



Cranbrook ♥ Kimberley
HOSPICE SOCIETY

Hands that Serve | Hearts that Care

Volunteer Business Meeting

Date: Monday, November 17, 2025

Time: 10:00 am

Location: Cranbrook McPhersons Lounge

Attendance: Francine G-S, Jeff W, Karen W, Kim L, Mark C, Mike J, Jackie J, Lynn G, Marla T, Judy M, Zena W, Cheryl T, Cheryl S, Diane K, Bobbie S, Gary T, Brian Clifford, Trudy C, Deb S

Recorder: Karolyn F.

Marla welcomed everyone and acknowledged the great turn out with 20 in attendance. A round of introductions was made and two of the three newest members were introduced. Lynn Gifford from Kimberley and Karen Williams from Cranbrook. Carla Caron has also become a volunteer for Cranbrook. Welcome we are happy to have you all, we are an easy-going group of volunteers and are here to assist in any way we can.

Board Update:

Francine reported on behalf of George.

- Cheryl Savage is our newest board member, welcome!
- Criminal Record Checks are now complete. Every 5 years all volunteers must renew.
- Andy Lewis from Digital Creative has agreed to assist with improvement of our website, new look and changes on the near horizon
- Nav-Care meeting scheduled for Wednesday, November 19th. We are still in the process of investigating all information around Nav-Care. We know that Trail Hospice has a paid nav-care coordinator. Updates will be provided. Important to note that current or new volunteer's will not be mandated to become a Nav-care volunteer.
- There is over \$200,000 in our hospice building account, a more accurate total will be available soon.
- Our requested building site for Hospice House was turned down from the city. The steering committee will continue to explore other land options for our future hospice home. It is unsure why they turned down our request at this time.
- Francine reminded everyone that they are encouraged to attend board meetings. If you have something you would like to talk about, please email George prior to the meeting so your discussion can be added to the agenda in advance. gjwalrus@msn.com

- Francine and the board thanked Deb Smithurst and Barb Fenwick "The Memory Bear Ladies" for all their generous hard work that has resulted in over 100 bears being made and \$4000 donated to hospice since February of this year.

Bereavement Update:

Francine reported:

- Marla and Francine just recently graduated 11 volunteers that are now trained in bereavement support. If you feel hesitant about meeting with a bereaved client, please reach out to your coordinator or the office. Depending on the client's situation, we may be able to arrange for you to observe a senior volunteer first.
- There are 2 Women's BSG groups starting in Cranbrook the week of November 17th, one on Tuesday hosted by Francine. Cheryl S and Terri T. Wednesday Women's BSG will be hosted by Trudy C, Rikki D, and Cheryl T. Both groups are full.
- Men's BSG will be hosted by Gary Toyota and Brian Clifford starting November 26. There are 2 confirmed participants, if you know of any men that are grieving that would benefit from a grief group, please reach out to either Gary or Brian.
- The BSG substance abuse committee continues to investigate material and resources to host their first substance abuse group hopefully in the new year.

Francine is hoping to host a zoom meeting with all volunteers that have been trained in bereavement support to provide input and suggestions about making BSG more available on a consistent basis to the community. A meeting invite will be sent out soon.

A volunteer mentioned that it's rewarding but challenging working in bereavement as it's hard not to absorb the grief, sadness and pain our clients are feeling.

Education Update:

Jeff provided the Education update

- Currently we have 4 volunteers taking the online modules, next in-class sessions will most likely take place in the spring.
- 5 new volunteers have completed training in October, 2 from Kimberley and 3 from Cranbrook
- Only 3 course evaluations returned.

Recruitment continues to be positive, but has slowed a bit. Lots of membership packages out with a low return rate.

Office Update:

Karolyn provided Office Report

73 members

21 volunteers for Kimberley- 17 client facing, 1 in training, 3 (fundraising, music therapy)

52 volunteers for Cranbrook – 38 Client facing, 1 in training 13 (fundraising, or friend of hospice)

Kimberley Clients = 13 clients

Cranbrook Clients = 48 including 2 on HOLD

Total of 59 client facing clients we are currently seeing.

12 clients involved in Women's BSG in Cranbrook, 4 clients for Kimberley BSG at this time.

Grand Total of 73, as 2 clients are also in BSG.

38 of our clients have completed their palliative journeys in 2025.

- Three new members have recently joined the society. Two will be client facing and 1 member to help with fundraising.
- Lots of membership packages are out with a low return rate.
- A raffle license application has been submitted to BC Gaming. We will be selling 50/50 from Feb 4-May 4, pulling the winning ticket during Hospice week!
- I will be following up with all Cranbrook volunteers to confirm who you are seeing as a client currently, communication and numbers continue to be problem, but getting better.
- Headway on the Policy and Procedure manual is actually happening
- Hospice Facebook posts please remember to like and share it increases our visibility on Facebook.
- I met with Andy from Digital Creative. Big improvements will start to happen on our website. Donate button will be more visible, our services more prominent and we will be adding a ton of resources that will be valuable to the community. Not much of a change to the Member section at this time. If you have any suggestions for any improvements you would like to see please let me know.
- Nav-care meeting will take place Wednesday Nov 19th, more information to come.
- The office is still looking for a Cranbrook Volunteer to train in Advanced Care Planning so we can begin to host workshops in Cranbrook.
- Coffee, Cookies and Conversation informal meetings will be suspended for December and will resume again Friday, January 9th.

Christmas Office Hours – closed December 24- January 2.

Walk & Talk Program

Cheryl Savage is the new coordinator of the Walk & Talk program. She thanked Mike Jensen for his assistance as he passes the torch.

The Walk & Talk program will be resuming in April 2026 and it is a trial redesign of the old program. This program will be advertised to the community and open to everyone that has

experienced a significant loss. Participants will need to register through the office. At time of registration the participant will be provided with all the information about the walks, dates, etc. Some great ideas that will possibly be trialed include:

- Participants would be encouraged to wear arm bands to signify their loss. The hope is to open the lines of communication if participants know that someone who wears a pink arm band has suffered the loss of a child and they have to.
- The program is slated to start in April weather depending and will run until October. There will be one walk a month, dates to be determined.
- Six walks are scheduled, with three of them taking place in the same location. Different walking areas are being explored, with Idlewild park being the most popular
- the hope is to have McPhersons help with the cost of printing pamphlets, journals, etc.
- Inspirations cards will be provided, more information to come
- Asking for a low monetary fee would be required to hold your spot in the group. This would be \$5 or \$10 maximum. This is still being discussed.

Cheryl has been working with Judi Watson and Karen Grant on this project. Updates will be provided as progress is made.

Q & A discussion

How much money was raised through the Starlight Ball?

Roughly \$250,000, we should have confirmation after our meeting with EKFH the exact amount, after expenses are paid. We will continue to see more donations as the Starlight Campaign runs from November 1- December 31.

Fundraising Help

Zena is hoping to have more help with fundraising and see a fundraising committee be developed. CKHS needs help with this. If you are interested in being part of a future fundraising committee let the office admin know. Zena will attend a board meeting in the future to discuss with the board.

A volunteer asked if it is true if hospice contacts those that have lost loved ones after 6 months?

No, we don't, we have no way of knowing of everyone that has passed in the area, unless we were seeing a client before they passed and have their family contact information. The group discussed that we may want to check with McPhersons to see if they provide our brochures to their clients.

Masks and Flu Season

Marla reminded everyone that we are entering flu season. Interior Health recommends and strongly encourages the flu shot. Mask wearing while in any health care setting will most likely be mandated beginning December 1.

Most importantly as CKHS volunteers:

- We must adhere to the facilities requirements regarding masks

- Remember to practice good hand hygiene ~~~~ Wash your hands!

Comfort Kits

Office admin told the group about how a hospice society on the coast sends bereaved loved ones a small comfort kit after their loved ones have passed. Is this something as a society we would like to take on? Someone would need to be responsible to make the comfort kits and then drop off to people.

McPherson's Service of Remembrance

McPherson's will be hosting their 20th annual "Service of Remembrance" Monday, Dec 1st, starting at 7 pm. People are invited to join in person or online. Invitation sent to all members look for the email.

Men Shed Information

Jeff W was happy to report that a new group will be starting in Cranbrook for men. This could be a new gateway to finding clients for future Men's BSG. Men's Shed fosters a collaborative environment where men develop friendships and work shoulder-to-shoulder to create a variety of projects for themselves and community organizations. The approval for a workshop has just been approved. Equipment has arrived from the states. The use of a 1200 square foot garage shed has been made available for the group to use weekly. Jeff says that group will be starting soon. Anyone wanting more information, please contact Jeff Williams.

Adjourn: 11:51 am

Next Volunteer Meeting Date for All: Monday, February 9th at 10 am in McPherson's in Kimberley

Each town will be responsible to hold their own meetings December and January, if they choose to do so.