

transitions

THE NEWSLETTER OF VICTORIA  HOSPICE

SPRING 2021

You lift us up.

When times get tough, you need someone to lift you up.

We needed you this year, and you supported us all along the way. On behalf of the entire Victoria Hospice care team—we want you to know we couldn't have done this without you.

Despite the challenges we are facing during the pandemic, the care team is resilient, passionate and dedicated to excellence in palliative care. I'm so proud to tell you how tirelessly everyone is working, not only to follow precautions and ensure the safety of patients and families, but also to ensure the delivery of compassionate patient and family-centred care around the clock.

But I'm not going to lie. Some days are tough. Visitor restrictions, while necessary for everyone's safety, have been hard on patients, families and our healthcare team. In compliance with provincial health orders, the work of our dedicated volunteers has been on hold since November.

While their absence, like this pandemic, is temporary, we all feel the weight of it.

Thanks to you, we recently secured some extra resources that have lightened the load for our clinical unit staff and better supported our work.

Your support has also enabled us to provide more online groups, workshops and one-on-one sessions in our Bereavement Services. This invaluable service, so vital at this particular time, has been enhanced thanks to you.

As a Victoria Hospice donor, your generosity allows our team to spend a little more time at the bedside. It helps us create a caring environment where patients and families feel loved, supported and heard all through their end-of-life journeys.

This kind of care would not be possible without you.

In these times of uncertainty and stress, your compassion

means we can offer the very best support for patients and their loved ones. Thank you, so much, for your kindness.

Thank you for lifting us up!



Tracy McConnell, RN
Acting Clinical Nurse Leader



THANK YOU FOR YOUR WORDS OF GRATITUDE

"Thank you all for not only going the extra mile, but many extra miles in this difficult time when those you care for have to be separated from their loved ones at the end of their lives. The support you offer patients and their families and friends is invaluable always. Keep up the vital care and caring."

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

"Thank you for all the care you provide to our most vulnerable. In these stressful times you are in our hearts and thoughts—please be safe."

"It is with much appreciation that I write these words to sincerely thank all frontline medical and support workers for their compassion, professional care and continued devotion to those in need. Thank you, thank you, thank you!"

"The impact of your service lives on with the memory of our loved ones. Your end-of-life services are a special gift to our families."

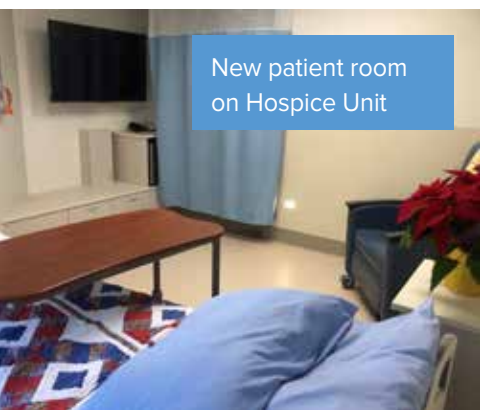
"Thank you so much, care team."

A cozy place: new inpatient room opens on clinical unit

Opening day for Victoria Hospice's new inpatient room was made even sweeter by the introduction of a "cuddle bed" that helps keep loved ones close at the end of life.

Long-time donors Dick and Linda Auchinleck supported the opening of a new patient room on the inpatient unit by outfitting the space with a flat screen TV, fridge and recliner. Their generosity also secured a specialized bed complete with the hydraulics, electronic controls and comfort measures included with all Victoria Hospice beds. But the new bed is something special.

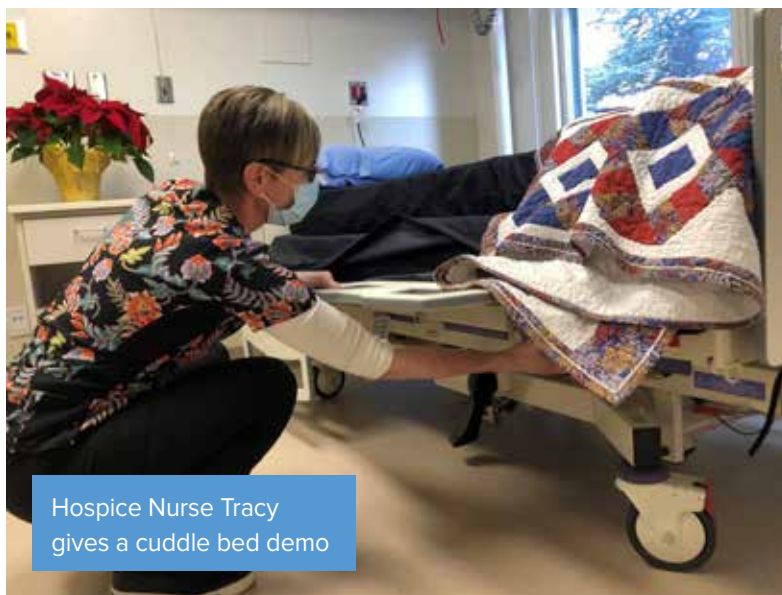
"This bed expands widthwise and lengthwise. It allows the patient and their loved one to lay and sleep with one another," says Tracy McConnell, Acting Clinical Nurse Leader.



New patient room on Hospice Unit

The new room's opening is part of the expansion of community hospice beds at Victoria Hospice's inpatient unit and acute hospice beds at Royal Jubilee Hospital announced by the Ministry of Health Dec. 2019.

Community hospice beds are for patients nearing the end of life whose primary goal is comfort. Acute palliative care beds are for patients at various stages of life-limiting illnesses who have complex symptom-management needs.



Hospice Nurse Tracy gives a cuddle bed demo

Located at the Richmond Pavilion on the Royal Jubilee Hospital (RJH) campus since 1996, Victoria Hospice now provides 18 community hospice beds for compassionate care for patients nearing the end of life. The new Palliative Care Unit on 8 South at RJH now provides 12 acute palliative care beds for patients who have complex symptom-management needs at various stages of life-limiting illnesses.

"The thoughtfulness of the Auchinleck's donation speaks directly to the heart of our mission at Victoria Hospice," says Kevin Harter, Victoria Hospice CEO. "Providing comfort and connection at the end of life is absolutely essential to the quality care we all want for our loved ones. We are so grateful to Dick and Linda for their generosity."

Limited quantities!



VICTORIA  HOSPICE

Kits for Compassion

Coming this spring – a new twist on last year's **Fashion for Compassion!**

Delight in a curated box delivered right to your door, filled with amazing products from local businesses all in support of compassionate end-of-life care. Includes a live virtual event featuring spring fashion tips, door prizes and more!

Order your kit at victoriahospice.org/kitsforcompassion

PRESENTING SPONSOR

AMICA

SENIOR LIFESTYLES

Honouring parents through a legacy of compassion

My parents, Grace and Bill Wigmore, always enjoyed going to the Victoria Hospice Donor Appreciation Teas together, but after Mom's Alzheimer's disease diagnosis, she was no longer able to attend. I was thrilled to be able to accompany my Dad to the annual event.



That's where I learned how Victoria Hospice operates, their reliance on community support to fund the majority of their programs and services, and the wide range of care and support they offer. My Mom passed away in October 2015, which after 67 years of marriage was very hard on my Dad. Not long after, I started noticing concerning changes in Dad's behavior, including forgetfulness, confusion and loss of taste and appetite. By the end of February, Dad was diagnosed with advanced brain, lung and kidney cancer. I was devastated. Sadly, there was not much we could do for him except to keep him comfortable.

We registered for hospice care and were informed that a bed would be available very soon. Unfortunately, before he could be moved into Hospice, my Dad passed away on March 10, 2016, a week before his 92nd birthday.

Although my parents weren't able to benefit from hospice care themselves, I recognize the positive impact it has on patients and their families. I believe so firmly in the value of hospice care that I decided to continue my parents' legacy of support by becoming a Victoria Hospice legacy donor.

– Gayle Wigmore,
Victoria Hospice legacy donor

To learn more about legacy giving, please call Shelley Engelhardt at **250-519-1743**, email shelley.engelhardt@victoriahospice.org or visit www.victoriahospice.org/leavealegacy. Your enquiry will be kept in confidence.

Community events shine through pandemic

2020 was a year like no other. It shone a light on new and practical ways people found to support end-of-life care at Victoria Hospice.

When pandemic restrictions called on everyone to shift plans, teams of volunteer event organizers jumped online and found ways to hold fundraising events for Victoria Hospice.

Golfers around the region showed up to host their tournaments—virtually or distanced—including the Mountain Golf Tournament, the Clew's Charity Golf Tournament, Firm Management's "non-golf" appeal and the Vancouver Island Mechanical Contractor's Association's events for Victoria Hospice. Together the golfers raised \$76,000, thanks to the support of community members committed to supporting hospice services.

The Avenue Gallery in Oak Bay also

didn't miss a beat in their fundraising efforts. Their eighth annual "All That Glitters" jewelry exhibition and fundraiser showcased stunning, wearable art created by the finest boutique jewelers in Canada with partial proceeds to Hospice.

One Stop Furniture & Mattress's fundraiser, Gordy Dodd's Peace Walk and the Church of St. Mary the Virgin's Concert Series all gave strong support for Victoria Hospice again this year.

So many supporters found ways to hold community events during this exceptional year, from virtual tea parties and birthday fundraisers to handsewn scarf sales. These shining examples of commitment and continuing

support mean so much to the patients and families served by Victoria Hospice.

If you'd like to host a community fundraiser (following Provincial Health Orders) it can be done! We would love to discuss your ideas and help you navigate your event—big or small. Contact Anita at Anita.Larsen@victoriahospice.org.



“Hospice holds a special place in my heart.”

Hospice has had a special place in Sylvia Anderson’s heart for more than four decades.

She was a member of the core nursing team hired for the new project for palliative care in Victoria in 1980. Since then, she has also experienced first-hand the difference hospice care makes for a loved one and has become a member of the Hospice Hearts Club, Victoria Hospice’s newly named monthly donor program.

Sylvia retired early due to an injury in 1989, but she made a lifetime of memories as a member of the nursing staff.

“Our group of nurses had a strong bond and lasting friendships were formed. For me, Hospice was a very emotional time and the best of my nursing career,” she says. “It was a very rewarding time as not only were we able to provide care, but we also shared the journey of the dying and learned that sharing our own feelings often provided comfort.”

Sylvia’s husband Ray was admitted to Victoria Hospice for end-of-life care in 2008.

“We only had two weeks with him at that point and pain control was vital to his comfort,” she says. “The privilege of privacy and the accommodations made for our family were a huge relief and to be there with Ray until death meant so much to us. My personal feeling is that no one should die alone—someone is always present at birth, and so it should be for death.”

Now Sylvia is a Hospice Hearts Club member and her monthly donation helps provide the highest quality end-of-life care Ray also received.

“When I donate to Victoria Hospice, I feel I am helping someone else experience the same privilege and hope that helps to ease their pain,” she says. “My wish is that all patients could receive this type of personalized and compassionate care.”



Monthly donations are one of the best ways to support Victoria Hospice’s work.

Contact us today at **250-519-1744** or email **donate@victoriahospice.org** to learn more about joining donors like Sylvia in our Hospice Hearts Monthly Giving Club.



Hospice Hearts Monthly Giving Club member and former Victoria Hospice nurse, Sylvia Anderson (back row second from the right) with the core group of nurses from 1980

Your Donation Makes a Difference

YES! I will join the Hospice Hearts Monthly Giving Club!

My **monthly donation** will be: \$5 \$10 \$25 \$50 \$100 Other

My **one-time donation** will be: \$50 \$100 \$250 \$500 \$1000 Other

Name
 Address
 City/Province
 Postal Code
 Phone
 Email

Credit card type: VISA MasterCard AmEx
 Card #
 Expiry date: ___ / ___

My donation is in memory of

Please send an acknowledgement letter to

Name
 Address
 City/Province
 Postal Code

- Please send me Victoria Hospice Connections e-newsletters.
- I would like to find out more about including Victoria Hospice in my will.
- I have included Victoria Hospice in my will.
- I wish to remain anonymous.

Education programs find success online

Thanks to ongoing community support, Victoria Hospice has found new ways to deliver palliative care education for healthcare professionals and the public during the COVID-19 pandemic. Sharing knowledge is key to our mission to provide quality end-of-life care for all.

Traditionally a five-day in-person conference, the **Fall Palliative Care Medical Intensive (PCMI)** quickly transformed into a new format.

“It was the fastest we had ever planned and executed major structural and content changes to any of our public programs,” says Brittany Clark, Education and Research Projects and Events Coordinator. In addition to online

modules, the team added two days of live online sessions delivered over Zoom from our Community Support Centre in November.

Through collaboration and teamwork, the program successfully launched Oct. 1 and sold out in a matter of days. Due to the program’s popularity in the new format, the course was offered again in February.

The **Introduction to Advanced Care Planning Workshop** also moved online with success. This popular workshop for the public is now offered on a regular basis and fills up quickly.

Advance Care Planning is often thought of as planning for the end of life, but it is really about planning for life, up to and including death. It is a process of thinking about what is important to you and what your beliefs, values and wishes are for your care.

Find out more about our upcoming courses and workshops at victoriahospice.org

“I really enjoyed the course and it will impact my nursing practice and the care I am able to provide to my patients in more ways that I can even begin to imagine.”

– Fall 2020
course participant



Victoria Hospice Accredited with Commendation

Victoria Hospice is proud to announce we have achieved accreditation with commendation from Accreditation Canada. The decision follows a thorough assessment of our services and evaluation against national standards.

The results show Victoria Hospice goes beyond the requirements of the accreditation program.

“Accreditation involves assessing processes that Victoria Hospice has in place to ensure we provide the best quality of care and services to our patients,” says Board Chair Paul Pallan. “It enables us to identify transparent and accountable ways to measure and continually improve our services.”

Accreditation Canada’s voluntary accreditation program—developed over 55 years—has a high degree of recognition in the international health care community. Organizations that become accredited with Accreditation Canada do so as a way to create a strong and sustainable culture of quality and safety.

The standards examined included safety culture, communication, medication use, work-life/workforce, infection control and risk assessment.

“We participated in accreditation for the first time this year because we know that quality and safety are crucial to hospice staff and patients,” says Marguerite Rowe, board member and chair of the Quality & Safety Committee. “It is especially gratifying to receive this award in the year of our 40th anniversary. Improving the quality of our care is a continuous journey—a journey to which we are fully committed.”



“I am so proud of everyone at Victoria Hospice. Every member of our team is committed to making quality and safety a priority every day. Our accreditation award is a real testament to that fact.”

– CEO Kevin Harter

Compassionate end-of-life care at Victoria Hospice is made possible through the generosity of our community. The people named below have been honoured by friends and loved ones by gifts to Victoria Hospice between October 1, 2020 and January 20, 2021:

IN MEMORY Trevor Alexander · Kathryn Allan · Randy Anderson · James Anderson · Ruth Anderson · Manfred Angene · Marie-Michele April · Tamara M. Atkinson · Laurie Auger · Tatiana Bahia-Kazak · Jeannette Ballard · Christopher Barman · Pamela Barry · Peggy Beadle · Donald Beale · Silvana Bedin · Bonnie Bell · Nicole Benn · Hilda Bennett-Brown · Janet Benning · Herman Bergink · Guy Bicknell · Nancy Bingham · Alan D. Birdsall · Lucille R. Bishop · Robert Blaikie · Kathryn Blaikie · Carol Bond · David Bone · S. Bou · Glenis M. Boudreau · Arlene J. Boyden · Muriel Boyle · Dorothy Brahan · Alison Brechbill · Hans Brinkert · Fred Briscoe · Bonney Brooks · Hazel Brooks · Russell E. Brown · Arthur R. Bryant · Bob Buckingham · Terry Burnett · John Burton · Robert Butts · Larry Cade · Ingrid Caines · Doug Cake · Margaret Campbell · Doreen Carriss · Linda Carruthers · Wayne Carson · Walter T. 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Would you like to share your Hospice story? We would love to hear from you.

Contact Carlie Curry
Annual Giving Officer
Carlie.Curry@VictoriaHospice.org

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any of your personal information.