

VICTORIA  HOSPICE



ANNUAL REPORT 2014/15

1980-2015
35
YEARS OF
GIVING

OUR VISION

Quality end-of-life care for all

OUR MISSION

To enhance the quality of life for those facing advancing illness, death and bereavement through skilled and compassionate care, education, research and advocacy

OUR VALUES

Respect

Commitment

Compassion

Collaboration

Integrity

Excellence

Since our inception in 1980, Victoria Hospice has provided compassionate, evidence-based palliative and hospice care to thousands of individuals and families across southern Vancouver Island. Along with our care, we have provided education to health care professionals on best practices in supporting patients at the end of their lives. In addition, we have participated in nationally recognized research to continually advance knowledge in the emerging specialty field of palliative care. Thanks to individuals like you, in 2014/15 we provided specialized care to hundreds of patients and offered support to thousands of individuals following the death of a loved one. Over the past year, we were thrilled to see over \$3.2 million in donations from our community. This support ensures that Victoria Hospice care will be available for thousands of people when they need it. Throughout this report we will highlight some of our key activities and achievements over the past year and share the impact and meaning they have had in the lives of our patients and those who love them.

The 2014/15 fiscal year presented several challenging and rewarding opportunities for Victoria Hospice, including the review and reorganization of several departments, resulting in significant cost and quality improvements. This included the merging of our Research and Education Departments to reinvigorate and support the integration between them. This year also saw the closure of our Victoria Hospice Thrift Boutique. After 10 years of operations, reaching the decision to close the Boutique was a difficult process. However, upon careful reflection, we concluded that it is our duty to spend our time and efforts in ways that best advance our mission to provide high quality compassionate care to the patients and their family members who need our services. Throughout the year we continued to foster learning and knowledge sharing to support our doctors, nurses, counsellors, volunteers and staff, we piloted a successful

project in residential care consults, developed new clinical partnerships, and much more; all in our continued effort to support patients and loved ones on their journey through life-limiting illness, death and bereavement.

As we celebrate 35 years of service, we acknowledge the significant changes that are shaping our operating environment, now and in the future. In 2014/15, we completed a comprehensive and consultative strategic planning process to ensure that Victoria Hospice not only meets our community's current challenges, but continues to thrive, adapt and lead. Most importantly, we want to ensure that we maintain our ability to provide the best physical and emotional support we can for our patients and their loved ones for many years to come. We invite you to read our 2015-2018 Strategic Plan online at www.victoriahospice.com or request a copy by phone.

On behalf of our Board of Directors and Leadership Team, we want to thank you, our donors, supporters, partners and friends as we look toward the next 35 years of providing sustainable, progressive hospice palliative care services, education, research and advocacy to those who need it most.

With gratitude,



Eileen Harper
PRESIDENT,
VICTORIA HOSPICE SOCIETY
BOARD OF DIRECTORS



Mischelle vanThiel
CHIEF EXECUTIVE OFFICER,
VICTORIA HOSPICE

Victoria Hospice Society Board of Directors

Eileen Harper, President	Eric Charman, O.B.C.	Chris Mills *
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Rob Gareau, Treasurer	Terry Dyer *	Tim Schober
Rosemary Armour *	Tony Joe	Richard Walker
Deedrie Ballard	Peter Malcolm	

Victoria Hospice Foundation Board of Directors

Peter Malcolm, President	Rob Gareau
Mark Appleton	Eileen Harper
Brian Bolton	Colin Weavers
Chris Mills *	

* Board members from April 2014–September 2014

Victoria Hospice by the Numbers

for Fiscal Year ending March 31, 2015

"Thank you to the volunteers; to the bedside singers for your peaceful presence, the gardeners for maintaining the calm oasis that is the rooftop garden. To each and every one of you who opened your hearts, your generosity and selflessness will never be forgotten."

7,464

Number of phone consults by nurses & counsellors to health care professionals

75

Average age of Victoria Hospice patients at time of death

1,284

Number of clinical education clients served during the year

Average length of stay on the in-patient unit:

8.2 DAYS in the 7 acute care beds

8.6 DAYS in the single respite care bed

17.1 DAYS in the 9 hospice care beds

3,921

Number of people helped by Bereavement Services following a death of a loved one

70.5%

Predicted increase in the number of hospice deaths from 2015 (873) to 2020 (1,489)

"I could not have managed the last year without Victoria Hospice's help, especially in the last few weeks of my wife's life. Thank you."

298

Number of active Victoria Hospice volunteers

546

Patients admitted to our 17 bed in-patient unit

“Thank you for the kind and loving service you gave our daughter in her final days.

I hope when my time comes, people like you will be there with me.”

“Thank you for the outstanding care you provided our mom. You found solutions when she was in crisis, comfort when she was in pain and friendship when she was lonely.

We thank you not only for the extraordinary care you gave her but also for the time you took to help us understand the complexities. Mom spoke with gratitude of the friendships she built here. Bless you all for the peace you surrounded her with.”

2,278 Number of phone consults by physicians to professionals, patients and families

379 Average number of program patients registered with Victoria Hospice on any given day

1,585 Number of Palliative Response Team home visits (24-hour service)

22,836 Number of volunteer hours contributed to patient care, governance and support

1,464 Number of phone consultations by nurses & counsellors to patients & families

873 Number of registered end-of-life patients who died during the year

1,442 Number of physician visits to patients in homes, facilities and hospital wards

What we do

At Victoria Hospice providing skillful and compassionate hospice palliative care to patients and families is our core work. Our team of highly skilled physicians, nurses, counsellors, spiritual caregivers and volunteers provide care to our patients and support their families across multiple care settings. Every day, Victoria Hospice provides the following end-of-life care for people in our community:

Care in our 17-bed in-patient hospital unit at the Richmond Pavilion on the Royal Jubilee Hospital site including:

- Complex medical, palliative care in seven acute care beds

- Hospice care in nine hospice beds
- Respite care, including pain and symptom management

Palliative Response Team crisis intervention including:

- 24-hour, short-term consultation and treatment by counsellors, nurses and physicians for problems that might otherwise require hospital admission (such as pain, nausea, shortness of breath, stress and isolation)
- Counselling for patients and families to support them through crises

2014/15 HIGHLIGHTS OF CARE

- *Continuing our active involvement in teaching and knowledge transfer including training 24 family practice residents and several medical students as they completed rotations with us*
- *Mentoring six nursing students during the year, including a unit clerk, licensed practical nurses and registered nurses*
- *Commencing a successful pilot project to offer consults in residential care — This project was so successful it is planned for expansion.*
- *Piloting fee-for-service billing in bereavement*
- *Creating personal learning plans for nursing staff and developing an educational calendar to advance the practice of clinical staff*
- *Continuing our commitment to a superior standard of professional competence — Two of our nurses were certified as specialized hospice palliative care nurses by the Canadian Nurses Association.*

- *Introducing a new bereavement treatment approach, Complicated Grief Treatment (CGT) — Last year, Bereavement Program Coordinator Marney Thompson became the first Canadian clinician trained in CGT. Marney is training other Victoria Hospice counsellors in CGT. CGT is the first evidence-based treatment protocol for addressing issues faced by individuals suffering from complicated grief.*
- *Welcoming of our new Spiritual and Religious Care Coordinator, Pia Werner — Among her many duties, Pia visits patients on the unit with the focus on their spiritual matters. She oversees the Spiritual Care Companion volunteer team, teaching and training volunteers and continuing education programs.*



Marney Thompson
Bereavement
Program
Coordinator



Pia Werner
Spiritual and
Religious Care
Coordinator

Counselling including:

- Bereavement and grief counselling and non-denominational spiritual care prior to and following a death
- Individual family and group counselling and consultations with health professionals
- Assistance with emotional issues of grief and coping
- Support for families struggling with providing care
- Help with funeral arrangements, financial planning and other practical matters

- *Appointing Michelle Dale as Psychosocial Coordinator* — Michelle has been with Victoria Hospice for 12 years providing counselling to patients and families, facilitating family conferences, mentoring and supervising practicum students and providing support to nurses and physicians. Among her other responsibilities, Michelle's new role includes overseeing the Psychosocial Department including new staff, community and PRT counsellors and our child and youth counsellor.
- *Signing a new Clinical Exchange Agreement with Hospice Southland New Zealand*
- *Revising Clinical Training for volunteers to include an observation shift and online resources to complement our traditional training methods* — The response to this updated training was very positive and 17 new trainees completed the program.



Michelle Dale
Psychosocial
Coordinator

- Special bereavement and grief support for children and youth through counselling and Victoria Hospice's Touchstones program
- A unique grief counselling program for homeless and at-risk people and their families
- Check-in phone calls with families by highly-trained bereavement volunteers for up to one year following death

Victoria Hospice staff members are supported by a dedicated group of close to 300 active volunteers who provide more than 22,000 hours of support annually. Through the investment of our community and the round-the-clock comfort, compassion and care of our expert staff and devoted volunteers, every day our services have a lasting impact in the lives of our patients and their loved ones.



“Volunteering here allows me to experience firsthand the courage, beauty and strength of ordinary people. This is an enormous privilege.”

Education & Research



Victoria Hospice has a long and distinguished track record of delivering on the educational component of our mission. Since our earliest days, we have recognized our responsibility to serve as an expert resource to the broader community. We provide numerous public and professional education, training and development courses, programs and workshops. We believe that a broader sharing of this expertise will facilitate greater system-wide capacity to deliver quality end-of-life care across all settings.

2014/15 HIGHLIGHTS OF EDUCATION & RESEARCH

- *Appointing Dr. Helena Daudt to the position of Director of Education and Research* — This position oversees the merged Education and Research Departments. Dr. Daudt is well-suited to lead the Education and Research Department with over 20 years of experience in education, research and knowledge exchange expertise.



Helena Daudt
Director of Education & Research

- *Hosting two sessions of the Palliative Care: Medical Intensive (PCMI) course, in Victoria and Richmond* — The PCMI is a five day educational course developed by Victoria Hospice for health care professionals covering topics such as pain assessment and etiology, advanced pain management, prognosis, the ethical aspects of end-of-life care, and care through death. Record attendance levels were reached in 2014/15 with 274 attendees – 68 doctors, 195 nurses, 10 pharmacists, and 1 radiation therapist from across Canada, the United States, Jordan and Israel.
- *Holding two sessions of the Victoria Hospice-developed Psychosocial Care of the Dying and Bereaved (PCDB) course in Victoria* — The PCDB is a five day

course developed by Victoria Hospice presenting a psychosocial perspective on hospice palliative care and bereavement support. Topics covered included grief and loss, patient and family issues and perspectives, transitions, relationship management, suffering and dementia. In all, 92 physicians, nurses, counsellors, social workers, spiritual care providers, volunteers and other health care professionals attended.

- *Presenting the first of four Sacred Art of Living and Dying workshops in September 2014 in partnership with the Sacred Art of Living Center for Spiritual Formation of Bend, Oregon* — These two-day workshops draw on ancient teachings about how to live without fear or denial of suffering and mortality. Each workshop had over 100 participants, including over 40 staff and volunteers from Victoria Hospice. The majority of participants continue to take part in ongoing monthly study sessions called Circles of Trust which provide opportunities for deeper reflection and integration of the course teachings into their daily lives and hospice culture. The final three workshops will be held in April and September of 2015 as well as April 2016.
- *Providing five end-of-life care educational sessions attended by over 600 nurses, counsellors, volunteers*

In 2014/15, Victoria Hospice completed a comprehensive planning process designed to reinvigorate our education and research activities. Most notably, this resulted in the merging of our existing Education and Research Departments and implementing a new leadership model in order to support integration between our education and research activities. Today, Victoria Hospice's strengthened Education and Research Department partners with other departments, academics and the community to develop, implement and

evaluate innovative solutions to enhance the quality of life for those facing advancing illness, death and bereavement.

“Thank you for the beautiful and important work you do every day as well as reaching out to the rest of us to help us accomplish good work as well.”

and other health care providers from across Vancouver Island — Topics covered included trends in palliative care, pharmacologic and non-pharmacological interventions, and communication strategies.

- *Presenting the second annual Bucket List Festival, a community engagement event with presentations on topics such as Navigating the Health Care System, How to Hold a Living Wake and The Unwell Traveller*
- *Holding the Excellence for Those Living and Dying in Residential Care Workshop in partnership with the BC Centre for Palliative Care — The event doubled the expected number of attendees by attracting close to 70 residential care and palliative care leaders from across the province.*
- *Launching the Education and Research Trainee Program — This program enables trainees to spend one year engaged in mentored palliative care education and research projects in an area matched to their personal interests and goals.*
- *Partnering with the University of Victoria on several education and*



Shivani Thakur
University of
Victoria Co-op
Student

research projects as well as promoting experiential learning opportunities to undergraduate students through the Co-op Program

- *Further developing the role of the Community Reference Group comprised of community members who provide input into Victoria Hospice's plans*
- *Expanding partnerships with the University of British Columbia and Island Health to advance Victoria Hospice education and research activities — Two new grants were secured, the first from the University of British Columbia to develop interactive online modules to support senior medical students to develop and experience practical strategies for applying a holistic palliative care approach to their work. The second, as a result of the 2014 Island Health Catalyst Grant Competition in partnership with the Michael Smith Foundation for Health Research, to allow Victoria Hospice clinician researchers to develop a large, collaborative grant application related to Music Therapy.*

In addition, Victoria Hospice clinicians gave presentations at conferences, provided educational sessions for other health care organizations and participated in webinars, lunch and learn sessions, and teleconferences.

Support

Fund Development (fundraising) is a key strategic area for Victoria Hospice. Donations fund almost half of Victoria Hospice's annual operating costs. Donations are critical for the ongoing operation of programs for patients and families and for education and research. This year, Victoria Hospice raised over \$3.2 million dollars. This remarkable accomplishment was made possible by our generous donors. These donations came in many forms, including mail appeals, fundraising events, individual giving, memorial gifts and estates. These generous donations ensure that patients receive expert palliative care at our hospice unit or 24-hour support at home from our Palliative Response Team

of doctors, nurses and counsellors and their families receive specialized counselling services and support. All gifts are truly appreciated.

2014/15 Fund Development highlights:

- Total funds raised – \$3,254,523
- Number of donors – 7,629
- Number of gifts – 13,730
- Matching gift challenge by Board Director Steve Clark and his wife, Betsyn, raised over \$120,000
- Third party events raised an outstanding \$296,227



Instead of gifts for Christmas, Jasmine decided to raise funds for Victoria Hospice in memory of her uncle who passed away after a long and courageous battle with cancer. She had never done anything like this before and was surprised by the response she received from family and friends when she sent an e-mail asking for support to raise money for Victoria Hospice. Jasmine raised \$3,000 and chose to direct the funds to pay for a new inflatable air mattress that would help with a patient's comfort. Her uncle had used this type of mattress and it helped him greatly.

"It makes me really happy to know that my contribution will help others for years to come."



Through selling her beautiful handmade greeting cards, Wanda was able to raise \$1,700 to purchase new CD and DVD players for patients' rooms. Her beautiful, one-of-a-kind cards help bring joy and peace to so many patients and families here at Hospice.

"I'm happy to say I met my goal, with thanks to all the wonderful people who purchased my cards, and was able to present Victoria Hospice with a cheque for \$1,700 on December 8, 2014. What a gift it was for me to help out."

The community came out in great numbers this year to raise funds for Victoria Hospice through events including Victoria Hospice owned events and third party events. From cycling to gardens, events raised over \$389,000 for Victoria Hospice.

We want to especially acknowledge those individuals and groups who hosted third party events this past fiscal year which helped to increase community awareness as well as raise money to support Victoria Hospice. Many events were held, including:

- 29th Annual Celebrate-a-Life Event
- 29th Annual Swimathon for Victoria Hospice
- 3rd Annual Hike for Hospice
- 4th Annual Answer to Cancer
- 9th Annual Teeny Tiny Garden Tour
- Cedar Hill Ladies Division Field Day
- Charelli's Blue Tuesdays
- Clews' Charity Golf Tournament
- Crusher Combat Sports Kickboxathon
- Cycle of Life Tour
- Darts Victoria Icebreaker Charity Shot
- David James & Big River Concert presented by Dodd's Furniture
- Dom DeMeo Golf Tournament
- Firm Management Golf Tournament
- Gordy Dodd's Peace Walk
- heART for Hospice
- Holly for Hospice
- Hugh Carbery Pro-Am Golf Tournament
- Jaguars on the Island
- Luigi Bowl Pool Tournament
- Mountain Golf Tournament
- Russ Hay's Ambriss Clermont Memorial Ride
- Santa Shave-Off
- Serious Viola Power
- Shoppers Drug Mart Tree of Life Campaign
- Shred-a-thon
- Teeing It Up for Victoria Hospice
- Vicki Love Art Fundraiser
- Victoria Wood Studio Wine & Cheese



PHOTO COURTESY WWW.ELIGHPHOTO.COM

Our 9th Annual Teeny Tiny Garden Tour featured 13 garden gems and raised over \$15,000 for Victoria Hospice. From ponds to fountains, brick paths to secret courtyards, all of the gardens offered unique and tranquil spaces for visitors to peruse.



PHOTO COURTESY MORGAN TURNER PHOTOGRAPHY

45 riders had an unforgettable cycle touring experience through the beautiful Cowichan Valley, Gulf Islands and Saanich Inlet. With nearly 200 km of smooth country roads, riders cycled for two days to raise over \$60,000 for hospice care.

Our Donors

Victoria Hospice received over 13,000 donations in 2014/15. We thank all our donors—every gift is needed and appreciated. All gifts are recognized in our Donor Recognition Book. Donors who made donations of \$1,000 or more from April 1, 2014—March 31, 2015 include:

INDIVIDUALS

\$25,000 +

Dick & Linda Auchinleck
Elizabeth Chatfield
Stephen & Betsyn Clark
Pam Duncan
Rudi & Sylvia Hoenson
Derek Whittle &
Lois Lacheur

\$5,000–\$24,999

Ranjeet Baines
Hugh & Betty Beck
K. Patricia Coldren
Susan E. Crow
H. Elaine Currie
Brenda Eaton
George Fisk
Axel Foght
Olga & Greg Gromova
Thomas Hallet
Beverley & Pamela
Highton
Brett & Meaghan Hyslop
Gurjevan Johal
Malkeet Johal
Shaaron Lees
Diana & Ed Life
Kent & Patricia MacLeod
Peter & Helen Malcom
Mike Marley
Renata McGilly
Janice Mickleborough
Alan Paterson
R. Brian Payne
Robert S. Peacock
Walter J. Schibli

Ed Spurrell
John & Noella Tough
Stan Vance
Rita Winn
\$1,000–\$4,999
Alice Adams
Eric & Lee Adler
Amber Aleksich
Gordon & Rosalyn
Alexander
Anne Alexander
June W. Anderson
Mark Appleton &
Daphne Corbett
Howard Armstrong
V. Paul Arora
Paul Balfour
Deedrie Ballard
R. Nolan Baynes
Roland & Mimi Beaulieu
John & Linda Berglund
Brent Beyak
Patrick E. Bion
Robert Blenkiron
Wendy Bone
Jeff Bone
Michael Borden
Barbara J. Bos
Margaret Bourke
Rex P. Brown
James T. Buckley &
Marjorie Pine
Daniel Burgess
Michael Burke &
Gabriele Czech
Julie Calderwood
Barbara Callaghan

Ted & Sandy Cameron
Colin Cassie
Ruby Chapman
Eric & Shirley Charman
Aaron Childs
Douglas H. Christie
Juliana Chupick
Tina Clark
Thomas & Judith Clarke
Kathy Clement
Mike Clermont
Laurie & Catherine
Colebrook
Orv & Val Coulter
John & Barbara Crow
William & Claire Cupples
Stephen Cushing &
Debbie Gill
Elaine Daniel
James Darke &
Anna Tieman
Lynne Davis
William De Maere
Janine Diddens
Sue Dier & James
McDaniel
Ranjit & Barbara Dillon
Gurdial Dodd
Richard & Orlaith Duke
Marianne Eng
Ralph & Valerie Ethier
Trudie Forbes
Celina Forbes
Calvin Foss
Bristol Foster
Ernest & Janine Foychuk
M. Elizabeth Gage
Yvonne Gibbons
Neville & Angela Gibson
Ann R. Gibson
George Glover
Anthony Gvora
Jean & James Haddow
Teresa Hall-Patch
Allan Hardie
Sook Hing Lee
Braden & Melanie
Hoepfner

Carolyn Hole
Mary & David Holland
Beverley Hopkins
Donald & Alice Howes
James Hume
Vicky Husband
Peter Ingram &
Carmen Lassoobj
Gordon & Jennifer
Jasechko
Mohan & Cathy Jawl
Willis M. Johnson
Philip Keddie
Judy Kedwell
Janet Komars
Karl H. Koster
Patricia A. Kronthaler
Sandra Lackenbauer
Isabel Weeks-Lambert
Bruce Laurie
Darley Laver
Shirley Leahy
Shirley Legh
Miriam Li
Robert & Wendy
MacRitchie
Irene Magill
Frederick & Katherine
Mallett
Murray McAllindon
Susan K. McMillan
Ken & Margaret
Messerschmidt
Margaret Minter
John Montalbano
Robert Moody
Audrey Moore
Joan Morrison
Marjorie M. Morrison
Marguerite Mousseau
Patricia Multhauf
Brian Munro
Merry Myers
Larry Myers
George & Ann Nation
Sara Neely
Marjorie W. Niblock
Joan M. Nicoll

Marilyn Norman
Jose Olague
James R. Owen
Kevin Paintin
Doris M. Parham
James & Phyllis Parker
J. C. Paterson
Arthur & Elizabeth
Penner
Michael J. Perchinsky
Denis Petrunia
Suzanne Philip
Birgit Piskor
Rose Maria Plasterer
Alan Poole &
Annette Hansen
Alison & James Prentice
John & Sheila Prins
Bernard & Lynne Rauch
Naz Rayani
Gudrun Reinhold
Charles W. Rogers
Jean Rorke
Gail Saiger
Lorraine Schoor
Joan Schultz
Leo Schuster
Rick Scott & Tina Clark
Jeremy Scott
Doreen Sharratt
Janice Shave
Bruce Shepp
Kathleen Sheret
Bruce Shore
Patrick Skillings
Wanda Smith
Karyn Spence
Bruce Sproul
Vic Stashewsky
Alan Stevens
Philip Stone
Beverley Straub-Watkins
Wouter Sukkel
Allan W. Sutherland
Peter J. F. Symcox
Josefina Tan
Mary Taylor

Gerrit Te Kampe
Blain Thierry
Craig Toby
Alfred & Dorothy Todd
Dalmar & Krista Tracy
William J. Turner
Paul A. Turner
Eric & Rita Tyson
Beverly Unger
Natexa Verbrugge
John S. Walton
Jennifer M. Waters
Donna-Lee Webb
Robert & Julie Wheaton
Sharon Wickware
David & Sheila Wild
Lydia Wingate
Yee Tau Wong
Colleen Wood
Ann Worth
Philip Young

ORGANIZATIONS

\$25,000 +

ALACS Fund
BC Gaming Commission
Provincial Employees
Community Services
Fund
Sovereign Order of
St. John of Jerusalem/
Victoria Commandery
Telus
The Victoria Foundation
Vancouver Island Health
Authority

\$5,000–\$24,999

Aeroworld Aviation
North America
Cedar Hill Golf Club,
Ladies Division
Charlton L. Smith
Charitable Foundation
Jaguar Club of Victoria
Marymax Fund
Max Bell Foundation
National Association of
Federal Retirees
Solas Fund
The R K Grant Family
Foundation
Thrifty Foods
Tony & Mignon Fenton
Trust
United Way of Greater
Victoria
Victoria Landscape
Gravel Mart

\$1,000–\$4,999

A & A King Family
Foundation
Ambriss Michael
Holdings
Andrew Mahon
Foundation
Barraclough Foundation
BenefAction Foundation
Berwick Investments
Elizabeth Wilson Brown &
Thomas E. Brown CA
Memorial Fund
Butler Brothers Supplies

Cederberg Family Fund
Christie's Carriage House
Pub
Darts Victoria
Dig This
Edmund & Edith Larkin
Trust
Eric & Marguerite M. Hall
Memorial Fund
Fraternal Order of Eagles
– Victoria Aerie #12
Hamber Foundation
Ian Stone Golf Shop
The Jawl Foundation
Knights of Columbus
#9703
KPMG
Lee & Karl Soberlak
Foundation
Life Foundation
M. Knight Construction
McIntyre Painting
The McLean Foundation
Monarch Holdings
Order of St. Lazarus,
Grand Priory in Canada
Patricia Oliver Fund
PearTree Financial
Services
Pemberton Holmes
Peninsula Newcomers'
Club
Pringle Productions
Professional Employees
Association
Ralmx Properties

RBC Foundation
Rest Haven Lodge
Rivendell Consulting
Robbie & Mary Robinson
Family Fund
Robert & Devi Jawl
Foundation
Saanich Braves Junior
Hockey
Sands Funeral Home,
Victoria Chapel
The Sisters of Saint Ann
United Peninsula
Masonic Lodge #24
United Way of Ottawa
United Way of the Lower
Mainland
Vancouver Island Datsun
Enthusiasts
Vancouver Island
Netherlands
Association
Victor (Vic) & Irene Griffin
Fund
Victoria Airport Authority
Victoria Playmakers
Tournament
Association
Western Air Rescue

ESTATES

Carl Bjarnason
Patrick Joseph Boyd
Jean Isabel Baird
Diana June Beattie
William Scott Bowie

Shaun Patrick Bryan
Deirdre Ellen
Christianson
Randal Fox Curell
Michael Terrence Darling
Barbara Dodge
Doris May Ellett
Mildred Falkner
Claire Watson Fisher
Fred James Floud
Dorothy May Belle
Gillespie
Cheslyn Hay
Barbara Heron
Mary Hollands
Jaswarnt Singh Johal
Arthur Leslie King
Hugh Joseph Kinsley
Darlene Ruth Logan
Irene Eleanor Lyttle
Margaret Wright
Matthews
Cecilia Jean McIntosh
Clinton Conrad Purvis
Mary Josephine Read
Shiona Catherine Rodger
Eleanor Sherwin
Oliver Rendel Summers
Margaret Walsh
George G. Walter

A Legacy of Care

William (Bill) Bowie's interests were diverse and his passion for travel was immense. Travelling to over 35 countries, some more than once, Bill made a lasting impression on everyone he met and forged many friendships across the globe through work, play and travel. Bill's career was vast and included teaching at the University of Victoria as well as the University of Wollongong (Australia). He was an entrepreneur, an actor, a photographer, and an accomplished singer. Bill had a zest for life. Described as having a great sense of humour and a love for life, Bill was also extremely generous. Bill made a lasting impression by supporting Victoria Hospice for over 16 years, and by leaving a planned gift through investments and a bequest gift in his will. He has left an imprint on all our hearts. Thank you, Bill.



Statement of Combined Operations Fiscal Year ending March 31, 2015

Operating Revenues		Fiscal 2015	Fiscal 2014	Fiscal 2013
	Government Contracts	3,947,518	3,944,004	3,805,694
	Donations & Fundraising	3,252,179	4,104,918	2,788,793
	BC Gaming Commission	51,035	51,778	100,000
	Thrift Boutique	184,748	216,677	287,647
	Publications / Courses	392,038	333,784	356,854
	Interest & Dividends	220,983	154,853	176,268
	Other	71,127	13,592	17,914
		<u>8,119,629</u>	<u>8,819,606</u>	<u>7,533,170</u>
Operating Expenditures				
	In-Patient Nursing	2,739,561	2,820,488	2,498,568
	Medical	758,295	755,148	697,397
	Counselling / Bereavement / Spiritual	924,718	913,968	950,635
	Community & PRT Nursing	875,367	931,492	810,372
	Volunteer Services	134,514	137,212	114,431
	Publications / Courses	250,316	228,964	242,141
	Education & Research Services	306,369	309,359	312,376
	Administration / Finance / Communications	949,255	724,213	570,757
	Donations & Fundraising	694,425	912,855	763,646
	Thrift Boutique	141,005	186,462	164,808
	Committees / Projects / Misc.	174,733	162,485	117,379
	Amortization	118,362	118,970	117,161
		<u>8,066,920</u>	<u>8,201,616</u>	<u>7,359,671</u>
	Operating Surplus (Deficit)	<u>52,709</u>	<u>617,990</u>	<u>173,499</u>
Endowment & Investment Items				
	Donations to Endowments	0	0	50,000
	Endowment Fees & Valuation Gains (Losses)	210,555	336,662	165,420
	Investment Fees & Valuation Gains (Losses)	226,451	283,875	137,721
		<u>437,006</u>	<u>620,537</u>	<u>353,141</u>
	Change in Net Assets	<u>489,715</u>	<u>1,238,527</u>	<u>526,640</u>

The complete Victoria Hospice Society and Foundation financial statements audited by KPMG LLP Chartered Accountants are available online at www.victoriahospice.org or upon request.

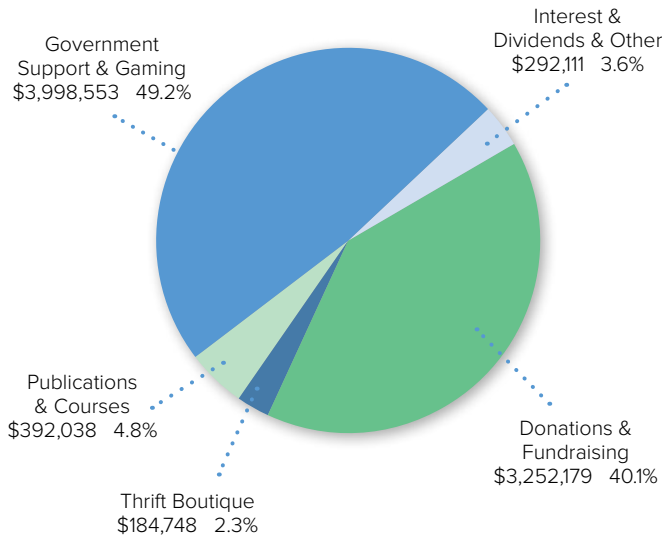
Victoria Hospice investment funds are managed by the Victoria Foundation.

Statement of Combined Financial Position Fiscal Years ending March 31, 2015

Assets	Fiscal 2015	Fiscal 2014	Fiscal 2013
Cash & Prepaids	1,000,153	1,132,820	1,036,916
Accounts Receivable	167,903	145,700	149,064
Publications Inventory	12,567	11,866	10,615
Endowment Funds	3,139,965	2,919,315	2,582,418
Investment & Insurance Funds	3,501,614	3,219,520	2,155,931
Equipment & Building	142,011	156,299	252,036
Irrevocable Trust Receivable	178,934	178,934	178,934
	<u>8,143,147</u>	<u>7,764,454</u>	<u>6,365,914</u>
Liabilities			
Payable to Vancouver Island Health Authority	236,522	269,310	210,487
Accounts Payable & Accrued Liabilities	423,874	368,349	344,678
Deferred Revenues	355,228	477,110	399,591
	<u>1,015,624</u>	<u>1,114,769</u>	<u>954,756</u>
Equity			
Invested in Capital Assets	142,011	156,299	252,036
Endowment Fund Balances (restricted)	3,139,965	2,919,315	2,582,418
Operating Fund Balances (unrestricted)	3,845,547	3,574,071	2,576,704
	<u>7,127,523</u>	<u>6,649,685</u>	<u>5,411,158</u>

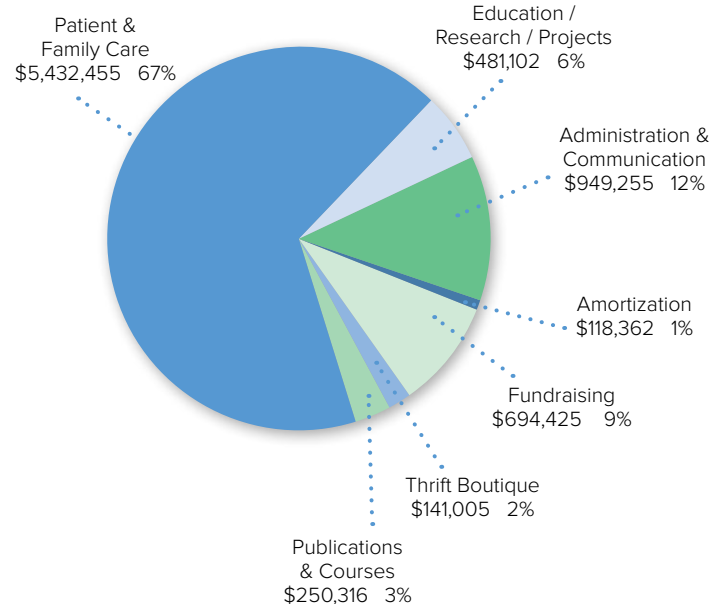
Sources of Operating Funds

Total: \$8,119,629



Uses of Operating Funds

Total: \$8,066,920





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250-519-1744 | www.victoriahospice.org | Charitable Registration Number 11928 4230 RR0001

