



VICTORIA
HOSPICE



ANNUAL
REPORT
2020-21

TO THE HANDS & HEARTS
THAT OFFER COMFORT IN
THE DARKEST HOUR
THANK YOU



VICTORIA HOSPICE SOCIETY AND FOUNDATION BOARDS OF DIRECTORS



**VICTORIA
HOSPICE**

Victoria Hospice Society



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VICE CHAIR



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Wendy Hill
SOCIETY
VICE CHAIR



Clark Lawrence
DIRECTOR

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

The **Victoria Hospice Society** determines funding priorities, strategic direction and ensures the organization's mission and values are upheld.

The **Victoria Hospice and Palliative Care Foundation** stewards and manages endowment and investment funds.

CEO & BOARD CHAIR MESSAGE

What a year! The COVID-19 pandemic was especially challenging for healthcare workers the world over. At Victoria Hospice, our care team showed up on the frontline of compassion with grace and conviction. They shouldered so much.

Everyone at Victoria Hospice demonstrated resilience and an ongoing commitment to excellence in palliative and end-of-life care. Despite the hardships of the pandemic, our accomplishments are many. We are excited to share them with you in the pages of this 2020-21 Annual Report.

Thanks to enduring community support, we surpassed our fundraising goal this year, raising more than \$4,450,000. Through their generous estate gifts, wonderful practical gifts, participation in online events and countless heartfelt donations, Victoria Hospice donors ensured the best care and support for patients and families. We are grateful to everyone who helped in so many ways.

A big change this year was the transition from a blended model of community hospice and acute palliative care beds to a single-focus community hospice unit at Victoria Hospice in August 2020. This expansion of palliative care with Island Health increased the number of acute palliative and community hospice beds in our region from 17 to 30. **Turn to page 3 to read more about this new model of care.**

We were delighted to receive **Accreditation with Commendation** by Accreditation Canada in December 2020—learn more at right.

We felt the absence of our dedicated volunteers deeply but you can **read about the ways we stay connected on page 10.**

We also welcomed Dr. Amy Tan, our new Medical Director, in November 2020 and we could not be more grateful for her leadership this year. **Read more about Dr. Tan on page 4.**

Our team rose to the challenges of this unprecedented year. But they could not have done it without you. Your compassion and generosity lift us up. Your support sustains us as we fulfil our mission and strive for continued expansion to meet the growing needs of our patients, families, and community.

Sincerely,



Kevin Harter
CEO, Victoria Hospice Society



Paul Pallan
Chair, Victoria Hospice Society Board

Victoria Hospice accredited with commendation

In December 2020, we achieved accreditation with commendation from Accreditation Canada. The decision followed 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.

“Every member of our team is committed to making quality and safety a priority every day,” says CEO Kevin Harter. “Our accreditation award is a real testament to that fact.”



AROUND THE INPATIENT UNIT

Local couple's donations speak to the heart of our mission

Thanks to long-time donors Dick and Linda Auchinleck for supporting 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 “cuddle 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, Clinical Nurse Leader. The Auchinlecks also provided the Palliative Response Team with a brand-new car this year. This was the couple's second donation of wheels to Victoria Hospice in seven years.

“The PRT car means the world to us,” says PRT Counsellor Michele Butot. “Having a reliable car helps us travel around our extensive service area, providing symptom relief and emotional support, and allowing Hospice patients to remain safely and with comfort in their own homes.”

We are so grateful to Dick and Linda Auchinleck for their ongoing support of our mission.



35,000 KM

Distance the Hospice Palliative Response Team (PRT) travels every year providing 24-hour crisis intervention for patients and families right at home, from Victoria to the Saanich Peninsula and the Highlands and Western Communities. (35,000 km is almost the distance around the earth at the equator.)

A new model of care

In August 2020, Victoria Hospice transitioned from a 17-bed unit with a blended model of community hospice and acute palliative care beds, to an 18-bed unit with a single focus of community hospice beds.

This is part of our joint expansion of care with Island Health, announced last year. A 12-bed acute palliative care unit is now in operation in the Patient Care Centre at the Royal Jubilee Hospital (RJH).

These changes increase the total number of hospice and acute palliative care beds in our region from 17 to 30.

This division of care is one reason for the decrease in the total number of patients to the hospice unit this year, as those with acute palliative care needs are now supported in the new RJH unit. Also, many patients chose to stay at home longer in their disease process or until their death, because of the pandemic-related visitor restrictions in hospitals and at Hospice.

Community hospice patients, on average, have lengthier stays than acute palliative care patients:

PATIENT STAYS: 5-YEAR AVERAGE

Community hospice: **20.36 days** Acute palliative: **8.32 days**

1	2	3	4	5	6	7	1	2	3	4	5	6	7
8	9	10	11	12	13	14	8	.32					
15	16	17	18	19	20	.36							



Welcome to Dr. Amy Tan, Medical Director

Victoria Hospice Medical Director Dr. Amy Tan joined the team in November 2020—right in the middle of the pandemic—and brought with her a tremendous vision, commitment and expertise.

An Clinical Associate Professor at UBC Faculty of Medicine, Dr. Tan has been an attending home and hospice palliative care physician for 17 years. She is a lead investigator of a multi-provincial Advance Care Planning study and developed a framework used by the University of Alberta to teach family doctors how to talk about how to make end-of-life decisions. Dr. Tan was named a 2017 Top 40 Under 40 by Calgary's Avenue Magazine in recognition of her passionate advocacy for advance care planning and her work in primary palliative care research.

Among her many accolades, she was also named a Compelling Calgarian of 2020 for her advocacy work in health equity and safety during the COVID-19 pandemic. We are so grateful for her leadership this year.



Virtual tour of the Inpatient Unit

In our pre-pandemic world, it was common for registered patients and their families to tour Victoria Hospice to familiarize themselves with the Inpatient Unit. To keep everyone safe by minimizing the number of people on the unit, we were pleased to produce our first **Welcome to the Unit** video. This enabled patients and families to tour the unit from the comfort of their homes.

Find it here: victoriahospice.org/how-we-can-help/patients-and-families/register-with-us/



Hospice staff show off new equipment

Nicole Cushing, LPN, and Angela Chalmers, RN, show off the new Raz-AT shower chair that offers a secure seated position for showering patients on the unit.

"It's much more comfortable, supportive, and ergonomically friendly for staff," says Tracy McConnell, Clinical Nurse Leader. "We are so grateful for the generous donor support that allowed us to purchase this new piece of equipment."

Continuing to grow our circle of

We launched our five-year strategic planning framework in 2019. Two years on, we're as committed to the goals outlined in Growing Our Circle of Care (2019-24). And the facts haven't changed: over the next twenty years, the region's growing and aging population will increase demands on the healthcare system, including palliative and end-of-life care programs and services.



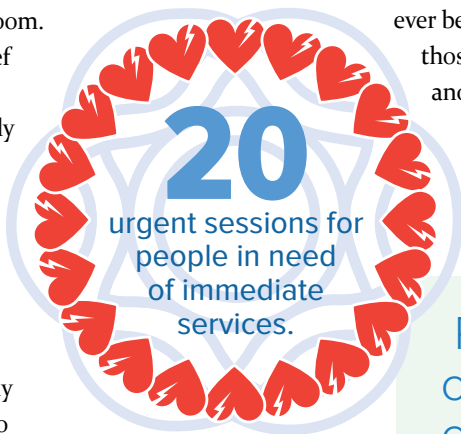
BEREAVEMENT SERVICES

Maintaining client connections and adding more specialized grief groups

In 2020-21 we were pleased to continue supporting our community with one-on-one counselling sessions over the phone or Zoom.

As well, our grief support groups ran continuously over Zoom.

We noticed a big uptick in the number of clients requiring grief support urgently and were able to respond to their needs.



We also ran a walking group, a journal group, and added more specialized grief groups than ever before, such as a group for those grieving a death by suicide and another group for those grieving a death due to toxic drugs called **Room to Grieve, Space to Heal**. For more about this group, see page 6.

Remote but connected: counselling in pandemic times

While there were some challenges with respect to remote counselling, Victoria Hospice bereavement counsellors were struck by some of the unanticipated benefits.

“It can feel a bit daunting for clients to think about sharing something so intimate and personal with someone that is not right there with you,” says hospice counsellor Sue McKenzie-Mohr. “So I try to build that rapport. I ask if they are in a good comfortable spot and give them all the time they need.”

“Some clients will say ‘I’m settling the kids, please give me a minute,’ or ‘Oh yes, I’ve got a cup of tea and blanket and I’m sitting on my back patio looking out at my garden.’ That allows them to enter into a lovely exploration



Staying connected

Our bereavement team met virtually on a regular basis to check in with one another.



about how they are doing in their grief, and to have some control over their space. Often they’ll say things like ‘I’m still in my PJs!’”

The accessibility of remote counselling has been beneficial to many clients and will be an option for clients as we move into our post-pandemic reality.

“For some folks, accessing in-person counselling at our Community Support Centre was previously a limiting factor for whatever reason, be it childcare or transportation,” says counsellor Heidi Wigmore. “I would say that’s been a real upside.”

care

To ensure we can meet the needs of the community over the next decade, the VHS Board of Directors established a planning committee to explore the future state of our community and the programs and services needed in January 2021. They conducted a literature review of programs in the broader palliative care community, conducted interviews with program directors, and held eight online focus groups with more than 60 internal and external stakeholders this spring. Participants discussed future state considerations and how Victoria Hospice can fill existing gaps with new and enhanced programs and services.

A final report detailing input from stakeholder groups and recommendations from the planning committee will be presented to the Board of Directors in the summer of 2021.

Pandemic brings tsunami of grief

Support for people in grief has always been central to the work of Victoria Hospice. During the past year, we saw a dramatic increase in the demand for our bereavement services, and we know that demand speaks to the ways people are struggling more with grief at this time.

“We have not yet begun to understand the long-term impact of grief during the pandemic,” says Marney Thompson, Director of Psychosocial Services, “but we know the lack of connection brought about by the pandemic has a profound effect on griever. Our inability to gather together at the bedside or at funerals, memorials and celebrations of life compounds and complicates grief and loss.”

In May 2020, Marney and Victoria Hospice joined the Canadian Grief Alliance, a group of leading grief specialists advocating government to address national gaps in grief services that leave bereaved people isolated and unsupported when help is needed most. On National Bereavement Day in November 2020, we advocated again to build much-needed support for bereaved people and communities in Canada.



Hospice counsellors provide room to grieve and space to heal

In August 2020, we launched our first-ever grief group for individuals grieving the death of a loved one due to toxic drugs. This timely group, called the **Room to Grieve, Space to Heal group**, facilitated by hospice counsellors Heidi Wigmore and Sue McKenzie-Mohr.

The participants built trust and engaged in very powerful sharing with each other. “This sharing was courageous for all of them,” says Heidi. “For some it was the first time they faced things like pulling out memento boxes or looking at photos. It also opened a space of vulnerability in which some harder parts of their journey were shared.”

For most sessions, the group met in a quiet corner of a public park, but on occasion they met online. They were invited to light candles in their respective homes. “It felt very powerful and meaningful. There were no dry eyes in the sessions.”

One participant described how freeing it was to be able to share with others. Another said that attending a group once a week for a set amount of time, with the same people, was extremely beneficial in terms of helping her to open up.

Based on the success of this initial group, and ongoing need, Victoria Hospice will be running subsequent **Room to Grieve, Space to Heal** sessions most likely with online and in-person options.

Special thanks to the 100+ Women Who Care Saanich Peninsula for their generous donation of \$17,000 towards the Room to Grieve, Space to Heal program. As a donor-funded program, we are grateful for their support in enabling us to continue this valuable offering.



Expertise matters: the art and science of bereavement support

They were common scenes during the COVID-19 pandemic: heartrending visits over screens and phone calls separated by a window. That's how Mary* had to say goodbye to her sister, who died in a hospital isolation unit in June 2020.

Mary turned to a counsellor she had worked with previously around other life changes.

"When I told her my sister died, she said, 'It's a blessing she's not suffering anymore.' I was stunned by her response. It wasn't a blessing. It was a tragedy. To hear a platitude that I've seen on lists of things NOT to say to bereaved people was just flabbergasting."

Mary says that experience left her feeling even more alone in her grief.

"There were few people I could talk to about the horrific circumstances of my sister's untimely death. Quite honestly, no one in my circle had the capacity to shoulder such a heavy burden," Mary says. That's when she reached out to Victoria Hospice Bereavement Services.

"Within a few minutes of my first session with one of the grief counsellors, I realized I was speaking with a true master of the art and science of bereavement support."

Victoria Hospice bereavement counsellors are trained professional counsellors, with years of experience and advanced training in grief and bereavement counselling.

There is an unfortunate dominant narrative in our society around 'get better, get fixed, get over it,' says Marney Thompson, Victoria Hospice's

Director of Psychosocial Services. "Our grief counsellors try to revise that misconception with clients and through public education and workshops with care providers. Grief is not a problem to be solved but something we help people learn to live alongside of. It's about normalizing the ongoing nature of grief and learning to live with it. We are not championing closure."

When some people have their first intense experience with grief, they can feel unsure of what's happening, says Hospice counsellor Sue McKenzie-Mohr. "It can feel like they are in a void. Bereavement counsellors step into the void to help normalize the intensity of the bereavement experience."

"Our willingness to be with whatever they are experiencing without trying to fix it is totally unique," says Hospice Counsellor Betty Anderson. "If you go to marriage counselling, the counsellor will task the couple with work so they can fix things. With our clients, we're not trying to fix them in that sense."

Mary says the expertise of her grief counsellor didn't only help her cope with the trauma of her sister's death, it helped her survive it.

"In that terrible and lonely time, I thought no one would ever understand what was happening to me. But my Victoria Hospice counsellor did. She intimately knew the landscape of traumatic grief and loss. I could not be more grateful to her."

**Name changed to protect anonymity*



EDUCATION AND RESEARCH

Palliative Care Medical Intensive program successfully shifts to online format

Thanks to generous support from our community, Victoria Hospice has conducted research and delivered palliative care continuing education for decades. Each year our courses such as the Palliative Care Medical

"I loved the ability to access the online modules at a time that was convenient for myself and my family. I did the modules on my own time while working full time in a long-term care home."

PCMI PARTICIPANT

Intensive (PCMI) Program, which teaches intermediate and advanced aspects of palliative care to healthcare professionals, are offered in-person. By June 2020, we recognized that the public health restrictions due to the COVID-19 pandemic meant we had to adjust the delivery of our Fall PCMI program to an online format. "It was such a short time frame in which to

pivot," says Brittany Clark, Education and Research Projects and Events Coordinator at Victoria Hospice. "But we were eager to embrace the flexibility of an online format and, of course, ensure everyone's safety. That was priority number one." Through collaboration and teamwork, the program successfully launched on October 1 and sold out within a matter of days. Fifty participants enrolled in the online modules with two days of live online sessions in November delivered over Zoom from our Community Support Centre. A second session of PCMI ran again in February and March 2021 with 34 participants.

Victoria Hospice content experts Dr. Christine Jones (palliative care

physician), Misha Butot (palliative care social worker) and Terry Downing (palliative care nurse) joined the team as education leaders. Several physicians, nurses and counsellors contributed to online lectures, modules and as case group facilitators.



True to the hospice palliative approach to care, they embraced the interdisciplinary model in their program development. The goal: to connect to a range of healthcare disciplines by providing a high-quality and engaging learning experience.

"The course will impact my nursing practice and the care I provide to my patients in more ways than I can even begin to imagine. Thank you so much for all the care and hard work that was put into facilitating this program! I will definitely be recommending it to colleagues!"

PCMI PARTICIPANT



84

ATTENDEES IN THE FIRST-EVER ONLINE PALLIATIVE CARE MEDICAL INTENSIVE PROGRAM (PCMI) IN FALL 2020 AND WINTER 2021

Hospice card game destigmatizes conversations about death and dying

In the spring, our Education and Research team worked with our Psychosocial Services team to develop our very own conversation game called **Here Today, Gone Tomorrow**.

Professionals and volunteers involved in hospice palliative care know discussions around death and advance care planning are important. “These are conversations we have had in the field of palliative care for years, but as a society we tend to shy away from this topic,” says Medical Director Dr. Amy Tan.

“Since the pandemic started, never before have I seen this much public discourse about quality of life, death and dying, what serious illness means, and how that impacts families. I hope we can continue to talk more openly about the important things in life even after the pandemic.”

Here Today, Gone Tomorrow is available for purchase on our website.



New research from VHS and partners

In 2021, Victoria Hospice's Marney Thompson and Betty Anderson published landmark research on bereavement after a medically assisted death in Canada. They co-authored the article with Rosanne Beuthin (Island Health), Anne Bruce and Sarah Lundy (University of Victoria). The article, *Experiences of grief-bereavement after a medically assisted death in Canada: Bringing death to life*, addresses the fact that although medical assistance in dying (MAiD) legislation was passed in Canada in 2016, the bereavement experience of family and friends is not well understood.

In 2020, VHS contractor Margo d'Archangelo co-authored research with Kelli Stajduhar, Melissa Giesbrecht and Ashley Mollison (University of Victoria) on the end of life care need for structurally vulnerable populations (i.e., people experiencing homelessness and poverty, racism, criminalization of illicit drug use, stigma associated with mental health). The publication “*Everybody in this community is at risk of dying*” is an ethnographic exploration on the potential of integrating a palliative approach to care among workers in inner-city settings.

.....
tinyurl.com/MAiD-research

.....
tinyurl.com/PalliativeCare-MostVulnerable

WORKING TOGETHER

In 2020-21, we partnered with organizations to conduct the following public education initiatives:

- In collaboration with the Yakimovich Wellness Centre we created a **two-day workshop on Advanced Care Planning (ACP)** which launched September 2020. Since then we have hosted seven ACP workshops with an average 12 participants out of 15 in each session.
- We collaborated with Equity in Palliative Approaches to Care (ePAC), a community collaborative informed by a research program led out of the University of Victoria to develop **an ACP tool, guidebook and wallet card** for inner city workers who provide care for the structurally vulnerable.
- We developed two public-facing ACP educational whiteboard **animation videos**.
- We hosted a three-part community event called **Life, Death and Dignity** in partnership with Victoria Immigrant and Refugee Centre Society and The Table, a a community resource for self-identifying people of colour. Three sessions took place over Zoom from April to June 2020 with 58 attendees.
- In March 2020, we offered our first **Death over Dinner** event. Death over Dinner is a non-profit organization that aims to generate meaningful connection with like-minded people and loved ones. Guests were invited to share a meal virtually and discuss their values and end-of-life wishes.



VOLUNTEERS

An Integral Part of our Circle of Care

Espirit de corps: Volunteers stand down but stay connected

After the first wave of COVID-19, a few of our volunteers assisted families, visitors and staff by greeting essential visitors at a temporary screening table situated on the first floor of Victoria Hospice. By the time the second wave arrived, public health orders dictated that our volunteers needed to stand down for the time being.

Victoria Hospice has always been volunteer-driven, so we certainly felt their absence deeply. Like the rest of the world, we took to gathering virtually. Volunteers fostered an ongoing sense of connection with regular Zoom visits, meetings, and we even started a volunteer book club!

It's not quite the same, but it has been heartwarming to experience a sense of connection among our caring and compassionate community of volunteers.

Although their presence on the Inpatient Unit was halted, some volunteers provided support to our fundraising team with virtual events and tasks like making donor calls. We also formed several committees, such as our Patient Partner Advisory Committee—see page 11. On page 12, discover how a Life Stories volunteer conducted our first-ever virtual life story from a hospice patient.



← Renée, at left, has continued volunteering by doing the joyful work of extending our thanks to donors over the phone. “This connection has helped reduce any feelings of isolation that I’ve had.”

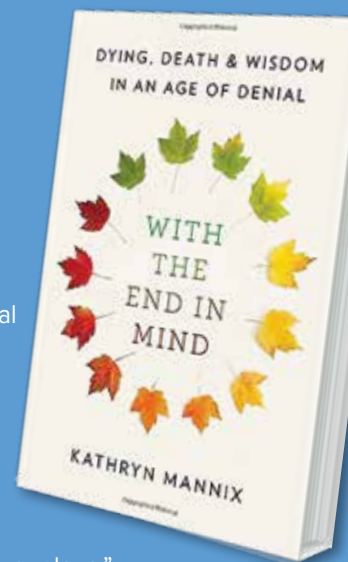


↑ “I’ll be forever grateful for the opportunity to volunteer at Hospice,” says 30+ year Victoria Hospice volunteer Carol Ann Staples (above). In December 2020 she proudly joined our Celebrate a Life campaign, a virtual gathering of memories and reflections of loved ones. She remembers with lasting love her 16-year-old grandson, Elliot Eurchuk.

Volunteer book club a hit

In January 2020, we launched a volunteer book club, which had nearly 50 members. Up for discussion was *With the End in Mind: Dying, Death & Wisdom in an Age of Denial* by Dr. Kathryn Mannix, a UK-based palliative care physician of more than thirty years.

Dr. Mannix even sent the members a lovely personal message: “Volunteers are the beating heart of our hospices. We could not provide that kind of care and that outreach to people without your help, your support, and your love.”



VOLUNTEERS
Missing your faces & the
connections we all
share

Hospice Volunteer Spotlight: Elizabeth Garrett



There's no question that hospice staff missed the presence of volunteers during the pandemic. The feeling is mutual for volunteers. Several times during the pandemic, volunteers like Elizabeth Garrett demonstrated their love and compassion for the team with deliveries of goodies to the unit.

"I just wanted to show my gratitude and admiration for all their courage," says Elizabeth who occasionally dropped off flowers and chocolate.

A retired long-term care activity coordinator, Elizabeth has volunteered at Victoria Hospice for ten years on the unit and three years as a Rooftop Garden volunteer.

"When I started at hospice I wasn't sure if I would be accepted by the nurses, physicians and counsellors," she says. "It was wonderful to see their patience with all of my questions. They are amazing people, so accepting of an amateur like me! The staff's appreciation of the contributions

of volunteers is what makes it so special. They have so much warmth, compassion and genuine love."

Elizabeth says that she sees hospice as a place of acceptance, peace, and healing. "I have volunteered a lot of places and this is the most rewarding experience I've had. It's a good feeling to contribute to the outstanding care provided not just to patients but to families. I look forward to returning."

VOLUNTEERS
Look forward to seeing you all again soon! Miss you, hugs!

Patient Partner Advisory Committee

As a newly accredited healthcare organization, we are focused on continuous quality improvement. As such, we have deepened our commitment to consult with and gather input from patients, clients and families.

In September 2020, we convened a Patient Partner Advisory Committee (PPAC) to bring the patient partner voice, choice and representation to the forefront, through collaboration with patients, families and healthcare providers.

We were pleased to welcome eight volunteer

patient partners with a variety of backgrounds and experiences and a shared desire to improve the quality of end-of-life care. Each member has had experience either as a patient or family caregiver, and/or has been part of the health system in a professional role.

The PPAC has been engaged to review and provide feedback on:

- ▶ quality improvement initiatives around patient safety;
- ▶ communication materials such as visitor guidelines and a Welcome to the Unit video;

- ▶ an education module for staff on quality improvement, and suggested topics for community education workshops; and
- ▶ considerations for future state planning of expanded community programs.

Thank you to the PPAC volunteers who help us ensure the voices of patients and families are thoughtfully heard and engaged.

VOLUNTEERS
You are all greatly missed. We cannot wait to have you back on the unit!

Barbara Garlock



Michael Heppell



Julia Liska



Ev Pollock



Diane Scott



Carolyn Showler



Seona Stephen



Pat Summers



Life Stories go virtual

Sharing the story of one's life can take many twists and turns, much like life itself. For one volunteer at Victoria Hospice, it's also fulfilling on a deeply human level.

Alaina Baskerville-Bridges started volunteering on our Inpatient Unit in 2019 and was drawn to our **Life Stories** program. Life Stories allows patients to record their story or special memories with trained volunteers. A writer and playwright, Alaina was compelled to connect with others.

"With Life Stories, you get to have deeper conversations," she says. "All the surface stuff is gone. We talk about the things that matter: friendship, family, spirituality, nature."

According to Alaina, some Life Stories clients seem to know exactly what they want to say. They're not necessarily interested

in going into uncharted territory. Their recordings—wonderful keepsakes for family and friends—are short and sweet. However, there are life stories like Edith's. These stories take on a journey.

Alaina met with Edith* in person three times before the pandemic. "I like to create a safe space for people to talk," she says. "And I mean really talk, not superficial conversation."

During the first recording, Edith was cautious. She carefully chose her words and was keenly aware of her audience. Edith began to open up during the second and third recordings. She talked about her childhood, adult life, and marriage.

"I think we're done," Edith said. Alaina handed over the recordings and they went their separate ways. Four months later, Edith reached

out to Alaina. "I listened to my life story and I loved it," she said. "But I think I was doing it for others. Now I want to do it for me. Can we record some more?"

Edith knew she was entering the dying process and had more to say. Time was of the essence. Then COVID hit. Meeting in person was no longer an option. As with everything else, our Life Stories program had to adjust to this new reality. Edith became Victoria Hospice's first ever remote Life Stories client, with recordings conducted over the phone.

"The last two interviews were a lot more spiritual in nature," says Alaina. "Edith wasn't scared about saying the right things. The more she talked, the more meaning she was able to make of her life. I think the process took away some



Alaina Baskerville-Bridges

of the fears she had. She talked less about what she did in her life and more about what she had learned along the way."

For Alaina, connecting with others on a deeply human level is incredibly rich and fulfilling. "Volunteering at Victoria Hospice puts everything into perspective."

* Name changed to protect anonymity

"With Life Stories, you get to have deeper conversations. All the surface stuff is gone. We talk about the things that matter: friendship, family, spirituality, nature."

— Alaina Baskerville-Bridges

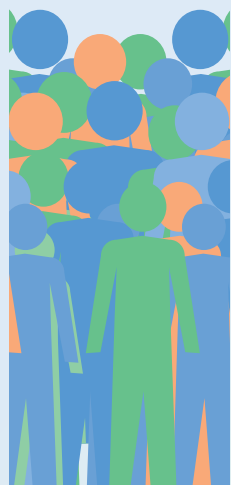


VOLUNTEERS
You are the
Lights of Hospice
We ♥ You

COMMUNITY SUPPORT & DONATIONS

APRIL 1, 2020 – MARCH 31, 2021

OUR COMMUNITY SUPPORT, 2020–21



New Donors
1,394

Total Donors
5,121



Future planned gifts in Wills and insurance policies
now **270+**

FUNDS RAISED FROM VICTORIA HOSPICE HOSTED EVENTS

Cycle of Life Tour raised **\$134,930**
to be shared among Island hospices

.....
Hike for Hospice
raised **\$41,220**

Celebrate a Life
raised **\$9,655**

.....
Teeny Tiny Garden Tour
raised **\$49,269**

FUNDS RAISED FROM COMMUNITY HOSTED EVENTS:

\$121,865



It was a year like no other, filled with uncertainty for everyone. But thanks to the incredible support of the community, Victoria Hospice continued to provide patients and families with compassionate end-of-life care and bereavement support when they needed it most.

The philanthropic support of the Greater Victoria community is critical to our ongoing operation and the outpouring of generosity throughout the pandemic was truly heart-warming. We would like to extend an extra

*We could not
have done it
without you!*

special thank you to all those who gave through donations, sponsorships, grants, special events, and legacy gifts. We could not have done it without you!

When we invited our donors to send supportive words of kindness to our frontline care team, they delivered! Heartfelt messages of thanks and support came in from across our community with thoughtful wishes for the wellbeing and happiness of our frontline care team.

Thanks to the continued kindness, commitment and generosity of the community, Victoria Hospice was able to exceed the fundraising target during an unprecedented year, and raise over \$4M for quality end-of-life care.

Virtual and socially distanced events

Events are an integral part of the fundraising program at Victoria Hospice and the ongoing COVID-19 restrictions presented some big challenges. When it looked as though all events would need to be cancelled, Victoria Hospice staff and volunteers stepped up their creativity to pivot these meaningful events in a fun and interactive way.

The first ever Virtual Teeny Tiny Garden Tour was a huge success.



In lieu of buying a ticket, tour-goers were invited to purchase a copy of the first ever Teeny Tiny Garden Tour Calendar! This beautiful calendar featured photos of the stunning gardens from previous tours.

Hundreds of tour-goers tuned in to enjoy a virtual glimpse of four fabulous local gardens and a special interactive tour of the Victoria Hospice Rooftop Garden, from the comfort and safety of their own homes. The tour, which

raised over \$49,000, was supported by a generous donation from a kind and garden-loving community member, Joyce Butler. Joyce donates in memory of her friends Michael Gregson and Phyllis Pollard, both of whom received care from Victoria Hospice

The Cycle of Life Tour was postponed to 2021...

However our dedicated riders continued to pedal hard to raise critical funds for hospice care across the island. The community of riders stayed connected through a virtual challenge and finish line on Zoom!

Hike for Hospice was transformed...

... to a socially distanced version in the fall. Participants stopped by the Community Support Centre to hang a leaf on the Tree of Remembrance before heading out on a walk with their bubble around Rithet's Bog.



Hospice nurses who are members of the Heart and Sole Hike for Hospice team

Celebrate a Life was also reimagined for the online world.

A new webpage was launched to provide the opportunity to dedicate a star in memory of a loved one. Members from the Victoria Hospice community also shared heartfelt stories and memories to celebrate the people they have lost through a social media campaign.

"In the final weeks of Dad's life, using the hospice services at home—what an

opportunity that was to have four weeks in our home having everyone come in and visit—many people don't get to have that. That month was really special, and that was something that hospice was able to help provide.

"After nine years I still get choked up every time I think about him. It hasn't really gotten easier. You just learn new ways to live without that person in your life who you saw every day."



Javas Sekhon holds a portrait of his father Paul Sekhon with Paul's friends, Tarj Mann (L) and Moe Sihota (R)

Read all the stories at victoriahospice.org/celebrate/celebrate-a-life-stories.

SUPPORTERS FOUND WAYS...

to hold community events during this exceptional year, from virtual tea parties and golf tournaments to hand sewn scarf sales.

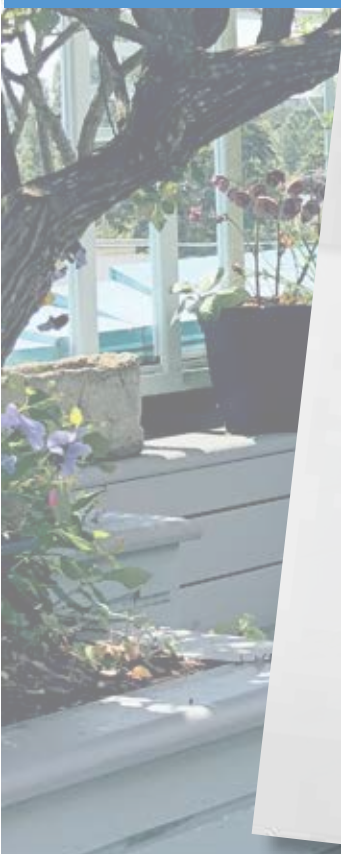
These shining examples of commitment and continuing support mean so much to the patients and families served by Victoria Hospice.

A special thank you and congratulations to our community events organizers and supporters on their success during an unprecedented year, including:

- ▶ Charelli's Chili Day
- ▶ Clew's Charity Golf Tournament
- ▶ Firm Management's "non-golf" appeal
- ▶ Gordy Dodd's Virtual Walk for Peace
- ▶ Great Big Virtual Tea Party by Heather McEwen
- ▶ Hand sewn scarves – Carolyn Finch
- ▶ Jam and Jelly Sale – Rosemary Walker
- ▶ Mountain Golf Tournament
- ▶ One Stop Furniture & Mattress Sale
- ▶ Santa for the Hospice – online visits with Santa!
- ▶ The Avenue Gallery's All That Glitters
- ▶ The Church of St. Mary the Virgin's Concert Series
- ▶ Vancouver Island Mechanical Contractors Association fundraiser



Helen Oldershaw



December 2020

Dear Hospice Team,

This message comes a little late, but comes with heartfelt gratitude. Thank you to the staff of Victoria Hospice for your wonderful and compassionate care.

Last September, my mother-in-law, Helen Oldershaw, passed away at Hospice. It was not an easy time with COVID-19, but your staff made our family feel comfortable and welcome. They accommodated our desire to sit with Helen during her final days and they never gave the impression that they were too busy...although I know they were!

I think it's the staff that makes Victoria Hospice unique. The reception was always our first stop and they were fantastic. The thoughtful counsellor and spiritual health coordinator really took the time to get to know Helen AND us. There are no words to best describe how caring and gentle each nurse was. I must also give praise to Helen's doctor, for gently giving us the truth about her failing condition. Most importantly, Helen was at peace and never in pain. She was cared for with respect and compassion.

Helen and I shared a passion for nature and gardening. That's why I will be forever grateful for the visit we had on the rooftop garden. I was amazed that this was even an option. The nurses took the time to bundle Helen up and wheel her bed to a beautiful sunny spot by a fountain and gorgeous blooming plants. I will never forget how happy this made me. Although Helen was not awake, I knew she could hear me as I described the plants. I knew she could feel the sun and fresh air on her face.

It takes a special person to care for the sick and dying. Victoria Hospice is fortunate to have staff and volunteers working together as a team to provide the best possible care and comfort to patients and families! I am grateful for every single person we interacted with and to the incredible donors in our community who make this superior end-of-life care possible.

Anne Parker, on behalf of Arthur (Helen's son)
and Axel (Helen's husband)

Pro Forma Statement of Combined Operations Fiscal Year ending March 31, 2021 with Prior Year comparisons

REVENUES		FISCAL 2021	FISCAL 2020
	Operating Grant and Contract Funding	4,724,392	4,456,845
	BC Gaming Commission	75,000	13,460
	Donations & Fundraising	4,457,111	4,609,161
	Publications / Courses / Projects	60,511	288,559
	Increase in Cash Surrender Value, Life Insurance Policies	2,878	4,645
	Other	130,459	111,590
	Interest & Dividends	342,641	383,615
	Investment Valuation Gains (Losses)	1,423,195	(600,652)
		11,216,187	9,267,223
EXPENDITURES			
	Amortization of capital assets	167,361	126,922
	Corporate, Communications and Administration	1,056,298	964,535
	Counselling, Spiritual and Bereavement	1,355,491	1,261,498
	Education and Research	470,558	448,942
	Fund development and planned giving	788,762	796,346
	Medical	109,579	171,151
	Nursing	3,695,527	3,281,470
	Palliative response team	966,543	984,810
	Project and committees	356,074	392,024
	Courses and Projects	64,084	189,912
	Volunteers	217,177	172,764
	Investment management fees	55,153	57,014
		9,302,607	8,847,388
EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES		1,913,580	419,835

TREASURER'S REPORT

This year, Victoria Hospice was fortunate to weather the financial effects of the COVID pandemic through the generous support of our community, donors and supporters. For the year ended March 21, 2021 the Society received approximately \$4.5 million in donations—a remarkable accomplishment given the cancellation of various fundraising events. Thank you to our donors for your generous support.

Victoria Hospice recorded a net surplus for the year, mostly as a result of gains in our investment portfolio. We concluded the year with combined fund balances totalling \$20.4 million. Additional funds have been set aside in anticipation of a potential new home for Victoria Hospice.

It was a tough year for our staff. They worked in very challenging conditions while continuing to provide the high levels of care and compassion for which Victoria Hospice is known.

Costs incurred as a result of the pandemic were mostly offset by additional funding from the Province of B.C., Island Health, specific COVID-related grants, and donor support. Quick and creative action by our teams allowed us to pivot to a remote work model where possible, including virtual engagements with our clients and donors. A special thank you to all the staff for their dedication and support.

Successful completion of Accreditation Canada's Qmentum review and the room

renovation for, and opening of, our 18th bed were significant investments in our future success.

Victoria Hospice provides exemplary care, expands services and prepares for the future largely through the tremendous support of our community—staff, volunteers, donors, foundations and families. We look forward to the lessening of the impact of COVID so that Victoria Hospice can return to more normal operations.

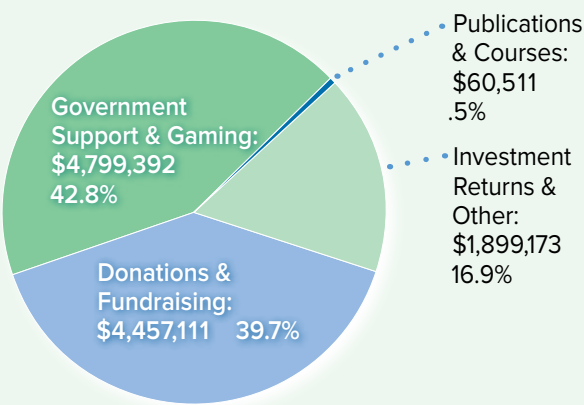
Sincerely,

Angus Izard, CPA, CA
Board Director & Treasurer
Victoria Hospice Society

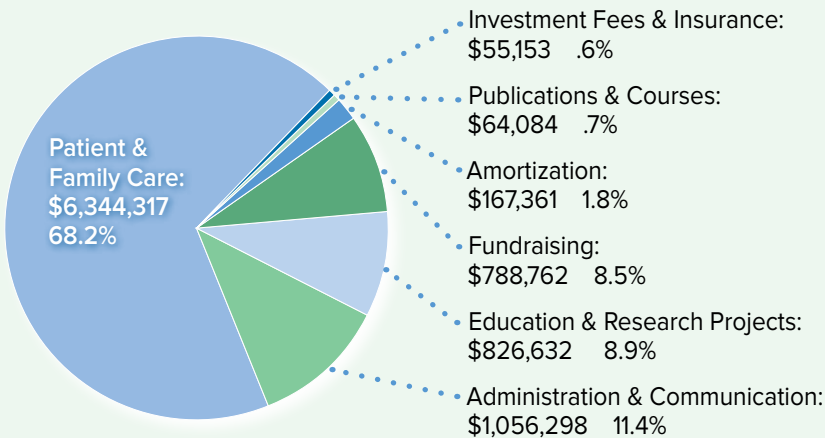
Pro Forma Statement of Combined Financial Position Fiscal Year ending March 31, 2021, with Prior Year comparisons

ASSETS		FISCAL 2021	FISCAL 2020
	Cash, Equivalents & Prepaid Expenses	7,796,119	3,203,241
	Investments	0	10,000,000
	Accounts receivable	103,567	181,293
	Prepaid Expenses	24,546	18,225
	Inventories	0	9,613
	Cash Surrender Value of Life Insurance Policies	106,635	103,757
	Capital assets	477,709	393,614
	Marketable securities	14,123,761	6,884,182
	Longterm Receivable	95,601	95,601
		22,727,938	20,889,526
LIABILITIES			
	Payable to Island Health	466,045	539,720
	Accounts payable and accrued liabilities	453,327	479,117
	Deferred revenue	286,101	255,282
	Deferred lease inducement	16,439	22,961
	Deferred contributions from irrevocable trusts	95,601	95,601
		1,317,513	1,392,681
EQUITY			
	Invested in Capital Assets	477,709	393,614
	Internally Restricted - Strategic Initiatives	492,487	587,406
	Unrestricted	3,955,300	6,269,935
	Externally Restricted Endowments — Donor Contributions	2,105,890	2,105,890
	Internally Restricted — Operating Contingency Reserve	6,379,039	5,140,000
	Internally Restricted — Capital Reserve	8,000,000	5,000,000
		21,410,425	19,496,845
LIABILITIES + EQUITY		22,727,938	20,889,526

Sources of Operating Funds: *Total: \$11,216,187*



Uses of Operating Funds: *Total: \$9,302,607*





VICTORIA
HOSPICE



VICTORIA HOSPICE, 4TH FLOOR, RICHMOND PAVILION, 1952 BAY STREET, VICTORIA BC V8R 1J8
250-519-1744 www.victoriahospice.org Charitable Registration Number: 11928 4230 RR0001

