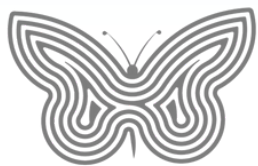


ANNUAL REPORT 2025



Abbotsford Hospice
& Grief Support Society

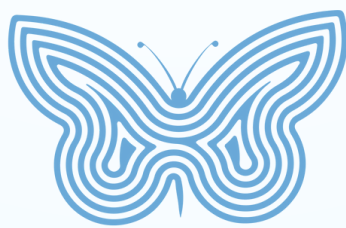




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PURPOSE & IMPACT



Our Mission statement:

AHGSS is a compassionate centre that helps individuals and families navigate the difficult experiences of grief, death, and dying with dignity and understanding by providing our community with sympathetic education, cultural care, and advocacy.

About Abbotsford Hospice & Grief Support Society

Our charity has been proudly serving Abbotsford, B.C., Canada and the surrounding areas since 1985, providing palliative care, and grief and loss services at no-cost. We are more than just a hospice; we provide a wide range of services designed to help families and individuals navigate grief, foster healthy ways to process loss, and move forward in their lives. In addition to direct care, we offer community and volunteer training programs, as well as resources and referrals, connecting people with the support they need. By creating opportunities for learning, sharing, and compassionate engagement, we help individuals and families feel less alone and better equipped to navigate life's most challenging moments.



This year's overarching theme is *"families helping families"* highlighting the strength, compassion, and shared support that exists within our community as we navigate grief and loss together. It reminds us that healing is not a journey that we take alone, but one made lighter through connection, understanding, and the willingness to stand beside one another. Through our programs, events, and volunteer initiatives, we witness families offering encouragement and hope to others, creating a ripple effect of care that strengthens our entire community.

As a charity, we see donations from families as a way to pay it forward for the loving care that they receive, extending support, comfort, and resources to others. Through their generosity, families help ensure that others in our community can access the same compassionate care, programs, and moments of connection that made a difference for them.



If you feel moved to join in this circle of kindness, we invite you to visit our website below to learn more about how your support can bring comfort, hope, and care to others when it's needed most.

Scan QR code to visit our website
www.abbotsfordhospice.org



MESSAGE FROM OUR EXECUTIVE DIRECTOR



This past year, 2024-25, has been one of tremendous growth and impact for our hospice. I am proud to share that we reached and supported one-third more individuals than in the previous year. This is due to our grief support programs expanding significantly, serving adults, youth, and children with compassionate care tailored to their needs. These programs have become a vital resource for families navigating loss, offering a safe place for healing and resilience.

Our presence in the community has also grown stronger with our partnerships and training. We are honoured to walk alongside schools within our district serving children and youth. We support 75 youth annually with training and scholarships, and train and support staff and educators during times of loss. Our local recovery homes, social support services, non-profit organizations, churches, service clubs, gurdwaras and many other community partners have also been supported with our groups and training. By extending our reach into these diverse networks, we are ensuring that families and individuals of all communities facing grief and end-of-life challenges receive support where they need it most. This collaborative approach has allowed us to deepen our impact and bring the work of hospice into everyday community life.

A cornerstone of our vision this year has been building capacity beyond our own organization. Through “train the trainer” initiatives, we have equipped leaders in more than 50 organizations, including colleges, universities, Fraser Health, businesses, long-term care homes, and other social organizations to provide informed and compassionate grief and end-of-life support. This ripple effect ensures that our community has the knowledge and tools to walk alongside those experiencing loss, multiplying the reach of hospice care in meaningful and sustainable ways. None of this, however, would be possible without the support of our incredible community, who continue to show up at our events, donate generously, and sustain our growth. Together, we are creating a caring community of healthy individuals who have the tools and resources they need when facing the loss of a loved one.

My sincere and gracious gratitude goes out to our donors, stakeholders, partnership groups, networks, individuals, and families who are strengthening this community with their hearts of care and support. Thank you also to our caring Board of Directors for championing Abbotsford Hospice & Grief Support Society with your commitment and care. Because of all of you, our organization has exponentially grown over the past four years, setting us up to celebrate, in an even greater way, our 40th anniversary in 2025–26 of caring for this community.

It is an honour and privilege for me as the Executive Director to continue to lead this organization into the next level of growth and support for this community, and I look forward to the future, ensuring there is more compassionate care for our families when they need it the most. We are truly families supporting families of this community, and we are proud to serve our community.



Andrea Critchley

EXECUTIVE DIRECTOR, AHGSS

BOARD CHAIR STATEMENT

On behalf of the AHGSS Board of Directors, I am honored to reflect on my role as Board Chair of the Abbotsford Hospice & Grief Support Society. The need for palliative care and compassionate grief support continues to grow in our community, and our organization is rising to meet the needs.

This year, we've expanded our programs to reach more individuals and families, offering new pathways to healing for people of all ages and backgrounds. Under Andrea's leadership, the dedicated team at AHGSS has launched innovative initiatives while maintaining the high-quality care our community relies on. Thanks to strong community support and careful stewardship of resources, we've been able to grow sustainably, ensuring every donor dollar makes a meaningful impact. Our facility remains a safe, welcoming space for those navigating loss.

Looking ahead, our board remains committed to strategic growth that aligns with our long-term vision. I'm deeply grateful to be part of an organization that brings comfort, hope, and healing to so many in our community. The progress we've made this year only reinforces the importance of our mission and the urgent need for our services.



Ryan Calder

AHGSS BOARD CHAIR



AHGSS STAFF

At the heart of Holmberg House hospice is a dedicated, well-rounded team of compassionate professionals. AHGSS's bereavement and palliative services teams offer empathy, guidance, and comfort during life's most challenging moments. We are deeply grateful for our partnership with the palliative care staff at Fraser Health, whose collaboration strengthens the quality of care and ensures families receive seamless, holistic support. This year, our staff met new challenges with resilience and creativity, ensuring that every program, service, and interaction reflects the mission of our hospice and makes a meaningful difference in the lives of those we serve.

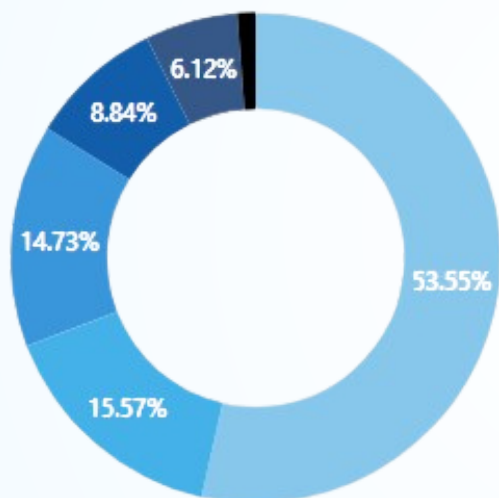
FINANCIAL OVERVIEW

We are deeply thankful for the opportunity to serve this community, and for the generosity of the community to keep our programs running and expanding. As seen in the graph below, **community donations make up more than half our total revenue.**

Coming up to our 40th anniversary, we are looking forward to more and more ways to serve the community of Abbotsford and beyond. As we see the need for more people who are in need of our grief support and palliative programs, the need for finances also continues to grow.



The generous Feischl family holds *Feischl Fest Golf Tournament* each year with all proceeds to AHGSS. To date they have raised \$18,000!



- Donations
- Non-government Grants
- Fundraising
- Commercial Activities
- Government Grants
- Other

Total Revenue 24-25
\$3,238,457.11



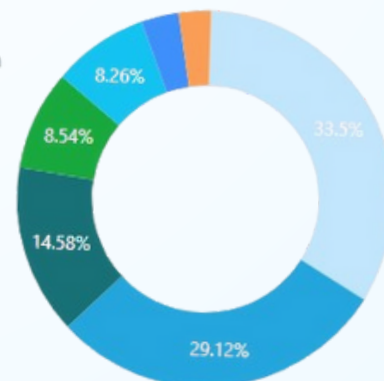
Petro Canada grant supporting Caregivers in the community

Consistent support allows us to operate throughout the year to meet the needs of our community. Each gift, no matter the size, becomes part of a lifeline for those walking through grief and loss, reminding them they are not alone.

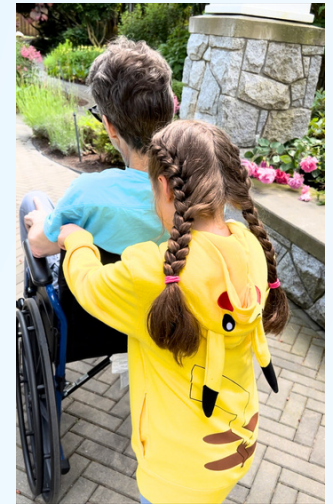
We are deeply grateful to our incredible community for standing with us over the past forty years through your generous financial support.

- Wages and Administration
- Foundation Contributions
- Maintenance
- Depreciation
- Fundraising/Advertising
- Utilities
- Direct Program Cost

Total Expense 24-25
\$3,173,766.37

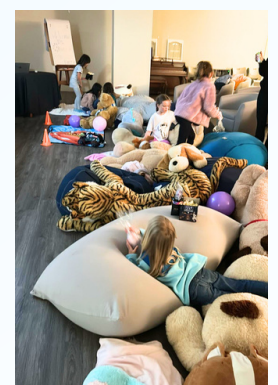


IMPACT STORY



This past summer, we were grateful to be able to bring an unforgettable experience to Grace and her family who were facing a truly heartbreaking situation. 7 year old Grace's father John was being cared for at AHGSS in palliative care. As staff cared for John they learned that a family tradition of theirs was to have a family movie night. John and his family had a love for films as John had once worked in the film industry. To help build and strengthen the family's special bond of the love of movies, we hosted a movie night event right here at Holmberg House hospice for Grace's close friends and family. We transformed the room into a cozy and comfortable movie theatre, complete with Grace's favourite film, snacks and candy, bean bag chairs, mermaid blankets, fresh movie popcorn, and most importantly, Grace's very favourite people. John was able to come downstairs from the palliative floor in his wheelchair to join them. Despite the painful situation, the family found connection and care in a simple movie night together.

Words cannot fully capture how meaningful it was to provide this special and personal movie night experience for this wonderful family. It was a joy to create a space where they could cherish their final moments with their loved one together. Thank you to Grace's family for graciously allowing us to share their story and photos.



COMMUNITY IMPACT

We love our community and are so grateful to be a part of it. This past year, our hospice continued to provide compassionate care and vital support to individuals and families facing end-of-life and grief. Through our programs, we served thousands of residents, caregivers, and children, offering personalized support, resources, and meaningful activities that foster healing. By partnering with local schools, businesses, non-profits, places of worship, and community organizations, we strengthened connections across the community, ensuring that everyone facing loss feels supported and understood.



This past fiscal year we **positively impacted a total of 31,077 individuals** through our programs and services. We launched a Punjabi grief-support group to better serve our Indo-Canadian community, reflecting our commitment to culturally inclusive care. Across all programs, from children and youth to palliative care, we continued to provide compassionate support while strengthening partnerships with local schools, businesses, and community organizations, ensuring everyone, from every background, has access to the guidance and care they need.

In 2024, my son died unexpectedly, leaving behind two young boys, ages 8 and 5, who had also recently lost their stepdad. My greatest concern was helping my grandsons understand and cope with their losses. I contacted AHGSS, who immediately arranged an intake and facility visit. A week later, both boys began their 8-week sessions, each with a dedicated support person. They learned about grief, coping with emotions, and created meaningful items to honour their dad and stepdad. They looked forward to every session and were sad when it ended. I am forever grateful for the care, kindness, and prompt support AHGSS provided to me and my grandsons.



Photo of our palliative care coordinator bringing chai tea to a couple at Holmberg House hospice.



A heartwarming embrace from a recent Grief Support Training graduate

VOLUNTEERS

Volunteers play a vital role at Abbotsford Hospice & Grief Support Society. They support our mission to give caring end-of-life and grief support care. In the past year, **235 active volunteers** generously gave **11,326 hours of their time**, compassion, and care. Of this time, **3,601 hours** were spent supporting individuals and families on the Palliative and Complex Care Unit (PCCU) at Abbotsford Regional Hospital, and at Holmberg House, offering presence, comfort, and kindness when it matters most.



AHGSS volunteers bring compassion, energy, and dedication to our hospice. They support us at signature events such as the Annual Butterfly Release, Teddy Bear Picnic, and many other community gatherings that help raise awareness and funds for our programs. Beyond events, volunteers give their time every week as office hosts, one-to-one companionship, facilitators of grief support groups, and meaningful memorial gatherings.

Each role and volunteer are unique, yet everyone brings the same compassionate, empathetic heart that defines our hospice community. They remind us that small acts of kindness add up to extraordinary impact.

AHGSS welcomed **86 new volunteer graduates** this past year. Many of these new members have experienced their own grief journeys and now feel honoured to accompany others on theirs. This shared understanding creates a powerful circle of empathy and healing. We are humbled and inspired by the abundance of truly amazing people who choose to volunteer with us.



AHGSS was my lifeline. Through mentorship, peer support and volunteer training, I was able to see a purpose in my life. I have become a better ME.



CHILDREN'S GRIEF SUPPORT

This year has been amazing as our Children's Services (for ages 3-10) have brought comfort and support to many families in our community who are navigating grief and loss. At AHGSS, we are committed to creating a safe and hopeful space where children can express their emotions through art and play therapy. It is truly moving to witness children beginning to find healing and hope. We are proud to report that we **positively impacted 12,069 children, youth and families this past year.**

One of our most loved annual events for children and families is our Teddy Bear Picnic, which allows families to get together and participate in afternoon actives and bring home a teddy bear in honour of their loved one.



Looking ahead, we are committed to building new partnerships with elementary schools, churches, and community organizations to extend our reach and ensure that all children in the community have consistent, compassionate care wherever they find themselves. Our vision remains clear: to walk alongside families in their journey of loss, providing hope, healing, and care.

Services & Events for Children & Families:

- Elementary In-School Grief Groups
- One-to-One Companionship
- Family Harvest Event
- Christmas Family Memorial Event
- Camp Stillwood
- Teddy Bear Picnic
- Family Movie Morning
- Empowered By Horses – Equine Therapy Camp
- Fear Factor – Reptile Event

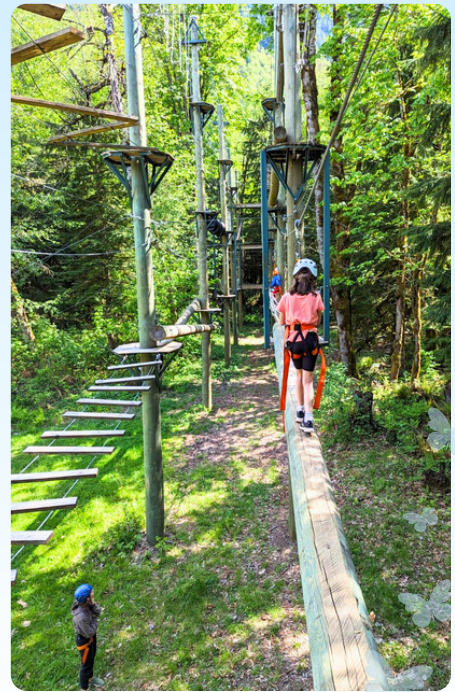


YOUTH GRIEF SUPPORT

This year has been one of growth, connection, and learning as we walk alongside youth (ages 11–18) through their grief. Every teen we meet carries a story of loss, and our role is to create safe, compassionate spaces where they are heard, supported, and reminded they are not alone. Our programs help young people grow in courage, build resilience, and carry compassion into the world

Programs & Events for youth this year:

- One-to-one grief support sessions
- Group programs for youth
- Teen Training Program & Scholarships
- School-based grief activities & School drop-in groups
- Specialized day camps: Camp Stillwood, Equine Therapy Camp, Reaching New Heights Camp



TEEN TRAINING PROGRAM

Our Teen Training Program, in partnership with the Abbotsford School District, has flourished over the years. This past fiscal year **76 youth graduated from our Teen Training Program, with students completing over 1,054 hours of training.** This brings us to **95 active teen volunteers** who are developing empathy, leadership, communication skills, and spreading compassion in their schools and in the community.

A significant new initiative was our **Scholarship Program**, which received 25 applications. The Nicholas Holmberg Memorial Scholarship honours a beloved community member's love of learning, the outdoors, and giving back, while the Norehyn Foundation Scholarship recognizes Teen Training graduates who are supporting their peers through grief. Both scholarships empower youth to lead with compassion today and into the future.

Looking ahead, we aim to expand support groups, deepen school and community partnerships, and develop new resources for youth and families navigating grief.



ADULT GRIEF SUPPORT

This past fiscal year we have seen a steady increase in demand for our Adult Grief Support services, including one-to-one support and companionship, grief support groups, and community referrals. Attendance at our Annual Butterfly Release and Memorial events was greater than ever, indicating a growing interest, need, and trust in our services. These special gatherings provide meaningful opportunities for families to honor their loved ones while finding comfort and connection within our hospice community. **We had 311 unique individuals attend our Adult Bereavement events this past year and positively impacted 8,730 individuals in our Adult Grief Support Program, an increase of 6% compared to last year.**



In response to community need, we've expanded our offerings to include new support groups such as *Creative Writing*, *Seasons in Grief*, and *Toxic Overdose and Suicide Support Group*. Each group was developed based on community feedback and identified needs. Additionally, we've formed new partnerships with local business organizations, further strengthening our ability to provide diverse and meaningful support to those we serve.



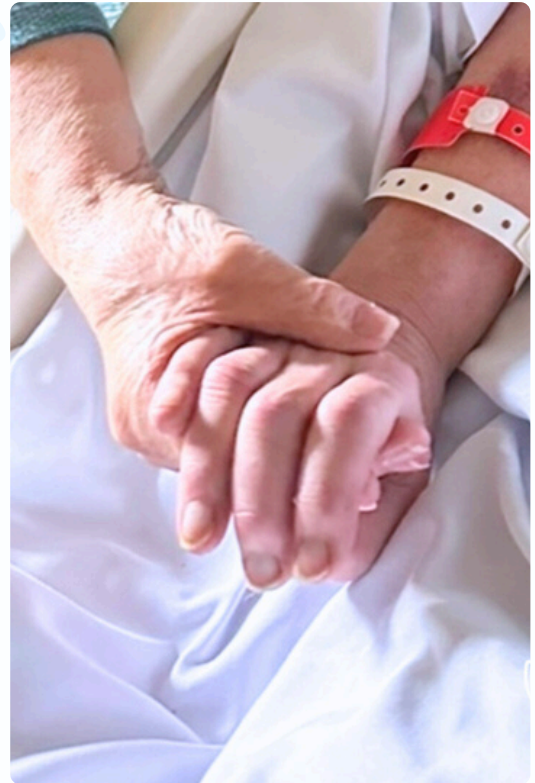
We are deeply grateful for the trust placed in us and we are honoured to walk alongside adults and families in their grief journey. Every connection made reflects the strength and resilience of our community, and we remain committed to providing compassionate support every step of the way.

PALLIATIVE CARE

AHGSS's Palliative Program has been in existence since 1985 and offers services free-of-charge by specially trained palliative volunteers and AHGSS palliative team staff members. AHGSS works in partnership with the Fraser Health team, supporting individuals as young as 19 years of age who are dying and provides support for their families at Holmberg House hospice (AHGSS), and on the Palliative Complex Care Unit (PCCU) at Abbotsford Regional hospital and Cancer Centre.

From grief support companionship to afternoon tea, fresh baked cookies and animal therapy visits, our team goes above and beyond to care for our hospice residents and families. This fiscal year we had a total of

- **784 volunteer hours at PCCU**
- **2418 volunteer hours at Holmberg House hospice on our palliative care floor**
- **400 individuals admitted to Holmberg House and cared for at PCCU**



Each admission represents the delivery of specialized palliative care, ensuring that residents receive comfort, care and support, while their families were guided through the challenges of end-of-life care. Together, these efforts reflect our ongoing commitment to compassion and excellence in palliative care.

We remain deeply grateful for the trust families place in us during life's most tender moments, and for the community support that allows us to continue walking alongside those in need.

TRAINING & EDUCATION

Our Training & Education Program equips businesses, non-profits, and community organizations with the knowledge and tools needed to navigate the complexities of grief and loss in their respective environments. It also helps people understand the importance of palliative and end-of-life care. This past year, our Training & Education program flourished, with more community groups than ever inviting us to share knowledge, support, and resources. AHGSS trained businesses, schools, colleges, long term care homes, and campuses of care, providing 1-5 day workshops and seminars.

This past year, our Training & Education Program grew nearly tenfold - a 944% increase - reaching 5,220 individuals compared to 500 individuals the previous year.

We did this through:

- Workshops
- Seminars
- Resources
- Grief & Loss Support Training Course
- Caring for the Caregiver



This past fiscal year, our 35-hour **Grief and Loss Support Training Course** (previously known as the volunteer training course) **equipped 86 new adult volunteers** with the skills and compassion needed to care for and support our community. Our programs create a powerful ripple effect that extends far beyond the classroom. Each participant gains tools to support not only those they care for at hospice or at the hospital, but also their families, friends, workplaces, and wider circles.



By equipping individuals with understanding and compassion, we help foster a community that is more empathetic, resilient, and connected. We look forward to continuing this meaningful program, supporting our community, and seeing the difference it makes in the lives of those navigating grief.

FUNDRAISING & DEVELOPMENT

The 2024 fiscal year marked a record-breaking period of growth and achievement in fundraising for the Abbotsford Hospice and Grief Support Society. Our development efforts reached new heights, driven by a combination of community engagement, donor cultivation, and the successful execution of events. We had a **33.52% growth increase** in our 3 major events.

Key Highlights:

Significant Growth in Donor Engagement:

We saw a notable increase in the number of new donors, reflecting growing community awareness and trust in our mission. The average gift size also increased, demonstrating deepened donor commitment and confidence in our stewardship.

High Net-Worth Donor Cultivation:

We successfully secured and nurtured relationships with a greater number of high net-worth donors. These supporters played a vital role in expanding our capacity and ensuring the sustainability of our programs.

Strengthened Relationships and Partnerships:

Strategic outreach and consistent communication contributed to stronger relationships with corporate sponsors, community partners, and individual supporters. This foundation positions us well for long-term growth and impact.

Tim Hortons Smile Cookie Week: As a result of the above relationships, Abbotsford Hospice & Grief Support Society was the recipient of Tim Hortons Smile Cookie Week fundraiser, resulting in a significant donation used to fund much needed programs.



Signature Fundraising Events:

Fourth Annual Horsepower for Hospice Car Show

This year's car show made a bold move to historic Downtown Abbotsford, transitioning from its traditional rural vineyard setting. Despite a rainy morning, the skies cleared, and our incredible community showed up with enthusiasm, proving once again the power of local support.



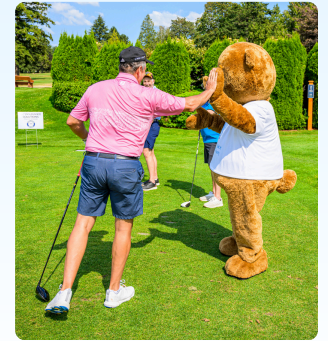
Families, car enthusiasts, and curious visitors came together to celebrate the event, creating a vibrant atmosphere that highlighted both the beauty of the cars and the spirit of togetherness in Abbotsford.

Proceeds: Net revenue remained steady with prior years, but momentum and visibility increased significantly.

FUNDRAISING & DEVELOPMENT (CONTINUED)

Holmberg Memorial Golf Classic 2024

Held under clear skies and to a sold-out crowd, the Golf Classic continues to be a cherished annual tradition. This year's event funded the Nicholas Holmberg Scholarship, empowering youth who have experienced grief to pursue post-secondary education. **Highlights:** Perfect weather, full roster of golfers, and strong sponsorship and community support.



Moments of Hope Gala 2025 – “Country in the City”

Our largest annual fundraiser was a spectacular success, transforming the evening into a rhinestone-studded celebration of community and compassion. With over 300 guests in attendance, the event featured live entertainment, a four-course meal, moving stories of hope, and both live and silent auctions. **Proceeds:** A record-breaking amount was raised in support of our Palliative Garden of Hope initiative.



Raffle car draw 2024:

2024 marked the launch of our Raffle Car. Tickets sold to win a new car, with winner announced at the Horsepower for Hospice event, created a positive revenue flow which increased the net profit of the Horsepower event.



Overall Financial Impact:

The cumulative success of our fundraising events and development initiatives resulted in a **13% increase in net fundraising profit over the previous year.** These gains directly support our hospice and grief support programs, ensuring that no one in our community walks the journey of illness or grief alone.

CHALLENGES

This past year presented a few challenges, including **ongoing building maintenance** that required careful attention and resources to ensure our facilities remained safe and welcoming for our community. Holmberg House, now 12 years old, has experienced wear and tear due to continuous, 24/7 use. Another challenge was keeping up with the **demand for grief support services to support those affected by toxic overdose, suicide, accidents and violent deaths**, that has been on the rise in our community. Moreover, as our senior population grows, providing hospice care and the support services that come with it is becoming more challenging, with longer waitlists and greater demands on our health care system.

Access to the shared Serenity Garden, located at the far end of the property, is often challenging for our palliative residents to access, limiting the ability to fully enjoy this peaceful space. Recognizing the importance of creating an accessible outdoor area, our Moments of Hope Gala this year focused on raising vital funds to support the initial stages of the new *Garden of Hope*, scheduled for completion Summer 2025. This new garden will provide a peaceful, welcoming, and easily accessible space where all clients and families can find comfort, reflection, and connection with nature. **Despite these obstacles, our team remained committed to providing adapted programs and services to meet the needs of individuals and families in our community.**

GROWTH & FUTURE OUTLOOK

This year we saw **growth in almost every area of AHGSS**. Our staff and volunteer base has grown, our programs and services have expanded, and our community engagement has reached new levels, allowing us to support more individuals and families than ever before. We have had more supporters and interest in our charity than ever, with more individuals giving their time, funding and support to our mission.

Our website had a **17.9% increase in unique visitors** this past year, reflecting growing awareness and community engagement of our hospice. We had an **28% increase in children, youth, and families served through our Children & Youth Grief Support Program** compared to last year, reflecting the growing need for these vital services.

Looking ahead, we are excited for continued growth and a bright future in serving our community. With expanding programs, training and education program growth, and new partnerships, we are well-positioned to reach more individuals and families, provide even greater support, and make a lasting impact for many years to come.

OUR SERVICES

Adult Grief Support Services: (ages 19+yrs)

- One-to-One Anticipatory Grief Support
- One-to-One Bereavement Support & Companionship
- Virtual Online Grief Support group
- Understanding Your Grief Journey group (UYGJ)
- Pregnancy & Infant Loss support group (PAIL)
- Men's Cooking class workshop
- Drop-in Coffee Break for Bereavement Support group
- Punjabi Grief Support group
- Compassionate Friends group (loss of a child)
- Senior Supports in Long-term care & assisted living for both staff and residents
- Grieving Wives support group
- Expressing Grief through art & journaling workshops
- Grief Support at Shelters
- Walking Group
- Toxic Overdose & Suicide group
- Grief & Loss support training group (formerly volunteer training course) - offered 3x per year
- Community training & Educational workshops
- Online grief support course
- Tours
- Intakes & Inquiries
- External community referrals provided

Children & Youth Grief Support Services: (ages 3-18 yrs)

- One-to-One Anticipatory Grief support
- One-to-One Bereavement support & Companionship
- Teen Peer support training course - 3x per year
- Equine Therapy camps
- Animal Therapy workshops
- Elementary school support
- Middle school support
- Camp Stillwood (Day camp)
- Adventurer day camp
- Teen reference letters & calls
- Community connections & workshops at local schools
- Spring Break support
- Knitting group
- Family Movie Mornings
- Fear Factor animal events
- Reaching New Heights youth event
- Tours
- Intakes & Inquiries
- External community referrals provided



Animal therapy on the palliative floor at AHGSS

ANNUAL EVENTS

- Seasonal family events: Family movie morning, Fall harvest event & Christmas event
- Moments of Hope Gala (adult and community engagement event)
- Holmberg Memorial Golf Tournament (adult and community event)
- Horsepower for Hospice (family and community event)
- Memorial Butterfly Release (family event)
- Teddy Bear Picnic (children, youth and family event)
- Christmas memorial event
- Infant loss memorial service
- Wills & Estate Planning seminars (adult and community event)





Abbotsford Hospice
& Grief Support Society

Serving the

community

since 1985

2025 Fast Facts Sheet

31,077

Total individuals impacted
through AHGSS
programs and services

TOTAL
Volunteer Hours
11,326

Individuals admitted to
Holmberg House hospice
and cared for at PCCU **

400*

**Actual recorded number and
may not include those who chose
to have a home death or those who
passed away in Emerg

Youth
Scholarship
Recipients

24

Palliative
Volunteer hours at
PCCU & Holmberg
House hospice

3,601

Children & Youth
Grief Support Program

12,069

Active AHGSS
Volunteers

235

Teen training
graduates

76

**Students from the Abbotsford
School District aligned with
Capstone Graduation Program

Adult Grief
Support Program

8,730*

Community Grief
Support Training

5,220

AHGSS Volunteers
trained

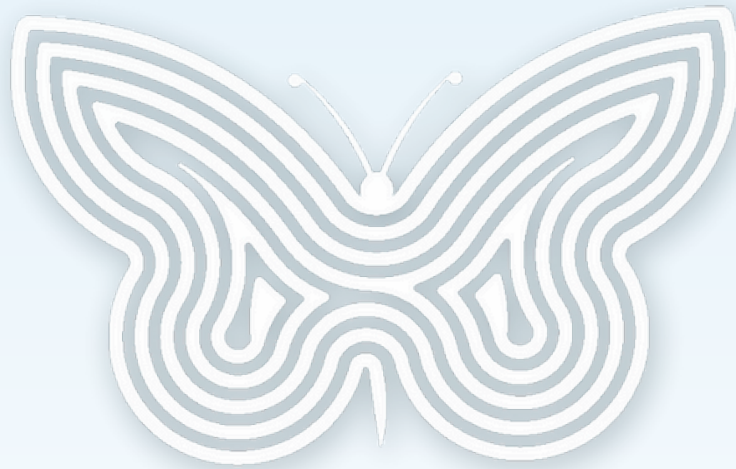
86

*For each client served, 9 members of the client's personal circle are directly impacted - taken from the
BC Hospice Palliative Care Association 2021 Provincial & Territorial Grief and Bereavement Report*

For more Information

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www.abbotsfordhospice.org/





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