

Growing our Circle of Care Victoria Hospice: the next five years

THERE'S A SAYING AT VICTORIA HOSPICE:
"The needs of patients and families are at the centre of everything that we do."
Every program and every plan is developed with this simple phrase in mind.

As reported in the Winter 2018 edition* of this newsletter, the needs of patients and families are changing at a pace and scale that's unprecedented in our 39-year history. Victoria's population is aging rapidly; people are increasingly experiencing chronic illnesses like dementia, COPD, and organ failure; and the majority of local residents now prefer the idea of dying at home instead of transferring to a hospital setting for end-of-life care.

To maintain our commitment to those we serve, Victoria Hospice will need to look quite different in 20 years than it does today. We will need to grow, to serve a wider diversity of needs, and to provide care in ways that allow local residents to age in place.

In this edition, we're proud to share the first steps of that transformation: elements from our new Strategic Framework—the planning document that will guide our program development for the next 5 years.



Growing our Circle of Care

A Strategic Framework for the Victoria Hospice Society

2019–2024



Victoria Hospice's new **Strategic Framework 2019–2024** can be found at: <https://victoriahospice.org/who-we-are/strategic-framework-2019-2024>

We look forward to working with you as we operationalize these plans, and to keeping you informed of the new programs and new people you're helping through your support of Victoria Hospice.

Thank you!

Victoria Hospice Vision

Quality palliative and end-of-life care for all

Victoria Hospice Mission

To enhance the quality of life for those facing life-limiting illness, death and bereavement, through patient and family centred care, education, research and advocacy

* Missed the Winter 2018 edition of **Transitions**?

See the key statistics that will define Victoria Hospice's future on our Facebook page.

You can find online versions of our **Transitions** newsletters at victoriahospice.org/stories/transitions-newsletter.

Someone To Talk To

Victoria Hospice Launching Volunteer Navigation Pilot Program

If you or someone you love was diagnosed with a serious illness and began to struggle with independence, where would you go? Who could you look to for support?

Many patients and caregivers report feeling overwhelmed by the complexity of the healthcare system and say it can be challenging and frustrating to navigate. As patients express a desire to stay in their homes and in the community, Victoria Hospice hopes to support the goals of our community patients through times of transition and uncertainty with the introduction of an exciting new volunteer program.

This spring, Victoria Hospice will be a host pilot site for the Nav-CARE program, in partnership with UBC-

Okanagan and the University of Alberta. This program is an opportunity to leverage the knowledge and expertise of Victoria Hospice's volunteers. Our pilot will launch this March with five volunteers who will receive specialized training in navigation competencies (connection, accessing, resourcing and engaging) developed by a group of international experts in community health, aging, and end-of-life care.

Sarah Beihse, Manager of Volunteer Services and Community Engagement says, "Patient Navigation volunteers will understand the challenges that those with chronic illnesses face. All of our volunteers have spent time on our clinical in-patient unit, and many have career experience in health care

or social service fields. What is most exciting about this program for me is the opportunity to have patients matched with one consistent contact at Victoria Hospice, allowing for easier access to patient and caregiver education programs and resources available in the community". Our Volunteer Navigators will walk alongside patients and their caregivers to support independence and quality of life as patients stay in their homes.

Larry Martin is one of the volunteers who will be participating in the training. "I've witnessed quality palliative care with my mother and my best friend. As a retired social worker, I'm excited to be able to make use of my knowledge and skillset within the community".

For more information about the Nav-CARE program please contact Victoria Hospice Volunteer Services at (250) 370-8727 or email us at volunteer@victoriahospice.org.



Volunteer Larry Martin and Manager of Volunteer Services & Community Engagement, Sarah Beihse



Your Voice Matters. Help Shape our Education Plans

Victoria Hospice has always held to the philosophy that information is powerful and knowledge is to be shared. Our work in education, no matter the audience, is focused on one thing: improving the quality of life for our patients and end-of-life patients across the system.

In our new **Strategic Framework**, one of our five priorities is to grow our education programs. Expanding our capacity will ultimately facilitate better outcomes for patients and families, improve the quality of care and

broaden awareness and understanding of end-of-life care.

In education, our audience so far has primarily been healthcare professionals, staff and volunteers. We know that members of our community—people like you—could benefit from learning how to achieve a better quality of life when diagnosed with a serious illness or when grieving a loved one. Whether you are seeking practical, emotional or psychosocial support, we want to help you.

We are asking:

What questions do you have about end-of-life care? Examples include:

- *How can I take care of my partner at home for as long as possible?*
- *How can I live well with a serious illness?*
- *What is 'advance care planning'?*
- *Is there a support group for caregivers like me?*

What kinds of educational sessions would you like to see offered by Victoria Hospice?

As we aim to make our programs as accessible as possible, we would also like to know:

How would you like to learn?

Examples include:



• *Regular in-person drop-in group sessions*



• *Online discussion groups on grief or caregiver support*

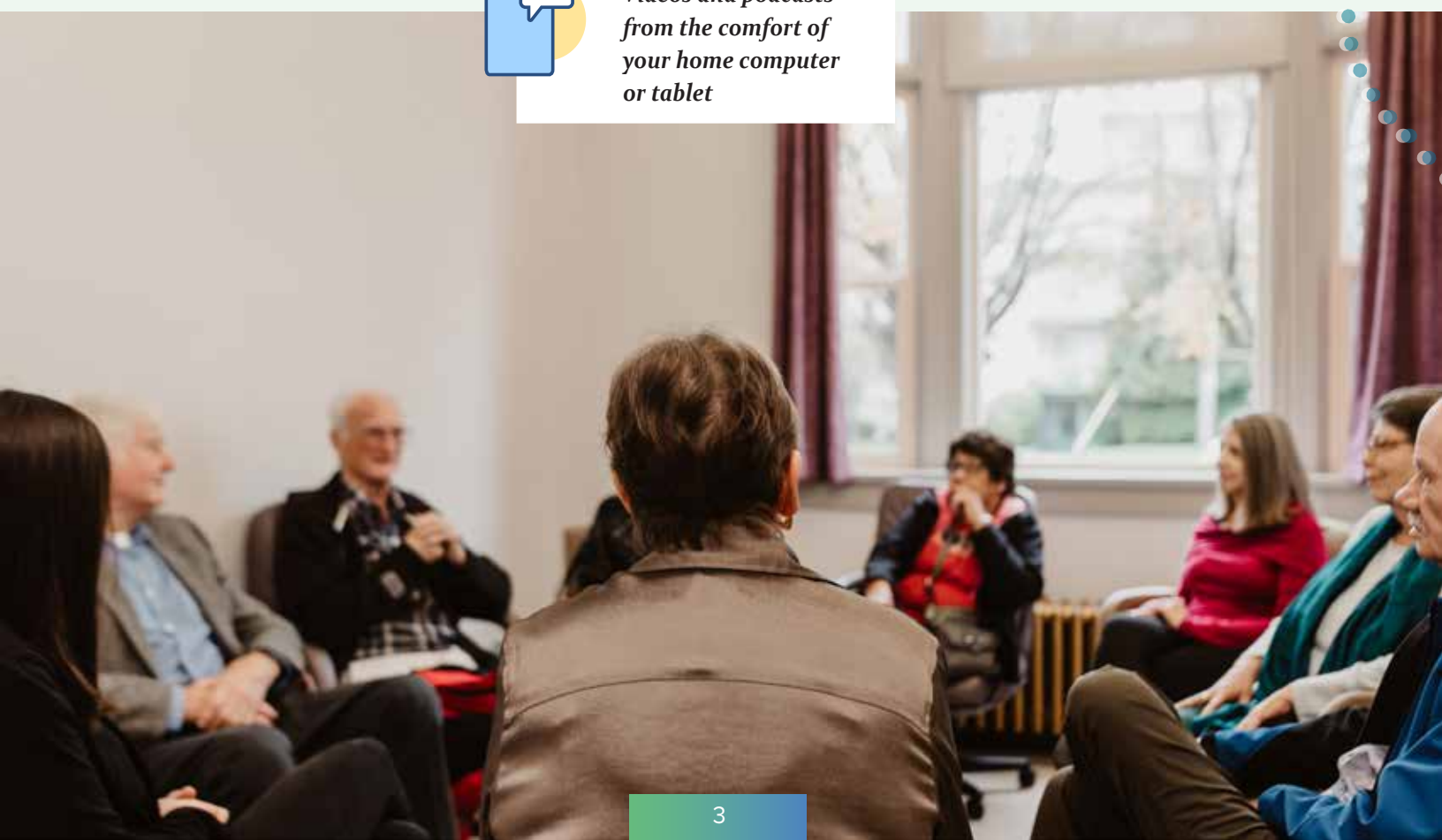


• *Videos and podcasts from the comfort of your home computer or tablet*

We need to hear your ideas. Share your voice.

Please consider the two questions on the form on page 4 and return your feedback to Victoria Hospice by mail, share it online at victoriahospice.org/shareyourvoice, or email your ideas to us at feedback@victoriahospice.org.

You have already helped us identify and shape our strategic priorities. Thank you in advance for sharing your ideas on the kinds of programs you want to see in our community. Your feedback is critical to our success.



Fans for Quality Care

How your donations can make a big impact in unexpected ways

Even as Victoria Hospice embarks on big, ambitious plans for the future, we're not losing sight of the little things that are also important to quality of life for patients. Little things like handheld fans.

It's common for patients living with certain serious illnesses to experience dyspnea—shortness of breath and difficulty breathing. As you can imagine, it's a condition that can cause a tremendous amount of anxiety and discomfort for those experiencing it, along with the physical symptoms associated with reduced blood oxygen levels.

Research has shown that, for many patients, a surprisingly simple solution can make all the difference. A fan that directs air across the face of a patient can stimulate a branch of the trigeminal nerve—a nerve that carries the sensations of touch and pain from the face, eyes, sinuses, and mouth to the brain—and lessens the experience of dyspnea.

Victoria Hospice has found that it doesn't need to be a big or powerful fan either—small, handheld fans with soft blades that a patient can hold directly in front of their face work best... not unlike the ones you'd find at a dollar store.

Your support of Victoria Hospice has just enabled us to purchase 100 such fans to help patients in need over the year ahead. Thank you for making this possible, and for your continuing partnership in our circle of care.



Volunteers Alastair and Mary-Anne demonstrate just how easy hand held fans are to use to lessen the experience of dyspnea.

Help Shape our Circle of Care

If you or a loved one faced a serious illness, what important questions would you need help with?

.....

.....

.....

.....

What information/education would you find helpful to care for a loved one?

.....

.....

.....

Your support is making Victoria Hospice's Bereavement Services more accessible

Victoria Hospice's new strategic plan is far reaching, and several elements of the plan will take years to come to fruition. In the next few months, however, we'll be unveiling an exciting change to Victoria Hospice's Bereavement Support programs that you've made possible through your support. We'll be expanding services, and developing new programs to better serve the needs of the community. Look for details in future editions of this Transitions newsletter... and thank you!



Your Donation Makes a Difference

YES! I would like to provide care to patients and families in need.

Donation preference: One-time Monthly / My donation: \$50 \$100 \$250 \$500 \$1000 Other.....

Name

Address

City/Province

Postal Code

Phone.....

Email

I would like to receive Victoria Hospice e-newsletters.

I wish to remain anonymous.

I have included Victoria Hospice in my Will.

I am interested in finding out more about including Victoria Hospice in my Will.

Credit card type: VISA MasterCard AmEx

Card #

Expiry date: ___ / ___ CVV

My donation is in memory of

Please send an acknowledgement letter to

Name

Address

City/Province

Postal Code

Thank you!

Celebrate a Life

Compassionate care at Victoria Hospice is made possible through the generosity of our community. Please join us in celebrating the people listed below, remembered by friends and loved ones with gifts

In Memory and In Honour between November 1, 2018 and January 31, 2019. These meaningful gifts honour precious lives and help to enhance quality of life for other patients and their families in need.

IN MEMORY

Gisela E. Adrian • Desmond J. Ahearne • Trevor Alexander • Kathryn Allan • Heidi Allan • Mohammed-Amin Aly • Valerie J. Anderson • Ruth Anderson • Muriel E. Andrews • Joe Armitage • David Armstrong • Tamara M. Atkinson • Laurie Auger • Rodney A. Bain • Dwayne Baker • Jeannette Ballard • Alfred Bancroft • Lyle W. Barber • Roger W. Barrie • Pamela Barry • Douglas A. Bavington • Robert Baxter • Beadle Family • James Beaubien • Annette Beaubien • Joseph Beaupre • Brian Beckett • Dylan Bell • Jean Bell • Patricia Bell • Hilda Bennett-Brown • Janet Benning • Dylan Berg • Jason Berg • Herman Bergink • Joan I. Bertrand • Nancy Bettesworth • Guy Bicknell • Nancy Bingham • Dee Bingham • Don Bingham • Ailsa Bishop • Milka Bistic • Annabeth Black • Kathryn Blaikie • Robert Blaikie • Danford Bodrug • Susan Bogart • Anne Boldt • Menno Boldt • Carol Bond • David Bone • Maurice Bonneville • Larry Borgerson • S. Bou Marie Boudreau • Glenn R. Boughton • Ludi Bousema • Edward J. Bowles • Ronald Boyle • Lori Brackett • Dorothy Brahan • Lawrence Brahan • Cliff Braithwaite • Helen Braithwaite • Larry Bristol • Esther Britton • Reg Britton • Betty Brown • Bob Buckingham • Harvey A. Buckmaster • Terry Burnett • John H. Burt • Jonathan L. Cameron • Margaret E. Campbell • Doreen Carriss • Dudley D. Carter • Allan Cassidy • Cheryl Cave • Donald Cawley • Ann Chaland • Robert Chaland • Betty Chan • George Chan • Mandy Cheung • Mabel Chong • Michael L. Chupick • Norman Clark • Audrey Clarke • Edwin Clarke • Winnifred Clarke • Alan Clews • Hetty Clews • James Cline • Milo Coldren • Catherine M. Colebrook • James Colgan • Donald S. Collis • Gwen Comrie • Maureen R. Cook • Bill Copithorne • Shaun Copithorne • Bruce Corbett • June Corby • Marie Cote • Henri Cote • Sylvia Cotton • Barry Cowan • Jackie Crain • F. Geoff Craven • Sheena Creamer • Jill Croft • Ken Currey • Barry Daniel • Annie Dark • Jenny Dark • Russell W. Davidson • Don Dempsey • Betty Denning • Bert Denning • Victor Denning • Linda Denton • Lenora Der • Ron Dinning • Robert Dolce • Alice Dormuth • Ian Douglas • Muriel Douglas • Ruth Doyle • Katherine Dueck • Eleanor Duff • Richard H. Duke • Stewart W. A. Duncan • CharlesDuncan • David Dunlap • Brian Eccles • Lindsay Edwards • Jorgen Eilertsen • Marjorie Elphick • Steve Elrick • Alan Emery • Elliot Eurchuk • Marvin Fallis • John C. Fawcett • Elizabeth Fenton • Wayne Fenwick • Dennis Ferrill • Jean E. Field • Paola Filippin • Denise Finlay • Leonard A. Fitch • Eddie Flack • Duncan Forbes • Mary R. Foreman • Eleanor Fowles • Norman Fowlow • Alfred Foxgord • Georgia Foxgord • Kevin Franklin • Joyce Fraser • Caroline French • Ronald J. Friesen • James Friss • Susan Fritz • Dale Frombach • Jack Froud • Priscilla Gage • Sally Gardiner • Dorcas Gardner • Doris Gaudet • Ardath Gill • John Godfrey • Joyce Godfrey • Walter Goertz • Alvarina Gonzalez • Fay M. Goodfellow • Shirley Goodwin • George Goossen • Alan Gordon • James C. Gordon • Marianne Gough • Ed Graham • Terry Grassick • Marguerite Green • Ken Gregson • M. Gropp • Robert Gubbe • Jean Gubby • Joy Guerzoni • Robert Guskey • Randy Gynn • Corrie Haas • Carole Hall • Chris Hall • Margaret Hallam • Pamela Hallas • Sonya M. Hallas • Bruce Ham • Arnold Hamerling • John Hanrahan • Henry J. Hanson • David Harper • Fred Harris • Anita Harwood • Bunny Hawkes • Ian Hay • Robert Henderson • Margaret Henderson • Charles Hennessy • David Heron • William I. Higgins • Peter Hildebrand • Dorothy Hill • Joyce Hindle • Samuel Hinton • Takeo Hirose • Patrick Hirst • Jane Ho • Rose Hobbs • Ron Hobbs • Wayne Hodgson • Kris Holland • Vernon Holland • Sylvia Holm • John Holtum • Fran Horne • Josephine Horniak • Michael Hourigan • Carole Howard • Doris Hryciuk • Alfred Huculak • Faith Hughes • Huhn Family • Lesley Hulme • Albert Hunter • Flora H. Hurdle • Jean Hurren • William Ingram • Olive E. Inkpen • Margaret Ippen • Jean James • Gordon James • Fred R. Johnson • Mary V. Johnson • Barbara D. Johnston • Laurier Joly • Keiran Jones • Kelly Jones • Sheila Kamil • Michael Kamper • Eleia Kayal • Thomas Keating • Judith Keith-Murray • Madeline Kendall • Linda Kennedy • Hugh D. Kieft • George Klein • Nancy Klippert • Robert Knapp • Maria T. Knudson • Jean E. Kçdar • VickiKowaluk • John Krasnicki • Ryan C. Krisher • Lavone Landie • Mary Larson • Andrew Law • Kenneth C. Lawrence • James Lea • Peter Leahy • K. Lee • George Gin Lim Lee • Jim Leech • Arno Lenzen • Dorothy Linden • Nick Lundhild • Doreen Lyle • Hugh Lyle • Duncan A. MacDonald • Ken MacDonald • Alan B. Macfarlane • Grant MacFarlane • Judy Machlan • Ruth Mackie • Kathleen MacKinnon • Malcolm A. Macphail • Margaret Macphail • Alistair MacRae • Kim Madsen • Mavis Magee • Robinson Mah • Edward Mah • Jack Main • Gerald Main • Colin L. Mantell • Glenn J. Marrett • Brian Marshall • Margaret Martay • Lloyd Matson • Arlon Maxfield • Linda Maxie • James E. Maxwell • Gerald May • David McBlain • Hazel McCoy • Ivy McCreadie • Barbara Joan McDonald • Herbert J. McEwen • Margaret E. McGibbon • Joe McGregor • Greta McLean • Barb McLintock • Robert McLurg • Gerald McMechan • Dennis McMillan • Jean McRobert • Laura J. Meyer • Bruce Milburn • Harold Miles • Les J. Miller • Nan Millham • Margaret Moore • Orel Morneau • Lynne M. Morrison • Constance Munro • Donna Munroe • Angela Murphy • Ken Murphy • James A. Murray • Thomas Murray • Dennis Nazar • James Nelson • Diane Nicol • Edithe E. Niven • Ross Noble • James Noone • Harold Norman • Nels Olson • Mark J. Omness • Allan Osborn • Regan Paetz • David Parry • Evalyn Partridge • Jeff Patterson • Darrell Payton • Ted Pearson • Albert E. Peeling • Harold U. Penner • Anne Penner • Kenneth Perry • Howard Petch • Joyce Philcox • Marian Piercy • Alexander Piercy • Keith Pittam • Julie Poskitt • Edith M. Price • Jared Price-Morin • Richard Pugsley • Francois Quillevere • Denis Racine • David Ramage • Ernest Redding • Candy Reed • Shirley Reimer • Jacob Reimer • Maria Reimer • Al Ritchie • Pat Robbie • Ken Robert • Judy Roberts • John Robertson • Alma Robinson • Allan Rollie • Milforde Rose • Tara S. Ross • David A. Ross • Virginia Rossell • Giuseppe Rossi • Gail Rossi • Robert Rouse • Frank T. Rowbottom • Lorne Rowell • Sheila Rowell • Glen Roy • Gordon Rutherford • Grant Scharf • Ida Schibli • John G. Schippers • Jennifer Schmit • Gordon Schoor • Helen Schwartz • Bill Scott • Vera Scott • Jeff Seabrook • Olga Seibert • Eleanor Semocuk • Merv Shnider • Martin Shore • Ranjit S. Sidhu • David D. Siebert • David Siegel • Suzanne Skedgel-Hill • Walter Slugoski • Elisa Smith • Dawn M. Smith • Kennedy Smyth • William Snow • Barbara Spain • Ella Spencer • Delphine Spencer • Trevor Spencer • George Spicer • Maria Squance • Florence Standen • Mignon Statham • Valerie E. Stearns • Richard Steeds • Sheryl Steeves • Elizabeth Stevens • Michael Stevenson • Douglas Stewart • Sandy Stewart • Edith Stewart • William Stewart • Dawn M. Stewart • Geoffrey J. Stewart • Cindy Stratford • Heinz G. Stricker • Clem Swertz • John Takacs • Jean Taylor • Gayle Taylor • Rob Taylor • Rose Tennent • Rae Terlson • Stanley Thame • Leon Theofan • Gladys Thompson • Eric Thomson • Josephine Tognela • Brent Tolmie • Anne Tompson • Nina Trail • Philip Trofimuk • Gerry Tubin • Kenneth Underdahl • Mark Underhill • Deborah Underhill • Carmen Vassallo • Edmond Vlaszaty • Denise Voss • Anita Wait • Gareth Walter • Patricia Walton • Helen Wanamaker • Shirley Ward • Gladys M. Watson • Stephen Watson • Roy Watson • Kevin Watt • Cliff Watt • George Waugh • Jean Waugh • K.A. Weatherby • Melvin Weisbart • Hal Welsh • Richard West • William J. West • Paul K. Whittington • Jennifer Whybrow • Irene Wiens • Eilish Wildy • Raymond Wildy • Brian I. Wilkinson • Sheila Williams • Nora Williams • Linda Willoughby • Robert Wilson • Pat G. Wilson • Jeff Wilson • James Wilton • Virginia Winter • Hicks Wong • Barb Wong-Chan • Alex Wood • Anne Wood • May Woods • Mary Wright • Brenda Wroot • Shane Yada • Margaret Yardley • Neil Yardley • Gerry Youell • Philip Young • Walter Young

IN HONOUR

Liz & Steve Adilman • Daugulis Family • Bindo Dillon • Gardiner Family • Stefanie Green • Gloria Greeniaus • Don Lawseth • Michele Martin • Elizabeth McAuley • Beth McDonald • Vida McMillan-McKay • Heather McPherson • Terry L. Phipps • David Saele • Cara Saucedo • Nancy Smith • Ian Smith • Tara Spiers • Paul A. Turner • Tony Woods • Dr. Macio Melo's Office

transitions

THE NEWSLETTER OF

VICTORIA  HOSPICE

Would you like to share your Hospice story? We would love to hear from you.

Contact Jordan McClymont,
Donor Relations Officer
at 250-519-1744 or
Jordan.McClymont@VictoriaHospice.org

Thank you.

4th Floor, Richmond Pavilion
1952 Bay Street, Victoria BC V8R 1J8
250-519-1744

info@VictoriaHospice.org

www.VictoriaHospice.org

Charitable Registration Number
11928 4230 RR0001

Victoria Hospice respects your privacy, and we do not sell, trade, lend or rent any of your personal information.