



Langley Hospice Society & Foundation Annual General Meeting

April, 2011 - March, 2012
Monday, June 25, 2012 ~ 7:00 PM

Executive Director & Presidents' Report

A Year of Stability & Strength

As we move into our 29th year of providing a wide range of hospice programs to support people at their most vulnerable, we are thankful to have the strength and stability of our supportive program centre. As we enter into our third year at the centre, we appreciate more and more that it enables us to fulfill a unique role in offering our bereavement support services, education and resources in a beautiful, healing and protective environment. We are very proud that all of our programs continue to be provided free of charge to community members due to our diverse funding base and the generosity of the local community supporting us through fundraising, donations, bequests and Second Story Treasures Thrift Store.

In keeping with one of our strategic priorities, Langley Hospice has also made significant gains in community outreach and education. An area of focus has been working in partnership with the Langley School District delivering hospice presentations and support groups for both children and teens at several school sites. It is important to teach children and youth that grief is a natural reaction to loss. We have also fostered alliances with RCMP Victim Services, Langley Seniors Resource Centre, Langley Mental Health, Alzheimer's Society of B.C., Chehalis First Nations, Kwantlen First Nations and Douglas College Nursing School, to name a few.

We continue to work in partnership with Fraser Health to support the interim Hospice Residence both financially and through our palliative client volunteer program. The palliative client volunteers were privileged to support 158 Langley Hospice Residence clients and their families. It is estimated that for every death, there are five people affected. Our Bereavement Program for children, teens and adults is an extension of the support we provide to palliative clients. We have a very strong child and youth program which includes individual and group support, day activity grief camps and our annual 4-day Camp Chrysalis.

We were honoured to have one of our founding members and a long time volunteer, Dorscie Paterson, receive



recognition at a luncheon to celebrate International Women's Day. Dorscie was recognized for her outstanding commitment to the community, which includes 30 years as a Langley Hospice volunteer. Congratulations!

Since we have just completed the third year of our strategic plan, the staff and board members came together for a day of celebrating our successes and moving forward to the future. After much visioning, brainstorming, debating and discussion, we are pleased to announce our Strategic Planning Priorities for 2012 through 2015:

- Long term financial stability
- Increased public awareness and community profile
- Delivery of a wide range of superior hospice programs
- Team environment & workforce development for staff and volunteers
- Delivery of excellent end-of-life care in partnership with Fraser Health

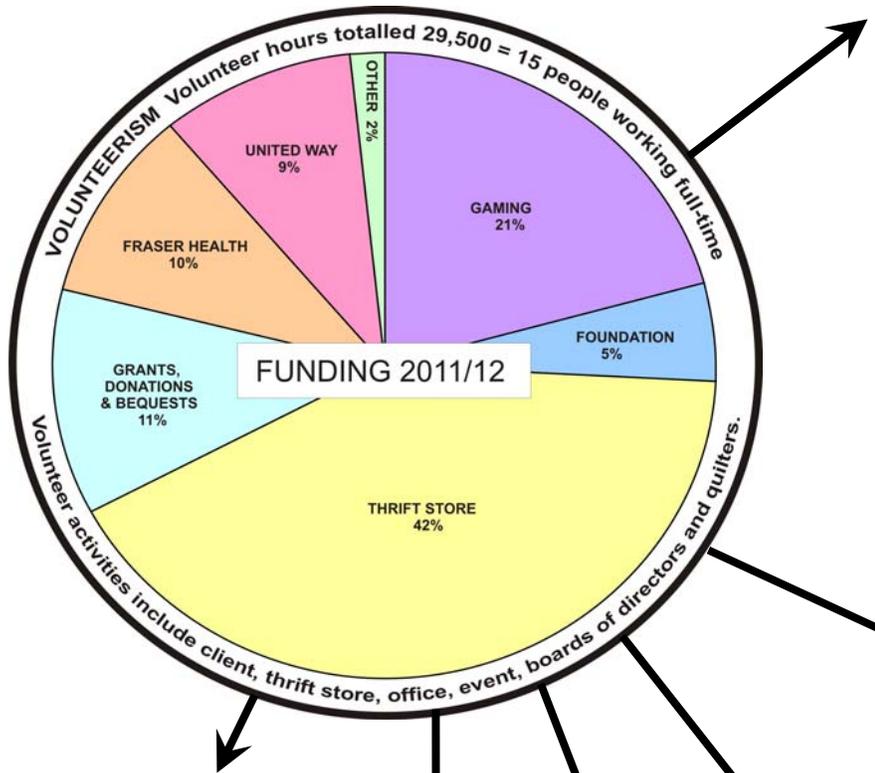
With the continued support and dedication of our partners, donors, sponsors, staff and volunteers, we have no doubt that these goals will be achieved over the next three years and that the lives of those we serve will be greatly enhanced. To all of you who contribute to our strength and stability, you are a valued part of our hospice team and we thank you.

Respectfully submitted,

Sandra Castle, Executive Director
Kathy Derksen, President, Langley Hospice Society &
Roberta Frankforth, President,
Langley Hospice Foundation

Langley Hospice Society, a community-based, non-profit organization, provides compassionate support to help people live with dignity and hope while coping with grief and the end of life.

WHERE THE MONEY GOES



Palliative Support

- ◆ Staff and trained volunteers are an integral part of the palliative care team, providing social, practical and emotional support for the hospice residence from 9am to 9pm, 7 days/week
- ◆ Provide therapeutic touch and tea service at the Residence
- ◆ Provide palliative support in the home, hospital or care facility
- ◆ Respite support for caregivers
- ◆ Vigil support for the last 72 hours of life at the request of family members

Langley Hospice Residence

- ◆ Operated by Fraser Health with support and financial aid from Langley Hospice
- ◆ Purchase of furniture and amenities to ensure a home-like atmosphere
- ◆ Ongoing maintenance and upgrading, i.e. plasma TVs, upholstering of sofas, chairs
- ◆ Provide coffee service and substantial snack items for clients and families
- ◆ Ongoing funding for palliative education for nursing staff

Volunteer Development

- ◆ 10-week Basic Hospice Training for palliative and bereavement volunteers
- ◆ Mini-hospice training for thrift store and office volunteers
- ◆ HEALS training for child and youth program facilitators
- ◆ Adult bereavement training for facilitators

Education/Public Awareness

- ◆ Presentations and educational workshops in community
- ◆ Education workshops for nursing students
- ◆ Grief and loss workshops presented to students in elementary and secondary schools
- ◆ Memorial and remembrance events, i.e. Celebrate a Life

Adult Bereavement Support

- ◆ Individual social, practical and emotional grief support at the centre or in the community
- ◆ First step and second step support groups delivered by trained facilitators
- ◆ Access to clinical counselling for complicated grief
- ◆ Memorial services

Child & Youth Bereavement Support

- ◆ Individual and family social, practical and emotional grief support
- ◆ Grief support groups for children and youth
- ◆ Day bereavement camps
- ◆ 4-day annual Camp Chrysalis, ages 7 to 13



Second Story Treasures Hospice Thrift Store

Once again, due directly to the ongoing support and dedication of the community, Second Story Treasures Thrift Store is pleased to report a very successful year. The Thrift Store was incorporated in 1998 with

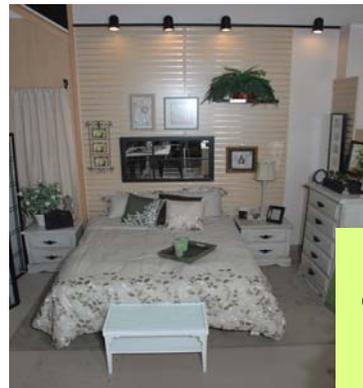


a mandate to raise funds to support Langley Hospice's palliative and bereavement programs. Not only is the store an excellent source of revenue, it provides an opportunity for volunteers to work together to support a common cause. Many of our volunteers have experienced the loss of a loved one, and have gone through our bereavement programs – truly a community of friends helping friends.

We pride ourselves on the philosophy of “reduce, reuse, recycle and rethink” which is a plus for the environment. To that end, we really encourage people to drop off items

72 volunteers contributed 17,885 hours to make the store a success

Recycled goods totalled 141,868 pounds or 70.9 tons!



that are gently used, so we will be able to sell them. At times, volunteers take items home to repair, paint or transform. However, as is the nature of thrift stores we are not able to sell everything and we do try our very best to keep items out of the landfill.

We are very fortunate to have a company that purchases our recycling and they pay by the pound. We were astonished at year end that our recycling totalled 141,868 pounds which is equal to 70.9 tons!!

We would not be the success we are without our loyal donors dropping off their often prized possessions, devoted customers who purchase that “special treasure” at a bargain price, staff, volunteers and dedicated community partners. Thank you and we look forward to celebrating 15 years of operation in 2013 with all of you.

Over 114,300 items were sold at an average of \$3.79 each (included in that total is 20,128 articles of clothing and 2,782 pair of shoes!)

**Largest total sales in one day since the store opened in 1998:
March 30, 2012 =
\$5,121.75**

**Second Story Treasures
#5, 20349 - 88 Avenue, Langley, BC
Store Hours: Tues - Sat: 10am - 5pm
Donation Dropoffs: Tues - Fri: 9:30am - 4:30pm
Sat 9:30am - 3:30pm**

BOARDS OF DIRECTORS

Society Board

Kathy Derksen, President
Scott Taylor, Vice President
Bonnie Greenlee, Treasurer
Anne Pilgrim, Secretary
Salman Azam
Lawrence Eta
Jane Hamar
Dorscie Paterson

Foundation Board

Roberta Frankforth, President
Anne Dent, Vice President
Merlyn Jussila, Treasurer
Bonnie Greenlee, Society Board Liaison
Dorscie Paterson

STAFF

Executive Director
Sandra Castle
Bereavement Support
Shivani Kaushik
Children's Bereavement Support
Linda Sheridan
Palliative/Volunteer Support
Fernande Ouellette
Volunteer Services & Event Planning
Denise Station
Administrative Services
Wendy Vetsch

Second Story Treasures Thrift Store

Manager
Diane Boyd
Store Operations
Deborah Campbell
Rebecca Hildebrand
Kathy Sawatzky





Carolling at the Langley Hospice Residence in December, 2011



Many thanks to Wal-Mart for their generous donation of \$4,000 in honour of the reopening of the Langley store.

Congratulations to Dorscie Paterson who was recognized at the Langley Rotary's International Women's Day luncheon for her contributions to Langley.



2011's Camp Chrysalis was a big success, hosting 23 children for overnight camping and 8 for daytime activities.



Denise and Shivani at the 2011 Dignity Memorial Golf Tournament. The tournament raised over \$31,715, of which \$6,200 was donated to Langley Hospice!



Annual Client Volunteer Potluck in August, 2011



A group of young philanthropists, led by Emma Telus, brought proceeds of their Christmas carolling to Langley Hospice. Thank you!