



Victoria Hospice



Report to the Community 2006/07

“We Share a Magnificent Vision”

When I was approached in 2001 to join the board of directors at Victoria Hospice, I had just retired from a hectic career and was thinking about where to donate my newly acquired and long anticipated free time. I wanted to volunteer where I would meet interesting people, open myself up to new learnings, be able use my skills and – most importantly – contribute to making a positive difference in the lives of others.

As I now approach the end of my term as a board member and reflect on the experience of the last six years, I am so glad I said yes to this opportunity. Being involved with Victoria Hospice has meant working with a team of dedicated professionals, committed volunteers and generous donors who share a magnificent vision – the vision of quality end-of-life care for everyone in our community.

Whether spending time with staff and volunteers, attending community or donor recognition events, joining in the fun at our annual Swimathon or grappling with decisions at the Board table, I have always been struck by the power of this shared vision to inspire everyone involved with Victoria Hospice.

Public policy on palliative care continues to evolve, shifting demographics impact service demands and medical research shapes and informs practice. For more than a quarter century, Victoria Hospice has adapted to this ever-changing environment, turning challenges into opportunities, working effectively with our care partners, being accountable to our donors and funders, embracing change and

growth – in short, striving to be the best we can be to assist individuals and families when and where they need us.

I am honoured to have been part of this heritage for the past six years, and I look forward to being a faithful supporter over Victoria Hospice's next quarter century. ●

Valerie Mitchell

President, Victoria Hospice Society



Val Mitchell hiking in the Austrian Alps

Our Vision:

quality end-of-life care for all

Our Mission:

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

Three Sixty

Recently, staff at Victoria Hospice learned that the number of registered patients on our program had reached an all time high – 360.

Although we were all aware that this record number means a higher demand for our already stretched resources, what was more significant to me was our staff's positive reaction to this number.

Here are some of their comments:

360

represents the challenge to meet the needs of **increasing numbers** of palliative care patients and their families. This has meant innovative and creative efforts made possible because of our highly motivated, dedicated Victoria Hospice staff and our working partners, including Home & Community Care nurses, the BC Cancer Agency and the Vancouver Island Health Authority.

360

describes our **Circle of Care**. Contained, enclosed, complete, our circle represents a seamless flow of compassion and care embracing patients, families, staff, volunteers and community supporters. Over the past year, we have worked hard to find ways to widen this circle to accommodate not only these 360 people, but also the many more to follow.

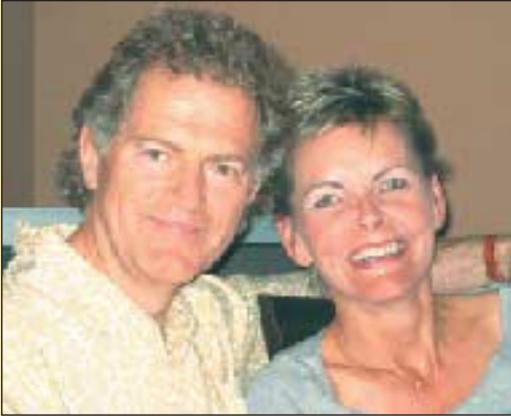
360

represents a way of **responding to influences** around us. This year, we strengthened our involvement in education and research to help ensure that health care personnel are better trained about end-of-life care issues. We have also reached out to VIHA to explore partnerships to make palliative care an integral part of the community.

360 is a challenge, but it also characterizes the many positive features of Victoria Hospice. ●

Wayne Peterson

Executive Director, Victoria Hospice Society



Wayne Peterson with his wife, Chris

Victoria Hospice Society Board of Directors, 2006-07

- Valerie Mitchell, President
- John Tucker, Vice-President
- Barry Chivers, Treasurer
- Dr. Wendy Clay
- Gill Ellis
- Ernie Fraser
- Dr. Peter Kirk
- Dr. Norma Mickelson
- Marie Robertson
- Mark Sieben
- Anne Taylor

“The dedication shown by Victoria Hospice staff who cared for my brother was unbelievable”

“A Kind and Open Heart”

“The caring staff and wonderful volunteers at Victoria Hospice always seemed to take the time to listen with a kind and open heart.”

Victoria Hospice offers professional counselling on issues related to death and dying, help with practical concerns like funeral planning, and spiritual care for all faiths, cultures and beliefs.

The past year saw some changes and accomplishments for the Victoria Hospice counselling team.

- We hired **Margaret Harper** as our new full-time Coordinator of Spiritual and Religious Care.
- **Marg Cooke** was named Acting Bereavement Coordinator.
- We published *When Death Occurs at Home*, a practical six-page booklet to help caregivers at home prepare for changes that are likely to happen as death nears. This information is also available on our website at www.victoriahospice.org
- We completed the third phase of a **Bereavement Review** that included developing new training modules, and increased opportunities for supervision and support.
- Victoria Hospice counsellors gave presentations at provincial and national conferences, at palliative care courses, and helped train practicum students.

Visit our website for more information about counselling and bereavement support at Victoria Hospice:

www.victoriahospice.org ●



Victoria Hospice patients **Shirley Meyers, Jean Morton** and **Barbara Mann** enjoy lunch together in our Family Lounge along with Physiotherapist **Genevieve Sirois** (in pink) and Occupational Therapist **Lisa Ludwig** (in black)

Did you know...?

- Since 1980, Victoria Hospice has provided:
 - expert physical care to manage pain and other distressing symptoms
 - 24-hour on-call crisis intervention at home (Palliative Response Team)
 - counselling and emotional care for both dying patients and their families
 - spiritual support for people of all faiths, cultures and beliefs
 - grief and bereavement support for up to one year following a death
 - bereavement support groups such as the Young Widows Group, Parents & Children’s Group and Bereavement Walking Groups
 - trained volunteer support and companionship
 - medical consultation to other facilities (nursing homes, hospitals)
 - one-week respite care for symptom management and to give at-home caregivers a break
 - palliative care courses and publications for professionals, caregivers and volunteers ●

“Until our Dad was diagnosed with a terminal illness, our family had no idea that a valuable service like Victoria Hospice even existed in our community”

Victoria Hospice Thrift Boutique

Our Thrift Boutique celebrated its first anniversary last year. The Boutique couldn't function without its 54 dedicated volunteers who tell us that they love working in such a bright, spacious and friendly shop. 100% of store profits – last year a total of over \$67,000 – go directly to Victoria Hospice, helping us meet our \$3 million annual fundraising goal.

Victoria Hospice Thrift Boutique
1315 Cook Street near Yates
Phone (250) 361-4966

Open Monday to Saturday 10 am – 5 pm

Free home pickup service (250) 519-1545

We accept donations of better quality women's fashions, accessories, jewelry, household items, collectibles and books during store hours.

Visit the Boutique to check on the innovative regularly scheduled in-store Silent Auctions of rare collectibles. ●



Volunteer Training

Last year, 59 people completed 50 hours of Victoria Hospice palliative care volunteer training to support our patients and their families at home or on our 17-bed palliative care in-patient unit. Volunteers also help us with fundraising events, rooftop gardening, clerical, bereavement and Speakers Bureau roles. Victoria Hospice had over 500 active volunteers last year. ●



“Your Thrift Boutique is my new favourite place – to buy and drop things off! Great selection, staff and quality!”

Rebecca Reeves
C-FAX 1070

Teaching and Learning

- 95 people from the Western provinces, Washington State, Quebec, Ontario, NWT and Nova Scotia attended two Victoria Hospice **Psychosocial Care of the Dying & Bereaved** one-week courses
- Two **Palliative Care: Medical Intensive** one-week courses attracted 272 people last year, including 57 physicians, 187 nurses, and 28 pharmacists from as far away as the Yukon and Prince Edward Island
- 126 people attended our 15th **Spiritual Care Conference**; this year's theme was "Meeting of Hearts: Love and Healing at the End of Life" and featured keynote speaker **Dr. David Kuhl**, author of *What Dying People Want*
- Victoria Hospice partnered with the Royal Jubilee Hospital's Renal Department to host the **2nd Annual Palliative Care Education Day** for professional staff who work in Renal Care Units throughout Vancouver Island
- We held five half-day **Palliative Care Education** sessions for health care professionals, video-linked throughout Vancouver Island in partnership with the Vancouver Island Health Authority
- Along with the BC Cancer Agency, we hosted **palliative care education days** in Campbell River and Parksville for the Vancouver Island Palliative Network
- 28 people came to Victoria Hospice to **advance end-of-life care skills** last year, including physicians, family practice residents, nurses and students from medical, nursing, counselling or music therapy programs
- The 2006 4th edition of the Victoria Hospice textbook **Medical Care of the Dying** sold across Canada, the USA and other countries including Germany, India, Korea, and Australia
- Last year, we published the 4th edition **companion booklet** to *Medical Care of the Dying* to accompany the latest textbook, and we marketed additional resource materials as well



PHOTO CREDIT: UNIVERSITY OF VICTORIA

"I am very grateful to the Victoria Hospice volunteers, nurses, counsellors, and physicians who helped me research how physicians break bad news to their patients."

Agustin Del Vento

University of Victoria graduate student **Agustin Del Vento**, shown with **Bobby Edwards** and Victoria Hospice Medical Director **Dr. Fraser Black**, was one of many students helped by Victoria Hospice last year

- Family physician **Dr. Gail Saiger** completed the national *Year of Added Competency in Palliative Medicine* at Victoria Hospice
- Last year **Dr. Michael Downing**, Victoria Hospice Medical Director since 1980, was named to a new position, Manager of Research & Development, to focus on ways to continually improve the quality of palliative care. **Dr. Fraser Black** is our new Medical Director.

For more information about Victoria Hospice publications, education or training, visit www.victoriahospice.org or call our Manager of Education Services **Brenda Pengelly** at (250) 370-8952. ●

"After taking this Victoria Hospice course, I will manage pain much more confidently, thus enabling my patients to die with grace and dignity"

Care: Last Year at a Glance

- 832 patients registered for Victoria Hospice end-of-life care
- Admissions to our 17-bed palliative care in-patient unit totaled 524
- Average length of stay in our seven acute care beds was about eight days
- Average length of stay in our nine extended care beds was 17.4 days
- Average length of stay in our one respite care bed was seven days
- Approximately 22% of all patients admitted to our palliative care unit were able to return home once their symptoms improved
- We provide care in 65% of all cancer deaths in Greater Victoria
- 78% of our patients were diagnosed with cancer (most commonly lung, colon, breast and pancreatic cancer)
- We provided care in 26% of all deaths in Greater Victoria
- The average time from initial registration to death was 105 days for cancer patients, and 88 days for non-cancer patients
- Non-cancer deaths included congestive heart failure, stroke, renal failure, lung disease, HIV-AIDS, ALS and chronic liver disease
- Average age at the time of death was 74.8 years
- Almost 2,000 people were helped by our Bereavement staff following a death in the family
- Donations from the community funded over 40% of the total Victoria Hospice budget last year
- In the past five years, requests for Victoria Hospice end-of-life care have doubled •



Did you know...?

- Out of an annual Victoria Hospice Society budget of \$6 million, about \$3 million is not covered by health care funding and must be raised through community donations to our Victoria Hospice and Palliative Care Foundation
- In the last decade, 60% of deaths in Canada were the result of a terminal illness
- 75% of health care dollars are spent during a person's last year of life.
- Despite 650 hospice palliative care organizations in Canada, capacity often cannot meet current demand; there are 200 palliative care physicians in Canada – five of them at Victoria Hospice
- Only 15% of the 220,000 Canadians who will die this year have access to the kind of comprehensive end-of-life care provided here in our community by Victoria Hospice •

“Victoria Hospice bereavement counsellors and support groups made a world of difference to me in the dark days following my wife’s death last year. Thank you for your specialized expertise and love.”

Looking for an Interesting Guest Speaker?

Last year, our Victoria Hospice Speakers Bureau volunteers spoke about Victoria Hospice services to over 1,000 people at service club and community meetings. We provide guest speakers to local groups as a public service at no charge. If you'd like an interesting speaker for your next meeting, contact our Communications Coordinator **Carolyn Thomas** at (250) 370-8813. •



Victoria Hospice music therapist **Kirsten Davis** accompanies **Emily Elsasser**, **Lindsay Kimm** and **Joshua Elsasser** as they sing at the bedside of their grandfather **Wilfred Elsasser** while he was a patient at Victoria Hospice.

Victoria Hospice Values Charter

RESPECT

We respect the intrinsic worth of each individual.

COMPASSION

Compassion underscores all our actions and decision-making. We demonstrate an empathic, non-judgmental manner. We believe in the power of tender acts of kindness.

INTEGRITY

Integrity forms the basis of personal and professional practice. We take individual and collective responsibility for our actions. We are accountable and invite scrutiny. We are honest and fair in all we do within an ethical framework.

COMMITMENT

Commitment to quality end-of-life care is fundamental to our work and our relationships. Through our dedication, we honour the people we serve, each other and ourselves.

COLLABORATION

Collaboration is fundamental to achieving our best work. Respectful, honest communication with appreciation for diversity enables us to accomplish together what could not be achieved alone.

EXCELLENCE

Through the active pursuit of skills, knowledge, growth and innovation, we achieve our highest personal and professional potential in our unwavering quest for quality end-of-life care. •

www.victoriahospice.org

On average, over 500 people from around the corner or around the world visited the Victoria Hospice website every day last year. On this website, they could find practical information about Victoria Hospice care, read the full text of all 10 Victoria Hospice brochures about grief and bereavement topics, research resources for health care professionals, find links to other palliative care websites, make a secure online donation to the Victoria Hospice and Palliative Care Foundation, find out about upcoming events and courses, apply for jobs on our team, and much more. Watch for our expanded new website in the year ahead. •

“My family could not believe this kind of wonderful care was even possible”

“Truly A Remarkable Experience”

Last year, almost 800 dying people in our community registered for Victoria Hospice care. Over 330 of those people were able to die at home thanks to our 24-hour Palliative Response Team and our partnerships with the Vancouver Island Health Authority Home & Community Care nurses. The Victoria Hospice Palliative Response Team was established in 1989. It's a unique end-of-life care service that provides short-term crisis consultation and treatment to patients and their family members at home. These visits can often prevent costly and stressful admissions to hospital. The Palliative Response Team is also available to help allow death at home. One such person was **Marylou Knight**, whose daughter Marg sent us this letter after her mother's death:



Marylou Knight

Dear Victoria Hospice,

I cannot express in words the fine care that Victoria Hospice staff provided to our family as our mother **Marylou Knight** moved into her final days. It was a very difficult, emotional time for all of us, and Victoria Hospice was with us every step of the way to help guide, teach, counsel, advise, laugh and cry with us. Truly a remarkable experience!

In particular, I would like to express my profound gratitude to your Palliative Response Team. Nurse **Karen Hoskyn** and counsellor **Rae Ann Brechner** gently encouraged us every day through each step of the process both Mom and our family had embarked upon. Mom had wanted to spend her final days at home with her family and her two beloved Cairn Terriers, Robbie and Kianna. We could not have done that without the support we received from Victoria Hospice.

All of us – Linda, Andrea, Norman and I – will be forever grateful to the wonderful people at Victoria Hospice. Enclosed please find a donation to your Foundation.

Sincerely,

Marg Filkie

Donations to the Victoria Hospice and Palliative Care Foundation make it possible for Victoria Hospice to continue the high calibre of skilled and compassionate care we have been offering since 1980. To all of our community donors on behalf of all Victoria Hospice patients and family members, we offer a heartfelt THANK YOU. ●

“What a comfort it is knowing that Victoria Hospice was available to us at the other end of the phone, day or night.”



Victoria Hospice Report to the Community 2006/07 is printed on 100% recycled paper



Victoria Hospice

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 1952 Bay Street, Victoria, BC V8R 1J8
 General inquiries: (250) 370-8715
 Fax: (250) 370-8625
 Fundraising inquiries: (250) 952-5720
 Victoria Hospice Thrift Boutique (250) 361-4966
 Visit our website: www.victoriahospice.org

Statement of Combined Operations

Year ended March 31, 2007

Revenues:

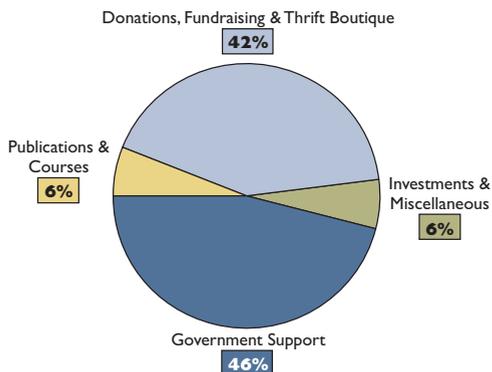
Government Support	\$3,177,633
Donations, Fundraising & Thrift Boutique	2,922,192
Publications & Courses	392,284
Endowment & Investment Earnings	390,777
Miscellaneous	57,109
	\$6,939,995

Expenditures:

In-Patient Nursing	\$2,250,653
Community Nursing	167,046
Physician & Medical	553,501
Counselling, Bereavement & Spiritual	883,575
Palliative Response Team	536,793
Volunteer Services	137,953
Publications & Courses	305,877
Education Services	245,382
Administration & Communications	598,230
Development, Fundraising & Thrift Boutique	720,432
Depreciation & Amortization	296,906
Research & Committees	143,563
Miscellaneous	44,425
	\$6,884,336

Excess of revenues over expenditures \$55,659

Victoria Hospice Funding by Source



Statement of Combined Financial Position

Year ended March 31, 2007

Assets:

Cash & Prepays	\$326,100
Accounts Receivable	100,931
Investments	4,175,707
Publications Inventory	35,221
Deferred Development Costs	136,789
Facilities & Equipment	1,058,289
	\$5,833,037

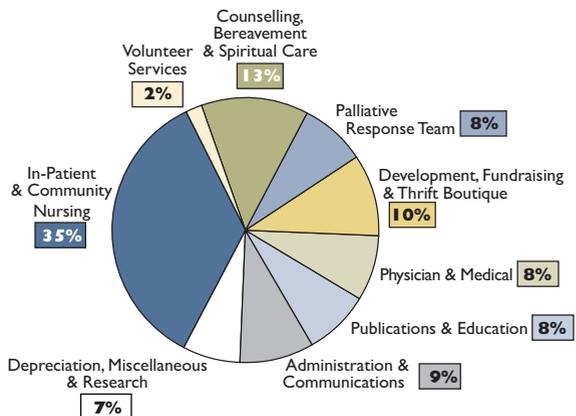
Liabilities:

Payable to Vancouver Island Health Authority	\$675,385
Holiday Pay & Accounts Payable	335,427
Deferred Revenue	350,466
	\$1,361,278

Equity:

Invested in Capital Assets	\$1,058,289
Education Endowment Fund	305,028
General Endowment Fund	1,491,991
Unrestricted	1,616,451
	\$4,471,759

Victoria Hospice Expenditures by Department



For a complete package of audited financial statements, please contact Victoria Hospice at (250) 370-8845.



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