



PILGRIMS HOSPICE
COMPASSION FOR THE JOURNEY. SUPPORT FOR FAMILIES

ANNUAL REPORT 2017

BUILDING FOR THE FUTURE





Sunflowers are the international symbol of Hospice – seen at the Dr. Helen Hays Sunflower Luncheon, 2017.

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.

BUILDING FOR THE FUTURE



“It’s a reality that the better support an individual receives, the better their quality of life - right to the end. And for those left behind, there’s an opportunity to journey through grief and bereavement in a healthy way.” - Monica Robson

Since joining *Pilgrims Hospice* in May 2017, I have been inspired by all those involved with the organization.

The staff is knowledgeable, focused and passionate about our cause.

Our volunteers are engaged and committed and our Board of Directors and Committee Members share their expertise, wisdom and knowledge with a view to continuous improvement and positive community impact.

Our donors, a mix of long-standing and new to the organization, make our work in the community possible, as does the continued support of foundations and local businesses.

Well-established in the community, *Pilgrims Hospice* is known for the delivery of compassionate support for those living with a life-limiting illness, and their families and loved ones.

Throughout 2017, we experienced an increasing number of referrals from professional organizations, demonstrating confidence and respect in the expertise of our team.

Clients often tell me how important, meaningful and enjoyable it is for them to come to Pilgrims Hospice. They tell me that they don’t know what they would do without Pilgrims Hospice, and their comments speak to why we are here and doing what we do.

In the latter part of 2017, excitement mounted as we established and approved our plan for the future - the development of a new Residential Community Hospice Centre. The stage is set for the evolution of Pilgrims Hospice.

The best is yet to come...

- Monica Robson, Executive Director

VOLUNTEERS AND VISITORS



It isn't possible to run our programs and services without the help of talented and committed volunteers giving the precious gift of time, at the most needed time for others.

Faithful volunteers have become true friends to many, lifting people's spirits and bringing joy to our clients.

Volunteers are at the heart of many other activities at Pilgrims. Volunteer Board members and members of Special Event Committees meet month after month, while others lend a hand at our fundraising events, contributing to the ongoing success of *Pilgrims Hospice*.

Debby Harink, Manager of Volunteer Services says:

"In my role as Manager of Volunteer Services, I have the pleasure of conducting in-depth interviews with all the volunteer applicants for Pilgrims Hospice. I am repeatedly encouraged and impressed by the wisdom and insight I hear in their personal stories of loss and life learning. Pilgrims Hospice is very fortunate to have such high quality individuals working closely with our clients."

In 2017, **3945** 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.

"Volunteering for Pilgrims Hospice as a Compassionate Companion has given me insight and taught me patience. I know that spending a few hours with my clients, playing crib or listening to their stories, gives the personal communication they like and need. It lets them know they are still important and valued."

- Anita

A HOME AWAY FROM HOME



The **Adult Respite Day Program** is a place of comfort, companionship and therapeutic recreation.

2017 saw an increase in the number of new clients attending this program, and a rise in the number of clients participating multiple times per week.

The program was enhanced as our Recreation Therapist added new activities and created a more structured program for each day.

Generous funding from *Alberta Blue Cross*, *Hearts of Blue* allowed us to buy a number of recreation materials for the program. Our clients were thrilled with the new giant crossword puzzle, indoor golf putt, large piece puzzles, as well as art and fitness supplies.

Such games and activities have huge benefits for our clients, assisting them to meet goals such as maintaining mobility and stamina, reducing depression and anxiety, improving cognition and self-esteem, and avoiding boredom.

Program improvements have resulted in an increased level of interest and participation in all our clients. For those with limited speech or little knowledge of English, such activities go a long way to move past any communication barriers, helping to build a special sense of inclusion and community.

Individuals coming to Pilgrims find a place where they can be themselves and feel comfortable with their illness, without judgement. They find a place of hope, love and laughter that focuses on life – truly a home away from home.

“I’m so excited to be working with the wonderful clients here - getting to know their interests, building relationships, and developing programs that engage and inspire them.” - Gillian Bennett, Recreation Therapist



24 *clients received support from*

16 *Volunteers, for a total of*

988 *visits to the Day Program and*

5886 *total hours of client care*

BUILDING CARE IN THE COMMUNITY

The ***Compassionate Companions*** home visiting program matches fully trained volunteers with clients who are limited in their ability to leave home. This program provides emotional, social and spiritual support, life review, legacy work, and end of life vigil.

Caring for a loved one facing the end life can be emotionally and physically draining. We often see caregivers experiencing burnout due to the high demand that caregiving brings, or developing illness due to stress. The *Compassionate Companions* program allows caregivers essential time to themselves, to rest or catch up on other important matters, ensuring they stay healthy themselves.

Throughout 2017, *Pilgrims Hospice* continued its partnership with *Catholic Social Services (CSS)*, supporting compassionate care for those who are homeless and diagnosed with a terminal illness.

CSS opened the doors of St. Joseph in May, 2017, providing a home of comfort and dignity to the homeless or vulnerably housed, until natural death. Since that time, *Pilgrims Hospice* has brought companionship and care to some of Edmonton's most vulnerable individuals.

Pilgrims Hospice volunteers visit St. Joseph's seven days a week, contributing to the delivery of excellent care for its residents. These volunteers receive extra training in addictions and harm reduction, to complement their hospice training.

“Pilgrims volunteers enhance the services at St. Joseph’s and have a huge impact, helping residents emotionally and spiritually. Often residents don’t have the support of family and friends - volunteers fill the gap and make their lives more meaningful.” - *Karen de la Salle, Manager of St. Joseph*



Lester with volunteer Jane



It has been heartwarming to see how many volunteers are willing to be involved at St. Joseph's, forming special bonds with the residents over time. Individuals like Lester, gave our volunteers the opportunity to learn about thoughts on death and dying, from a different cultural perspective.

As Carole Ancil-Michalyshyn, Pilgrims Hospice Board Director says:

"It's inspiring to see Pilgrims' reputation for excellence being recognized and utilized in such a tangible way, and most importantly, for the breadth of Pilgrims' service in our community to grow."

An increasing number of referrals from community sources resulted in an increase in clients served. Important funds from the *Saint Elizabeth Foundation* allowed us to help many more families, by increasing the number of times we were able offer specialized hospice training for volunteers.

This funding, along with a generous gift from the *Royal Alexandra Employees Charitable Donation Fund*, also allowed us to reduce or completely waive the small fee charged to sustain the program, for the many clients unable to afford support services.



Quilts lovingly made for our clients

20 *Compassionate Companion
Volunteers provided*

430 *visits to*

27 *clients, for a
total of*

1459 *hours of
client care*

REBUILDING LIVES

Grief support through the **Expressive Arts Program** helped children, teens and families put the pieces of their broken lives back together.

Patty Milligan and her son Rory shared their grief journey at the *Pilgrims Hospice Annual Gala*.

“When Rory’s dad died, I didn’t know where to find support for him. I didn’t want him to feel alone, or lost, or weird because he’d gone through this huge and devastating experience. I didn’t want him to shut down or feel he had to be silent....”

In the Pilgrims Hospice Program, he wasn’t alone. He hung out with other kids who’d lost dads, moms, siblings. He learned to talk about and share grief. This experience has helped him get through the ordinary days with resilience and positivity. He has gained the skills to remember his dad and to move forward too.”

– *Patty Milligan*

Children attending the *Colored Tears Summer Daycamp* were touched by the generosity of the *Butler Family Foundation*, helping them work through their grief in a healthy way. This funding for daycamps enabled us to introduce some unique surprises, including a butterfly release ceremony, as well as ensure that no one was turned away based on their ability to pay.

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 and we are here to help.

“I will always be so grateful to Pilgrims Hospice. Their eyes are not only on the dying but also on the living.” - *Patty Milligan*



*Colored Tears Summer Daycamp
Butterfly Release*



In recognition of a specific need, in 2017 the *Expressive Arts Program* expanded its delivery into local schools. Using art and other creative mediums, the program offers grief counselling and group support to children and teens with limited time or access to our onsite programming.

Response to this pilot program has been extremely positive.



Healing Grief through Expressive Arts

“Thank you to the people with big, whole hearts who help us with our hurting hearts.”

- Expressive Arts Participant

343 *grief counselling sessions attended by*

128 *parents or guardians*

121 *children and teens*

29 *group sessions ran during the year, attended by*

46 *children*

58 *adults*

14 *children enjoyed the week-long summer daycamp*

According to Shelley Vetesse-Baert, Department Head of Student Counselling at J. Percy Page High School :

“The death of a loved one, friend, colleague or student can have a ripple effect throughout the school and the community. Unresolved grief can leave students with negative behaviors, anxiety, depression, substance abuse and other mental health concerns. Ultimately, it impacts the whole school environment - affecting the learning and well-being of everyone.

Having the expertise of the Pilgrims Hospice staff and the specialty care they offer is of absolute benefit to the well-being of our students.”

BUILDING NEW PROGRAMS

Throughout 2017, lives continued to be transformed by one-on-one grief counselling through our **Adult Bereavement Program**.

With skilled support, individuals struggling to cope with the death of a loved one were able to implement strategies and coping tools learned through grief counselling, and eventually move forward in their grief journey in healthy and productive ways.

“I believe bereavement counselling is an important area of mental health. Everyone has or will experience grief, yet grief and death continue to be uncomfortable topics in our society.” - *Shalini Dhunno, Bereavement Program Support Worker at Pilgrims Hospice*

With generous funding from the *Robert Tegler Trust*, Pilgrims Hospice was able to add a new part-time Bereavement Program Worker in 2017. This staff member eased the client load, and helped work with their diverse and sometimes complex needs.



This funding also enabled us to research and pilot a new program, *Dragonflies*, an 8-week Adult Bereavement Support Group, assisting adults in coping with the death of a loved one.

Feedback from participants of *Dragonflies* said they appreciated the:

- Open, relaxed atmosphere
- Safety and peace felt in the group setting
- Sharing their own and others' grief stories and experiences
- Opportunity to build friendships with other group members

“Because of Pilgrim Hospice, I can accept the fact that loss never goes away - but now I have the tools to work through the rough times, so I can live life.”

- *Mary Helm, Dragonflies Participant*

46 adults received

259 hours of grief & bereavement counselling and

44 clients attended support groups.



A wide variety of practitioners and professionals often contact *Pilgrims Hospice*, asking for help to expand their knowledge and understanding of grief and bereavement. As a result, our grief counsellors have been invited to present to nurses, social workers, hospital unit managers, psychologists, teachers, and students from a variety of educational institutions.

Presentations in the community included:

**Alberta Health Services
Alzheimer's Society
Glenrose Rehabilitation Hospital
Grief Support Providers Network
Health for Two
MacEwan University
Mother Teresa School
Ronald McDonald House
St. Albert Bereavement Fellowship
St. Stephens College
University of Calgary**



Grief First Aid for Professionals

In 2017, funding through the *Field Law Community Fund Program* enabled us to research, develop and present a pilot workshop initiative: ***Grief First Aid for Professionals.***

Workshops were delivered to a variety of professionals - helping them form a deeper understanding of what normal and complicated grief looks like, and assisting them in providing grief support, education, or care within their own work environment.

The first three interactive workshops were for professionals wanting to expand their knowledge of grief and loss; the unique

grief of baby loss; and the relationship between grief and addictions, including the grief experienced by survivors who lose a loved one to a substance abuse death.

78 participants attended the 2017 *Grief First Aid* workshops, enabling us to expand our reach and impact in the wider community.

BUILDING A COMMUNITY OF COMPASSION

It takes a generous and caring community to support the emotional, social, and spiritual care of individuals and their families facing end of life, or grieving the death of a loved one.

At the 2017 Annual Pilgrims Hospice Gala, Mayor Don Iveson spoke of his support for organizations working with people needing community support, and in particular, Pilgrims Hospice.

“We’ve been really impressed with everything we’ve learned about the staff and the care they provide – really just contributing to the dignity for people who are in the dying process, and support for their family. It’s wonderful work.”
- Don Iveson, Mayor of Edmonton

We are grateful to every guest and sponsor who attended and supported our fundraising events – the Annual Gala, Hike for Hospice, Charity Golf Classic and the Sunflower Luncheon. These special events generated over a third of our revenue for the year.

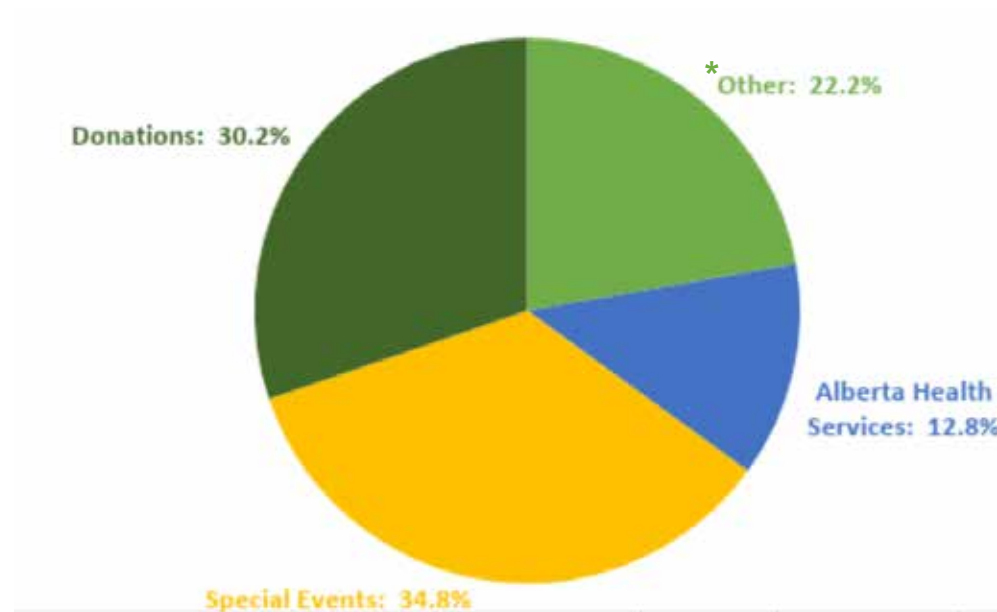


Dr. Helen Hays Sunflower Luncheon, 2017

We also launched our first *Face to Face* Campaign. Campaigners talked to friends, family, coworkers and neighbours about *Pilgrims Hospice*, asking them to donate \$10 to the campaign. This simple and effective campaign engaged supporters in a new way, helping them to raise funds for *Pilgrims Hospice*, and to raise our profile in the community at the same time.

Our philosophy is to never turn anyone away - we can only do this through the generosity of our donors, sponsors and supporters. Thank you!

FUNDING 2017



***Other**
Casino
Government Grants
Fee for service & rental

\$288,051 was raised for compassionate end of life and bereavement care, through key sponsorship from the business community and the generosity of individuals attending our fundraising events in 2017.

AUDITED FINANCIAL STATEMENT

Statement of Financial Position December 31, 2017

	2017	2016
ASSETS		
CURRENT		
Cash	\$ 831,483	\$ 416,860
Accounts receivable	68,462	26,917
Prepaid expenses	1,997	4,477
	<hr/> 901,942	448,254
PROPERTY AND EQUIPMENT	246,262	269,902
	<hr/> \$ 1,148,204	\$ 718,156
LIABILITIES AND NET ASSETS		
CURRENT		
Accounts payable and accrued liabilities	\$ 35,398	\$ 33,381
Deferred contributions	209,835	106,074
Callable debt obligation	69,999	79,999
Current portion of obligation under capital lease	-	2,538
	<hr/> 315,232	221,992
DEFERED CONTRIBUTIONS RELATED TO PROPERTY AND EQUIPMENT	56,014	75,009
	<hr/> 371,246	297,001
NET ASSETS		
Invested in property and equipment	190,248	192,355
Internally restricted	333,500	-
Unrestricted	253,210	228,800
	<hr/> 776,958	421,155
	<hr/> \$ 1,148,204	\$ 718,156

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

AUDITED FINANCIAL STATEMENT



Statement of Operations December 31, 2017

	2017	2016
OPERATING REVENUE		
Special events	\$ 288,051	\$ 299,770
Donations	250,573	589,835
Alberta Health Services	105,904	105,015
Casino	79,157	24,158
Government grants	57,000	-
Fee for service and rental	29,075	37,340
Amortization of deferred contributions related to property and equipment	18,995	19,510
	828,755	775,628
OPERATING EXPENSES		
Salaries and related benefits	580,729	513,129
Special Events	84,161	91,633
Office and miscellaneous	32,077	29,125
Amortization	23,640	25,199
Consulting fees	16,599	8,622
Repairs and maintenance	14,000	15,267
Utilities	10,172	9,261
Program costs	10,019	12,044
Interest and bank charges	7,374	7,453
Insurance and licenses	7,351	7,717
Advertising and promotion	6,594	5,086
Professional fees	6,381	6,253
Telephone	3,331	3,967
Interest on callable debt obligation	2,931	3,170
Bad debts	935	225
Interest on obligation under capital lease	158	403
	806,452	738,554
OPERATING REVENUE OVER OPERATING EXPENSES	22,303	37,074
Bequests	333,500	-
REVENUE OVER EXPENSES	355,803	37,074

OUR DONORS

Special thanks to those who supported Pilgrims Hospice in 2017

\$250,000-\$499,999

Estate of Mary Ann Murphy

\$50,000-\$99,999

Eldon and Anne Foote Fund
Estate of Anne McAuley-Sheridan
Saint Elizabeth Foundation

\$25,000 - \$49,999

Edmonton Oilers Community
Foundation
Robert Tegler Trust

\$10,000 - \$24,999

Ashif and Zainul Mawji
Olivia Young

\$5,000 - \$9,999

Butler Family Foundation
Sine and Seham Chadi
Greg Christenson
Leading Edge Physiotherapy
Stephen Spencer

\$2,500 - \$4,999

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\$500 - \$999

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\$100 - \$499

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We strive to ensure the accuracy of our donor lists. If you have been inadvertently included or left off this list, please contact us so we can correct the oversight. If you would like to change your consent choice, please let us know so we can update our files.

MESSAGE FROM THE BOARD CHAIR

In late 2016, the *Pilgrims Hospice* Board underwent a search to find an Executive Director with specific experience to guide our future.

Monica Robson, who previously operated one of Canada's respected residential hospices, St. Joseph's Hospice of Sarnia-Lambton, joined us in May, 2017. Since then, she's done much to move Pilgrims Hospice forward.

We've had an exciting year. The growth in our outreach programs, built on a strong reputation in the community, enabled us to serve a diverse population in need of compassionate end of life care and grief support. We also expanded our support through sharing our expertise with a range of professionals working in the field of grief and bereavement.

None of this would be possible without the generosity of individuals, local businesses and community foundations. I am proud to live in a city where care for those most vulnerable is a genuine priority.

Behind the scenes, our focus was on building capacity to steward a growing community of supporters – telling our story more effectively and ensuring resources are used where they most count.

A quiet pledge of a \$3 Million gift from Harold A. Roozen, set us to move forward in our plan to build a Residential Community Hospice Centre for Edmonton.

Pilgrims Hospice is positioned to do more, and is prepared to deliver. - **Garnet Clark**



Bill and Bill – Day Program client and son, finish the 2017 Hike for Hospice.

BOARD OF DIRECTORS AND HOSPICE STAFF



BOARD OF DIRECTORS

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HOSPICE STAFF

Monica Robson
Executive Director

Liz Bartlick, *Manager,*
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Sheila Anne Bass (P/T)
Day Program LPN

Gillian Bennett (P/T)
Recreational Therapist

Nicole Craft (P/T)
Manager, Special Events

Shalini Dhunno (P/T)
Bereavement Program Worker

Debby Harink (P/T)
Manager, Volunteer Services

Sarah Karesa, M.Ed, CCC
Manager, Adult Bereavement Services

Terry McNeil (P/T)
Chef

Bonnie Ross, LPN, *Manager,*
Adult Respite Services

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

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Manager, Donor Programs

Sean Youn
Accounting/Administration



PILGRIMS HOSPICE

Pilgrims Hospice Society, 9808 148 St., Edmonton, AB T5N 3E8
780-413-9801 info@pilgrimshospice.com

Charity Number: 8970 41455 RR0001

www.pilgrimshospice.com