



Crossroads
HOSPICE SOCIETY
Dignity • Choice • Compassion

APRIL 2010- MARCH 2011 Annual Report





Hospice in our community



Crossroads Inlet Centre Hospice
Noons Creek Drive, Port Moody



Crossroads Hospice Thrift Store
2780 Barnet Highway, Coquitlam



Crossroads Labyrinth Healing Garden
Pioneer Memorial Park, Port Moody

putting life into days...

Crossroads Hospice Society provides compassionate support and honours the dignity of those affected by the end-of-life experience.

Community support is the cornerstone of hospice care. Our family of supporters have helped us raise awareness of hospice care and achieve our goals since 1998. We thank you for your support.

Crossroads Inlet Centre Hospice

Our hospice offers terminally-ill patients and their loved ones, a home-like setting filled with peace and comfort. Staff and volunteers fulfill our mission of dignity, choice, and compassion for all who cross their path.

Crossroads Hospice Thrift Store

Since opening in 2004, our thrift store has become a hub of community involvement. The support from staff, volunteers, and shoppers translates into a valuable source of funding for our society.

Crossroads Hospice Labyrinth Healing Garden

The Crossroads Hospice Labyrinth Healing Garden is an ancient tool for modern healing. It is a popular destination for those seeking peace and is a unique addition to our bereavement services.

For more information:
call **604-945-0606** or email
info@crossroadshospice.bc.ca
www.crossroadshospice.bc.ca

2010-11 BOARD OF DIRECTORS

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2010-2011 STAFF

Crossroads Inlet Centre Hospice

- Linda Kozina
Hospice Manager
- Janice Hansen-Bouvier
Coordinator of Volunteers Tri-Cities area
- Castine Breckwoldt
Bereavement Services Coordinator
- Glenda South-Flett
Hospice Administration Clerk

New Westminister

- Marisa Ku
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- Shannon Milne
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Thrift Store

- Rose Jonas
Store Coordinator
- Sandra Barnett
Assistant Store Coordinator

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1. DREAMS TURN INTO REALITY



Barb Henham
Executive Director
Crossroads Hospice Society



Colette Eng
President
Crossroads Hospice Society
Board of Directors

We are pleased to present to you our Crossroads Hospice Society Annual Report for 2010-2011. Dreams are at the heart of our organization and this year's report proves that dreams can turn into reality.

First of all we would like to thank our network of enthusiastic and skilled staff, devoted volunteers, and generous community supporters. Our success is a reflection of all of their effort, energy and time invested. We are grateful for everyone's dedication and commitment.

In 2010-11 we were blessed by the ongoing support of our caring community through a variety of new and annual third-party events such as: *Dancing With Our Stars*, *Diva's Oscar Night*, *Pacific Coast Terminals Sunday Summer Concert Series*, and the *New Westminster Police Golf Tournament*. These are fine examples of the creativity and passion people have for the ideals of compassionate care at life's end.

This year our Board of Directors approved and embarked on a volunteer project to "Share the Care" outside of our community. In collaboration with our partners in care we will extend our experience and extensive knowledge of hospice and palliative care to those in need in Ghana, Africa. To date, the community support and response has been encouraging and affirms our belief in paying it forward.

Crossroads Hospice Society continues to grow and evolve to meet the ever changing needs of our growing and diverse community. With a long term view of financial stability and future growth of the Society, the Society expanded in 2010 with the introduction of the Crossroads Hospice Foundation.

The Foundation has been developed for legacy planning and planned giving initiatives to ensure the long-term sustainability of Crossroads Hospice Society, and therefore guarantee end-of-life-care in the Tri-Cities now and into the future. Our Society's vision:

All members of our community have access to high quality end of life care and services.

2011 UPDATE

In June 2011 we paid tribute to one whose dedication and passion for end of life care greatly influenced the culture of care provided at our hospice. Linda Kozina, Hospice Manager. Linda's retirement after many years of exemplary service with Crossroads provided the opportunity for Coordinator of Volunteers - Tri-Cities, Janice Hansen Bouvier to enthusiastically step into the role of Hospice Manager, Programs and Administration.



On the first day of summer 2011, after many years of searching and planning by Board, staff and dedicated professional volunteers, we relocated our thriving but cramped thrift store business to a much needed larger location allowing us to better serve our customers and donors.

The bright new store at 2780 Barnet Highway in Coquitlam offers a larger selection of quality merchandise while maintaining low prices and friendly customer service. Funds generated help enable CHS to continue to offer and expand our programs and services.

2. THE HEART OF CROSSROADS

The heartbeat of our society resides in everyone who volunteers their time and talents to help us raise awareness of hospice care in our community. Individuals, committee members, board members and many, many others give generously each year to help us meet our goals.

Volunteers also receive our thanks and celebration at two special events each year, Volunteer Appreciation in April and the Volunteer Christmas Pot Luck held each December.

Below is our thank you, published each year, in both The Now and The Tri-City News, during Volunteer Week to publically recognize their efforts.



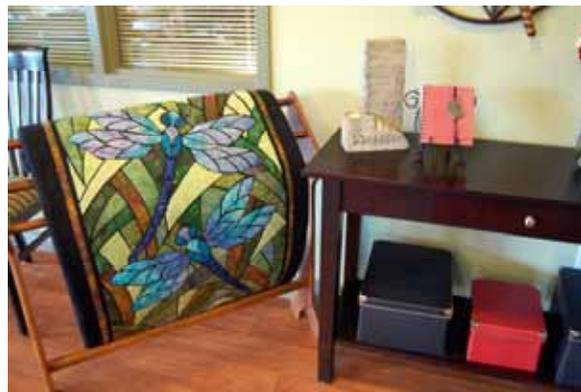
Thank you

to all our volunteers for:

- Comforting a patient
- Holding a loved one's hand
- Helping someone who grieves
- Organizing a special event
- Serving a customer's need
- Supporting our business office
- Sitting on a committee
- Guiding our future plans
- Inspiring us every day



3. CROSSROADS INLET CENTRE HOSPICE



Linda Kozina
Hospice Manager

"What a wonderful place for my mom to spend her last 24 hours. Thank you to everyone who assists families and their loved ones pass with comfort and dignity. Mom received exceptional care and although her stay here was brief, it was a pleasant experience for her and my brother and me in this situation. Every time we turned around, there was a smile, kind words, and hugs and they were greatly appreciated. We enjoyed the homey atmosphere and felt at home and peaceful here." - VG

HOSPICE MANAGER'S REPORT

Our hospice operation is unique, and includes the patient and their families, hospice staff, nurses and volunteers. In 2010-2011 we were honoured to witness the passing of 151 individuals and provide support to their families.

We bring a skill set that assists our patients and families to live while going through the dying process, embracing the philosophy that death is accepted as a continuum of life. Care and attention to details delivers our high standards of what a hospice experience can be and Crossroads is regarded as a centre of excellence for hospice/palliative care by both our Fraser Health partners and the families who use our services.

Our philosophy of care is based on "we put more life into their days", exploring what is important to patients and families at end of life, as well as detailed patient care plans to meet those needs. It is crucial for families to understand that the hospice offers comfort and care with dignity and choices, and no further medical intervention. With these criteria in mind, it is the unique

experiences found in our hospice that enable families to receive those high standards of hospice care.

Family meetings are held within 48 hours of admission and are the foundation of everything we do with that patient and family. It is important to know who the patient was before becoming ill and entering hospice. Experience has taught us that we die as we have lived ... choices will be honored as the patient embarks on this final journey. Cultural rituals, family traditions, funeral plans and psycho-social issues are all part of the discussions by the interdisciplinary team. The longer the stay, more psychosocial issues surface that require more of the team's time and skills.

Patient comfort and needs are paramount in our desire to meet the needs of those facing life limiting and terminal illnesses. All staff members and volunteers, work together to ensure that patients seeking emotional as well as practical support have someone available to listen attentively to offer emotional support.

Caregiver support volunteers are available to family members who need a break from the bedside of the loved one during the dying process. A weekly caregiver group is available for loved ones who wish to attend and volunteers are available to sit vigils and companion loved ones through this difficult time.

Volunteers take part in the day-to-day operations of the hospice. They offer personal support to patients and loved one to create comforting and meaningful connections. Above all hospice volunteers offer an ear to listen and arms to comfort.

4. CROSSROADS VISITING VOLUNTEERS PROGRAM



VISITING VOLUNTEERS – TRI-CITIES

Program Summary

<i>Terminally ill clients served:</i>	<i>1,075 (219 deaths)</i>
<i>Patient/Client Visits</i>	<i>324 hours</i>
<i>Volunteer Basic Training</i>	<i>600 hours</i>
<i>Volunteers Trained</i>	<i>20</i>
<i>Volunteer Continuing Education</i>	<i>262.5</i>

The mandate of the Visiting Volunteer Program is to provide direct, compassionate support to terminally ill patients and their families in the Tri-Cities area. Trained Volunteers provide a variety of services at Crossroads Inlet Centre Hospice, in patients' homes, in care facilities and at Eagle Ridge Hospital.

Care is offered to the patient and their family from the time of entry to the Palliative Care Program until death. Volunteers offer the following to the clients we serve both at the Crossroads Inlet Centre Hospice and in our community: compassionate support, spiritual care, Art Cart, tea service, music, respite care, vigils, administrative support, alternative therapies, feeding assistance, hand and foot massage, legacy assistance, and pet therapy

Volunteer Summary

<i>Volunteer Hours:</i>	<i>7,692.75</i>
<i>Active Volunteers:</i>	<i>132</i>

In 2010-11 we provided an opportunity for 12 volunteers to train as Therapeutic Touch practitioners and recruited and trained 20 new visiting volunteers (30 hours training and internship). Volunteer education opportunities in Art Cart, feeding courses and grief were also offered and well attended.

In addition to our annual Christmas party and volunteer recognition celebration 6 volunteer gatherings were offered on diverse topics such as:

- Healing Horses Therapy
- Arriving at Your Own Door A workshop in self discovery
- Express Yourself
- Practices in Mindfulness
- Mystery of the Labyrinth

Volunteers are also invited to attend our monthly Remembrance Gatherings as a way to join with staff to reflect on those who died at hospice during the month.

Activities

In addition the current activities offered by the Visiting Volunteers in the Tri-Cities area, this year saw an expansion of volunteers and services driven by Janice Hansen-Bouvier, Coordinator of Volunteers, Tri-Cities. Four new healing practitioners joined the hospice team to help cover the services offered in our Relaxation Therapy program. Their presence will ensure that we can run the CICH Healing Room from Monday – Friday for our clients.

A long held dream of having a community Relaxation Circle is now in the works with a planning group confirmed and secured a location for the Relaxation Circle. Janice developed and facilitated "Compassionate Conversations" workshop for business Office staff that focused on the different aspects of working with and talking to those facing the end-of-life experience. She also facilitated two sessions at the First Annual Conference for Volunteers, Chilliwack, 200 B.C. hospice volunteers in attendance

VISITING VOLUNTEERS – NEW WESTMINSTER



Program Summary

<i>Terminally ill clients served:</i>	<i>23 (21 deaths)</i>
<i>In Home Visits</i>	<i>324</i>
<i>Volunteer Basic Training</i>	<i>210 hours</i>
<i>Volunteers Trained</i>	<i>7</i>
<i>Volunteer Continuing Education</i>	<i>279</i>

The New Westminister Visiting Volunteer program offers compassionate support to those who are facing a terminal illness through the recruitment and training of volunteers who visit with patients and their loved ones during this challenging time. The program reaches out to individuals in their homes, community and through Royal Columbian Hospital and works closely with the New Westminister Hospice Palliative Care Program run by Fraser Health. Grief's Journey, a bereavement walking group, takes place each Monday hosted by Marisa Ku, Crossroads Hospice Society's Coordinator of Volunteers – New Westminister area.

Volunteer Summary

<i>Total Active Volunteers</i>	<i>14</i>
<i>Total Volunteer Hours:</i>	<i>813</i>

Volunteers in the New Westminister's Visiting Volunteer program work with individuals who are terminally ill and their loved ones to provide one-on-one community visits in homes or at Royal Columbian hospital from referrals from HCN and HPCSW. Volunteers

participate in education sessions, end-of-life training and also have access to the training programs offered through the Tri-Cities Visiting Volunteer program.

Volunteers enjoy participation in Crossroads Hospice Society's volunteer appreciation events during Volunteer Appreciation Week in April and at Potluck Christmas Dinner in December.

Activities Summary

The Coordinator of Volunteers is expanded the services offered in New Westminister by establishing a Bereavement Walking Group and bereavement support and follow up, on top of the expected activities of volunteer recruitment, orientation, training, assignment and credentialing of client volunteers. Crossroads works closely with the New Westminister Hospice Palliative Consultant Team to determine the level of support clients require and maintains a strong relationship with the Regional Hospice Palliative Care/Bereavement Coordinators Resource Group. The program is promoted in the New Westminister community through public education events including Hospice in Your Community, In My Back Yard and presentations at Century House. Each year staff and volunteers also organize and take part in Honour a Life, an annual community memorial service.

BEREAVEMENT SUPPORT SERVICES

Program Summary

<i>Bereaved seeking support:</i>	<i>76 active clients</i>
	<i>110 new clients</i>
	<i>95 closed</i>
<i>Volunteer hours total:</i>	<i>636</i>
<i>One-on-one:</i>	<i>23</i>
<i>Groups:</i>	<i>576</i>
<i>Special Events:</i>	<i>38</i>

Crossroads Hospice Society's Bereavement Support Services provide compassionate "companioning" support to those experiencing anticipatory grief prior to a loved ones death and bereavement support afterwards.

Clients who access our program are able to receive one-on-one support or can choose from group support depending on their needs, age and place they are in their process. Our services are free to the community and serve the residents of Coquitlam, Port Coquitlam, Port Moody, Anmore and Belcarra.

Services offered in 2010-11 included:

- Bereavement walking support group.
- Teen and adult structured support groups.
- Monthly drop-in groups; for new comers and for past participants to foster community.
- Providing grief reference material and lending grief related books to clients.
- Individual volunteer staffed 1:1 support for bereaved clients.
- Intake, assessment, and referral to in house services and other community agencies.
- Introduced monthly Past Participants group, very successful first meeting 25 participants.
- Introduced monthly New Comers Drop In group, good response, average attendance 6 people.

Grief reference materials are also available to clients as well as a lending library of grief-related in.

Activities Summary

Bereavement Information Packages

Bereavement Support Packages: 41

Print material compiled to offer understanding and reassurance about the experience of grieving. A series of four support packages are distributed throughout the first year of bereavement provide general information on the grief process and ways of coping.

One to One Volunteer Support

1:1 volunteer/client support "match-ups": 3 matches

Individual support is available for those waiting for placement in a group or who prefer individual support. Hospice volunteers offer support by phone and visits.

Grief's Journey - A Walking Group

Average attendance: 17 (33 new walkers)

Our walking group is open to bereaved individuals or those grieving the imminent death of a significant person in their life. It is a time to walk and talk, at a relaxed pace, with others who are grieving and to share ideas and support.

Monthly Support Evenings

Monthly Drop In Groups: 2 ongoing groups

Support Group Meetings held: 52

Adults are welcome to attend this informal gathering of people who are experiencing grief due to the recent death of a loved one and looking to connect with others. Pre-registration is required. For more details contact Castine Breckwoldt at 604-949-2274.

Compassionate Grief Support Program - Adult and Teenager Groups

Adult Support Groups: 3 groups

Teenagers Support Groups: 2 groups

In the safety of a group the bereaved can share and learn from others who have also experienced a loss. Groups meet once a week for 8 weeks to explore and express thoughts and feelings experienced of the grieving process. Day and evening programs are offered regularly throughout the year.

5. CROSSROADS HOSPICE SOCIETY THRIFT STORE

Thrift Store Stats

Total Raised:	\$248,793
Number of staff:	2
Total Volunteers:	98
Total Volunteer Hours:	13,988

Thrift Store Activities

Established in August 2004 by Crossroads Hospice Society our thrift store has become a well-known shopping destination in the Tri-Cities area. Customers have come to know the thrift store as a retail alternative to high priced department stores and enjoy interacting with our enthusiastic volunteers.

Donated items that are unsellable at our thrift store are then re-routed to other community groups in the Lower Mainland such as Downtown Eastside Women's Shelter, Doctor's Without Borders and local churches. This makes the thrift store a vital link in recycling and community support.

Volunteers are the key component of our thrift store success. They are the smiling faces working with and supporting customers and one another in providing quality service and products for our customers. Enthusiastic, giving and committed our volunteers are celebrated annually during Volunteer Appreciation Week in April and through out the year with events such as BBQ's, potlucks and through a weekly newsletter that communicates their success.

Thrift store donations and purchases help Crossroads Hospice Society fulfill our mission of providing dignity, choice and compassion to the terminally ill, their families and loved ones.

In 2010-2011 plans to move our small store to a larger location were taken up in earnest with great collaborative efforts between Crossroads Board Directors, staff and volunteers and a new location was chosen at 2780 Barnet Highway.

6. COMMUNITY EVENTS AND PRESENTATIONS

Hospice in Your Community

MAY 2010 - Two information sessions about the end of life care issues and Crossroads Hospice Society's programs and services were offered in 2010-11. May 6, 10am at Dogwood Pavilion 624 Poirier Street, Coquitlam Thursday and May13, 1pm at Century House, 620 Eighth Street, New Westminster.

Celebrate Life

May 16, 2010 - Crossroads Hospice Society and First Memorial Funeral Services – Burkeview Chapel held the 9th Annual BC Bereavement Day with the theme "Celebrate a Life". This event provides an opportunity for the public to join in a very special evening where celebrating the loss of a loved one is accepted, understood and supported. This event took place from 5:30pm to 8pm at The Gathering Place (2253 Leigh Square), Port Coquitlam.

Planned Giving Seminar

JUNE 12, 2010 - Crossroads Hospice Society and Douglas College Foundation teamed up to offer a free estate planning workshop. This complimentary session provided information on financial planning, wills, estates, funeral preparation and planned giving. Speakers included Don Drysdale, a lawyer with Drysdale Bacon McStravick; Colette Eng, a financial planner with Westminster Savings Credit Union and President of the

Crossroads Board; and Rob McCormick, owner of Burquitlam Funeral Home and director on Crossroads Board.

Honour a Life

December 5, 2010 - For the residents of New Westminster Crossroads Hospice Society held their annual Honour a Life celebration at Centennial Lodge in Queen's Park in New Westminster. Guests signed the guest book, picked up information on grief and bereavement, and personalized ornaments for the Memorial Tree. A candlelight procession is then conducted to trim the tree with their loved one's ornament. Organized in cooperation with the Queen's Park Care Centre, Columbia-Bowell Funeral Chapel, New West Palliative Care Program this event is also supported by the City of New Westminster, The Dutchman Caterer, Tim Hortons and Uptown Florists.

Blue Christmas

December 15, 2010 – The residents of Tri-Cities came together to join us for our annual Blue Christmas Service offered by Crossroads Hospice Society and Ioco United Church in Port Moody, BC. Because Christmas is a difficult time for many people this annual event supports those, who have experienced a loss in their life. Participants gather together to remember their loved ones and reflect on our losses.

7. FUNDRAISING EVENTS



HIKE FOR HOSPICE

Total Raised: \$57,525

Number of Sponsors: 2 (National) 20 (Local)

SUNDAY, MAY 2, 2010 - Undeterred by the rain, hikers of all ages came out to participate in the 8th Annual Hike for Hospice at Port Coquitlam's Hyde Recreation Centre and Port Moody's City Hall. A sea of raincoats and umbrellas – not to mention dogs in rain-gear – took to the trails to raise money for Crossroads Hospice Society then enjoyed barbecue, entertainment and fellowship. Co-hosted with local Rotary Clubs we also enjoyed the support of the Lions and Kinsmen who provided BBQ expertise. This year more corporate business teams joined us and although attendance was lower than previous years, due to the inclement weather, spirits remained high.



TREASURES OF CHRISTMAS

Total Raised: \$151,688

Attended: 346 (90 sponsors)

Number of Sponsors: 27

Tinsel Raffle: Tinsel raffle sold out (200 tickets) • Major raffle raised: \$17,140.00

NOVEMBER 20, 2010 - A gala event raising funds and increasing support for CHS in the month of November. A volunteer driven event with a committee consisting of over 20 individuals with specific volunteer duties. This gala event offers guests the opportunity to bid on fabulous live and silent auction items, a delectable Christmas buffet, dazzling trees, chances to win prizes through our major raffle and event raffle and be entertained by our emcee and professional auctioneers. This went smoothly and the committee will continue to take on the one day setup.

THE
ARMS PUB
PORT COQUITLAM

ARMS PUB (PORT COQUITLAM) MEAT DRAW

Total Raised: Approximately \$4,000

Number of Volunteers: 14

YEAR ROUND - The Arms Pub Meat Draw with support from Crossroads Hospice Society volunteers and Lions Club



CROSSROADS HOSPICE COFFEEHOUSE

Total Raised: Approximately \$3,000

Attendance (average): 40

Number of Sponsors: 3

Number of Volunteers 4

Number of Performers 10 featured performers; 40 open stage

SEPTEMBER – MAY: Each year talented local musicians volunteer their time to perform for us raise money for Crossroads Hospice Society. at the Gathering Place in Port Coquitlam City Hall. Sponsored by *The Now*, City of Port Coquitlam, and Port Coquitlam's Parks and Recreation.

8. CROSSROADS HOSPICE LABYRINTH HEALING GARDEN



The long held dream of the Crossroads Hospice Labyrinth Healing Garden continued to take root in 2010-11 becoming a place of peace and inspiration for residents of the Tri-Cities communities. In addition, participants of Crossroads' weekly walking group, Grief's Journey, now find solace in this new meeting place to begin their journey of healing.

In June 2010 Crossroads Hospice Society initiated the public Full Moon Walks to introduce our garden to the community. complete a small ceremony and instruction on walking the labyrinth path.

Crossroads Hospice Society still enjoys a great working relationship with the City of Port Moody as they show a great interest and support in the development and maintenance of the garden.

Students from Douglas College and BCIT also took interest in the labyrinth providing insights and research into event planning, marketing and promotion.

9. FROM OUR COMMUNITY



Elly Hageman and Micki Nadort
Hospice Spiritual Support

“ We treasure the sojourning with our patients when we embark with them on their last journey and we are grateful to them for letting us into their space. ”



Doug Halliday
Hospice Client

“ My wife spent 7 months at the Crossroads Hospice Inlet Centre before passing away in April 2009. During that time, our family developed close and special relationships with the volunteers and staff at the Hospice. Everyone made us feel welcome and they were always there to help us through a very difficult time in our lives. Our experience at the Hospice will never be forgotten. ”



Anna Lee Martin
Youth Volunteer

“ I discovered Crossroads Hospice two years ago while searching for a place to volunteer. I began volunteering in the business office, and the friendliness of the staff made me feel instantly comfortable. As an office volunteer, I see the hard work and pleasing the staff put into managing the Hospice, and knowing that I am helping to support such an appreciated organization makes volunteering very rewarding. ”



Ray Mattinson
Thrifty Foods Store Manager

“ Thrifty Foods is proud to be a sponsor of Crossroads Hospice Society. Choosing to support Crossroads allows us, in our own way, to offer care and comfort to those who are facing end of life or are grieving the loss of a loved one. We are pleased to be a part of this unique society and the community we both serve. ”



Sonia Kozel
Hospice Volunteer

“ I have been involved with Crossroads Hospice for over 13 years, helping with fund raising with such events as “The Mr. Millman Pigwank” and also hospice awareness in the community. Providing hair care service to the patients at Crossroads Hospice is my way of being of service to those in their final stages of life. What a great honour. ”



Jill Krop
News Anchor Global BC
Emcee Treasures of Christmas

“ The Treasures of Christmas is a wonderful fundraising event for the Crossroads Hospice Society. The community clearly cherishes the care given to people at such a difficult time and is eager to support it. ”



Rob McCormick
Crossroads Director and Owner of Burquitlam Funeral Home

“ Crossroads has always held a special spot in my heart. The variety of services and support for grieving families and loved ones is their hallmark of excellence. ”



Bill Marshall
Crossroads Hospice Coffeehouse Performance Coordinator

“ After learning that all the Coffeehouse donations go to hospice care, performers say things like, “Grant!”, “This is beautiful”, and “I’m in”. We have no problem getting great talent for free to showcase our coffeehouse and what it benefits - the hospice. ”

10. AUDITED FINANCIAL STATEMENTS

- Independent Auditor's Report
- Statement of Financial Position
- Statement of Operations and Changes in Fund Balances