



# Report to the Community



August 1, 2022 - July 31, 2023



# About Us

O&DHS of community members that support Hospice Palliative Care services in Mountain View County area by providing hospice, bereavement and NavCARE support and utilizing trained volunteers to support individuals/families living with palliative and/or chronic illness, loss and grief.



The Society currently has 10 Board members, 4 staff members, and 130+ volunteers that support the Society through, client, event, administration and work shifts at our community thrift store Nu2U.

## Mission

To provide quality, compassionate care in a home like setting for those facing death by offering physical, psychological, emotional, spiritual and educational support to individuals, their families and community at the end of life and during bereavement.

## Vision

Compassionate, quality end-of-life care in a home-like environment for individuals, their family, and their friends and into bereavement.

## Core Values

Compassion  
Confidentiality  
Dignity  
Volunteerism  
Communication

"Hospice Palliative Care" is a philosophy of care that stresses the relief of suffering and improvement of the quality of living and dying as well as their family members.



# Message from our Board Chair



Earlier this year in April the Board hosted a strategic planning event over two evenings to set our one-year goals and to plan for the next five years. Last year I spoke about focusing on our future and that is what an effective Board should be doing on a monthly basis. We have grown and changed over the past twelve years, thanks to the good foundation laid by our founding members. Our Bereavement Support team offers support to those experiencing the death of a loved one and seeking help through their journey. The Society offers one on one (bereavement bridging) support as well as eight-week bereavement groups that are available spring and fall.

Our Nav-CARE 's specially-trained volunteers help improve the lives of people living with chronic/terminal illness who are not in need of hospice palliative care. Our volunteer navigators help these clients create connections to community services and resources, and provide them with caring compassionate emotional and social support. As a benefit to providing NavCARE the clients transition to end of life support is gentle and they feel supported.

Our Nu2U thrift store has added a revenue stream to our Society but it also provides support to the community through donations of products to those in desperate need. As we grow and focus on our future, these are a few of the areas we feel we need to communicate to our communities. We are much more than what our vision statement implies.



## 2022 – 2023 Board of Directors

### President

Harvey Walsh

### Vice President

Mary Hatcher

### Treasurer

Cheryl Dahl

### Secretary

Pansy Angevine

### Directors

Keith Smyth

Gord Krebs

Dr. Vicki Wielenga

Dawn Elphick-Woodbury

Joan Molitor

Penny Farley

29  
hospice clients  
served

38  
bereavement  
clients served

Suite  
Occupancy  
Rate

60%

33 NavCare  
clients served

Doubled the  
new clients  
served from  
previous year



# Message from Executive Director



Reflecting on our year in review, it is undeniably evident that our volunteer and community support has been the driving force behind our remarkable success. Our dedicated team has provided exceptional service, resulting in a significant doubling of our client services particularly in the domains of Bereavement and NavCARE. This year we also welcomed Nu2U to our operations. Nu2U not only bolstered our revenue streams but also enhanced our connection with the community on a deeper level.

Furthermore, our strategic move to Olds United Church significantly improved accessibility for our clients, embodying our commitment to ensuring that our services are readily accessible to those in need. In addition to this, the introduction of our program, Bereavement Bridging, led by the capable hands of Ruby Elliott, has proven to be an invaluable addition, offering essential one-on-one support for clients navigating the challenging path of loss. Ruby's extensive experience, combined with the expertise of our dedicated volunteer bereavement facilitators, ensures that those in need receive the personalized support required during their most trying times.

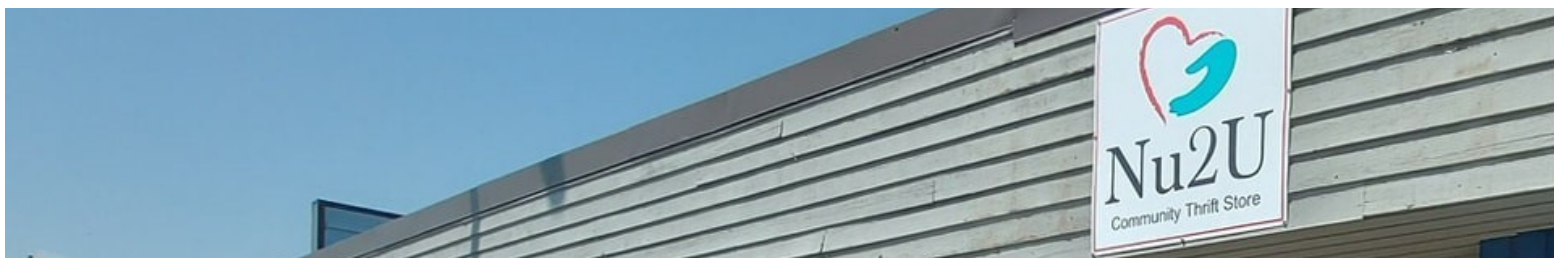
As we gaze toward the future, it is important to continue building on our achievements, expanding our reach, and striving to make a lasting and meaningful impact on even more individuals & families within our community. Your belief in our mission serves as the bedrock of our endeavors, and I have the confidence that, together, we will continue to leave an enduring imprint on the lives of those who utilize our services.

We express our heartfelt appreciation for your consistency and support, and we eagerly anticipate forging ahead with renewed enthusiasm and unity as we aim to make a positive difference in the lives of those we serve.





# August 1, 2022 – July 31, 2023



## Welcome Nu2U Community Thrift Store, January, 2023

In December 2022, the Olds & District Hospice Society approached the Town of Olds upon learning about the impending closure of the Nu2U Community Thrift Store. The Society inquired about the possibility of maintaining the store's operations with their support. After swift consideration, the Town and the Society reached an agreement to keep the store open under the Society's leadership. The Nu2U Community Thrift Store not only serves as a sustainable revenue source for the Society but also offers valuable community support by providing affordable household items, mentoring, and supplying essential items to families in need at no cost.



## Welcome Jonathan Smith, January 2023

As of January 2023, Jonathan Smith became a valued member of the Olds & District Hospice Society. With a wealth of experience in volunteer management, team building, public speaking, and coaching. Jonathan brings a diverse set of skills to the organization. His strength lies in fostering a safe, efficient, and enjoyable environment at Nu2U Thrift Store, where he strives to create a culture of respect and fun. Embracing the exciting and challenging opportunities that lie ahead, Jonathan looks forward to making a positive impact within the Society.

## Olds United Church Collaboration February, 2023

In February 2023, the Olds & District Hospice Society relocated to the Olds United Church. This move greatly enhances accessibility for our clients. It also aligns with our vision for community support, as we share common goals. Our new shared space enables us to conduct group bereavement sessions, provide one-on-one bereavement support, and host our day hospice program in the hall area. Furthermore, our Board and Committees have a dedicated space for meetings and gatherings in the fellowship hall.



# What Matters Most

## Hospice Support

The Society offers hospice support whether you are journeying at home, hospital or in our two community hospice suites. The Hospice Suites offer a cozy environment for our clients and families in need. Hospice support includes our palliative trained volunteers if needed. All support is offered at no charge to the individual or family.



## NavCARE Support

Nav-CARE 's specially trained volunteer navigators help improve the lives of people living with chronic/terminal illness by creating connections to community services and resources and providing caring, compassionate emotional and social support.



## A Way Forward, Day Hospice Program

The Day Hospice Program provides support to adults with a progressive life-threatening illness by offering opportunities to participate with others in activities that meet the physical, emotional, social and spiritual needs of the participants. The Day Hospice Committee (Committee) will oversee the planning and delivery of the Day Hospice 'A Way Forward' Program.



## Bridging with Bereavement and Group Support

The Society offers one on one (bereavement bridging) support as well as eight week bereavement groups that are available Spring and fall. Our bridging program offers four sessions at no cost for our clients and then they have the opportunity to continue with our bereavement facilitators in their private practice or participate in a group session at no cost.





# Connecting With Our Community

## Death Cafe – March 17, 2023

On March 17, 2023, the Olds & District Hospice Society hosted its first-ever "Wills & Estates" Presentation by Dan McPherson of Elevator Law. This informative session was offered free of charge and attracted twenty-nine participants from Olds and the surrounding area. Attendees had the opportunity to learn about important financial and legal aspects related to end-of-life planning, while also enjoying a delicious lunch.



## We are grateful for our community supporters

Community support is indispensable for non-profit hospice societies, serving as the cornerstone of our success. Financial contributions, volunteer engagement, and public awareness campaigns initiated by the local community are essential to sustain our organizations. Donations, grants, and fundraising efforts ensure that hospice services remain accessible, while volunteers and compassionate community members provide emotional support that extends beyond clinical care. Moreover, community involvement reduces the stigma surrounding end-of-life care and broadens the reach of hospice services. Thank you for sharing in the care.



## Hike for Hospice – May 7, 2023 Didsbury and Olds

We extend our heartfelt gratitude to all the participants, donors, supporters, volunteers, and our incredible community for their continued support. With immense pride, we announce that we had an astounding turnout of over 120 individuals who joined us for our two invigorating hikes in Didsbury and Olds. Together, we have achieved an incredible milestone by raising over \$30,000 to uphold the provision of quality Hospice Palliative care in Mountain View County.

## Butterfly Memorial – July 16, 2023

On July 16, 2023 we released 150 painted lady butterflies commemorating our loved ones who have passed away. The occasion gathered over 120 attendees at this very meaningful event. The event featured a touching poem recited by Kaitlyne Wilson, evoking deep emotions within everyone present. Cindy Palin, our Services Coordinator, shared words and prayers that provided solace and healing to all. Jim Adamchick contributed to the overall ambiance with his enchanting musical performance, enhancing the entire ceremony.



## Volunteer Appreciation

Volunteers play a crucial role in our organization, contributing their time and skills in various areas such as providing companionship to clients, governance, communications, fund development, organization, and advocacy. At the Olds & District Hospice Society, we are fortunate to have over 130+ dedicated volunteers. As our Society continues to grow and extend its reach, we are actively seeking additional volunteers to join our compassionate team, helping us make a positive difference in the lives of individuals in need.



## Tree of Remembrance – November 18

Our ceremony involved purchasing a handcrafted star for twenty dollars that were created by our local High School students, in memory of a loved one. We gathered together at the Centennial park in remembrance of our loved ones while we listened to peaceful music, sipped on hot chocolate and enjoyed delicious christmas cookies.



**THANK YOU!**

Our thanks to Alberta Health Services for their generous and ongoing support.



# Hospice Society at a Glance



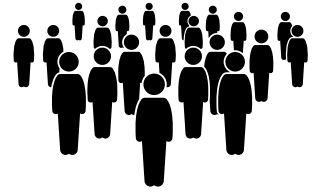
\$0

Amount Charged  
clients



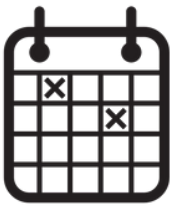
60%

Average Occupancy Rate  
August 1, 2022 - July 31, 2023



138

Current  
Volunteers



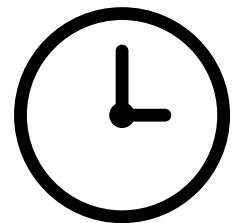
430 days

length of stay



29

Hospice clients  
served



9155

volunteer hours  
contributed



# Financial Statements

## **Olds & District Hospice Society**

Financial Information  
**July 31, 2023**



**Olds & District Hospice Society**  
 Statement of Financial Position  
 As at July 31, 2023

	2023 \$	2022 \$
<b>ASSETS</b>		
Cash	166,512	122,320
Accounts receivable	-	3,266
Prepaid expenses	7,264	3,677
Endowment funds, fair market value	180,463	199,557
Goods and services taxes receivable	1,919	1,954
	<u>356,158</u>	<u>330,774</u>
<b>TOTAL CURRENT ASSETS</b>		
 <i>PROPERTY AND EQUIPMENT (note 2)</i>	 <u>32,891</u>	 <u>31,183</u>
	<u>389,049</u>	<u>361,957</u>
 <b>LIABILITIES</b>		
Accounts payable and accrued liabilities	4,449	2,657
Salaries payable	3,260	-
	<u>7,709</u>	<u>2,657</u>
 <b>NET ASSETS</b>	 <u>381,340</u>	 <u>359,300</u>
	<u>389,049</u>	<u>361,957</u>

Approved by the Board

Cheryl Dahl Director

W. H. Walsh Director

# Olds & District Hospice Society

## Statement of Operations

For the year ended July 31, 2023

	2023	2022
	\$	\$
<b>CONTRIBUTIONS</b>		
AHS suites subsidy grant income	21,544	14,400
Community Initiatives grant income	-	17,536
Donations over 1000	35,558	47,896
Donations under 1000	16,452	34,889
Donations memorial	3,483	2,500
FCSS grant income	15,000	7,236
Fund a month	3,000	-
Hike for Hospice	29,286	37,389
Major donations over 10,000	110,000	20,000
Memberships	320	259
Mountain View County Health Funding	31,000	32,250
Nu2u grant income	-	2,000
Red Cross covid recovery grant income	17,248	1,190
Red Deer & District community foundation grant	9,000	8,500
Tree of Remembrance	1,441	2,540
Training income	-	509
	<u>293,332</u>	<u>229,094</u>
<b>EXPENDITURES</b>		
Advertising and promotion	6,668	2,448
Amortization	7,546	8,294
Benefits	2,460	2,539
Software	4,043	2,606
Conferences	-	409
Freight	298	239
Insurance and licenses	898	2,739
Interest and bank charges	3,629	1,413
Office and general	8,683	4,215
Trade show expense	1,682	-
Fundraising expense	3,562	4,390
Staff appreciation expense	799	283
Professional fees	5,890	-
Rent	15,303	12,160
Repairs and maintenance	1,204	-
Supplies	5,540	1,980
Telephone	3,240	2,381
Travel	2,735	2,574
Wages and benefits	141,925	115,223
	<u>216,105</u>	<u>163,893</u>
<b>EXCESS OF CONTRIBUTIONS OVER EXPENDITURES BEFORE UNDERNOTED ITEMS</b>	<u>77,227</u>	<u>65,201</u>

**Olds & District Hospice Society**  
Statement of Operations — continued  
For the year ended July 31, 2023

	2023	2022
	\$	\$
<b>OTHER EXPENSES (INCOME)</b>		
Interest	(3,330)	(1,136)
Loss on sale of investments	275	-
Investment management fees	6,601	-
Endowment fund dividend income	(14,295)	-
Nu2u (schedule 1)	(52,259)	(227)
Hospice suites (schedule 2)	83,522	87,295
Volunteer expenses (schedule 3)	7,716	3,957
Federal rent subsidy	-	(1,950)
CEBA Grant	-	(20,000)
Unrealized gain or loss on investments	26,957	-
	<u>55,187</u>	<u>67,939</u>
 <b>EXCESS (DEFICIENCY) OF CONTRIBUTIONS OVER EXPENDITURES</b>	 <u>22,040</u>	 <u>(2,738)</u>



# Olds & District Hospice Society

## Statement of Changes in Net Assets

For the year ended July 31, 2023

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	Working Capital Fund	Capital Reserve Fund	Endowment Fund	Total 2023	Total 2022
	\$	\$	\$	\$	\$
<b>BALANCE - beginning of year</b>	23,250	236,050	100,000	359,300	362,038
Excess (deficiency) of contributions over expenditures	4,690	17,350	-	22,040	(2,738)
Introduction of assets	9,254	(9,254)	-	-	-
Contributions over \$1,000	(145,558)	145,558	-	-	-
Transfer for working capital	305,466	(305,466)	-	-	-
<b>BALANCE - end of year</b>	<u>197,102</u>	<u>84,238</u>	<u>100,000</u>	<u>381,340</u>	<u>359,300</u>

# Olds & District Hospice Society

Notes to Financial Information

For the year ended July 31, 2023

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## 1. BASIS OF ACCOUNTING

The basis of accounting applied in the preparation of the statement of financial position of Olds & District Hospice Society as at July 31, 2023 and the statements of operations and changes in net assets for the year then ended is the historical cost basis and reflects cash transactions.

## 2. PROPERTY AND EQUIPMENT

	<b>Cost</b>	<b>Accumulated amortization</b>	<b>2023 Net book value</b>	<b>2022 Net book value</b>
	<b>\$</b>	<b>\$</b>	<b>\$</b>	<b>\$</b>
Equipment	64,492	34,597	29,895	31,183
Leasehold improvements	800	-	800	-
Computer equipment	2,196	-	2,196	-
	<b>67,488</b>	<b>34,597</b>	<b>32,891</b>	<b>31,183</b>

# Olds & District Hospice Society

## Schedules to Financial Information

For the year ended July 31, 2023

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### Nu2u

#### Schedule 1

	<u>2023</u>	<u>2022</u>
	\$	\$
Nu2u income	(114,143)	(475)
Wage expense	22,207	-
Hospitality	13	-
Rental expense	29,821	-
Website expense	1,374	248
Utilities	5,996	-
Volunteer busary	250	-
Insurance	2,223	-
	<u>(52,259)</u>	<u>(227)</u>

### Hospice suites

#### Schedule 2

	<u>2023</u>	<u>2022</u>
	\$	\$
Suites rental	80,263	81,512
Furniture & equipment expense	1,239	3,158
Supplies	1,319	2,001
Hospitality expenses	701	624
	<u>83,522</u>	<u>87,295</u>

### Volunteer Expenses

#### Schedule 3

	<u>2023</u>	<u>2022</u>
	\$	\$
Volunteer expenses	412	934
Volunteer travel	2,498	40
Volunteer appreciation	2,493	-
Volunteer training and support	1,880	2,983
Volunteer facilitator expense	433	-
	<u>7,716</u>	<u>3,957</u>



# 2023-24 Annual Plan

SERVICES & PROGRAMS	DATE
Review MAID statement	December
Research and develop naming policy	March
Survey, investigate and receive feedback on potential name change that is more inclusive of our service area	June
Conclude whether a suite in Didsbury will move forward	December
Develop a planned giving strategy	January
Purchase and implement donor database software	June
Volunteer development and recruitment campaign (targeted at male & youth)	June
Develop and implement government advocacy strategy	December
Develop a physician contact list	June
NU2U	
Moving crew for Nu2U utilizing community partnerships	January
Set up other social platforms for Nu2U (TikTok & Instagram)	June
Implement new POS system for Nu2U	December

120

Active Volunteers

# Thank you Volunteers





# We thank you for your ongoing support of our Services & Programs

## Acknowledgements

Thank you to our volunteers that support our clients, work on our Board and Committees, support administration and provide event support.

Thank you to FCSS, Mountain View County, Red Deer District Community Foundation, AHS, Government of Alberta, Canadian Red Cross, for providing grants for our operations.

Thank you to Seasons Encore and Alberta Health Services for supporting our mutual clients.

Special thank you to our major donors 2022/2023 Bowden United Church, Anonymous, Estate of Darlene Morrison, West-Can Seal Coating, Andria Sahil, and the Supernant Bull Bash event organizers.



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