



CAMPBELL RIVER HOSPICE SOCIETY

**2021-2022
Annual Report**

**ADAPTING TO OUR COMMUNITY'S CHANGING
NEEDS POST-PANDEMIC**

WHERE WE ARE NOW



Throughout this past year, our community has experienced significant loss. COVID-19 greatly impacted the natural grief process as we navigated through a considerable number of tragic deaths.

Our community also continues to be affected by a growing crisis of drug toxicity/overdose and suicides, resulting in a substantial number of deaths. Our organization receives an average of three calls a week that are associated with suicides and sudden deaths.

When the pandemic began in 2020, Hospice was already operating at full capacity, then requests for support increased by an additional 70%. Fundraising as we knew it stopped, and our Second to None Thrift Store had to close. Thankfully our community rallied to provide COVID-19 relief funds that helped us continue providing hospice support.

2021-2022 involved rebuilding and adjusting our services to manage our community's growing demand for grief support. We contracted clinical counsellors to support our complicated grief cases associated with the loss of loved ones by suicide, drug toxicity/overdose and sudden death. We also relied heavily on trained volunteers to help with support groups, companionship, vigil care, respite support, and relaxation therapies.

We are rebuilding our revenue streams through new fundraising events, grants and other financial opportunities. Our Second To None Thrift Store is slowly regenerating revenue as restrictions are lifted.

Today requests for grief support have increased an overwhelming 81% since the start of the pandemic. 76% of these referrals are related to the loss of a loved one by suicide or drug toxicity/overdose, and 11.2% of our clients are children. These numbers continue to increase steadily.

Sadly, statistics show that a sibling of a person who commits suicide has a 50% risk of suiciding themselves. As an organization, we are taking this situation seriously and are collaborating to find ways to finance more clinical-based programs to help our community.

2022

BOARD OF DIRECTORS



DARCY MURRAY
Board Chair



DON ROSET
Vice Chair/Treasurer



JANINE COX
Board Secretary



CRAIG BROWN
Director



**ASHLEY
NAAKTGEBOREN**
Director

last year's

CLIENT EXPERIENCE

CRHS regularly surveys the clients we serve to ensure we are meeting our community's needs. Here is what our clients are saying...

91%

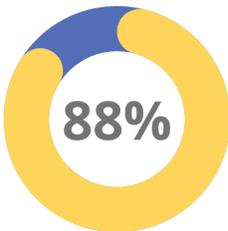
Reported an excellent experience at the CR Hospice Society

100%

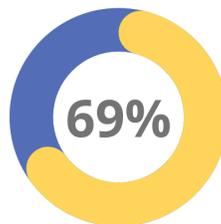
Say they will recommend Hospice Care to others in the community

"I LOVE THE BEAUTIFUL ENERGY THAT ENCOMPASSES CR HOSPICE."

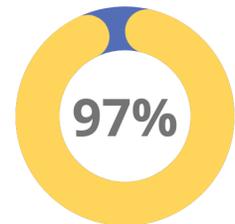
88% reported Excellent-Good support from their counsellor despite the pandemic



69% reported that they did not wait for service



97% received support by phone or virtually during the pandemic



"If you have recently lost a loved one, I highly recommend the services offered by Campbell River Hospice. The supportive, kind environment offered for grief counselling, Reiki treatments, and so much more. Thank you!"

"I had used the grief counselling service 5 years ago when I was diagnosed with a serious autoimmune disease which greatly helped at the time. When my mother passed away of Covid 19 I did not hesitate to contact the Hospice Society again."

"I FELL ASLEEP DURING THE REIKI TREATMENT! HEAVENLY."

"MY DOCTOR RECOMMENDED I CONTACT YOU, AND I AM GLAD HE DID."

PROGRAMS

2021-2022 STATS



454

VOLUNTEER SUPPORT SESSIONS



2585

CLINICAL COUNSELLING SESSIONS



244

RELAXATION THERAPIES



262

COMMUNITY SUPPORT PACKAGES

SERVICES



CRAIG BROWN
CRHS BOARD DIRECTOR

Shortly after becoming a Director on the CRHS Board, a good friend of mine was struggling with the medical care of her grandfather, who was palliative and riddled with pain. Her family, including her husband, was not in town, and the stress was significantly affecting her well-being.

She reached out to me and shared her challenge in finding appropriate care for him. Knowing it was close to the end of his life, she wanted him to be comfortable and in good care so he could pass peacefully. Fortunately, as a board member, I was aware of the partnership between Hospice and Evergreen Seniors Home, which includes three family suites designated specifically for Hospice Palliative Care.

Knowing that Evergreen provides exceptional care, I reached out to the Director of Hospice and asked for her help.

She contacted Evergreen right away, who then, with my friend's permission, sent a nurse to his home to manage medication and settle him while preparing for transport to the Hospice Suites at Evergreen. As his family arrived, the grandfather quickly settled into the fully equipped hospice suite, where his extended family was able to share meals and their remaining time together.

During that time, Hospice Care remained available to help the family through the end-of-life journey and then provided grief counselling and support after he passed away. The family remains very grateful for the Hospice Suites at Evergreen and the exceptional care of their medical team. I was thankful to be part of an experience that helped me fully understand the importance of ensuring hospice care is available in our community.

HOSPICE SUITES AT EVERGREEN



During the pandemic, Campbell River's four publicly funded Hospice Beds at Yucalta Lodge closed due to staffing issues. Evergreen Seniors Home and the Campbell River Hospice Society collaborated to quickly open three Hospice Suites to deliver person and family-centred end-of-life care in our community. Throughout this process, we could not obtain public funding for the suites; however, many families wanted to utilize this service regardless of it being private pay. Since opening the hospice Suites, many families have spent their remaining few weeks together as a family encircled by compassionate care in a private setting.

Hospice Suites at Evergreen is a private facility which enables us to provide exceptional care without critical staffing shortages. We have the time to care, which allows for things like regular soaks in the tub for comfort (we have noted this to be a favourite of the Hospice suites). Another unique aspect of the suites is our ability to offer complex nursing skills such as IV therapy or paracentesis. Alternatively, anyone in the community requiring these special nursing skills that cannot remain at home would need to go to the hospital.

Our Hospice Suites are unique because they are fully equipped to meet patient and family needs. Each Suite includes all kitchen appliances and cookware, allowing families to gather, cook and enjoy their favourite meals. Also included are a hide-a-bed, washer and dryer, single spare bedroom, outdoor patio, two TVs, a patient's bedroom with a hospital bed, and an accessible bathroom within each suite. Families and pets are welcome to stay with their families or visit 24/7.

Patients and their families that stay in Evergreen Hospice Suites have expressed appreciation for the level of care they received. Recently a daughter of a person in care described her experience as "we were on a raft sinking in the ocean, and Evergreen came along and scooped us up and saved us." Another family shared, "There will never be enough words to express how thankful we are for the care we received for our grampa, husband, dad, and friend. We felt at home and at ease on what were some of the hardest days. You were there for us all in every aspect."

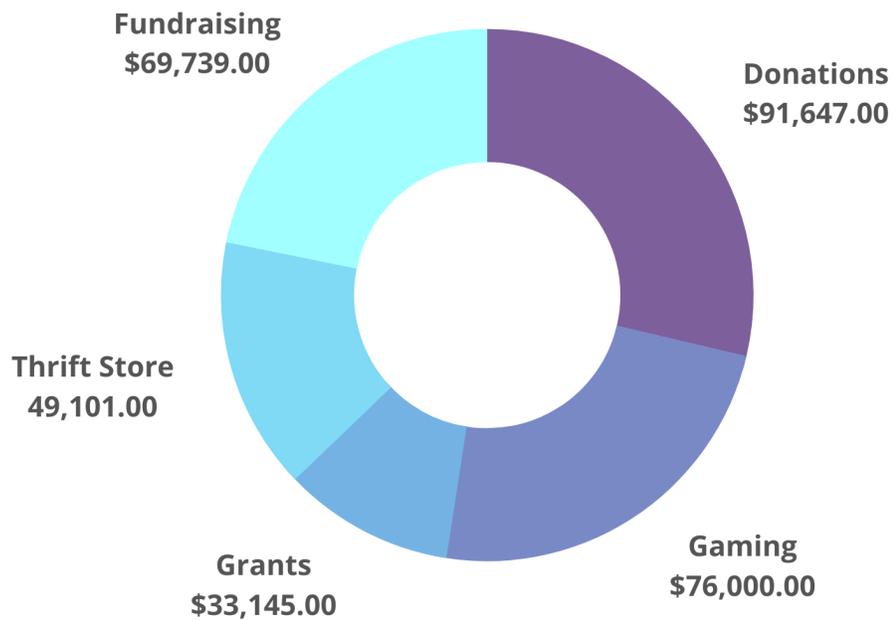
Lastly, this work has deeply touched all of us at Evergreen. Meeting those coming into care and being a part of their journey has been a very humbling experience. Recently a nurse commented on a palliative client, "she is so lovely and gracious. She has made an impact on me." And another replied, "I think her grace and dignity have touched us all."

Thank you to the Campbell River Hospice Society and our community for trusting us in this level of care.

Evergreen Staff



HOW WE DO IT



During the past year, our organization received a private donation of \$200,000 with a specific designation for its use. CRHS is very thankful for this generous gift, and the disbursement of the funds will significantly assist Hospice in carrying out its mission. As the donation is for capital expenditures, it is not reflected in the operating revenue figures.



YOUR FUNDING IN ACTION



OUR FUTURE

“

I've found it challenging to find support for children who have lost a parent, perhaps more counselling options or group sessions for youth so they can meet others that understand what they might be going through
~ A Campbell River Community Member

”

WHAT'S NEXT

A CHILDREN'S PROGRAM



Develop a full Program to meet the increasing need for critical support for grieving children and youth

MORE COUNSELLING



Expand clinical counselling resources to reduce the risk associated to complicated and prolonged grief

HOW WE WILL DO IT

BUSINESS



Continue building partnerships to create solutions for our community.

PARTNERSHIPS



Increase funding through our legacy program, fundraising and social enterprise initiatives

Building The Foundation

Legacy of Compassion Program

Paying it forward through a legacy gift of compassion.

The Legacy of Compassion program has recently been established to enable donors to invest in our organization to build a foundation for today, tomorrow, or the future, ensuring Hospice Care continues to be available to anyone in Campbell River and the surrounding area at no cost.

The current lack of available and affordable professional support in our community is detrimental to our youth and to the mental health and well-being of our citizens who are at end-of-life or grieving the loss of loved ones.

Relationships developed through the Legacy of Compassion program, partnered with committed funding, will empower Hospice to achieve the high-priority needs in our community.



"Tony and I feel extremely passionate about the services that the Hospice provides to the community and understand the importance of maintaining these services. That is the reason why we decided to 'Leave a Legacy' so it would help benefit future generations."

~Tony and Leslie Palmer Coon

It's been 5 years!



Hospice Care Center Build Team

Brian Stamp

D'Arcy Frankland

Jim Dobinson

George Stuart

Garry Griffin

Brett Giese

Jill Hanson

5-year Hospice Building Anniversary

It all started five years ago when seven dedicated community leaders saw a need in our community and formed the Hospice Build Team. Brian Stamp, D'Arcy Frankland, Jim Dobinson, George Stuart, Garry Griffin, Brett Giese and Jill Hanson.

At the time, the Campbell River Hospice Society struggled to offer services due to a flood in a rented building. The Hospice Build Team understood the critical need to provide Bereavement and Palliative Care in our community, so they made it happen! Because of their commitment, CRHS has been successfully providing exceptional quality care since.

The outstanding commitment of these individuals will continue to support thousands of individuals well into the future. The Hospice Care Centre Project will forever be a pillar example of a compassionate community and the importance of caring for each other at end-of-life.

The Hospice Care Centre is an incredible gift to our organization and has enabled us to grow exponentially, enabling us to pivot our services to meet our communities needs. The beautiful property offers a relaxing and comfortable environment for our clients to heal.

This is the house that love built.

The dedication and commitment of the Hospice Build Team and the generous building donors will leave a lasting legacy in our community.





Thank you!

As a nonprofit organization, we rely on the support of our board of directors, volunteers, local businesses, community stakeholders, and generous donors.

We would like to sincerely thank everyone who has supported CRHS, enabling us to be a successful and robust organization. Your involvement makes a huge impact on our ability to serve our community.

Together we are building a stronger and more versatile organization for those facing end-of-life and grieving in our community.

Special Mentions

Due to Canada's Privacy Act, we can not list all of our committed and valued donors. However, we can recognize those who contribute as volunteers or annual fundraisers.

Our volunteers are the Heart of Hospice, who help in various ways ranging from Registered Relaxation Therapists, Gardening Group, Event Volunteers, Compassionate Companions, Visting Teams, Thrift Store volunteers and more.

The Sharpe Family hosts the Annual David Rennie Memorial Golf Tournament in support of Hospice. This outstanding commitment to our community has raised over \$148,000 since its inception in 2016.

The Soul Cyclers are a team of 10 riders who each ride 200k annually to raise funds for Hospice. Each year they assemble to participate in the Cycle of Life event supporting Hospice Care across Vancouver Island. Their dedication, training, and commitment have raised over \$102,000 for our local hospice since 2017.

CRHS will forever be grateful to our recently retired board members, who have built a strong governance board, resulting in a successful, professional and resilient organization these past five years.

Honoring: Garth Sheane, Past Goevrenance Board Advisor; Geri Arkell, Past Chair; Helen Garson, Past Director and Bruce Wood, Past Director.

