2025–2026 ANNUAL REPORT



September 2026

Published

September 2026



LAND ACKNOWLEDGEMENT

We respectfully acknowledge that the land on which we live and work is the unceded territory of the Ktunaxa and Secwepemc (Shuswap) Peoples, and the chosen home of Métis people.

HOSPICE SOCIETY
OF THE COLUMBIA VALLEY

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Report Introduction

A Year of Connection & Change

Our Annual Report highlights the Hospice Society of the Columbia Valley's achievements and progress toward our vision statement: "No one grieves or dies alone." This report includes successes, statistics, and testimonials from the April 1, 2025 - March 31, 2026 fiscal year.

In early 2026, the Hospice Society of the Columbia Valley's Board of Directors recognized the need to identify and pursue goals and priorities that meet the evolving needs of our Columbia Valley community. A NEW 5-year strategic framework was established to revision, and outline our aspirations and commitments. This plan aligns with the appointment of a new Executive Director and Chair of the Board of Directors.

Please note

This report reflects the impacts made during the 2025–2026 fiscal year. The Hospice Society previously published its 2024 and 2025 reports in March 2026.



President's Statement

Clara Reinhardt

We are proud to present an overview of our new strategic plan in this report. Over the next five years, this framework will guide the Hospice Society of the Columbia Valley's Board of Directors in making decisions for long-term planning, reporting, budgeting, and managing daily activities. Our top priority is to continue supporting individuals and families through life's most challenging times.



Executive Director's Statement

Patrick Paulo

The belief of Hospice is that as a community, we have a responsibility to build strong and accessible support for the dying and the grieving. To uphold this commitment, all of our services remain completely free of charge.

This strategy coincides with our new branding which sets a new chapter for our organization. We hope it inspires the work of our staff and volunteers, as well as the engagement of our partners.

Our Story

The need for hospice services in the Columbia Valley was recognized in 2012, and the Hospice Society of the Columbia Valley was incorporated under the “Societies Act” in 2013, with registered charitable status. Hospice’s catchment area is from Canal Flats to Spillimacheen.

A New Chapter

In response to changing needs in the community and feedback received from community partners, a new strategic framework was developed and approved in May 2026.

OUR PURPOSE

The purpose of the Hospice Society of the Columbia Valley is to:

- Promote health by relieving conditions associated with end of life in the Columbia Valley by providing Hospice Services in the form of in home and/or hospital visitation to those diagnosed with a terminal illness.
- Promote health by relieving conditions associated with bereavement and the grief process through programs designed to support those struggling with the intense emotions associated with grief, loss and bereavement.

OUR UPDATED VALUES

- Compassion
- Commitment
- Respect
- Collaboration
- Integrity
- Quality

OUR UPDATED MISSION

With compassion and respect, we empower, advocate for, and support individuals and families through life’s most difficult transitions.

OUR UPDATED VISION

We are Hospice. No one journeys through declining health, end of life, or grief alone.

OUR UPDATED LOGO

Our updated logo merges the iconic mountains and lakes of the Columbia Valley into a serene butterfly, symbolizing care, transformation, and natural beauty.

Each detail, from the soothing colour palette to the softer lines on the butterfly, along with the gentle font types, was selected to embody tranquility and peace. Hospice members provided feedback on the logo to ensure the logo brings comfort and helps reduce stigma around the intense emotions associated with grief, declining health, and death.

Our Strategy Priorities

Progress along the strategic priorities we have identified will be continually monitored by the Executive Director and Board. Opportunities for reviews and updates at this level of the Hospice Society of the Columbia Valley's strategic plan will be reviewed annually.

Goals	Accessible, high-quality, programs	Improve community awareness and engagement	To be a sustainable, professional organization	Innovate and grow
Objectives	• Deliver and partner in compassionate care in the community, private homes, assisted living, long-term care, in-patient units, and where vulnerable people are. • Provide care and support for people who are bereaved. • Companion, support and advocate for clients and families.	• Reduce stigma regarding conversations around illness and dying. • Deliver programs that are relevant to the needs of our community. • Increase understanding of challenges and support needs for people facing life-changing diagnoses, declining health, death, and bereavement.	• Establish financial stability to ensure program continuity. • Manage key, relevant grants efficiently and effectively. • Ensure governance structures are effective and accountable.	• Track relevant opportunities to enhance our mission and meet community needs.
Strategic Priorities	1. WECARE and Nav-CARE 2. Grief support 3. End-of-life vigil 4. Bereavement support 5. Volunteer support and management	6. Community awareness and outreach	7. Sustainable organization 8. Professionalism 9. Accountable and effective governance	10. New opportunities and special projects

Drivers of Change

- Significant trends and issues that the framework seeks to address:
- Invermere population is aging and growing at above typical rural BC averages.
- 60-80% patients express a desire to experience end of life in a home setting, 16% have that desire fulfilled.
- Invermere acute care services are overburdened. The health work force is stressed. Interior Health is expanding palliative care through multiple system-level initiatives, especially tied to aging population pressures and hospital capacity issues.

Financial Report

HOSPICE SOCIETY OF THE COLUMBIA VALLEY
Statement of Financial Position
March 31, 2026

	2026	2025
Assets		
Current		
Cash	$ 160,747	$ 184,043
Term deposits	-	25,000
Accounts receivable	-	41,341
Goods and services tax recoverable	1,887	2,060
Prepaid expenses	1,871	-
	164,505	252,444
Equipment *(Note 3)*	2,762	2,161
	$ 167,267	$ 254,605
Liabilities and Net Assets		
Current		
Accounts payable and accrued liabilities	$ 15,758	$ 16,663
Deferred revenue *(Note 4)*	62,200	104,525
	77,958	121,188
Net Assets		
Unrestricted net assets	56,547	101,256
Invested in capital assets	2,762	2,161
Internally restricted	30,000	30,000
	89,309	133,417
	$ 167,267	$ 254,605

HOSPICE SOCIETY OF THE COLUMBIA VALLEY
Statement of Revenues and Expenditures
Year Ended March 31, 2026

	2026	2025
Revenues		
Grants	$ 257,292	$ 167,073
Donations and sponsorships	32,479	45,781
Special event income	52,908	24,501
Memberships	1,400	1,375
Interest and other income	2,436	959
	346,515	239,689
Expenditures		
Wages and employee benefits	273,389	158,849
Program costs	39,142	31,093
Special event costs	14,116	10,889
Advertising and promotion	4,005	3,770
Amortization	1,042	981
Dues and subscriptions	774	497
Insurance	2,792	2,766
Interest and bank charges	1,886	701
Office	6,856	8,074
Professional fees	15,657	10,086
Rental	22,503	17,733
Training	407	622
Travel	2,204	3,650
Utilities, telephone and internet	5,850	6,462
	390,623	256,173
Deficiency of revenues over expenditures for the year	$ (44,108)	$ (16,484)

discussion purposes only
discussion purposes only

Impact Report

The impact of the Hospice Society of the Columbia Valley extends far beyond what numbers alone can convey. Through the dedicated gift of time, care, and effort from our staff, volunteers, and community partners, we continue to bring compassionate support to those in need.

The following summary highlights the key metrics and statistical achievements of our work across the community this past year.

Volunteer Engagement

41 Members	**58** Volunteers	**319** Volunteer Event Hours
3 New Board Directors	**10** New Volunteers	**1,848** Total Volunteer Hours

Client Impact

71 End of Life Visit Hours	**801** Nav-CARE Support Hours	**122** Bereavement Support Hours
19 Hospital Visit Hours	**89** Training Hours Delivered	**129** Puppy Love Hours

Operations

3 Programs Created	**64** Clients	**48** New Clients

Notable Success Story





During my late husband's illness and after his passing, I experienced so much kindness, help and support from family, friends, neighbours and even from strangers, that the wish of giving back filled me very strongly.

So, once I retired and moved out here to the valley, I joined the volunteers at the Hospice Society, took the training and started visiting people in need. In February 2025, I started visiting Betty once a week. We connected instantly and, since then, have never run out of things to talk about, especially as we are both retired teachers. I have been helping with some paperwork or just with little projects she has in mind, and the odd outing to see my horse.

Most often, though, we just sit and chat, reminiscing about life.

-Ute Grimm, Volunteer

> "It gives me much joy to see her transform during my visit from a very quiet lady to a lively one, laughing out loud. Every visit is very fulfilling for me, and I am humbled to say that we have become good friends."

"A Surprise Meeting at the Pasture" — A Client & Volunteer Story

I met Ute about one and a half years ago and, very fortunately for me, it was just income tax time. Since I am legally blind and also suffer from Charles Bonnet Syndrome, Ute was able to collect the necessary documents and prepare them for my accountant. The tax company was amazed by the accuracy of the paperwork (it saved them time and me some dollars, too, hahaha). Since then, we talked for hours about “ships and strings and stealing wax and cabbages and kings.” Our conversations broadened my world.

We learned how very different our lives had been, but there were also many similarities, too. We are both widowed, teachers, have children and grandchildren.

My greatest joy was going with her to the pasture, and there, I had one of the greatest surprises of my life: his name is Lino, and he nuzzled my cupped hands for several minutes. I even stroked his nose and his very soft ears. It has been more than 80 years since I have had contact with a horse, back in England. Maybe I will go and visit Lino again, one day.

-Betty Schofield, Volunteer

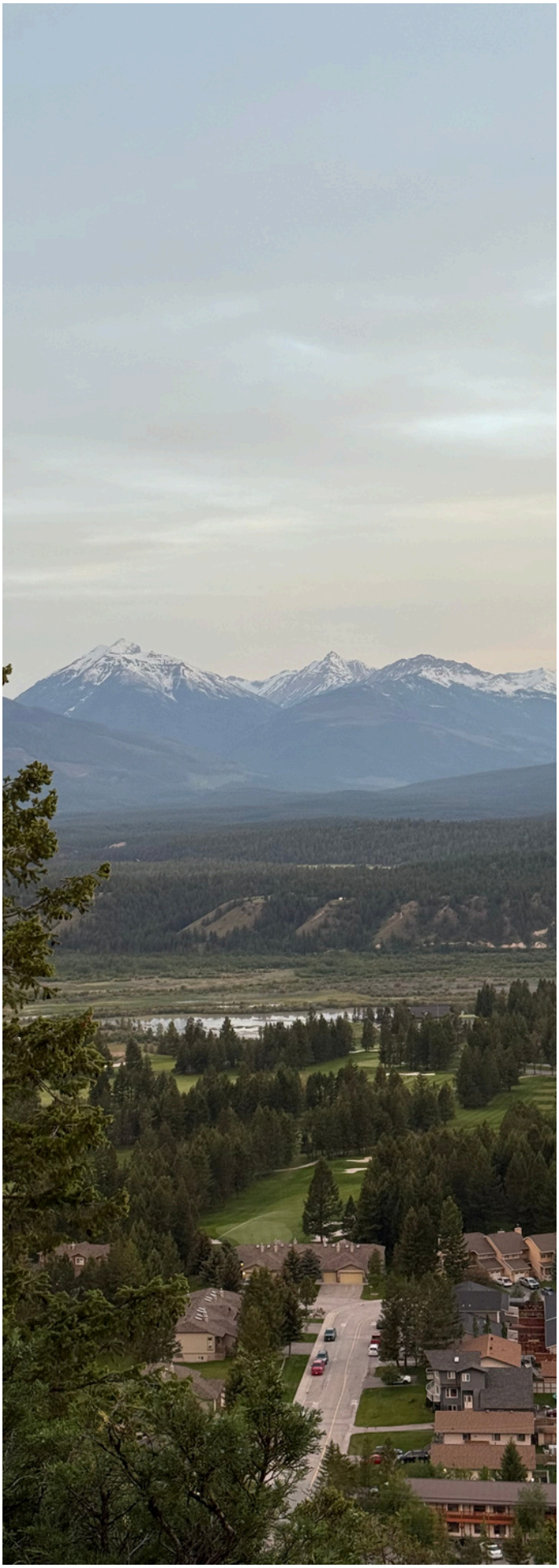


Photo Summary Report

"The best feeling you can give someone is time on their journey."
- anonymous volunteer

Q1

Spring Highlight

The annual Hospice Spring Gala fundraiser was the spring highlight bringing a light-hearted and fun evening where guests enjoyed the dinner, live auction, and treasure chest activities, a dessert auction, and live music.









Q2

Summer Highlight

The Annual Hike for Hospice family event was once again held at the magnificent SRL K2 Ranch thanks to the generosity of ranch owners Bob and Barb Shaunessy.

The Hospice also began updating it's volunteer management software.



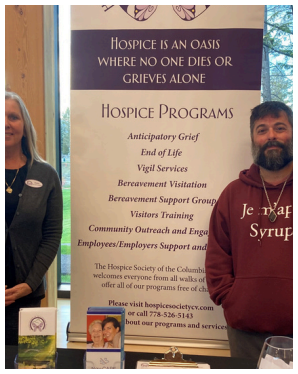






Photo Summary Continued

"My heart is overflowing with love that I received."
-anonymous client

Q3

Autumn Highlight

This Hospice Society hosted a Sip, Style & Sparkle Fashion Show. The event was set up with tables of 10 guests and promoted with the tag line, "Gather your friends for a fun girls' night out!"

The Board of Directors kept busy with the recruitment, hiring, and selection of a new Executive Director.










Q4

Winter Highlight

The Hospice Society of the Columbia Valley's Board of Directors appointed Patrick Paulo as Executive Director and oversaw the execution of a study project in collaboration with the University of British Columbia Okanagan, while approving a new strategic plan and brand.








2026 Meet our staff



Patrick Paulo
Executive Director

Patrick Paulo, appointed by the Board of Directors, works as the Executive Director for the Hospice Society. His focus is to be an advocate for change in the way communities care for the dying and their caregivers, and for the bereaved. Patrick is committed to overseeing the Hospice Society's strategic plan and working towards its strategic vision.

To contact the Executive Director, please email ed@hospicesocietycv.com



Trish Masciola
Office Manager

Trish Masciola joined the HSCV team in 2025, initially volunteering after experiencing several personal losses, which deepened her desire to support others during challenging times. She thrives on the variety of tasks she tackles, including financial reporting, social media, database management, and supporting special projects.

If you require any further information regarding our programs, please call (778) 526-5143 or email me at trish@hospicesocietycv.com



Joshua Estabrooks
Volunteer Coordinator

Joshua Estabrooks works as the Volunteer Coordinator for Hospice, as well as other non-profit groups in the Valley. He builds connections between community members and non-profit opportunities across the valley, ensuring our volunteers are trained and supported.

To get in touch with Josh, please email volunteer@hospicesocietycv.com, or call 250-688-8012

2026 Staff Transition

Meet the Team — Continued



Wishing Penny a very Happy Retirement!

In 2026, Penny Davison announced her retirement from the Nav-CARE Coordinator role for the Hospice Society of the Columbia Valley.

As Nav-CARE Coordinator, Penny supported our community by connecting people who needed help with trained volunteers. Her focus was to help direct clients to the resources they may need to live their best lives.

The volunteers, staff, and Board of Directors thank her for her dedication and impact.

Welcoming a NEW Nav-CARE Coordinator!

Jasminka Stitch joined the Hospice Society of the Columbia Valley as our Nav-CARE Coordinator in August 2026. She has been shadowing and training Penny directly to ensure a smooth transition of responsibilities.

Bringing a diverse background across corporate, non-profit, and entrepreneurial sectors, Jasminka shadowed Penny to ensure a seamless transition for our clients.

She brings a diverse background, including experience with international corporations, nonprofit work, and running her own small business.





We need your help

Your contributions —whether time, skills, or donations —help us expand our outreach and serve those in need.

Contact Us

Have questions or want to learn more? Please contact us.

Website :
www.hospicesocietycv.com

Social Media
@hospicesocietycv

Nav-CARE W.E.C.A.R.E.

VOLUNTEER OPPORTUNITIES

The Hospice Society of the Columbia Valley depends 100% on dedicated and enthusiastic volunteers. Whether volunteers give a few hours or are life-long committed, the experience the Hospice offers them is like no other.

BECOME A VOLUNTEER

Please print clearly

Full Name: _____

Contact No: _____ Date of Birth: _____

example: 012-345-6789 *mm/dd/yyyy*

Email: _____

Address: _____

PO Box or Address *City/Town, Province* *Postal Code*

Volunteer

Please take a moment to review our volunteer opportunities and check off the boxes in which you are interested.

- ☐ End of Life Visitor
- ☐ Bereavement Visitor
- ☐ Nav-CARE/WECARE
- ☐ Events
- ☐ Board of Directors/Committee
- ☐ Other (Please explain) _____

BECOME A MEMBER

Please check the box with your chosen payment method

Member Fee $25: ☐ Cash ☐ Cheque ☐ Debit ☐ MC ☐ Visa

DECLARATION

I hereby declare that all the information provided above is true and correct. I agree to abide by the rules and regulations of the organization.

Signature: _____

Date: _____

Meet our Board of Directors

2026

“Thank you for giving me this opportunity to help the community feel supported on their journey.”



Clara Reinhardt
President



Scott Halford
Past President



Brian Roxburgh
Director at large



Cindy MacKay
Director at large



Nik Rilkoff
Director at large

To contact a board member directly please email president@hospicesocietycv.com

Acknowledgements

On behalf of our Board of Directors, Executive Director, Volunteers and most particularly our Clients and their families, the Hospice Society of the Columbia Valley gratefully acknowledges the generous support of our many sponsors, donors, and funders.



If you have any questions about the Annual Report please email ed@hospicesocietycv.com

www.hospicesocietycv.com
info@hospicesocietycv.com

Address
PO Box 925
Invermere, B.C. V0A 1K0

Monday to Friday

- In-person 12:00-4:00pm
- Virtually 8:00am-12:00pm

Thank you for being part of our community