



# IMPACT THROUGH CONNECTION

Impact Report  
2026



## OUR VISION

COHA is creating a community where no one has to die or grieve alone.

## OUR MISSION

Offering compassionate care, comfort, support and learning to those who are dying or grieving alone within our community.

## BOARD OF DIRECTORS

Jennifer Strachan  
Board President

Donna Koch  
Vice-President

Trevor Martens  
Treasurer

Shane Mosley  
Secretary

Shannon Blanleil  
Director

Breanna Collins  
Director

Annie Hartford  
Director

Melanie Reinhardt  
Director



# Message From Jennifer & Natasha



PRESIDENT  
**Jennifer  
Strachan**

2026 marks a pivotal year for the Central Okanagan Hospice Association (COHA) as we continue to advance the goals outlined in our 2025–2028 Strategic Plan. Throughout the year, we have seen meaningful progress in expanding our programs, strengthening our organizational capacity, and deepening the relationships that make our work possible.

A significant highlight of the year has been the continued evolution of our partnership with the COHA Foundation. By working collaboratively and aligning our efforts, we have strengthened our collective ability to support hospice and bereavement care throughout the Central Okanagan. Together, we are exploring new opportunities for innovation, fund development, community engagement, and long-term sustainability, ensuring that donor generosity translates into meaningful impact for those we serve. We are grateful for the Foundation’s partnership and look forward to continuing to grow and innovate together.

This year also demonstrated the extraordinary impact of our volunteers. COHA welcomed and trained one of the most diverse volunteer cohorts in our history, strengthening our ability to provide compassionate support across a wide range of programs and services. Their dedication, combined with ongoing investments in volunteer education and engagement, continues to enhance the quality and reach of our care.

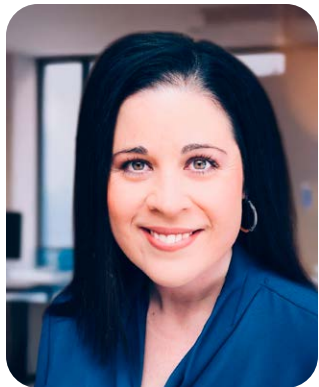
Innovation and organizational excellence have remained key priorities. We have invested in strengthening our technology and data systems to create greater efficiencies, improve access to information, support broader data analysis, and enhance time management across the organization. These advancements are helping us make more informed decisions, improve service delivery, and build a stronger foundation for future growth.

In support of our strategic priorities, COHA has continued to expand and evolve its programs and services. This year, we piloted new wellness activities designed to enhance support for patients and families navigating the end-of-life journey together. These initiatives complement our existing hospice and bereavement services while providing meaningful opportunities for connection, comfort, and holistic well-being.

As demand for compassionate, community-based hospice and bereavement support continues to grow, we remain committed to adapting to the changing needs of our community through collaboration, innovation, and excellence in care. The progress achieved this year reflects the dedication of our staff, volunteers, donors, community partners, the COHA Foundation, and Board of Directors.

Together, we are building a stronger, more resilient organization and creating a community where no one has to die or grieve alone. Thank you for your continued support, belief in our mission, and commitment to the individuals and families we are privileged to serve.

*Jennifer & Natasha*



EXECUTIVE DIRECTOR  
**Natasha  
Girard**



# The Power of Volunteers

## Finding Your Way Through the Same Door



I have been a volunteer at COHA for almost 2 years now and the opportunity to provide support for others has been rewarding in immeasurable ways. Prior to April 2018, if someone asked me who COHA was, I wouldn't have been able to answer. On April 21, 2018, my family's life forever changed

when my 19-year-old son, Brendan, did not survive an ATV accident. My daughter, Paige, was at the School of Nursing at UBCO at the time and one of her instructors suggested we contact COHA. This turned out to be the lifeline me and my family needed.

The road to healing from loss is complex, and COHA helped crack the door open to see a sliver of light and took my journey towards healing. In receiving Reiki and grief counselling from COHA, choosing to volunteer at COHA was an obvious pathway to be of service to others when I was ready. In 2022, I received Reiki training and joined COHA's training in 2024, where I am able to provide Reiki for bereaved individuals who come to the COHA August Centre. I also provide Reiki in the community for people receiving palliative care at home. Providing Reiki allows me the opportunity to share energy healing and share a few moments of peacefulness and calm during a difficult time in people's lives.

I look forward to volunteering in other volunteer roles at COHA in the future. Finding the door marked "COHA August Centre" was a blessing and I consider it a privilege that I now am able to greet others as they find their way through the same door.

*Dave H., Dedicated COHA Volunteer*

## Generous with Time and Spirit



My parents were in hospice care a thousand of miles away, and I couldn't be with them at the end of their lives. I knew when I retired, I wanted to be able to provide that caring support for people in the Central Okanagan, especially when their loved ones couldn't always be there for them.

I have had a variety of volunteer roles during my time with COHA. Whether chatting with clients in the peaceful gardens at Kelowna Hospice House while weeding the flower beds, or sharing treats for families in the afternoons, or sitting bedside, or at the COHA August Centre reception as people come in for bereavement support, all roles are meaningful to me. I have seen firsthand the benefit of COHA's services for individuals and families and know that there are many dedicated volunteers contributing to that valuable support.

I can say unreservedly that the empathy and support from everyone I've encountered through COHA, regardless of their role, is consistently above and beyond. The COHA community is welcoming, caring, and so very generous with time and spirit. It is those qualities that make for an environment in which one wants to belong, to participate in some capacity, and to learn and grow in the best ways possible.

*Donna R, Dedicated COHA Volunteer*



# Community Impact

## PALLIATIVE CARE SERVICES

**173** Clients & Families Supported

## ADULT GRIEF AND BEREAVEMENT SERVICES

**708**  
Adults Supported

**1,796**  
Counselling Sessions

**10**  
Grief Groups

## CHILDREN & YOUTH GRIEF AND BEREAVEMENT SERVICES

**180**  
Children & Youth Supported

**356**  
Counselling & Art Therapy Sessions

**3**  
Grief Groups

**2**  
Horse Camps

**2**  
Water Camps

**4**  
Expressive Art Nights

## WELLNESS PROGRAM

**676**  
Reiki Sessions

**4**  
Yoga/Meditation Groups

## VOLUNTEER PROGRAM

**190**  
Active Volunteers

**48**  
New Volunteers

**8,890**  
Volunteer Hours



*The companionship reminds me that there is still so much life to be lived in each day. My volunteer helps me feel connected, valued, and normal at a time when so much of my life has changed."*

**Kevin, COHA Client**  
Community Hospice Visiting Program



*My aunt deserved to leave this world surrounded by care and compassion, and that is exactly what the volunteers gave her. Their presence meant that even when I couldn't be there, she was held with dignity, kindness, and human connection, and that will stay with me forever. Thank you."*

**Tracy, Caregiver**  
Community Hospice Visiting Program - Vigil



*For years, I was estranged from my family and never imagined we would reconnect. With the compassionate support of COHA, I found courage to reach out, opening the door to meaningful conversations, forgiveness, and precious time together. Because of that support, I was able to spend these last few months surrounded by the people I love and this brings me a sense of peace I never thought possible."*

**Linda, COHA Client**  
Community Hospice Visiting Program



# Collaboration. Community in Action.



## PURKIDS Charitable Foundation

As a mom, a community member, and someone who has experienced grief within my own family, I've seen firsthand how loss can affect every person differently, especially children. Kids often carry big emotions without always having the words or tools to express them. Supporting COHA felt like a natural fit because every child deserves a safe place to be seen, supported, and reminded they are not alone. When we help children navigate grief in healthy ways, we're investing in stronger families and a stronger community.

Some of the strongest support systems in our community exist because people choose to care and get involved. Grief touches all of us at some point, but no child should carry that burden alone and that is why PURKIDS needed to support our community and COHA. Philanthropy helps ensure that families have access to compassionate support when they need it most, and communities are at their best when they show up for one another, especially during life's hardest seasons.

What we value the most about COHA is the compassion behind everything they do. They meet children and families where they are, creating spaces that feel safe, welcoming, without judgment, and full of understanding. At PURKIDS, we believe that every child deserves to thrive. We're proud to partner with COHA who makes meaningful differences in the lives of local families. Healing doesn't happen because people have all the answers, it happens because someone shows up and walks beside them. That's exactly what COHA does every day.

**April Martin**

Executive Director, PURKIDS Charitable Foundation





Central Okanagan  
Public Schools  
Together We Learn

# Central Okanagan Public Schools

Since formalizing our partnership with COHA in 2022, we have seen a significant evolution from a primarily referral-based relationship to a more integrated, system-level collaboration. COHA is now embedded in our broader continuum of care, supporting students from Peachland to Lake Country before, during, and after school hours. This increased accessibility has been critical in reducing barriers for families.

Importantly, this model ensures continuity of care for students and families beyond the school day and across non-instructional periods such as winter break, spring break, and summer times when access to consistent support can otherwise be limited.

We have also strengthened our coordinated response during critical incidents, with COHA becoming a key partner within our District Post Critical Incident Support Team. This has enhanced our ability to respond quickly and compassionately to complex grief situations impacting students and staff.

The collaboration has deepened awareness and capacity within schools around grief and bereavement. Through ongoing workshops and support provided by COHA, our educators and counsellors are better equipped to recognize and respond to grief in developmentally appropriate ways.

Access to services has also improved significantly. The ability for students to receive support within their school communities has increased uptake and allowed for more timely, consistent intervention. This has normalized help-seeking and ensured that supports are more equitable for families who may otherwise face logistical challenges.

This partnership has helped bridge school-based supports with community-based care, creating a more cohesive and

responsive network. Students and families experience a seamless connection between school and external supports, which builds trust and continuity of care.

In times of crisis such as the loss of a student or staff member, this collaboration has been especially impactful. The ability to mobilize a coordinated, compassionate response involving both school teams and COHA ensures that students, staff, and families feel supported during incredibly difficult times.

Grief impacts learning, well-being, and connection, and it is something many students and families experience, often quietly. Partnerships like this ensure that no one has to navigate that experience alone.

What stands out most is the proactive and preventative nature of this work. By building capacity within schools and ensuring access to specialized supports, we are not only responding to grief but strengthening long-term resilience for students, educators, and families.

Collaborations like this are essential because they bring together different areas of expertise and create a collective approach to care. Together, we are building a more compassionate, responsive community that prioritizes the well-being of children and youth.

**Sherri Roche (she/her)**  
District Principal – Safety & Well-Being

# Monthly Impact

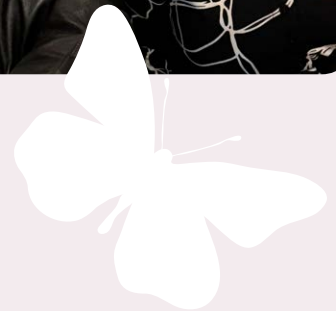
We were inspired to support COHA through monthly giving because it provides a dependable source of funding that helps the COHA plan, budget, and sustain the many services it offers in the community. Non-profits like COHA rely not only on volunteers, but also on the financial support that allows a professionally run organization to thrive.

As both a nurse and a minister, I have witnessed far too many people trying to navigate the challenges of serious illness, dying, and grief alone. As a society, we often don't understand grief well enough, despite the fact that every one of us will encounter it in some form. Access to education, compassionate support, and skilled guidance can make an enormous difference in a person's healing journey. What impresses us the most is the care with which volunteers are matched to clients, the professionalism they bring to their role, and the ongoing support COHA provides to its volunteers. The organization understands that caring for others requires caring for the caregivers as well.

We continue to be inspired by both the quality of COHA's existing programs and its willingness to develop new initiatives that address emerging and often underserved needs within our community. Programs supporting youth and grief are wonderful examples of this thoughtful and innovative approach. Supporting COHA isn't simply a donation for us. It's an investment in compassion, dignity, and human connection at some of life's most tender moments.

Gratefully yours,

*Tom & Corinne Crockett, Monthly Donors*



## Connected by Compassion

*“One of the most important things you can do on this earth is to let people know they are not alone.” – Shannon D. Adler*

At the Central Okanagan Hospice Association, this belief is reflected every day through the dedication of our volunteers. Through education, outreach, communication, and ongoing support, COHA continues to nurture a compassionate and diverse volunteer community, helping ensure that no one in the Central Okanagan has to face death or grief alone.

Over the past year, the Volunteer Representative role has focused on strengthening connection between volunteers and the Board of Directors. A visible board presence at volunteer-led events has helped create more opportunities for conversation, recognition, and meaningful engagement.

COHA also continued to invest in volunteer education and development. A new communication plan was introduced, alongside important training in suicide risk and assessment. The year also included a graduation luncheon honouring the newest group of fully trained volunteers, recognizing both their commitment and the care they will bring to the community.



Ongoing support remained a priority through regular check-ins at Kelowna Hospice House and the COHA August Centre, participation in the peer-nominated Volunteer

Compassion Award selection process, support for the annual Butterfly Effect event, and quarterly Uplift Volunteer Newsletter. A dedicated email channel was also launched, giving volunteers a direct way to connect with their Board representative.

In May 2026, the Volunteer Representative role formally transitioned from Donna Koch to Annie Hartford. It has been a privilege to serve as a bridge between the Board of Directors and COHA's incredible volunteers, whose presence, compassion, and commitment continue to strengthen the heart of the organization.

*Annie Hartford & Donna Koch  
Volunteer Representatives*

# COHA In Action



Carmen with volunteers, Iona, Suzanne and Jim preparing a summer BBQ lunch



Butterfly Effect 2025



Char delivering patients fresh cut flowers from the gardens at Kelowna Hospice House



Homeowners and their friends getting ready for Homes for the Holidays



A client with one of the gentle giants at the Horse Whisperer Grief Camp



Andi Harvey with the young spirits at the Horse Whisperer Grief Camp



Maria and Nicola share the Volunteer Compassion Award with Joy



RBC employees Desiree and Dave sharing their time in the gardens at Kelowna Hospice House



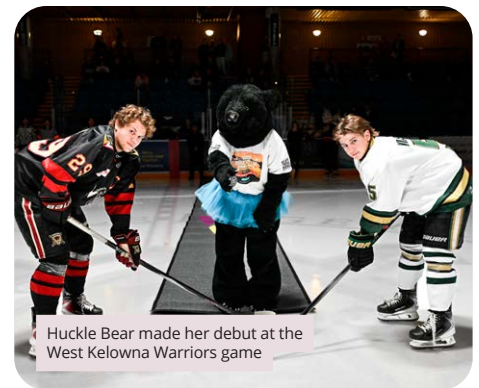
Geri and Karen having lunch at the volunteer appreciation luncheon



Kelowna's largest Yoga Class downtown Kelowna



Volunteer Training - welcoming new volunteers to our team



Huckle Bear made her debut at the West Kelowna Warriors game

# Thank You



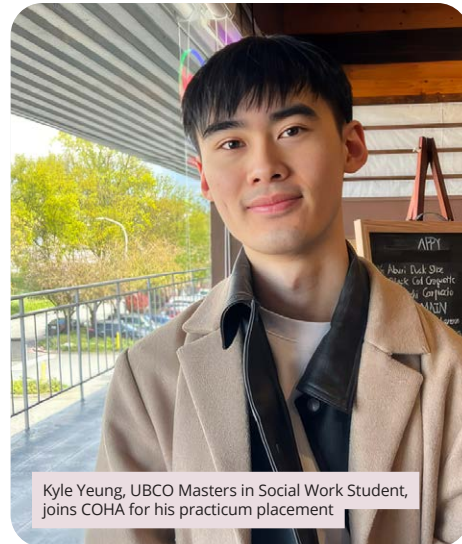
COHA and COHA Foundation Board of Director's meet Huckle Bear at the Bucketlist Adventure Raffle Launch



Thank you Roger Gale for sharing your generosity in making \$110,000 gift and helping COHA implement the Power of Givingx2 Campaign



Huckle Bear meets Mayor Dyas in Council Chambers



Kyle Yeung, UBCO Masters in Social Work Student, joins COHA for his practicum placement



The Zook Family meets Jordin and Jennifer Tootoo at a private breakfast

## Investing in Care

Thank you for investing in care, connection, and support for individuals and families during life's most difficult moments. Your partnership helps ensure help and comforts are available when it is needed most.

**BC Gaming Grant:** Helping support access to grief and bereavement programs for all ages.

**Central Okanagan Foundation:** Multi-year grant to support access to grief and bereavement programs for all ages.

**City of Kelowna:** Helping support access to grief and bereavement programs for all ages.

**FK Morrow:** Helping support access for children and youth grief and bereavement programs.

**Hamber Foundation:** Helping support access for children and youth grief and bereavement programs.

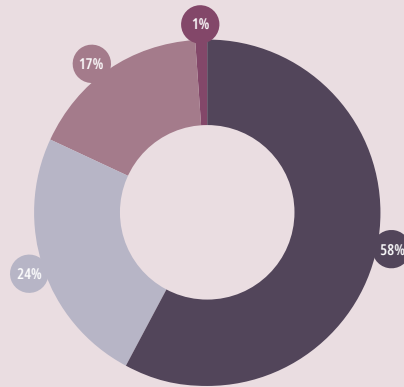
**KGH Foundation:** Helping support comfort measures for cable services in Kelowna Hospice House.

**PURKIDS Charitable Foundation:** Helping support access for children and youth grief and bereavement programs.

# Financial Report

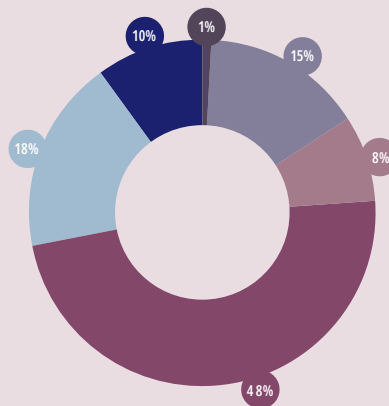
## Source of Funds

●	Donation & Fundraising	\$814,544.95
●	Endowments & Legacy	\$330,643.94
●	Grants	\$234,865.41
●	Other	\$17,442.69
<b>Grand Total</b>		<b>\$1,397,496.99</b>



## Use of Funds

●	Amortization	\$ 18,128.29
●	General	\$ 195,267.78
●	Occupancy	\$ 100,294.74
●	Programs & Services	\$ 622,482.06
●	Salaries & Benefits	\$ 229,807.15
●	Fundraising	\$ 130,500.67
<b>Grand Total</b>		<b>\$ 1,296,480.69</b>



“

We will do all we can  
not only to help you die  
peacefully, but also to live  
until you die.”

*Dame Cicely Saunders*

Founder of St Christopher's Hospice

AUGUST COHA  
CENTRE 

200 - 1890 Cooper Rd  
Kelowna, BC V1Y 8B7

250-763-5511 | [hospicecoha.org](http://hospicecoha.org)

