

# ANNUAL REPORT 2013/14



## **BOARD OF DIRECTORS VICTORIA HOSPICE SOCIETY**

Eileen Harper, BSc., CHRP  
President

Brian Bolton, B.Comm.  
Vice-President

Rob Gareau, MBA, CIM  
Treasurer

Jayn Tyson, MSc, BSW  
Past President

Rosemary Armour, RN, BSN

Dr. Eric Charman, C.M., O.B.C., LL.D

Steve Clark

Terry Dyer, CA

Tony Joe

Peter Malcolm, BA, CGA

Chris Mills, CA

Zahra Rayani, MBA, PharmD

Richard L. H. Walker, BSc.

Merrie-Ellen Wilcox, BA, CPE

Mischelle vanThiel, BA, MBA, CFP  
ex officio

## **BOARD OF DIRECTORS VICTORIA HOSPICE AND PALLIATIVE CARE FOUNDATION**

Peter Malcolm, BA, CGA  
President

Chris Mills, CA  
Treasurer

Mark Appleton

Brian Bolton, B.Comm.

Rob Gareau, MBA, CIM

Eileen Harper, BSc, CHRP

Colin Weavers, CPA, CA

Mischelle vanThiel, BA, MBA, CFP  
ex officio

## Message from the Board President and the Executive Director

The 2013–2014 fiscal year presented several challenging and rewarding opportunities for Victoria Hospice. We began the year with a commitment to tackle the issues outlined in the Provincial Government's new End-of-Life Action Plan. The unaddressed end-of-life needs of homeless and marginalized people, the numbers of people dying in long-term care facilities, the need for more palliative care training for clinicians and family caregivers, and the escalating financial and capacity burdens on our healthcare system were all areas where we took action.

Thanks to a generous donation, we were able to continue our "Closer to the Community Counsellor" initiative, which provides grief and bereavement counselling to homeless and marginalized people in our community. Through this initiative, we were also able to provide extensive consultations and training to local agencies who directly serve these difficult to reach populations.

A new physician consult service was created to provide end-of-life expertise, training and enhanced levels of care to residents of five long-term care facilities. This pilot project was very well received and we expect to expand it over the coming years.

We launched a new course to educate cardiologists on hospice and palliative care issues, approaches and protocols. Based on the success of this course, we are now planning similar courses for family physicians, pharmacists, hospitalists and other specialists. We also looked at the educational needs of patients and family caregivers and launched a "Bucket List Festival" event. At this fun and informative event, participants learned about topics such as travelling with a serious illness, recording their life stories and the importance of advance care planning. We look forward to this becoming an annual event.

All of this planning, growth and restructuring did not occur in isolation. Victoria Hospice is committed to serving the needs of our community. To ensure that we are hearing directly from those we serve, we launched a new Community



Eileen Harper  
BSc., CHRP  
President



Mischelle vanThiel  
BA, MBA, CFP  
Executive Director

## VISION

Quality end-of-life care for all.

## MISSION

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

## VALUES

- **Respect:** We respect the intrinsic worth of each individual.
- **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.
- **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.
- **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.
- **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.
- **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.

## Message from the Board President and the Executive Director

*Continued from page 1*

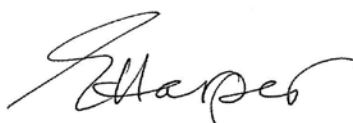
Reference Group. This diverse group meets each quarter to review and provide feedback on our existing and proposed programs, services, and fundraising initiatives. We also seek to learn from our international colleagues and again hosted a clinical team from Nepal. It is inspiring to hear how they are able to do so much with such limited resources and to share our expertise with them as well.

As the year drew to a close, we were thrilled to see that we had received over \$4 million in donations from our community. This is the highest level of donations we have ever received in a single fiscal year. Thank you! We were also thrilled to receive a gift of over \$220,000 from an anonymous donor. This is the single largest gift we have ever received from a living person. Thank you again! Over half of our operating costs are paid for each year out of donations; we literally could not do what we do without your generous support.

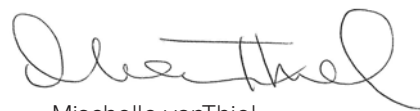
All of these positive developments occurred against a background of ongoing restructuring and change as we continue to focus on service, sustainability and stewardship. We were pleased to bring on a new Clinical Nurse Specialist, restructure our Bereavement and Counselling Departments and streamline our Leadership Team. During the year, we said goodbye to several Board members including Lauren Goodland, Cindy Jamieson, Dr. Alistair Murray, Brian Roxburgh and Jayn Tyson. They leave with our gratitude for their years of service. We also welcomed several new Board members, including Eric Charman, Steve Clark, Zahra Rayani and Richard Walker, who look forward to working with us as we continue to evolve as an organization.

On behalf of our Board and Leadership Team, we want to thank all of our members, volunteers and staff for their continued service. We also want to thank all of our patients and families with entrusting us to care for them at a very important time in their lives. We are honoured to be of service.

Sincerely,



Eileen Harper  
BSc., CHRP  
President



Mischelle vanThiel  
BA, MBA, CFP  
Executive Director

My husband left this world in comfort and dignity, thanks to your care. Thank you.

# Victoria Hospice: Highlights of 2013/14

*“You matter because you are you,  
and you matter to  
the last moment of your life.  
We will do all we can not only  
to help you die peacefully, but also  
to live until you die.”*

Dame Cicely Saunders  
Nurse, Physician, Writer, and  
founder of the hospice movement  
(1918–2005)

The words of Dame Cicely Saunders capture the heart and spirit of Victoria Hospice: “We will do all we can not only to help you die peacefully, but also to live until you die.”

For more than 30 years, Victoria Hospice has been doing all it can to care for dying patients in our 17-bed inpatient unit at the Royal Jubilee Hospital and at home with the support of our Palliative Response Team and Community Counsellors, physicians, and volunteers. Victoria Hospice also does all it can to support patients’ families through their loss by providing grief and bereavement counselling. These direct care programs are enhanced by Victoria Hospice’s commitment to education, research and advocacy.

This report provides the highlights of Victoria Hospice’s ‘all we cans’ from April 1, 2013 to March 31, 2014. Activities are grouped under our four main mission purposes – care, education, research, and advocacy.

## Care

Victoria Hospice receives hundreds of thank you letters and notes each year from grateful families. Our nurses, counsellors, doctors, and support staff – supported by more than 325 volunteers – ensure that Victoria Hospice is doing ‘all we can’ to provide quality end-of-life care. These dedicated individuals provide round-the-clock care for hundreds of people dying on the unit and in their own homes and support patients’ families through their grief and bereavement. In addition to the provision of patient and family care, other highlights in 2013-2014 include:

- Appointing Wendy Wainwright to the position of Director, Clinical Services. This position was created as



Wendy Wainwright  
Director, Clinical Services

part of a new nursing leadership model and oversees both nursing and psychosocial services. The new model is expected to result in improved clinical service, decreased nursing workload/overtime, improved morale and enhanced nursing skills. Wendy has been with Victoria Hospice for 31 years and is well-suited to lead this combined care team.

- Hiring Carolyn Wilkinson as Victoria Hospice’s Clinical Nurse Specialist as part of the nursing leadership model. Among other responsibilities, Carolyn’s role is to assist Victoria Hospice’s nurses with their educational needs to ensure best care practices.
- Creating a professional journal review club. Victoria Hospice clinicians began a more formal structure for reviewing and discussing articles in professional journals and adopting new care concepts.
- Expanding palliative care physician specialist consultations into the community. Under the leadership of Medical Director Douglas McGregor, Victoria Hospice physicians are now providing on-call palliative care specialist consultations to healthcare professionals at the Victoria General Hospital and in the Glengarry, Gorge Road, Selkirk and Oak Bay Lodge long-term care facilities.
- Completing a review of the Palliative Response Team and implementing its recommendations
- Presenting the topic “Physician Assisted Death” by Victoria Hospice Medical Director Douglas McGregor to Board members and staff.



Carolyn Wilkinson  
Clinical Nurse Specialist

Continued on page 4

- Establishing a relationship with a New Zealand hospice to create opportunities for clinician exchange.
- Achieving a 90%+ compliance on flu shots for all staff in contact with patients both on the unit and in the community.
- Implementing a volunteer database management system. With more than 325 volunteers providing over 20,000 hours of service, a computerized system to track our volunteers' schedules and amazing contributions was a necessity!
- Hosting nurses on exchange from a hospice in Nepal.



### Some of our wonderful volunteers

Victoria Hospice's Pet Therapy program volunteers Ming (left), with guardian Toni Burnett, and Theo, with guardian Jim Thomson.

Over 326 Victoria Hospice volunteers – including these two canine participants – contributed more than 20,000 hours of support in areas such as bereavement, unit and community programs, the Thrift Boutique and fundraising. Thank you!

## Education

Victoria Hospice has a long history of providing important educational opportunities for clinicians, volunteers, families and the community. Victoria Hospice's educational highlights from the past year include:

- Hosting two sessions of the *Palliative Care: Medical Intensive* course, a one-week educational session for healthcare 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. Events were held in Victoria and Vancouver. Fifty-six doctors, 135 nurses, one nurse practitioner, and six pharmacists from six provinces, two territories, the United States, Nepal, Thailand, Guatemala and Saudi Arabia attended.
- Holding two sessions of the *Psychosocial Care of the Dying and Bereaved* course developed by Victoria Hospice. Ninety nurses, social workers, counsellors, physicians, and spiritual care providers attended. Topics covered included grief and loss, patient and family issues and perspectives, transitions, relationship management, suffering and dementia.



One of the popular sessions at the Bucket List Festival, held on February 1, 2014 at the Laurel Point Inn in Victoria.



- Developing a new course – *The Interface Between Cardiology and Palliative Care* – and delivering it to 63 cardiologists, palliative care physicians, specialty and advanced care practice nurses, and other cardiology allied health professionals.
- Holding the inaugural Bucket List Festival, a community engagement event with presentations on topics such as Navigating the Healthcare System, How to Hold a Living Wake and The Unwell Traveller. The event was such a success, it will be held again in 2014–2015.
- Hosting a non-denominational spiritual care conference for 130 healthcare providers and volunteers.
- Providing five End-of-Life Care educational sessions attended by 645 nurses, counsellors, volunteers and other healthcare providers. Topics covered included the art of presence, pain management, emergencies in end-of-life care, dyspnea (shortness of breath), and the many faces of grief.

#### BUCKET LIST FEEDBACK

*“I loved the variety of topics!”*

*“Wide range of related topics I had not thought about.”*

*“Many interesting and informative sessions in this Festival.”*

*“Very informative, presented with humour covering useful topics.”*

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

## Research and Advocacy

Victoria Hospice has participated in research and advocacy since its inception. Highlights in these areas this past year include:

- Reviewing, participating and publishing in research journals such as the Journal of Palliative Care, Journal of Palliative Medicine, Journal of Clinical Oncology, and the Journal of Pain and Symptom Management.
- Actively participating in the Canadian National Palliative Care Association, BC Palliative Care Association and the Federation of Vancouver Island Hospices.
- Ensuring Victoria Hospice’s views are relayed to the Vancouver Island Healthy Authority’s End-of-Life Program and the BC Centre for Palliative Care.
- Partnering with the University of Victoria on several research projects.
- Creating a Community Reference Group comprised of community members who meet quarterly to provide input into Victoria Hospice’s plans.
- By working in partnership with other organizations, our Closer to the Community Counsellor initiative has enabled those who are poor, homeless, and often struggling with addiction, mental health challenges or HIV/AIDS to receive additional frontline support at the end of their lives.



*“You are connecting with people in a very important and intimate time in their life. You are dealing with their true selves, their essential being, and that’s part of the privilege and the reward of this work.”*

Dr Deb Braithwaite  
Palliative Care Physician

# Organizational and Financial Highlights

Although Victoria Hospice is a registered charity, many business practices are used to ensure the organization remains lean, effective and forward-thinking. A few organizational highlights from the past year include:

- The Board of Directors participated in two governance workshops, reviewed the bylaws, and created a Board skills matrix.
- A risk management plan was developed.
- Fund development was brought under the Victoria Hospice Society, leaving investment management with the Victoria Hospice and Palliative Care Foundation.

## Fund Development

Fund development (or fundraising) is a key strategic area for Victoria Hospice. Almost half of the organization's funding comes from donations. This past fiscal year marked a milestone – over four million dollars was raised through donations, the largest amount received in one year in the organization's history. This remarkable accomplishment was thanks to Victoria Hospice's generous donors. All gifts are important and all are appreciated. A few fund development highlights this past year include:

- Total funds raised - \$4,104,918.
- Number of donors – 6,151.
- Number of gifts - 12,245.
- A matching gift challenge by Board Director Steve Clark and his wife, Betsyn, raised over \$200,000.

*“Betsyn and I had a tour of Hospice and we were so impressed by the people that go to work there every day. They don't treat their work as another day at the office. These people are defining their lives by the care and compassion they give to patients and their loved ones as life draws to a close.”*

Steve Clark, Member, Board of Directors

- An anonymous donor contributed the largest gift in Victoria Hospice's history from a living individual of \$220,000.

From birthday party collections to head shaves, the community came out in droves to support Victoria Hospice last year. Many events were held including:

- 8th Annual Teeny Tiny Garden Tour
- 28th Annual Swimathon for Victoria Hospice
- 28th Annual Celebrate-a-Life Event
- Mayfair Mall Card Swap for a Cause
- Cedar Hill Ladies Division Field Day
- Clews' Charity Golf Tournament
- Cycle of Life Tour
- Dom DeMeo Golf Tournament
- Firm Management Golf Tournament



Steve and Betsyn Clark, Donors

- Hike for Hospice
- Heirloom Linens Yard Sale
- Holly for Hospice
- Hugh Carbery Pro-Am Golf Tournament
- Maxxam Insurance Charity Golf Tournament
- Oak Bay Xmas Cup Hockey Tournament
- James Gordon Benefit Concert
- Jazzercise Fundraiser in memory of Pat Story
- Russ Hay's Ambriss Clermont Memorial Ride
- Santa Shave-Off
- Shoppers Drug Mart Tree of Life Campaign
- Teeing It Up for Victoria Hospice
- Third Annual Anneswer to Cancer
- Victoria Hospice Bridge-a-thon



### **Santa Shave-Off**

*January 2014: Al Paterson raised over \$6,000 at his annual Santa Shave-Off at the Victoria International Airport and was highlighted on the front page of the Times Colonist!*



### **2nd Annual Hike for Hospice**

*May 2013: Over 300 hikers gathered at Fisherman's Wharf Park for the 2nd Annual Hike for Hospice. It was a fabulous day with many participants showing their team spirit with special t-shirts and pictures of loved ones. The scenic 3.5km walk raised \$40,000 for end-of-life care.*

Thank you for all the care and attention my aunt received to help her on such a peaceful journey.

Pauline Powers

Victoria Hospice extends heartfelt thanks to all our donors and volunteers – none of this year's accomplishments could have happened without you. Thank you!



# Our Donors

Victoria Hospice received over 12,000 donations in 2013-2014. 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 \$750 or more from April 1, 2013 to March 31, 2014 include:

## INDIVIDUALS

### \$25000+

Elizabeth Chatfield  
Stephen & Betsyn Clark  
Sheila & Bryon Davies  
George Fisk  
Tony & Laura Gage  
Ed & Diana Life  
Irene Magill  
Peter & Helen Malcolm  
Darrel E. Nute  
Anonymous

### \$5,000–\$24,999

Kathy Clement  
Joan Coldwell  
H. Elaine Currie  
Ralph & Valerie Ethier  
Christine Fletcher  
Axel Foght  
Karl H. Koster  
Mike & Ethel Marley  
Janice Mickleborough  
Duncan O'Brien  
Joan Outerbridge  
S. Elizabeth Russ  
Walter J. Schibli  
Charm Segeram  
Camilla Smith  
Beverly Unger  
Derek Whittle  
Ted Woodcock  
Ann Young

### \$750–\$4,999

Eric & Leonda Adler  
Gordon & Rosalyn Alexander  
Jeanne Anne Alexander  
June W. Anderson  
Howard Armstrong  
Jean Baird

Teresa Balser  
Barbara Bambiger  
R. Nolan Baynes  
Roland & Mimi Beaulieu  
Magdalene Becker  
Cynthia Anne Beckett  
John M. Bell  
John & Linda Berglund  
Jim Biggs  
Patrick E. Bion  
Fraser Black  
Robert & Judith Blenkiron  
Grace Boblin  
Brian & Julie Bolton  
Barbara J. Bos  
William S. Bowie  
Rod & Hazel Braithwaite  
Michael & Trudy Briggs  
Frances M. Brigham  
Dorothy E. Brown  
Bruce Bryant-Scott  
James T. Buckley & Marjorie Pine  
Michael Burke & Gabriele Czech  
Ted & Sandy Cameron  
Evan & Barbara Chaplin  
Eric & Shirley Charman  
Thomas & Judith A. Clarke  
Mike Clermont  
K. Patricia Coldren  
Laurie & Catherine Colebrook  
Dale Collins  
Murray & Merrill Cook  
John Crow  
Andrew Csabi  
Lynn Cummings & Andrew Stewart  
Ian Dallas  
Elaine Daniel  
James Darke & Anna Tieman  
Lynne Davis  
Janine Diddens  
Marianne Eng  
Nancy Everitt-McCabe  
Ken & Audrey Farey  
John & Mary Faulkes  
Trudie Forbes  
Harry & Margot Forrest  
Clint & Carole Forster  
Calvin Foss  
Gordon Galbraith  
Deborah George & Tim O'Connor  
Yvonne Gibbons  
Ann R. Gibson  
Neville & Angela Gibson  
John Glenwright  
George Glover  
Thomas & Anne Goldring  
Heather Gordon  
Anthony Gvora  
Christine Gyles  
Teresa Hall-Patch  
Allan Hardie  
Jean Harvey  
Aaron Henry  
Lotus Hills  
Mary & David Holland  
Neil Holland  
Bev Hopkins  
Don Howes  
Suzanne Hudon  
James Hume  
Brett Hyslop  
Veronica Jatkowski-Ravey  
Bruce & Doris Johns  
Audrey Johnson  
Sydney & Bob Kalef  
Maria Klaver  
Shirley Knight  
Janet Komars  
Michael Korenberg  
Patricia A. Kronthaler  
Kay Larsen

Darley Laver  
Shirley Leahy  
Norris & Shirley Legh  
Miriam Li  
Niels Lind  
Ron & MaY Lou-Poy  
Eric & Stella Lovett  
Donald MacGregor  
Miriam MacPhail  
Susan Z. Martin  
Thomas W. Mayne  
Cedulia Mcdonald  
Renata McGilly  
A. D. McKerracher  
Susan K. McMillan  
Ken & Margaret Messerschmidt  
Daniel Mills  
Robert Moody  
Marjorie M. Morrison  
Therese A. Morrison  
Marguerite Mousseau  
Sylvester & Katherine Napolitano  
Sara Neely  
William Ng  
Marjorie W. Niblock  
Joan M. Nicoll  
Marilyn Norman  
Judy Nygaard  
Samson Pang  
Doris M. Parham  
J. C. Paterson  
Al Paterson  
Robert S. Peacock  
Arthur Penner  
Clarence R. Peterson  
Phung Pham  
Rose Maria Plasterer  
Donald & Barbara Pomphrey  
Alan Poole & Annette Hansen  
Jack Poulter  
John & Sheila Prins  
Donald A. Rahrack  
Christina Read  
Richard Rice  
Anita Kladia Robertsdotir-Lewis  
Charles W. Rogers  
Jean Rorke  
Jim & Jill Rutledge

Gail Saiger  
Harry Schiff  
Lorraine Schoor  
Robert Schwindt  
Rick Scott  
Amarjit K. Sekhon  
Doreen Sharratt  
Bruce Shepp  
Kathleen Sheret  
Donald & Lorraine Smith  
John E. Smith  
Jeff Smith  
Irene Snow  
Bruce Sproul  
Marilyn J. Stancombe  
E. F. & Ruth Stark  
John A. Stewart  
Wouter Sukkel  
Allan W. Sutherland  
M. Carole Sutherland  
Margaret Thompson  
Joan Tilden  
Terry Trace  
Dalmar & Krista Tracy  
Dave Traynor & Heather Wood  
Chris & Carrie Trumpy  
William J. Turner  
R. Paul P. Turner  
Paul A. Turner  
Michael R. Tyler  
Ruth Van Altena  
Jean M. Vantreight  
Wendy & Steven Wainwright  
John S. Walton  
Susan Walton  
Lois Weaver  
Colin & Janet Weavers  
Donna-Lee Webb  
Robert & Julie Wheaton  
William & Grace Wigmore  
David & Sheila Wild  
Gerry & Christine Williams  
Rita M. Winn  
Yvonne Yakimovich  
Raymond & Florence Yong  
Philip Young



## ORGANIZATIONS

### \$25,000+

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

### \$5,000–\$24,999

Aljo Holdings  
Cedar Hill Golf Club, Ladies Division  
Charlton L. Smith Charitable Foundation  
Tony and Mignon Fenton Trust  
Humphries & Company  
Maxxam Insurance Services  
The Order of St. Lazarus, Grand Bailiwick  
Sobeys  
Strategic Charitable Giving Foundation

Telus Victoria Community Board and Employees  
United Way of Greater Victoria  
The Joe Wo Joint Spousal Trust

### \$750–\$4,999

Aeroworld Aviation North America  
Andrew Mahon Foundation  
Bank of Montreal Barraclough Foundation  
BeGoods Enterprises  
Berwick Investments  
Berwick Retirement Communities  
Brown Paper Tickets  
Christie's Carriage House Pub  
Dig This  
Don Billsborough Golf Shop  
Fraternal Order of Eagles - Victoria Aerie #12  
ECCO Heating Products  
Glass-Smith & Co  
Gregory C. Marshall Naval Architect  
Heirloom Linens  
Jaguar Club of Victoria

James Bay United Thrift Shop  
Robert and Devi Jawl Foundation  
Kilshaw's Auctioneers  
Knights of Columbus #9703  
Royal Canadian Legion - Britannia Branch #7  
Life Foundation  
Liquor Plus Administration  
McIntyre Painting  
Merry Maids of Victoria  
MIS Management Information Systems  
Monarch Holdings Ltd.  
Norguard  
Parker Johnston Industries  
PearTree Financial Services  
Private Giving Foundation  
Proline Management  
Raymond James Canada Foundation  
RestHaven Lodge  
Royal Colwood Golf Club  
Sentry Select Capital Corporation  
The Calgary Foundation

The Sisters of Saint Ann  
Tim Schober Law Corporation  
Toronto Dominion Bank  
Tri-Eagle Developments  
United Way of the Alberta Capital Region  
United Way of the Lower Mainland  
Vancouver Island Netherlands Association  
Victoria Imperial Lions Club  
Victoria Playmakers Tournament Assn  
Victoria Whisky Festival

## ESTATES

Robyn Aris  
Marion Carmichael Bell  
Marjorie Irene Besley  
Michael Alexander Brodsky  
Shaun Patrick Bryan  
Charles Rickard Clemence  
Paul Barry Crawford  
John Mearns Currie

Michael Terrence Darling  
John Fidler  
Margaret May Glide  
Mary Hollands  
Peter George Walker Holloway  
Akiko Kamitakahara  
Darlene Ruth Logan  
Irene Eleanor Lyttle  
Hugh Gordon MacPherson  
Margaret Wright Matthews  
Margaret Molloy  
Winslow MacDonald Oakley  
Mary Josephine Read  
Harold James Scheving  
Nirmala Sandra Segeram  
Elizabeth Claire Acton Stewart  
Lorne Forster Swannell  
George G. Walter  
Norma Elaine Whittaker  
Lorna Margaret Willan

## A Legacy of Care

In 2013–2014, Victoria Hospice received a generous estate gift from the late Marjorie Irene Besley. Unfortunately, Victoria Hospice was not able to thank Mrs. Besley while she was alive because we were not aware of her intention to leave such an amazing gift to our organization. It seems fitting to recognize her here. Her very generous bequest of \$474,978 has allowed hundreds of dying people to receive end-of-life care.

Mrs. Besley was touched by the care and compassion that her husband, Dennis, received while he was a patient on the Victoria Hospice inpatient unit. She was extremely grateful for the care given to him during his last days and wanted to thank Victoria Hospice by leaving a gift to help provide that same care to others.

Thank you, Mrs. Besley.



Marjorie and Dennis Besley

# Financial

## Statement of Combined Operations Fiscal Year ending March 31, 2014

Operating Revenues	Fiscal 2014	Fiscal 2013	Fiscal 2012
Vancouver Island Health Authority and Government Contracts	3,944,004	3,805,694	3,738,341
Donations & Fundraising	4,104,918	2,788,793	3,077,356
BC Gaming Commission	51,778	100,000	0
Thrift Boutique	216,677	287,647	245,625
Publications / Courses	333,784	356,854	350,995
Interest & Dividends	154,853	176,268	113,691
Other	13,592	17,914	18,291
	<u>8,819,606</u>	<u>7,533,170</u>	<u>7,544,299</u>
Operating Expenditures			
In Patient Nursing	2,820,488	2,498,568	2,493,692
Medical	755,148	697,397	671,881
Counselling / Bereavement / Spiritual	913,968	950,635	923,638
Palliative Response Team & Community Nursing	931,492	810,372	799,087
Volunteer Services	137,212	114,431	120,444
Publications / Courses	228,964	242,141	248,875
Education Services & Staff Development	212,078	191,035	138,645
Administration / Communications	724,213	570,757	493,294
Donor Development & Fundraising	912,855	763,646	745,111
Thrift Boutique	186,462	164,808	172,324
Research / Committees / Projects	259,766	238,720	243,886
Amortization	118,970	117,161	142,750
	<u>8,201,616</u>	<u>7,359,671</u>	<u>7,193,627</u>
<b>Operating Surplus (Deficit)</b>	<b><u>617,990</u></b>	<b><u>173,499</u></b>	<b><u>350,672</u></b>
Endowment & Investment Items			
Donations to Endowments	0	50,000	600
Endowment Funds Valuation Gains (Losses)	336,662	165,420	(28,166)
Investment Funds Valuation Gains (Losses)	283,875	137,721	(14,742)
	<u>620,537</u>	<u>353,141</u>	<u>(42,308)</u>
<b>Change in Net Assets</b>	<b><u>1,238,527</u></b>	<b><u>526,640</u></b>	<b><u>308,364</u></b>

Complete copies of our audited financial statements and Annual Reports are available online at [www.victoriahospice.org](http://www.victoriahospice.org) or please call 250-519-1744.

Victoria Hospice investment funds are managed by the Victoria Foundation.

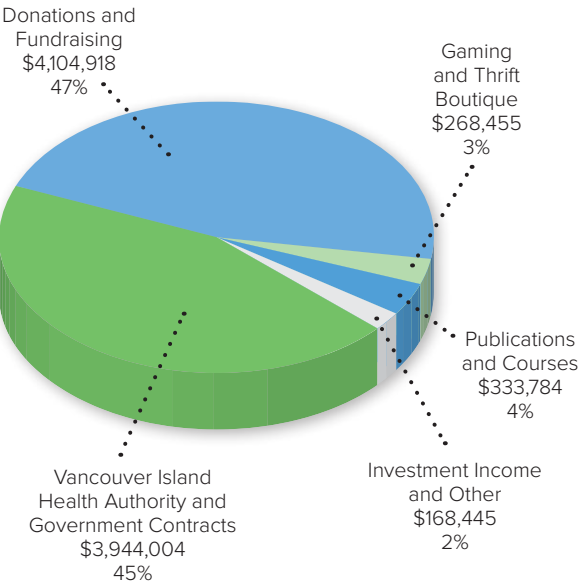
SOCIETY & FOUNDATION

# Statements

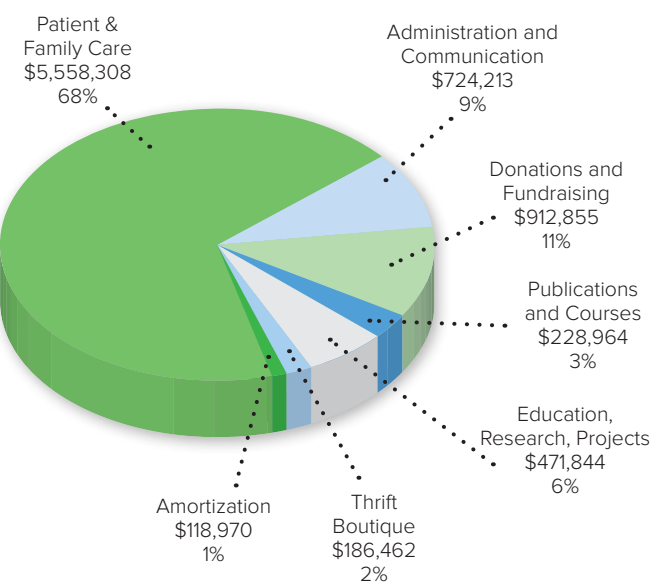
Statement of Combined Financial Position Fiscal Years ending March 31, 2014

Assets	Fiscal 2014	Fiscal 2013	Fiscal 2012
Cash & Prepays	1,132,820	1,036,916	1,595,219
Accounts Receivable	145,700	149,064	137,073
Publications Inventory	11,866	10,615	15,977
Endowment Funds	2,919,315	2,582,418	2,313,622
Investment & Insurance Funds	3,219,520	2,155,931	1,208,282
Equipment & Building	156,299	252,036	361,478
Irrevocable Trust Receivable	178,934	178,934	178,934
	7,764,454	6,365,914	5,810,585
Liabilities			
Payable to Vancouver Island Health Authority	269,310	210,487	228,137
Accounts Payable & Accrued Liabilities	368,349	344,678	328,549
Deferred Revenues	477,110	399,591	369,381
	1,114,769	954,756	926,067
Equity			
Invested in Capital Assets	156,299	252,036	361,478
Endowment Fund Balances (restricted)	2,919,315	2,582,418	2,313,622
Operating Fund Balances (unrestricted)	3,574,071	2,576,704	2,209,418
	6,649,685	5,411,158	4,884,518

Sources of Operating Funds  
Total: \$8,819,606



Uses of Operating Funds  
Total: \$8,201,616





# Victoria Hospice by the Numbers

(from April 1, 2013 to March 31, 2014)

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

**507** Patients admitted to our 17 bed inpatient unit

**76** Average age of Victoria Hospice patients at time of death

**6751** Number of phone consults by nurses & counsellors to health care professionals

**1215** Number of clinicians educated during the year

**1472** Number of phone consultations by nurses & counsellors to patients & families

**2037** Number of phone consults by physicians to professionals, patients and families

**1337** Number of physician visits to patients in homes, facilities and hospital wards

**65%** Predicted increase in the number of Hospice deaths from 2014 (902) to 2020 (1489)

**20,155** Number of volunteer hours contributed to patient care, governance and support

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

Average length of stay on the inpatient unit:

**8.2 DAYS** in the 7 acute care beds

**8.7 DAYS** in the 1 respite care bed

**19.2 DAYS** in the 9 extended care beds

**325+** Number of active, Hospice-trained volunteers

**1641** Number of Palliative Response Team home visits (24 hours)

**2146** Number of people helped by Bereavement Services following a death in the family