



# ROOZEN FAMILY HOSPICE CENTRE PILGRIMS HOSPICE SOCIETY



FINAL REPORT FOR:  
**HOME FOR HOSPICE  
CAPITAL CAMPAIGN**  
DECEMBER 2021

# BACKGROUND

Pilgrims Hospice Society offers compassionate care for individuals living with a terminal illness, enhancing dignity and quality of life, until the end of life. With a whole-family approach, our programs also support caregivers and those grieving the death of a loved one. Founded as a registered not-for-profit charity in 1994, Pilgrims has become a leader in the Greater Edmonton region through its innovative programs and services including:

- A Hospice Day Program and Hospice Home Visiting Program, providing emotional, social and spiritual care for those living with a life-limiting illness, and respite (a needed break) for family members and caregivers.
- End-of-life bedside support through our No One Dies Alone Program.
- Grief Support Services comprising one-on-one counselling and group counselling for adults, and the Expressive Arts Program for children, teens and families - for those facing the death of a loved one from any cause.
- Community Outreach for schools, places of work, and community groups affected by the death of someone close to them.

Residential hospice care has always been part of the Society's strategic plan and vision.

# LAUNCHING THE CAMPAIGN

In response to an aging population, increase in chronic disease, and the need for alternative cost-effective options for end-of-life care, in 2018 PHS boldly launched the biggest initiative of its history - the Home for Hospice campaign to build Edmonton's first free-standing residential community hospice.

Named after its cornerstone patron, the Roozen Family Hospice Centre was designed as a homelike, state-of-the art facility featuring 12 residential hospice suites, allowing round-the-clock specialized nursing care for those unable to remain at home but not in need of acute hospital care. Integrated with the hospice residence are counselling and program spaces, to support the end-of-life journey for residents and their loved ones from diagnosis, through death and grief.





# CAMPAIGN TIMELINES

## 2017

- \$3MM Gift commitment

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## 2018

- Capital Campaign launched
- Building Committee formed
- Architect selected
- Construction Manager selected
- Subconsultants selected

## 2019

- Media launch
- Ground-breaking celebration
- Building commencement

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## 2020

- Capital Campaign completed

## 2021

- Building completed
- First residents welcomed



# COMMUNITY SUPPORT

The vision of a purpose-built hospice centre for Edmonton and surrounding regions captured the imagination and hearts of community leaders, local businesses, individual donors and foundations.

Building construction ran parallel to fundraising. Despite 2020 being a year of uncertainty and instability due to Covid-19, the community answered the call to help Pilgrims continue operating its programs and services, while also raising funds to ensure the completion of the Roozen Family Hospice Centre.

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“This is truly a good news story that we are co-writing as a community”

- Garnet Clark, PHS Board Chair

According to long-time supporter of Pilgrims and member of both the Capital Campaign Cabinet and Building Committee for the Home for Hospice campaign, Beth Allard-Clough, the final building surpassed all expectations and sets the bar for end-of-life care in the greater Edmonton region.

Through the commitment of the Capital Campaign Cabinet and the outpouring of community support, Pilgrims reached its campaign goal by the end of 2020, raising \$15MM to build and operate the RFHC. The new centre was completed in January 2021, and welcomed its first hospice resident on February 2, 2021.

## SENSE OF HOME

The open, light-filled spaces of the RFHC offer a sense of home, relaxation and peace at one of life's most challenging times. Each space is intentionally designed to meet the unique needs of residents, their families, and individuals accessing grief counselling or community programs. Special features include extra wide doorways for resident suites, to enable the transport of beds into the sunny courtyard; private family dining rooms for celebrating special occasions; vibrant kid-friendly furniture; and top-of-the-line equipment.



# COMPASSIONATE CARE



“I am so grateful to Pilgrims and how they allowed my husband to die with dignity and love. I only have thanks for this precious place.”

The Roozen Family Hospice Centre has capacity to provide specialized palliative hospice care for 250 residents in the final stages of life, and support approximately 1,250 family members and caregivers annually. Along with the Hospice Day Program, Hospice Outreach and Grief Support Programs, Pilgrims expects to serve a total of 3,500 individuals and families each year. The new hospice centre demonstrates and provides exemplary end-of-life care in the region, while reducing unnecessary hospitalizations and alleviating health system pressures.

For hospice residents, their caregivers and families, benefits include:

- No-cost end-of-life care from diagnosis through death to grief.
- Compassionate, holistic care according to individual wishes and needs.
- Enhanced quality of life, so the time left is as comfortable and enjoyable as possible.
- Alleviated burden of caregivers.
- The opportunity for a peaceful and dignified death.
- Helping to create a renewed sense of hope and optimism for those who are grieving.

Feedback to assess and help improve the provision of hospice care is encouraged through Family Satisfaction Surveys, to gain firsthand perspective on how well physical symptoms were treated, and how well the resident’s psychosocial, mental and emotional needs were met, as well as the needs for family members themselves.

## STAN’S STORY

Stan was the first resident welcomed to the new hospice centre in February 2021. He was clear he didn’t want to die in hospital the way his wife had a year previously. His daughter Luanne told us: “From the moment he got there, he was treated with respect and compassion.” For Stan’s family, almost everything about the experience at the RFHC was different from their mom’s final days.



“It was absolutely clear to us that at every step of the journey, hospice staff make very intentional decisions to care for the residents and those who care for them. The emotional difference was profound. We left hospice with a sense of peace.”

- Luanne, daughter of the first RFHC resident, Stan



# THE FUTURE

Pilgrims Hospice Society is dedicated to continuous improvement and excellence in the delivery of resident and family-centred end-of-life care. In the next two years, the organization will provide quality assurance through Accreditation readiness planning and implementation, and ensure alignment with Alberta Health Services standards - including Accommodation Standards and Continuing Care Health Services Standards.

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“Few people want to die in hospital, and few should. We need many hospices to open in Canada to support dying people and their families, and I know Pilgrims staff were very well prepared to open and operate the first free-standing hospice in Edmonton. I fully anticipate that the Roozen Family Hospice Centre will quickly become a focal point of palliative and public attention, and thus a model for the future.”

- Donna Wilson, RN, PhD, Professor, Faculty of Nursing, University of Alberta

# GRATITUDE

We are grateful for the generosity of all our donors. Without such support, building the Roozen Family Hospice Centre would not have been possible.

A Virtual Tour of the hospice centre can be found at: [www.pilgrimshospice.com](http://www.pilgrimshospice.com).

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