



# Annual Report 2025-2026

As I reflect on the past year at Crossroads Hospice Society, I am incredibly proud of what we have accomplished and deeply grateful to our staff, volunteers, donors, families, and community partners who continue to make our work possible.

This year also marked an important personal milestone as I stepped into the role of Executive Director. Having been part of the Crossroads family for the past 10 years, including seven years as Hospice Manager, I have had the privilege of witnessing firsthand the extraordinary compassion, dedication, and expertise of our team. My time at the Hospice Residence gave me a deep appreciation for the profound difference Crossroads makes in the lives of patients and families during some of life's most difficult moments. It is both an honour and a privilege to now lead this remarkable non-profit society and support all three pillars of our mission: providing exceptional hospice care, offering free grief and bereavement support, and operating the Crossroads Hospice Thrift Store, whose success helps make our services possible.

Our 10-bed Hospice Residence continues to provide compassionate care, comfort, and dignity to patients and families throughout the Tri-Cities. Our Bereavement Coordinators continue to offer meaningful support through support groups, workshops, and remembrance programs for people of all ages.

The Crossroads Hospice Thrift Store also remained an important source of funding for our programs. The dedication of our staff and volunteers continues to make its success possible.

Our fundraising events brought our community together once again. Treasures of Christmas welcomed supporters to a new location, while Hike for Hospice moved to Hillcrest Middle School in Coquitlam. Together, our hikers, sponsors, volunteers, teams, and donors raised more than \$80,000 to support hospice care and free grief services.

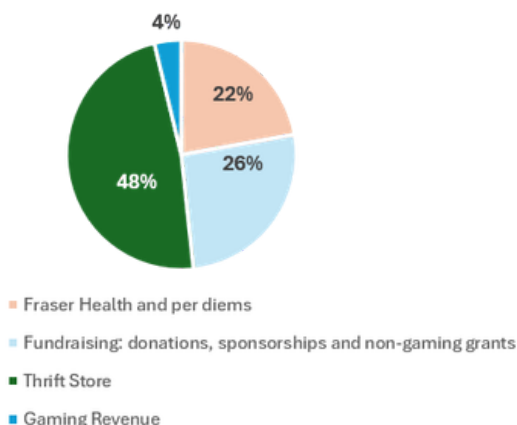
As we look ahead, we are excited to continue strengthening our services, building community relationships, and reaching even more individuals and families throughout the Tri-Cities.

To our staff, volunteers, donors, sponsors, partners, and supporters: thank you. Your commitment, generosity, and unwavering support allow Crossroads Hospice Society to provide exceptional end-of-life care and free grief and bereavement support to those who need it most.

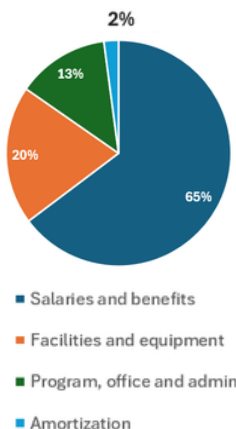
I am deeply grateful to be part of Crossroads and the compassionate community that makes our work possible.

Sincerely,  
Sylvie Jensen

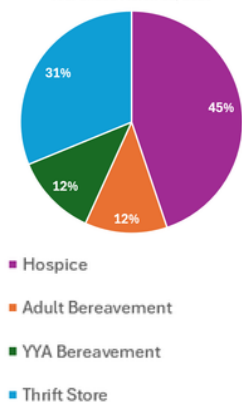
**Revenues**  
Year Ended March 31, 2026



**Expenses by Function**  
Year Ended March 31, 2026



**Expenses by Area**  
Year Ended March 31, 2026



# Hospice Care

Located at 101 Noons Creek Drive in Port Moody, our 10-bed hospice operates in close partnership with Fraser Health to provide a peaceful, home-like environment where individuals spend their final days surrounded by dignity, comfort, and the people (and pets!) they love most.

While essential clinical care forms the foundation of hospice, the true spirit of Crossroads lives in the everyday moments of human connection. Day in and day out, our team pours endless devotion into creating an atmosphere where patients and families feel deeply known, comforted, and cared for.

This past year, our overarching focus has been on honoring and completing our extraordinary hospice team, strengthening the bridge between our Crossroads Hospice Society staff and our Fraser Health clinical partners, and operating as one unified team.

## The Details That Mean Everything:

Hospice care is defined not just by medical support, but by the quiet, thoughtful details that lessen a family's burden during their most vulnerable moments. While the Fraser Health team delivers exceptional clinical care, our society staff and volunteers attend to all the nuanced and less noticeable elements that families remember long after their time with us.

**Warm Welcome:** From a friendly greeting at the front door to a freshly brewed cup of coffee and a warm muffin, our administrative team and volunteers are always nearby to offer steady support, guidance, and a listening ear when emotions run high.

**Peaceful Environment:** Our housekeeping team keeps every room beautifully maintained and immaculately cleaned every single day. This allows families to simply rest and focus on being present with their loved ones without having to lift a finger.

**The Comfort Kitchen:** Every meal is an opportunity for our kitchen team to bring warmth, comfort, and a touch of joy to our patients. This year, we were thrilled to welcome a talented new cook to our dedicated team, continuing our tradition of preparing fresh, carefully crafted dishes for every patient. And of course, sweet treats are always ready to enjoy, often featuring homemade ice cream or baked goodies made from scratch by our amazing cooks for an extra-special treat.

**Volunteer Coordination:** Our volunteer program remains the foundation of our hospice presence. With the addition of our new Volunteer Coordinator this year, our Society team is complete, beautifully organized, and ready to nurture those who give so generously of their time.

*"From a freshly baked muffin to a spotless room, our Society staff handle the quiet details that make Crossroads feel like home."*



# In Their Own Words: Messages from Our Families

**The true measure of our team's dedication is reflected in the gratitude of families we have had the honor of supporting this past year:**

"To all the wonderful, caring, and helpful staff at Crossroads: You are angels in disguise, and we want you to know that you've made a wonderful difference in our lives. Thank you so very much."  
- The Family of a Cherished Patient

"On behalf of our family and friends, we would like to pass along our heartfelt THANK YOU to all of the doctors, nurses, administration staff, hygiene team, food service personnel, and invaluable volunteers. You all made our stay very comfortable, dignified, and pleasant. Thank you for making one's last days so special."  
- A Grateful Family

"Thank you for taking care of my grandmother with love and warmth. The burden of hospice care is a heavy one, and our family is deeply appreciative of the Crossroads staff, thank you for all that you do for this community."  
- A Devoted Grandchild

"Our family felt such peace knowing our grandfather was being taken care of with such respect. We are eternally grateful for Crossroads staff."  
- The Grandfather's Family

"Thank you so much for taking care of my mom and us. The atmosphere, staff, and care were just what we needed. You made my mother's last journey such a beautiful one. You all are so kind and will never be forgotten."  
- A Loving Daughter

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## When John was admitted to Crossroads, the care extended far beyond him...



My name is Lin, and my husband, John, passed away at Crossroads Hospice in 2016. After becoming ill while we were sailing in Desolation Sound, John was diagnosed with stage 4 pancreatic cancer. Everything changed very quickly, but in the five weeks that followed, we were fortunate to have time together as a family. Our children, grandchildren, and John's siblings were able to visit, share memories, and say goodbye.

When John was admitted to Crossroads, the care extended far beyond him. The staff welcomed our family, made sure we had blankets, pillows, snacks, and beverages, and created a space where we could simply be together. They bathed John, dressed him in gowns that looked more like shirts, checked on him frequently, carefully managed his pain, and responded immediately whenever we had concerns about his comfort. When our son arrived from Toronto in the middle of the night, staff welcomed him straight from the airport and helped with his luggage. Throughout John's stay, they treated him with extraordinary compassion, dignity, and respect while also continually checking to make sure our family had everything we needed. When John passed, they gave us the time and space to process what had happened and gently helped us understand the next steps.

Those five weeks gave John the opportunity to share what mattered most to him. He encouraged me to continue living my life, to keep building memories with our family, and to make sure our grandchildren knew who he was and how deeply he loved them. Those conversations have stayed with me and continue to guide me today.

Crossroads' support did not end when John died. Years later, when I realized I needed additional support with my grief, I was welcomed into their bereavement programs. I participated in a writing group, an art workshop, remembrance ceremonies, and walking groups, where I met others learning to live with loss in their own way. Through these experiences, I learned that there is no right or wrong way to grieve. I still have difficult days, but I try to look for something beautiful each day, a flower, sunshine, a bird, a good song, or simply time in nature, and to hold my memories as personal treasures.

I am incredibly grateful to Crossroads for the care they gave John, the support they offered our family, and the programs that have continued to support me over the years. Crossroads is a remarkable resource for our community, helping people of all ages through hospice care, grief support, remembrance events, and community programs. I often return to something John told me: to live my life now and into the future. I try to do that knowing it would make him happy, and I carry with me the reminder that "the life of one is never lost; its influence goes on through all the lives it ever touched."

# 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 continues to respond to the evolving needs of our community by offering grief support that is inclusive and compassionate. Throughout the 2025/2026 year, we maintained our monthly afternoon and evening support groups that are open to individuals experiencing all types of loss. We also introduced a variety of groups tailored to those grieving the loss of a spouse, child, sibling, or parent, providing space for connection and shared understanding. Ongoing offerings included our walking groups, therapeutic writing sessions, and memory album creation. This year, we expanded our programming with the addition of an expressive art group and a new therapeutic harp music and mindfulness group, both offering gentle, creative pathways for processing grief. A bi-weekly Coffee and Connection Group was also introduced to offer a gentle space for individuals to come together to share conversations around their grief.

Our annual remembrance ceremonies, Celebrate A Life and Pebbles & Petals, continued to provide beautiful and welcoming spaces for participants to gather in nature, honor their loved ones, and find comfort within a supportive community.



“Safe and non judgemental place to unload the grief and sharing, hence not feeling alone in the grief journey. ALL staff and volunteers are amazing.”

325

One-on-one adult grief support sessions took place

“I valued the experience of being able to share openly about our own grief, thoughts, and emotions. I felt accepted and supported by the facilitators.”



130

Adult grief group sessions were held

126

New individuals connected with our grief support program



“It felt like a bit of weight was lifted off my shoulders.”

62

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

# Youth & Young Adult Grief Support

We provide free grief support to youth and young adults between the ages of 13 and 29 in our community. Over the past six years, we have built a network of care with the high school counselling community at School District 43, with most of the referrals to our program coming from the school system. We meet our clients at whichever location is best for them: their school, virtually, or at our Crossroads Hospice Society office.

At Crossroads, we recognize that everyone experiences grief differently. Our Youth & Young Adult Bereavement Program offers a diverse range of support groups, workshops, and remembrance ceremonies designed to meet young people wherever they are in their grief journey. This year, participants connected through reflective and expressive writing groups, yoga groups at RVN Wellness, memory album workshops, birding outings at Colony Farm Park, kayaking at Rocky Point Park, and an Equine-Facilitated Wellness program at River Haven Farm. We also continued our Navigating Grief series, a monthly drop-in group that welcomes individuals experiencing all types of loss.

We were especially grateful to receive a generous grant from the Children's Grief Foundation, which made it possible to host a Spring Grief Retreat at Mossom Creek Hatchery and Education Centre in Port Moody. The retreat brought together 10 youth and young adults for a day of rest and connection through sound healing, nature walks, creative art activities, and shared reflection. Connection and community remain at the heart of everything we offer. Over the past year, we've seen how simply gathering with others who understand can make a profound difference. In those shared moments, grieving youth and young adults find more than support, they find a place where they feel seen, heard, understood, and reminded that they do not have to navigate grief alone.



"It felt very restorative to enter a secluded, safe space and be vulnerable together"

59

Hours of grief support groups

517

One-on-one YYA grief support sessions took place



"Being in a grieving-welcome environment free of judgement is so helpful in my grief journey"

"It was great to talk to other people who understand me"



# Bereavement Program Testimonial

To the Crossroads Hospice Society Executive Director,

I am writing this to you to express my appreciation of the grief support branch of Crossroads. I have been involved with the grief support for nearly four years. During this time, I have used your library, had one individual support session, attended drop in groups, writing, art groups, special rituals, such as the Pebbles and Petals ritual, and the remembrance services over the years at All Saints Parish at Christmas time. I have been walking regularly with the grief walk group weekly now for about 3 1/2 years.

The most 'therapeutic' experience for me with the grief support was an eight session closed group on spousal loss. I simply cannot say how important this group was for me. This particular group was led by two skillful facilitators who guided six women through this process. This group involvement was one of the most emotionally gut-wrenching experiences of my life, but it was by far the best decision I've made throughout my grief journey. This group helped me to understand grieving, supported me through this process, paved the way for me to follow through with my loss, provided me with a safe and comfortable place to express my deepest heartfelt feelings without any fear of any judgement. The compassion and understanding in this group was amazing, considering we were six women who were total strangers sharing this shattering experience. This compassion and understanding no doubt came to us all via the skill of the facilitators. The whole experience was remarkable, and introduced me to five other woman who began this group as total strangers and have become what I call my 'new old friends' who continue to be in contact and support each other.

I am writing this to let you know that this grief support branch of Crossroads , in my opinion, is a huge asset to the community providing so much comfort and support. The staff and volunteers are skilled, calm, and knowledgeable as they carry out their roles.

This support has helped me so much, and has made my life better, and continues to do so. Thank you, and kudos to the grief support team.

– Sharon I.



# Crossroads Thrift Store

The Crossroads Thrift Store continues to be an important source of funding for Crossroads Hospice Society. Once again this year, the store generated over \$1 million in revenue through retail sales, donations, and textile recycling, demonstrating the continued strength and success of the store. All of this is achieved from approximately 4,700 square feet of space with very limited parking.

At the heart of this success are our more than 160 active volunteers, who contributed over 33,000 hours throughout the year, supported by a small team of staff. Together, they create a welcoming place for donors and shoppers while raising essential funds for hospice care and grief support.

This year, we have focused on making the volunteer experience even more enjoyable by improving training, leadership support, communication, and consistency in our day-to-day operations. Our volunteers also stepped up during busy events, including our six-day Anniversary Sale, which generated more than \$26,000 in sales.

The thrift store continues to build strong community partnerships that help reduce waste, support local organizations, and make the most of donated items.

Looking ahead, we remain committed to supporting our volunteers, improving how we operate, and ensuring the thrift store continues to grow as a valued community resource and a strong, reliable source of funding for Crossroads Hospice Society.



# Volunteers and Donors

At Crossroads Hospice Society, the generosity of our volunteers, sponsors, donors, and community partners continues to make everything we do possible. Throughout 2025 and 2026, volunteers remained at the heart of Crossroads, providing companionship and comfort to patients at our Hospice Residence, supporting individuals through our Adult and Youth & Young Adult Bereavement Programs, welcoming customers and donors at the Crossroads Hospice Thrift Store, and contributing countless hours to fundraising events and community initiatives. Their compassion, reliability, and willingness to step forward bring warmth and connection to every area of our work.

This year was filled with wonderful opportunities to bring our community together. In May 2025, Hike for Hospice was held in Coquitlam for the first time and Hillcrest Middle School welcomed participants for one of our most important annual fundraisers. Later in the year, Treasures of Christmas brought together sponsors, donors, and guests for an intimate evening of entertainment, generosity, and connection at Port Moody's Inlet Centre. We also partnered with the Golden Parrots Pub and with the support of their staff and patrons, have started a very successful weekly meat draw. Additional community initiatives include Summer Sundays, the Crossroads Hospice Coffeehouse, and the Penguin Plunge on New Year's Day, creating opportunities throughout the year to raise funds, share the Crossroads story, and connect with the people who make our work possible.

Each of these successes reflects the strength of the community surrounding Crossroads. We are deeply grateful to every sponsor and donor who invested in our mission, every volunteer who gave their time and talents, and every participant who showed up to support our events and programs. As we look ahead, we are excited to build on these relationships, welcome new community partners, and create even more opportunities to support Crossroads. Every contribution, whether through time, funding, expertise, or participation, helps ensure compassionate hospice care and free grief support remain available to individuals and families throughout the Tri-Cities.

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## Crossroads Hospice Matters

**>33,000**

Thrift Store volunteer hours

**\$24,484**

Funds raised by the Meat Draw

**80,100**

Customer orders processed at  
Thrift Store

**5,020**

Hospice volunteer hours

**\$3,383**

Funds raised by Summer Sundays

**6,912**

Estimated family and friends  
visiting hours at Hospice

**\$80,000**

Funds raised at Hike for Hospice

**\$10,573**

Funds raised by Crossroads  
Coffeehouse

**>1900**

Hours of bereavement client  
support

# Remembrance and Fundraising Events

Hike for Hospice 2025



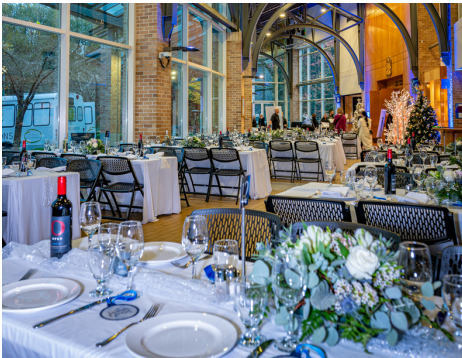
Pebbles and Petals 2025



Summer Sundays 2025



Treasures of Christmas 2025



Celebrate a Life 2025



Penguin Plunge 2026



Crossroads Coffehouse



Crossroads Meat Draw



## Upcoming:

Treasures of Christmas  
November 7, 2026  
Port Moody Inlet Theatre



# 2025/2026 Board of Directors

Joanne Spooner – Chair  
Katherine Coatta – Vice Chair  
Santosh Mohanan – Treasurer  
Rob Kroeker – Secretary  
Grace McKeown – Board Member  
Steve Fast – Board Member  
Jennifer Johnson – Board Member  
Charlene Wallis – Board Member  
Katherine Tsonis – Board Member  
Hileray Kilback – Board Member  
Kristin Lawler – 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](http://www.crossroadshospice.org)

**Email:** [info@crossroadshospice.org](mailto:info@crossroadshospice.org)

**Social media:** @CrossroadsHospiceBC & @CrossroadsBCThriftStore

**Charitable Registration Number: 89485-0635-RR0001**



## Thank you to our community!

On behalf of everyone at Crossroads Hospice Society, thank you for being a part of our community. We are deeply proud of the care and support we provide to individuals and families navigating end-of-life and grief, and we are equally grateful to the community that makes this work possible.

To our volunteers, donors, sponsors, partners, supporters, and neighbours: thank you for your trust, generosity, and compassion. Your support helps Crossroads remain a place of comfort, dignity, and connection for those who need us.

We are honoured to serve this community and grateful to continue this important work together.