

2022-2023



HOSPICE CALGARY COMMUNITY REPORT

35 years of enduring compassion...





Land Acknowledgment

We formally recognize the unique and enduring relationship between this land and the Indigenous Peoples of this place. Because of this relationship, we have this land to gather on in the way that we do today. In the spirit of reconciliation, we invite you to reflect on what it means to acknowledge that we live, work and play on the traditional territories of the Blackfoot Confederacy (Siksika, Kainai, Piikani), the Tsuut’ina, the Îyâxe Nakoda Nations, the Métis Nation (Region 3), and all people who make their homes in the Treaty 7 region of Southern Alberta.

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Director



35 Years and Going Strong!

Hospice Calgary was incorporated as a society in July 1987 after almost a decade of advocacy and work by founders passionately committed to building awareness and understanding of hospice, palliative, and grief care. We were founded on the belief that all people have the right to consistent and quality care that can only be given with the support and commitment of the community at large. **You played a role in helping us provide our 35th year of service!**

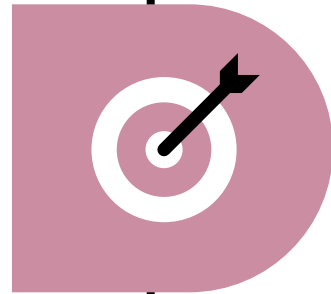
We are proud of significant milestones achieved in 2022-2023! In June 2022 we were honored to receive accreditation with Exemplary Standing through Accreditation Canada. In September 2022 we were inspired to pilot our Companion Program (which matches a trained volunteer with people facing advanced illness) through our Living with Advanced Illness Centre. In February 2023 we were thrilled to launch *Grief in My Backpack* a comprehensive online resource that helps schools support grieving students offered through our Children’s Grief Centre. And in March 2023, we

updated our Mission, Vision, Values, and Promise to the Community as well as developed a new strategic plan.

We promise to journey with people, through end of life and grief and have the difficult conversations about death, dying, and grief hearing their unique stories and responding with compassion.

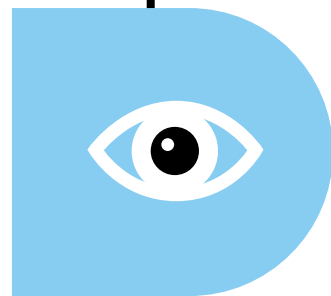
The same commitment and dedication that started Hospice Calgary over 3 decades ago, lives on today thanks to a wider community of supporters. The world is complicated, people have complex needs, and mental health is undeniably connected to quality of life. **Thank you for your role in helping people thrive and live well.**

Fiona McColl, Executive Director
Michael Waite, K.C., Board Chair



Mission

To help people find hope and well-being through the provision of compassionate support and exceptional care during advanced illness, end-of-life, and grief.



Vision

People of all ages can live well in their unique experience through illness, death, and grief.



Values

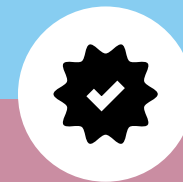
Authenticity • Compassion • Dignity • Empathy • Equity
Ethical Practice • Excellence • Family-Centred Care
Inclusiveness • Integrity • Respect • Responsiveness

Strategic Priorities

Excellence In Care

We strive to provide the best care possible.

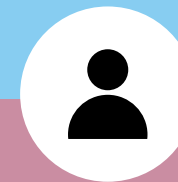
Our services are person-centred and align with client, patient, and family needs.



People

People are at the centre of everything we do.

People recommend us – as a place to work, volunteer, and donate.



Sustainability

We have the resources to carry out our mission.

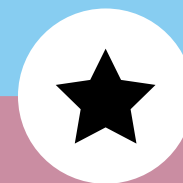
We make the most out of every dollar through strong financial controls, fundraising practices, and efficient systems.



Brand

We have a great reputation and are known for the work we do.

We maintain our reputation for excellence in care, education, workplace, fiscal management, and donor stewardship.



Quality & Safety

A focus on quality and safety is infused in every activity.

Ongoing assessments and good-catch culture identify safety and quality priorities for timely response.



Expertise

We are recognized as experts.

We are known as innovative thought leaders and as a workplace of choice. There is an increased demand for our services.



Because of Your Support:



2458

Children, teens, and adults received support through Hospice Calgary's client services

+



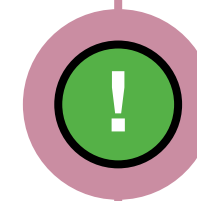
4644

Participants attended our education seminars, workshops and resource booths

42

Presentations, seminars, and workshops were provided to the community

=



7102

People accessed Hospice Calgary services last year

Children’s Grief Centre

“If it wasn’t for the Children’s Grief Centre, I wouldn’t have a good understanding of grief. When I first came here, grief felt really terrible and different, and now I know how to live with it.” -Youth

With 32 years of service behind us, one thing remains the same – our services are constantly evolving to meet the needs of our families. Counselling is not one size fits all, and our counsellors recognize the need for ongoing professional development to gain new knowledge

or tools to help their young clients explore the changes in their life caused by death and illness. Just as we realize the need for new counselling methods, we also recognize the need to change how we equip the community to support grieving children in their lives. Over the past few years, we have been working to update how we provide resources to the school community. This work resulted in the launch of *Grief in My Backpack* at various Teachers Conventions in February. This online subscription course offers users resources and education modules to assist them in supporting children and teens in their classrooms who are grieving.



Timeline of Growth



“I like being alone sometimes but I don’t like feeling alone.
I don’t feel alone here.”
-15 year old



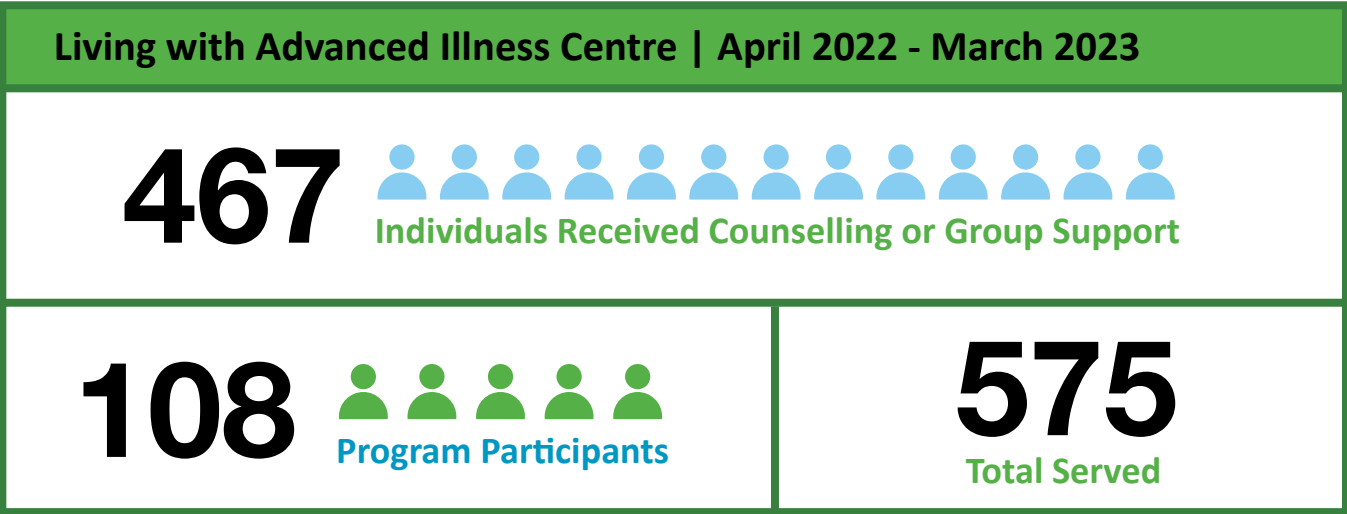
Living with Advanced Illness Centre

“It’s not all about end of life care or preparation. It’s support you can take with you in uncertain times, full stop, regardless of where your journey ends.” -Caregiver

The evolution of our services for people living with advanced illness continues to be driven by the changing needs of our clients. The type of support needed 40 years ago differs from that of today. People want to live well, at home, for as long as they can. The Living with

Advanced Illness Centre is here to support that wish for the diagnosed individual and their caregivers.

Counselling is offered to clients in whatever manner suits their physical and emotional needs best. Whether by phone, Zoom Telehealth, or in person, we will meet our clients where they need us. Our new *Companion Program* carefully matches clients with Volunteer Companions, who will provide both practical support to clients and respite for caregivers. The year ahead is likely to contain more exciting additions to our programs under the leadership of our new Director, Ruth Kohut.



Timeline of Growth



Living with Advanced Illness Centre

“My Bereavement Telephone Support volunteer was a person I could talk to about everything.”



Rosedale Hospice

“Your unconditional compassion, understanding, respect, love, participation and presence during Mom’s time at Rosedale provided Mom an embrace where she felt safe, listened to and where she continued to know and be confident in her meaning and purpose [...]” - Family Member

There have been many changes at Rosedale Hospice since its doors opened in 1996. Hallways have been painted, spaces have been renovated, gardens have grown and flourished, staff and volunteers have changed, but one thing has stayed constant, we welcome patients and families into our house with open arms. We are grateful for the opportunity to be a part of our patients’ final months, weeks, and days and we strive to create special memories for family and friends.

Rosedale Hospice April 2022 - March 2023		
460  Family and friends of patients received support	92  Individuals received 24-hour care	552 TOTAL Individuals Served

Timeline of Growth

1993



A home used by Basilian Fathers came up for sale in the community of Rosedale. The McCann Family Foundation purchased this property and donated it to Hospice Calgary.

1994



Hospice Calgary appeared before the Calgary Planning Commission and worked with residents to approve the operations of a hospice in the neighbourhood.

1995



Renovations commenced and builders worked in -30 weather to complete the site.

1996



Rosedale, the first freestanding residential hospice in Western Canada, admitted their first patient.

2016

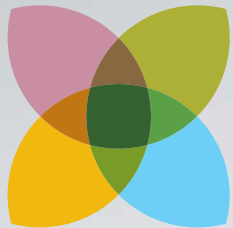


Kitchen and reception renovations.

2022



Volunteers were welcome back to the hospice following the pandemic.



Rosedale
Hospice

“Staff anticipated our needs even before we did; they were always there when we needed help or just reassurance.”



Hospice Calgary Events

2022 saw a return of many events supporting Hospice Calgary throughout the year.

HIKE FOR HOSPICE CALGARY

Over 200 hikers embraced the 17th Annual Hike for Hospice Calgary, held as a virtual event. Participants, once again, found wonderfully creative ways to join, from the comforts of their treadmills to hiking along the ocean on the coast. Collectively, hikers and sponsors raised over \$86,000. Congratulations to Debra Corroll, our top individual fundraiser and the Holy Walkamolies, our top fundraising team.



Debra Corroll, Top Fundraiser | Hike for Hospice Calgary

10th ANNUAL SAGE SOIREE

It was wonderful to be back in person at the Calgary Golf and Country Club for the 10th anniversary of this fundraising gala and silent auction.

Many memorable moments were made. John Wort Hannam, a Canadian musician and storyteller, shared what it was like to lose his father at Rosedale during COVID, complete with a live musical performance. There was not a dry eye in the house. Nadia Kolesnikova bravely told the attentive crowd how volunteering at Rosedale influenced her to study to become a psychologist.

Our 10th Annual Sage Soiree raised over \$67,000 for Hospice Calgary.



John Wort Hannam | Sage Soiree

“The first time I entered Rosedale with my younger brother, he turned to me and said, ‘I don’t know how to do this.’ ‘That’s okay’ I said, ‘they do.’”

– John Wort Hannam

HOW OUR COMMUNITY SUPPORTED HOSPICE CALGARY

The Cat N’ Fiddle Pub held its 28th Annual Golf Tournament, which was, as usual, a blast; if you haven’t attended, you need to! This charity golf tournament was as successful as ever, raising \$90,000 for Hospice Calgary- thank you!

Pat’s Concert is quickly becoming an annual event on the must-attend list. Craig McFarlane, a Children’s Grief Centre graduate, hosted this annual event in celebration of his Mom, Pat. The concert raised awareness and funds for the Children’s Grief Centre. Craig also hosts bingo and trivia nights, where he raises even more money for our organization.

To close out 2022 in a festive way, Villages Calgary invited Hospice Calgary to be one of their ‘charities for a day’ where a share of their sales was donated.

We are inspired and grateful each time someone from our community uses their voice and their compassion to raise awareness and funds for all of the programs and services at Hospice Calgary.



Cat N’ Fiddle Pub Annual Golf Tournament

Volunteer Highlight



There is a reason Carl Svoboda’s wife calls him a busy man. With so many ways to be involved in his community, Carl has dedicated his time to a variety of volunteer programs including Big Brothers and Big Sisters, his church’s environmental committee, and our **Bereavement Telephone Support Program (BTSP)** to name a few. The BTSP connects adult clients who have lost a loved one at Rosedale Hospice with a trained volunteer who calls them monthly.

Carl started volunteering with Hospice Calgary around 1993 after searching for a new way to support and comfort those in need. When he came across BTSP Carl felt that it would give him the ability to help people build their skills to cope with their emotions.

During his years volunteering with BTSP, Carl felt he best connected to men as they struggled with the same societal hurdle: expressing emotions without looking weak. For Carl, helping others overcome that was a personal objective.

Helping others learn that expressing their grief was more of a strength than a weakness allowed Carl to form stronger bonds with those he spoke with and better serve them through their time together.

Opening up to a stranger can feel odd, but Carl would remind himself that while it was

“intimidating to cold call someone you don’t know who is grieving, you are making a difference”. That difference drove Carl to volunteer for 30 years with the BTSP program, helping many people along their healing journey.

Being able to support his fellow community members become comfortable with their emotions helped Carl to embrace his own. Carl developed lasting connections with those he spoke with. He was invested in helping them along their healing journey no matter how long or short they needed the support. Dealing with difficult emotions during the grieving process can be hard to do on your own so Carl was humbled to be a shoulder for those who needed it.

At Hospice Calgary we are very thankful for Carl’s constant support over the years and before he departs he wanted to pass along some key nuggets of wisdom to the next volunteer(s):

- Start with standard friend questions.*
- Don’t force the conversation, the rapport will come.*
- Don’t worry about someone who may seem annoyed with you, 99% of the time they appreciate the call they are just not at the talking stage of their grieving process yet.*

262 
People volunteered with Hospice Calgary last year

7,564 
Total volunteer hours

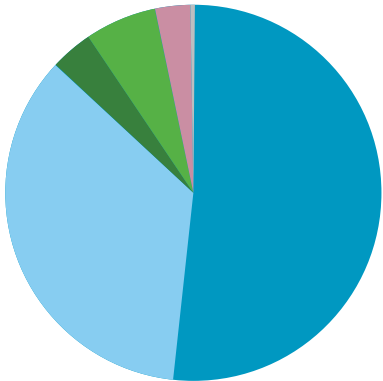


Volunteers are the backbone of our events, hospice care, group programs, committees and Board of Directors. We are grateful for each and every single person who chooses to donate their skills and time to Hospice Calgary.

Financial Highlights

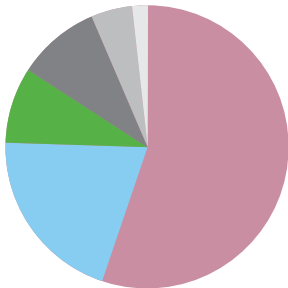
REVENUE SOURCES BY PERCENTAGE (%)

Alberta Health Services	51.63
Donations & Contributions	35.39
Special Events	3.52
FCSS, City of Calgary	6.22
Government Funding (Federal)	0
Earned Revenue	2.94
Bequests	0
Gifts-in-Kind	0.3

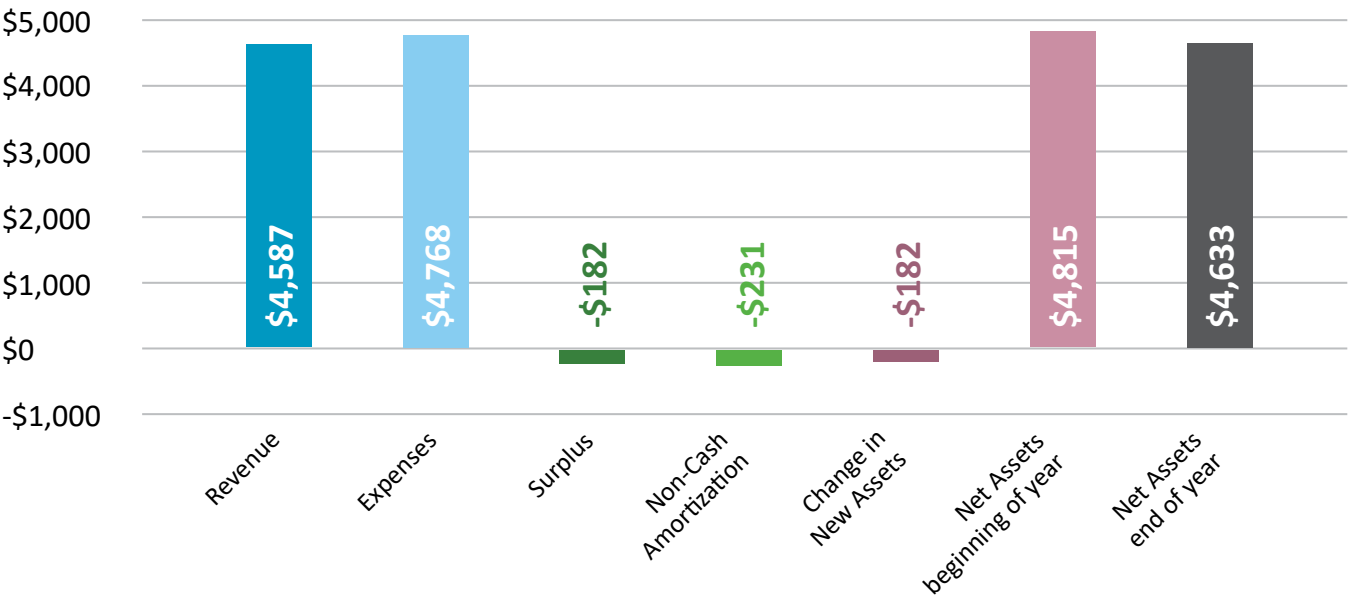


EXPENSES BY PERCENTAGE (%)

Rosedale Hospice	55.51
Children’s Grief Centre	20.17
Living with Advanced Illness Centre	8.25
Fundraising	9.72
Administration	4.87
Volunteer Management	1.49



SUMMARY OF COMBINED STATEMENT OF OPERATIONS AND NET ASSETS (\$000’S)



Every. Donation. Matters.

OUR GOVERNMENT PARTNERS

Alberta Health Services

Alberta Health Services Addictions and Mental Health

City of Calgary Family and Community Support Services

Government of Alberta

A Special Thanks to the McCann Family Foundation for their donation of the site that houses Rosedale Hospice.

HIKE FOR HOSPICE CALGARY SPONSORS

AltaLink

Carbert Waite LLP

Evan J Strong Funeral Services

LAN Solutions

Marshall Drugs

Sentinel Storage

SAGE SOIREE SPONSORS

McInnis & Holloway Funeral Homes

Connect First Credit Union

Thank you to each of the **1723** donors who supported Hospice Calgary’s services over the past year.

To continue providing a high level of compassionate care to those dealing with illness and grief, Hospice Calgary must raise over \$2 million every year.

Donors like you, play an important role in our fundraising. We are continually inspired by the generosity of our community, and we thank you greatly for supporting us each time you do.





...thank you for helping us continue our journey.

**CHILDREN'S GRIEF CENTRE
& LIVING WITH ADVANCED
ILLNESS CENTRE**

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