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Annual Report 2023

Mission Hospice Society

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Our Vision

To support ALL individuals in our community through the process of grief and loss and end of life transition.

Our Mission

To enhance the quality of life for individuals and families who are facing grief and loss or end of life transition through compassionate care, resources, and advocacy.



PRESIDENT'S REPORT

Reflecting on the past year, I am grateful for the privilege of serving as your board president. This journey with you all has been nothing short of remarkable. We've weathered storms and celebrated triumphs, weaving another chapter in the rich tapestry of our organization's story.

Our path has had its twists and turns, but with the collective wisdom of our esteemed board members and the tireless dedication of our Executive Director, we've navigated through them all.

I also want to express my appreciation to our volunteers, dedicated staff, and our Event Coordinator. Your energy and creativity have enhanced community engagement efforts, sparking newfound interest in our programs and services. This hard work hasn't just raised awareness; it's ignited a wave of support, strengthening our ability to make a difference.

As a board member, I'm thrilled to share that our organization has reached significant financial milestones this year. These achievements stand as a testament to our prudent management of resources and the boundless generosity of our community. Each donation, no matter how small, has fueled our mission and brought us closer to our goals.

Looking back on the past year's triumphs, let us embrace the spirit of collaboration and determination that defines us. Together, we will continue to champion the values of compassion, dignity, and support for those facing life's most significant challenges.

From the bottom of my heart, thank you for your unwavering dedication and support to the Mission Hospice Society.

Remco Bergman

President,

Mission Hospice Society Board of Directors

TREASURER'S REPORT



Balance Sheet:

As of December 31/23, the Society had total funds on deposit of \$752,394.75.

Restricted funds were \$365,323.02. This leaves \$387,071.73 for operations.

Restricted Funds are allocated as needed to fund future projects/programs as may be recommended by the Executive Director of the Society and subsequently reviewed and decided on by the Board. In the next fiscal year, it is anticipated that some of the restricted funds will be directed towards a major project.

The main Capital Asset (Rock Family House) is \$428,793.98.

Revenue:

Mission Hospice Society had revenue/income in 2023 of \$449,180.67 in the year. This was slightly higher than the budget amount of \$436,975.00.

The three major revenue categories of Grants, Donations and Gala, were ahead of budget by \$12,385 and \$28,835 and \$23,980 respectively. These categories are budgeted on a best outcome basis and this past year was a banner year and all were exceeded!

Expenses:

The Society had expenses in the year of \$416,902.75 which were slightly under the budget of \$417,975.00.

The two categories of and Equipment & Supply and Public Relations lead the spending overruns. Equipment & Supply had a budget of \$11,835.00 and was over budget by \$19,244.53. Much of this is attributed to an unexpected overhaul of the Society's computer equipment and server of approximately \$5,200. The Society has assisted in funding some of the pre work required for the anticipated move from the 3rd floor of the Hospital to a stand-alone location. Expense unplanned was just over \$10,000. The Public Relations budget overrun relates to Advertising which had a budget of \$3,500 and was over budget by \$5,988. This overrun is attributed to the unplanned costs incurred for the Cliff Rock Legacy Video for \$3,300 and the addition of an unplanned new pop up tent and banners for \$1,800. Fortunately, or not the main expense category of Payroll was under the budget of \$323,840.00 by \$36,914.02. Several staff positions changed over the past year. The board understands that staff retention remains a priority, which it fully supports. The E.D. is keenly aware of competitive compensation in the realm of "care and health" and ensures that the Society is compensating staff appropriately.

Net Income:

Net income for 2023 was \$32,277.92.

Sean Melia, *Treasurer*



EXECUTIVE DIRECTOR'S REPORT

After several years of so many uncertainties, it was amazing to get back to normal operations. 2023 brought back the personal interactions we all craved to normalcy, without masks and social distancing.

It also brought on a very busy year of rebuilding our volunteer base. Due to COVID 19 we lost many of our volunteers, so we worked hard at doing a push for volunteers to come join us and take the training. We hosted 2 volunteer training sessions and are happy to report by the end of the year our CMH volunteer schedule was 85% full.

We welcomed our New Grief Coordinator, Lori Veres and our new Volunteer Coordinator, Siohban Milne. Both have been a great addition to the team. With the change in staff, we were able to start making the necessary audits and improvements to our grief programs and services. As the need for Grief support increases the need to look at how we can maximize our services was needed. Volunteer burn out was also identified so we looked at a new process for our facilitators to prevent burnout.

Mission Hospice Society hosted a facilitator training session for our grief group volunteers. Moving forward we will do 2 of these per year so we maintain a healthy pool of volunteers to help support us with our grief groups.

Through a grant from the Canadian Red Cross, Mission Hospice Society was also able to host a full day event, called Understanding Traumatic Grief: Navigating Loss and Healing. Lori Veres, our Grief Coordinator specializing in trauma, facilitated, and helped planned this day. We invited front line staff from organizations who are needing this training. We had 28 ppl attend, from various organizations in Mission.

Our many fundraising events were successful, and it was great to be back at the Community day events bringing awareness to the community of our services and programs.

The end of 2023 we said goodbye to Jac Harris our Child & Youth Coordinator, who retired and moved onto an amazing adventure with her Husband in Columbia. We welcomed Jane Franklin as our new Child and Youth Coordinator, who came from Langley Hospice Society. 2023 also ended with Cory Cassel, our Events and Marketing Coordinator moving onto an exciting new role.

We thank everyone for all the support throughout the year and look forward to a busy 2024.

Sincerely,

Angel Elias

Executive Director

VOLUNTEER SERVICES REPORT



Total Volunteer Service Hours in 2023: 7,229

“ Without continual growth and progress, such words as improvement, achievement and success have no meaning.” – Benjamin Franklin

As I reflect on the past 6 months in my new role as Volunteer Coordinator for Mission Hospice Society, I am filled with gratitude for the incredible opportunity to contribute to such a vital cause. This transition into my new role has been both inspiring and humbling, and I am sincerely thankful for the chance to work alongside the dedicated individuals who make the Mission Hospice Society a beacon of compassion.

I was very lucky to have taken over the position from Helen Hutt and since then, I have been busy working closely with new volunteers coming in and transitioning some that had decided to step down after so many wonderful, dedicated years of volunteering. Our amazing volunteer team continues to grow and provide daily compassionate care to the residents at Christine Morrison Hospice, at the Mission Hospice Society house and within the community.

Our focus has been on revitalizing the activities and events on Christine Morrison Hospice floor that play a crucial role in our volunteer services, from Complementary therapies, float Fridays and legacy work. The response from our volunteers has been overwhelmingly positive, with many expressing their excitement about the reintroduction of these activities. We have noticed many volunteers have joyfully returned, bringing with them a renewed sense of purpose and community spirit.

Another transition we made at the end of 2023 was to transition our volunteer training program to a paperless format that will align with our commitment to sustainability and efficiency. Volunteers can easily access training materials from our website at any time, allowing for a more flexible and personalized learning experience. Additionally, this allows us to update training materials ensuring that our volunteers have access to the latest information and resources.

I also adjusted our volunteer shift structure on the hospice floor from a fixed 3-hour block to a more flexible 1-3 hour shift, which will open the door to a more diverse pool of volunteers, including those who may have previously found it challenging to commit to longer blocks of time, but also minimizes the risk of burnout, ensuring that our dedicated volunteers maintain enthusiasm and energy over the long term.

Sincerely,

Siobhan Milne
Coordinator of Volunteer Services

Volunteer Services Overview

Volunteer Training Programs:

During our 2 volunteer training courses that we offer during the spring and fall of 2023, we were able to welcome 21 new volunteers to our growing MHS team. This extensive course gives our volunteers the skills and knowledge to prepare them with a variety of challenges they may face within the hospice. This course consists of 30 in person hours, and 10 online hours. If the volunteer wishes to work

directly with patients on the hospice floor, we also offer an additional 3 hours CMH handbook training that we co-facilitate with the help of Jayne our Patient Care Coordinator at Christine Morrison Hospice. At the end of 2023, we have 110 total active volunteers.

<i>Spring Training Course:</i>	<i>12 Volunteers</i>	<i>471 hours</i>
<i>Fall Training Course:</i>	<i>9 Volunteers</i>	<i>332 hours</i>
<i>Volunteer Panels & Guest Speakers:</i>	<i>8 Volunteers</i>	<i>22 Hours</i>

Total Volunteer Training Hours in 2023: 825 Hours

Christine Morrison Hospice Volunteers:

Our dedicated volunteers have been the heart and soul of Mission Hospice Society, bringing with them the spirit of compassion and care. Over this past year, their unwavering commitment has brought comfort and solace to our patients and their families. Volunteers continue to work on the hospice floor 7 days a week, 8:30am - 9pm, 365 days a year with shifts ranging from 1-3hr. Over the past year, we successfully increased the weekly volunteer schedule from approximately 55-60% to an impressive 86-90%. Unfortunately, the Patio was under repair for the last 6 months of 2023 so there was no access to our residents or our Patio& Aesthetics team.

<i>CMH Palliative Support Volunteers:</i>	<i>51 Volunteers</i>	<i>3342 hours</i>
<i>CMH Aesthetics & Patio Volunteers:</i>	<i>Team of Volunteers</i>	<i>90 hours</i>
<i>Pet Therapy:</i>	<i>2 Volunteers</i>	<i>92 hours</i>
<i>Music Therapy:</i>	<i>2 Volunteers</i>	<i>363 hours</i>
<i>Equinox Choir:</i>	<i>12 Volunteers</i>	<i>307 hours</i>
<i>Tea Cart Service:</i>	<i>3 Volunteers</i>	<i>274 hours</i>

Total CMH Volunteer Service Delivery Hours in 2023 4468 Hours

Community Fundraising & Events:

Many of our Volunteers generously gave of their time to help with community events, fundraising, set ups, take downs, manning booths and tables, connecting with members of the community and selling tickets and serving food.

<i>Heritage to Hatzic Road Race</i>	<i>5 volunteers</i>	<i>45 hours</i>
<i>MHS Gala</i>	<i>15 volunteers</i>	<i>920 hours</i>
<i>Canada Day</i>	<i>1 volunteers</i>	<i>4 hours</i>
<i>SCCBC Race Days</i>	<i>1 volunteers</i>	<i>24 hours</i>
<i>Ride for Hospice</i>	<i>9 volunteers</i>	<i>36 hours</i>
<i>Hofer Golf Tournament</i>	<i>2 volunteers</i>	<i>10 hours</i>
<i>Hike for Hospice</i>	<i>3 volunteers</i>	<i>36 hours</i>
<i>Mission Fest</i>	<i>4 volunteers</i>	<i>28 hours</i>
<i>Tree of Remembrance:</i>	<i>40 volunteers</i>	<i>207 hours</i>

Total Community Fundraising & Events Service Delivery Hours in 2023: 1310 Hours

Volunteer Support & Appreciation:

We hosted two successful volunteer appreciation events in 2023—an outdoor barbecue and a festive Christmas party. It was a wonderful way to express our gratitude for the invaluable contributions of our dedicated volunteers. These events not only celebrated their hard work but also fostered a sense of community among our volunteers. We also held volunteer support meetings, hosting speakers and enlightening topics.

<i>Volunteer Support Meetings:</i>	<i>22 volunteers</i>	<i>75 hours</i>
<i>Bar b que</i>	<i>40 volunteers</i>	<i>160 hours</i>
<i>Volunteer Christmas Party:</i>	<i>52 volunteers</i>	<i>156 hours</i>

Total Support Meeting & Appreciation Service Delivery Hours: 391 Hours

Grief & Bereavement Groups:

In 2023, our dedicated MHS (Mission Hospice Society) volunteer group facilitators have continued to demonstrate their commitment by leading multiple support groups. These facilitators play a crucial role in fostering a supportive environment for participants, addressing various aspects of emotional well-being and grief.

<i>General Grief Group</i>	<i>3 volunteers</i>	<i>134 hours</i>
<i>Widow's Support Group</i>	<i>3 volunteers</i>	<i>152 hours</i>
<i>Walking Grief Support Group</i>	<i>3 volunteers</i>	<i>33 hours</i>

Total Grief & Bereavement Group Hours in 2023: 319 Hours

Community Palliative One to One Support:

In the past year, our community volunteers have played a crucial role in providing support to palliative clients and their families residing in the community of Mission. We are proud to report that our dedicated volunteers successfully supported 2 clients, delivering compassionate care and assistance during a challenging time.

<i>Community Palliative One to One Support</i>	<i>2 Volunteers</i>	<i>45 hours</i>
<i>Caregiver Support by volunteer</i>	<i>1 Volunteer</i>	<i>14 hours</i>

Total Community Palliative One to One Service Delivery Hours: 59 Hours

Child & Youth Bereavement Support:

Under the guidance of our Child & Youth Bereavement Coordinator, our dedicated volunteers have been instrumental in providing crucial support to grieving children within our community throughout the year. We are pleased to share that 4 volunteers actively participated in co-facilitating the Circle of Friends groups, while another volunteer played a key role in the success of our one-day Horse Whisperer Grief Camp held in June.

Total Child & Youth Bereavement Support Hours in 2023: 43 Hours

Admin & Hospice Office:

Admin hours include shopping, assisting with office duties, and odd jobs around the Hospice house and grounds.

Admin & Hospice Office	7 Volunteers	247 Hours
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Board Members:

Our Board of Directors attended monthly board meetings, as well as supporting all fund-raising events and continued to assist with the guidance and direction of the Mission Hospice Society.

<i>Board Meetings</i>	<i>10 Volunteers</i>	<i>210 hours</i>
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Total Board Meetings Service Delivery Hours in 2023: 210 hours

Thank you for a amazing year.

Sincerely,

Siobhan Milne
Volunteer Coordinator



ADULT BEREAVEMENT REPORT

The Adult Grief & Bereavement department at the Mission Hospice Society is dedicated to offering vital services to residents in Mission and neighboring communities. We are committed to providing continuous support for individuals and families coping with the challenges of loss, particularly those associated with death.

2023 Statistics for the Grief & Bereavement Department

- *New Clients - 99*
- *Total One-to-One (1-hour) Grief Support sessions - 322*
- *Total number of Walking Grief Support Group Sessions offered (started in June) - 23*
- *Total number of General Grief Support Group (2-hour) sessions offered - 44*
- *Total number of Widow Grief Support Group (2-hour) sessions offered - 43*

Information About Mission Hospice Clients

New clients:

Individuals discover our services through various channels, including word of mouth, victim services, doctors, nurses, MHS volunteers, Christine Morrison Hospice staff, social workers, and mental health professionals.

New client process:

For new clients seeking grief support from the Mission Hospice Society, the process begins with a free, one-hour, one-to-one session facilitated by the Adult Grief Coordinator. In this session, clients find a safe and supportive space to share their stories of loss. Each session is thoughtfully tailored to address the unique needs of the individual.

One-to-One Grief Support

Time allocations for One-to-One Grief Support:

- *One-to-One (1-hour) Grief Support sessions - 322 hours*
- *Note-taking: approximately 15 minutes after each session - 80.5 hours*
- *Total time allotted to One-to-One (1-hour) Grief Support - 402.5 hours per year*

How many free one-to-one sessions can a person attend?

Due to a high demand for our free service, we typically try and keep the number of one-to-one sessions under five, however, we do not cease support if the client continues to struggle. If clients require ongoing support, the frequency of their sessions gradually extends. Typically, individuals might initiate with weekly sessions, progressing towards bi-weekly or monthly meetings.

Grief Support Groups

The Grief & Bereavement department is extremely grateful for the invaluable role our dedicated volunteers play in leading our grief support groups. These compassionate individuals bring a unique blend of empathy and understanding to create a supportive environment for those navigating the complexities of grief and loss. Through their facilitation, our volunteers offer a comforting space for participants to share their experiences, find solace, and embark on the journey towards healing. Each week, volunteers support three different groups.

- *Walking Grief Group - 2 volunteers, 1 session per week, for 1 hour Total 33 hours*
- *General Grief Group - 2 volunteers, 1 session per week, for 2 hours Total 134 Hours*
- *Widow Support Grief Group- 2 volunteers, 1 session per week, for 2 hours, total 152 hours*

What is the process for a client to attend Grief Support Group sessions?

Following a one-to-one session with the Adult Grief Coordinator, clients, when emotionally prepared, receive an invitation to join one of our Grief Support Groups. The client and the Adult Grief Coordinator collaborate to assess and determine the optimal time for the client to transition to group grief support.

Walking Grief Support Group:

The walking group started in June 2023 and walked every Monday from 10:00-11:00 am. It was open to all adults experiencing grief that could walk a minimum of 5 km. Occasionally we did not offer the walking group due to statutory holidays. Our intention was to offer the group for July and August, but the group continued to walk through the fall and into December. The number of participants was very low (1-3 people each session), but the two volunteer facilitators enjoyed walking and felt it as an important service to offer.

- *Total number of Walking Grief Group sessions offered in 2023 - 23*
- *Total number of unique individuals that accessed the Walking Grief Group sessions - 7*
- *Total number of participants in the 23 sessions combined - 36*
- *Total Hours 33 hours*

General Grief Support Group:

Our general grief group is open to all adults experiencing grief. It has been operating each week for many, many years with minimal breaks in the schedule. In 2023 we did not offer sessions on statutory holidays, the month of August and almost all of December (excluding December 6th which was our last session of 2023).

- *Total number of General Grief Group sessions offered in 2023 - 44*
- *Total number of unique individuals that accessed the General Grief Group sessions - 12*
- *Total number of participants in the 44 sessions combined - 202*
- *Total Hours 152*

Widows Grief Support Group:

This is an open on-going weekly support group for women who have recently lost a spouse. Like the General Grief Group, it has been operating for many years with minimal disruption. In 2023 we did not offer sessions on statutory holidays, the month of August and almost all of December (excluding December 7th which was our last session of 2023).

- *Total number of Widow Grief Support Group sessions offered in 2023 - 43*
- *Total number of unique individuals that accessed the General Grief Group sessions - 11*
- *Total number of participants in the 43 sessions combined - 251*
- *Total Hours 134*

Grief & Bereavement Events

We offered one special event for our Grief & Bereavement clients in 2023 and that was the Christmas Memorial. Our Christmas Memorial, held on Tuesday, December 5, 2023, welcomed grief and bereavement clients from 2022-2023. The event featured a heartfelt slideshow presentation, showcasing pictures of those who had passed, accompanied by a touching moment where attendees lit a 'Candle in Remembrance.' This candle symbolized the honor and remembrance of their loved ones, creating a warm and comforting atmosphere that fostered a profound sense of connection with those they hold dear. Additionally, guests were encouraged to select a beautifully crafted ornament from the tree to take home—a tangible symbol representing the everlasting impact their loved ones have had on their lives.

- *Audience: 2022-2023 grief clients*
- *Number of attendees: 20*

Professional Development

The grief and bereavement department seeks to support additional opportunities for professional development for our staff, volunteers, and community members. Lori, the Adult Grief Coordinator with the support of the team at Mission Hospice Society provided the following:

Navigating Traumatic Grief in the Workplace

In this 5-hour presentation, we delved into the critical topic of traumatic grief (TG) and provided frontline workers with the essential tools and resources needed to address this profoundly challenging aspect of their profession. Frontline workers, often confronted with crises such as overdoses and suicides, bear the emotional burden of these traumatic events and the responsibility of guiding their clients through the grief process. The comprehensive training aimed to equip them with the knowledge, strategies, and support networks essential for navigating traumatic grief effectively, both in their personal lives and in their role as caregivers.

- *Audience: Frontline Workers*
- *Number of attendees: 29*

Meditation and Breathwork Information Session

In this enlightening session, we explored the profound benefits and techniques of meditation and breathwork. Participants learned how mindfulness and conscious breathing can enhance mental clarity, reduce stress, and foster overall well-being.

- *Audience: Mission Hospice Volunteers*
- *Number of attendees: 14*

Volunteer Training

We conducted two volunteer training sessions this year - one in the spring and another in the fall. The training spans 40 hours and unfolds over eight weeks, providing a robust foundation for compassionate individuals aspiring to volunteer with the Mission Hospice Society. Topics covered include listening and effective communication, self-care, boundaries and stress management, volunteer roles and responsibilities, pain and symptom management, medical assistance in dying (MAID), advanced care planning, and spiritual and cultural awareness, including funerals and memorials. People who attend the training often express profound personal growth as a direct result of their participation.

- *Audience: Community members*
- *Number of attendees: 21*

Facilitator Training

In 2023, we revamped our facilitator training, inviting our skilled volunteers to elevate both their expertise and their ability to assist MHS. Upon completion of the training, participants are encouraged to apply as facilitators for one of our Grief Support Groups. This comprehensive training spans 3 hours, with the following set of learning outcomes: difference between therapy groups and support groups, definition of a facilitator, understanding group dynamics, the role of a grief group facilitator, techniques for active listening and encouraging open dialogue, guidelines and expectations for participants, responding to problems in the support group setting, planning and organizing group activities and discussions, and time management strategies for efficient sessions. To accommodate the volunteer's busy schedule we offered two training sessions, one in November (10 people) and one in December (3 people).

- *Audience: Mission Hospice Volunteers*
- *Number of attendees: 13*

2023 was a great year and I look forward to growing the Adult Grief department in 2024

Sincerely,

Lori Veres
Adult Grief Coordinator



CHILD & YOUTH BEREAVEMENT REPORT



For the Child and Youth Bereavement Services at Mission Hospice Society (MHS), 2023 continued to be a very busy year of providing support to the children and youth of Mission. We cannot seem to keep up the need for support from our community, a theme carried over from last year.

Our referral for providing one to one support continued to be in demand from the schools and parents in the community. Most (majority) of the schools use our services regularly to provide support to their students who have experienced a death or major loss. Due to the lack of counseling services available any assistance the school counsellors can receive from us, they are grateful.

While the first part of the year focused more on one-to-one sessions, the second half transitioned to grief group work, especially with younger children. We intentionally implemented this strategy to alleviate the backlog and assist with the number of requests for grief support.

During the year, we provided on-site in person support at 13 elementary, middle and high schools throughout the Mission District. For continued flexibility and ease purposes, we offered the one to ones and Circle of Friends Grief Groups during school hours. The schools staff seeing this need, were great at prioritizing physical space was available. Going directly to the schools made it possible for children/youth to receive our services with minimal interruption to parent schedules. A win/win for all.

Anxiety, depression, grief, and loss, remain the themes that affected our grieving children and youth in the community. Families are struggling and home situations for many of the children/youth are complicated, which adds to their grief journey. What is also true, most of the students I see are open, willing, and wanting to talk. The middle /high school students text me regularly to set up their next appointment.

Our Circle of Friends Grief Children Group for grieving children aged 6-12 was offered four times during the spring and fall of 2023; at Mission Hospice House, Christine Morrison /Deroche Elementary Schools. Running the program during school hours at the schools continues to be well received by all involved. Grief support is provided, the staff express the connection the student create by their grief shares, parents are not having to compete splitting their time with other after school activities.

A highlight for our grieving children was our 4th annual one day Horse Whisper Grief Camp. We had 9 children; ages of 6-12 years attend. This day camp was a tremendous success. The children had great feedback about the day: riding the horses, spending time with the animals, mindfulness walk, memorial art project making new friends.

On Valentines, Easter, Halloween, and Christmas, themed goodie bags are delivered to the kiddos/teens we have been working with. A simple way to honor and acknowledge the children/youth. The treats, regardless of size, always come as a big surprise and are received with lots of smiles and hugs.

Please see below a few of the stories to children/youth we served.

We have a family in our community that had their two-year-old drowned over the summer. Each family member is mourning in their unique way. I am involved with two of the siblings of ages 12 and 8. I have also been in contact with Mom.

On what would have been the two-year-olds birthday, each member of the family had different ideas on how they wanted/did not want to honor the day. The 12-year-old was very anxious over the arrival

of the day and asked for junk food for herself, the younger one wanted to celebrate her sister's birthday with her favorite food Timbits. On the birthday, she and I did a balloon release with notes written by the 8-year-old to her baby sister. Together we went out to the school field, sang happy birthday, released one balloon, and watched it disappear into the clouds and up to her sister (as she worded it) while we ate Timbits. Mom couldn't get out off bed.

This same 8-year-old from the birthday story above did the mask below showing how she presents to the world and how she really feels inside.



The painting below was done by a 13yr old whose Dad died suddenly last year. This is Dad and she meeting together under a purple moon as their spirit animals Dad is wolf; pack animal.loved his family and being with them The kiddo is a cougar; (2nd choice, a deer she is generally soft and quiet) can get anger



Below you will see the children working on their memorial jars these jars are painted with memories /pictures of their special someone. The children have twinkly lights to go inside of the jars.



I was asked to see this little one after her family house burned down. The humans were not in the house at the time however her animal family were and died in the fire. This is her painted memorial of her pets.



And finally, the below painting was created by a grade 12 student whose mom is diagnosed with early onset Alzheimer disease. The student tells me she loses her Mom over and over each time she sees her (recently Mom was unaware she was her daughter).

In the picture Mom is the daffodil (Moms favorite flower) standing tall. The gray/black represents the disease and how it is slowly coming for the flower. The student wants to add little houses in the vase representing her sister and herself. She wants to show how Mom stands tall to protect them for as long as she can.



And finally, a story of memory making. This story involved a grandma who is palliative care, her granddaughters who I saw, and a tea party. The girls are 9 and 16 years old. Grandma had lived with them their whole lives, and both were devastated at the idea of Grandma not being with them any longer. They both had favorite memories of going to Victoria with Grandma and having high tea.

We decided to surprise Grandma with a tea party.

The first weekend in June, found me dropping off supplies at their home (fancy hats, fun sunglasses, royal family caricatures on sticks for photos (even an empty frame), table clothes and decorations and of course scones, strawberries, and goodies).

The girls took it from there. The magic of Mission Hospice.

Clients in 2023:

- *Circle of Friends Mission Hospice Society (6-12yrs): 14*
- *Circle of Friends Deroche Elementary (6-12yrs): 14*
- *Circle of Friends Christine Morrison (6-12yrs): 12*
- *One Day Horse Whisperer Grief Camp (6-12yrs): 9*
- *One to One at MHS and Mission Schools (6-19yrs): 98*

TOTAL: 147

One-To-One Support

Throughout 2023 we offered 1-1 support for children and youth requiring support after a loss. This service is offered here at MHS as well as at the various schools in the Mission District.

Referrals come from families and clients who have used our services as well as through marketing materials placed online and in the newspaper. We have also developed very good relationships with the school counsellors and principals throughout the community and they have been very happy to pass our name along to parents and students needing grief support.

Sessions for children and youth typically range from thirty minutes to one hour - depending on age of the child and/or youth - with the number of sessions varying between four to ten. Our goal with all clients is to establish a trusting relationship to give children and youth an opportunity to express their feelings and learn effective ways to grieve through conversation and expressive arts activities.

- *number of visits in 2023: 447*
- *Hours allocated to 1-1 visits in 2023: 329*

Group Support

Our Circle of Friends programs - here at MHS as well as at Middle and Elementary schools - offers a chance for children and youth to talk and grieve with other peers who have experienced the loss of a family member or friend through death. Groups are designed to show children and youth that they are not alone in their loss and to give them a safe place to express emotions without fear of being judged or looked at as 'different'. Groups typically start with an icebreaker activity to promote bonding followed by an open 'grief topic' discussion. Each session also has a creative art activity which shows children and youth different ways to express difficult emotions. All groups end with a 'memorial' to allow children and youth an opportunity to share memories, pictures and stories of their loved ones.

- *Number of children participating in support groups in 2023: 40*
- *Number of children/youths attending Horse Whisperer Grief Camp: 9*

Volunteers working in Child and Youth Bereavement Groups:

- *Circle of Friends* 3
- *Horse Whisperer Grief Camp* 2

Total volunteer hours in 2023: 230

Group programs in 2023

Circle of Friends - Mission Hospice Society - Ages 6-12

This group is for children between the ages of 6 - 12, for those who have experienced a death of a loved one. This program offer a safe and caring environment for children to express their emotions and share their experiences through arts & activities with other bereaved children. This support group is once a week for 8 weeks from 3:30 to 5:00pm. It was facilitated by Jacqueline Harris with help from hospice volunteers wishing to work with children.

This group had all girls and they bonded very quickly. In the first session, all the children were quiet to start, expressing feeling nervous and not sure what to expect. By the next week session, all children returned and were both eager and excited to come to the group.

Circle of Friends - Deroche Elementary - Ages 6-12 (2 Groups)

This group is for children between the ages of 6 - 12, for those who have experienced a death of a loved one or grieving the loss of not being able to see a parent on a regular basis. This program offers a safe and caring environment for children to express their emotions and share their experiences through arts & activities with other bereaved children. This support group is once a week for 6 weeks from 1:00pm to 2:15pm. It was facilitated by Jacqueline Harris with help from a hospice volunteer.

The families of many of the children who participated in group come from homes that have experienced family /generational trauma, addiction and mental health issues, food scarcity. These psycho/social factors contribute to the children having difficulty forming connections, emotional dysregulation, which can lead to significant mood swings, including sadness, anger, irritability, and frustration.

Circle of Friends - Christine Morrison Elementary School - Ages 6-12

This group is for children between the ages of 6 - 12, for those who have experienced a death of a loved one. This program offered a safe and caring environment for children to express their emotions and share their experiences through arts & activities with other bereaved children. This support group is once a week for 6 weeks from 1:00pm to 2:30pm. It was facilitated by Jacqueline Harris and school counsellor Meg Kruger with help from a Mission Hospice volunteer.

A few of the older kiddos in the group had a lot of difficulty regulating their emotions. These psycho/social factors contribute to the children having difficulty forming connections, emotional dysregulation, which can lead to significant mood swings, including sadness, anger, irritability, and frustration.

Horse Whisperer Grief Camp - Ages 6-12

In collaboration with Carla Webb, owner of Empowered by Horses farm in Abbotsford and facilitator of Horse Whisperer Grief Camp, we held our camp with 9 children between the ages of 6-12yrs in attendance.

Heart Centered Horsemanship (HCH) uses a relationship focused approach to the horse-human connection. This means that the horse's perspective is considered equal to that of the human regardless of whether the partnership is one of liberty, casual riding or therapy. Through observation, interactive exercises and the careful study of how human emotion, ego and intention can influence horse-human dynamics, HCH is an effective and non-abusive method for forging strong bonds and positive outcomes.

The camp was held on Saturday, June 17, 2023, from 9:30am - 3:30pm. The camp was facilitated by the Child and Youth Bereavement Coordinator at Mission Hospice Society (MHS), a MHS summer practicum student along with 5 staff members from Empowered by Horses, who led the group in all horse related activities.

This day camp was a tremendous success. The activities were well received by all participants, many of whom had never been on or near a horse. Horses are often used in therapy work, and I believe the day's events were not only enjoyed by all but also very helpful in the children's grief work. Strong connections were made between the kids. Losing a loved one can be an isolating experience for a child/teen. At this camp however, that loss was what the kids had in common, which created a safe environment for the children to remember their loved ones and know they were not alone in their loss journey.

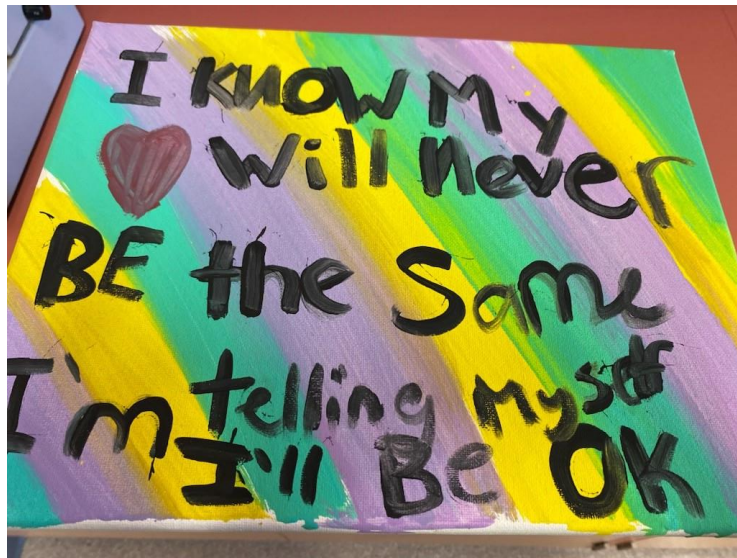
Events and other activities

- Regular/ongoing meetings and contact with school counsellors and principals
- Regular/ongoing planning sessions for groups with MHS volunteers
- Attend monthly Children and Youth Committee meetings, when possible
- Work with summer intern to research and plan future group sessions/activities
- Organize special 'Paint Night' and "Clay Work" with Mission's Getting Crafty/Art Counsel for Circle of Friends participants
- Assist with Gala set up
- Host Camp "Meet and Greet" for Horse Whisper Grief Camp attendees
- Lead Horse Whisper Annual Grief Camp with 13 children and 3 volunteers
- Assist with Ride for Hospice fundraiser
- Assist with Hike for Hospice fundraiser
- Attend and assist with other MHS events and fundraisers
- Facilitated Mission Hospice Volunteer Training
- Organize and facilitate delivery of Christmas Goodies to all children/youth at schools.

The Child and Youth program at Mission Hospice Society continues to grow, emphasizing the need for ongoing bereavement support for children and youth. It is such a privilege and a pleasure to work alongside the Mission school counsellors, principals and staff in support of the children and youth of Mission.

I have shared many times, "It takes a village". I am so honored to be part of Mission, working alongside a community of people whose hearts are focused on supporting children/youth. We look forward to continuing this support offered by Mission Hospice Society in 2023 and beyond. The need for our programs and services has never been higher and grows every day.

Jacqueline Harris
Child and Youth Bereavement Coordinator



MARKETING & EVENTS REPORT



Social Media

Mission Hospice has a strong following on its social media accounts and saw an 8% increase in followers on Facebook and a 19% increase on Instagram. With over 2442 followers, Mission Hospice posts had a reach of 42,688 people in 2023 and there were 4252 page visits.

- **Facebook**
 - *1675 followers - 131 New*
 - *3466 Page Visits (increase of 60% vs 2022)*
 - *Reach 41,268*

- **Instagram**
 - *767 Followers - 148 New*
 - *786 Profile Visits (increase of 37% vs 2022)*
 - *Reach 1420*

Traditional Media

Mission Hospice enjoys very healthy relationships with local media outlets and received outstanding support from the Mission Record, What's On! Mission Magazine and Star 98.3 / Country 107.1. Sponsored print ads and on-air promo of events provide great exposure in Mission and surrounding communities for the organization.

Events

- The **Heritage to Hatzic Road Race** is a third-party fundraiser hosted by Peninsula Runners in support of Mission Hospice. The 2023 Race saw 255 registrants and 233 finishers. The event was supported by 15 volunteers who contributed 45 volunteer hours.

- The 2023 **Mission Hospice Gala** was a huge success and our Welcome to the Jungle theme was wildly popular. The event generated the most revenue of any previous Mission Hospice gala and was supported by 18 volunteers who contributed 420 volunteer hours.

- Mission Hospice was invited to participate and be the benefactor of a BBQ at Chances Gaming Centre on **Canada Day**. This was a new collaboration with Chances which raised funds to support compassionate care. Mission Hospice provided 1 volunteer who contributed 4 volunteer hours.

- The **Sports Car Club of BC** invited Mission Hospice back to the Mission Raceway for 2 race weekends where MHS volunteers hosted a booth providing information to the public, collected donations, and sold 50/50 tickets in support of Hospice. The SCCBC also presented MHS with a cheque at the end of their race season. 1 volunteer contributed 24 volunteer hours.

- The annual **Motorcycle Ride for Hospice** was a very efficient fundraiser raising one of the largest amounts in the event's history with a relatively low number of participants. 2023 saw the start and end of the Ride at the Dewdney Pub. 9 volunteers contributed 36 volunteer hours.
- Mission Hospice was the charity of choice and benefactor of the **Hofer Memorial Golf Tournament** at the Mission Golf Course. 2 volunteers contributed 10 volunteer hours on the golf course providing information, collecting donations, and serving refreshments to the tournament participants.
- The annual **Hike for Hospice** was hosted at Fraser River Heritage Park and the 70+ participants enjoyed a walk through the park. 9 volunteers contributed 27 volunteer hours.
- **Tree of Remembrance** was hosted for 2 weeks with time spent at Save On Foods and Walmart.

Other Activities

The Events & Marketing Coordinator provided support to the program coordinators with the creation of promo materials, execution of advertising and sourcing of supplies and donations to assist in the facilitation of programs and services provided by Mission Hospice.

Thank you to everyone for the continued support of our events.

Sincerely,

Cory Cassel
Events & Marketing Coordinator





Thank you volunteers for all you do for the Mission Hospice Society