

BOARD OF DIRECTORS

2016-2017 CH SOCIETY BOARD

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Roland Mitchell, Vice Chair
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EXECUTIVE DIRECTOR

Tereza McDermid

2016-2017 CH FOUNDATION BOARD

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Ted Kuntz, Past Chair
Bob Tanaka, Treasurer/Secretary
Jason Jakubec, Director
Dr. Tony Taylor, Director
Sharie Ford, Director
Roland Mitchell, Director
Lynn Schwarz, Director

Crossroads Hospice Society

Main Office Location:

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MAILING ADDRESS:

Suite 504, 34A 2755 Lougheed Hwy
Port Coquitlam, BC V3B 5Y9

Inlet Centre Hospice

Facility Tour and Volunteer Inquiries
Tel: 604-949-2270

Crossroads Thrift Store

2780 Barnet Highway
Coquitlam, BC V3H 1W4
Tel: 604-949-0949

CrossroadsHospiceSociety.com



ANNUAL REPORT | 2016-2017

“Together We Can Make A Difference”



“Providing dignity, comfort, compassion
and support for both the dying
and those who love them.”

**CROSSROADS INLET CENTRE HOSPICE
BEREAVEMENT SUPPORT PROGRAMS
CROSSROADS THRIFT STORE**

Serving the Tri-Cities, Belcarra Anmore
& New Westminster, BC

Charitable Registration Number 89485 0635 RR0001

A Message from the Board of Directors & Executive Director

2016-2017 was a good year for Crossroads Hospice Society as our entire team of passionate staff and volunteers worked together to provide quality and compassionate end of life care and support for our hospice patients, community palliative care clients, and grief and loss support for adults and teens who lost a significant person in their life. This past year we welcomed some new faces as we continued to focus on maintaining our excellent reputation for the delivery of palliative care and bereavement support services in the six communities we serve – Coquitlam, Port Moody, Anmore, Belcarra, Port Coquitlam and New Westminster.

In June 2016, we welcomed Sylvie Jensen, our new Volunteer Coordinator for Inlet Centre and the Fraser Health Community Palliative Care program in both the Tri-Cities and New Westminster. Sylvie's background in volunteerism and community hospice care bring a fresh and caring approach to our palliative care support volunteer program. In August 2016, Barbara Morningstar joined us as the Program and Administration Manager at Inlet Centre Hospice bringing a fresh set of eyes to a very special place.

A major accomplishment this year was the start and completion of a very in-depth strategic plan to help us take Crossroads Hospice Society to the next level in the community. Key highlights from the plan will be featured in our upcoming Winter 2017 Community Connections Report.

We are also very excited about the projects we completed this year including the upgrade of the telecommunication systems and computer systems at both inlet Centre and the main office, as well as the design refresh of our patient suites. For the comfort of patients and families, we've replaced the sofa beds, drapery and recliners for the first time in a very long time. We also purchased new specialized wheel chairs, and cordless phones for the rooms.

The Board of Directors is excited about the future for Crossroads and would like to thank our dedicated volunteers who give selflessly; the management and staff; donors and the community for helping the Society meet our goals in providing valuable hospice palliative care and grief and loss support services and programs. Here is to another successful year!

Statement of Combined Operations Fiscal Year Ending March 31, 2017

Operating Revenues	Fiscal 2017	Fiscal 2016
Fraser Health Contract	324,879	322,796
Patient Per Diems	82,583	86,249
Donations & Fund Development	410,259	415,163
BC Gaming Grant & Gaming Revenue	46,802	47,193
Thrift Store	431,362	448,970
Grants	37,352	30,881
Interest	322	189
Total Operating Revenue	1,333,559	1,351,441
Operating Expenditures		
Inlet Centre Hospice	443,496	465,704
Bereavement Services	69,159	68,634
Volunteer Training & Support	10,251	7,670
Thrift Store	285,960	279,398
Administration, Finance & Communications	371,550	342,198
Donations & Fund Development	89,643	71,288
Education, Committees & Miscellaneous	6,036	3,898
Amortization	70,831	62,634
Total Operating Expenses	1,346,926	1,301,424
Operating Surplus (Deficit)	(-13,367)	50,017

*Includes Capital Asset Fund

Additional Information

Statement of Combined Operations

Our Statement of Combined Operations shows an Operating Deficit of (-\$13,367) for the year, driven by an increase in rental space costs, a full compliment of staff and a decrease in thrift store revenue and cash donations

Statement of Combined Financial Position

Assets	Fiscal 2017	Fiscal 2016
Cash	357,634	251,577
Government Agencies Receivables	10,673	8,502
Prepaid Expenses & Deposits	18,107	28,911
Capital Assets	541,089	533,638
Total Assets	927,503	822,628
Liabilities		
Accounts Payable & Accrued Liabilities	153,825	72,844
Deferred Revenue	40,066	20,050
Deferred Grants -Capital Asset Fund	27,331	19,771
Deferred Grants -Operating	31,799	29,255
Deferred Grants	121,633	79,089
Total Liabilities	374,654	221,009
Equity		
Fund Balances (unrestricted)	153,474	166,841
Fund Balance (internally restricted)	399,375	434,778
Total Equity	552,849	601,619
Total Liabilities and Equity	927,503	822,628

*Includes Capital Asset Fund

Complete copies of our audited financial statements are available upon request.
Please contact Crossroads Hospice at 604-945-0606 or info@crossroadshospice.org

OUR NEW VISION STATEMENT

Compassionate, quality care for people with life-limiting illness, and grief support for our community