



VICTORIA
HOSPICE

ANNUAL
REPORT
2019-20



In mid-March, the COVID-19 pandemic had reached our shores and swiftly affected every area of our lives, including the way we die.

Our ability to connect with patients and families, and with one another, became strained. What a challenge for our compassionate, hands-on care team for whom companionship and connection is integral to their work.

Despite the restrictions, our dedicated frontline team rose to the challenge to provide the very best possible end-of-life care. The courage, strength, and resiliency they demonstrated is nothing short of inspiring.

On the cover you'll see our nursing team wearing smile buttons, to help show their smiles behind their masks. These little buttons went a long way in allowing them to better connect with our patients and their loved ones.

We thank our generous donor community for their continued compassion and support and for empowering Victoria Hospice to provide the best end-of-life care for our patients and families during this extraordinary time.

VICTORIA HOSPICE SOCIETY AND FOUNDATION BOARDS OF DIRECTORS

Victoria Hospice Society

The Society determines annual funding priorities and strategic directions and ensures that Victoria Hospice's mission and values are upheld



Paul Pallan
SOCIETY
ACTING CHAIR



Clark Lawrence
SOCIETY
TREASURER



Deedrie Ballard
DIRECTOR



Terry Farmer
DIRECTOR



Brecon Gage
DIRECTOR



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Lori Moen
DIRECTOR



Marguerite Rowe
DIRECTOR



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Victoria Hospice and Palliative Care Foundation

The Foundation stewards and manages endowment and investment funds



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Paul Pallan
SOCIETY
ACTING CHAIR



Clark Lawrence
SOCIETY
TREASURER



VICTORIA
HOSPICE

OUR VISION

Quality palliative and end-of-life care for all

OUR 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

OUR VALUES

Respect
Compassion
Integrity
Commitment
Collaboration
Excellence

CEO & BOARD CHAIR MESSAGE

The 2019–20 fiscal year was one of significant growth and milestones for Victoria Hospice, as well as noteworthy challenges from the COVID-19 pandemic.

Our progress is a direct result of the work that went into our *Strategic Framework 2019–24: Growing Our Circle of Care*. We are firm in our commitment to expand our programs and services to meet the palliative and end-of-life care needs of Greater Victorians in the future.

Highlights:

- > In October 2019, we opened our new **Community Support Centre**. (See page 6.)
- > In December 2019, we announced a **joint expansion of palliative and end-of-life care**. (See page 3.)
- > We kicked off 2020 by marking our **40th anniversary**. Victoria Hospice began as a volunteer-driven, grassroots movement in 1980. We have grown thanks to the advocacy efforts of many, continued volunteer support, and thousands of incredible community donors. (See page 16–17.)
- > In March 2020, a week before COVID-19 altered our lives, we launched a **new event, Fashion for Compassion**. (See page 12.)

By mid-March 2020, as we approached the end of our fiscal year, the COVID-19 pandemic had hit our community virtually overnight. It swiftly affected every area of our lives, especially how we work with our patients and their families on their end-of-life journeys.

The abrupt absence of our volunteers, and of most administrative staff who began working from home, was felt deeply.

The courage, strength and resilience our frontline care team demonstrated in the face

of unprecedented difficulties was astounding. They supported isolated patients when their families could not be there. They provided the best possible end-of-life care while adhering to strict safety measures and protocols. This pandemic forced us to work in new ways, to offer remote visiting for patients and virtual sessions for those experiencing grief. In a difficult time, our frontline care team demonstrated the commitment to excellence that has been a hallmark of Victoria Hospice for 40 years.

We could not have done it without the continued compassion from and support of our community. To our treasured donors, volunteers and community supporters, thank you for ensuring that Victoria Hospice can continue to put the needs of patients and families at the centre of all that we do.

Lastly, we extend our sincere thanks to Brenda Canitz, who stepped down from the Victoria Hospice Society Board for personal and professional reasons earlier this year. Since 2017, Brenda contributed greatly to our organizational goals and strategic directions, led several committees, and served in the role of Board Chair.

Sincerely,



Paul Pallan

Paul Pallan
Acting Chair, Victoria Hospice
Society Board



Kevin Harter

Kevin Harter
CEO, Victoria Hospice Society

Victoria Hospice Joins PHWG



British Columbia is facing a demographic shift in the coming years that will increase the number of adults seeking to experience aging and end of life in their homes and communities. Hospice organizations have a deeply-ingrained person-centred philosophy of care and are uniquely positioned to play a leading role in delivering high quality end-of-life care in our province.

A pioneer in providing hospice palliative care, Victoria Hospice was proud to join a collective of non-profit organizations in 2019 called the Provincial Hospice Working Group. Its members include the BC Centre for Palliative Care; the BC Hospice Palliative Care Association; the Sovereign Order of St. John of Jerusalem, Knights Hospitaller; the Vancouver Island Federation of Hospices; and Victoria Hospice.

The vision of the Provincial Hospice Working Group is to improve access to high quality, sustainable hospice care for British Columbians through improved integration of hospice care services in our formal health care system.

In 2019, the Group conducted in-depth assessments of 53 hospice organizations across BC, consulted with industry experts and hosted a roundtable with myriad stakeholder groups. Through these collaborative efforts, they developed a comprehensive report describing the current state of hospice care in BC, and highlighting the gaps, challenges, and opportunities to leverage and sustain the sector.

The Provincial Hospice Working Group formed an alliance to revitalize and empower volunteer-driven hospice organizations across the province. Victoria Hospice is honoured to be part of the alliance in improving the quality of life for all British Columbians.

WALKING ALONGSIDE YOU

Whether caring for individuals and their families,

- > at home through our Palliative Response Team (PRT),
- > on our 17-bed (soon-to-be 18-bed) Inpatient Unit in the Richmond Pavilion at the Royal Jubilee Hospital,
- > through one of our palliative care clinics in partnership with Island Health, or
- > providing grief support at our new Community Support Centre,

we walk alongside individuals and families as they navigate their end-of-life journeys.

Our interdisciplinary care team of nurses, doctors, counsellors—along with 300+ highly-trained volunteers—ensure that the journey is one of comfort, learning, and celebration of lives well-lived. It's about living with a life-limiting illness, rather than dying from it.

In 2019–20, two areas of clinical focus were

- > preparing for transition and growth in our joint expansion of palliative services with Island Health (see article at right), and
- > preparing to be a fully-accredited healthcare organization through Accreditation Canada. Accreditation is an ongoing process to identify what is being done well and what improved. In November 2018 we were awarded the Accreditation Primer Award, and we are confident we will receive official accreditation when the surveyors complete their evaluation in the fall of 2020.

It was a year of tremendous change, and significant challenges posed by the COVID-19 pandemic. We are so proud of our care team's commitment to quality and safety and their high level of care, compassion and engagement to ensure the best possible client- and family-centred care.

The Precious Gift of Time Together

In 2019, we marked the 30th anniversary of the Palliative Response Team (PRT). The PRT offers emergency short-term crisis consultation from a nurse and counsellor team, with treatment for problems that would otherwise require hospital admission.

Last summer, an LPN on Victoria Hospice's Unit, Nicole Cushing, was on the receiving end of PRT care and developed a newfound appreciation for this unique service offered thanks to donors like you. Her father-in-law Terry was diagnosed with lung cancer and after several rounds of treatments, unfortunately, his health began to deteriorate. "Everything changed so quickly," she says.

At first, Terry didn't talk about the end. Then they had a visit from Hospice palliative care doctor, Dr. Christine Jones to discuss his goals of care. "She made us feel so comfortable," says Nicole. "She was not rushed at all, just very attentive. She created and held space and made us feel safe to be vulnerable and honest with one another."

"In addition to access to the palliative care doctors, the PRT team has so many tools in their toolbox," says Nicole. "Yes, they manage pain and symptoms but they also teach families how to give medications properly

and how to be caregivers to their loved ones. I recall one of the counsellors playing Barbies with my 5-year old daughter while the nurse administered meds. I kept wondering, what do other families do when they don't have PRT services? I'm afraid the answer is that they end up in the ER."

In Terry's final weeks, he was able to spend time together with his family—grandbabies and all. "Although it was hard, we made the most of it with mattresses on the floor like a slumber party, playing music, talking, laughing, crying, and telling stories. We were only able to have these experiences because of the support we received from the PRT. I am so grateful to our generous donors for giving us this precious gift of time together."



ABOUT OUR INPATIENT UNIT & PALLIATIVE RESPONSE TEAM 2019–20

7 beds

Pain and
symptom
management

9.4 days

Average stay



1 bed

1-week stay
for caregiver
respite

7.71 days

Average stay



9 beds

Ongoing end-of-life
care for those unable
to remain at home

23.88 days

Average stay



Patients admitted
to the Inpatient Unit

455

1,296

Palliative Response Team
home visits

Expansion of Our Care

In December 2019, Victoria Hospice, the Ministry of Health, and Island Health, jointly announced an expansion of palliative and end-of-life care in our community, in order to benefit more people.

It is part of Island Health's commitment to fulfil the Ministry of Health's mandate to enhance the range of hospice and palliative care services available to people with life-limiting illness, and to double the number of community hospice beds on Vancouver Island from 32 to 64 by the end of 2020.

"Expanding our services enables us to create a dedicated, single-focus hospice unit for patients and their families," says Kevin Harter, CEO. By August 2020, Victoria Hospice is scheduled to add an additional room to our Unit, for a total of 18 community hospice beds. In addition, Island Health will open a new 16-bed Palliative Care Unit at the Royal Jubilee Hospital.

This renewed focus on community hospice beds gives Victoria Hospice the structure and flexibility to pursue a new stand-alone location that is not on a hospital campus. Says Kevin Harter: "Seeking a new location to replace our current site is one of the five pillars in our Strategic Framework, and a goal to which we remain firmly committed."



Gathered in the Victoria Hospice Rooftop Garden (L–R): the Honourable Rob Fleming, MLA; Leah MacDonald, Executive Medical Director, Primary Care and Seniors

Health, Island Health; Sarah Durno, Victoria Hospice Volunteer; Brenda Canitz, Past Chair, Board of Directors, Victoria Hospice; the Honourable Adrian Dix, Minister of Health; Kathy MacNeil, CEO, Island Health; Kevin Harter, CEO, Victoria Hospice; Marguerite Rowe, Victoria Hospice Board Director; Paul Pallan, Acting Chair, Board of Directors, Victoria Hospice.

KNOWLEDGE SHARING

Preparing for Transition and Growth



(L–R): RJH Nurse Katie Fitzpatrick with Hospice nurse, Amber Rumpel

In preparation for the new 16-bed Palliative Care Unit at the Royal Jubilee Hospital (RJH), clinical leaders from Victoria Hospice and RJH have had regularly-scheduled collaborative discussions to ensure a smooth transition with respect to admissions, workflows, and other processes.

There has been plenty of knowledge sharing amongst our clinical teams. In early 2020, RJH nurses made frequent visits to the Victoria Hospice Unit for buddy shifts to learn best practices in a hospice and palliative care unit.

Visiting nurses had the opportunity to witness the "patient honouring" or "leave-taking" ritual when a patient dies at Victoria Hospice. Clinical Nurse Leader, Jill Sartorio, says this distinctly Hospice practice was very warmly received. "It's important to take the time to hold space," says Jill,

"to honour a life, to comfort a family member, to take time to say goodbye, and to be grateful for your practice as a care team member."

Our volunteers are another aspect of our care that makes Victoria Hospice so special. They are an integral part of our interdisciplinary team and will continue to add exceptional value to the services we provide. We are working with Island Health to provide volunteer support at the new Palliative Care Unit and we expect that volunteer services will continue to grow and expand alongside our other programs and services.

"We were gently led to room 341 and my dad was made as comfortable as possible. Then my mum and I were made as comfortable as possible. At that moment it really struck me that this wasn't just a place for patients to be cared for, but also for the family and caregivers that follow patients into Hospice.

That's what makes Victoria Hospice so special."

– Sarah Durno, Victoria Hospice Volunteer, speaking about how the care her father and family received inspired her to become a volunteer.

A Visitor from India

In September 2019, we hosted a visiting senior palliative care nurse, Immaraju Swarup, from Hyderabad, India, to conduct a two-week observership. The educational visit was in partnership with Two Worlds Cancer, a Canadian charitable foundation which has supported palliative care programs in India and Nepal for nine years.



The goal of this international observership was for Swarup to observe Victoria Hospice palliative care, including symptom management, nursing roles and responsibilities, education, and working within a multidisciplinary setting. In addition to two weeks of learning opportunities at Victoria Hospice, Swarup spent two weeks in a pediatric setting at Canuck Place in Vancouver.

Swarup is leading a new generation of palliative care providers in southern India, providing training and spearheading the use of the Palliative Performance Scale, a widely-used clinical tool developed by Victoria Hospice. He is the Nursing Director of a 24-bed hospice and the lead nursing consultant and educator for eight new small rural hospices.

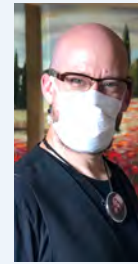
"I was so happy to be at the Victoria Hospice," says Swarup. "It was very encouraging. All the staff members were cooperative and helpful and it was a very good learning experience. I'm looking forward to implementing my learning in our hospice."

Supporting One Another

"So much has changed since the onset of COVID-19. Our culture at Hospice was challenged, and I feel like our identity as an organization was rocked. Who are we if we can't hug patients and families, hold a hand in support, or if our compassionate smiles are hidden behind masks and we are staying 2 metres away?"

"One thing that has become utterly clear is how essential spiritual health support is in times of crisis. It can't be pushed aside or neglected without serious consequences to our mental, emotional and physical health.

"My work has begun anew to revise and create new ways of lifting each other up—reciprocally supporting one another so that together we can thrive in the challenging times ahead. Every day, I



remember that it is the generosity of donors that supports this program and others, bringing such benefit to our patients and families, and I am grateful. Thank you!"

Eshu Martin
Spiritual Health Coordinator

Improving ways to seek patient and family input

At Victoria Hospice, we are committed to ensuring person-centred goals of care are met. We encourage patients and families to actively engage in their care and we aim to seek their input regularly.

Last fall, we welcomed two fourth-year University of Victoria nursing students to collaborate with our team on a quality improvement tool that assessed patient experiences.

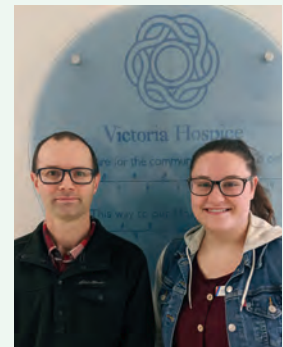
They researched improving use of the Edmonton Symptom Assessment System (ESAS), a questionnaire used to rate the intensity of nine common patient symptoms. It was created in 1991 as a clinical tool to document the symptom burden in patients with advanced cancer admitted to a palliative care unit. Victoria Hospice began using it in 2012.

"Some of the people we spoke with had difficulty with the language of the ESAS," remarks one of the students, Jenn. "It was somewhat limiting." Her

classmate Gavin adds, "We wanted to identify and resolve some of those barriers. The ESAS could be a good conversation starter with patients and families, and they need to be actively participating in their care plan."

Based on feedback from patients, families, and our interdisciplinary team, the students adjusted the language on the ESAS. They also added colour bars and additional questions to better understand how patients are feeling from a whole-person perspective.

"I am so proud of the students," says Tracy Stone, Director of Nursing. "The work they did will make a difference in people's lives."



Gavin and Jenn

BEREAVEMENT SERVICES

Expanding Bereavement Services

On October 5th, 2019 we celebrated the largest expansion of our services in 30 years (since the creation of the Palliative Response Team) with the opening of our new Community Support Centre at 102-4450 Chatterton Way in the Royal Oak area of Victoria.

Our new Community Support Centre has enabled us to:

- > **reduce waitlists** for bereavement counselling
- > **increase capacity** for more one-on-one counselling sessions and groups
- > **fast-track urgent sessions** for those in crisis who experienced sudden loss
- > provide **more practical and educational sessions** for our community

This beautiful new space was made possible by considerable investments over the years from our generous community.

Online in the Face of COVID-19

A positive outcome of the pandemic is that it nudged us to quickly move a number of our programs, services, and events to an online format. We'd been wanting to do this in the bereavement program for some time. We are proud of how nimbly we were able to adjust and adapt to this new way of caring for people. We were able to fill the gap left when our weekly bereavement support group was suspended due to COVID-19 with a successful online group. So far, we've run four online groups and supported over 25 bereaved people in this way. These online groups and individual support have been such a success that we may continue to offer them when the pandemic restrictions subside.



It was standing room only with more than 100 guests at the official opening.

At left (L-R): Victoria Hospice Board Members Marguerite

Rowe, Deedrie Ballard, Lori Moen, Terry Farmer.



At left: Long-time bereavement volunteer, Max White cuts the ribbon with special guest Elmer George, an old one of the Songhees Nation.

Highlights

- > In the fall of 2019, we ran a **Journal Group** at the Community Support Centre with ten participants.



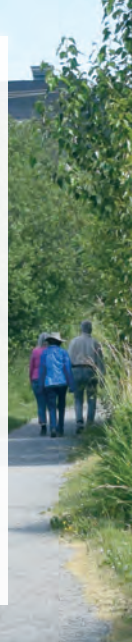
- > In November 2019, we held our first **Child & Youth Bereavement Day**. There were sessions for parents, facilitated by grief experts from Victoria Hospice, Island Kids Cancer, Learning Through Loss and Canuck Place. Children and youth participated in expressive arts activities including music therapy.

"I came today to show my daughter there were other people in our situation." – Participant

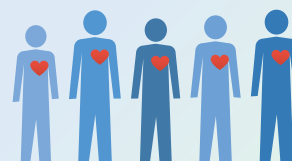
Walking Group Revitalized

For several years we've heard from you about the value of bereavement walking groups. The first **Hospice Walking Through Grief** group ran in the wet fall of 2019 with 5 walkers. The move to our Community Support Centre (across from the lovely Rithet's Bog), and the increase in counsellor resources, have allowed us to reinstate this unique support. Thank you, everyone, for your valuable feedback and determination to see this important group return. We plan to offer this group several times a year, with a break through the winter months.

"Walking Through Grief gave me something to look forward to on a Saturday morning when I wasn't looking forward to much. The participants were kind, non-judgmental and supportive. It felt safe to be vulnerable and to be able to express feelings openly. It was also good to be outside getting a little exercise, even in the blustery weather." — Barbara Garlock, participant



ABOUT OUR BEREAVEMENT SUPPORT 2019–20



We increased our counselling team to **5!**

We doubled one-on-one counselling sessions to **40 per week!**



We increased the number of community members we supported by **30%!**

Support for Grieving Canadians

Marney Thompson, Director of Psychosocial Services at Victoria Hospice, joined as a founding member of the Canadian Grief Alliance—a coalition of national leaders in grief and bereavement. As well as an increase in much-needed funding for bereavement programs, the Alliance is calling for a national response to pandemic-related grief.

Canada is experiencing a high volume of grief as a result of the COVID-19 pandemic. Thousands have missed saying goodbye to dying relatives

and faced the early weeks and months of grief in isolation. Funeral and memorial services are often delayed as families choose to wait for a time to gather, further challenging this access to meaningful rituals and support systems.

Through Canadian Virtual Hospice, the Alliance is urging the Government of Canada and the provinces and territories to bolster the country's grief services to meet the growing demand. Existing and recently announced mental health initiatives do not include grief services.

We developed and hosted **Living with Grief** workshops for the community! The first session (pre-covid-19) had **25 attendees!**



"I think that we really hope and expect that when someone we love is dying, if we can, we'll be at their bedside, holding their hand and hugging them, and showing them our love."

— Marney Thompson

> In February 2020, we hosted a full house for the first in a series of educational workshops on **Living with Grief: Adjusting to Life After Loss**; subsequent sessions were put on hold due to COVID-19. Workshop participants learned about the ways grief impacts our lives and how to live with and adjust to losses and better support others who are grieving.

> Though currently suspended due to COVID-19, our monthly Bereavement Drop-in Group in the Westshore will continue to run.



> We were set to begin a new Overdose Group the week after the COVID-19 pandemic hit but this was also put on hold. Recognizing the urgent need in our community, we have since begun planning to restart this much-needed group in the late summer.

> We partnered with the BC Centre for Palliative Care and Canuck Place to join Project ECHO (Extension for Community Healthcare Outcomes), an online collaborative model of medical education and care management. This is an online teaching and learning model that empowers clinicians everywhere to improve competencies and provide

better care to more people, right where they live. As founders of the first Project ECHO community for palliative psychosocial and spiritual care providers in BC, many of our counsellors participated.



EDUCATION AND RESEARCH

One of the five pillars of our strategic plan is to expand our education services. With the opening of the Community Support Centre, we have been able to host more public education offerings, and through innovation in technology we are now offering more hybrid (online/in-person) course offerings. We continue to collaborate and partner with universities and other organizations across the country.

Thanks to our generous community of donors, our work in education, training, and research will help improve outcomes for patients in Victoria and around the world.

Talking about Living & Dying

In November 2019 and February 2020, we hosted two sessions of the Hello Game at the Community Support Centre. The Hello Game is an easy, non-threatening conversation game which facilitates talking with family, friends, and your community about what matters most to you.

"I'm so glad that we went! It was a wonderful night of exploring our thoughts and feelings on living and dying and what is important to us...done in a really uplifting, fun, safe environment. We laughed and cried and it was wonderful. Thank you!"

— Participant



Professional Development for Vancouver Islanders

Around 200 participants attended the Vancouver Island Federation of Hospices Education Day in Parksville in November to share best practices and foster collaboration. There was significant representation from Victoria Hospice staff and volunteers.



Pictured are some members of our nursing team, who stopped for a group selfie en route to Parksville.

Victoria Hospice Welcomes CIHR Fellow

In 2019, Victoria Hospice received a prestigious national fellowship from the Canadian Institutes of Health Research (CIHR). We were granted a two-year post-doctoral fellowship.



The Fellow, Robert Berringer, with supervision from Victoria Hospice and the University of Victoria, will conduct a 2-year research project on how to improve LGBTQIS Engagement with Hospice and Palliative Care. He will address the needs of this community with a goal of ensuring that all people—regardless of sexual orientation or gender identity—receive safe, supportive, and affirming care.

Words of Kindness:

Our donors sent Hospice clinical staff notes of appreciation, which meant a great deal to all of us! See more on the back cover of the Annual Report.

During these challenging times, a little kindness can go a long way. Share your words of encouragement, compassion, and support to our care team as they continue to ensure the health and safety of patients.

Your dedication and kindness is amazing! We are all so grateful that you continue to serve our most vulnerable friends and neighbours!

Highlights

- > In 2019, we received a \$50,000 Spark Grant from the Centre for Aging and Brain Health Innovation (CABHI) to develop a booklet and a mobile app which would provide accessible information to informal caregivers in the community, with goals of:



- > improving the ability to provide care in the home setting,
- > helping to avoid unnecessary hospitalizations, and
- > contributing to informal caregivers' own well-being.

While the app and booklet will help us address these issues, so too will partnering with organizations and health authorities across the province to foster and promote an integrated approach to hospice palliative care.

- > In January 2020, we received a two-year \$219,337 grant for a pilot project in partnership with the York Care Centre in New Brunswick and Island Health's End-of-Life, Hospice & Palliative Services Team. The goal of the project is to produce e-Learning modules for healthcare providers working in long-term care facilities and further develop content for in-person workshops. The focus is an early integration of a palliative approach to care to better support seniors' quality of life. These eLearning modules will have local, regional and national impact.



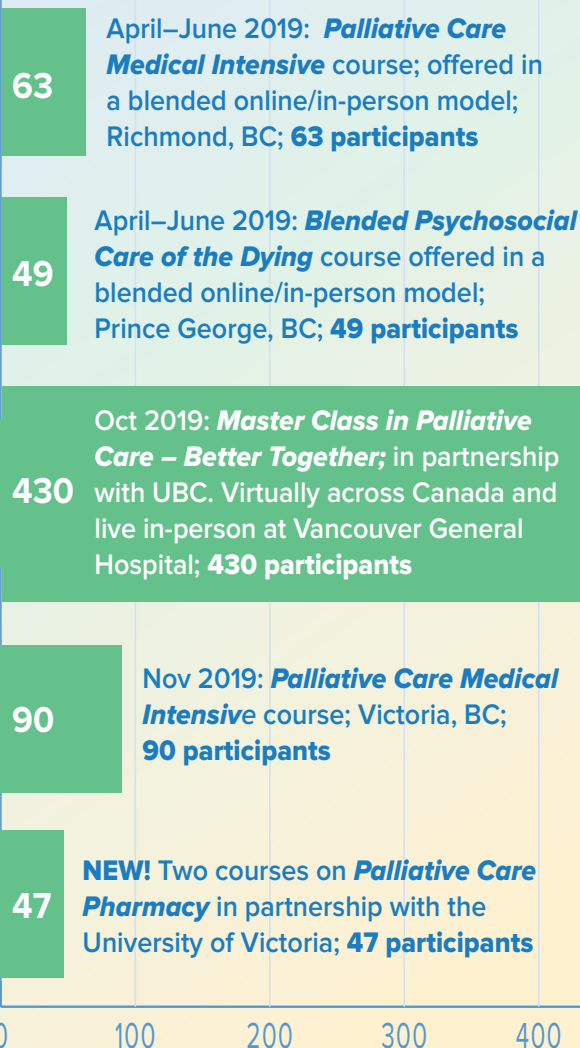
- > In January 2020, Director of Education & Research, Helena Daudt, PhD and Director of Psychosocial Services, Marney Thompson, MA, in partnership with physicians, the **Island Health's Medical Assistance in Dying (MAiD)** program, and the University of Victoria's School of Nursing published research in the BC Medical Journal. The article, **Attitudes and Expectations Regarding Bereavement Support for Patients, Family Members, and Friends** explores gaps in bereavement support for individuals following MAiD.



- > In March 2020, we collaborated with Victoria Target Theatre Society, a community troupe that uses theatre as a means of exploring and transforming social attitudes to seniors, their needs and concerns, and their place in the community. We showcased their play, **I'm Still Here**, at the Community Support Centre. A full house took in this moving and ultimately hopeful look at dementia and aging.



ABOUT OUR EDUCATION & RESEARCH 2019–20



VOLUNTEERS

An Integral Part of our Circle of Care

It takes a special person to become a hospice volunteer and we are lucky to have such a dedicated team of them. They give the gift of time with generosity and compassion to ensure patients and families receive quality end-of-life care and support.

This year, and every year we celebrate 300+ volunteers in 19 different roles. Each month, we have an average of 135 caring people who choose to volunteer their support and individual expertise on the inpatient Unit, in our community programs, and with our bereavement program. Volunteers are also integral in non-clinical areas such as our fundraising events, our Rooftop Garden, and office administration. Volunteers share their skills in patient care, companionship, complementary therapies, administration, and so much more.

When the COVID-19 pandemic reached our shores in mid-March, our dedicated volunteers were suddenly no longer able to provide support on our Unit. Their absence was felt deeply and we are so grateful for their continued care for and commitment to Victoria Hospice. Thank you to those volunteers who provided support to families, visitors and our staff by greeting and screening essential visitors during the pandemic.

DID YOU KNOW? in 2019-20 there were 63 Victoria Hospice Volunteers who each contributed more than 100 hours of service.



Above: Volunteer Maureen at our temporary greeting and COVID-19 screening table on the first floor of Victoria Hospice



Left: Rosemary Walker, one of several Hospice volunteers who facilitate Life Stories, an audio legacy program for registered Victoria Hospice patients to record their life's stories, thoughts, or special memories, onto CDs.

"I felt it was important for my grand-daughters to catch the essence of who I am."

— Life Stories Participant



Above: Victoria Hospice patient, Shirley, daughter Marilyn (second from right), and garden volunteers. This photo captures the essence of what makes Hospice so special—our beautiful rooftop garden, our amazing volunteers, and quality time with family.

“Mom had just woken up after an hour-long nap,” says Marilyn. “She was a bit overwhelmed and touched by so many helpers putting up decorations in the garden. The fresh air, birds singing, trees and flowers was a special treat for Mom after being in a hospital room for a month and not able to get out. She used to meet my dad for lunch up at the garden as he worked at the hospital for years. We talked about the times they had sitting around the beautiful flowers in the spring and summer.”

Below: Staff and volunteers gathered to wish 24-year Hospice volunteer, Alastair MacIsaac, a very happy 90th birthday in September 2019.



ABOUT OUR VOLUNTEERS 2019–20

Average hours of service
per Volunteer

98

Total Volunteer
hours of service

19,648

Total hours Unit Volunteers spent
in classroom & practical training:

1,917

Average years of
service per Volunteer

8.1

New
Volunteers

31

COMMUNITY SUPPORT & DONATIONS

At Victoria Hospice, funding from our generous community enables our interdisciplinary care team to meet patients where they are at and provide the very best possible care, support, and pain and symptom management as they near the end of their lives—whether in the community or on our Unit.

Donations raised through and from the community also allow us to provide practical support, bereavement and grief counselling programs, engage in education and training, and fund research

to develop innovative, evidence-based clinical practices in the field of palliative care.

Simply put, we could not do what we do without you! So we extend our sincere thanks to all those who gave through donations, sponsorships, grants, special events, legacy gifts—and to our volunteers who gave the gift of their precious time.

In October 2019, we bid a fond farewell to Tom Arnold as Director of Fund Development after nine years of service to Victoria Hospice. In January

2020 we were very pleased to welcome Lucy Hough to the role. Lucy is a professionally accredited fundraiser (CFRE) with two decades helping nonprofit community organizations advance their mission to make the world a better place.

In March of this year, COVID-19 forced Victoria Hospice to cancel or postpone events for the foreseeable future. As we adjusted to the new normal, our creative team thought outside the box to bring events online in a fun and interactive way. Events are an

integral source of fundraising at Victoria Hospice and the ongoing COVID-19 restrictions present challenges for the coming year and possibly beyond. However we have confidence in our talented team and committed community to rise to the challenge and continue to provide critical support for end-of-life care.

DID YOU KNOW?

Victoria Hospice was named **Canada's Top Health Charity** for 2020 by Maclean's Magazine.

Fashion for Compassion

On March 8th—before the need for physical distancing began—two hundred guests arrived at Church and State Wines to delight in our first-ever ***Fashion for Compassion*** event presented by Amica Senior Lifestyles.

This sold-out afternoon featured a luxurious lunch, jewellery sale, live and silent auction, raffle featuring WestJet tickets, and a unique fashion show. The generosity surrounding the event was truly heartwarming and over \$58,000 was raised for compassionate end-of-life care.

Our eight fabulous models—including doctors, nurses, counsellors, and volunteers from Victoria

Hospice—showed off one-of-a-kind outfits from Turnabout Luxury Resale. Guests were able to shop their favourite looks at the pop-up boutique right after the show.



Connected Through Song

There are myriad ways to give back to Victoria Hospice, from volunteering, to legacy giving, to launching your own fundraising in memory of a loved one.

On August 24th, 2019, Ray Mau's wife Jan "transitioned to heaven" at Victoria



Hospice. Around the same time, Victoria Hospice's Music Therapy Program was revived and Ray and Jan discussed her desire to leave a legacy to help to fund this therapeutic program.

"Jan grew up with music in her spirit and soul," says Ray. He hopes his fundraiser will keep Jan's memory alive and inspire others who are passionate about music to contribute to the Music Therapy Program.

"The Hospice nurses there are angels," says Ray. "Every day I saw the compassion, the

love and the care they gave to each and every person. There are not enough accolades in the world for them."

Help Us Keep Music Therapy Going

Kirsten Davis (below with one of our musically-inclined co-op students) led the Music Therapy program at Victoria Hospice from 2003 to 2010. After a 9-year hiatus due to a lack of program funding, our patients and families are thrilled to welcome her back on our inpatient unit in 2019. A life-long musician, Kirsten has a Bachelor's



in Music Therapy and a Masters in Creative Arts Therapy. "Providing music is my job and my great privilege at Hospice," says Kirsten, "thanks to the support of donations like yours."

Mourning the Loss of a Legend

In March, long-time Victoria Hospice Board Director and renowned philanthropist Eric Charman passed away peacefully, surrounded by family. Eric's impact on our community was, just like his personality, remarkable and larger than life.



Eric Charman
1932–2020

During his lifetime Eric was an undisputed rallying force for countless Victoria organizations. He and his wife Shirley were well known for organizing fundraising galas, gathering friends and colleagues, spearheading major campaigns using his business acumen and perhaps most famously, his gavel. Eric conducted over 500 charity auctions benefiting numerous causes in the community.

For decades Eric shared his time, his talent and his vision with a variety of community causes and charities with special emphasis on those closest to his heart.

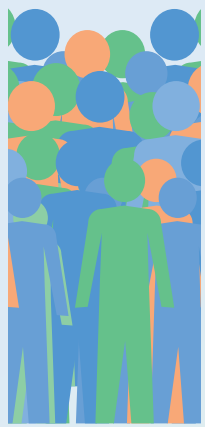
Eric was a Victoria Hospice donor, Board Director and legacy donor. Eric's inspiration and support will be celebrated for many years to come and his legacy gift to Victoria Hospice will make a lasting difference in end-of-life care for Victoria Hospice patients and families.

Thank you Eric.

"For over 43 years, I had the pleasure of volunteering alongside Eric, on countless Boards in our community. Eric was a master connector. I watched him successfully gather and connect friends and colleagues to support community organizations he felt were most valuable in Victoria, including Victoria Hospice. He always wanted to go over the top. Eric never went halfway on anything and nothing he did was small. It was this, along with his powerful gift of persuasion, that benefited Victoria Hospice to grow their programs of care to what they are today."

— Deedrie Ballard, long-time friend and Victoria Hospice Board Member.

ABOUT OUR COMMUNITY SUPPORT, 2019–20



New Donors
2,701

Total Donors
7,577

Fundraising & Donations
\$4.5 million

Future planned gifts in Wills and insurance policies
now **250+**

TOTAL RAISED FROM HOSPICE & COMMUNITY HOSTED EVENTS

\$632,689

VICTORIA HOSPICE HOSTED EVENTS

Cycle of Life Tour raised **\$285,080**
which was shared among
Island hospices

Celebrate a Life
raised **\$14,632**

Hike for Hospice raised **\$57,005**

Fashion for Compassion
raised **\$63,843**

COMMUNITY HOSTED EVENTS INCLUDING:

Anneswer to Cancer
raised **\$50,277**

Ambriss Claremont Ride
raised **\$19,031**

Cedar Hill Ladies Field Day
raised **\$20,745**

Mountain Golf Tournament
raised **\$10,000**

Trotac 1 Day Sale
raised **\$10,030**

Clews Charity Golf Tournament
raised **\$17,995**

Hugh Carbery Pro Am Golf Tournament raised **\$21,630**

VIMCA Golf Tournament
raised **\$15,000**



Pro Forma Statement of Combined Operations Fiscal Year ending March 31, 2020 with Prior Year comparisons

REVENUES		FISCAL 2020	FISCAL 2019
	Operating Grant and Contract Funding	4,456,845	5,017,905
	BC Gaming Commission	13,460	9,880
	Donations & Fundraising	4,609,161	7,126,545
	Publications / Courses / Projects	288,559	382,809
	Increase in Cash Surrender Value, Life Insurance Policies	4,645	7,527
	Other	111,590	78,966
	Interest & Dividends	383,615	452,626
	Investment Valuation Gains (Losses)	(600,652)	132,376
		9,267,223	13,208,634
EXPENDITURES			
	Amortization of capital assets	126,922	86,107
	Corporate, Communications and Administration	964,535	1,045,454
	Counselling, Spiritual & Bereavement	1,261,498	991,258
	Education and Research	448,942	419,343
	Fund development and planned giving	796,346	825,800
	Medical	171,151	887,959
	Nursing	3,281,470	3,193,316
	Palliative response team	984,810	899,193
	Project and committees	392,024	240,263
	Courses and Projects	189,912	89,589
	Volunteers	172,764	171,161
	Investment management fees	57,014	71,936
		8,847,388	8,921,429
		419,835	4,287,205
Excess (Deficiency) of Revenue Over Expenses			

TREASURER'S REPORT

Victoria Hospice once again exceeded expectations for the 2019–2020 fiscal year. Despite poor investment returns due to decreases in interest rates and the coronavirus (COVID-19) pandemic, Victoria Hospice managed a net surplus for the year as a result of higher than targeted funding from our partner Island Health and the continued loyal and generous donations and fundraising support of our community. Prudent management maintained existing service levels within budget while also implementing new strategic initiatives such as the expansion of bereavement services

with the opening of the Community Support Centre. Victoria Hospice concluded the year with combined fund balances totaling \$19,496,845.

The 2020-2021 fiscal year continues in a cautiously optimistic direction despite the impact of the ongoing pandemic. We have now entered into new multi-year Service Agreements with Island Health and a renovation is underway to add an 18th patient bed to the unit which is expected to be completed prior to the Society's 2020 Annual General Meeting. We continue to receive significant support from our

donors and the Foundation's investment values have started to recover since last fiscal year end. We continue to prepare for accreditation this fall and search for a suitable new home for Victoria Hospice. Most importantly, we remain committed to working together with Island Health to ensure quality palliative end-of-life care for all consistent with our strategic plan.

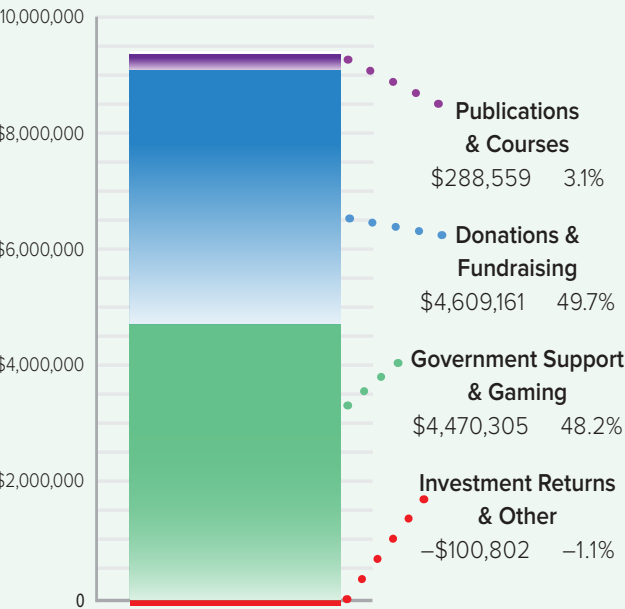
Sincerely,

Clark Lawrence, BCom, CPA, CA
Board Director & Treasurer
Victoria Hospice Society

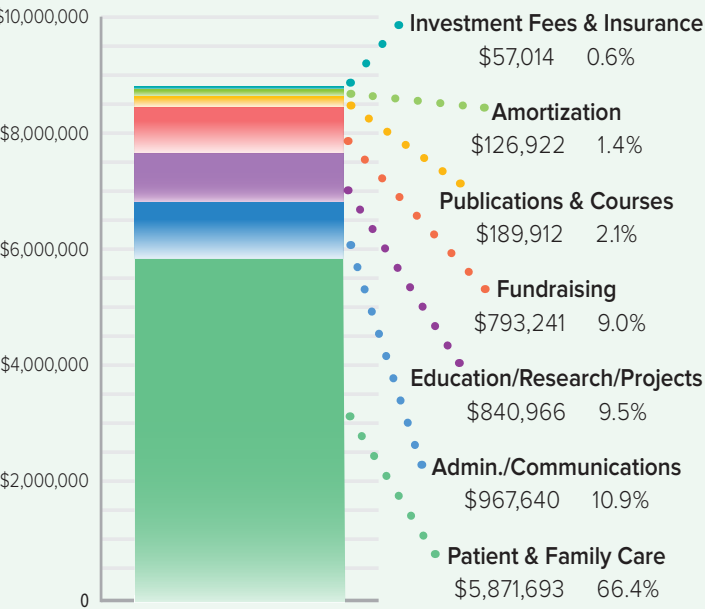
Pro Forma Statement of Combined Financial Position Fiscal Year ending March 31, 2020, with Prior Year comparisons

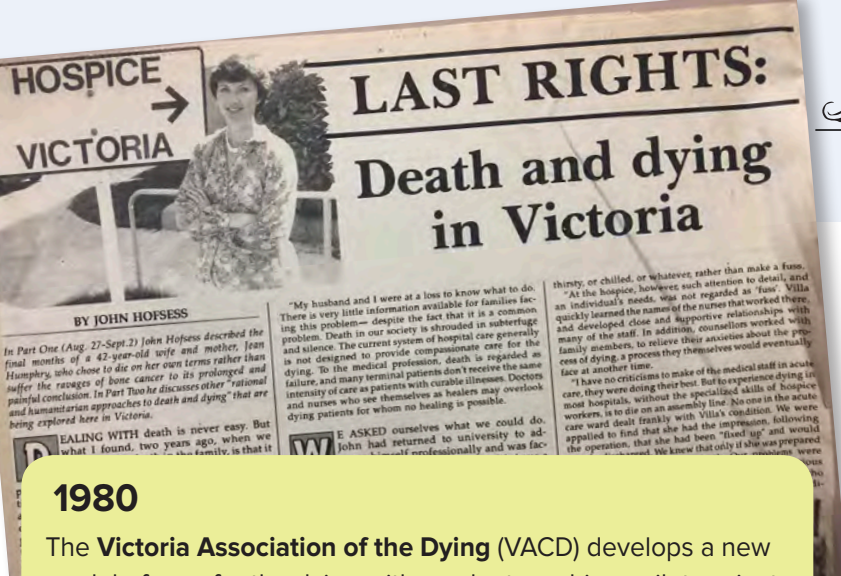
ASSETS		FISCAL 2020	FISCAL 2019
	Cash, Equivalents & Prepaid Expenses	3,221,466	5,155,531
	Investments	10,000,000	1,808,581
	Accounts receivable	285,050	1,308,382
	Inventories	9,613	9,613
	Capital assets	393,614	258,617
	Marketable securities (note 2)	6,884,182	11,826,351
	Irrevocable Trust	95,601	95,601
		20,889,526	20,462,676
LIABILITIES			
	Payable to Island Health	539,720	433,940
	Accounts payable and accrued liabilities	479,117	552,288
	Deferred revenue	373,844	388,352
		1,392,681	1,374,580
EQUITY			
	Invested in capital assets	393,614	258,617
	Internally restricted - strategic initiatives (note 11)	587,406	1,250,000
	Unrestricted	6,269,935	5,618,128
	Externally restricted endowments - donor contributions	2,105,890	2,102,606
	Internally restricted - operating contingency reserve	5,140,000	4,858,745
	Internally restricted - capital reserve	5,000,000	5,000,000
		19,496,845	19,088,096
		20,889,526	20,462,676

Sources of Operating Funds: Total: \$9,267,223



Uses of Operating Funds: Total: \$8,847,388





Celebrating



1980

The **Victoria Association of the Dying (VACD)** develops a new model of care for the dying with a volunteer-driven pilot project running from 1978 to 1980. After evaluating the success of the pilot project, BC's Ministry of Health designates **Hospice Victoria** as an ongoing essential part of the health care system.

1996

The 3rd and 4th floors of the **Richmond Pavilion** at Royal Jubilee Hospital are developed into a 17-bed hospice palliative care facility.

1999

The **Victoria Hospice Learning Centre for Palliative Care** is established.

1980s

1983

VACD amalgamates with Hospice Victoria to form the **Victoria Hospice Society (VHS)**.

1989

With funding from the Victoria Health Project, the **Victoria Hospice Palliative Response Team (PRT)** is established. The PRT offers emergency short-term crisis consultation and treatment for problems that would otherwise require hospital admission. Victoria Hospice also expands its working relationships with Home Care Nursing, creating an integrated continuum of hospice palliative care from home to hospital.

1997

Victoria Hospice establishes the **Victoria Hospice and Palliative Care Foundation** to assume a primary fundraising role, and to provide investment, financial management and stewardship of funds raised for Victoria Hospice operations.

1985

Fran Cornish begins volunteering at VHS. She remains a steadfast supporter to this day—talk about commitment!



1997

The **Rooftop Garden** at Victoria Hospice is created. It has become an oasis for patients, their families and friends. *"The garden is vibrant yet gentle – like the rest of the Hospice. Thank you so much for caring so beautifully."*

(Photo by volunteer photographer Lorna Shaw)



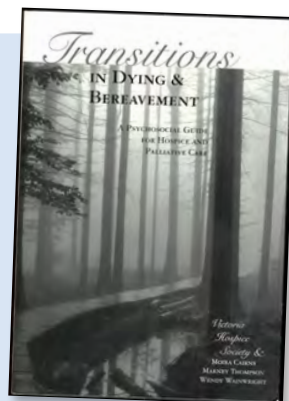
40 Years of Care



2003

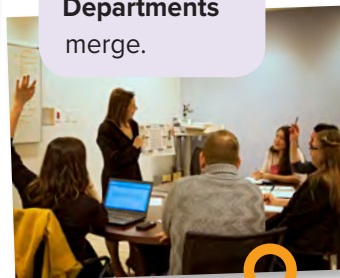
The first edition of *Transitions in Dying and Bereavement: A Psychosocial Guide for Hospice and Palliative Care*, by Moira Cairns, Wendy Wainright and Marney Thompson is published.

"Unique in its psychosocial focus... a wealth of resource material for the novice as well as experienced practitioners in end-of-life care: nurses, physicians, counselors, and social workers."



2014

The **Education and Research Departments** merge.



2019

Victoria Hospice Community Support Centre (CSC) opens on Chatterton Way. It is the new home of Bereavement Services and also houses community education and volunteer-led patient navigation programs.

2000s

2010s

2002

Our volunteers and staff, and community members participate in **Walk for Awareness**, paving the way for our annual **Hike for Hospice** event, which officially begins in 2012. Dozens of cities across Canada now host **Hikes for Hospices** each May to raise critical funds and awareness for hospice palliative care.



2006

The **Research Office** is created to better understand current clinical care and to seek ways to increase the quality of care for all.



2016

In this year, a mere six weeks apart, Victoria Hospice receives two of the largest legacy gifts in its history. Two outstanding individuals gave legacy gifts totalling more than \$3.8 million!



◀ **Lloyd A. Barrett** left a legacy of \$2.4 million, to expand access to high-quality palliative care. He died in 2014 at the age of 91.

Judy Kedwell ▶ left a legacy of \$1.4 million to provide more accessible pain and symptom management for patients. She died in 2015 at the age of 70.



How we kept each other going in the time of COVID-19...

Smile Buttons remind everyone that below our masks are the warm and caring smiles we are accustomed to sharing with patients and their loved ones, and each other.

Words of Kindness: Our donors send the Victoria Hospice care team notes of appreciation and encouragement, which mean a great deal to all of us!



**VICTORIA
HOSPICE**



During these challenging times, a little kindness can go a long way. Share your words of encouragement, compassion, and support to our care team as they continue to ensure the health and safety of patients.

You are all so brave & courageous taking care of patients who desperately need your skills and kindness

Just keep on doing what you have chosen to do.

During these challenging times, a little kindness can go a long way. Share your words of encouragement, compassion, and support to our care team as they continue to ensure the health and safety of patients.

Thanks to the exceptional work that all the care team at Hospice are doing!

During these challenging times, a little kindness can go a long way. Share your words of encouragement, compassion, and support to our care team as they continue to ensure the health and safety of patients.

We thank you from the bottom of our hearts - & keep smiling behind those masks.

4TH FLOOR
RICHMOND PAVILION
1952 BAY STREET
VICTORIA BC V8R 1J8

250-519-1744

www.victoriahospice.org

Charitable Registration Number
11928 4230 RR0001

