

2025 ANNUAL REPORT



PILGRIMS HOSPICE SOCIETY

BOARD CHAIR & CEO MESSAGE

In hospice care, progress is rarely measured in bold headlines. More often, it is found in steady improvement, thoughtful innovation and the quiet strengthening of the systems that allow compassionate care to flourish. In 2025, Pilgrims Hospice Society experienced that kind of progress, grounded in reflection, guided by purpose and carried forward by an extraordinary team.

This year, we strengthened our operational foundations by successfully completing our Accreditation Primer, an important milestone that affirms our commitment to quality, accountability and continuous improvement, and the first step toward becoming a fully accredited health care facility. Pilgrims met 98% of the criteria the Accreditation Canada surveyors reviewed, an incredible achievement and a testament to the passion and dedication of our team for providing the highest quality end-of-life care. We will continue to review and improve our policies, procedures and processes over the next two years in preparation for the full accreditation review.

At the same time, we expanded our reach beyond our walls. Care Navigation services were extended to members of the broader community who need support navigating an often complex health care system. We provided guidance, explanation and steady support to more than 180 patients and families in 2025, with 86% of that support related to the broader health care system — a clear indication of the need for this service in our community.

Our Adult Day Program continued to provide connection and meaningful engagement for people living with life-limiting illness and cognitive decline. In 2025, this important work was strengthened by a grant from the Petro-Canada CareMakers Foundation™, which supported respite for caregivers and enhanced the experience of those who attend.

Our Home Visiting Hub, which provides home visits by primary palliative care physicians, welcomed several new physicians and secured funding for two nurse practitioners to enhance care delivery. For people with a life-limiting illness, living at home without the support of a primary care physician can be stressful and difficult, and put added strain on our health care system. In 2025, our physicians made more than 1,000 home visits and enabled 58 clients to die at home according to their wishes.



Monica Robson, CEO



Nick Trovato, Board Chair

We also deepened our commitment to education and grief support. Our team introduced In Lieu of Flowers, a grief workshop to help business leaders and human resources professionals respond to workplace grief with compassion and understanding. Our Men's Cooking Group became a regular offering, and we hosted our first of many Good Grief Socials to help nurture the bonds that form during our grief support groups. Members of our team also facilitated PalliLearn*, a series of courses designed to provide accessible, community-based palliative education on end-of-life care, dying and grief. While the need for these services in our community is evident, what we find most heartening is the increasing awareness and support for care that honours dignity and quality of life until the end of life.

Alongside this work, we continued to advocate for hospice sustainability and excellence through our involvement with the Alberta Independent Residential Hospice Alliance. Independent residential hospices like Pilgrims receive partial government funding, which supports a portion of the care we provide. At the same time, we rely on the generosity of our community to sustain a model of care that exceeds provincial standards and reflects our commitment to whole-person and whole-family end-of-life support.

Death, dying and grief are natural parts of the human experience. We believe hospice care should be recognized and resourced accordingly, with our whole-person model acknowledged as a standard of excellence and funded in a way that ensures its long-term sustainability for the communities we serve.

While this report highlights milestones, numbers and initiatives, our purpose remains beautifully simple: To ensure that every person entrusted to our care experiences dignity, comfort and compassion at the end of life. Every policy refined, every program expanded, and every partnership strengthened exists to protect that promise.

None of this work happens in isolation. It is made possible by the dedication of our staff and volunteers (who contributed more than 14,000 hours of service this year), the generosity of donors, the guidance of our Board of Directors, and the trust families place in us during some of life's most vulnerable moments. Together, we are strengthening hospice care in our community. Your commitment is deeply valued and inspires us every day as we continue to walk alongside those facing life-limiting illness, death and grief.

*PalliLearn course material was developed for use in Alberta by the Covenant Health Palliative Institute in collaboration with Palliative Care South Australia.

Behind every number in this report is a resident, client or family on an end-of-life journey, and a donor who cared enough to make a difference. Thank you for making life, love and dignity possible for all those we serve.

RESIDENTIAL HOSPICE CARE



At the heart of Pilgrims Hospice Society is our residential hospice, where compassionate, person-centred care is provided for people at the end of life. Our interdisciplinary team focuses on comfort, respect and choice, while also supporting those close to the person receiving care. Within this home-like environment, every moment is approached with consideration and compassion, ensuring dignity and quality of life until the end of life.



“

The difference at Pilgrims is the care and compassion of staff throughout the care chain — from support staff, front desk, resources, administrators and, of course, the care team itself. I will never forget how they made me feel during my partner's journey at Pilgrims.

~ Former Resident Family Member



“

When we walked in for the first time, it felt like we were moving into a new house. Even though we knew Pilgrims had all of the clinical resources we would need, it didn't feel clinical when you walked in. It was a home first, and that put us at ease.

~ Former Resident Family Member

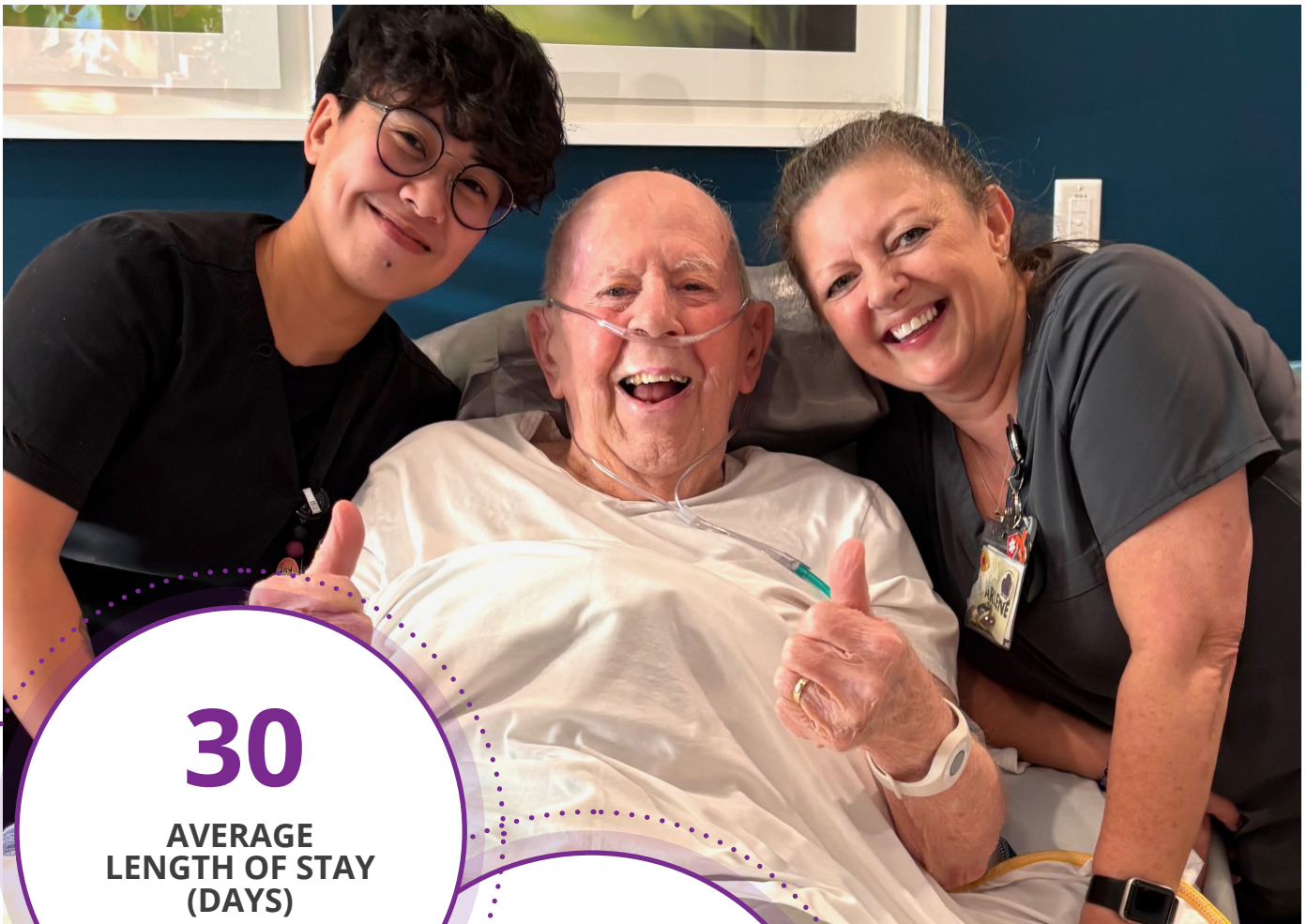


372
HOURS SPENT
ASSISTING CLIENTS
AND FAMILIES
BEFORE ADMISSION

4320
NUMBER OF
RESIDENT BED
DAYS SERVED

99.1%
OCCUPANCY





30

**AVERAGE
LENGTH OF STAY
(DAYS)**

135

**NUMBER OF
HOSPICE
ADMISSIONS**

112

**NUMBER OF
RESIDENTS
WITH CANCER**



84%

▼
65+
AGE OF
RESIDENTS
SERVED

16%

▼
18-64
AGE OF
RESIDENTS
SERVED

32-93

AGE OF
YOUNGEST
RESIDENT

AGE OF
OLDEST
RESIDENT



HOME VISITING HUB

Home is where the heart is — and most Canadians say they would like to remain there at the end of life. Our Home Visiting Hub makes that choice possible, bringing palliative care right to the doorstep.

Fully funded by your donations, in 2025 the Home Visiting Hub:

- Welcomed **180** clients into our circle of care
- Made more than **1000** home visits, ensuring comfort, connection and support
- Made dying at home possible for **58** people, allowing them to spend their final days in the place that mattered most

292
REFERRALS

22.7
AVERAGE
DAYS UNDER
CARE

22,765
NUMBER OF CLIENT
DAYS SERVED

CARE NAVIGATION

Navigating the health care system at the end of life can feel overwhelming — especially when time, energy and clarity are already in short supply. Pilgrims' Community Care Navigation program offers guidance, explanation and steady support.

In 2025, Care Navigation supported **187** patients and families through **274** interactions, providing **528** hours of one-on-one guidance. Nearly **70%** of clients returned for ongoing support as they navigated end-of-life care and available resources.

\$3.1 MILLION
FUNDRAISED IN 2025

BECAUSE OF
YOU

**MEMORIAL
GIFTS**
\$434,422
TOTAL RAISED

PILGRIMS
GEM
GIVE
EVERY
MONTH **CLUB**

\$305,891
TOTAL RAISED

**FUNDRAISING
EVENTS**
\$717,258
TOTAL RAISED

The Helen Hays and Marion Boyd

21st ANNUAL

Sunflower
FUNDRAISING LUNCHEON



THANK YOU TO OUR SPONSORS

Nordic Mechanical Services
Duncan Craig LLP
Flowers by Merle

\$245,433
TOTAL RAISED

507
GUESTS

189
GUESTS



DONOR LOVE

Presented by Lexus of Edmonton





HIKE

FOR PILGRIMS

HO SPICE

APRIL 26, 2025

PRESENTED BY FLAMAN GROUP OF COMPANIES

743
PARTICIPANTS
HIKERS & VOLUNTEERS

\$238,946
TOTAL RAISED

THANK YOU TO OUR SPONSORS

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- Duncan Craig LLP
- RE/MAX
- Edmonton Journal
- Running Room
- OMS Occupational Medi-Serve
- Tim Hortons
- Chili's
- Lexus of Edmonton



A MONTH OF PEACE: MEET THE HERONS



Larry Heron had been living with ALS for nearly three years, a devastating disease that slowly took away his ability to move, eat, speak, and finally, breathe. He was on a ventilator and required a feeding tube.

The complexities of ALS meant Larry and his family would have been turned away from most hospices. But when you give to Pilgrims, you ensure we can say “yes” when others have to say “no.”

When Larry arrived at Pilgrims in October 2024, his family knew they were nearing the end of a long, exhausting journey. And yet, through it all, Larry never stopped smiling.

“It was a place of refuge. A place of peace. It was like someone took a huge load off our shoulders.”

~Doreen, Larry Heron’s wife



He was a husband of 64 years, a father, grandfather, great-grandfather and a man known for saying, “I’m just about perfect,” even as ALS stole more from him every day. He lived by the motto, “Attitude is everything.”

But even love and optimism can only carry a family so far.

“We had promised each other we’d stay at home,” recalled Doreen. “But I had to admit, it became too much. You can’t do this alone. You need people who understand what to do — who’ve been there.”

That’s what Pilgrims became for them: A lifeline. A sanctuary. A place where dignity and peace replaced fear and constant worry.



Tracy, Larry's daughter, remembered those final weeks vividly:

“Being at Pilgrims lifted a huge weight. We could stop focusing on caregiving and just be with Dad. That time is priceless. I will never forget it. Pilgrims didn’t just care for Dad. They cared for all of us.”

What makes Pilgrims Hospice Society unique in Alberta is its whole-family approach — home-cooked meals, grief support, respite for caregivers and more — all at no cost to those who seek our care.

Larry and his family were able to spend their final month together in comfort, not managing symptoms or scrambling for help, but being present. Watching hockey together. Holding hands. Celebrating a grandson's 18th birthday with balloons and cake. Sitting in peace.

“It would be great if everyone knew about the magic that happens here.”

~Tracy, Larry Heron's daughter



GRIEF SERVICES



333
SESSIONS

57
CHILDREN
& TEENS

280
ADULTS

Grief touches every life, but no one should have to carry it alone.

At Pilgrims, we offer free, accessible grief support for children, teens and adults, creating space for people to be seen, heard and supported after the death of someone important to them.

Fully funded by your donations, Pilgrims' grief support programs offered more than **500 hours** of compassionate programming across **333** sessions in 2025, creating meaningful opportunities for people to share, reflect and connect. Through registered and drop-in programs, workshops and social gatherings, **337 adults, teens and children** received support as they navigated their own unique grief journeys.



40
ATTENDEES

2
WORKSHOPS

I have found your grief groups extremely helpful in this journey and feel very grateful. The courses are so meaningful and the instructors are extremely compassionate and loving.
~ Grief Client





200
ATTENDED
ANNUAL SERVICE
OF REMEMBRANCE

182
ATTENDED
QUARTERLY
MEMORIALS



HIGHLIGHT FROM OUR YEAR

ACCREDITATION MILESTONE ACHIEVED

In 2025, Pilgrims reached an important milestone in its accreditation journey. Through the Accreditation Primer survey with Accreditation Canada, the organization received a final decision of **Proceed** — the highest possible outcome.

This designation confirms that all required standards within the Primer program have been successfully met and that Pilgrims is fully prepared to advance to the next phase of accreditation, Qmentum.

Accreditation Canada Primer decisions fall into three categories:

- **Do Not Proceed** – indicating significant gaps that must be addressed before moving forward
- **Condition** – allowing progression with specific requirements to be met
- **Proceed** – confirming all standards have been achieved and the organization is ready for the next phase

Achieving a **Proceed** decision reflects a strong commitment to excellence. It demonstrates that Pilgrims is meeting rigorous standards and most importantly ensuring that the people it serves receive the highest quality of care every day.

This milestone is a testament to the dedication, professionalism and teamwork across the organization — and is an achievement worth celebrating.



ADULT DAY PROGRAM



852
HOURS
OF CARE

Take a peek into our Adult Day Program, and you'll see movement, conversation, laughter and quiet concentration. For those who attend, it's not just a place to pass the hours, but a place to belong.

Our Adult Day Program supports community members who benefit from help maintaining or strengthening their physical and cognitive abilities. Through meaningful activities that encourage creativity, connection and gentle challenge, our clients build routine, confidence and a sense of purpose.

While the program receives partial funding from Assisted Living Alberta and a small daily fee from participants, it's donor support that brings the experience to life, making room for richer programming and deeper connection.



ACTIVITY HIGHLIGHTS

Neurographic Art

Woodworking

Pet Therapy
(Penguin, Bunny and Horse visits)

Duckling hatch

Music Therapy
(Tone chimes, drumming)

Virtual Travel Presentations

Tie Dye Art

Kentucky Derby Races

Yoga and Meditation

5,760
HOURS OF
CAREGIVER RESPITE



*Pilgrims Hospice Society is a contracted Day Program service provider of Assisted Living Alberta.



Every day, our volunteers offer something that can't be rushed or replaced: presence. From quietly sitting with residents, to supporting families, programs and staff behind the scenes, volunteers help create the calm, compassionate environment that defines Pilgrims.

By generously giving their time, volunteers help ensure that donor contributions can be directed where they matter most — supporting residents, clients and families through compassionate care and meaningful programs.

OUR VOLUNTEERS



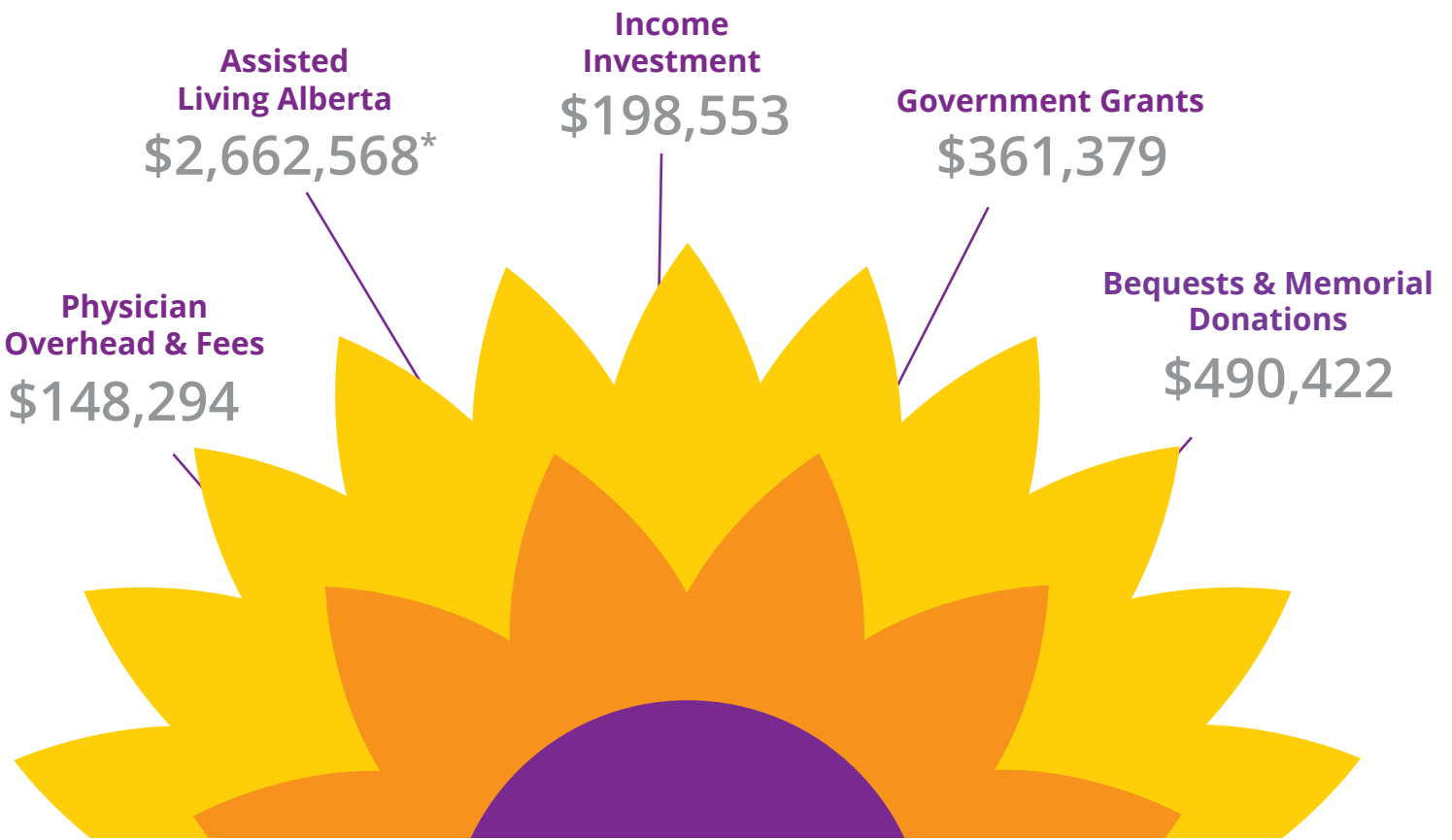
14,422

HOURS OF SUPPORT

In 2025:

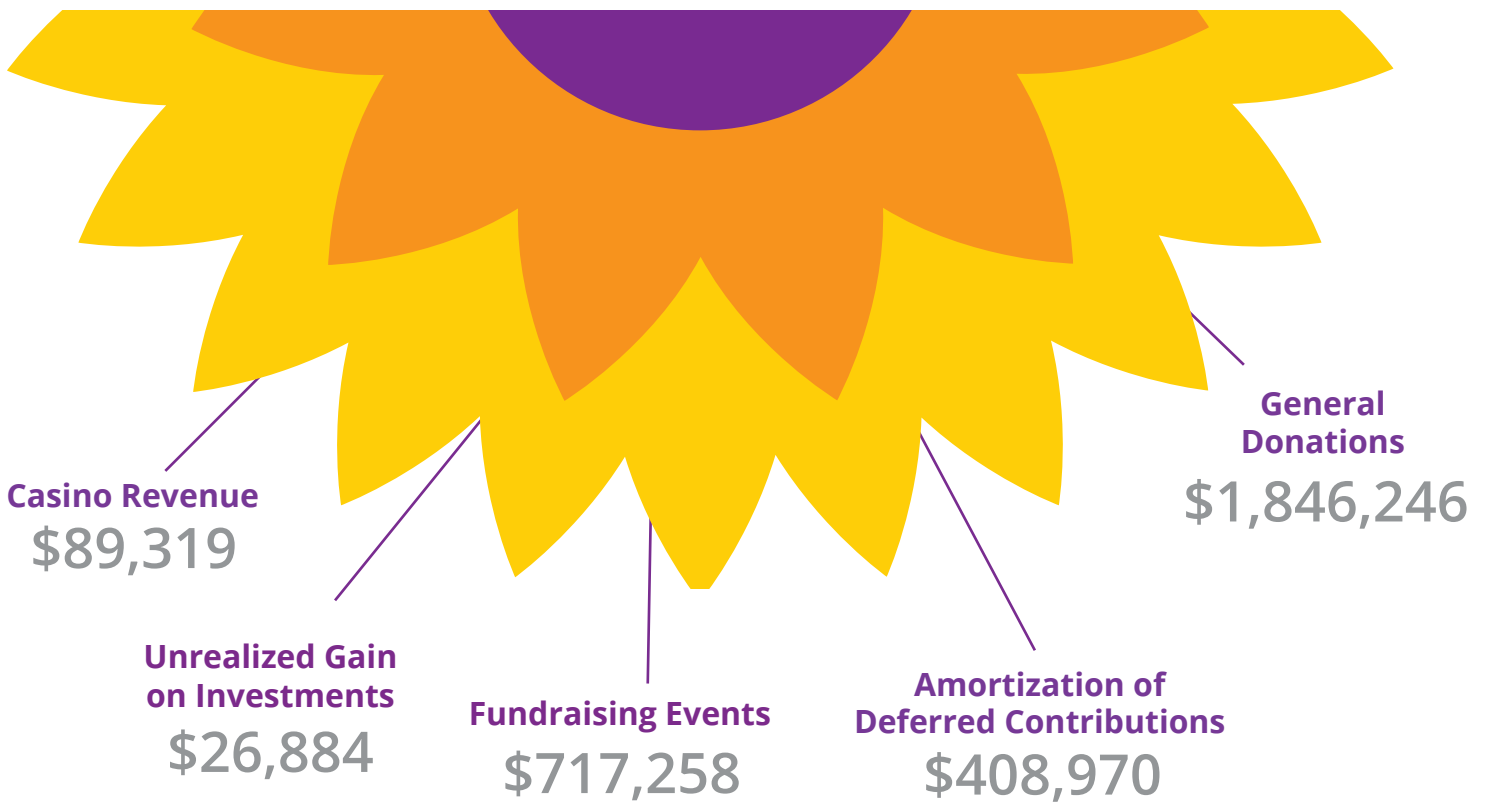
- **More than 200 volunteers** supported Pilgrims' programs with care and commitment
- Volunteers contributed **14,422 hours** of support, averaging **337 shifts** each month
- Volunteers were present across hospice and community programs **every day of the year**
- **108 people** took the first step toward volunteering by attending an information session

Together, donors and volunteers form a community of care that makes dignity, comfort and connection possible at the end of life



FINANCIAL HIGHLIGHTS

TOTAL ANNUAL REVENUE \$6,949,893



* Contracted Service Provision began May 8, 2024

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OUR ANNUAL DONORS

THANK YOU FOR YOUR GENEROSITY!

For the purposes of this 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.

\$100,000 and up

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Rick & Shannon Arndt

\$50,000 to \$99,999

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\$25,000 to \$49,999

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