



PILGRIMS HOSPICE

COMPASSION FOR THE JOURNEY. SUPPORT FOR FAMILIES

ANNUAL REPORT 2016

A YEAR OF SPECIAL RELATIONSHIPS





WELCOME TO THE 2016 ANNUAL REPORT

CELEBRATING A YEAR OF SPECIAL RELATIONSHIPS

Whether you are a long-standing friend of *Pilgrims Hospice*, or hearing about us for the first time, we value your time in learning about our dedication to improving the quality of life...until the end of life, and supporting those who are grieving.

Pilgrims Hospice Society provides supportive and compassionate family centred care to enhance the quality and dignity of life for those diagnosed with a progressive, life-threatening illness, as well as solace to those who are bereaved.

**COMPASSION FOR THE JOURNEY.
SUPPORT FOR FAMILIES.**

Relationships bring a sense of meaning, purpose and belonging at any stage in life. 2016 was a year to celebrate key relationships within *Pilgrims Hospice*, and with the wider community.

In the following pages, you will see the relationships that develop for individuals and their families impacted by a life-threatening illness or the death of a loved one. These are relationships of trust, compassion and care, fostered by committed staff and volunteers.

As a registered charity and not-for-profit, *Pilgrims Hospice* relies on its relationships with individuals, businesses and charitable foundations in the community. Without the generosity of our donors, our work would not be possible.

We thank you for your support.



Alberta Blue Cross - Hearts of Blue
volunteers bake cookies, Christmas 2016

RELATIONSHIPS OF TRUST

The need for home visits continues to grow, and 2016 brought an increasing number of requests for *Pilgrims Hospice Compassionate Companions*.

At the heart of the *Compassionate Companions* program are exceptionally caring and dedicated volunteers, who give their time to improve the quality of life for those living with a life-limiting illness.

Compassionate Companions also provide much needed respite for caregivers. Time to rest, rejuvenate, or manage other responsibilities.

Volunteers and clients are carefully matched, allowing personal, human connections to develop. As one volunteer, Betty, says: “To be invited into another’s life at that point is huge.”

“It meant so much just knowing that compassionate souls were there with Mom.”
— Gwen

Betty saw the “lift” her visits brought to Mary, and “for a while everything else dropped away and pain and worries were forgotten”. The level of trust that developed over time, allowed Mary to bare her soul without concerns that she’d be judged.

Visits from *Compassionate Companions* are also experienced as a blessing for the family:

“We can’t always be there and you have become a friend she loves and looks forward to seeing every week. Because you are not family, Mom shares her thoughts and feelings with you; you are a breath of fresh air for her. You get her to do things she won’t do for us and she lights up when she talks about your visits.” — Jane

Compassionate Companion visits are generally up to three hours a week. To meet the needs of those who can only handle short visits, in 2016 we partnered with a long term care facility to offer shorter visits to some of their residents. In this way, we've been able to support more people who may have no family or friends to support them in their last stages of life.

We continue to offer *End of Life Vigils*, so that no one needs to die alone.

21 *Compassionate Companion*
Volunteers provided

430 visits to 24 clients

820 total hours of
client care



*Compassionate Companion,
Stella, shares a visit with Steve*

“ We see their smiles, listen to their stories, cry with them, laugh with them. Just BE with them and honour the human connection, the shared humanity - right to the end, because they matter. ”
— Jane T., Volunteer

RELATIONSHIPS OF CARE

Pilgrims Hospice provides a place to come where things are slower, gentler, kind, genuine and accepting, where true friendships are made. These are the little things that make life...life.

Relationships of genuine care are at the heart of all our hospice programs. A shining example is the *Adult Respite Day Program*.



Individuals attending the *Adult Day Program* feel valued and part of a community that gives their life meaning.

Families find comfort knowing their loved one is looked after by those who genuinely care for them - physically, emotionally & spiritually.

The *Adult Day Program* establishes a sense of comfort, felt in the warmth of the staff and volunteers, as well as the warm and welcoming environment. The food and nourishment is second to none.

Our groups are small, which allows friendships to form. Everyone is equal and a sense of camaraderie develops as each live with their illness.

Those attending the *Adult Day Program* are part of a special community, sharing their experiences and laughter as they live the last months, weeks and days of their lives.



“ Thank you for making it possible – that there is this special place that I feel loved, cared for and valued. ”
— Pui

24
clients received support from 14 Volunteers

815
total visits to the *Adult Day Program*

1843
hours of client care

RELATIONSHIPS WITH FAMILIES

The Expressive Arts for Grieving Children, Teens & Families is a unique program offered by *Pilgrims Hospice*. The *Expressive Arts Program* supports the whole family in experiencing their grief, using art, music and other creative mediums as tools for education and support. There are no limits on the number of sessions, or how often a family can attend.

Those attending the *Expressive Arts Program* have experienced the death of parents, grandparents, siblings, close family members, or friends. The losses have resulted from deaths due to illness, injury, suicide and even murder. Someone they love has died, or is dying, and we are here to help.

In 2016, we increased program accessibility with the addition of a part-time Grief & Bereavement Counsellor. This enables our team to be out in the community, providing support to children and teens in their school setting, and delivering education & support to professionals who work with vulnerable individuals and families.

Children, teens and adults who are well supported through their unique grief journey are better equipped to return to school, work and daily life than those who do not receive the education, compassion and support that is offered through our program.

“Love the activities that have helped my kids understand grief.”

The Expressive Arts Program offers a preventative approach to grief, exploring the current experience with each individual and family, and at the same time, providing tools and resources to help with future losses.

225 GRIEF COUNSELLING
SESSIONS WERE ATTENDED BY
120 PARENTS OR GUARDIANS AND
142 CHILDREN AND TEENS

18 CHILDREN ENJOYED THE
WEEK-LONG SUMMER DAY CAMPS AND
59 PEOPLE ATTENDED
SUPPORT GROUPS

8 VOLUNTEERS GAVE
1214 HOURS OF CLIENT SUPPORT
TO THOSE GRIEVING THE LOSS OF A
LOVED ONE



“ I miss my Dad but now
I know he’s okay.”

A young man with dark curly hair and a goatee, wearing a white and blue baseball-style t-shirt, is smiling and looking towards a young woman. The woman has dark, wavy hair and is wearing a bright yellow top. They are standing outdoors, possibly on a balcony or patio, with a blurred background of greenery and a building. A large yellow banner is overlaid on the top right of the image, containing the title text.

KEEPING RELATIONSHIPS ALIVE

In December 2016, we implemented the *Young Adults Bereavement Support Group*, to meet the unique needs of those aged 18 to 30, who are grieving a loved one. Participant feedback indicates that attendees appreciate being among others who “get” what it’s like to be a young adult and have someone die.

Often, bereaved young adults have a changed perspective on life, finding difficulty feeling supported by people their own age. Their loss may also be minimized by older adults, who see them as young and resilient.

In this support group, individuals enjoy the opportunity to speak about their loved ones in a safe space, and often go home with a different outlook, and more support than when they first arrived. The group also provides a sacred space for loved ones to be remembered.

Through the *Young Adult Group*, the *Adult Bereavement Support Group*, and individual counselling offered in 2016, many have taken large strides towards being able to live their new life, while maintaining a relationship to their loved ones who have died or are in the process of dying.

Support was sought by individuals affected by the death of a loved one from cancer, drug overdose, suicide, accidental or sudden death, and also for anticipatory grief.

47 ADULTS RECEIVED **367** HOURS
OF GRIEF AND BEREAVEMENT
COUNSELLING AND **14** CLIENTS
ATTENDED SUPPORT GROUPS.



A place to remember friends, family & loved ones was so important to Day Program Coordinator, Kerri Washington, and her husband Tony, that in the summer of 2016 they volunteered their time to build a special Memorial Garden.

Their invitation is for “everyone to lay a memorial stone in the new rock garden and reflect with your loved ones in your heart.”

A photograph showing several volunteers working in a garden. In the foreground, a woman with bright blue hair and sunglasses is kneeling and working on a potted plant. To her left, another woman is standing and tending to a large black pot filled with purple flowers. There are several other pots and plants scattered around them on a grassy area. In the background, a white fence and a blue car are visible.

VOLUNTEERS AND VISITORS

As well as supporting our programs and services, volunteers are at the heart of many other activities at Pilgrims. Volunteer Board members and members of Special Event Committees meet month after month, contributing to the success of *Pilgrims Hospice*. Others may lend a hand at our fundraising events, or perhaps decorating the hospice for Christmas. Whatever the role, each volunteer is part of a great team generously donating their time and talents towards enhancing quality of life at the end of life.

Special visitors bring smiles and a sense of connection to our *Adult Day Program* clients. The range of volunteers over the year included musicians, dancers, pet therapy dogs Farley and Lacey, and Edmonton Eskimos football player Tony Washington, pictured far right sharing the Grey Cup with John and volunteer Joan.

Alberta Blue Cross – Hearts of Blue volunteers give our yard an “extreme makeover”, spring 2016



ALICE & HER ELVES DECORATE
PILGRIMS HOSPICE,
CHRISTMAS 2016



IN 2016, **4,039** HOURS OF CARE AND EXPERTISE WERE GIVEN BY VOLUNTEERS SUPPORTING OUR PROGRAMS & SERVICES, AS WELL AS BY OUR BOARD DIRECTORS AND THOSE PLANNING & ASSISTING AT FUNDRAISING EVENTS.

THAT'S THE EQUIVALENT OF TWO FULL TIME EMPLOYEES!



RELATIONSHIPS WITH OUR COMMUNITY

Community relationships and support for *Pilgrims Hospice* Special Events comprises over one third of the revenue generated each year, ensuring that we are able to deliver our programs and services to those in need.

Special Events include the ***Walk in My Shoes Gala*** and ***Sunflower Luncheon***, affording attendees the opportunity to learn more about our work in the community, while sharing time together over great food. We are grateful for the popular third-party event, ***Hearts for Hospice***, hosted and sponsored by *Il Forno Ristorante* for the fifth year running.

Golfers return year after year for our ***Charity Golf Classic***, and the annual ***Hike for Hospice*** is an afternoon when families and coworkers come together and hike through Edmonton's beautiful river valley while raising funds for compassionate end of life care.

In 2016 special events generated revenue of over \$300,000. Our sincere appreciation is extended to those who attended, sponsored, volunteered or participated in any of *Pilgrims Hospice's* special events.



WE WERE PLEASED TO PRESENT OUR WORK TO SEVERAL ORGANIZATIONS IN 2016, INCLUDING...

100 MEN YEG

Alberta Health Services Addictions and Mental Health

Catholic Women's League

Family and Community Services, Strathcona County

Grant MacEwan University

Primary Care Network – Rutherford and Sherwood Park

Robin Hood Association, Sherwood Park

Rotary Club – Edmonton Downtown and Southside

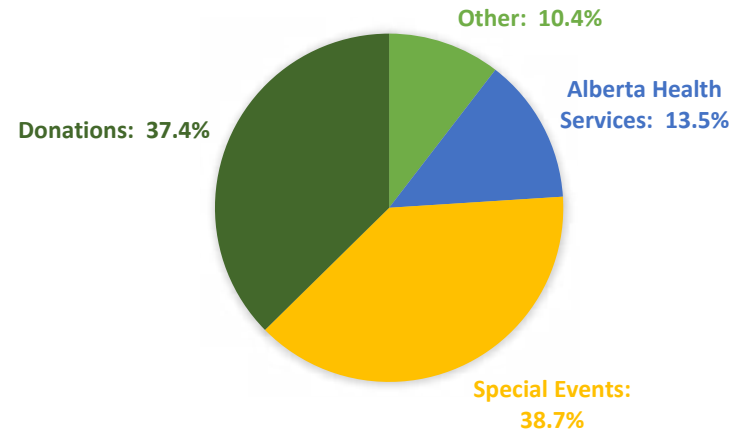
South Terrace Continuing Care Centre

St. Stephen's College (U of A)

\$301,115 was raised for compassionate end-of-life care through generous sponsorship from the business community and the individuals attending our fundraising events in 2016.

COMMUNITY CARE - FUNDING & SPECIAL GIFTS

FUNDING 2016



Pilgrims is blessed to receive support from several foundations in the community. Funds from the **Realtors Community Foundation** allowed us to renovate and repaint our dining room, providing a warm, calming space for our clients. The **Edmonton Oilers Community Foundation** gave funds to expand the *Expressive Arts for Grieving Children, Teens & Families* program.

The **Robert Tegler Trust** gave funding over two years to support the *Adult Bereavement Program*: “I can’t tell you how pleased I am that you have a program related to end of life.” – Karen Wells, Chair of the Robert Tegler Trust. And funding from the **Royal Alexandra Hospital Employee Charitable Donations Fund** allowed those in financial difficulty to access grief support with lowered or waived fees.



OUR PHILOSOPHY IS TO NEVER
TURN ANYONE AWAY - AND WE
CAN ONLY DO THIS THROUGH THE
GENEROSITY OF OUR DONORS,
SPONSORS AND SUPPORTERS.
THANK YOU.

Priceless gifts to our *Adult Day Program* clients from the community included 12 'Burger Days' from ***Delux Burger Bar***, and a fantastic lunch brought to Pilgrims by ***OJ's HEART Cart***, through ***State & Main: Windermere***.

Grant and Heidi Fedoruk, of ***Leading Edge Physiotherapy***, again donated \$10 for every point scored by the Edmonton Eskimos, through their *Points for Hospice* initiative. Not only do they raise much-needed funds, they also help raise awareness and are great ambassadors for the work of *Pilgrims Hospice*.

Pilgrims Volunteer, Nicole Morin, was recognized by her place of work, for her contributions to the community. *Pilgrims Hospice* was her charity of choice, to receive funds from the ***Keg Spirit Foundation*** for the *Grief Services for Children and Teens* program.

AUDITED FINANCIAL STATEMENT

STATEMENT OF
FINANCIAL POSITION
DECEMBER 31, 2016

PILGRIMS HOSPICE SOCIETY
Statement of Financial Position
December 31, 2016

	2016	2015
ASSETS		
CURRENT		
Cash	\$ 416,860	\$ 396,364
Accounts receivable	26,917	10,971
Prepaid expenses	4,477	1,753
	<u>448,254</u>	<u>409,088</u>
PROPERTY AND EQUIPMENT	<u>269,902</u>	<u>289,361</u>
	<u>\$ 718,156</u>	<u>\$ 698,449</u>
LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable and accrued liabilities	\$ 33,381	\$ 27,784
Deferred contributions	106,074	97,231
Callable debt obligation	79,999	89,999
Current portion of obligation under capital lease	2,538	2,297
	<u>221,992</u>	<u>217,311</u>
OBLIGATION UNDER CAPITAL LEASE	-	2,538
DEFERRED CONTRIBUTIONS RELATED TO PROPERTY AND EQUIPMENT	<u>75,009</u>	<u>94,519</u>
	<u>297,001</u>	<u>314,368</u>
NET ASSETS		
Invested in property and equipment	192,355	190,006
Unrestricted	228,800	194,075
	<u>421,155</u>	<u>384,081</u>
	<u>\$ 718,156</u>	<u>\$ 698,449</u>

AUDITED FINANCIAL STATEMENT

STATEMENT OF
OPERATION
YEAR ENDED
DECEMBER 31, 2016

NOTE: Our Auditors are Peterson Walker LLP,
and a copy of our complete Audited Financial
Statements are available on Request.

PILGRIMS HOSPICE SOCIETY Statement of Operations Year Ended December 31, 2016

	2016	2015
REVENUE		
Special events	\$ 299,770	\$ 298,162
Donations	289,835	313,368
Alberta Health Services	105,015	101,893
Fee for service and rental	37,340	28,721
Casino	24,158	13,827
Amortization of deferred contributions related to property and equipment	19,510	20,760
Government grants	-	17,000
	<u>775,628</u>	<u>791,731</u>
EXPENSES		
Salaries and related benefits	513,129	440,429
Special events	91,633	93,116
Office and miscellaneous	29,125	24,287
Amortization	25,199	26,053
Repairs and maintenance	15,267	15,266
Program costs	12,044	8,159
Utilities	9,261	9,971
Consulting fees	8,622	1,030
Insurance and licenses	7,717	7,384
Interest and bank charges	7,453	7,528
Professional fees	6,253	6,150
Advertising and promotion	5,086	9,622
Telephone	3,967	3,476
Interest on callable debt obligation	3,170	3,622
Interest on obligation under capital lease	403	621
Bad debts	225	929
	<u>738,554</u>	<u>657,643</u>
REVENUE OVER EXPENSES	\$ 37,074	\$ 134,088

PARTNERS & SUPPORTERS

THE GENEROUS SUPPORT OF EVERY DONOR, BUSINESS AND FOUNDATION MAKES OUR WORK IN THE COMMUNITY POSSIBLE. **THANK YOU!**

Special thanks to the outstanding men who 'give a damn' and donated to *Pilgrims Hospice* through **100 MEN YEG**, and to all those who gave to the **2016 Hike for Hospice Palliative Care** – space constraints limit us from recognizing you individually.

We strive to ensure the accuracy of our donor lists. If you have been inadvertently included or left off the following list, please contact us so we can correct the oversight. Those who did not explicitly consent to being listed have been included with those who chose to remain anonymous. If you would like to change your consent choice, please let us know so we can update our files.

INDIVIDUAL, CORPORATE & FOUNDATION DONATIONS OVER \$100

Anonymous (75)
1887372 Alberta Ltd
Ackard Contractors Ltd
Alberta Health Services
Chris & Christine Ambrozic
Carole Ancil-Michalyszyn
Dr. Doug & Mrs. Mary Armstrong
Fraser & Judy Armstrong
Avison Young
Liz Bartlick
Gloria Bauer
Henry & Jane Bereznicki
Bessette Wealth Management
Lucille Birkett & Randy Busby
Dr. John & Marion Boyd
Keith & Jan Bradley
Glen Cameron
Canada Helps – individual donations
Canadian Cancer Society
Catholic Women’s League:
- Edmonton Diocesan Convention
- Our Lady of Perpetual Help
- Saint Joseph’s Basilica
Christenson Developments
CIBC Children’s Foundation
Garnet & Janet Clark
David S Cote Professional Corp
Bernadette Crinklaw
Robert Cully
Taylor Cumming
Lois Darkes
Edmonton Community Foundation

Edmonton Oilers Community
Foundation
Elite Sportswear and Awards
Grant & Heidi Fedoruk
First Christian Reformed Church
Dr. Michael Fiorino
Charles Bruce Foy
Debby Harink
Dr. Helen Hays
Dr. Mark & Mrs. Nancy Heule
Insight Insurance & Risk Management
Jewel Rebekah Lodge No. 25
Keg Spirit Foundation
Kin Club of Fort Edmonton
Angie Laberge
Marty & Shirley Larson
Lewis Lavoie
Leading Edge Physiotherapy
Jim Lochhead & Sandra McDonald
Mary Machum
Bernice Magee
Wendy Magee
Dr. Lela Maslesa
Jan Mcfarlane Stanford
Vivian Mendes
Aquilino & Maryanne Naccarato
John Neilson & Susan Cribbs
Esther Ondrack
Our Lady of Perpetual Help Church
Ralph & Judi Peterson
Netta Phillet
Doris Pinkoski

Jeffrey & Jackie Polovick
Price Waterhouse Coopers
Canada Foundation
Preceptor Theta
Brenda Purdie
Elaine Rajotte
Realtors’ Community Foundation
Jeff & Michelle Robinson
Royal Alexandra Employees
Charitable Foundation
Schang Lab
Don Schick
Lori Siewecke
Valerie Simmonds
Smith & Andersen Consulting
W. Dale Somerville
Marie Soprovich
Dorothy Squibb
Michael & Lois Stefaniuk
Hilary Tanasichuk
Robert Tegler Trust
The Butler Did It
Three Knights Investments
Jane Tulloch
United Way - individual donations
United Way of Fort McMurray
Dr. Allan & Mrs. Jean Warrack
Richard & Vivian Wong
Olivia Young
Ralph & Gay Young
Gerry & Sharon Yuen

MESSAGE FROM THE BOARD CHAIR AND EXECUTIVE DIRECTOR

For *Pilgrims Hospice*, 2016 was an important year in the cultivation of relationships. Work continued with organizations such as the *Canterbury Foundation*, *Saint Elizabeth Home Care* and *Catholic Social Services*, towards growing our programs and services. Our *Expressive Arts* team continued to build on new and existing relationships within the education system, expanding the one-on-one grief counselling support available for children in their school settings.

We sincerely appreciate the relationships built with those we serve – those who allow us into their lives and to walk with them on their journeys. Hospice is about helping our clients to live life, finding joy and meaning along the

way, and supporting those left behind to work through their grief and to heal.

We recognize the value of every volunteer, donor and supporter generously giving their time, talents and financial means to help those we serve. Without the support of those individuals, corporations and foundations, we couldn't do the work that we do.

Our commitment is to keep building meaningful relationships with all who pass through our doors – with our clients, donors and supporters, volunteers, and community partners. We will continue to seek ways to expand our reach throughout the greater Edmonton area in the coming years.

Garnet Clark | Board Chair
Monica Robson | Executive Director

Late in 2016, Executive Director Deb Birkett decided to pursue an opportunity outside of *Pilgrims Hospice*. We thank Deb for her contributions and her commitment to our work.

BOARD OF DIRECTORS AND PILGRIMS HOSPICE STAFF (AS OF JUNE 2017)



"Happy Talking" with Day Program clients

BOARD OF DIRECTORS

Garnet Clark, *Chair*
Nick Trovato, *Vice Chair*
Marion Boyd, *Secretary*

Carole Ancil-Michalyszyn
Dr. Doug Armstrong
Peter Carter
Bill Donahue
David Fritz
Sharon Mallon
Father Mike McCaffery
Elexis Schloss
Liz Taylor
Rev. Dr. Geoffrey Wilfong-Pritchard

PILGRIMS HOSPICE STAFF

Monica Robson
Executive Director

Bonnie Ross, LPN
Manager Adult Respite Services

Cheryl Salter-Roberts,
CCFE, CBC
*Manager Family
Bereavement Services*

Sarah Karesa, M.Ed, CCC
Bereavement Counsellor

Kerri Washington, HCA
Day Program Coordinator

Sheila Bass, LPN
Day Program Assistant

Debby Harink
Manager Volunteer Services

Liz Bartlick
*Communications & Fund
Development Coordinator*

Shelaine Sparrow
Special Events Coordinator

Terry McNeil
Cook

Sean Youn
Accounting/Administration



PILGRIMS HOSPICE

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Charity Number: 897041455RR0001

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