



Hospice
Calgary

Sage Centre
Rosedale Hospice

Compassionate Support
When Life Changes

Report
to the
Community
2012/13

OUR MISSION

To help families and individuals achieve support, hope and well-being through compassionate end-of-life and bereavement care.

OUR VISION

To be an innovative leader for compassionate, holistic, family-centred end-of-life and bereavement care.

OUR VALUES

- Compassion
- Empathy
- Focus on the family, not just the individual
- Highest quality service
- Inclusiveness
- Respect for the wishes of each individual
- Dignity at the end of life
- Equality

“At most places you go one sees the Mission, Vision and Value statements posted up on the wall. At Hospice Calgary, the staff take those statements off the wall and truly live them out.”

Family member of a
Rosedale Hospice patient



MESSAGE

from the Chair and Executive Director

“I love being part of this organization. There’s so much passion and desire to help people during their times of need. Whenever I’m around this team, I walk away feeling a little better.”

Mike Backus

We have to start this message with a huge and heartfelt thank-you! This past year has been one of major positive growth for Hospice Calgary and we couldn’t have done it without you. Throughout the year, we asked for your feedback to help guide our work in several areas. What you shared has made us stronger now and moving forward, as we continue to provide compassionate support when life changes.

We wish to honour and express special gratitude to long-time Hospice Calgary supporter, the Kahanoff Foundation. In the early 1980s, Mr. Syd Kahanoff gave the original donation that started Hospice Calgary. This past year, prior to closing operations, the Foundation reached out once more with another milestone gift—for new strategic growth initiatives.

Perhaps the most visible transformation of the past year was the launch of our new brand. We love it and have heard that you do too! With colours that are hopeful and warm, our new logo reflects many aspects of Hospice Calgary’s story. The renaming of Sage Centre (formerly the Counselling & Education Centre) and new messaging is helping us increase awareness of all of our services. The rebranding article inside delves into this more.

Also this past year, Hospice Calgary participated in a hospice palliative care accreditation process, led by Accreditation Canada. We embraced this major learning process and even had some fun along the way! The external peer review, based on national standards of excellence, was an exceptional opportunity for us to deepen our focus on our strategic vision. While we are thrilled with our new accreditation status, even more delightful is all of the wonderful stakeholder feedback you gave us.



Looking forward, Hospice Calgary will continue to work closely with existing community partners and broaden our reach through new collaborations. Also, we will stay attuned for innovative ways of addressing community needs, including additional supports for those caring for loved ones at home, as well as more education and research. We are ready for these challenges and hope you’ll join us!

With our sincere thanks,

Mike Backus
Chair, Board of Directors

Sarah Walker
Executive Director

P.S. On a personal note, this was my third and final year as board chair. It has been an incredible experience working more closely with Sarah and the rest of the organization. I want to thank Sarah, all of Hospice Calgary’s team and the board of directors for their confidence in me. I’ve been proud to be a part of a great team. And can truly say that Hospice Calgary is in great shape to continue to serve the community.

“The greatest reward for me has been the perspective gained from walking in somebody else’s shoes—a walk at the end of life, when the view is full.”

Claudia Cattaneo
Western Business Columnist
National Post





HOSPICE CALGARY BOARD OF DIRECTORS

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Mark Hutchison, Vice Chair (Senior Manager, New Venture, Flexpipe Systems Inc.)

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Bonnie Pascall, Secretary (President, Pascall Management Services Inc.)

Sarah L. Walker, Executive Director (*ex officio*)

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Claudia Cattaneo (Western Business Columnist, National Post)

Barry Chugg (Partner, Freshwater Creative)

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Derek Payne (CFO, DIRTT Environmental Solutions)

Randy Pettipas (President & CEO, Global Public Affairs)

Terry Stein (Partner, Pekarsky Stein)

R.H. (Dick) Wilson (Community Representative)

"I enjoy working with Hospice Calgary because every single hour of effort results in a positive outcome in our community."

Mark Hutchison
Senior Manager, New Venture,
Flexpipe Systems Inc.



COMPASSION PERSONIFIED

Norma Crooks retired from her nursing career with the Calgary Health Region in August of 1993, and promptly began volunteering with Hospice Calgary's Living with Cancer Program. When in May of 1996, Hospice Calgary opened Rosedale Hospice, Norma moved over to this team as a palliative patient care volunteer. In this role, she supported Hospice Calgary for an incredible 17 years, up until just this spring.

On top of her volunteer shifts at Rosedale, for two and a half years, Norma was also the volunteer lead, which involved training and mentoring new recruits, as well as scheduling all of the other patient care volunteers. Even following her retirement from this role in the spring of 2010, Norma continued to volunteer with patients—always being accessible to listen and provide advice and encouragement to everyone around her.

Given her practical expertise, great compassion and gentle presence, Norma is loved and respected by all of Rosedale's nursing staff, volunteers, patients and families. Her presence will be greatly missed at Rosedale, but she will continue to be a member of the Hospice Calgary family.



2012-13: COMPASSIONATE SUPPORT AT A GLANCE

Over **2,000** children, teens and adults received support through Hospice Calgary Sage Centre counselling and group programs, and Rosedale Hospice 24-hour hospice care. **Up 5.5% over last year.**

Over **2,200** professionals, volunteers and community groups participated in Sage Centre workshops and training related to end-of-life care and grief support. **Up 13.4% over last year.**

Whether through direct service of Hospice Calgary clients or fund development & administration, **290** incredible volunteers provided **11,010** hours of service.

OUTCOMES IN DETAIL

887 individuals grieving a loss due to illness, sudden or expected death, accessed grief counselling and/or group programs

612 patients and family accessed end-of-life care and support at Rosedale Hospice

439 individuals with a palliative illness accessed counselling

140 individuals with advanced cancer diagnoses and family, accessed the Living with Cancer Program.

A NEW LOOK TO HIGHLIGHT OUR FOUR AREAS OF COMPASSIONATE SUPPORT

END-OF-LIFE SUPPORT

Hospice Calgary provides a continuum of compassionate end-of-life support.

At Sage Centre or in the home, individuals and families who are living with a life-threatening illness may receive information, guidance and support.

In the peaceful, home-like setting of our Rosedale Hospice, physicians, registered nurses and personal care attendants work with counsellors, a spiritual care coordinator and volunteers, to provide adult cancer patients who are at the end of life with medical care, physical comfort and support.



Rosedale Staff: Deanna, Paul & Catherine



Sarah Walker, Executive Director



Volunteers: Adele and Lynne



Sage Centre Workshops

COUNSELLING

A compassionate environment for sharing feelings and developing positive ways of coping can make life's most difficult changes a little easier.

When life-threatening illness, sudden or expected death impacts a loved one, Hospice Calgary's counsellors provide information, guidance and support. We offer counselling at Sage Centre, in the home or elsewhere for families living with life-threatening illness. As well, we specialize in grief support for children, teens and families who are coping with sudden or expected death.



Counsellors: Heather, Ariel & Chelsey



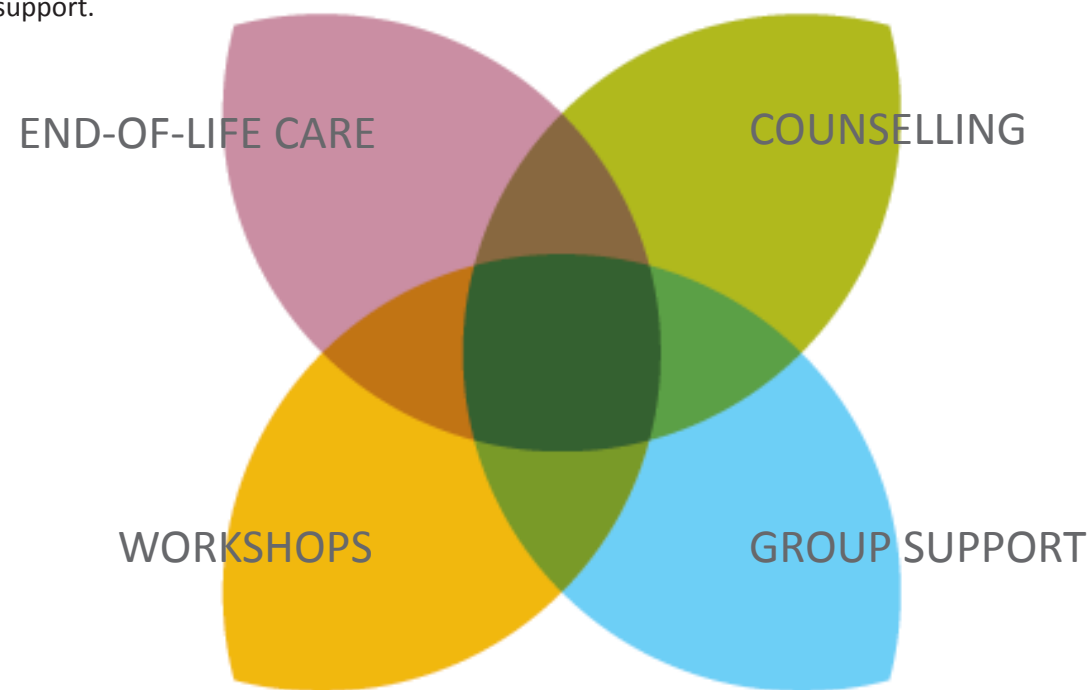
Mentoring through Grief Program



Living with Cancer Program: Michael & Marj



Kathy & Elaine, counselling team



SAGE CENTRE WORKSHOPS

Hospice Calgary is committed to offering high quality education and is an approved provider of "A Level" social work continuing education credits.

At Sage Centre, we provide accredited workshops and training for health care professionals, social workers, teachers, psychologists, funeral directors and volunteers who want to broaden their understanding of palliative and hospice care; or enhance their skills with youth and families impacted by life-threatening illness, sudden or expected death.

SAGE CENTRE GROUPS

Children and teens often feel different and alone when faced with the life-threatening illness, sudden or expected death of a loved one. Through our support groups—Kids Club, Dream Catchers and Mentoring through Grief—Hospice Calgary connects youth with others in similar situations.

Focused on camaraderie and quality of life, Living with Cancer is our weekly program for adults with advanced cancer. Facilitated by staff and trained volunteers, participants learn from each other about ways to live each day to the fullest while transitioning towards the end of life. Family and friends are always welcome.

HOSPICE CALGARY
SAGE CENTRE | ROSEDALE HOSPICE

HOSPICE CALGARY
STATEMENT OF FINANCIAL POSITION
MARCH 31, 2013

March 31, 2013 March 31, 2012

ASSETS

CURRENT

Cash	\$ 409,951	\$ 454,978
Accounts receivable	2,346	107
Goods and services tax recoverable	14,101	15,049
Prepaid expenses	1,719	1,719

428,117 471,853

CAPITAL ASSETS

TERM DEPOSITS - RESTRICTED FUND	4,588,036	4,589,828
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2,699,201 1,181,277

\$ 7,715,354 \$ 6,242,958

LIABILITIES AND NET ASSETS

CURRENT

Accounts payable	\$ 32,215	\$ 34,183
Current portion of long term debt	-	-
Wages payable	59,281	71,527
Deferred revenue	57,830	-

149,326 105,710

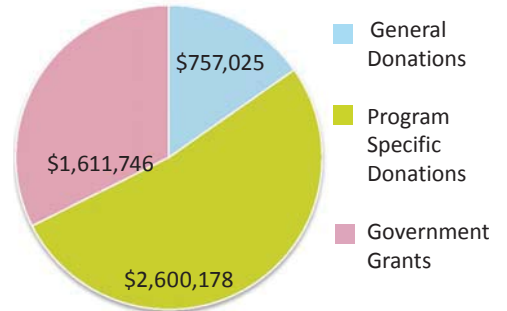
NET ASSETS

Unrestricted fund	336,621	366,145
Capital assets fund	4,588,036	4,589,826
Restricted Fund	2,641,371	1,181,277

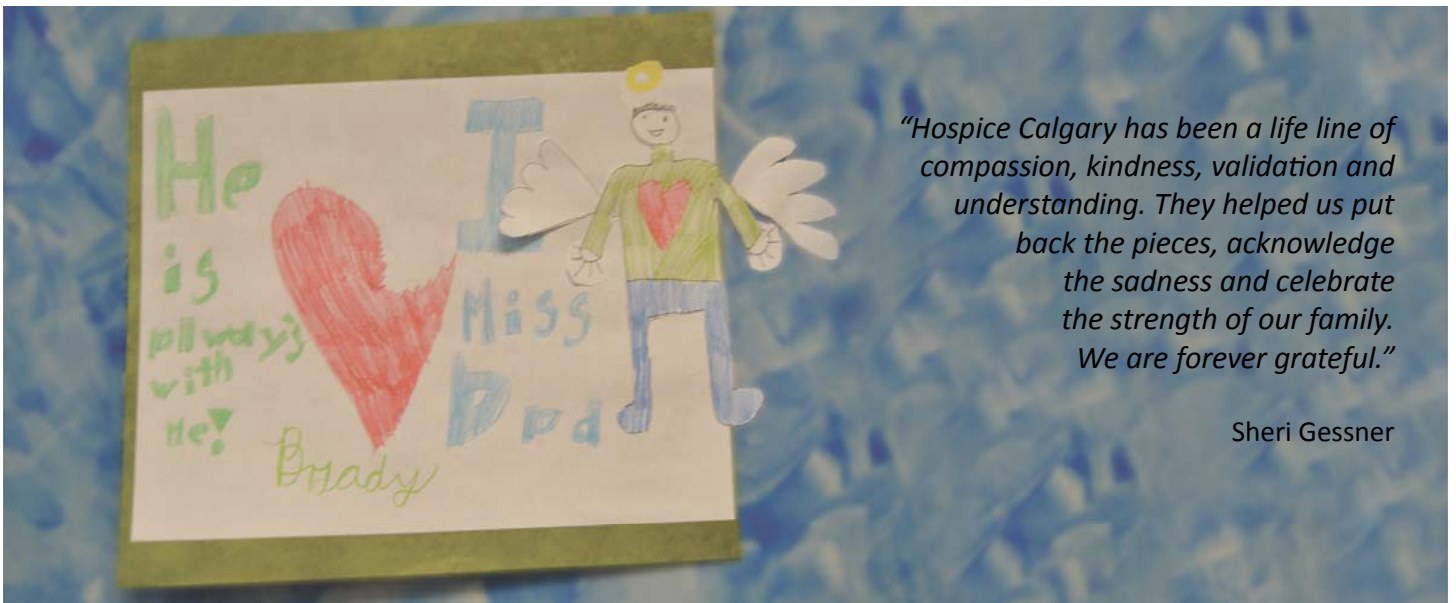
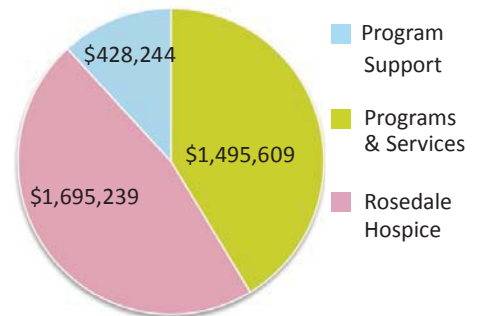
7,566,028 6,137,248

\$ 7,715,354 \$ 6,242,958

REVENUE



EXPENSES



"Hospice Calgary has been a life line of compassion, kindness, validation and understanding. They helped us put back the pieces, acknowledge the sadness and celebrate the strength of our family. We are forever grateful."

Sheri Gessner

OUR DONORS

Our donors are like extended family. Each gift, small or large, helps us support children, teens and adults coping with life-threatening illness, sudden or expected death. Special thanks to those who invested in us over the period of April 1, 2012 to March 31, 2013.

THIRD PARTY FUNDRAISERS

We are sincerely grateful to the individuals, families, companies and community organizations who raised funds on our behalf this past year.

Apex Not Just Another Walk in the Park
Cat n' Fiddle Golf Tournament and Live Auction
Friends of Dave Atkinson
Kenny Loewen & Marie Gidluck Memorial Walk
Rylan Monaghan's Birthday Party
George Ohama Memorial Walk
ScotiaMcLeod Golf Tournament
Sean Jacklin Cycle of Life Tour
Tom Blenkhorn Memorial Golf Tournament
Shearing for a Cause (Kevin Barr & Robert Taylor)
Valiant Trust Company



"Our family cannot thank Hospice Calgary enough for their caring, compassionate, professional and personal commitment to us. Without Hospice Calgary, I have no doubt our road would have been a lot more rocky than it has been."

Carrie Allen

LEGACY: \$500,000+

Alberta Health Services
The Kahanoff Foundation

LEADER: \$250,000 — \$499,999

Estate of John Truber

PILLAR: \$100,000 — \$249,999

Calgary Herald Christmas Fund
Calgary Poppy Fund
City of Calgary, FCSS
Estate of Dorothy Knechtel
Markin Petroleums Ltd
McCann Family Foundation
Nexen Inc.

TRIBUTE: \$50,000 — \$99,999

Alberta Gaming & Liquor Commission
Government of Alberta
Brian & Sandra McLachlan

MERIT: \$10,000 — \$49,999

Alliance Pipeline
R.W. & Nancy Andrew
Arthur J.E. Child Foundation
Reid Brodylo & Carri Clarke
Canadian Cancer Society
CIBC Childrens Foundation
Michael & Heather Culbert

Gordon & Sheryl Dibb
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Estate of Margaret Ruth Bullivant
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RBC Foundation
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of the Diocese of Calgary
The Order of Saint Lazarus,
Calgary Commandery
Harry & Bette Wheeler

SUPPORTER: \$5,000 — \$9,999

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John & Rhonda Bean
Calgary Mountainview Lions Club
Cenovus Energy
Electrical Wholesalers (Calgary) Ltd.
Encana Cares Foundation
Estate of Claudia Sandra Pierson
Bruce Herdman & Sarah Walker
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McInnis & Holloway Funeral Homes
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FRIENDS: \$500 — \$4,999

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at The Calgary Foundation
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Bruce & Carmen Alger
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Sally Anderson
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Antelope Butte Ranch Ltd.
ARC Financial Corporation
ARC Resources Ltd.
ATB Financial
ATCO Group
ATCO Power
ATCO Structures & Logistics
Avis Rent-A-Car Calgary
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Ruth Barker
Greg Barnes
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Ian Bell
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William Berezan
BFL Canada Insurance Services Inc.
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Barbara Bishop
Debbie Blair
Debbie Blenkhorn
Eugenie Bobier
Nils Bodtker
Dorothy Boothman
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Robert Cairns
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Calgary Auto Connection Ltd.
Calgary Board of Education
Calgary Heritage Lions Club
Calgary Naval Veterans Association
Calgary Stampede Parade Committee
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Hansen Plumbing & Heating
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Katherine Harris
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Robert Hildenbrandt
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Hopewell Development Corp.
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Margaret Houston
Lynda R. Huber
Edna Hunt
Leonore (Lee) J. Hunt
Ada Hyne
Icon Stone & Tile
Andrew & Anne Ilnycky
Integrated Pipeline Projects Canada Ltd.
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Ken Jang
Jim and Doris Garner Fund
at The Calgary Foundation
Marlene Joudrie

Brian Keating
Patricia Kelly
Keyera Corp.
Kico Development Corporation
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Wade & Bev Konschuh
Dave & Debbie Kyle
Lakeview United Church
Roy Lamb
A. Ruth Langford
Larry Kwong Holdings Ltd.
Steve Laut
Lawrence W. West Family Fund
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Leslie Lebsack
Doug Lees
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Robert MacDonald
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MEG Energy
Mercer Canada Ltd.
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Rick & Kelly Osuna
Thomas Oystriick
Pamela Grigg Charitable Fund
at The Calgary Foundation
Pascall Management Services Inc.
Derek Payne
Margaret Perlette
Randy Pettipas
Cameron Plewes
Delphine H. Portlock
Precision Drilling Corporation
PricewaterhouseCoopers LLP

“When I see a teen hugging his counsellor or hear laughter in the hallways, I know that the families that come here will be okay. They will find their way back to life again. That’s what I love about working here.”

Diane Westlake
Staff member

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Remington Development Corporation
Renfrew Insurance Ltd.
Rimas Holdings Ltd.
Sheila Roddy
Anne M. Ross
Rotary Club of Calgary Fish Creek
Murray & Ruth Roth
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Terry Stein
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Deanna Zumwalt

Hospice Calgary is proudly associated with:



ALBERTA / NWT DIVISION



Space constraints limit us to recognizing donations from individuals, foundations, corporations and community groups who have made a donation of \$500 or more (including gifts-in-kind). We are unable to publish the names of the individuals who donated on-line through Canadahelps.org or on-line for Hike for Hospice Calgary. We strive to ensure the accuracy of our donor lists. If you have been inadvertently left off this list, please contact us at 403.263.4525 so that we may correct the oversight.



Hospice Calgary

Sage Centre | Rosedale Hospice

Compassionate Support When Life Changes

IN A COMPASSIONATE ENVIRONMENT, Hospice Calgary embraces children, teens and adults coping with life-threatening illness, sudden or expected death. At Sage Centre and Rosedale Hospice, our specialists provide individual counselling, group support, workshops and 24-hour end-of-life care. We know transitions take time—we are here as long as needed.

The generosity of donors allows us to offer our Sage Centre services to all, regardless of financial means.

Sage Centre

1245 70 Avenue SE Calgary, AB T2H 2X8

Telephone: 403.263.4525

Facsimile: 403.263.4524

Email: info@hospicecalgary.com

Rosedale Hospice

920 7A Street NW Calgary, AB T2M 3J3

Telephone: 403.284.5195

Facsimile: 403.282.4536

Email: rosedale.hospice@hospicecalgary.com

