

Report to the Community



August 1, 2023 - July 31, 2024



Everyone deserves access to quality palliative care

Despite the challenges this year, the MVHS stayed dedicated to delivering high-quality palliative care and bereavement support to those in need, while also offering affordable, quality second-hand items.



About Us

We are a passionate community collective based in Mountain View County, wholeheartedly dedicated to delivering outstanding palliative care not only within our county but also in the surrounding areas. Our comprehensive range of programs and services encompasses hospice care, bereavement support, and NavCARE assistance, all of which are designed to provide crucial support to individuals and families with aging transitions, as well as palliative and chronic illnesses.



The Society currently has 8 Board members, 4 staff members, and 140+ volunteers that support the Society through, client, event, administration and at our Nu2U Community Thrift Store.

Mission

To provide quality, compassionate care for those facing chronic and terminal illness by offering physical, psychological, emotional, spiritual and educational support to individuals, their families and community at the end of life and during bereavement.

Vision

Compassionate, quality end-of-life care in a home-like environment for individuals, their family, and their friends and into bereavement.

Core Values

Compassion
Confidentiality
Dignity
Volunteerism
Communication

"Hospice Palliative Care" is a philosophy of care that stresses the relief of suffering and improvement of the quality of living and dying of a client.



The year in review



In 2023–2024, Mountain View Hospice Society successfully completed all the objectives outlined in our annual plan, ensuring that our services continue to meet the evolving needs of our community. This year, we also made significant strides in our 5–year plan, completing key initiatives such as filling bereavement facilitator roles through volunteer capacity, advancing research for hospice-at-home services, and expanding our presence across Mountain View County. These achievements have strengthened our ability to provide compassionate care and holistic support to clients and their families.

Throughout the year, we remained agile in navigating the shifting landscape of Alberta Health Services. Despite these changes, our commitment to maintaining high-quality care never wavered. We worked closely with health professionals and community partners to address new challenges, ensuring that our hospice services are accessible, effective, and adaptable to the needs of both clients and their caregivers.

This approach helped us continue moving forward with projects like the Didsbury hospice suite and governance advocacy efforts, which have been instrumental in expanding our reach and impact. Our bereavement and NavCARE services continue to fill a growing need in our community providing much needed connection and support.

At the heart of our success this year are our volunteers & staff who make our mission possible. Our volunteer hours contributed grew significantly, contributing over 17,000 hours of service and ensuring that our programs could run smoothly. We are deeply grateful for the dedication and passion of our volunteers, who have remained steadfast in their support, and we are proud to have maintained 100% positive feedback from client evaluations. Through this collective effort, Mountain View Hospice Society has continued to thrive, even amidst a year of transformation and growth.



Mary Marshall

Executive Director
Mountain View Hospice Society

First Quarter

- Bereavement facilitators filled roles, avoiding the need for a coordinator.
- Hospice at home research completed.
- Social media presence established for Nu2U.
- Expanded services to all of Mountain View County.

Third Quarter

- Rebranded to "Mountain View Hospice Society" following a name change survey.
- Physician contact list developed;
- Moving forward with Didsbury hospice suite project.

Second Quarter

- First planned gift received after launch of a Planned Giving strategy.
- Volunteer campaign led to more male volunteers signing up.
- Nu2U implemented a new POS system.

Fourth Quarter

- Governance work expanded.
- Significant cost savings by utilizing Sage software instead of purchasing donor software.

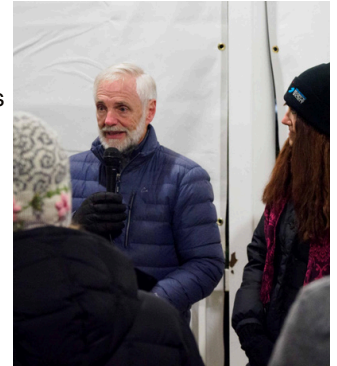


Message from our Board Chair



In April, the Board hosted our annual strategic planning session to help define our annual objectives and plan for the next five years. This planning aligns with the forward-thinking mindset of our Board, and this practice has sustained our growth for over a decade. The strong foundation laid by our founding members has allowed us to expand while adapting to the evolving needs of our community. A significant outcome of this session was our name change to Mountain View Hospice Society, reflecting our inclusive reach beyond Olds. Community pride and identity matter, and we welcome ongoing input to ensure our mission resonates throughout the region.

This year, our Bereavement Support team offered one-on-one sessions and eight-week grief groups, while Nav-CARE volunteers helped those with chronic or terminal illnesses connect to resources. The Nu2U Thrift Store continues to be a valuable revenue source, fostering community support through product donations for individuals in need. We also hosted our first golf tournament, bringing supporters together and raising essential funds. In June, after careful consideration, the Board decided not to pursue a firehall lease due to projected costs. We remain focused on sustainable growth, guided by several newly approved policies that address safety, philanthropy, and executive limitations. Our Five-Year Plan, finalized in May, will serve as a roadmap for achieving the vision in the coming years. We have accomplished much in the past year, yet there is always more to do. As we look to the future, we are excited to continue building connections and expanding our reach. Our work goes beyond the boundaries of our original vision statement—we are truly here to support not only individuals at the end of life but also their families and communities. Thank you for your continued support of and belief in Mountain View Hospice Society.



2023 – 2024 Board of Directors

President

Harvey Walsh

Vice President

Mary Hatcher

Treasurer

Cheryl Dahl

Secretary

Pansy Angevine

Directors

Gord Krebs
Dr. Vicki Wielenga
Stan Cheek
Joan Molitor
Penny Farley

27
hospice clients
served

53
bereavement
clients (new)

Suite
Occupancy
Rate

40%

79 NavCare
clients (new)

doubled the
new clients
from the
previous year

“The Society is like a bright shining star in my hour of need”

-October 2024, - hospice client

164

new clients served

17,428

Volunteer hours

105

new donors to the society



Projects

Details

Outcome

Enhanced hospice at home support

Increase volunteer training. Increase supports at home

- Reduce the strain on the local healthcare facilities
- Allow people to stay in their homes through their end of life journey

Collaboration with Didsbury hospital ladies Auxillary group to enhance their palliative room

By working together we can revitalize the room and offer higher quality support

- Better access to hospice support
- Enhanced experience for individuals and families throughout end of life.

Expand our services throughout Mountain View County

Complete volunteer recruitment & awareness campaign throughout Mountain View County

- Increased clients receiving navCARE, bereavement and hospice services
- Reduced strain on hospitals
- Increase in quality of life of older adults

Finances

CURRENT ASSETS

Cash	\$101,219.00
Marketable securities	\$15,870.00
Accounts receivable	\$9,754
Prepaid expenses	\$6,986
Endowment funds	\$195,519
GST receivable	\$2,166
Total	391,850

LIABILITIES

Accounts payable	8,642
Vacation payable	5,642

NET ASSESTS \$383,208

\$391,850



Funding summary

\$33,219

Government

\$168,183

Fundraising

\$84,695

Grants

\$108,663

Donations

What Matters Most

Hospice Support

The Society offers hospice support whether you are journeying at home, hospital or in our two community hospice suites. The Hospice Suites offer a cozy environment for our clients and families in need. Hospice support includes our palliative trained volunteers if needed. All support is offered at no charge to the individual or family.



NavCARE Support

Nav-CARE 's specially trained volunteer navigators help improve the lives of people living with chronic/terminal illness by creating connections to community services and resources and providing caring, compassionate emotional and social support.



Bridging with Bereavement and Group Support

The Society offers one-on-one (bereavement bridging) support as well as eight week bereavement groups that are available spring and fall. Our bridging programs offer four sessions at no cost for our clients and then they have the opportunity to continue with our bereavement facilitators in their private practice or participate in a group session at no cost.



Community Support through Nu2U Thrift Store

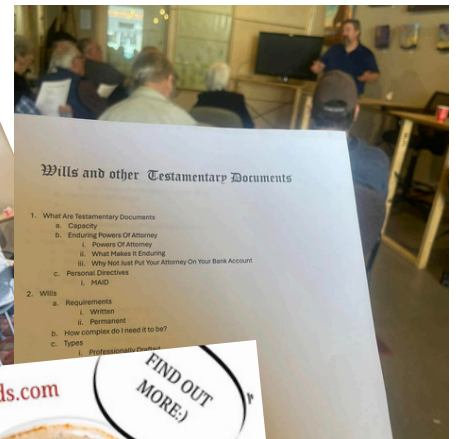
Nu2U Community Thrift Store offers affordable goods, supporting local families while funding charitable programs. It promotes sustainability by encouraging reuse and reducing waste. Thrift stores also create volunteer and employment opportunities, fostering community connections and a sense of shared purpose.



Connecting With Our Community

Death Cafe – March 16, 2024

The mission of a Death Cafe is 'to increase awareness of death with a view to helping people make the most of their (finite) lives'. A Death Cafe is always run on a not for profit basis and has no agenda, objectives or themes. It is not a counselling session and there are no outcomes or conclusions to be drawn. Just intentional casual conversations regarding death and dying.



We are grateful for our community supporters

Community support is vital for non-profit hospice societies, forming the foundation of our success. Financial contributions, volunteer involvement, and local awareness campaigns are crucial for sustaining our organizations. Donations, grants, and fundraising activities help keep hospice services accessible, while dedicated volunteers and caring community members offer emotional support that goes beyond clinical care.

Hike for Hospice – May 5, 2024 Didsbury and Olds

Thank you to our amazing participants, donors, volunteers, and community for making this year's Superheroes Hike for Hospice a huge success! Over 140 people joined us in Didsbury and Olds, raising an incredible \$37,000 in support of Hospice Palliative care in Mountain View County. We are so grateful for your continued support and dedication!



Butterfly Memorial – July 14, 2024

On July 14, 2024, we gathered with over 100 attendees to release 150 painted lady butterflies in memory of loved ones. Charlene Wilson recited a beautiful poem, and our Services Coordinator, Cindy Palin, offered comforting words and prayers. Jim Adamchick's enchanting music added a special touch to this heartfelt ceremony.

Volunteer Appreciation Event September 10, 2024

Volunteers are vital to our organization, offering their time and skills in companionship, governance, communications, fundraising, organization, and advocacy. At the MVHS, we are grateful for over 140 dedicated volunteers. As we expand our reach, we seek more compassionate individuals to join our team and positively impact the lives of those in need.



Tree of Remembrance – December 1, 2023

Our ceremony involved purchasing handcrafted stars for twenty dollars that were created by our local High School students, in memory of a loved one. We gathered together at the Centennial park in remembrance of our loved ones while we listened to peaceful music, sipped on hot chocolate and enjoyed delicious Christmas cookies.



THANK YOU!

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

2024–25 Annual Plan

SERVICES & PROGRAMS	DATE
Review MAID statement	December
Implement naming policy	March
Research a better platform for volunteer communication	June
Develop and implement a government advocacy strategy	December
Update hospice suite at Seasons Encore	January
Awareness Campaign for our Name change	June
Volunteer recruitment all of Mountain View County	June
Implement Planning Giving strategy	December
Research bigger property to support our operations	June
Didsbury hospice room up and running	January
Didsbury giving campaign	June

142

Active Volunteers

Thank you Volunteers



We'd like to thank all
our donors for their
generous *support*



Acknowledgements

Thank you to our volunteers that support our clients, work on our Board and Committees, support administration and provide event support.

Thank you to FCSS, Mountain View County, Red Deer District Community Foundation, AHS, Government of Alberta, Canadian Red Cross, for providing grants for our operations.

Thank you to Seasons Encore and Alberta Health Services for supporting our mutual clients.

Special thank you to our major donors Adrenaline Productions Inc., Jim Thomson, West-Can Seal Coating Inc., Anonymous Donor, Bruce and Anne Brander, Harold and Betty Gordanier (Estate of Harold).



**Mountain View
Hospice Society**

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