

Olds & District Hospice Society - 2017 Annual General Meeting

President's Report

On behalf of the Olds & District Hospice Society Board, 'Thank You' to the members of our community for your ongoing support. Your support comes in many different ways, some of which are:

- Volunteers who spend time with our clients, represent the Society at community events, are members of the Society committees and Society Board.
- Local businesses that provide goods and services to us and 'forget' to send us the bill and/or take it upon themselves to organize fund raisers for our benefit.
- Local organizations and governments that provide funding to us and
- The many individuals in our community who give financially.

The Society budget for the last fiscal year was \$152,000. As a result of the noted support, we hit the \$152,000 revenue target and managed to keep the expenses at \$138,000 which resulted in an \$18,000 positive financial position. \$14,000 was placed into our Capital Reserve account according to policy which now totals \$127,000. The Board approved a status quo budget in the amount of \$148,000 for this current 2017/18 fiscal year.

Speaking of 'status quo', we are not satisfied with 'status quo' when it comes to services. There is always room for improvement and each one of the services we provide was thoroughly reviewed this year to determine what was working well, required improvement or should be discontinued. **The hospice palliative care services we provide, all of which will continue, are: contact/information base, volunteers, bereavement support, communication/advocacy and hospice suites.**

Other endeavours or events this past year include:

- Participating in a University of Calgary/University of Alberta study regarding 'community capacity development to enhance hospice palliative care in Alberta communities'. Our Society is regularly contacted by other new or established hospice palliative care associations regarding our volunteer base and governance/administrative policies.
- Streamlining our internal communication. Organizations consisting mainly of volunteers encounter the challenge of 'informing the left hand what the right hand is doing'.
- Hosting a provincial day seminar on bereavement.
- Participating in a research project Navigating, Connecting, Accessing, Resourcing, Engaging (NCARE) which is studying the implementation and evaluation of the use of volunteer/health care provider partnerships to improve the care and quality of life for older adults living at home with advanced chronic illness.
- Collaborating with Alberta Health Services and our Palliative Care Physician in providing palliative care training seminars to the staff at Sunrise Encore.

And now for the reason we exist, our clients. We served 61 clients this past year, 20 more than the previous year and we also had 13 clients use our suites compared to 7 in the previous year.

	Fiscal Year Aug 1/16 – July 31/17	Total from start-up to July 31/17	Total from start-up to Sept 30/17
Total clients served	61	196	200
Suite admissions	13	25	25
Length of stay	250 days	738 days	768 days
Requested suite but not admitted	12	30	30
Trained volunteers			20
Total volunteers			41

Another important number to note is that we have 20 trained volunteers; we had 34 trained volunteers in 2016. The decrease results mainly due to volunteers moving away from the community. Is 20 an adequate number? Yes, if the number of clients being served was a uniform amount at all times. But that is not reality. At one time last year, the Society was serving 13 clients. The time required depends on the type of services provided but 20 trained volunteers would not be sufficient. Therefore, we need to be recruiting members of our community who are willing to volunteer and take the palliative care training for volunteers.

The focus of our annual planning day was 'Where do we anticipate we will be five years from now?' Many opinions were provided which were distilled down into manageable and, hopefully, attainable goals. One of the challenges we are encountering is that a volunteer base will eventually reach the threshold of activity that cannot be managed by volunteers. We need to be prepared when that threshold is reached. The Society currently employs a part-time Services Coordinator. The question now is not whether we should, but when we should employ an Executive Director. This initiative will be explored this year. We all like to support organizations that have minimal administrative costs and we understand that. The issue we need to address is ensuring that the hospice palliative care services our community is now receiving and expecting can continue in a sustainable manner without experiencing 'volunteer burnout'.

Communities are becoming increasingly aware of the benefits of quality hospice palliative care. This care is essential for all Canadians and Albertans whether they are in large or small communities. There are challenges and sacrifices to achieve this goal, but it is attainable through the collaboration of our community. Testimonials from our clients validate our vision and mission:

'Helping people live until they die.'

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.