



ANNUAL **REPORT**

2019

CONTENTS

“It is because of you that we are still here after 25 years and why we shall continue to move forward to the next chapter of our story with the opening of the Roozen Family Centre for Hospice Care”

**– Marion Boyd
Co-founder, Pilgrims
Hospice Society**

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A TIME TO CELEBRATE

Happy 25th Birthday to...us!
In 2019 Pilgrims Hospice Society celebrated a quarter century of service to our community. We couldn't be more proud of the countless individuals – donors, volunteers, staff and community champions – who have been a part of this journey. We could not have done it without you.

In a year full of incredible growth, momentum and anticipation, we also took time to recognize those who helped make it all possible. We celebrated the tremendous vision of our founders and the subsequent growth of our services over the past 25 years. We held the design reveal for the Roozen Family Hospice Centre, and celebrated the start of construction with a Building Commencement Ceremony. We celebrated the outstanding efforts of our Campaign Cabinet as we reached 77% of our \$15 million Home for Hospice campaign goal, and recognized the support we received from events like the Sorrentino's Garlic Festival that helped make it possible.

While we celebrated, we continued to work hard to care for those in our community. We served more people, through an increase in participation in existing programs, and through program expansion. We responded to the unique needs of the community, partnering with the Edmonton Young Offenders Centre to deliver the award-winning Expressive Arts program to youth in corrections affected by the death of a loved one. Our grief services were provided at no cost, removing any financial barriers, and ensuring access to specialized grief support for all.

Thank you to all who have supported our vision over the past 25 years. Your steadfast belief in the importance of this work has allowed us to meet the increasing demand for our services, and helped make the Roozen Family Hospice Centre – Edmonton's first residential hospice centre – a reality.

And that, is something worth celebrating.

Monica Robson, Executive Director
Garnet Clark, MBA, CMA, Board Chair

GRIEF SERVICES

Individual counselling or group programs for those anticipating, or having experienced, the death of a loved one from any cause, including natural causes, illness, accident, suicide, addictions, or murder. Grief Services are provided at no cost.

1,745

ADULTS | CHILDREN | TEENS

Benefitted from programs and individual counselling in 2019

"I have two people in my life that took advantage of your grief counselling and it helped immensely at a time [when] they felt absolutely hopeless. We learn so much about living and yet our other certainty, dying, is left for us to wonder and guess. Thank you Pilgrims Hospice for being here."

– Barbara Mickelson

INDIVIDUAL COUNSELLING

One-on-one sessions for adults, children, teens and families by trained counsellors using individualized therapeutic techniques. Last year saw a significant increase in counselling requests.

*Individual Counselling Numbers

2018
Adult
Clients

138

2019
Adult
Clients

244

2018
Children
Clients

59


2019
Children
Clients

70

ADULT PROGRAMS

- 


Dragonflies Adult Support Group

Structured group that guides participants in their grief journey. Popularity has led to the addition of Level 2 to explore the impact of grief.
- 

Grieving Hearts Drop-in Group

Informal biweekly group for those requiring additional support.
- 

Spirituality Group

Non-denominational group exploring spiritual concerns related to purpose and meaning through group discussion, activities, and educational speaker sessions. Participation doubled in 2019.
- 

New Widows Group

Created in response to the need for a specialized group for grieving widows. Started as a 4-week pilot project in Sherwood Park, tremendous demand has led to its expansion into an 8-week program.

Presentations in the Community

Pilgrims Hospice Grief Counsellors made 21 educational presentations to organizations in the community in 2019 including:

The Alzheimer's Society

Park Memorial: Art for Grieving Hearts

Grief Service Providers Network

YMCA Daycare

YMCA Kipnes Childcare

Educare Daycare

Protection of Children Using Drugs Program (PChAD)

Agency Network Showcase

CHILDREN/TEEN PROGRAMS

Expressive Arts

An interactive program for grieving children and teens utilizing art, music and other creative mediums. Presented in both Edmonton and Sherwood Park, this program saw an 80% increase in the number of participants in 2019.

School Program

In-school program providing grief counselling to students in Edmonton, Sherwood Park, St. Albert and Morinville.

New Edmonton Young Offenders Group

An 8-week group for children and teens addressing grief, trauma and addiction through counselling and art therapy. Operating out of the Edmonton Young Offenders Centre, the group served 15 clients in 2019.

Coloured Tears Summer Program

A 2-day grief camp offered to children and teens. The camp saw smaller numbers in 2019 due to space restrictions in our interim location.



How do you Help a Child Explore Grief?

There is no “right way” to process the death of a loved one, but for children it can be especially hard. At Pilgrim’s, the individual takes the lead in the exploration of grief; with counsellors providing themes, outlets, and opportunities to facilitate healing.

Each session is unique, and can involve techniques such as sharing your story, exploring grief symptoms and fears, examining unfinished business, strengthening continuing bonds, and readjusting to life after loss.

“I try to find different methods of connecting art and emotion, to engage our children in understanding their grief, and to encourage them to think about it in different ways.”

– Shalini, Grief Counsellor

The leaf print activity was created in 2019 to explore the grief concept of continuing bonds. Children used leaves to make colourful, bold prints, around which they wrote the different ways their loved one had made an imprint on them. Some children wrote about being kind, or silly, like their loved one, using the same expressions, having the same skills, or sharing a hobby.

Recognizing these bonds helps children cope with loneliness, regret and fear. It brings comfort to them to know they are still connected to their loved one, and will continue to carry them throughout life.



HOSPICE COMMUNITY PROGRAMS

Pilgrims Hospice community programs provide both one-on-one and group support for individuals facing a life-threatening or life-limiting illness. Through the efforts of staff and volunteers, these programs help improve the quality of life for those at the end of life, and provide much-needed respite for their caregivers.

Day Program

A recreation and wellness program serving ten clients a day, three days a week. Despite the move to a smaller, interim space, client numbers remained stable with the program seeing a 9% increase in the number of visits and 10% increase in hours of care. New programming in 2019 included meditation, woodworking and clay sculpture.

Home Visiting Program

One-on-one support and companionship for individuals in the community with a palliative diagnosis. Number of visits increased by 11% in 2019, with a 6% increase in number of clients.

No One Dies Alone

Providing around-the-clock vigil for those in the final hours of life who would otherwise be alone. NODA experienced a surge in demand in 2019 with a 60% increase in number of visits and almost tripling of hours of care provided.

“I wanted to thank you from the bottom of my heart for the care and attention that you gave to my dad as he passed. I cannot tell you in words how much solace and comfort it gave me to know you were there to sit with him when I could not be.”

- daughter of NODA client



What Happens in a Hospice Day Program?

Our Day Program provides more than just care and comfort.
It provides **opportunity**.

To revisit a favourite hobby. To learn a new skill. To compete in physical and cognitive challenges. To explore new and interesting places and try new and interesting flavours.

To be treated like an individual, instead of a patient.

Social isolation, loneliness, boredom and depression often follow diagnosis of a life-limiting illness. And when you don't have much time left, it's the quality of that time that matters.

Our programming gives each client the opportunity to be successful. In at least one activity. Every day. Whether it's creating a beautiful fluid art piece, learning to use a hand plane for the first time, winning top points in Jeopardy or being the only person capable of picking up an ice cube with chopsticks. We are here to provide those opportunities, and to celebrate their success.

With carefully planned activities, positive energy and encouragement, Hospice Day Program clients forget about their illness for a time, and are reminded of how much they still have to offer.

Because life isn't over. Not yet.



THANK YOU TO OUR VOLUNTEERS



3,760
Total Volunteer Hours



57
New Volunteers





146

Total Volunteers

Our dedicated volunteers make a world of difference to our clients—whether giving their time and expertise to our programs and services, serving on the Board of Directors, planning and assisting at fundraising events, or supporting the Home for Hospice Campaign as members of the Building Committee and Capital Campaign Cabinet.

3

Volunteer
Training Groups



Fund Development

A New Sustainable Strategy

In 2019, Pilgrims adopted a new, donor-centric strategy for fundraising with the goal of developing a strong and sustainable fund development program. By focusing on educating, inspiring and communicating with present and acquired donors, we have developed a system proven to attract new people to our organization, and build relationships with current supporters.

Our Fund Development team is committed to building meaningful, long-term relationships and creating a fundraising structure that will strengthen and grow the donor base over time.

2019 Fundraising Highlights

25th Anniversary Founders' Dinner

The 25th anniversary of Pilgrim's Hospice was celebrated with a colourful birthday bash recognizing founders Dr. Helen Hays and Marion Boyd (pictured together on page 13), whose foresight and determination helped make the dream of Edmonton's first residential hospice centre a reality.

Sorrentino's Garlic Festival and Big Stomp

Pilgrim's Hospice was honoured to be chosen as the 2019 charity recipient of the Sorrentino's Garlic Festival and Big Stomp. Sorrentinos played a significant role in our fundraising efforts, raising over \$500,000 for the Home for Hospice Campaign. Our heartfelt thanks to the Sorrentino's Restaurant Group for their incredible generosity.



“I think of the hospice as usually filled with laughter, though at times with tears. There were times when the challenges seemed insurmountable, but with eternal optimism I always felt we would find a way around the barriers – and we did. Pilgrims Hospice is here 25 years later because of all those who shared their treasures, their talents and their time with us.”

**Marion Boyd,
Co-Founder, Pilgrims Hospice Society**

Our Donors

THANK YOU FOR YOUR GENEROSITY!

For the purposes of the Annual Report, donors are recognized for the full value of their gift commitment in the year that the gift commitment/agreement is received, which may differ from the year in which the gift payment is made.

500,000 to 999,999

**Leder Charitable Foundation
Harold A. Roozen
Estate of Valerie Simmonds**

250,000 to 499,999

The Stollery Charitable Foundation

100,000 to 249,999

**Rick & Shannon Arndt
George & Teresa Cantalini
Don McNabb
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**Fran & Al Olson
The Taillefer Family Foundation**

50,000 to 99,999

Dennis Andrews
Community Initiative Program (CIP)
Edmonton Community Foundation
Bill & Grace Knight
Dennis & Laurie Mozak

Estate of Mary-Anne Murphy
Sorrentino's Restaurant Group
The Allan & Sally Sawin Foundation
Wheaton Family Foundation
Ralph & Gay Young

*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.

25,000 to 49,999

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The Office at Genesis Inc.
The Highbury Foundation
Wiebe Family Fund

10,000 to 24,999

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500 to 999

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Sandra Ockerman
Lisa Ogonoski
Gord Olsen
Katherine O'Neill
Michael Parkhill
Andrea Pheasey
Netta Phillet
Myrna Pilgrim
Fresia Pilquil
Milee Polwer
Lisa Popik
Laurie Power
Frank & Jean Prantner
Louise Pritchard
Joanne Profetto-
McGrath
Alanna Quintero
Tara Radtke
Connie Reed
Dragana V Reilly
Lorraine Ressler
Etta Reyes
Valda Roberts
Todd Roberts
Ralph Robinson
Marion Robinson
Dorothy Robinson
Leslie Rose
Bronwyn (Bonnie) Ross
Julia Roy
Lauren Rudat

Jared Rudat
Ada Rutherford
Erin Saiko
Christopher Saunders
Judith Scarborough
Lanita Schreiner
Daphne Scoffin
Marissa Semeniuk
Shirley Serviss
Frances Sheasgreen
Ken Shivak
Mary-Ann Sinclair
Ruth Sjoberg
Jane Spencer

Gareth Spencer
Keith Spencer
Marilyn Spicer
Lorna St. Thomas
Lorraine Staden
Darcy Starky
Vic Stepa
Megan Strasdin
Wally Streit
Karl & Priska Strickler
Audrey Taylor
Robin & Sylvia Taylor
Evangeline Thasitis
Penelope V Timleck

Gillian Trimbee
Joyce Tutt
TW Insurance
Elizabeth Tweddle
Anne Tyler
Valerie Ulmer
Kristen Valarie Veer
Helma Voth
Tasia & Rob Warren
Faith Wichuk
John Wichuk
Emily Williams
David Wilson
Peter H Windel

Maureen Winter
Randy Woffert
Linda Wright & Maurice
Dumont
Mandy Yacoub
Kai-Fun Yee
Joan & Brian Yee
Heather Zinnick

“When Don was diagnosed at 62 with Dementia we were devastated. As a caregiver still working full time, I couldn’t have found a better Day Program for Don than Pilgrim’s Hospice. Just knowing that while I am at work he is safe and well-cared-for eases the devastation of Dementia. The support, compassion and understanding is invaluable.”

**-Deb and Don Koreen
(Day Program client of 6 years)**



Thank You to Our Sponsors

9th Annual Hike for Pilgrims Hospice

Presenting Sponsor
Frank J. Flaman Foundation
Food Sponsor
Evergreen Memorial

12th Annual Charity Golf Classic

Title Sponsor
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25th Anniversary Founders’ Dinner

Centrepiece Sponsor
Eddie’s Men’s Wear

17th Annual Dr. Helen Hays and Marion Boyd Sunflower Luncheon

Presenting Sponsor
Christenson Developments Ltd

Roozen Family Hospice Centre

Recognition Opportunities

GIVING LEVEL	RECOGNITION OPPORTUNITIES	LEADERSHIP DONORS
\$3MM	Building Name	Harold A. Roozen
\$500,000	Hospice Residential Wing North	
	Hospice Residential Wing South	
	Kitchen & Dining Room	Sorrentino's Restaurant Group
	Community Wellness & Education Hub	Cathy Roozen
	Children & Family Support Hub	
	Courtyard/Garden	Cathy Roozen
\$250,000	Front Veranda/Main Entrance	Eldon & Anne Foote Capital Fund at ECF
	Reception & Great Room	Summit Foundation/Cam & Dawn Allard
	Garden View Family Room	Estate of Valerie Simmonds
	Nursing & Physician Station	
	Expressive Arts for Grieving Children Room	
	Grieving Teens Program Room	
	Adult Support & Multi-purpose Room	
\$150,000	Family Room/Guest Suite	Estate of Valerie Simmonds
\$125,000	Residential Hospice Suite 1	Sureway Construction
	Residential Hospice Suite 2	Grieve & Jones Family
	Residential Hospice Suite 3	Brad Clough & Beth Allard Clough
	Residential Hospice Suite 4	Staheli Family Fund

GIVING LEVEL	RECOGNITION OPPORTUNITIES	LEADERSHIP DONORS
\$125,000	Residential Hospice Suite 5	Teresa & George Cantalini
	Residential Hospice Suite 6	The Highbury Foundation
	Residential Hospice Suite 7	Don McNabb
	Residential Hospice Suite 8	Comittment pending
	Residential Hospice Suite 9	
	Residential Hospice Suite 10	
	Residential Hospice Suite 11	Dennis & Laurie Mozak
	Residential Hospice Suite 12	
	Elevator	
\$100,000	Upper Level Common Lounge	Rod & Mona McLennan
	Spiritual Care & Reflection Room	Melton Foundation
	Conference Room	Frances & Allan Olson
	Private Dining/ Meeting Room	Rick & Shannon Arndt
	Volunteer Lounge	The Taillefer Family Foundation
	Staff Lounge	
	Spa & Tub Room #1	Muhlenfeld Family Fund
	Spa & Tub Room #2	
	Complementary Therapies Room	
	Counselling Room #1	
	Counselling Room #2	

Milestones

**Pilgrims Hospice Society
25th Anniversary**
April 12, 2019



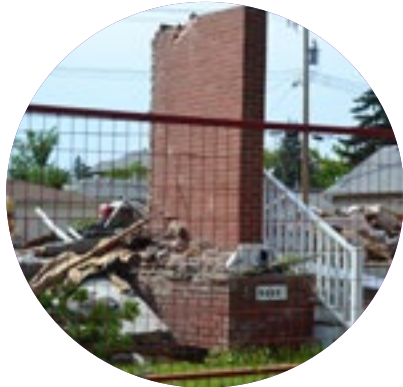
**Rozen Family
Hospice Centre
Design Reveal**
February 20, 2019

**Home for Hospice
Campaign Media
Launch**
February 26, 2019

**Pilgrims Hospice
Society
Founders Dinner**
June 14, 2019



Demo Day
July 24, 2019



**Building
Commencement
Ceremony**
August 12, 2019

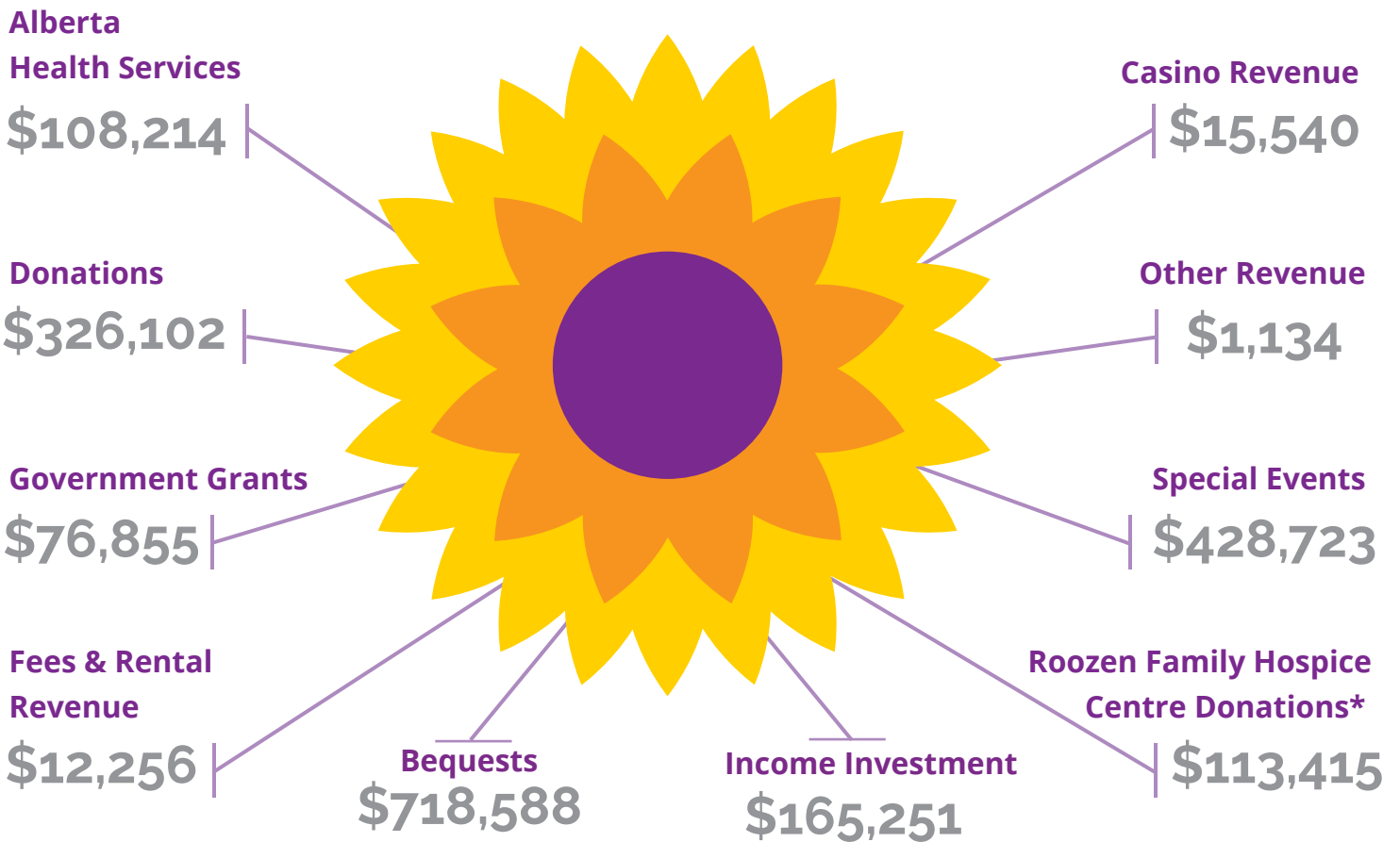


**Home for Hospice
Campaign
\$11,514,572
(77% of 15MM Goal)
December 31, 2019**



Financial Highlights

Annual Fund Total Revenue \$1,966,078



Home for Hospice Capital Campaign
Total Revenue

\$11,514,572

(77% of \$15MM Goal)

Board of Directors

Garnet Clark,
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The Rev. Dr. Geoffrey Wilfong-Pritchard

Dr. Helen Hays (Honorary Board Member)





PILGRIMS HOSPICE SOCIETY

PilgrimsHospice.com

Registered charity #897041455RR0001

Pilgrims Hospice Society

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