



**FCSS Advisory Board Meeting Agenda  
for Wednesday, March 16, 2022 at 6:30 p.m.  
to be held at the Town of Olds Administration Office  
4512-46 St. Olds AB**

**1. Call To Order**

**2. Added Items**

**3. Adoption of the Agenda**

**4 Adoption of Previous Minutes**

January 19, 2022

**4. Unfinished Business**

**6. New Business**

- a) Presentation from Olds & District Hospice Society
- b) Presentation from Mountain View Emergency Shelter Society
- c) Presentation from Holy Trinity School

**7. Correspondence and Information**

- a) Resignation

**8. Adjournment**

Upcoming Meeting Dates for 2022

June 15, 2022

September 21, 2022

November 16, 2022

# MOUNTAIN VIEW EMERGENCY SHELTER SOCIETY

[www.mountainviewemergencyshelter.ca](http://www.mountainviewemergencyshelter.ca)

403-586-4765



# About Us



The Mountain View Emergency Shelter Society promotes and supports Outreach Services.

## **Mission Statement**

To support individuals and families to live free from family violence and abuse.

## **Vision Statement**

A Community free from family violence and abuse.

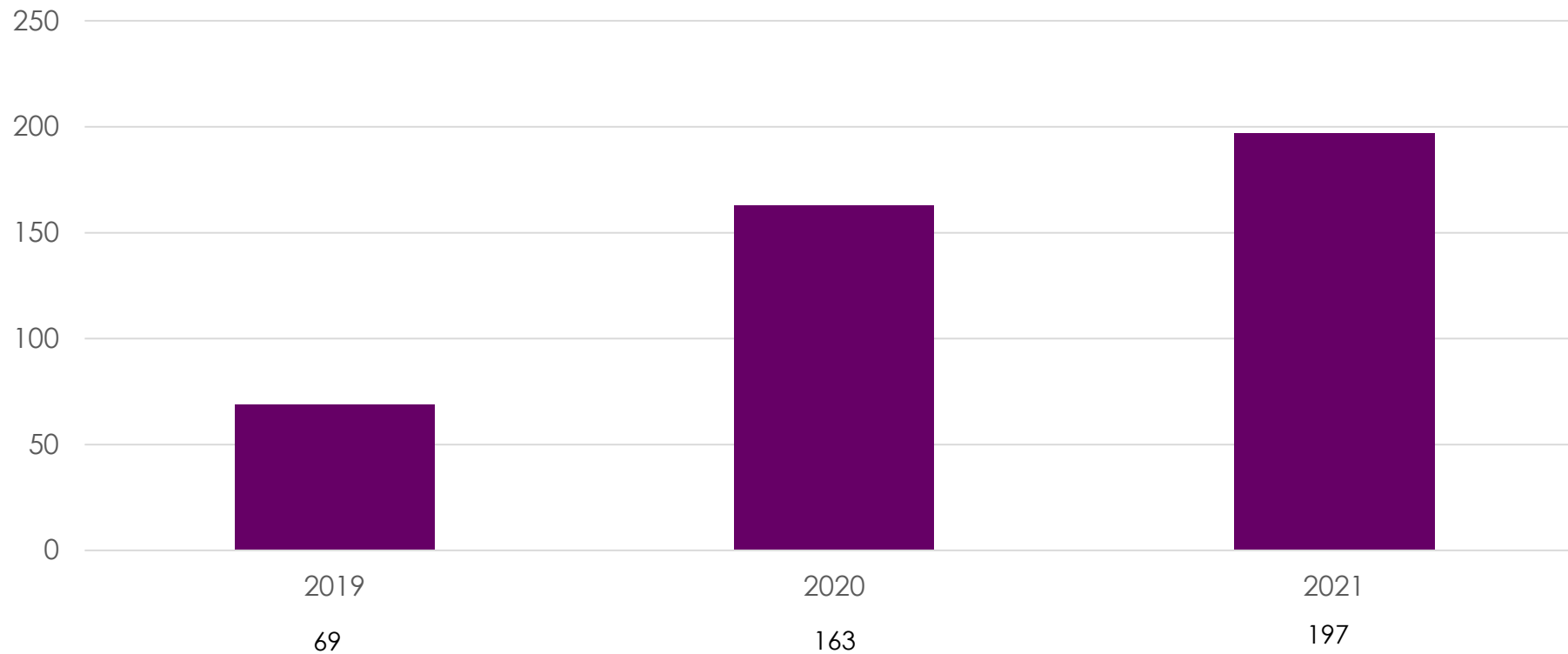




# Outreach Services

- ▶ Are available to individuals and families
- ▶ Meetings are arranged based on need
- ▶ We assist with basic needs and referrals to other agencies
- ▶ Support in making healthier lifestyle choices
- ▶ Assist in securing safe/supportive housing

# 2019 vs. 2021 Statistics

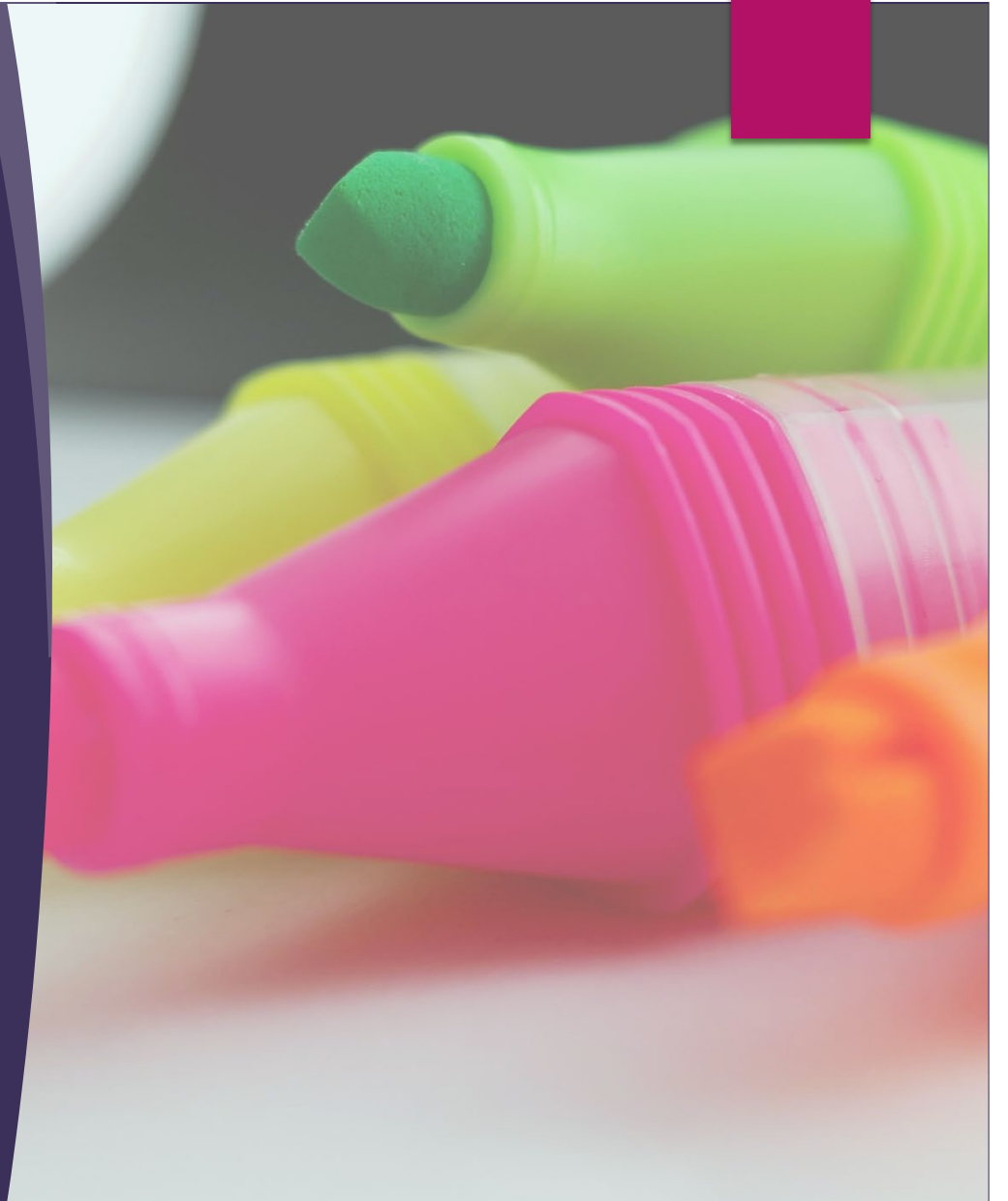


# Provincial Statistics

- Across Alberta 52,300 calls for help
- Rural areas show high trend
- RCMP reported over 29,000 domestic violence calls
- 66,687 Albertans used shelter or outreach services

# Highlights in 2021

- ▶ Despite COVID, we were able to continue to run programing
- ▶ Hired an Administrative Assistant
- ▶ Signed a 30-year lease with the Town of Olds
- ▶ In May 2021 we hosted a radiothon
- ▶ First annual “Nine With Wine Is Fine” Ladies Golf Tournament
- ▶ Family Violence Prevention month
- ▶ Gift of Hope Campaign
- ▶ Partnered with Sagesse





# Programs

We offer programs in each of the municipalities within Mountain View County

- ▶ H.E.A.R.T. (Healing through Expression, Art, Respect and Transformation)
- ▶ Teen H.E.A.R.T. Program
- ▶ Building Better Boundaries
- ▶ Finding our Voices & Growth Circle
- ▶ Grief Recovery Method & Helping Children Deal with Loss
- ▶ Making it Through the Holidays
- ▶ Beautiful Me





# Trends and Patterns Emerging in Domestic Violence

- ▶ Shelter and outreach staff are finding their clients need support in a broad range of areas
- ▶ Changes to shelters and how they are built
- ▶ Increased severity of domestic violence



## Challenges & Opportunities

As a nonprofit organization, raising funds continues to be a challenge.

We have grown in recent years, becoming more connected within the community, allowing us to:

- Provide more comprehensive and educational programming
- Provide drop-in sessions within Mountain View County
- Partner with different organizations, allowing collaboration for client services and supports.

## THANK YOU NOTES

*“I have received all of the resources that you have sent my way. THANK YOU! And thank you for all of your time and words, you have helped more that you will ever know.”*

*“It is so nice to wake up in my own place today and be able to walk around not stuck in a room. Don’t care if I have to hop over boxes lol. Half of our stuff is unpacked, and it is starting to look like home. I just wanted to share that with you. My Son and I are running to co-op today with and the gift card that you gave me, he is so excited to be able to eat bacon. Thank you again for all that you have done for us, we are finally safe, and we wouldn’t be here without you. I cannot thank you enough.”*



# Capital Plans



- ▶ Continue Outreach Services
- ▶ Conceptual Design for Emergency Shelter
- ▶ Major Fundraising Campaign





**Mountain View Emergency Shelter Society**  
**Written Report**

## About us

Mountain View Emergency Shelter Society is an inclusive organization that acknowledges the issues of anyone affected by family violence. We promote and support Outreach Services for individuals and families who may be in an abusive relationship, are seeking information surrounding issues of domestic violence or pursuing healthier lifestyle changes.

## Mission Statement

- ▶ To support individuals and families to live free from family violence and abuse.

## Vision Statement

- ▶ A community free from family violence and abuse

## Outreach Services

Our Outreach services are and include, but are not limited to:

- ▶ Individuals and families who have been affected by Family Violence.
- ▶ The number of meetings each client has with the Outreach Coordinator will be determined based upon the goals the client has chosen related to the abuse in their life. The most common goals requested by clients are:
  - Safety planning for individuals and families.
  - Finding assistance with housing.
  - Financial and income support.
  - Employment and education.
  - Emotional and mental health support.
- ▶ Outreach Coordinators receive training to help women assess their risk of danger in an intimate partner relationship and to assist anyone in creating a safety plan.
- ▶ Assistance with basic needs.
- ▶ Referrals to other agencies, resources.
- ▶ Assistance accessing shelters and additional government supports are provided when needed.
- ▶ Advocacy and assistance with legal referrals/supports.
- ▶ The Outreach Coordinator can be a source of support as our clients seek information, engage in self exploration, and make healthier choices for their life.

## Statistics

- ▶ MVESS Outreach Coordinator saw 69 clients in 2019, 163 in 2020 and 197 clients in 2021 an increase of 280% in 2 years.

- ▶ These numbers represent individuals and do not consider children involved or the number of clients assisted over the phone.

## Provincial Statistics

- ▶ Across Alberta Shelters received 52,300 calls from people seeking support and 8,095 women, children and seniors accessed outreach services. Which shows that you don't need to stay in a shelter to get help.
- ▶ Smaller municipalities and rural areas showed an even higher trend towards outreach services compared to major urban centres.
- ▶ In Alberta, the RCMP reported over 29,000 domestic violence calls across the province during the 2020/21 fiscal year, and 15 domestic homicides.
- ▶ Closer to home, The Chinook Arch Victim Services dealt with 154 domestic files and 2 domestic related homicides.
- ▶ Over 66,000 Albertans were served through shelter stays, outreach services or phone calls.

## Highlights

- ▶ Despite COVID, we were able to continue to run supportive programming for our clients within the county.
- ▶ With the dramatic increase in clients utilizing our services, we hired an Administrative Assistant to provide Admin support to our Outreach Coordinator. This support allows our Outreach Services to continue and not have to be capped due to a time limitation.
- ▶ An initial 30-year lease has been signed with the town of Olds for a piece of land, on which to build.
- ▶ In May 2021, in conjunction with Wildrose Royal LePage and CkFM radio, we hosted a radiothon, raising \$38,000 towards our shelter building fund!
- ▶ In August 2021, we hosted the First annual "Nine with Wine Is Fine" Ladies Golf Tournament at Trail Creek Golf Course. It was a fun day!
- ▶ In November 2021, we presented to the Town of Olds Council, where November was proclaimed Family Violence Prevention Month. In addition, we highlighted Family Violence Prevention Month with radio ads and an article in the paper.
- ▶ Our Gift of Hope Campaign before Christmas was successful as we received a number of generous donations.
- ▶ MVESS has partnered with Sagesse, a provincial wide organization whose aim is to empower individuals, organizations, and communities to break the cycle of domestic violence. Through

this partnership, we have expanded our programming and are more able to offer domestic violence specific programs to our clients.

**Programs** – We felt that it would be beneficial to explain the programs that we offer.

- ▶ **HEART** – Healing. Exploration (of self). Art. Reset (the mind). Transformation. This is a 6-week creative healing journey designed to help women rediscover themselves through different forms of creativity, art, self awareness and self exploration. We will learn about Gratitude, Building Resilience, Self Love and Self Esteem, Releasing Guilt and Shame and Mindfulness. Children have a separate group at the same time and explore their artistic nature.
- ▶ **Teen HEART** – A six-week program for teens aged 13 -18 to have the opportunity to walk a path of self-love through art and discussion. Teens will learn about gratitude, exploration of their feelings and emotions, self esteem, Healthy Relationships, Boundaries, and Mindfulness.
- ▶ **Boundaries** – A 6-week program that explores healthy and unhealthy boundaries. individuals discovers where our boundaries come from, types of boundaries, understanding and setting boundaries, and overcoming boundary challenges. This program helps individuals to establish their personal boundaries and to help break the cycle of abuse.
- ▶ **Finding Our Voices** – A 6-week group program that focuses on issues related to self-esteem and the importance of effective communication. Participants share their experiences and learn from each other. Topics include self-image, shame, compassion, and the significance of healthy relationships.
- ▶ **Growth Circle** - A 14-week group program that delves into the experience of domestic violence. Topics range from understanding domestic violence, contextualizing experiences of trauma and shame, to creating support systems and building personal power. We recommend participants complete the six-week Finding Our Voices program prior to registering for Growth Circle.
- ▶ **Grief Recovery Method** - An 8-week program with a Certified Grief Recovery Specialist that explores the Action Program for Moving Beyond Loss. Specifically formulated for clients dealing in loss/trauma and wanting to move forward in life.
- ▶ **Helping Children Deal with Loss** - A 4-week program for adults to Help Children Deal with Death, Divorce, Pet Loss, Moving, and Other Losses. In this program parents will learn how to replace myths, about dealing with sad emotions, with practical guidance for their children.
- ▶ **Making it Through the Holidays** - A program that helps people learn how to cope with home and family stressors during the holiday period that may contribute to unsafe situations for those who are experiencing or have experienced Family Violence.
- ▶ **Beautiful Me** - Beautiful me is an educational self-esteem program for females of all ages! Those from 5 through 105 years old learn how to think about themselves with confidence and greater insight.



- ▶ **Safety Planning** – A personal meeting that discusses the benefits of safety planning when in or having left an abusive relationship. Safety planning covers necessary information to help with preparing to leave, what to be aware of when leaving and safety after having left the situation. This is a step-by-step plan that helps domestic violence clients feel more in control and helps to ensure that they leave their situation as safely as possible. This is also available for teens.

## **Trends and Patterns**

The Alberta Council of Women's Shelters, with whom we are a member, report that shelter and outreach services staff are finding their clients need support in a broad range of areas, such as primary health care, trauma and addiction, finding affordable housing, legal support and obtaining government financial support.

Through Covid they also found that the second stage shelter model could prove to be more resilient in the event of future pandemics. Second stage housing is apartment-style residences where the stay is longer term.

Emergency shelters are primarily a dormitory-style residence, and the stay is short term. Women have been saying for years that communal living environments are not conducive to their healing, they lack privacy and independence.

ACWS data also shows the increased severity in Danger Assessments scores (a tool used to assess the severity of violence and a women's risk of homicide).

MVESS has also shown an increase in Danger Assessment scores and the need to safety plan with high-risk clients.

## **Challenges and Opportunities**

- ▶ As a non-profit organization, we face the challenge of raising funds to continue offering services and programs to victims of domestic violence. All our services and programs are offered at no charge to the client. We are grateful for the FCSS grants and donations that we receive, it allows us to continue to offer programs and outreach services.
- ▶ Mountain View Emergency Shelter Society's profile has increased in the community in recent years, we have become more connected with the communities we serve, allowing us to:
  - ✓ Provide more comprehensive and educational programming to our clients.
  - ✓ Provide drop-in sessions on a scheduled monthly basis to the municipalities within Mountain View County, and
  - ✓ To partner with different organizations, allowing collaboration for client services and supports.

## Thank You Notes

- ▶ As mentioned previously our Mission is to support individuals and families to live free from family violence and abuse and to do this, we will continue to offer outreach services. The need for these services has increased dramatically, but we are seeing the difference they make,

*"I have received all of the resources that you have sent my way. THANK YOU! And thank you for all of your time and words, you have helped more that you will ever know."*

*"It is so nice to wake up in my own place today and be able to walk around not stuck in a room. Don't care if I have to hop over boxes lol. Half of our stuff is unpacked, and it is starting to look like home. I just wanted to share that with you. My son and I are running to co-op today with and the gift card that you gave me, he is so excited to be able to eat bacon. Thank you again for all that you have done for us, we are finally safe, and we wouldn't be here without you. I cannot thank you enough."*

## Capital Plans

- ▶ We will continue with the outreach services we provide which are important and a vital part of helping people dealing with domestic violence, we would also like to offer a safe housing option when needed.
- ▶ We have a long-term lease with the Town of Olds for a piece of property and we have met with an architect and contractor and are happy to report we have a conceptual design for a building.
- ▶ The concept we are considering is a house that will be approximately 1000 sq ft on three levels including a basement. The upper level will have Four bedrooms with two bathrooms and a play area.
- ▶ On the main level an accessible bedroom and bath with an office, kitchen, dining area, living room and a secure entrance.
- ▶ The basement will have an office/meeting room, laundry room and storage.
- ▶ Mountain View Emergency Shelter Society will be embarking on a major fundraising campaign, starting with the Radiothon in May. We must raise about \$500,000, to complete the build.

Thank you for this opportunity to update you on the Mountain View Emergency Shelter Society.

# Holy Trinity School

Presentation to FCSS Board  
and Town Council  
Spring 2022



# Holy Trinity School Demographics



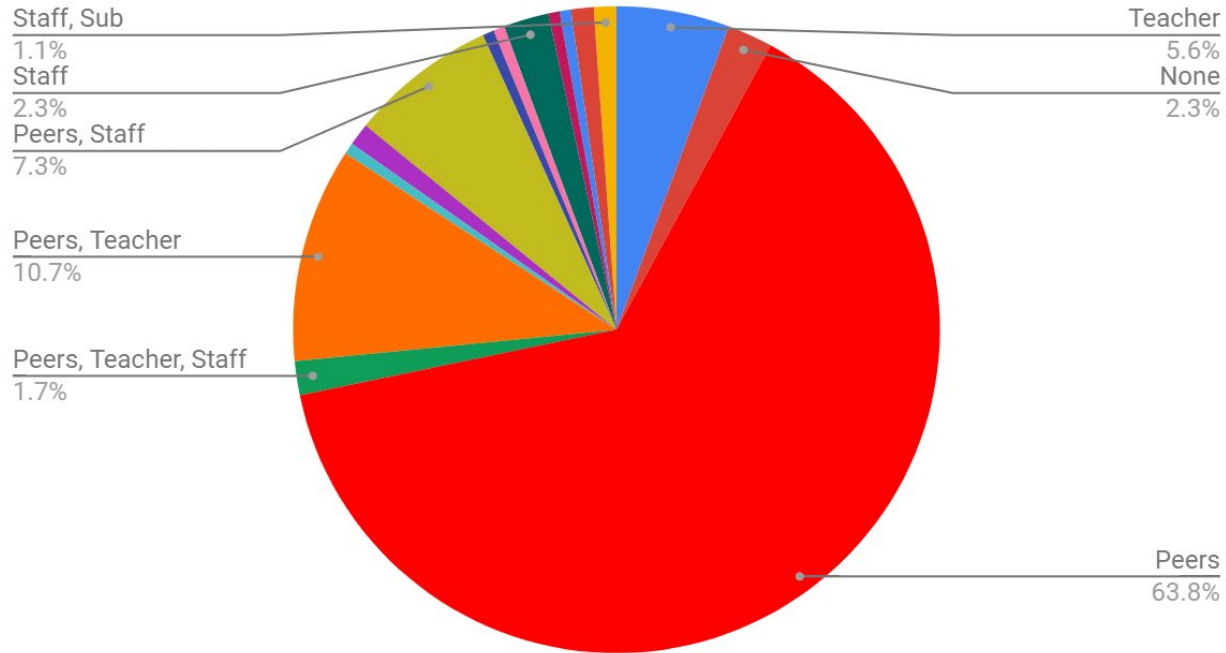
“We honor the students entrusted to our care and provide a safe and secure environment for all.”





What our data told us:

## Conflict Data



# Leading the SEL Revolution

Founded in 1979, Committee for Children is a global nonprofit whose work is at the forefront of an irrepressible movement. A leader in the field, we champion the safety and well-being of kids through social-emotional learning (SEL) to fulfill our vision of safe children thriving in a peaceful world.



**FULL SCOPE AND SEQUENCE**

## **Second Step® Elementary Digital Program**



## Growth Mindset & Goal-Setting

Students learn how to develop a growth mindset and to plan, modify, and achieve goals.

The goals of this unit include students being able to:

- Set a personal goal that meets the given criteria
- Make a plan to reach a goal
- Evaluate progress toward reaching a goal and identify roadblocks that may be getting in the way
- Make changes to overcome roadblocks
- Respond to reflection questions

**Unit Plan:** Prepare to teach this unit by reviewing the key concepts and skills, why they matter, and how they unfold across the lessons.

**Engage Families:** Keep families informed and offer ideas to help them support their child's social-emotional development at home with Home Links and weekly family communications.

### Program Themes

- 📚 Academic Success
- 🧠 Growth Mindset
- 🗓️ Decision-Making
- 📅 Planning Ahead

## Empathy & Kindness

Students learn how to apply their perspective-taking and empathy skills to define and help solve a community problem.

The goals of this unit include students being able to:

- Identify a potential solution to address a community problem
- Explain how a solution meets the wants and needs of people affected by a community problem

**Unit Plan:** Prepare to teach this unit by reviewing the key concepts and skills, why they matter, and how they unfold across the lessons.

**Engage Families:** Keep families informed and offer ideas to help them support their child's social-emotional development at home with Home Links and weekly family communications.

### Program Themes

- 🧠 Decision-Making
- 📅 Planning Ahead
- 🧡 Empathy
- 💭 Thoughts and Emotions
- 👁️ Perspective-Taking
- 🛡️ Values

## Emotion Management

Students learn how to identify emotions in themselves and apply strategies to manage their emotions.

The goals of this unit include students being able to:

- Describe a recurring situation in which they typically feel a strong emotion
- Recognize what they can and cannot change about recurring situations in which they typically feel strong emotions
- Describe changes they will make to manage strong emotions the next time the situation occurs

**Unit Plan:** Prepare to teach this unit by reviewing the key concepts and skills, why they matter, and how they unfold across the lessons.

**Engage Families:** Keep families informed and offer ideas to help them support their child's social-emotional development at home with Home Links and weekly family communications.

### Program Themes

- 📅 Planning Ahead
- 😊 Staying Calm
- 💭 Thoughts and Emotions

## Problem-Solving

Students learn how to apply their emotion management, communication, and perspective-taking skills to solve interpersonal problems and demonstrate strategies for effectively dealing with interpersonal conflict.

The goals of this unit include students being able to:

- Say the problem in a way that is respectful of each person's point of view
- Think of safe and respectful solutions that consider when and where to work on the problem, as well as who to involve
- Explore the outcomes of possible solutions by considering the points of view of everyone involved
- Pick a solution to an interpersonal problem that could work for everyone involved

**Unit Plan:** Prepare to teach this unit by reviewing the key concepts and skills, why they matter, and how they unfold across the lessons.

**Engage Families:** Keep families informed and offer ideas to help them support their child's social-emotional development at home with Home Links and weekly family communications.

### Program Themes

- ⚡ Conflicts
- 📅 Planning Ahead
- 🧠 Decision-Making
- 💞 Relationships
- 👁️ Perspective-Taking
- 🛡️ Values

“

Together, we can do great things.



alcutta



## **FCSS Report to Board and Council**

### **Demographics**

Holy Trinity School is a PreK to grade 8 Catholic school serving 285 students from Didsbury, Olds, Mountain View County, and the surrounding communities. As a school community, Holy Trinity empowers our students to transform the world. We are devoted to providing academic, as well as, social learning opportunities to nurture the development of each child. Our student population is diverse in economic as well as cultural backgrounds. One of the Principles of Practice we hold as having great importance is that we honor the students entrusted to our care and provide a safe and secure environment for all. As part of this, we look at student (and sometimes parent) behaviour as being a form of communication. We believe that every behaviour communicates a need.

### **Background**

Over the last 5 years, Holy Trinity has worked hard to develop our counselling program. Not unlike many schools, we were reactive in our responses to the complex needs in our building. Through the hard work of collaborative responses we now operate in a settled building and have the benefit of being proactive. As a team, we started to recognise that our students (and their families) were missing some essential skills to help them navigate their worlds. Areas that we identified as having challenges were communication, emotion management and problem solving with a particular need to teach skills around technology use. Due to the fact that we didn't want to offer "one-off" programs, we spent time researching peer reviewed, evidence based programming that used consistent language and also incorporated naturally sequential skill building. Our search led us to the Second Step program.

### **Second Step Program**

Second Step is a program run through a research driven non-profit called "Committee for Children," that has been in operation since 1979. Since that time, they have participated in meta-analysis studies showing that the implementation of a social emotional learning curriculum directly relates to positive social behaviour, academic success, fewer conduct problems, less emotional distress and less drug use. These studies found that the most positive impact in programming was seen directly after the programming was delivered which is why we believe it to be so important to run this programming across the grades. In a world where emotional intelligence is critical for lifelong happiness, successful careers, and healthier relationships, Second Step gives students a framework for developing these skills. We have a teacher/counsellor on staff (paid for by Red Deer Catholic Regional School Division) who is able to deliver these lessons with additional sessions as needed and who will be responsible for delivering the lessons in each class to ensure consistency in the messaging. She is familiar with the program model and knows our student population well. She, along with our Family School Enhancement Counsellor are ready and able to supplement any additional learning that our students or their families have through restorative justice circles, social skills targeted groups and 1:1 counselling sessions.



## **Our Hope**

Holy Trinity has come a long way toward being a school who offers data driven interventions and instruction. We are able to track academic, mental health and behaviour data over the last few years through the use of our behaviour referral forms. Our counsellors collect the information on the location of incidences, as well as whether or not behaviour is related to executive function, social communication or other related skills. While our overall behaviour is decreasing with the use of specific, targeted plans, our data shows that students still struggle with peer relationships. We have also been able to see how student skills have slipped, likely because we have been limited in how we run our universal mental health programming due to the Covid-19 pandemic. The yearly subscription to this program covers the cost of ongoing research and our behaviour referral forms will let us know if the programming is effective. We'll continue to track data this year and, if it continues to work, we hope this will be an annual program.

## **Funding Request**

We have asked for a total of \$1405.17 in FCSS grants from Olds and surrounding municipalities. This will cover the annual subscription for the Second Step program for one school year. With the approved \$405.17 from the Town of Olds, along with the grant approvals from the other FCSS Boards, we will proceed with our planned programming (Second Step) in classrooms. This funding allows us to provide positive support to all grade levels from kindergarten through grade 8 along with families through the homelink components.



# OLDS & DISTRICT HOSPICE SOCIETY

## OUR COMMUNITY OUR STORY

Who we are, our mandate and  
where we are going

**March 16, 2022**

# Today's



- O&DHS mission & information
- O&DHS client statistics 2011 - current
- 2021 Recap
- 2022 progress
- Challenges & opportunities



Olds and District  
**HOSPICE**  
**SOCIETY**

# Our Mission

**To provide quality, compassionate care in a home-like setting for those facing death by offering physical, psychological, emotional, spiritual and educational support to individuals, their families and community at the end of life and during bereavement.**

# Core Values



1. **Compassion** - Care and support for the dying, their family and friends.
2. **Confidentiality** - Guarding communication between the caregiver and those entrusted to their care.
3. **Dignity** - Recognizing that every person has a fundamental right to life and a right to those things required for human decency.
4. **Volunteerism** - Time, energy and skills offered for no personal gain.
5. **Communication** - The free flow of meaningful information which ensures understanding.





# Core Value Statements

- ✓ We are committed to ***compassionate*** care for all.
- ✓ We are committed to promoting ***confidential, compassionate*** care and support for the dying, their family and friends.
- ✓ We believe in ***confidentiality***.
- ✓ We will operate with ***integrity*** and in a ***cooperative*** manner to promote good ***stewardship*** of society resources.
- ✓ We believe ***dignity*** for the dying encompasses ***respect*** for life until natural death.
- ✓ We are a community based society with a focus on open ***communication*** and ***respect*** for individual rights and freedoms.



# Our 7 Pillars



1. **Contact base** - we can meet where it is convenient for you or in our office. Telephone calls are answered within 24 hours of receiving the message.
2. **Information base** - navigating through the health care system can be exhausting. Who do I look to? Where do I find help? What is going to happen next? We can help!
3. **Volunteers** - we offer trained volunteers for respite care, for support in home or facility, to assist with transportation, to run errands, for companionship, to be whatever you need us to be.
4. **Bereavement Support** - we provide individual and group support.
5. **Communication Advocacy** - for individuals and their families and friends, journeying with them in whatever support they need and supporting other communities launching similar initiatives.
6. **The Suites** - our suites provide the option for people facing a palliative journey to remain in our community in a home -like setting when staying in their own home is not an option. Located in an assisted living facility Olds, these suites are offered for respite care or to end of life.
7. **Nav -CARE support** - specially trained volunteers 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.



# Our Board Members



1. Harvey Walsh - President
2. Mary Hatcher - Vice President
3. Pansy Angevine - Treasurer
4. Charlene Schramm - Secretary
5. Connie Strautman - Director
6. Cherly Dahl - Director
7. Dr. Vicki Wielenga - Director
8. Keith Symth - Director
9. Joan Molitor - Director
10. Dawn Elphick -Woodbury - Director



# 2011- 2022 Statistics



| Year           | Hospice in Suites | Palliative Hospice Home Hospital | Total Hospice | Consult Only | Bereavment New | Current Bereavement | NavCare New | Current NavCare | Total Clients Served | Occupancy Rate |
|----------------|-------------------|----------------------------------|---------------|--------------|----------------|---------------------|-------------|-----------------|----------------------|----------------|
| 2011           | 0                 | 2                                | 2             | 1            |                |                     |             |                 | 2                    |                |
| 2012           | 0                 | 8                                | 8             | 8            |                |                     |             |                 | 8                    |                |
| 2013           | 0                 | 7                                | 7             | 8            |                |                     |             |                 | 7                    |                |
| 2014           | 0                 | 7                                | 7             | 7            | 10             | 16                  |             |                 | 23                   |                |
| 2015           | 7                 | 11                               | 18            | 8            | 20             | 20                  |             |                 | 38                   | 23%            |
| 2016           | 5                 | 15                               | 20            | 20           | 16             | 16                  |             |                 | 36                   | 45%            |
| 2017           | 11                | 9                                | 20            | 8            | 20             | 20                  | 4           | 4               | 44                   | 36%            |
| 2018           | 9                 | 10                               | 19            | 13           | 19             | 22                  |             | 4               | 45                   | 19%            |
| 2019           | 9                 | 12                               | 21            | 3            | 25             | 28                  | 17          | 20              | 69                   | 43%            |
| 2020           | 10                | 18                               | 28            | 8            | 27             | 30                  | 15          | 21              | 79                   | 45%            |
| 2021           | 15                | 26                               | 41            | 2            | 24             | 38                  | 10          | 28              | 107                  | 81%            |
| 2022           | 3                 | 6                                | 9             | 1            | 8              | 25                  | 3           | 28              | 62                   | 100%           |
| <b>Totals:</b> | <b>69</b>         | <b>131</b>                       | <b>200</b>    | <b>87</b>    | <b>169</b>     | <b>215</b>          | <b>49</b>   |                 |                      |                |

Thank you for helping us grow our Services

# 2021 Year Re-Cap

## What's New

- Butterfly Memorial Release Event incorporated
- Virtual Reality Glasses in both suites
- Google Duos in both suites
- Hired part-time Volunteer Coordinator
- Two new top of the line beds in hospice suites
- Created an endowment fund for sustainability



## SERVICES AND PROGRAMS

- 15 hospice clients served in the suites
- 26 hospice clients served at home
- 38 Bereavement clients served
- 26 NavCARE clients served

## STAFF & VOLUNTEERS

- 3 paid staff
- 85 volunteers
  - 54 trained
  - 31 support
- + 2,600 volunteer hours





# 2022 Progress

- The Olds & District Hospice Society has currently served 3 clients in the suites, 6 clients at home/hospital and had waiting list to access the suites for almost one year, The Hospice Society supported 38 Bereavement clients and 28 NavCare clients.



## NEW TO 2022

- Incorporation of online Memorial Service
- Hike for Hospice returns in person as well as offered online
- Exploring the expansion of offering hospice suites to have one available in Didsbury
- Palliative training modules developed online and offered to volunteers to work at own pace
- NavCARE training offered online for Volunteers to work at their own pace.
- 3 New Board members

# In 2021/2022 the Hospice Suites Occupancy rates jumped considerably

\$4,000 raised from the first annual “Butterfly Release Event”

\$2,500 raised from the “Cam Clark Ford Show and Shine”

100% positive reviews from all services provided

\*Occupancy rates are calculated by the amount of days in suite with the addition of four days for tour/prep/cleaning, divided by available days

## Occupancy rate

2015 - 23%

2016 - 45%

2017- 36%

2018- 19%

2019- 43%

2020- 45%

2021 -81%

2022 - 100%



# 2021/22 Business Plan

+2,600 Volunteers  
hours already  
contributed this year.

+30,000 raised from the  
Virtual Hike For  
Hospice

Volunteer training  
offered by online  
modules

Hospice Suites have had  
100% occupancy rate  
this rate this year

|  |  |                                  |
|--|--|----------------------------------|
| <b>2021/2022</b>   |  |                                  |
| Explore and develop offering palliative care & NavCARE training to an online module based training.  | Executive Director   | December complete                |
| Explore costs and various options of different office space and provide a report to the Board  | Client Services Committee  | March ongoing                    |
| Develop promotional material for the Endowment fund and the terminology  | Fund Development Communications Executive Director                               | March complete                   |
| Explore changing the Society's year end  | Treasurer Executive Executive Director   | November complete (not changing) |
| The Board to flesh out specific strategies on years 1-6, while looking to the future of a potential large expenditure  | Board Executive Executive Director   | April                            |
| Information sessions will be offered to HealthCare professionals in Olds and the surrounding communities on the algorithm and how the waitlist works with the hospice suites | Executive Director Client Services Communications Services Coordinator Executive | June Ongoing Complete a few      |
| <b>2020/21 Business Plan Outstanding</b>   | <b>Staff/Committee</b>   | <b>Target Date</b>               |
| Session for Board on compassion fatigue  | Services Coordinator Executive Director  | June March 16                    |
| <b>2019 Business Plan Outstanding Items</b>  |  |                                  |
| Develop a 'calendar' Society Activity ex AGM, Planning day, Ads in the paper. Important dates. Advocacy Government (element)   | Governance / Executive Director  | November complete                |
| <b>2017 Business Plan Outstanding Items</b>  |  |                                  |
| Advocacy – Governments – develop a more comprehensive strategy   | Executive Executive Director   | March Ongoing                    |
| Develop operational long term plan <ul style="list-style-type: none"> <li>Determine approach</li> <li>Board discussion</li> </ul>  | Executive, Board   | May                              |
| Suites funding – Discuss with Alberta Health   | Executive  | In Process                       |











# 2021/2022 Five Year Business Plan

Stand alone committee was developed to determine long term needs of the Hospice Palliative support in the Olds Area.

O&DHS has received an increase in referrals from health care partners and we continue to work with Alberta Health to identify and support individuals in need.

The O&DHS has hired a hire part-time Volunteer Coordinator to assist with growing our services, programs and reach

## Olds & District Hospice Society Five Year Plan Amended by Board

|   |   |
|---|---|
|    | <b>PERSONNEL</b>  |
|   | • Services Coordinator assessment on part-time or full-time need  |
|   | <b>COMMUNITY</b>  |
|   | • Integration with community support and recognition as a source of information and coordination of care. Better relationship and understanding of roles and values with all stakeholders |
|    | • Having an O&DHS spokesperson as a liaison in the community  |
|   | <b>AWARENESS</b>  |
|   | • Community ownership   |
|    | • Improved buy-in by Alberta Health Services and health professionals; formal provincial recognition but retain independence  |
|    | <b>CARE</b>   |
|   | • Maintaining the values we have established with clients are our main focus  |
|   | • Having integrated care – community suites or hospice beyond what is currently by government sources   |
|    | <b>OFFICE</b>   |
|   | • Volunteer involvement used to help supplement tasks on committees & other office work   |
|   | • Having a counselling room and resources   |
|   | <b>FINANCE &amp; FUNDING</b>  |
|   | • Steady (non-event) source of income   |
|   | • Monthly suite sponsors  |
|   | • Endowment/legacy established  |
|   | • More support from government funding  |
|    | <b>VOLUNTEERS</b>   |
|   | • Board and committee succession  |
|  | • Knowledge of what volunteers can do in different areas  |
|  | • Recognition of volunteers   |
|  | <b>TRAINING</b>   |
|   | • Regular workshops with follow-up to keep the learning moving forward and a part of our O&DHS culture  |
|   | • Advanced/enhanced volunteer training  |
|  | <b>SUITES</b>   |
|   | • The suites used to full capacity; More rooms/suites   |
|   | • Our own building/suites totally managed by the Society  |
|   | • Our own non-profit facility/building with more affordable suites  |

# Industry Trends

The year 2020 brought unprecedented disruption to the hospice space, mostly due to the COVID-19 pandemic. The outbreak strained providers ability to provide care, access patients in homes and facilities and to maintain a healthy bottom line in light of lost revenues and rising costs.

Despite these challenges and economic headwinds, hospices adapted, improvised and overcame many of the obstacles 2020 imposed on them, though a good proportion have come through it bruised and battered. The pandemic of course is not over, but hospices are applying lessons learned from the early days of the crisis to bolster themselves for the next phases.

While the industry had to shift many priorities in order to respond to the pandemic, hospices also made headway on efforts with the potential to reshape how they do business and care for patients, seeking to engage with patients long in advance of the end of life, experiment with new avenues of payment, adapt to new financial players in the space and consider new concepts about death and dying itself.

## Challenges

- Learning new technologies
- Learning to connect differently
- Raising funds for operations
- Volunteer retention
- Mental health of clients, volunteers and staff during the pandemic
- Poor Economy



## Opportunities

- Streamlining operations & donations via use of technology
- Able to reach more people through technology
- Growth of the NavCARE program is helping more people
- Increase in volunteers that want to be part of the NavCARE program
- Online fundraisers
- Reaching individuals earlier in their palliative journey



# Wins & Losses in 2021

## Losses

- 4 volunteers have resigned
- In person events have not been able to move forward
- Mental health of clients, volunteers and staff has seen ups and downs during the covid pandemic
- Seasons Encore not allowing admission for the month of September due to a Covid outbreak.

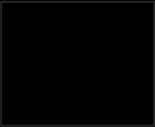
## Wins

- First Annual “Butterfly Release Event was a success”
- 7 new volunteers signed up
- Hike for Hospice raised the most funds since the began even virtually
- Positive financial position to finish 2020/2021 year
- New technology implemented in the hospice suites
- More training opportunities for volunteers and more frequent training has been offered.
- MLA Dan Williams toured the suites and their was follow up meeting creating more awareness of O&DHS
- Olds & District Hospice Society was voted the “Best Local Cause”
- 100% evaluations received were positive



# Olds & District Hospice Society (O&DHS) and our Community

The O&DHS is honoured to be able to serve our clients, families, and our community at large. We are grateful for our all of the businesses, individuals, government bodies, municipalities, foundations and our dedicated volunteers that support us in our journey to assist individuals and families in need.



*“Alone, we can do so  
little;  
together we can do  
so much”*

*- Helen Keller*



**LEGACY** - On Oct. 29, members of the Iversen family, along with Olds Regional Exhibition officials presented this cheque for \$1,500 to Olds and District Hospice Society (ODHS) officials in memory of the late Eric Iversen. Donations came from family, friends and neighbours and were topped up by the ORE. In fact, some donations were still coming in. From left, Noah, Lars and Laura Iversen present the cheque to ODHS executive director Mary Smith and ODHS chair Harvey Walsh. Looking on is ORE general manager Tracy Gardner.

Doug Collie/MVP Staff

ay, November 9, 2021 - A21



**HALLOWEEN HOSPICE HAUL**- Just before Halloween, Telus donated \$2,000 to the Olds and District Hospice Society (ODHS). From left, ODHS executive director Mary Smith, dressed as a Trekkie, receives the cheque from Telus manager of field support/customer relations Tim Unger.

Doug Collie/MVP Staff





Olds and District  
**HOSPICE  
SOCIETY**

*Helping people live  
until they die.*

[WWW.OLDSHOSPICE.COM](http://WWW.OLDSHOSPICE.COM)





*Thank  
You*

**We Are Done!**





## **Olds & District Hospice Society**

### **FCSS Report, March 16, 2022**

On behalf of the Board of Directors I would like to express my sincere gratitude for the support we have received from the FCSS funding. Without your support the O&DHS would not have been able to support as many individuals and families that have been faced with a chronic or terminal diagnosis throughout their journey as well as into bereavement. Throughout this report we will give you an overview of the Society as well as the progress the society has made.

#### ***Vision Statement***

*Helping people live until they die*

#### ***Mission Statement***

*To provide quality, compassionate care in a home-like setting for those facing death by offering physical, psychological, emotional, spiritual and educational support to individuals, their families and community at the end of life and during bereavement.*

#### **Core Values**

1. **Compassion** - Care and support for the dying, their family and friends.
2. **Confidentiality** - Guarding communication between the caregiver and those entrusted to their care.
3. **Dignity**- Recognizing that every person has a fundamental right to life and a right to those things required for human decency.
4. **Volunteerism**- Time, energy and skills offered for no personal gain.
5. **Communication** - The free flow of meaningful information which ensures understanding.

#### **Our Seven Pillars**

1. Contact base - we can meet where it is convenient for you or in our office. Telephone calls are answered within 24 hours of receiving the message.
2. Information base - navigating through the health care system can be exhausting. Who do I look to? Where do I find help? What is going to happen next? We can help!
3. Volunteers - we offer trained volunteers for respite care, for support in home or facility, to assist with transportation, to run errands, for companionship, to be whatever you need us to be.
4. Bereavement Support - we provide individual and group support.
5. Communication Advocacy- for individuals and their families and friends, journeying with them in whatever support they need and supporting other communities launching similar initiatives.



6. The Suites - our suites provide the option for people facing a palliative journey to remain in our community in a home-like setting when staying in their own home is not an option. Located in an assisted living facility Olds, these suites are offered for respite care or to end of life.
7. Nav-CARE support - specially trained volunteers 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.

### **Board of Directors**

Harvey Walsh - President  
 Mary Hatcher - Vice President  
 Pansy Angevine - Treasurer  
 Charlene Schramm - Secretary  
 Connie Strautman - Director  
 Cheryl Dahl - Director  
 Dr. Vicki Wielenga - Director  
 Keith Symth - Director  
 Joan Molitor - Director  
 Dawn Elphick-Woodbury - Director

### **Staff**

Mary Smith, Executive Director  
 Ruby Elliott, Services Coordinator  
 Lorna Schorse, Volunteer Coordinator

### **Volunteers**

|    |         |
|----|---------|
| 54 | Trained |
| 31 | Support |

### **Presidents Message- Nov 2021**

It has been more than 12 years since some community residents initiated a survey to determine the need for hospice palliative care services. The need was confirmed and supported by the community. This support has continued throughout these past 12 years and, as a result, the Olds & District Hospice Society has achieved many milestones some of which are noted.

|      |   |
|------|---|
| 2009 | Results of the community survey facilitated by Red Deer College confirmed the need for hospice palliative care services           |
| 2010 | Incorporated as a Society followed by the 1st annual meeting appointing the founding Board<br>Developed a plan to 'fill the gaps' |
| 2011 | Established an office and had first clients<br>Charitable status granted  |
| 2012 | Created the Services Coordinator position<br>First Hike for Hospice<br>Started planning for hospice suites at Seasons Encore      |
| 2014 | First year of the Tree of Remembrance event<br>'A Rural Hospice Solution' proposal accepted by Alberta Health Services            |
| 2015 | Hospice suites grand opening<br>Office moved to current location  |

|      |  |
|------|--|
| 2016 | Referral process created for physicians          |
| 2018 | Day Hospice program started                      |
| 2019 | Hired the first Executive Director position      |
| 2019 | Nav-CARE program started                         |
| 2021 | New Butterfly Memorial Release event incorporate |
| 2021 | Created the Volunteer Coordinator position       |
| 2022 | New online Memorial Ceremony offered in February |
| 2022 | Men's only bereavement group started             |

The complications that covid-19 placed on our staff and volunteers were significant this year. It increased the workload as they worked hard to maintain the high standards we are known for by our clients. It also proved how resilient our staff and volunteers are, they adapted to the ever changing rules of AHS and meant the challenges thrown their way.

As we enter the 11<sup>th</sup> year of operations the hospice continues to grow with an increased demand for its services. This year our occupancy rate of 81% is the highest it has been since our beginnings. We have added a new staff position (part time volunteer coordinator) to our staff compliment.

A stand alone committee was formed this year and it made some recommendations to the board which the board has endorsed and is including in its long-range planning cycle. The demand for our services has increased to the point where it is not unusual to have a waiting list to access our suites. Our experience in providing care to individuals in their place of residence has proven to be a benefit when the suites are full. Growing into a stand alone facility may be a possibility in our future.

We need to thank the many supporters who provide financial gifts to the Society that it needs to operate and grow. We would not be able to provide hospice care without them. The support of the many individuals, the community and businesses is humbling, their support along with the grants from the province make everything possible.

## **2021/202 Recap**

In 2021 the Olds and District Hospice Society incorporated a new annual event that was received very well by the community called the Butterfly Memorial Release. This fundraiser allows individuals to purchase a butterfly in honour of their loved ones that have passed and release the live butterfly at the event day that is supported with prayers, songs and snacks.

In 2022 the Society created a new Memorial Ceremony online event so that families that have lost a loved one can remember & honour as well as help with the grieving process. This event received a very heartfelt thank you from the participants.

Technology has been more important than ever with the Global covid pandemic over the last few years. The Society is staying on the cutting edge of technology with incorporating new hospice beds, Virtual Reality Glasses in both suites, Google Duos in both suites as well as offering bereavement, navcare and

hospice clients via zoom, facetime, and staying in touch with virtual events. The Society also has developed online palliative care & navcare training for volunteers to complete at their own pace.

To keep up with the growing demand for volunteer services the society created a position and Hired a part-time Volunteer Coordinator to recruit, connect and support our amazing volunteers. The Hospice Society contributed over +2600 volunteer hours in 2021 to support clients & families in need.

The Society also created an endowment fund to assist with funding sustainability for operations that is housed with the Red Deer District Community foundation. The Society is growing and below you will find our Client Statistics chart from the inception of the society until the end of February 2022.

| Year    | Hospice in Suites | Palliative Hospice Home Hospital | Total Hospice | Consult Only | Bereavement New Clients | Bereavement Clients being served | NavCare New Clients | NavCare Being Served | Total Clients Served in year |
|---------|-------------------|----------------------------------|---------------|--------------|-------------------------|----------------------------------|---------------------|----------------------|------------------------------|
| 2011    | 0                 | 2                                | 2             | 1            |                         |                                  |                     |                      | 2                            |
| 2012    | 0                 | 8                                | 8             | 8            |                         |                                  |                     |                      | 8                            |
| 2013    | 0                 | 7                                | 7             | 8            |                         |                                  |                     |                      | 7                            |
| 2014    | 0                 | 7                                | 7             | 7            | 10                      | 16                               |                     |                      | 23                           |
| 2015    | 7                 | 11                               | 18            | 8            | 20                      | 20                               |                     |                      | 38                           |
| 2016    | 5                 | 15                               | 20            | 20           | 16                      | 16                               |                     |                      | 36                           |
| 2017    | 11                | 9                                | 20            | 8            | 20                      | 20                               | 4                   | 4                    | 44                           |
| 2018    | 9                 | 10                               | 19            | 13           | 19                      | 22                               |                     | 4                    | 45                           |
| 2019    | 9                 | 12                               | 21            | 3            | 25                      | 28                               | 17                  | 20                   | 69                           |
| 2020    | 10                | 18                               | 28            | 8            | 27                      | 30                               | 15                  | 21                   | 79                           |
| 2021    | 15                | 26                               | 41            | 2            | 24                      | 38                               | 10                  | 28                   | 107                          |
| 2022    | 3                 | 6                                | 9             | 1            | 8                       | 25                               | 3                   | 28                   | 62                           |
|         |                   |                                  |               |              |                         |                                  |                     |                      |                              |
| Totals: | 69                | 131                              | 200           | 87           | 169                     | 215                              | 49                  |                      |                              |

The Occupancy rate of the two Community Hospice Suites located at Season's Encore has continued to increase in demand. In 2021 as well as 2022 the Hospice Society has seen a high occupancy rate with a waitlist to access the support for almost one year. Our other services & programs continue to grow in demand and the need for quality palliative hospice 24/7 day a week care in Mountain View County continues as a high need. The Hospice Society is exploring expanding the Suite offerings in Mountain View County to better serve our community. On the next page you will find our Annual Business Plan for the 2021/2022 year.

|  |  |                                     |
|--|--|-------------------------------------|
| <b>2021/2022</b>   |  |                                     |
| Explore and develop offering palliative care & NavCARE training to an online module based training.  | Executive Director   | December complete                   |
| Explore costs and various options of different office space and provide a report to the Board  | Client Services Committee  | March ongoing                       |
| Develop promotional material for the Endowment fund and the terminology  | Fund Development<br>Communications<br>Executive Director                                     | March complete                      |
| Explore changing the Society's year end  | Treasurer<br>Executive<br>Executive Director   | November complete<br>(not changing) |
| The Board to flesh out specific strategies on years 1-6, while looking to the future of a potential large expenditure  | Board<br>Executive<br>Executive Director   | April                               |
| Information sessions will be offered to HealthCare professionals in Olds and the surrounding communities on the algorithm and how the waitlist works with the hospice suites | Executive Director<br>Client Services<br>Communications<br>Services Coordinator<br>Executive | June<br>Ongoing<br>Complete a few   |
| <b>2020/21 Business Plan Outstanding</b>   | <b>Staff/Committee</b>   | <b>Target Date</b>                  |
| Session for Board on compassion fatigue  | Services<br>Coordinator<br>Executive Director  | June<br>March 16                    |
| <b>2019 Business Plan Outstanding Items</b>  |  |                                     |
| Develop a 'calendar' Society Activity ex AGM, Planning day, Ads in the paper. Important dates. Advocacy Government (element)   | Governance / Executive Director  | November complete                   |
| <b>2017 Business Plan Outstanding Items</b>  |  |                                     |
| Advocacy – Governments – develop a more comprehensive strategy   | Executive<br>Executive Director  | March<br>Ongoing                    |
| Develop operational long term plan<br>• Determine approach<br>• Board discussion   | Executive, Board   | May                                 |
| Suites funding – Discuss with Alberta Health   | Executive  | In Process                          |

Thank you for your continued support of O&DHS. We look forward to working with you in the future and we appreciate you time in learning more about the Olds & District Hospice Society.