading to us being able to continue growing our services. Our volunteers do a lot of their work out in the community, but because of these changes we've also been able to make the office a place where people feel safe and know they can come when they want support.

Not only have our client numbers grown, but the length of support has increased as well. For palliative clients that speaks to people coming to us earlier in their palliative journey, as well as medical advances keeping people alive longer with terminal illness. And for grief clients it's about the growing awareness that grief doesn't end... we learn to live with it, and we realize that



support is needed not only at the beginning of grief, but later on also as people are facing the not-always-easy task of creating a new life without their loved one in it.

Because our volunteers have a wide range of skills and training we are able to offer a broad range of services to our clients, from a gentle listening presence to sessions with accredited counselors who have the experience and training to handle more complex situations. We have support groups and individual support for people. Last year we had two students doing their Masters Degree practicum with us, who both continued to volunteer for us after their hours had been completed. We have a team of volunteers who visit palliative clients and their families in the hospital; we have vigil volunteers who sit with people in their last hours. We can offer invaluable wellness treatments in our office, in the hospital or care facilities, or in people's homes. We have an ever expanding lending library, and a staff of caring and supportive people. When someone comes to us we look at their individual needs and do what we can to support them in the most helpful way.

I offer my gratitude...

~ To our dedicated staff, volunteers and board for their time, energy, skills and presence

~To our donors for making it possible to do the work we do

~To our clients, for giving us their honesty and willingness to be vulnerable, for it is through these things that we learn what support and services are needed and how best to offer them. It is through these things that we witness the love that is the core of this journey of life and death.

Shelley Kuecks  
May 2014



---

## Training and Volunteer Coordination Report

### 2013 AGM (May 20, 2014)

The backbone of Cowichan Valley Hospice Society's ability to offer community Hospice support within the Cowichan Valley is the team of dedicated volunteers who so graciously and compassionately offer their time, skills, and energies to those who need our assistance. I would like to express my profound appreciation and ongoing thanks to each one of these amazing volunteers.

To become a Hospice volunteer, one must be willing to undergo an extensive training process. To that end, in 2013, we introduced a new graduated training program offering two levels of volunteer training: "Orientation to Hospice Care" and "Client Companionship". This year, we accepted a large group of 18 fabulous trainees. Four volunteers completed the first "Orientation" module (20 hours +) before launching into certain types of volunteer activities. The remaining fourteen volunteers continued onto the second "Client Companionship" dimension of the training for another 30 + hours to become client-services volunteers.

We also introduced a new means of volunteer support in the form of Volunteer Pods, ably led in 2013 by senior volunteers: Janet Hicken, Linda Ireland, Dianne Whetstone, & Christa Fox. Pod meetings bring volunteers together to discuss themes or client care situations in order to offer peer support to each other, both building relationship amongst volunteers and sharing their broad base of skills and knowledge with each other.

In our Continued Education series for Hospice Volunteers, in 2013, the following workshops/topics/conferences were offered free of charge to all active Hospice volunteers, Board members, or staff members who wished to deepen their repertoire of Hospice-related skills and knowledge:

"Losing, Letting Go, and Learning to Live Again" with Gail Boulanger, January/2013

"Advanced Care Planning – Part 2", Hospice In Service, March 7, 2013

"Myers-Briggs Type Indicator" Workshop with Kathy Skovgaard, QMBTI, March 26, 2013

"Dementia and End of Life Care" with Lori Amdam, VIHA Seniors Spiritual Care, March 27, 2013

"Therapeutic Boundaries" with Elizabeth Causton, June 5, 2013

"Art Journaling Workshop" with Carol Swann, August 21, 2013



“Grieving a Parent with Dementia” Discussion & Book Reading with Maggie Ziegler, Sept.19/13

“Informed Choice Considerations in Hospice/Palliative Care” Hospice Federation of America Videolink Conference, October 24, 2013

Vancouver Island Federation of Hospices “Education Day Conference”, November 9, 2013

“Non-Violent Communication Training for Hospice Volunteers” with Penny Wassman, November 20, 2013

“Suicide Bereavement Groups Conference” with Vancouver Island Crisis Society, Nov.21/13

During 2013, it has been our pleasure to offer lengthy Masters of Social Work and Masters of Clinical Counselling practicum placements for two local graduate students, Amy Meerdink and Kate MacLeod. Both Amy and Kate were incredibly generous in their offering of skills and support to our clients far beyond the required terms of their practicum agreements and all staff members who supported their learning objectives greatly enjoyed their presence in our midst.

As part of our public education outreach, we continued in 2013 to offer Hospice-related presentations to training programs for nursing, home support, and residential care students and to offer a class annually to the Vancouver Island University third year course in Psychology and Anthropology course “Death and Dying”. We were also pleased to share some of what we have learned while developing and delivering our suicide bereavement group, at the Vancouver Island Hospice Federation Education Day.

It has been a busy year of growth and learning. We staff members are so lucky to walk side by side with the richly diverse group of volunteers who so generously give of themselves for the betterment of our community. We learn together, amidst the difficult times, and we are graced by seeing the very best of the human spirit engaged in caring for our clients and each other.

May each of you wonderful volunteers and Board members reading this report come to know how much you are valued, not only at Annual General Meetings and Volun-tine’s Tea parties, but always....

Respectfully submitted,  
Kathy Skovgaard,  
Training and Volunteer Coordinator

Cowichan Valley Hospice  
Caring for families through advancing illness and grief  
Since 1981





3122 Gibbins Road Duncan, BC V9L 1G2 250-701-4242 [cvhospice@shaw.ca](mailto:cvhospice@shaw.ca) [www.cowichanvalleyhospice.org](http://www.cowichanvalleyhospice.org)

## Community Relations Coordinator Report 2013

Cowichan Hospice walked on steady ground in 2013 with growing community awareness, new initiatives, and creative partnerships.

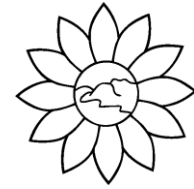
Communications streams continue to grow and diversify. Since last year's AGM, Cowichan Hospice's Facebook following ('likes') has grown 60% from 135 to 226, with 17 new 'likes' since the beginning of promotions for the 2014 Hike for Hospice. Thank you to our loyal Facebook followers who have shared our posts and praised our work in the community. In the fall, Cowichan Hospice welcomed the crew from Shaw TV's *go!Island* to film a community awareness piece about Hospice care, the great need for community support of Hospice fundraising efforts, and celebrating the 10<sup>th</sup> anniversary of Reel Alternatives. We are grateful for the continued support of local print media and radio who promote our events and run our advertising spots.

As the economy changes in Cowichan, many not-for-profit organizations vie for the same sponsor dollars. Cowichan Hospice is grateful and honoured that so many businesses and service clubs across the Cowichan region continue to support our programs and services and capital purchases. Realizing that businesses are able to support local organizations only because of how well their annual revenue does, we endeavour to continue to reciprocate support to local businesses by publicly recognizing them, referring to them as community-minded citizens, and purchasing their products and services.

A new initiative launched last summer creatively enhanced our long standing partnership with the Duncan Lions Club. As a pilot project, Cowichan Hospice volunteers dedicate a few hours each Saturday to manage the Sassy Lion Thrift Shop, whereby the local thrift store is now open six days a week and Hospice receives 50% from the day's sales. To date the project generated over \$3,300 in funding to Cowichan Hospice and, equally, the Sassy Lion is able to grant more funding to Cowichan agencies and families.

As our core funding does not primarily come from government agencies, but from our community as a whole, we greatly rely on the kind generosity of individual donors. Our annual Dove mail-out in the fall reconnected us with donors who supported past events and previous annual mail-outs. We continue to strengthen our relationships with our donors with more communications about how their investment has improved services and helped Cowichan families and about the full spectrum of hospice care and educational resources we offer.

Our reach has extended to other community minded businesses who raise funds for Cowichan Hospice through community events like the Mill Bay Merchant's Association Fashion Show, 'Jeans Day' at the offices of Meyers, Norris, Penny and of Island Savings, the



2013 Cycle of Life Tour, and the Second Hanger's fashion show, and the Cowichan Lavender Farm's Festival. The Chemainus Health Care Auxiliary and the South Cowichan Rotary continue to provide substantial ongoing support.

So many ways to support Hospice in our community and so many people who do.... From our hearts, a huge thank you! With your support, we continue grow our services, provide more Cowichan families with compassionate support through advancing illness and grief, offer a multidisciplinary team of staff and volunteers equipped with enhanced Hospice training, offer an educational resource library, and be fully accessible to all Cowichan residents.

Jennifer Yee Fairweather  
Community Relations Coordinator