



Cranbrook ♥ Kimberley

HOSPICE SOCIETY

Hands that Serve | Hearts that Care

January 13, 2025

In attendance: Robin C, Jerry H, Greg S, Diane H, George Watson, Francine Guerrette-Smith, Karolyn F

Call to Order: 4:30 pm

Additions to the Agenda: Criminal Record Check
Strategic Planning
Vaccines
Updating Policy and Procedures

Adoption of the previous board minutes: Greg first, Francine second

Treasurer's Report:

Gross Revenue: \$157,000 for 2025 up from \$106,000 for 2024

Net Income: \$84,000 up from last year \$80,000

Donations as of Jan/25 is \$85,000 compared to this time last year \$8,000

50/50 Raffle update

More detailed information for February Board meeting.

Blake Atwood was the winner receiving \$13,235

Office Administrator Report:

January New Client Intake –Total of 3, 2 CBK and 1 Kimberley.

Current Client Intake:

Cranbrook

59 Current Clients (including 1 anonymous)

4 on Hold

11 clients not accounted for (volunteers say they are seeing them but no intake forms)

Kimberley

15 clients

Overall

11 Missing Intake Forms – volunteers have been contacted to supply information

35 Client Facing volunteers

20 Members – active through fundraising, board membership

15 in-active members (fees not paid, resigned, no contact)

Angel Tree Campaign

Hospice Angel Tree Report 2024

Cash Donations-\$1335

Cranbrook Oncology Department-\$685 in gift cards

Kimberley RCMP-\$75 in gift cards

Recipients

11 families received an Angel Tree gift that included gift cards and presents.

Summary

\$2095 in cash and gift cards was collected. Gifts as described above. 11 Families benefited.

Membership

7 members have renewed for the 2025 year.

Office to be closed from Jan 27-Feb 5.

CKHS Credit Card

I was directed by Stellar Vista staff to follow up with Calabria the company they deal with for credit cards. I wanted to know the status of our application. I submitted the application at the end of November. After telephone tag, they require 2 years of financial statements and additional signatures from George and Jerry to complete the application.

Kimberley Alpine Ski Hill Community Day – Jan 19th

Information has changed since I spoke with the original person Kelly. Megan the marketing director says they are charging \$10 per person and \$20 per family to use the ski lift for the day. They have a media blitz on Facebook stating we are the charity of choice for the day. Getting calls now from the public asking how people can be involved with our future Hospice House building.

OFFICE WILL BE CLOSED FOR THE HOLIDAYS Dec 24th - Jan 1st.

Cranbrook Volunteer Coordinator Report:

Submitted by Judi Watson, Intake Coordinator for CBK December 10,2024

- Met with Brian Clarkson November 26 to discuss taking over as Intake coordinator for Cranbrook.
- Set out to make telephone contact with each volunteer on the volunteer clients list provided by Brian to introduce myself and confirm their status as a client facing volunteer and to confirm the clients they are working with.
- During these discussions discovered that several of the individuals on the volunteer list are no longer client facing volunteers.
- As of December 1, Cranbrook has 28 clients facing volunteers and 57 clients including the BSG (these numbers change regularly)
- Discovered that several clients do not have up to date intake forms on file in the office. These forms are critical for liability purposes and for potential grant applications, audits, etc. Each volunteer has been asked to ensure that they have a intake form on file for their client in the office.
- Confirmed that we as hospice cannot work officially with “anonymous clients”
- Worked with Karolyn to create a new improved spreadsheet of volunteers/client including intake date, volunteer name, email, phone number, current clients and relevant information. This spreadsheet will make it easier to keep track of everyone, both clients and volunteer needs.
- Question: How long should a client stay on our active list?

How long should a client stay on our active list?

This was discussed and due to the nature of our services it was decided indefinitely. We will continue to provide services as long as we are needed. The hope for bereavement clients is that we can step back after a year’s time and that the client will be ok to see that happen. However as discussed, if our services are still required, we will continue to support them.

Bereavement Report

Francine unavailable for comments.

Two Men’s BSG are running right now and 1 ladies BSG.

Volunteer Training Report:

Jeff Williams in attendance. Jeff posed the following questions and concerns to the board regarding our future online training for new volunteers.

- The online trainees need to provide verification that they understand the main teaching points?
- Some type of homework will need to be submitted to verify their understanding of the content?
- The key teaching points need to be identified for each module and homework, quiz, etc submitted.
- Each module will need to be redesigned for online training, possibly short videos, etc may be more effective for online education?
- Other resources needed? Currently "With the End in Mind" by Dr. Kathryn Mannix is used, how would a student understanding be assessed online regarding the key teaching points.

Marla T and Karolyn are working together to edit the current primary training modules 1-3 to make them user friendly and relevant for online training. These are great questions as we work together to make the key points of each module important and valuable. Having future online training is new for us, we will know better over time through feedback if it is something that is valuable, efficient and useful to continue with.

Hospice House Update

Our anonymous donation of \$50,000 was deposited into our Hospice building account.

A steering committee is proposed by George. Strong community leaders and individuals are being approached that we are hoping to form our future Steering committee for our Hospice House. We hope to see the committee with 7-9 members. Once the committee has been formed, we will update the members to who is on the steering committee.

Upcoming Activities

Goal setting with Rick Jensen being held Dec 12. George, Francine, Greg, Diane and Karolyn to attend.

Christina Benty's Organization Assessment held Dec 14th. 9:00-12:00. 15 members attending.

New Business

Fundraising Ideas: Brainstorming Ideas Round table

Casino Night -held in the Spring April/June

50/50 with a prize next time – money and item

Around holidays- sell items specific to the holidays, Mother's Day cards, summer (flower baskets made through Top Crop) think of something similar to daffodil sales in the spring for Cancer society

Canada Day Raffles have been a hit in the past.

Valentines' Day raffles

Another E-bike raffle

Volunteer Recruitment Ideas

A poster has been made letting the public know we need volunteers. If you would like a copy please contact the office.

Any event we attend as a society we should be putting up a poster reminding the public we need volunteers. Thank you, Judi, for designing this. Volunteer Ad now posted in Hospice window. Ad posted on Facebook.

A possible meet and greet night. Have volunteers bring a friend.

Dr. Hale from Kimberley

George was contacted by Dr. Ilona Hale; she said the Kimberley Health Centre will be having a \$5,000,000 upgrade and is interested to know if we wish to have any involvement or have a space designated for Hospice. At this time, we will not be involved as we need to have dedicated rooms not designated rooms. The example being 3rd floor palliative rooms are designated to be hospice rooms but are often used in other ways when needed.

Cranbrook Sunrise Notary

George had a meeting with Ursula and Steve from Sunrise Notary. They approached George with their idea to build a "Healing Garden" in our future hospice house courtyard. The vision is to have patient rooms overlooking a beautiful flower garden in the spring, summer months and beautiful white lights in the colder months. Steve and Ursula will be bringing forth their idea of a partnership with us to their board for approval. They will let us know the outcome.

Final Thoughts

George thanked the board for everything they do. He welcomed new board members Diane and Greg. They both bring forth great fresh ideas.

Adjourned: 7:47pm

Next meeting: Thursday, January 16, 2025