



Cranbrook ♥ Kimberley

HOSPICE SOCIETY

Hands that Serve | Hearts that Care

May 15, 2025

Board Meeting Minutes

In attendance: Greg S. Diane H, Francine G-S, George W, Robin C, Karolyn F

Call to order: 6:02 pm

Adoption of Agenda: Approved Robin and Diane

Additions to the Agenda:

- ✚ Update Primary Training Manual

Minutes from last meeting: Approved Diane and Francine

Unfinished business:

- ✚ Canadian Flag- The city will allow us to have a Canadian flag displayed outside of the office. Greg will work with Jerry to complete this.
- ✚ Community Foundation Grant – still waiting to hear if we received the grant.
- ✚ Farmers Market- dates June 7, July 5 and August 2
- ✚ Large Wall Calendar – completed and placed in boardroom
- ✚ Succession Planning- some members of the community have been contacted and are interested in joining our board next year. We continue the search. Tuesday, May 14 Karolyn attended a webinar hosted by Columbia Basin Trust talking about board succession planning. There were over 20 participants that attended, the reoccurring theme everyone was seeing was:
 - Not finding the correct people with the professional skill sets required
 - People with no time
 - Small town population to gain interest in becoming board members
 - Finding people that are interested that know how to keep confidential information, work well together and are passionate about the organizations mission.

Treasures Report:



April 2025 Income
Statement.xlsx



April 2025 Balance
Sheet.xlsx

We are still in a good financial state; however, donations were slow in the month of April and expenses were up. Robin will work together with Greg and Karolyn to draft the upcoming budget for 2026.

Office Administrator's Report:

April Client Intake: 7

May Client Intake: 3

57 members renewed for 2025

Kimberley 19 clients

Cranbrook 50 clients (4 on hold)

Total reportable volunteer hours for April 2025= 297 hours

Office News:

- ❖ Interior Health annual report has been submitted. I will email them enquiring about feedback on our report
- ❖ A series of education posts will be on Facebook educating the community on our services
- ❖ Still haven't heard anything from Community Foundation Grant. We may not hear anything until the end of May or mid-June
- ❖ Memory bear pamphlets have been re-designed.
- ❖ Our media banners have been updated with our correct email address. Pamphlets have been updated with a red heart not a black heart. I've asked Genex to fix it on our website and have not heard back yet. Signwriter has been contacted and they will fix our office door information regarding change in email address.

Kamloops Hospice Association Tour

It was very valuable to tour the site and meet with the staff and executive director Erin for a couple of hours last week. KHA opened its doors in 2004 with 6 beds, and in 2008 they started to expand to a 12-bed home.

Some highlights from the tour:

- ✚ Their annual budget is about 3.5 million and contract with IH is close to 1.8 million, that leaves a shortfall of 1.7 million they need to fundraise annually. They have a thrift store that is volunteer ran. They have great community support, and have many businesses organize fundraisers on their behalf. They have returned to hosting yearly galas since Covid is over. Erin said that their gala event is a much anticipated and best attended gala in the city. She said they spent over \$12,000 last year alone on flowers for the event. Tickets are \$150 each, decorations are elaborate. It was not a sold-out event however last year, only $\frac{3}{4}$ sold out, but they spent about \$150,000 to make \$300,000.
- ✚ They have main business supporters and they are very mindful and respectful of those relationships. She says that they have a “do not approach list” for certain organizations and businesses. They find that when people or businesses are asking for donations, they are sometimes asking for donations from businesses that have already donated generously. It can sometimes cause a damaged relationship with the donor as they feel they are being hounded for donations. She is developing a third-party agreement to help alleviate the confusion. She predicts we will start to see conflict with business fundraising on our behalf without our knowledge as our hospice house campaign grows. She is willing to share the agreement with me in the future
- ✚ One significant thing to note is, the majority of clients/patients they see are end of life patients, they have a total of 4 clients they see in the community similar to the services we provide currently.
- ✚ They do offer bereavement groups and children bereavement groups on an ongoing basis.

- ✚ They have 9 palliative doctors in the community that work closely with them. Erin, the ED says this makes all the difference in the world for the palliative patients.
- ✚ They have 15 paid administrative staff
- ✚ Nursing staff are paid through them not IH.
- ✚ Eight-hour shifts consist of 2 LPN s and 2 care aids.
- ✚ They usually run at 100% occupancy
- ✚ Quite common to only have someone in their care for 12 hours before passing

Volunteer Coordinator Report: Nothing to Report

Bereavement Report:

- ✚ An email invitation for both trained and interested individuals was sent to volunteers to discuss Bereavement Services on **June 16th at 9 am** before the regular volunteer meeting at 10 am at McPhersons in Cranbrook. The discussion will cover 1:1 companionship, support groups, walk and talk, and volunteer training. Your feedback on current experiences and input on fall plans for groups and training are requested, and there will be new ideas shared for the walk and talk program. Following the 10 am meeting, McPhersons will host a lunch. Please try to attend.

Volunteer Training Report:

- ✚ Marla is designing a volunteer questionnaire for volunteers. We look forward to hearing your responses. We hope to have this sent out to volunteers within the next month.

Hospice House Update: In camera.

- ✚ We are still waiting for confirmation of land donation

Ktunaxa Meeting:

- ✚ George has met with a contact from the Ktunaxa nation and is continued talks asking for their support of our future Hospice House.

EKHHN (East Kootenay Hospice House Network):

- ✚ Office Administrator to make contact with other local hospice organizations to advise of our plans to build a future hospice house to serve the East Kootenays. We want them to be aware of our plans and will be asking for their support going forward.

Presidents Report:

- ✚ George has requested the board and steering committee to approach contacts in the community that we want to support us in our efforts to build our hospice house. We need to make these connections so we can provide letters of support from local community leaders and organizations as we move forward in our planning stage.
- ✚ Event planning was discussed as we need to be aware constantly as to what event is happening monthly, we have a very busy 2025.

Upcoming Events Reminder

- ✚ **Saturday, June 7**- Cranbrook Farmers Market 10:00 am -1:00pm (PENDING)
- ✚ **Saturday July 5** - Cranbrook Farmers Market 10:00 am -1:00pm (PENDING)
- ✚ **Monday, July 14** – Our course – Your Cause Purcell Golf Course **NEW EVENT**
- ✚ **Friday, July 18** – Boston Pizza/Jack Carter GM Charity Golf Tournament 1:00 pm start time
- ✚ **Saturday, August 2** - Cranbrook Farmers Market 10:00 am -1:00pm (PENDING)
- ✚ **Friday, Saturday, Sunday August 8,9,10th** - Rock the Kootenays Festival (unsure of start time)
- ✚ **Saturday, September 6** – McPherson's BBQ Fundraiser (unsure of start time)
- ✚ **Friday, September 12 & Saturday, September 13th** – Kootenay Rockies Gran Fondo organized by Cranbrook Sunrise Rotary Club (unsure of start time)
- ✚ **Saturday, November 15** - CKHS 2nd Annual Dinner and Silent Auction (Doors open at 5pm)

New Business:

Client Records - how long should we keep them?

- ✚ Client Records will be kept for 2 years.

Volunteer Training ...How to make up missed sessions?

- ✚ This will be up to the instructor to decide on an individual basis. If more than 2 classes are missed and not made up, the student may be asked to re-enroll at another time.

Bylaws –

- ✚ Karolyn and George to review and update where applicable

Interior Health Webinar

- ✚ George and Karolyn to attend a webinar May 21 on behalf of CKHS. All Hospice organizations and healthcare leaders that support palliative care are invited for a collaboration meeting three times a year.

Updating Primary Training Module

- ✚ Diane suggests that the Medical Care module 6 needs to be updated with present relevant information. She will be instructing a class with Jeff for our new volunteers soon.

Next Meeting: Thursday, June 19th at 6:00pm

Adjourn: 7:57 pm