HOSPICE MIRAMICHI INC.

ANNUAL GENERAL MEETING
6:00pm, May 14, 2025

Royal Canadian Legion Branch #3
18 McCurdy St., MIRAMICHI NB

Hospice Miramichi Inc.
41 Harper Road
Miramichi, NB E1N 4R7

Mailing Address
PO Box 594 Station Chatham
Miramichi, New Brunswick E1N 3A8

Office Phone: (506) 773-7607
Office Fax: (506) 622-8377
info@HospiceMiramichi.com

The Hospice Shoppe
16 University Ave.
Miramichi, NB E1N 2T9
Phone: 506-773-3811
shoppemanager@hospicemiramichi.com

1. Table of Contents

2. Agenda 3
3. About Hospice Miramichi Inc. 4
4. Co-Chair Report 5
5. Treasurer Report 6
6. Nurse Manager Report 7
7. The Hospice Shoppe Report 8
8. Events Report 9
9. Grief and Bereavement Group Report 9

2024 Audited Financial Statements (separate file)

2. Agenda

Call the meeting to order; establish Quorum of Board of Directors…..	Peggy and Paul
Motion to Approve Agenda …….	Peggy and Paul
Welcome, introduction of guests ……..	Peggy and Paul
Proof of Notice of Annual General Meeting ……..……	Fabian
Approval of 2024 AGM Minutes……	Peggy and Paul
Introduction of Board Members ……..	Peggy and Paul
Thank you to Volunteers ……	Peggy and Paul
Co-Chairs Report ……..……..……..…...	Peggy and Paul
Treasurer Report……..……..	Mary
Financial Reports 2024……..	Fabian
Motion to Accept Financial Report……..……	Peggy and Paul
Motion to Appoint Accounting Audit Firm…….	Peggy and Paul
Nurse Manager Report Summary ……..…….	Peggy and Paul
Shoppe Report Summary……	Mary
Event Report Summary ……..	Peggy and Paul
Grief Group Summary ……..…	Peggy and Paul
Nomination - Board Members ……	Ninian
Question and Answer ……..	Board and Audience
Thanks and Closing Remarks …….....	Peggy and Paul
Motion to Adjourn ……	Board of Directors

Meet and Greet

3. About Hospice Miramichi Inc.

Hospice Miramichi Inc is a registered not for profit charity established in 2011 to provide practical and emotional support during both the end stages of life and the grieving process.

Vondy House, our residential hospice, was previously operating and cared for a number of patients at the Mount Saint Joseph building 4th floor, but we moved into our new location at 41 Harper Road in October 2024 and welcomed our first patient at this location in November 2024. Our hospice provides professional, compassionate, and family-centered care at the end of life when home care is no longer the best option and hospital care is not required.

Our licensed nursing staff, specialized in palliative care, work in collaboration with Extra Mural to offer end-of-life care. We provide 4 palliative and 2 respite care beds, the first in the province to do so. We also offer Grief Support Groups. *All services are provided at no charge, except for medical co-pays.*

Our hospice services are available to any people in the Miramichi region. We have created ten full-time, one part time and several casual job positions.

Hospice Miramichi Inc is a registered not for profit charity, registered charity number 80518 2805 RR0001, established in 2011 to provide practical and emotional support, *at no charge*, to patients and their families. We receive some funding from the Department of Health and generate our own funding thru our Hospice Shoppe and events, but the rest of the cost of Hospice depends on contributions from our community.

The Hospice Shoppe is our re-sale store offering gently worn clothing, housewares and décor in great condition and at a great price. Tax receipts issued to donors for amounts selling $20 and higher.

Volunteers are the heart and backbone of HMI. All volunteers are screened, trained, and sign a Confidentiality Agreement. Volunteers are welcomed at Vondy House, at our Hospice Shoppe, or at events.

Thank you for your support.

Board of Directors
Peggy McLean, Co-Chair
Paul Matherson, Co-Chair
Mary Mott, Treasurer. Interim Shoppe Manager, ex-officio
Doreen Leger, Secretary
Dr. Ninian Slorach, Director
Margie Walsh, RN Director
Ken MacDonald, Director
Suzanne Matchett, RN. Director

4. Co-Chair Report

Hospice Miramichi Inc. has been providing valuable palliative care services to our community for 14 years. In the beginning, we provided volunteer support services in people's homes and in hospital along with grief support services to families coping with loss.

This past fiscal year, 2024-2025, has seen the most growth for us. We secured a forever home at 41 Harper Road where we resumed providing residential care on October 31, 2024. This was only made possible by an angel partner who holds our private mortgage.

We changed the location of our Hospice Shoppe to a much larger building. This move has allowed us to exponentially increase our revenue. All profit goes to supporting our residential hospice, Vondy House Hospice Miramichi. Our Hospice Shoppe, with the exception of a part time Manager, is run by our incredible volunteers. We would not be able to run the Shoppe without each of them, and we are grateful for their dedication to compassionate, dignified end of life care.

Our Team partnered with Retirement Miramichi and Lawyer Tim Murphy to offer our first Advanced Care Planning Session, sharing valuable information about your wishes for end-of-life care.

We have continued to offer our grief share program, which is a valued partnership with Shannex and delivered by two retired Social Workers who volunteer their time to help guide those through the grieving process.

In February 2025, our new home allowed us to reinstate our day program where those living with life limiting illnesses can come together and share experiences.

Through a partnership with Parker's Home Care Inc., Vondy House Hospice Miramichi welcomed their first class as we provided palliative care education to their PSWs.

Finally, we have updated our logos to reflect the exciting changes made over the past year and carry us into our future.

We are a different model of residential hospice care than Saint John, Moncton and Fredericton offer. Recognizing that every New Brunswicker should have access to end-of-life residential care, we have worked with the Department of Health to develop a model that can be replicated in other rural areas of the province. This partnership provides partial funding for the hands-on care of our patients, however, we are responsible to raise funds to cover all other costs related to providing care for our patients, which amounts to approximately $697,275.

It is due to your generous support and contributions at our fundraising events, our Hospice Shoppe, monthly giving and through monetary donations that we are able to continue with our compassionate, caring and loving healthcare and support to patients and their families. It is important to note that no donation is too small, we accept all on behalf of our patients and families with deep gratitude.

Moving forward, we are making plans to renovate Vondy House Hospice Miramichi to better serve our families. Plans are underway and some of the work has already begun.

Hospice Miramichi Inc. is excited about what our future holds and grateful to our community for your continued support for the important work that we do.

Paul Matheson, Board Co-chair *Peggy McLean, Board Co-chair*

5. Treasurer Report

The March 31, 2024 Financial Statements were Audited by the firm MNP LLP. These statements provide more detail in terms of the balance sheet and operations. The external accountants confirmed the books and records were in good order.

Our 2025 fiscal year just wrapped up on March 31, and while we cannot provide exact numbers as the books have not been finalized yet, we can say that both revenues and expenses are up from the previous year. This is expected as there was only around 5-6 months of regular Hospice operations in the 2024 fiscal year compared to 9 months in 2025. Our internal financials show an increase of around $100k for revenues in 2025 compared to the prior year and an increase of $70k for expenses but these numbers are very likely to change, and we will not know the final numbers until the audit for 2025 is completed.

Now that the Vondy House is fully operational and in a permanent location, we were able to forecast our financials and come up with a budget for our next fiscal year. We are currently projecting total regular expenses of $1.232 million for the 2026 fiscal year which includes all costs for the Residential Hospice, the Hospice Shoppe, Fundraising, and Administration.

To cover these costs, we are expecting to receive $628k from the Department of Health, $10k from HST rebates, approximately $357k from the Hospice Shoppe, and the remaining $219k from fundraising and donations.

In the 2024 fiscal year we generated over $281k from fundraising and donations, so we do believe this target is achievable.

Submitted:

Mary Mott, Treasurer

6. Nurse Manager Report

In October Hospice Miramichi Inc. bought 41 Harper Rd, Miramichi, NB as its forever home. We reopened to the public November 1st, 2024. In mid-November we welcomed our first patient. In late November we were advised by the Fire Marshall, that we were limited to one patient until the sprinkler system was updated to meet the standards for a Residential Hospice. With a strong design and plan the Fire Marshall allowed us to open 5 beds in late February provided they were all on the one wing. We made these changes and prepared that wing for the patients.

We continue to work in partnership with Extra Mural Program. Our services are available to any resident of Miramichi & surrounding communities, provided the patient:

- Is a patient of the Extra Mural Program
- Has a life expectancy of less than six months
- Has a DNAR order
- Has a valid NB Medicare card
- Is not at risk for wandering or has unmanageable behaviours
- Family are aware of diagnosis and prognosis and agree to comfort measures only
- Does not require complex hospital-level care or regular transport to hospital

Current staffing: We have a full complement of the full time staff (4 LPNs & 4 PSWs). We have some casual LPNs and PSWs, but, need to hire more casuals. We do have an LPN that works with us 2 days/week to help with training and education. A new Nurse Manager started mid-December in her new role.

Renovations: Vondy House will undergo extensive renovations this summer, with an updated sprinkler system being installed and patient rooms on both wings being expanded. This endeavour will be paid for by the fundraising and donations made to our organization.

Patient count: In 2024 we provided hospice care to a total of 20 people. Since we reopened in November we have had 5 admissions to our facility.

Projects:

Glenda Lavigne LPN continues with our social media presence; daily posts.

LEAP has been completed by some of our staff while others will do it the end of May and others sometime in the near future.

Palliative education was provided to all our employees by Extra Mural.

Teddy bear drive has been a huge success.

Day Hospice: Glenda and I have worked towards completing an application for potential candidates and we have volunteers agreeing to participate in the program. Currently we have not received any applications for the program, therefore we will look at other ways to reach those that will benefit from this program.

Dept of Health: There is currently a report sent to the Dept of Health every 2 weeks and quarterly sent to our partners to report the activity of HMI.

Grief Share: Facilitators and space in Shannex are confirmed and the 6 week program is just finishing. We will do another course in the Fall of 2025.

Respectfully submitted,

Kathy Avery May 13th, 2025

7. The Hospice Shoppe Report

Summary

Net sales increased by 164% in 2024-25, which is an excellent growth indicator. We continue to partner with various community groups. Our move to a larger location with greater visibility in February 2024 has resulted in greatly increased sales, donors, customers, and volunteers.

Report

2025

- Year end net sales were up from 2024, $128,232 to $338,474 in 2025.
- Average monthly net sales were up from $10,686.03 in 2024 to $28,206.19 in 2025.
- In terms of net sales, the best month for the fiscal year 2024 was March 2024 with $18,390.35 and for fiscal year 2025 it was October 2024 with $33,039.14.
- Top grossing sales for fiscal year 2025 were once again Ladies Wear with $160,630.30 up from the 2024 total of $60,920.46.
- We had three summer students partly paid through provincial and federal grants: Kathleen, Gracie, and Emma.
- We had our much-deserved staff and volunteer Christmas party at the Royal Canadian Legion Branch #3, which included a complementary dinner.
- 2024 Community Outreach agency's have included: Youth Prison, Jeremie's Mission, Women's Transition House, Dr. Losier Middle School, SPCA, NBCC, Saint Vincent de Paul, The Coldest Night, Addictions/Psychiatry HHN, Mount Saint Joseph, , Foster Closet, Parkinson's Miramichi Group, JMH High School, Golden Hawk Children's Library, King Street Elementary, Harvest House, and various individuals in need such as international students, homeless, and victims of house fires.
- Fundraisers run through the Shoppe included: Online Auction (600+ items), Online Book Auction, 50/50 Draw (ongoing), Gift Basket Raffle, Subway Peelers, and Angels Remembered.
- Total volunteer hours are estimated to be at least 9,180 (assuming 30 hours per day, 6 days a week, 51 weeks per year).
- Added warehouse/storage area to lease and later purchased 8 industrial size shelves from Costco for this area which significantly improved organization.
- Various upgrades throughout the store including bookshelves, swinging door, worktable, shelves, and industrial steamers
- A meeting was held with Volunteers on March 24, 2025 to discuss various suggestions and concerns that had been posted on the suggestion board in the proceeding weeks. Some changes made include:
    - New Donation Policy was implemented which was posted online and is handed out to donors
    - Donor book was updated to make it clear what info is required from new donors
    - New price list is being finalized and copies will be available at each work station in the Shoppe
    - Purchased a motorized rag cutter – rags are cut from damaged/stained items that contain 70% or more cotton. 15 pound bags of rags are sold to local businesses.
    - Hired a part time custodian

On February 16th, 2024, the Hospice Shoppe moved from Duke Street to University Ave. The transformation was from a boutique to a family-oriented environment. The Shoppe offers clothing, electronics, household items, outdoor items, jewelry, vintage items, toys, to name a few.

The hours of operation remain the same at 10AM to 4PM. However our 50+ volunteers work 7 days a week, days and evenings. They are committed to the success of Vondy House and to the mission of Hospice Miramichi Inc. The volunteers are respectful, courteous, and joyful. They help provide a happy atmosphere allowing people to shop in comfort.

Submitted by:
Mary Mott, Shoppe Manager 2025

8. Events Report

Summary

Fundraising events in 2024-2025 were organized, promoted, and delivered by volunteers including Board Members. While there was generally excellent attendance and ticket sales, we feel there is room for growth by running more events and by better promoting events to increase ticket sales.

Report

Our major fundraisers this year included:

- Hike for Hospice – the Hike was organized and ran by several Board Members with assistance from Joanne Adair, our former Fundraising Development Officer. The event successfully raised over $4,300.
- Raffle basket, Angels Remembered and 50/50 draw – these fundraisers are run through the Hospice Shoppe, but a special thanks to our volunteer Maureen Hardie for doing most of the work looking after the 50/50 draw and the Angels Remembered. Combined these raised over $1,500 in net proceeds in the 2025 fiscal year
- Extrava Draw – the Extrava Draw was mainly organized by Peggy McLean and Glenda Lavigne, though many others contributed in all stages. The draw successfully raised over $19.5k in net proceeds. We intend to run this fundraiser again in the coming year but with better planning and promotion as a result of the experience gained, we believe we could raise significantly more.
- Online Auctions – there were two Online Auctions run through the Hospice Shoppe Facebook page, both of them organized by Tina Jepson. The first auction held in January and Feburary 2025 included over 600 items and had net proceeds of over $17.8k. The second auction was focused on books and held in April 2025 had proceeds of over $2.5k.

The fundraisers held in the past year were quite successful in raising significant funds with minimal costs. A big thank you to all the volunteers for the time and effort they contributed to the fundraisers!

Submitted by:
Fabian Pesch, Administrative Assistant

9. Grief and Bereavement Group Report

Summary

Grief groups are held spring and fall. Led by two Registered Social Workers, they are 6 weeks in length, cover various topics about grief, and well attended.

Report

This year we offered the Grief Support Groups in May- June but not in November- December as there were not enough participants for that session.
The groups were held in the evening, meeting once weekly for a 6-week period. We had 8 participants registered for the Spring.

Our goal is to create a safe place for participants to explore their grief, to be a support and share information that can help them during their grief journey. Each week we explore a new topic such as what is grief, cultural beliefs and messages we have received around grieving, styles of grieving, the tasks of grieving and how we start to move on.

We want to thank our two volunteer facilitators, Lisa Matchett and Ann Sullivan for running these groups.