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MESSAGE FROM

BOARD CHAIR

In 2021 Pilgrims Hospice Society continued its growth into a full-service residential community hospice as we moved into full operation of the new Roozen Family Hospice Centre.

We received our Occupancy Permit for the building at the end of January and admitted the first Hospice Resident on February 2. New residents were admitted in a controlled manner until we reached full capacity of 12 residents by the end of March.

The pandemic continued to impact overall operations with most of our hospice community programming being offered virtually for the first part of the year. The team also experienced and successfully worked through their first COVID outbreak. As the year progressed, on site pandemic management continued successfully. The hospice team was able to ensure visiting was supported for our Hospice Residents and gradually and safely resumed in person community programming.

We opened our doors to the Residential Care Program, as an independent (not AHS Contracted) service provider, and as such the referral process for hospice admission fell fully within our scope of operations. It did not take long for the demand for Residential Program to grow quickly – key stats for 2021 include:

Occupancy Rates: May – Dec (82.0% - 98.4%)

Number of Applications/Referrals: 204

(10.5 days average wait time) Number of Admissions: 133 Average Length of Stay: 22.2 days

Resident Age: 19-64 (28%), over 65 (72%)

As the demand for our services grew it became evident that we provide care for more complex patients than any other hospice in the Edmonton Zone.

We celebrated a long-awaited Ribbon-Cutting Ceremony on September 1 – welcoming our Leadership Donors in the celebration. It was a milestone event for PHS – recognizing the realization of a long-held organizational vision. Throughout 2021 we continued our Government Relations efforts advocating for operational funding for the Residential Care Program. Alberta Health met with us regularly and provided positive feedback on our work and the impact of our work. This feedback has not yet translated into funding, so in late 2021 we made the decision to seek formal government relations support. PHS engaged Canadian Strategies Group at the beginning of 2022 to assist PHS is securing an operational funding contract. We are pleased to advise that we have held meetings with various government officials over the past three months and we are welcoming the Minister of Health for a tour and meeting at the beginning of June.

Pilgrims Hospice Society is delivering exceptional end-of-life palliative care through the Roozen Family Hospice Centre (RFHC), a first-rate facility built and currently operating exclusively through the generosity of private donations

The team successfully fundraised throughout the year and combined with the Canada Employee Wage Subsidy we were able to end the year slightly ahead of our budgeted plan. We sincerely appreciate the support of our donors. We could not do this work without you.

As we move through our second year of operations at the Roozen Family Hospice Centre, we look forward to serving more people in our community while focussing on government relations and continuous learning and process improvement.

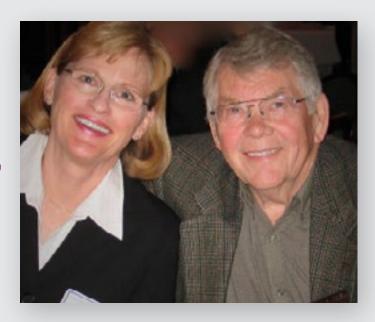
Our community-based model is unique in the province and complements AHS services, which ultimately saves Alberta Health, and thus taxpayers, money.

On behalf of the Board of Directors I extend my sincere appreciation for all who have helped in opening and operating the Roozen Family Hospice Centre – our donors, volunteers, and staff, who all work tirelessly to better the experience for those facing end-of-life, and their loved ones.

Garnet Clark, Chair, PHS Board of Directors



"THEY TOLD ME, 'NO ONE DIES ALONE HERE.' "



Stan was adjusting to life as a widower when he was diagnosed with terminal cancer in the fall of 2020. He had worked in construction for decades, both as a tradesperson and business owner, and had been exposed to asbestos many times. Now, he had developed mesothelioma and had just months left to live.

It was devastating news for Stan and his family. His daughter, Luanne, explains that her mom, Louise, had passed away one year earlier, after a difficult two-and-a-half months in palliative care. Although treated with care and compassion, the family felt she didn't receive the care she needed — and deserved.

Stan did not want to die the same way.

"My Dad's fervent wish was to spend whatever time he had left at home," says Luanne. She and her family did all they could to make Stan comfortable at home, arranging for at-home nursing care. Over the coming months, his family — which included four children, 12 grandchildren, and two great-grandchildren — spent as much time with him as they could. This meant a lot to Stan, who loved his family dearly. His family loved him just as much; to them, he had always been a wise counsellor, mentor, and willing helper.

Although heartbroken, Luanne made a pact with her father to make the most of their time together by living in the here and now. She told him, "I'm not going to start grieving you yet, because today you're here."

In January, Stan's health declined rapidly and it became clear that he needed more care than the family could provide at home. Stan's family dreaded the thought of their dad spending his final days in a hospital. That's when Stan's doctor told the family about the Roozen Family Hospice Centre, Edmonton's first free-standing, community hospice.

It sounded almost too good to be true, but when Luanne contacted the hospice, they were able to accept her dad as a resident — the very first resident. So, on a cold winter day, the family moved Stan from his home of many decades to his final home, just minutes away.

"From the moment he got there, he was treated with respect and compassion," says Luanne. Staff assembled at the front door to greet Stan warmly and later, took the time to get to know him personally. Even the resident chef, Pierre, came out of the kitchen to ask Stan about his favourite foods and chat about his life. They bonded over a mutual interest in hunting.

That night Luanne hesitated to leave the hospice, fearing her dad would be alone at night as her mom had been. A kindly staff member told her she could go home to sleep in her own bed: "They told me, 'No one dies alone here.' "

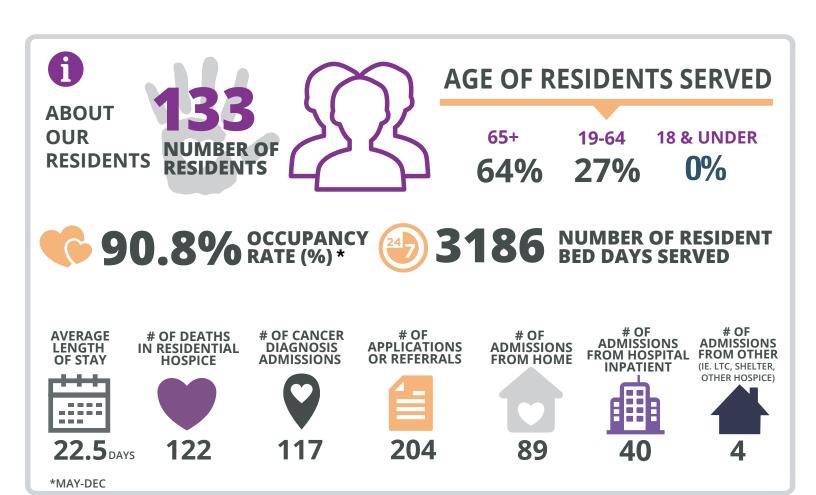
When Stan passed away, just days after arriving, hospice staff allowed his family as much time as they needed to say goodbye. For the Walk of Honour Ceremony, he was covered in a beautiful sunflower-patterned quilt. Hospice nurse, Mike, shared a few words about Stan, and conveyed appreciation to his family for allowing staff the honour of caring for Stan in his final days. Each and every staff member was loving and gentle with the family as they navigated their immediate feelings of grief and loss.

"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," she says. Almost everything about the experience was different from her mom's final days. "The emotional difference was profound. We left hospice with a sense of peace."

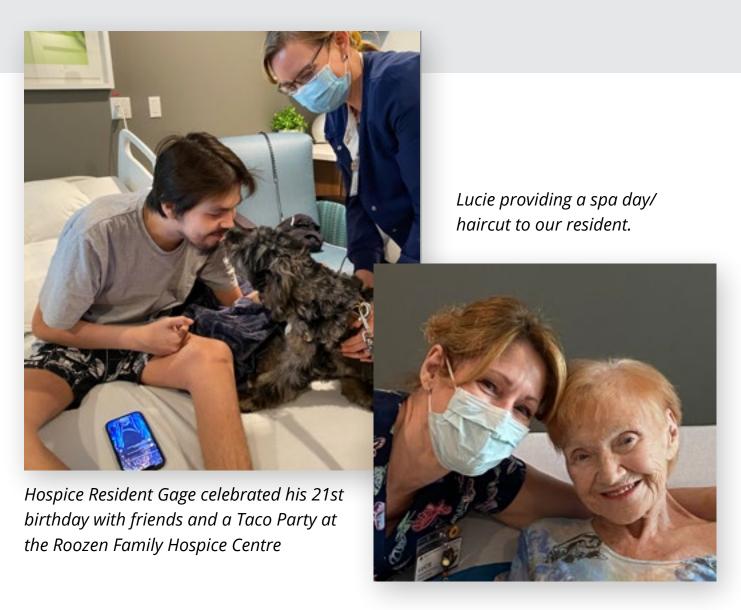
"WE LEFT HOSPICE WITH A SENSE OF PEACE."

IN 2021, NEARLY 1/3 OF OUR CARE WAS PROVIDED TO PEOPLE UNDER THE AGE OF 65

Since accepting our first Hospice Resident on February 2, we have cared for 133 residents and their loved ones. Monthly occupancy levels in the Hospice Residence range from 82.0% - 98.4% across the months of May – December, months during which we were able to operate at full capacity.



"Before our loved one came to Pilgrims, I have to say I was not a big fan of "Hospice's" as it is a place people go to die. I haven't had a lot of good experiences with hospices. Not this place, people go there to live and live out what ever time they have left with the most dignity possible. The lengths the staff go to is incredible, from cooking a special meal for the resident and their family, or arranging a FaceTime chat with an NHL hockey player or in our case a musician in Europe at 1:00am, to doing a funky dance to get a smile from someone having a harder day. The list is endless to what this staff does, they absolutely go above and beyond, everyday." - Friend of past resident, Facebook





GRIEF SERVICES

Grief services continued uninterrupted in 2021, with individual and group counselling remaining virtual or through phone. As restrictions began to lift we were able to move to in person programming. We also expanded our services, providing supportive counselling to Hospice Residents and their loved ones.

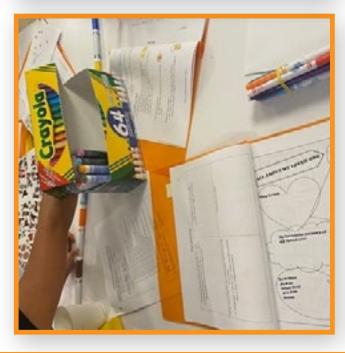
1659 ADULT SERVICE HOURS

281 CHILDREN SERVICE HOURS

Part of our daily work at Pilgrims Hospice Society is to support children and teens who are grieving the death of someone they love.

COVID created a whole new layer of grief for these young mourners. New fears, new thoughts and many questions.





64EXPRESSIVE ART HOURS

Programs were offered virtually throughout the year.

Families were thrilled to pick up their canvas program bags and discover art supplies, handouts and carefully planned activities which allowed them to participate from the comfort and security of their own home.

620 ADULT CLIENTS **74**DROP IN CLIENTS

106 CHILDREN CLIENTS



HIGHLIGHTS FROM OUR YEAR



START OF 2021

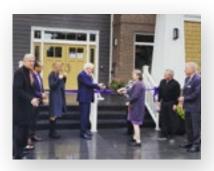
In January we welcomed members of our Care Team – RNs, HCAs and our first Housekeeper. By the end of the month we received the Occupancy Permit for the Roozen Family Hospice Centre and were ready to admit.

On February 2 we admitted our first Hospice Resident.



SPRING 2021

We continued to grow our Care Team adding LPNs while also adding to the Dietary, Housekeeping Program and Administration Teams. We recruited physicians to join in the medical care delivery both at the Roozen Family Hospice Centre and through the PHS Home Visiting Hub which launched mid-year.



FALL 2021

We very excitedly held our long-overdue Ribbon-Cutting Celebration on September 1 and were thrilled to welcome donors from the Capital Campaign to a rainy, yet wonderful morning commemorating the completion of the Roozen Family Hospice Centre.

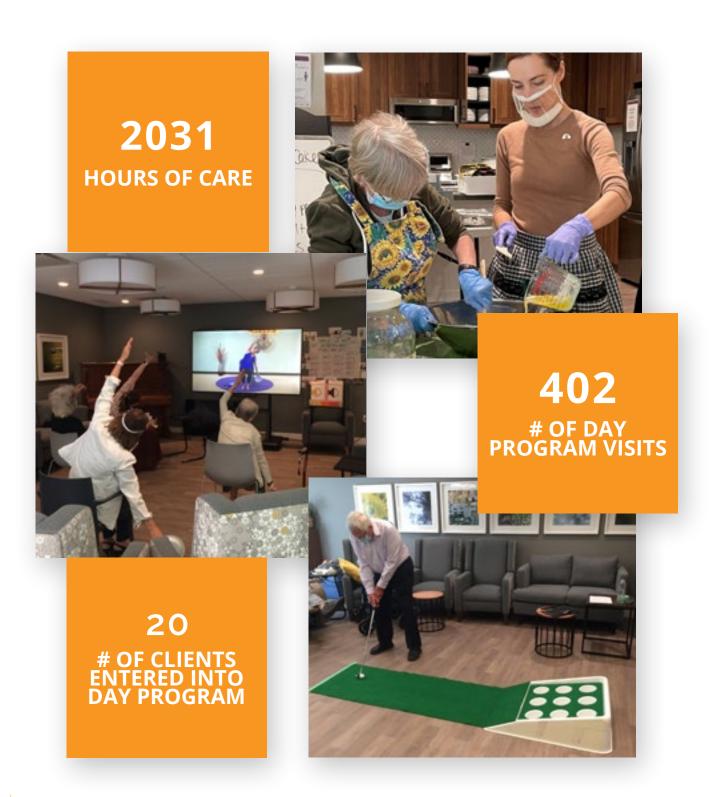


WINTER 2021

Finally, we safely celebrated the holiday season with an open house holiday party for staff and volunteers.

DAY PROGRAM

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



DAY PROGRAM THROUGH COVID

At the onset of the pandemic, Day Programs in the city were suspended for in-person programming. Clients and families who relied on our program now had to isolate at home, and it soon became apparent just how vital our program was to the community. Like other Day Programs we initially attempted virtual offerings, though found – like most others – that due to the age of our clients, and the equipment and technical knowledge required, they were unable to participate. Instead, we set up recreation phone calls, whereby our Recreation Therapist would spend up to two hours on the phone with each client, engaging them in conversation and doing activities such as trivia, JEOPARDY games, Name that Tune, and math brainteasers.



Activity packages, newsletters and personal notes were sent out in the mail every month, and volunteers delivered themed gift baskets, fresh flowers and cake for birthday events. Staff and volunteers would also periodically visit clients in their homes, providing much-needed respite for tired caregivers.

In March 2021 the Day Program was given permission to reopen onsite programming, though with restricted numbers and shortened hours. It was a gradual reopening with numerous safety protocols, but our vigilance paid off. Not a single client was exposed to COVID-19 and no outbreaks were reported.

In August the program returned to full days including a hot lunch. We started to gradually build capacity and welcome new clients into the program and our new beautiful space.



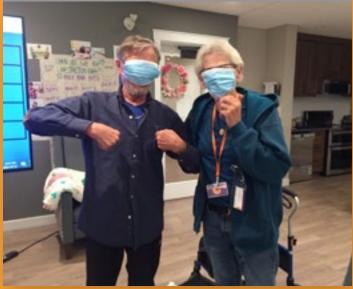




OUR VOLUNTEERS







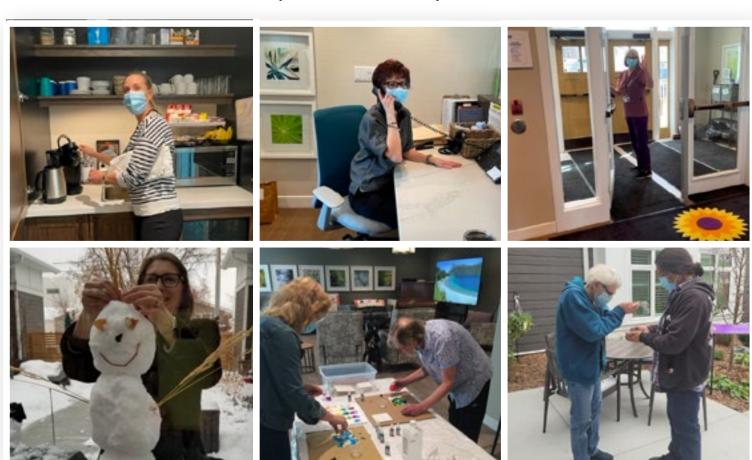




"YOU GET SO MUCH MORE THAN YOU GIVE WHEN YOU VOLUNTEER." -Volunteer

OUR DEDICATED VOLUNTEERS MAKE A WORLD OF DIFFERENCE TO OUR RESIDENTS AND CLIENTS

"The Resident was sleeping and no one was in the room. A family member had asked staff if someone could sit with their loved one so they would not be alone. I sat in a chair beside the resident, watched his slow breathing and just held space. Again an honour to be there at this important time in a persons life." - Volunteer



"After taking the Loving Spoonful training I was asked to help a resident with their lunch. As I gently proceeded with each spoonful of soup I could not help feeling a privilege to be of service to a dying man." - Volunteer

9877 TOTAL HOURS 200 TOTAL VOLUNTEERS

That's the equivalent of 5 full time positions

HOME VISITING HUB

NEW THIS YEAR

Pilgrims Hospice Society is pleased to launch our Home Visiting Hub Program, which now includes Home Visits from Primary Palliative Care Physicians. This service is intended to bridge the gap for those living with a life-threatening progressive illness at home who do not have access to a primary care provider.



We are eternally grateful to the staff at Pilgrims Hospice and specifically Dr. Witharana and Sam Gervais for their compassionate care.

SINCE HOME VISITING HUB STARTED IN AUGUST 2021 NUMBER OF CLIENT DAYS SERVED



2432

REFERRALS



62

AVERAGE TIME UNDER CARE



17_{DAYS}



165

EMERGENCY DEPARTMENT VISITS BEFORE HOME VISITING HUB



5 bi

EMERGENCY DEPARTMENT VISITS AFTER HOME VISITING HUB



Special Thanks to Dr. Taurian Guinand for coming into Emily's world when she needed him the most.

FUND DEVELOPMENT

\$2.2 MILLION RAISED IN 2021

Our Fund Development team continues to stay committed to building meaningful, long-term relationships and creating a fundraising structure that will strengthen and grow the donor base over time. The story of Cynthia has allowed for us to further build on this structure and tell our story.

"We visited almost every day," says Nathan recalling how his children would beg to visit "Nana's House." From the beginning, the Roozen Family Hospice Centre was a warm and welcoming place not just for his mom, but everyone else in the family: "It feels like home. It doesn't feel like an institution."

- Nathan D. - Cynthia's Son





RAISED \$ 29,142.50

In appreciation of the care provided to Darlene Robertson, the Robertson Family held their own fundraising event - decorating and finally shaving off their beards

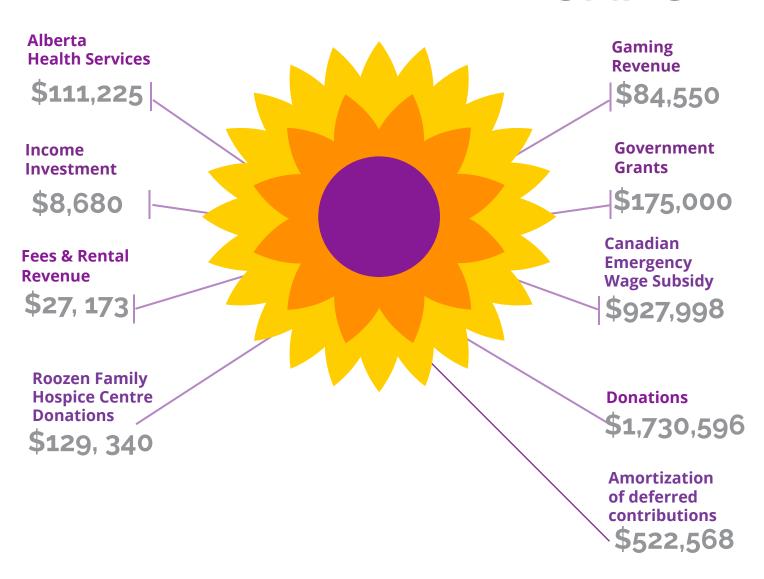
ROOZEN HOSPICE BEARD OFF

ROBERTSON FAMILY THIRD PARTY FUNDRAISING EVENT



FINANCIAL HIGHLIGHTS

Annual Fund Total Revenue \$3,747,130



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 and Up

Harold A. Roozen

100,000 to 249,999

Eldon & Anne Foote Fund ACH Family Charitable Foundation **Government of Alberta**

50,000 to 99,999

Phyllis Clark Edmonton Community Foundation Steven LePoole

25,000 to 49,999

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10,000 to 24,999

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5,000 to 9,999

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2,500 to 4,999

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