



Annual Report 2023-2024

The mission of Crossroads Hospice Society is to support people in their end-of-life journey through individualized, compassionate care that offers comfort and quality of life, and to provide bereavement support to individuals who are grieving the loss of a loved one.

This year at hospice, the vagaries of the Covid pandemic finally dissipated and we settled into normal routines and masking requirements on a seasonal basis. All our wonderful programs at hospice—art cart, pet therapy, musical programs, tea service—continued with the help of our amazing volunteer community. We finalized our contract with the Fraser Health Authority just before year end, which helped provide some financial stability going into 2024/25. We very much thank our health authority partner for working with us. Together, we provide the exceptional care Crossroads is renowned for.

Our grief support programs for youth and adults have never been stronger and the community knowledge of them continues to grow. Moving into 2024/25, we are focusing even more on getting the word out that our grief support services are free and a vital service to many who are coping with the loss of a loved one.

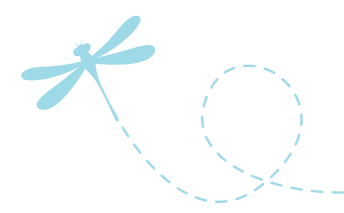
Our cherished Crossroads Hospice Thrift store continues to be an outstanding social enterprise success in the Tri-Cities, which significantly supports the viability of our hospice and grief support services.

Behind the scenes, we had several key positions change over during the year. This created an unavoidable vacuum in our activities around community engagement and fundraising. However, by the end of the fiscal year, we felt that our ship was righted. We had all our positions filled and were once again connecting with the community—our volunteers, donors, sponsors and supporters. It felt good to be back.

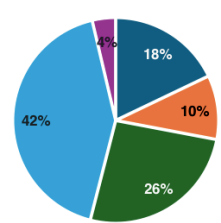
Looking ahead we are excited to have our new team in place and be reaching out in many ways to spread the word. We are attending events to let others know about Crossroads as well as having events to invite the community to celebrate with us. We are looking forward to hosting our Christmas gala on November 16th at the Great Canadian Show Theatre, an evening not to be missed!

Thank you to all who support us through their time, donations, and encouragement.

Jackie Gorton
Executive Director

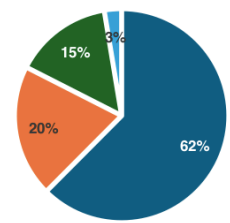


Revenues Year Ended
March 31, 2024



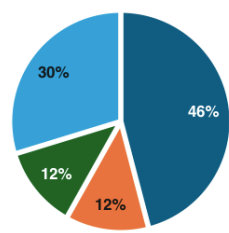
- Fraser Health and Per Diems
- Donations, Interest and Other
- Gaming Revenue
- Fraser Health contract retro
- Thrift Store

Expenses by Function



- Salaries and benefits
- Program, office and admin
- Facilities and equipment
- Amortization

Expenses by Area



- Hospice
- YYA Bereavement
- Adult Bereavement
- Thrift Store

Hospice Care

Located at 101 Noons Creek Drive in beautiful Port Moody, our 10-bed hospice is run in partnership with Fraser Health. Our hospice welcomes individuals to live their final days comfortably in a peaceful, home-like setting where family, friends and pets are all welcome.

We had over 130 patients in our hospice in 2023/24. For the most part, our services have returned to normal after the disruption of Covid. We have embedded new permanent processes in housekeeping and now have mask requirements when seasonal outbreaks of Covid or the flu happen. There were no large renovation disruptions this past year although we did need to replace the HVAC unit located on the roof.

We had two intakes of volunteers go through our in-depth 30-hour training and then join us with regular shifts once their shadowing shifts were completed. Our volunteers are foundational to the compassionate care we provide and they support patients directly in myriad ways.

“You Honoured your Commitment to her Dignity and Comfort...”

Dear Crossroads Teams,

Thank you: For the care you provided our mother, grandmother, and great-grandmother during her time in hospice. Her journey was complex and more variable than expected, and you honoured your commitment to her dignity and comfort.

Thank you: for ever so much effort to provide varied and yummy food with thoughtful intention, and for your gentleness with any disappointment. For the skilled and personable volunteers who offered so much rich connections and conversation. For the baking and music. For the welcoming greetings and spaces for so MANY family members and friends who came to be with her.

Thank you: you made it possible for me to be more daughter than caregiver. When I asked questions or advocated on her behalf, you responded with respect, expertise and insight as well as kindness and patience. And you made me feel ever so welcome and comfortable during my stay during the last weeks,

Finally: Thank you for your profound humanity and expertise at the end – for her, for me and for her large circle of loving family and friends.

Most Sincerely,

Mariam Larson
Daughter of Juanita Maria Serang
Crossroads Hospice Family



Adult Grief Support

Our Adult Grief Support services are accessible to anyone over 30 years of age living in Coquitlam, Port Coquitlam, Port Moody, Anmore or Belcarra, as well as those who have lost a loved one at our Crossroads Hospice residence.

Our program aims to meet the unique needs of the community, adapting our services when there is a need for a specific type of grief support. During the 2023/2024 year, we reintroduced a monthly afternoon grief support group and held a sibling loss group for the first time. Other groups included exploring grief through photography, therapeutic writing, yoga, and the creation of memory albums. Our annual “Grieving Through the Holidays” workshop provided participants with gentle guidance and tips for caring for themselves while grieving during the holiday season. Our annual remembrance ceremonies - Celebrate A Life and Pebbles & Petals - offered beautiful and welcoming spaces for participants to spend time in nature, express grief emotions, and connect with a supportive community.



“It was heartwarming to be with people who really understand what you’re going through, to share experiences and to learn about how grief works for other people.”

389

One-on-one adult grief support sessions took place

“I most appreciated the feeling of a calm, safe atmosphere, and learning new ways of processing and releasing grief through introspection and connection combined.”

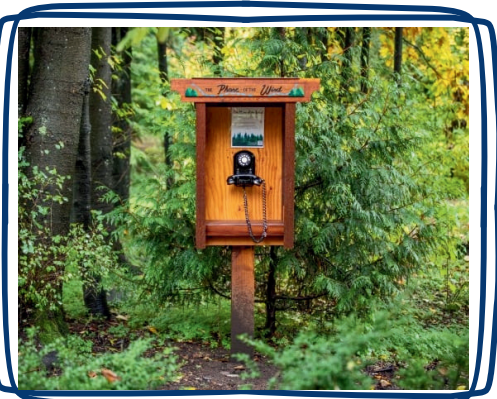


87

Adult grief group sessions were held

132

Individuals participated in our Remembrance Ceremonies



“It felt like a bit of weight was lifted off my shoulders! It was the first group where I felt like people really understood what I was going through.”



77

Hardcopy books about grief and loss were borrowed from our Lending Libraries

Youth & Young Adult Grief Support

We are the only program in the community that provides free grief support to those between the ages of 13 and 29. Over the past four years, we have built a network of care with the counselling community at School District 43, with most of the referrals to our program coming from the school system. We meet our clients where it is best for them: at the schools, sometimes virtually, and sometimes at our Crossroads Hospice Society office.

In addition to one-to-one support, clients can access our many incredible groups intended to bring peers together and provide a safe space for grief exploration. This year we introduced several new groups including specific groups for mother, father, and substance-related passing loss. We have found that substance-related passing is a particularly challenging loss for many, as societal stigma can sometimes complicate the process for youth and young adults. We had our first grief day retreat at Mossom Creek Hatchery this year, which provided clients with a full day of loss exploration and peer connection within a peaceful, natural setting. It was a beautiful day with lots of positive feedback from participants.



“Thank you so much for providing space for us ❤️ I don’t know where I would be without Crossroads.”



100
young grievers participated in our 26 grief support groups



238
One-on-one YYA grief support sessions



“I felt truly seen and heard in my grief and not ashamed of it or alone in it.”



Crossroads Thrift Store

We had our most successful year ever at the Thrift Store in 2023/24! This is thanks to support from our community of shoppers, the donations we received from the community, and, most of all, from the incredible work of our volunteers and staff.

Our amazing Thrift Store volunteers have always been a foundational part of our operations. They go above and beyond the description of a Thrift Store volunteer, putting in extra hours, being an impromptu friend to those in need, taking home brass to polish, buttons to sort, removing stains from clothing, and so much more. For many volunteers, the thrift store has become more than just a place to volunteer at.

Here is a passage from one of our volunteers:

I find great motivation in volunteering at Crossroads Thrift Store for several reasons. Firstly, knowing that all proceeds directly support the Hospice gives me a profound sense of purpose and fulfillment. Additionally, the exemplary leadership and support from the manager and supervisors make volunteering a rewarding experience. The camaraderie among the volunteers adds a layer of enjoyment and friendship to the work. Furthermore, being part of a community that actively promotes reuse, reduce, and recycle initiatives aligns with my values of environmental sustainability. The loyalty of our customers reaffirms the importance of our mission, making each volunteering session meaningful and impactful. Lastly, a significant motivator for me in volunteering at Crossroads Thrift Store is the opportunity to provide support to those in need. Knowing that individuals facing challenges can turn to the Thrift store for assistance and find the support they require adds an invaluable aspect to my volunteer experience. Being part of a compassionate community that extends a helping hand to those in need reinforces my commitment to volunteering and makes every effort worthwhile.

Our staff are foundational to operations too and this year brought some big changes. In February, our Operations Manager, Rose McFarlane, retired after being an integral part of the Society and the Thrift Store for many years. Staff and volunteers were very sad to see Rose depart, but excited for her future endeavors in retirement. Assistant Manager, Sam Maddalozzo, stepped into the role of Operations Manager and, in March, we welcomed new Assistant Manager, Taryn Kelley to the team.

In 2024, the Thrift Store will be celebrating its 20th year! We are looking forward to a bonanza sale event this August. The store has been very fortunate to have volunteers who have been with us since the doors first opened. Their dedication, vision and commitment is what keeps our compassionate services going in the Tri-Cities.

We are all excited to see what the next 20 years bring to “the little thrift store that could”.



Volunteers and Donors

Volunteers are and have always been the backbone of our Society! Volunteers form an integral part of the compassionate care at the hospice and for bereaved clients. We are proud and fortunate to still have a dedicated group of volunteers who have been with the Society since its inception in 1988. We are also fortunate to have volunteers who dedicate time and energy to raising funds for Crossroads through our Crossroads Coffeehouse, Summer Sundays series, and Meat Draw. These events not only raise money, but they also spread awareness of the Society and highlight our community impact. Thank you to all the volunteers at Crossroads who give their time to visit patients in hospice, work in our thrift store, support our bereavement clients, and fundraise for us.

Individual and business donors are also critical to our ongoing operation. We had many hundreds of individual donors and scores of businesses contribute to Crossroads this year. We had a successful Hike for Hospice in Port Coquitlam in May 2023, with great participation from individual participants and businesses. Thank you to our donors for sharing in the success of our events and making these community gatherings possible. Although we were not able to host our holiday gala this year, we plan to bring it back in 2024.

Crossroads is supported as well by government partners and other grantors. The Fraser Health Authority and the Community Gaming Grant fund a portion of our hospice facility and grief services. We are grateful for that funding support.

Crossroads Hospice Matters

>33,000

Thrift Store volunteer hours

\$21,000

Funds raised by the Meat Draw

71,500

Customers served at Thrift Store

3,800

Hospice volunteer hours

\$2,600

Funds raised by Summer Sundays

6,000

Estimated family and friends
visiting hours at Hospice

>350

Bereavement volunteer hours

\$5,500

Funds raised by Crossroads
Coffeehouse

>1,700

Hours of Bereavement Client
support

Events



Hike for Hospice 2023



Pebbles and Petals



Celebrate a Life



Upcoming:



2023/2024 Board of Directors

Joanne Spooner - Chair
Grace McKeown – Vice Chair
Donna Gray - Treasurer
Rob Kroecker – Secretary
Santosh Mohanan - Board Member
Katherine Coatta - Board Member
Steve Fast - Board Member
Lilian Kan -Board Member
Jennifer Johnson - Board Member
Charlene Wallis - Board Member

Locations

CHS Main Office

Suite 209-2773 Barnet Hwy
Coquitlam, BC V3B 1C2
604-945-0606

Hospice Residence

101 Noons Creek Dr, 4th floor
Port Moody, BC V3H 5J1
604-945-0606

CHS Thrift Store

2780 Barnet Hwy
Coquitlam BC V3B 1B9
604-949-0459

Connect with us!

Website: www.crossroadshospice.org

Email: info@crossroadshospice.org

Social media: @CrossroadsHospiceBC & @CrossroadsBCThriftStore

Charitable Registration Number: 89485-0635-RR0001



Thank you to our community!

Expressions of gratitude throughout the year...

It is impossible to acknowledge all the beautiful cards and words of gratitude we receive annually. Your love, support, and appreciation make a significant difference, and help us continue to provide the best care possible.