



VICTORIA  
HOSPICE



ANNUAL  
REPORT  
2021-22

# VICTORIA HOSPICE SOCIETY AND FOUNDATION BOARDS OF DIRECTORS

## Victoria Hospice Society



Paul Pallan  
CHAIR



Wendy Hill  
VICE CHAIR



Angus Izard  
SOCIETY  
TREASURER



Jennifer Ambers  
DIRECTOR



Sheila Aujla  
DIRECTOR



Trudy L. Brown,  
QC  
DIRECTOR



Terry Farmer  
DIRECTOR



Brecon Gage  
DIRECTOR



Christopher  
Lawless  
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Lori Moen  
DIRECTOR



Laurie Pettinger  
DIRECTOR



Marguerite Rowe  
DIRECTOR



Len  
Wansbrough  
DIRECTOR



Andrew Wray  
DIRECTOR

## Victoria Hospice and Palliative Care Foundation



Jason Sikora  
FOUNDATION  
BOARD CHAIR



Kim Clews  
FOUNDATION  
TREASURER



Paul Pallan  
SOCIETY CHAIR



Wendy Hill  
SOCIETY  
VICE CHAIR



Angus Izard  
DIRECTOR



Brecon Gage  
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

## New directors

The Victoria Hospice Society  
Board of Directors welcomed  
four new members in 2021.

We are proud to welcome  
Indigenous community leader  
Jennifer Ambers, health care  
and real estate professional  
Sheila Aujla, lawyer Trudi L.  
Brown, Q.C., and entrepreneur  
Len Wansbrough to the board.

“Our volunteer board members  
bring skills and knowledge  
from various sectors along with  
a deep reservoir of care and  
compassion for our community,”  
says Victoria Hospice CEO  
Kevin Harter. “I’m so pleased to  
welcome these new directors.”

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.

# Message from the CEO and Board Chair

Despite ongoing pandemic challenges, we continue to receive unwavering support from our partners at Island Health, from countless volunteers, and from thousands of donors whose generosity funds nearly half of our annual operating costs.

Our Victoria Hospice teams once again demonstrated tremendous dedication and resilience. We are so proud of the commitment to excellence they show every day. Staff and volunteers have been flexible, gracious, and dedicated to our mission to deliver quality palliative care, and they have our gratitude.

As pandemic restrictions eased on the Inpatient unit and in the community, we were pleased to see volunteers back on the unit, and we know patients and families were too. It's been so good to see families, chosen families, and friends gathering to support

loved ones, and the return of four-legged friends to the unit lifted spirits as well.

As we adjusted to changing conditions this year, we looked to the future and took one step closer to greater access to palliative care in the community. The Greater Victoria School Board bylaw to subdivide and sell 1.3 acres of land to Victoria Hospice passed the third and final required reading on March 14, 2022. As this Annual Report goes to press, we await approval from the BC Minister of Education to bring us even closer to our goal.

We envision Victoria Hospice as a Centre for Excellence that meets individual care and system needs for the coming decades, ensuring a good quality of life for more people who are dying and their caregivers.

We aim to foster a greater continuity of palliative care, with increased collaboration and

capacity across the healthcare system, including in primary, long-term, and home care.

With expanded in-hospice and community-based programs and services, and an evidence-based and compassionate approach to whole-person care, we will honour the values and the heartfelt wishes of more people at the end of life.

If this past year is any indication of the Victoria Hospice team's ability to rise to any challenge—we'll get there! Thank you for walking alongside us this year, and into the future. Your lasting support of compassionate, quality end-of-life care sustains us.

Kevin Harter, CEO  
Victoria Hospice  
Society

Paul Pallan, Chair  
Victoria Hospice  
Society Board

## Treasurer's report

Victoria Hospice was fortunate to weather the financial effects of this second pandemic year through the generous support of our community, donors, and supporters. For the year ended March 21, 2022, the Society received \$4.9M in donations—a truly remarkable accomplishment.

For 2022, Victoria Hospice recorded a net surplus for the year as a result of stronger than anticipated donations and gains in its investment portfolio.

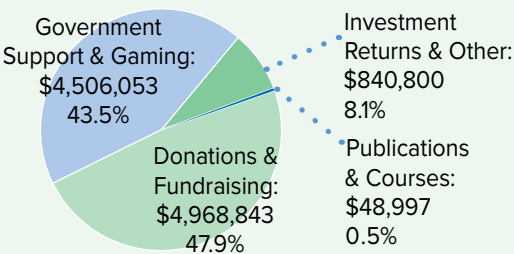
The past year again was a very tough year for our staff. They had to work in very challenging conditions of care and compassion that Victoria Hospice

is known for. A special thank you to all the staff for their dedication and support. We're excited to return to more normal operations as we slowly transition out of COVID-19 restrictions.

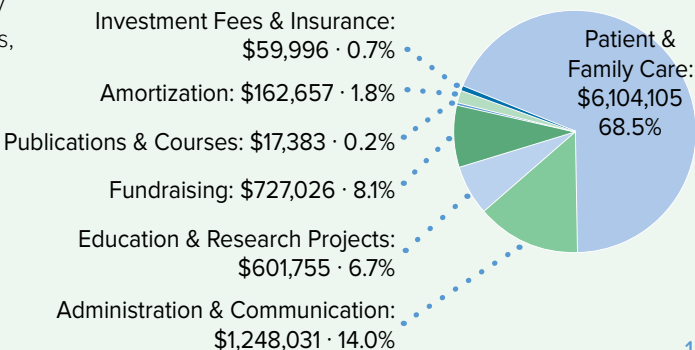
Victoria Hospice can provide excellent care now, expand services, and prepare for the future largely from the tremendous support of our community—staff, volunteers, donors, foundations, and families. We thank all our donors for their very generous support.

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

### Sources of Operating Funds: Total: \$10,364,693



### Uses of Operating Funds: Total: \$8,920,953



# Dr. Deb Braithwaite receives Order of BC

On March 3, 2022, Dr. Deb Braithwaite was appointed to the Order of British Columbia for serving with the greatest distinction and excellence in the field of palliative care to benefit the people of British Columbia. We extend our heartfelt congratulations to Dr. Braithwaite!

The beloved palliative care physician retired from her 34-year career at Victoria Hospice in 2018. When she joined Hospice in 1984, the field of palliative care was in its infancy in Canada. Since then, the number of patients registered with Victoria Hospice has increased from 30 to more than 400.

Dr. Braithwaite’s pioneering contributions to the field of palliative care and compassionate care will be well-remembered by patients and families in our community.

“You don’t work at a place that you love, and do the kind of work that you love as much as I have, over all these years, without leaving a little bit of your heart behind,” said Dr. Deb when she retired. “Part of my heart will always be with Hospice.”



Dr. Deb Braithwaite photo by Ted Grant

# Palliative Care Fellow drawn to whole-person care

In addition to our courses, workshops, and formal educational opportunities, Victoria Hospice staff offer mentorship and practicums on our Inpatient Unit and in the community.

In 2022, Palliative Care Fellow Dr. Mei Wen’s rotation at Victoria Hospice saw her working in the community alongside Dr. Christine Jones and the Palliative Response Team. She says it was a privilege to provide palliative care in patients’ homes.

“It’s amazing to see the whole-person care provided from the interdisciplinary palliative care team—from the physician to nurses

and counsellors—responding in a timely and compassionate manner to patients and families,” says Dr. Wen.

“As a future palliative care physician, it has shown me the value of providing full spectrum palliative care and I hope to incorporate the kindness, compassion and flexibility that I have seen with the team here into my future practice.”

Palliative Response Team members:  
Dr. Christine Jones, Elspeth Gamble (RN),  
Nancy Payeur (PRT Counsellor) and Palliative  
Care Fellow Dr. Mei Wen.



PALLIATIVE  
RESPONSE TEAM  
VISITS IN  
2021/22:  
**1,161**



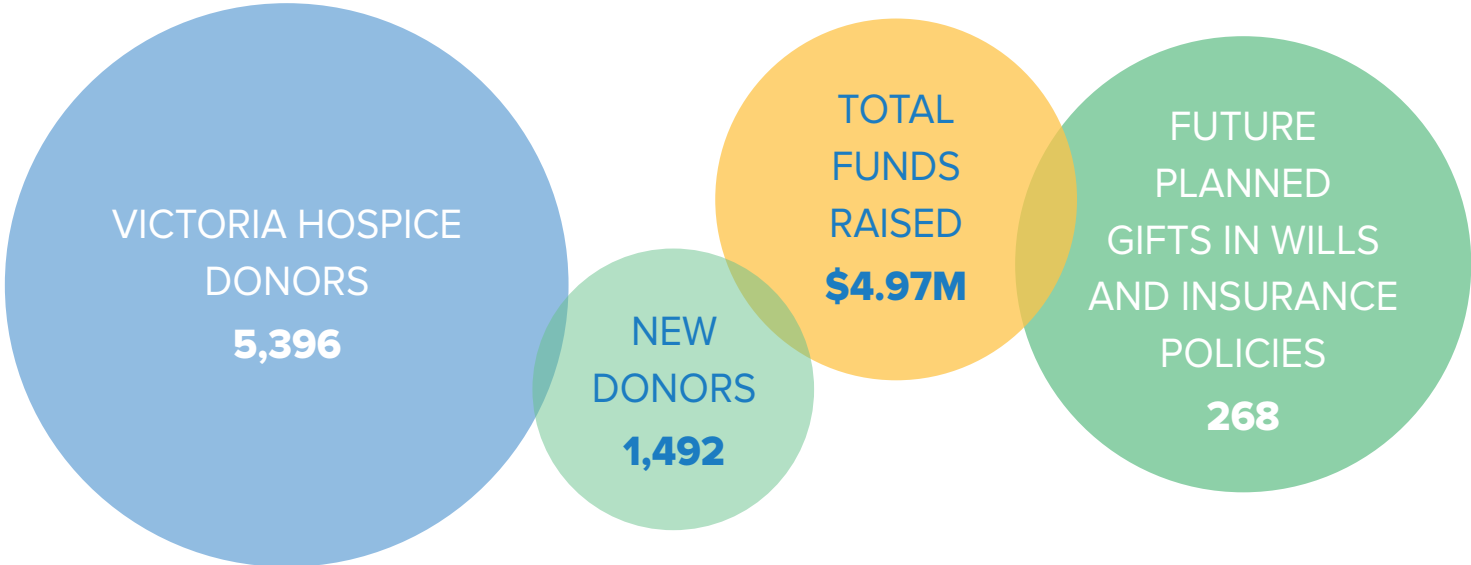
# COMMUNITY SUPPORT & DONATIONS

## Standing together

Victoria Hospice supporters stood with us on the frontline of compassion this year, and we could not be more grateful. They demonstrated—once again—steadfast support for people who are dying, their loved ones, families, and chosen families. Their generosity exceeded our expectations, providing \$4.97M for essential hospice and palliative care on the Inpatient Unit and in the community, and enabled us to meet the increasing need for bereavement services. Donors and supporters rallied to raise funds for Victoria Hospice in so many creative ways throughout the year. From holly sales and bottle drives to golf tournaments and silent auctions, this caring community surrounded Victoria Hospice patients and our care teams with unwavering practical support.

Many folks planned future gifts to Victoria Hospice. We are deeply grateful for the vision and foresight of ordinary people who took the extraordinary step of including a legacy gift in their will or insurance policy. Victoria Hospice supporters know hospice and palliative care isn't only about managing symptoms and making people physically comfortable. It's about closeness and humanity. It's about helping people through the hardest days of their lives. Thanks to our compassionate donors,

we're emerging from this second pandemic year stronger than ever. We're so grateful to each and every supporter for standing with us this year.



# Yakimovich legacy gift among largest in VHS history



George and Olga Yakimovich

Beloved mother, grandmother, and construction industry leader Olga Yakimovich provided a legacy gift which is among the largest in Victoria Hospice's history.

She dedicated a \$1M donation in her will before she died in February 2020 at the age of 95.

When her husband, George, died in 1997, the bereavement support Olga received from Victoria Hospice inspired her to give back.

"Mother was able to connect with others in similar circumstance through her association with

hospice. Grief support was a great comfort to her and reinforced the value of hospice," says her son, Ernie Yakimovich.

Olga was as widely respected for her business acumen and leadership. One of the founding members of the Victoria Apartment Owner's Association, Olga partnered with George to build homes and a successful construction business.

She was a pioneer in the construction industry, says Ernie. "I marvel at my mother's history," he says. "As a child in her native Ukraine, her two sisters died during a pandemic. Mom then immigrated with her parents to The Pas Manitoba and that's where she met and married Dad before settling in Victoria. As immigrants, they accomplished so much, bringing up a family and creating a building empire. I look at her accomplishments with great pride that both Mom and Dad have been an inspiration to me as well as others."

Olga Yakomovich's gift will now benefit hospice patients and families in the very community her family helped build. "Olga contributed to the community in so many ways over the years," says Kevin Harter, Victoria Hospice CEO. "We are so grateful to her and for her foresight and generosity."

## The heart of hospice: care and comfort

Generous Victoria Hospice donors support patients in so many practical ways. Recent gifts help patients stay cool and comfortable on the Inpatient Unit and on the rooftop garden.

Beautiful new wheeled recliners provide a cozy way to relax, have a meal or a visit. Sleek new air conditioners were a welcome addition this summer to keep the heat at bay. Two motorized awnings provide protection from the elements on the rooftop garden and enhance this very special place.

Our gratitude goes to the Susan & Wayne Mew Foundation in memory of Jack Purcell, Peninsula Co-op, Susan E. Crow, Linda and Warren McGillivray, and our partners at Island Health for supporting all these key additions.

Gifts that provide ease and comfort to people in their dying time are so appreciated. Thank you to everyone who contributed so thoughtfully.



ABOVE: Essential elements for comfort: reclining chairs and air conditioners. Pictured here are longtime volunteer Magee Miller and new team member Rochhe Laputa (HCA).



RIGHT: Electrical Maintenance Supervisor Martin Schicchi's team installed the new awnings that support a wonderful atmosphere on the rooftop.

# Celebrating lives: Sunny Baileys

Steven Baileys’ beautiful tribute to his mother, Sondra “Sunny” Baileys, was part of our annual gathering of memories and reflections in last year’s virtual Celebrate a Life feature. Here is an excerpt from his story:



Sunny loved to dance. She danced anywhere and anytime. When a favourite tune came on, Mom would light up and burst into dance. We had to be careful, or she would yank you in to be the Fred Astaire to her Ginger Rogers. I must admit, even as an awkward teenager, I

secretly welcomed the chance to practice my clumsy dance turns with her so I could impress the girls at the next school dance. Sunny would beam with delight as I turned her.

Sunny loved people. She was as generous with her time as she was with food. All who sat at her kitchen table also got Mom’s compassionate ear and heartfelt questions. Sunny had a way of making everyone feel they mattered. To her they did matter. Throughout high school and university, my friends often invited themselves to our house. They knew a heaping plate of spaghetti and Sunny’s sympathetic ear could be found. Years later, when I ran into some of those old high school and university friends, they confided that Sunny was their “second mom”.

It was a lifetime ago and yet it feels like only yesterday. Three weeks before Christmas, my brother, sister, stepfather, and I surrounded Sunny on that cold and dark afternoon. Her breath was shallow. Her sparkling eyes concealed by eyelids that struggled to open. I remember kneeling on the floor with my siblings and holding Mom’s thin hands. I wanted to hold onto those hands and never let them go.

## Victoria Foundation Support

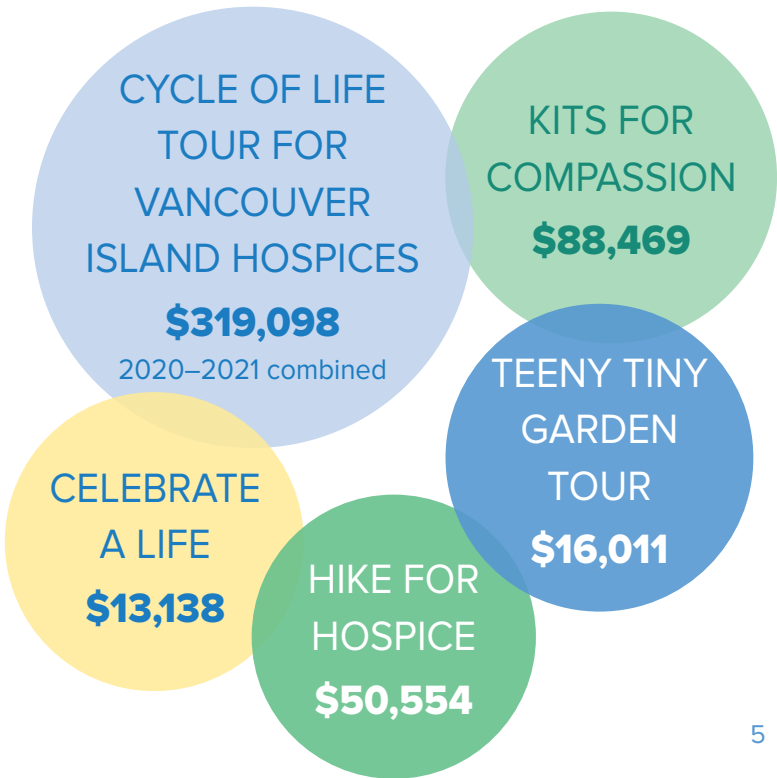
We are grateful for a Victoria Foundation Community Recovery Grant targeted to help organizations weather the impact of the COVID-19 pandemic.

The funds we received supported the significant need for PPE on the unit and increased costs of our Palliative Response Team.

Thank you, Victoria Foundation!

## Community Fundraisers

People who have experienced Victoria Hospice programs and services want to ensure others receive compassionate care too. Events hosted by community members raised more than \$160,000 and events hosted by Victoria Hospice raised a total of \$539,000! The volunteers, sponsors and supporters who helped make these events happen have our endless gratitude.





# Honouring final wishes in a celebration of life and love

There are few higher expressions of love than honouring someone's final wishes. Ashlee Elder knew her husband, Jason, wanted his celebration of life to support a cause close to both of their hearts, so she pulled out all the stops to do it.

Although she needed to wait for nearly two years before pandemic restrictions eased enough to gather friends and family, Ashlee raised more than \$3,000 for Victoria Hospice through a silent auction she established as part of Jason's celebration of life.

Raising funds to help ensure others receive the same kind of support added to the meaningful gathering Ashlee and her family and friends were able to hold in November before new pandemic restrictions were introduced.

"At one point during the gathering, I looked around and thought, 'This is exactly it. This is what was supposed to happen, with everyone laughing, drinking, eating good food, telling stories – and raising money as well.'"



## Kits for Compassion

In a pandemic pivot, we brought the inspiration behind our Fashion for Compassion event to a resoundingly successful Kits for Compassion fundraiser, presented by Amica Senior Lifestyles. Curated gift boxes filled with stylish selections from local makers and merchants, the kits sold out quickly and raised more than \$88,000.



As pandemic restrictions curtailed most in-person celebrations last year, we held a surprise socially-distanced concert in honour of National Nursing Week in May. Local musician Jill Cooper serenaded the care team, who watched from open windows on the Inpatient Unit.



# EDUCATION & RESEARCH

## Rapid review of end-of-life needs in the LGBTQ+ community published



A rapid review of end-of-life experiences of the LGBTQ+ community by researchers at Victoria Hospice and the University of Victoria identifies potential practice changes to better meet the needs of this population.

The open-access article, "A rapid review of end-of-life needs in the LGBTQ+ community and recommendations for clinicians", was published in Palliative Medicine Feb. 17, 2022, by Lisa Lintott, Robert Beringer, Annie Do, and Helena Daudt.

## Palliative Care Pharmacy course

As more people wish to remain at home during their end-of-life journey, pharmacists are increasingly called upon to contribute expertise in palliative care pharmacy outside of institutional settings. Pharmacists are integral members of the multi-disciplinary team delivering palliative care to people facing life-limiting illnesses.

We partnered once again with the University of Victoria Continuing Studies to run a Palliative Care Pharmacy course in February 2022. Course participants included community and hospital-based pharmacists from across Canada and one international student from Malaysia.



## Improving connections, competencies, and care

In 2020, Victoria Hospice partnered with the BC Centre for Palliative Care and Canuck Place Children's Hospice to pilot a community of practice for social workers, counsellors, and spiritual health practitioners working in palliative care, using the Project ECHO Model™.

The goal was to improve evidence-informed psychosocial care for people affected by advancing life-limiting conditions. The pilot showed outstanding results in sense of connection, palliative competencies, and integration of best practice evidence into care. In 2021-22, we were pleased to co-sponsor the second and third cohorts of BC Psychosocial ECHO.

ECHO (Extensions for Community Healthcare Outcomes) provides a combination of education, collaboration, mentorship, and resource/expertise sharing across multidisciplinary teams to benefit those working in end-of-life care and bereavement.



# Cultural Humility at End of Life course



We launched a six-week pilot course on Cultural Humility at End of Life in collaboration with Cowichan Hospice in January 2022. The course is designed to enhance the knowledge, skills, and attitudes of volunteers and staff who care for people of diverse cultural backgrounds with life-limiting illnesses.

Cultural safety and humility is a priority in the Framework on Palliative Care in Canada and one of the eight competency domains set out by the BC Centre for Palliative Care. To the best of our

knowledge, no other cultural humility training module specific to the Canadian population receiving hospice and palliative care exists. The course launches in August, 2022.

## Cultural Humility defined

Cultural humility is a process of self-reflection to understand personal and systemic biases and to develop and maintain respectful processes and relationships based on mutual trust. Cultural humility involves humbly acknowledging oneself as a learner when it comes to understanding another's experience.

BC First Nations Health Authority (FNHA)

# Palliative Care Intensive

Our flagship Palliative Care Intensive (PCI) program is designed for physicians, residents, nurses, pharmacists, medical students, and healthcare professionals interested in palliative care. The program ran twice last year in a blended format with self-directed online modules, video lectures, and live webinars.

"The value of this course is the multidisciplinary approach," says co-facilitator Shelley Tysick, RN and palliative care coordinator. "There is so much value in looking at things in different ways and shifting perspectives."

Co-facilitator Dr. Tara McCallan, educational lead for palliative care on the South Island for medical students and residents with the Island Medical Program and the Division of Palliative Care at UBC, agrees. She says there is a need for a palliative care orientation across areas of medical practice. "It doesn't matter what kind of medicine you practice, because you will do palliative care in some way."

Of course, care for the whole person and not only symptom management is central to palliative care. This includes psychological, social, emotional, spiritual, and practical support not only for patients but also for caregivers and designated families.

"From a psychosocial perspective, what is most important in palliative care is not simply the tools but a particular lens and



approach—a different way of looking at people and the context of their lives than we might in other parts of the healthcare system," says co-facilitator Misha Butot, a palliative care social worker and member of our Palliative Response Team.

*"I feel energized and invigorated by the passion from these educators."*

*"One of the best courses I have ever done. So important."*

*"Fantastic course and unbelievably educated team who presented it. Resilient and caring. Thank you."*

# BEREAVEMENT SERVICES

## Responding to increased demands for grief support

In 2020–21, we reported a dramatic increase in demand for bereavement services due in part to the pandemic. This trend continued through the second year of the pandemic. To address longer-than-usual wait lists, we hired an additional full-time bereavement counsellor in November 2021.

Bereavement Services counsellors provided 1,778 individual counselling sessions this year—an 18.5% increase from 2020–21. Of this number, 75 people attributed their bereavement to a toxic drug death.

As one response to the opioid and fentanyl crisis, we offer a seven-week support group. The *Room to Grieve, Space to Heal* group is geared for adults grieving someone who has died by a toxic drug/substance-related death. Facilitated by a bereavement counsellor, the group incorporates grief education, sharing and support, therapeutic activities, and exploration.



INDIVIDUAL  
GRIEF COUNSELING  
SESSIONS

**1,778**

Up 18% over  
last year

NEW  
GRIEF COUNSELING  
CLIENTS

**417**

Up 24% over  
last year

## BCHPCA Speaker Series: Marney Thompson

In March 2022, Marney Thompson, MA, RCC delivered a presentation on the criteria, prevalence, and treatment approaches to Prolonged Grief Disorder.

Formerly known as Complicated Grief, Prolonged Grief Disorder (PGD) is a stress-related disorder that was introduced to the latest Diagnostic and Statistical Manual of Mental Health Disorders (DSM-5-TR) in September 2021.

A key Victoria Hospice team member since 1994, Marney is a national leader in grief and bereavement research, service, and support. Her publications include the award-winning book, *Transitions in Dying and Bereavement: A Psychosocial Guide for Hospice and Palliative Care* (Victoria Hospice, 2016), and the article, “Complicated grief in Canada: Exploring the client and professional landscape” (Journal of Loss and Trauma, 2017).



### Local spreads kindness & hearts around town

In March, the person behind the @heartsinvictoria account on Instagram scattered these beautiful heart rocks all over Vic West. For each one found and tagged, @heartsinvictoria donated 50 cents to Victoria Hospice in memory of their mom, who “passed away with loving care” three years ago.



# Exploring Grief through Creativity

Sometimes there are no words for grief. Finding creative ways to explore this experience can help during the grieving process, says Tamar Swartz, a bereavement counsellor, registered social worker and visual artist with expressive arts training who leads a new Victoria Hospice workshop for people in bereavement.

*Exploring Grief through Creativity* workshops provide a supportive way to explore experiences of grief and loss through mixed media, incorporating drawing, painting, and collage. No art experience is required—just a willingness to try something new.

“For many people, art-making can be vulnerable” Tamar says. “All the inner critics show up, such as when creations didn’t look like what they were ‘supposed to’. But in this space, there are no right or wrong ways of creating.”

The workshop isn’t about composition or realistic representations, Tamar says. She encourages participants to follow their

own creativity, and in this context, pair it with their grief.

“Mixed media expressive art has a way of revealing incredible insights and emotions that go beyond words.”

After Vicki Sanders’ husband died in their 60th year of marriage, she tried an *Exploring Grief through Creativity* workshop which “helped to take away the intensity of my grief,” she says. “I could focus not so much on what happened but on what our life together was about.”

“The fact that you can use something that’s physically tangible to express your feelings and acknowledge your loss, is very healing.”

Vicki says she loved sharing her piece and learning about what others had done. “It’s nice to hear from other grieving people in a safe environment because you realize you are not alone. It’s important to get it out and not to keep it in.”

Being with others who understand helps, Tamar says. “Other participants may have experienced different circumstances to their loss, but there are also similarities in the challenges of losing someone important.” Just like each relationship, each piece of artwork



**Vicki and Dennis Sanders celebrate their 50th wedding anniversary.**

created in the workshops is unique and deeply meaningful. “Grief is very much a process,” Tamar says.

“The workshops provide a mini-container for working with the idea of processes and everything grief brings.”

Offered in half-day workshops and a six-week group at the Victoria Hospice Community Support Centre on Chatterton Way, *Exploring Grief through Creativity* draws on themes such as self-care and celebrating the life of the person who has died.

Learn more about *Exploring Grief through Creativity* workshops at [victoriahospice.org/events](https://victoriahospice.org/events).

**Tamar Swartz, a bereavement counsellor, registered social worker and visual artist with expressive arts training, leads the new Victoria Hospice workshop for people in bereavement.**



# Committed to continuous quality improvement

The Victoria Hospice clinical team showed our commitment to continuous quality improvement in so many ways this year—and the implementation of the new Island Health Electronic Health Record (EHR) was a big one. Now in effect across Island Health, the EHR includes all clinical documentation, orders, and results for each patient, and can be accessed by care providers across the region. Much appreciation goes to everyone who shouldered this significant undertaking toward the best possible end-of-life care for our patients and their families.



Licensed Practical Nurse Adrienne Rogers is one of approximately 130 clinical staff members who care for patients and families on our Inpatient Unit, in the community, and at our Community Support Centre.

Staff from Victoria Hospice and Island Health worked together to implement the new Electronic Health Record.

## A daughter's gratitude



I don't have enough words to describe the utmost love and respect we have for everyone who cared for my Poppa during his 72 days at Victoria Hospice. He felt it was his home away from home.

My Poppa truly loved you all and appreciated everything you did—you are angels on earth.

The gentleness and respect you showed him, especially on his last day, was so special.

Roxy with her dad, Robert James Waller

The dignity and love shown to all the patients and families at Hospice is unbelievable. You couldn't ask for better.

From all my family, thank you so very much for showing Robert such compassion when he needed it the most.

And thank you to all of the donors who help to make this care possible!

— Roxy Phan

# The heart of dedication: retired physicians return to serve

Caring for people who are dying wasn't simply a career for three Victoria physicians. For Gail Saiger, Manny Fritsch, and Tommy Connolly, it's a lifelong dedicated practice.

The retired physicians returned to the Victoria Hospice Inpatient Unit this spring in new roles that speak to their commitment to compassionate end-of-life care and the people served by hospice.

Palliative care physician Manny Fritsch and respirologist Tommy Connolly recently joined the volunteer team on the unit and palliative care physician Gail Saiger holds a new role as a unit clerk.

Previously the medical director of a long-term care facility and palliative care physician based in Ladysmith, Manny began his career delivering babies.

"When I interned in 1977, I delivered babies on the third floor of the Richmond Pavilion [the current site of the Victoria Hospice Inpatient Unit]. I enjoyed being at hospice much more than at the big teaching

hospital in Vancouver—this was a great place to learn. Hospice is the best part of the hospital," he says.

"I have the same feelings about a patient having a good death as I do the delivery of a baby if everything goes well."

After a nearly 40-year career in respirology, Tommy says his volunteer role at hospice is rewarding in more ways than one.

"At hospice, the emphasis on empathy, care, and consideration for others—that's all quite beneficial, and you can take that and use it in the rest of one's life. Not just in looking after people who are dying but in your day-to-day activities with your family and friends," he says. "You can be, let's say, a little bit nicer."

Following 15 years on the Victoria Hospice medical team, Gail helped establish the new 12-bed acute palliative care unit at Royal Jubilee Hospital in 2020.

"It was exciting and so worthwhile, and we developed a great team on 8 South," she says. "But I missed Victoria Hospice. I was thrilled that the Director of Clinical Services, Tracy Stone, was willing to hire me in this new role. I'm learning a lot and grateful for the opportunity to support the team in this way."

And Victoria Hospice is grateful to these three dedicated practitioners. Welcome (back) to the team!



## Thank you for lifting us up

The fine folks at Fresh Coast made welcome deliveries to recognize and thank our Hospice staff and volunteers throughout the year. We are so grateful for these random acts of kindness from our community!



Manny Fritsch, Gail Saiger, Tommy Connolly



# Tree lights deliver warmth and peace

Each winter, the impressive Garry Oak on Richmond Road between the bus stop and Victoria Hospice is aglow with thousands of sparkling lights.

The warmth of the lights brings peace and comfort during the cold winter months—not just to Hospice patients and families, but to the

entire community. They are a gentle reminder to honour those who are no longer with us, to celebrate their lives, and to share their memories with family and friends.

Since 2017, our partners at Island Health and the kindness of our community have enabled us to light this tree up each December. Local artist Jeremy Herndl captured the magic in his painting, entitled “City Tree” and we’re pleased to share it here. Jeremy’s work can be found at [www.jeremyherndl.com](http://www.jeremyherndl.com).



The physicians presented flowers to the nursing team during National Nursing Week in appreciation for the excellent care, compassion, and kindness they extend to patients and families every day.

## Thank you to our readers!

**5,635**  
SUBSCRIBERS TO

**transitions**

THE NEWSLETTER OF VICTORIA HOSPICE

(quarterly print and e-newsletter for donors)

**5,106**  
SUBSCRIBERS TO



(monthly e-newsletter for donors, supporters and stakeholders)

**350**  
SUBSCRIBERS TO

**Hospice Matters**

VICTORIA HOSPICE

(biweekly e-newsletter for staff and volunteers)

## Ways to get involved

Care for patients and families is made possible by our generous community.

There are many ways to get involved with Victoria Hospice, including making a donation, volunteering, and hosting your own fundraiser. Together, we can ensure patients and families receive the care and support they need.

Connect with our Fund Development team at 250-519-1744 or [donate@victoriahospice.org](mailto:donate@victoriahospice.org).

*"It's easy to get caught up chasing the next big thing in life, but don't forget to enjoy the time you have with the people you love today."*

– Sharon Lam



The beautiful illustration on the front cover is by local artist Sharon Lam who participated in Celebrate a Life to honour her mother, Margaret Ng, who died at Victoria Hospice in 2019.

"Hospice gave us precious time together, and helped us keep Mom comfortable enough to enjoy it. I took advantage of their grief counselling services too and could not imagine where I'd be without them."

As a way to give back and to honour her mom's birthday last November, Sharon donated 20 per cent of online sales of her artwork to Victoria Hospice. View her artwork at [www.artbysharonlam.com](http://www.artbysharonlam.com)



Victoria Hospice, 4th Floor, Richmond Pavilion, 1952 Bay Street, Victoria BC V8R 1J8

250-519-1744 [www.victoriahospice.org](http://www.victoriahospice.org) Charitable Registration Number: 11928 4230 RR0001