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# Report to the Community

APRIL 1, 2020 - MARCH 31, 2021



Red Deer  
Hospice Society  
*where compassion builds a home*



# About Us

The Red Deer Hospice provides a quiet and caring environment for individuals who are at the end of life's journey, a home away from home. Located in the quiet area of Anders on the Lake, Red Deer Hospice has 16 comfortably appointed individual resident rooms with a hospital bed and a living-room style seating area with a pull-out couch, chairs and television with cable.

The rest of the house includes a kitchen, multiple family sitting areas and a sanctuary, along with multi-purpose rooms for respite care, education opportunities and day programs.

Professional nursing care is provided 24 hours a day as well as bereavement and spiritual support.

## Our Mission

To support a peaceful and compassionate end of life journey.

## Our Vision

To be a leader in providing excellent, creative and holistic hospice care.

## Our Values

Compassion • Trust • Respect • Integrity •  
Excellence • Honour • Stewardship

## Our Principles

We value, inspire and support our dedicated staff.

We believe in an individualized approach to care.

We provide excellent care to our residents, helping family focus on being family.

We strive to find meaningful ways to enhance the resident's comfort, care and dignity as we accompany them to end of life.

We create, embrace and foster a healthy, professional, collaborative and team-based work environment.

We value our health partners, our volunteers and our donors.

We provide compassionate end of life care in a community hospice setting.

# A message from our Board Chair



**Tracey Black**  
Board Chair

When I think back over my first year as Chair of the Board of the Red Deer Hospice Society I can say with confidence that we have delivered on our mission to support a peaceful and compassionate end of life journey. Despite the many challenges created by the COVID-19 pandemic including changes to visitation, increased Personal Protective Equipment and the uncertainty created in new requirements from the Chief Medical Officer of Health, we stayed true to ourselves as an organization.

We could not have delivered on this mission if it weren't for the staff. Despite the challenges presented to them, the team at Red Deer Hospice continued to provide extraordinary care to residents and their families. In their resilience and dedication to their work, they found new and meaningful ways to connect and went above and beyond to ensure loved ones were able to spend meaningful time with residents when it mattered the most. I am extremely proud of this team and the quality of care they refuse to compromise.

We are extremely grateful for the support we have received from our community. Our donors continued to recognize the importance of quality palliative care in our community and for that we are so thankful. Without the support of our community, we could not provide excellent, creative and holistic hospice care for Red Deer and Central Alberta. It is because of this support that we are able to serve our community and provide this much needed resource.

As we move into a new fiscal year, we will continue to ensure our response to the COVID-19 pandemic is rooted in compassion and connection and staying true to our mission as an organization. On behalf of our Board of Directors, we thank you for allowing us to be a part of your community and to serve our residents and their families.

## 2020 - 2021 Board of Directors

**Board Chair**  
Tracey Black

**Vice Chair**  
Candace Spurrell

**Treasurer**  
William Lodewyk

**Secretary**  
Bryan Wilson

**Past Chair**  
Wendi Ronspies

**Directors**  
Dwayne Beck  
Dr. Nancy Goddard  
Toby Lampard  
Brenda Rebman



**73 years**  
Average  
Resident Age



**73.4%**  
Average Occupancy Rate  
April 1, 2020 - March 31, 2021



**\$0**  
Amount Charged to  
Stay at Hospice

## A Message from our Executive Director



As we complete a full year in a pandemic I must say it has been an interesting journey. I am incredibly proud of the work of all staff over the past year. They have been resilient and resourceful and have worked hard to minimize the impact on our residents and their families. Each of them has worn multiple hats with a smile and a positive attitude.

Throughout the pandemic, we continue to approach care with compassion at the forefront and used a case-by-case approach for each resident and their family. I am happy to report that despite the changing orders and visitation requirements from the Chief Medical Officer of Health, we continued to provide a high level of resident care and family support as we receive exceptional feedback directly from families and in our family survey responses.

Outside of managing a pandemic response grounded in compassion, comfort and safety we also delivered on some key goals and priorities as an organization. This included reducing our expansion mortgage as well as forming and utilizing a committee structure for solid Board governance. We have also completed many policy and procedure updates to ensure good governance and operational management today and into the future.

Throughout the past year, we have been reassured by the community support we have received. The donations, volunteerism, thoughtful gifts, and heartfelt words of encouragement resonated with us and brought light to staff when they needed it the most.



**Jerri Taylor**  
Executive Director

## A Message from our Nurse Manager



Well, it's been an ever challenging time at Hospice. Most prominent for our residents and their families was the issue of visitation. It was and continues to be essential that we protect our staff, so that we had staff available to care for our residents. At the same time we want to be compassionate for the residents at end of life.

It has been a moving target to always be complying with the current orders from the Chief Medical Officer of Health. I feel we have done a very good job with this challenge. The families in our care are continuously grateful and complimentary about what they experienced at the Red Deer Hospice. We worked diligently to find a balance of compassion and caution.

Caring for the dying and their families requires a special kind of dedication. Now, we've added to the stress with constant masking, gowning and at times goggles. Day by day our nursing care staff have absorbed these practices into their world and adapted. We urge them to take care of themselves emotionally, physically and spiritually.

Our staff continues to support and care about each other while offering exceptional care to the residents and their families.



**Cheri Purpur**  
Nurse Manager

# An Outdoor Sanctuary



The Red Deer Hospice Memorial Garden is a treasured and serene space enjoyed by residents, families and the community. The Memorial Garden is located directly across the street from Hospice on Austin Drive. It is maintained by a dedicated and knowledgeable group of volunteers and features a mixture of trees, perennials, benches, walking paths, bridges and a fountain feature.

The value of this space was once again reinforced over the past year as COVID-19 required us to limit access to the house for visitors and volunteers. Our garden was a place where people could feel connected to the house, even if they could not come inside to visit. Now more than ever, the garden holds a special place in our hearts. It is truly an extension of the house that should reflect the same level of beauty and care.

It is with this in mind that a garden revitalization project began this past spring. We worked closely with the City of Red Deer and our dedicated and talented garden volunteers to create a new landscape plan. Over fifty new memorial



spots were created and sponsored by the families of past residents. All existing memorial plants were assessed and replaced as needed. The paths were paved and bridges were replaced by the City of Red Deer. The garden volunteers spent over 100 hours per month over the spring and summer and the result is simply stunning. The entire garden area reflects the love and care of these dedicated, passionate and professional people and their connection to Hospice.

To connect the garden back to the house, a memorial arbour was also created. Designed and crafted by a local artisan, it is a beautiful tribute that is thoughtful in its placement and accessibility to residents and families.

The Red Deer Hospice Memorial Garden is about connection, community and providing a sanctuary and place for people to honour their loved ones in a meaningful way. We are extremely proud of this space that is now truly worthy of all those who are memorialized there. We encourage everyone in our community to come enjoy this special place.

*“Thank you to all you amazing staff for taking such good care of my dad and treating him like a king at the end of his life journey. I feel very blessed and grateful he spent his last days here.”*

# Community Connections



We offer in-house bereavement support to residents and their loved ones, as well as outreach community programs for individuals who may need extra support as they work through the loss of a loved one. One-on-one bereavement support is also available to individuals who request it.

In a time when isolation has been an ongoing struggle for many, we knew we needed to find innovative ways to continue to offer our Bereavement Support services to our resident families and our community. This meant taking our grief group on to Zoom for one offering and then making changes to numbers and distancing to offer it in house when restrictions allowed for it. We stepped up our phone support team to reach out to families and offered in house services with new social distancing requirements in place. We also created a virtual version of our memorial butterfly release ceremony to share and support families and offered video resources for our *Grief and the Holidays* series. We worked tirelessly to adapt and to meet people where they were at in new formats, guided by compassion and connection.



## Bereavement Support Coordinators

Margot Krulicki & Lola French

*“My husband was expected to die within hours or days. He lasted one week. Without the empathy and compassion of the staff, I don’t believe myself or my children could have survived this unexpected ordeal.*

*You all are angels.”*

Family Satisfaction Survey,  
2020-2021

Smile



Continuous masking was an adjustment for our staff so to keep connected to our residents and families we created smile buttons to show who was behind the mask!

Red Deer Hospice is proud to have served the following geographic areas over the past year: Red Deer, Red Deer County, Rocky Mountain House, Bentley, Blackfalds, Penhold, Lacombe, Alhambra, Sylvan Lake, Condor, Leduc, Edmonton, Wetaskiwin, Eckville, Innisfail, Calgary, Cold Lake, Ponoka, Clive, Westlock, Spruce View, Springbrook, Sherwood Park



# 1 YEAR in Personal Protective Equipment

80,000  
gloves

40,000  
masks

14,000  
gowns

1,775  
face shields

(prior to switching to reusable)

## Hospice Handbag Auction



We converted our bi-annual Hospice Handbag Lunch into the Hospice Handbag Auction! Using an online auction platform, we were able to open the bidding up to a larger audience and still had fun and more than a little friendly competition. The event was a great success, allowing us to still raise much needed funds for resident comfort and care.



75%  
of residents have a  
cancer diagnosis



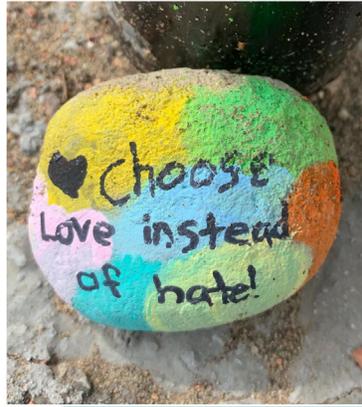
With visitation often needing to be restricted, we worked with residents to find new (and often virtual) ways for them to connect with their loved ones.

The release of butterflies is a healing experience that can comfort family and friends who have experienced a loss. Our memorial butterfly release went virtual for a second year and our community butterfly release grew in popularity. Between the two events, we released over 600 butterflies!

# Community Support



Thank you to all of the individuals, families, organizations, foundations, businesses and community partners who supported the work of the Red Deer Hospice Society this past year. You gave us strength and hope through your donations, your time, your gifts and your heartfelt words of encouragement. Without your support, we would not be able to deliver on our mission of providing a peaceful and compassionate end of life journey.



This past year, Red Deer Hospice was fortunate enough to be chosen as the recipient of the 100 + Women Who Care - Red Deer organization. Because of these funds, we were able to place a communication board in each of our sixteen resident room. These communication boards are essential tools for our nursing staff and created a clean and functional addition to our house.





The frequent delivery of cupcakes from Nova Chemicals was a welcome and uplifting treat over the past year!

## Thank You

This is a card to thank you for,  
The many things you do,  
This world is sure a nicer place,  
Because of folks like you.

With such a hectic pace today,  
It seems it's hard to find,  
A person who will take the time,  
And trouble to be kind.

I'm sure you're just like all of us,  
With problems every day,  
And yet when someone else needs help,  
Somehow you find a way.

It's true all persons are unique,  
In things they say and do,  
But we could all use qualities,  
Like those I see in you.

Cause I for one sure realize,  
You've got a special touch,  
So one more time I'd like to say,  
A...thank you very much.

Frank Pavlick



In February, Red Deer Hospice received a care package from the grade 1-3 students from First Steps and Beyond school – valentines and colourful hearts to deck the house for Valentine's Day.

Students decorated 16 envelopes with a valentine and window heart – one for each resident room at the Red Deer Hospice – in addition to a card for staff and 24 stained-glass window hearts to spread cheer around the house.

While they couldn't visit to share the love in person, these thoughtful hand-made gifts brought smiles to the faces of all the residents, family and staff!



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



# Financial Statements

RED DEER HOSPICE SOCIETY

## Statement of Financial Position

As at March 31, 2021

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	<u>2021</u>	<u>2020</u>
<b>ASSETS</b>		
Current Assets		
Cash	\$760,830	\$810,342
Accounts receivable	137,984	838,670
Goods and Services Tax receivable	13,448	28,032
Inventory	42,472	4,157
Prepaid Expenses	6,173	7,444
	<u>960,907</u>	<u>1,688,645</u>
Investments	379,992	325,376
Tangible capital assets	6,028,487	6,295,712
	<u>\$7,369,386</u>	<u>\$8,309,733</u>
<b>LIABILITIES</b>		
Current Liabilities		
Accounts Payable and accruals	\$233,466	\$211,708
Deferred Revenue	80,194	-
Mortgage Payable	696,813	2,000,000
	<u>1,010,473</u>	<u>2,211,708</u>
Unamortized deferred capital contributions	3,407,486	3,208,518
	<u>4,417,959</u>	<u>5,420,226</u>
<b>NET ASSETS</b>		
Invested in capital assets	1,924,188	1,087,194
Unrestricted	1,027,239	1,802,313
	<u>2,951,427</u>	<u>2,889,507</u>
	<u>\$7,369,386</u>	<u>\$8,309,733</u>

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Excerpts from audited financial statements prepared by: RSM Alberta LLP.

If you wish to review the complete audited financial statements, please contact us at 403-309-4344.

## RED DEER HOSPICE SOCIETY

## Statement of Operations

Year ended March 31, 2021

	<b>2021 Budget (unaudited)</b>	<b>March 31, 2021 ACTUAL</b>
<b>Revenues</b>		
Alberta Health Services	\$2,920,425	\$2,657,961
Donations	502,500	645,463
Amortization of deferred capital contributions	70,000	184,595
Fundraising	90,000	127,752
Investment Income	2,500	13,993
Meals	20,000	9,406
Memberships	500	220
	<u>3,605,925</u>	<u>3,639,390</u>
<b>Expenditures</b>		
Wages and benefits	2,833,694,	2,734,392
Amortization	250,000	319,355
Direct care costs	154,000	151,585
Repairs and maintenance	104,021	126,584
Fundraising	5,000	60,243
Interest on mortgage payable	66,000	59,374
Utilities	53,400	53,294
Professional fees	30,900	36,517
Board development	16,500	28,141
Office	27,700	22,749
IT and communications	19,760	23,421
Insurance	13,200	13,689
Training and education	30,500	9,113
Marketing and media	15,500	7,484
Interest and bank charges	4,750	5,191
Bereavement program	3,000	1,217
Organizational memberships	3,000	1,020
	<u>3,630,925</u>	<u>3,653,369</u>
<b>Excess (deficiency) of revenue over expenditures from operations</b>	<u>(25,000)</u>	<u>(13,979)</u>
<b>Other revenues (expenditures)</b>		
Unrealized gain (loss) on long-term investments	-	38,804
Government assistance	25,000	28,662
Gain on sale of long-term investments	-	5,664
Realized gain on foreign exchange	-	2,769
	<u>25,000</u>	<u>75,899</u>
Excess of revenues over expenditures	<u>\$ -</u>	<u>\$61,920</u>

# Red Deer Hospice Society

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