



# 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



*We acknowledge that we work within the traditional territories of the Lekwungen People. We give our respect and reverence to the Songhees and Esquimalt Nations of today and commit to reconciliation.*

# Board of Directors

## VICTORIA HOSPICE SOCIETY BOARD OF DIRECTORS

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



Trudi Brown  
BOARD CHAIR



Sheila Aujla  
VICE CHAIR



Paul Pallan  
PAST CHAIR



Angus Izard  
TREASURER



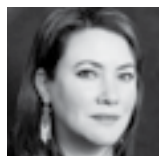
Jennifer  
(Hamdzas) Ambers  
DIRECTOR



Brecon Gage  
DIRECTOR



Wendy Hill  
DIRECTOR



Rachel Holmes  
DIRECTOR



Chris Lawless  
DIRECTOR



David Leishman  
DIRECTOR



Lori Moen  
DIRECTOR



Dawn Nedzelski  
DIRECTOR



Laurie Pettinger  
DIRECTOR



Len Wansbrough  
DIRECTOR



Andrew Wray  
DIRECTOR

## VICTORIA HOSPICE AND PALLIATIVE CARE FOUNDATION BOARD OF DIRECTORS

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



Jason Sikora  
CHAIR



Kim Clews  
TREASURER



Trudi Brown  
SOCIETY CHAIR



Paul Pallan  
PAST CHAIR



Brecon Gage  
SOCIETY  
DIRECTOR



Wendy Hill  
SOCIETY  
DIRECTOR



Angus Izard  
SOCIETY  
TREASURER

# Welcome

## THREE NEW DIRECTORS

At the Annual General Meeting on September 22, 2022, we introduced **Trudi Brown** as the new Chair of the Victoria Hospice Society Board and welcomed the following new directors:

**RACHEL HOLMES** is BC Assistant Deputy Minister of Immigration and Strategic Planning and brings two decades' experience on provincial and international non-profit boards.

**DR. DAVID LEISHMAN** brings 35 years' clinical experience in mental healthcare and served as a Geriatric Psychiatrist at Island Health for 27 years.

**DAWN NEDZELSKI** is the former Chief Nursing Officer at Island Health and brings more than 40 years' healthcare experience to the board.

# Message from Victoria Hospice Society Board Chair

*Dear Friends,*

On behalf of the Board of Directors of the Victoria Hospice Society, I want to thank the more than 6,000 people in our community who supported us this year. Together, along with funding from our partners at Island Health, we are ensuring that our community receives the best possible end-of-life care and support when they need it most.

Along with other healthcare and public sector organizations, we experienced the ripple effects of the pandemic with the strain felt by our frontline staff and significant human resource transitions. Many long-time staff started their well-earned retirements and we hired a record number of new clinical staff.

We are immensely grateful to our experienced staff and volunteers who went above and beyond to provide shoulder-to-shoulder mentorship to new team members, bringing them into the fold with the warmth and compassion they are known for.

Three senior leaders also moved on this year: COO Lois Cosgrave retired in March 2023, and CEO Kevin Harter and CFO Wayne Powell moved into new roles in May 2023. We are grateful for their service to Victoria Hospice and their efforts to ensure organizational sustainability and strength.

We filled several key leadership positions, including an Interim CEO, Teri Henderson, and a new Medical Director, Dr. Christine Jones. Thanks to support from donors like you, we welcomed the return of a Certified Music Therapist

on our Inpatient Unit and an expanded role for our Child & Youth Counsellor.

We continue to pursue a new location to meet the community's needs and strive to enhance and expand in-hospice and community-based programs and services.

On behalf of an appreciative board of directors, thank you for standing with us so that together we can ensure that our family, our friends, and our neighbours receive excellent end-of-life care now and into the future.

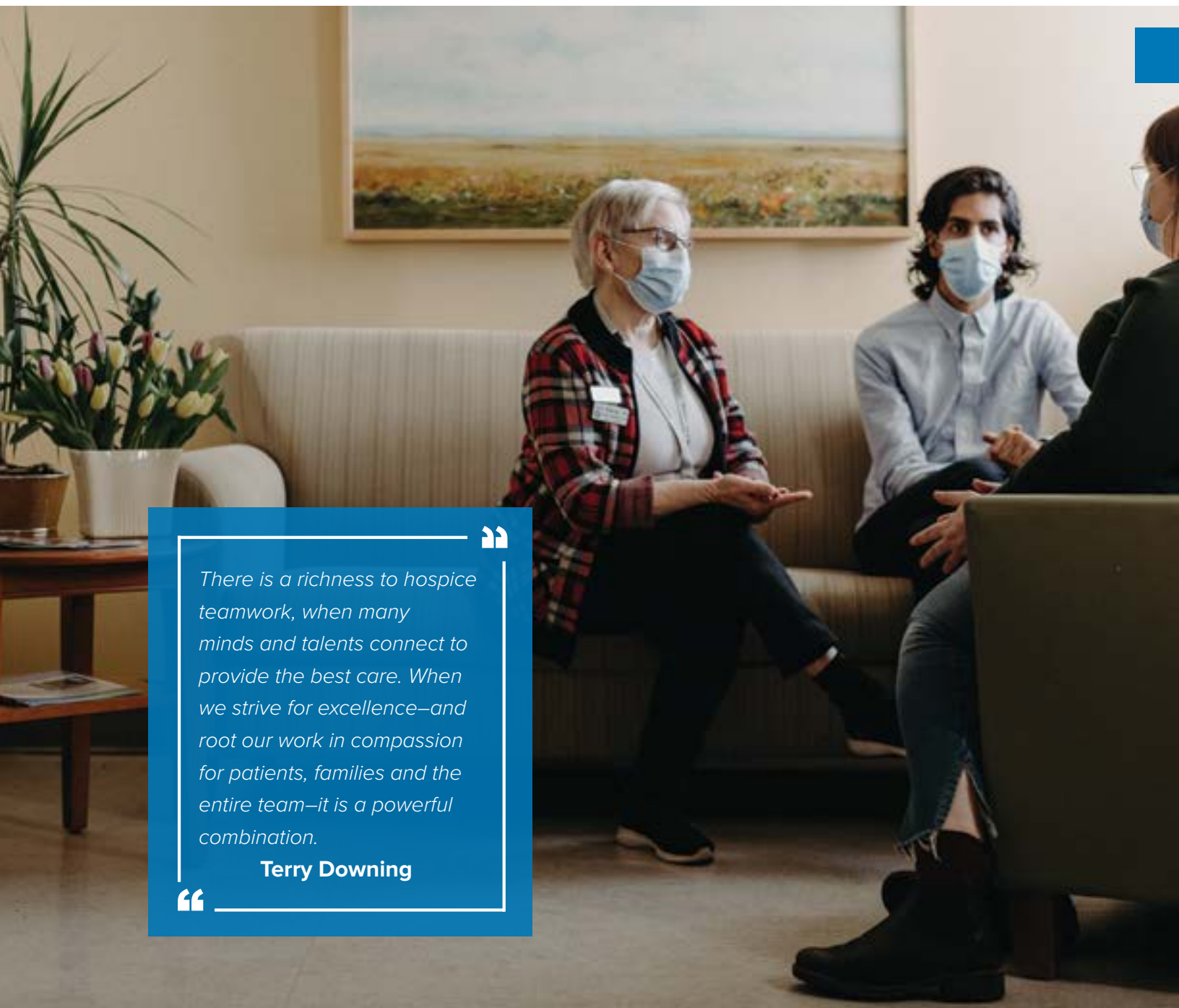
Sincerely,



**Trudi Brown**  
Chair, Victoria Hospice Society Board

*PS I encourage you to get involved! Share your feedback, sign up for our newsletter, follow us on social, volunteer at an event or make a donation.*





*There is a richness to hospice teamwork, when many minds and talents connect to provide the best care. When we strive for excellence—and root our work in compassion for patients, families and the entire team—it is a powerful combination.*

**Terry Downing**

*Hospice and palliative care nurse Terry Downing (left) has worked at Victoria Hospice for 35 years and played a key role in developing the Palliative Response Team in 1989. We are grateful to Terry and others for training and mentoring newer members of our clinical care team.*

# Welcome

## LEADING WITH CARE AND COMPASSION

In 2022-23 there were significant human resource transitions. Many longtime staff and leaders retired after years of service to Victoria Hospice. Some key leadership roles were filled, including a new Medical Director and an Interim Chief Executive Officer.



**Dr. Christine Jones**, a consulting palliative care physician at Victoria Hospice since 2000, accepted the position of Medical Director in January 2023. A highly skilled physician, educator, and advocate for excellence in palliative and hospice care, Dr. Jones has specialized training in clinical care, quality improvement, leadership, education, and facilitation. Her dedication to nurturing excellent end-of-life care at the bedside, within teams, and in our community is inspiring!



**Teri Henderson** joined Victoria Hospice as Chief Operating Officer in March 2023 and was appointed Interim Chief Executive Officer in May 2023. A proven leader and long-time advocate for accessible and equitable community-based palliative care, Teri has deep experience as a senior clinician and administrator in cancer support, palliative and hospice care, and in social profit leadership.

*“Hospice is a place not of dying necessarily, but of living. There’s laughter, there’s love, there’s sadness, there’s anger – there’s the whole gamut of human emotions here and I am privileged to be part of it.”* **Dr. Christine Jones**



## ROOFTOP FAREWELL

Staff and board members gathered on the Rooftop Garden to say farewell to Kevin Harter, who served as CEO from November 2018 - May 2023. From left to right: Lori Moen (VHS Board), Paul Pallan (VHS Board), Trudi Brown (VHS Board Chair), Kevin Harter, Wendy Hill (VHS Board), Terry Farmer (past VHS Board), David Leishman (VHS Board) and Marguerite Rowe (past VHS Board).

# “At Hospice, I was able to let my guard down.”

**WHEN SOMEONE WE LOVE** is ill or dying, we want to protect them. We would give anything to make sure they are free from pain, and at peace. That's how Kerry Ann Vasey felt about her chosen brother, Shonan Dillon-Davis.

“It was such a relief to know he was being heard. He needed expert pain management, and he got it. He wanted to know what medications he was given, and how much, and why,” she said. “The nurses always took time for these conversations, never rushing.”

As a family caregiver, Kerry Ann was intent on ensuring Shonan's safety. “I had felt it was my job to keep Shonan safe. But at Hospice, I was able to let my guard down. I realized compassionate care included me too. At Hospice, we all felt we were part of something special. Something priceless.”

“It was a gift to be with Shonan when he died, to know he was safe. It was a gift to see him held in dignity, grace and compassion, exactly as he had treated others in his lifetime.”

*We are so grateful to Kerry Ann Vasey for sharing her Hospice story for our Fall 2022 fundraising appeal.*



## CARE AT HOSPICE

Our 18-bed Inpatient Unit on the Royal Jubilee Hospital campus offers special touches like 24-hour unrestricted visiting, a family lounge, an open kitchen, and a tranquil and accessible rooftop garden.

## CARE AT HOME

Our Palliative Response Team (PRT) for patients who wish to remain at home includes a nurse and counsellor with access to a palliative care physician. The PRT provides short-term crisis consultation and treatment for problems that might otherwise result in a stressful hospital admission.



315

Number of  
patients on  
our Unit in  
2022-23



275

Number of  
patients who  
received care  
at home in  
2022-23



998

Number of  
visits by our  
Palliative  
Response Team  
in 2022-23







## WE HAVE SEEN A MARKED INCREASE IN THE NEED FOR BEREAVEMENT SUPPORT IN THE LAST TWO YEARS.

Thanks to grant and donor support, we are able to provide up to six free individual counselling sessions to anyone in the community. Our workshop and group fees are nominal, with no one turned away for lack of funds.

Nothing can take away the pain of losing a loved one, but our specialized Bereavement Services counsellors help people learn to live with grief and adapt to life after loss.

479  
New clients



195  
People in facilitated support groups and workshops



2,027  
Individual counselling sessions



**THANKS TO GENEROUS DONORS, CHARITABLE FOUNDATIONS, AND GRANTS, WE INCREASED CAPACITY IN SPIRITUAL CARE, MUSIC THERAPY, AND CHILD AND YOUTH COUNSELLING SERVICES THIS YEAR.**



**SPIRITUAL CARE COORDINATOR DEBRA CARAVITIS**

helps people connect with what gives meaning and purpose to their lives, to hope, forgiveness, and their relationships. “Bearing witness to pain – not trying to “fix” or ameliorate it and deeply listening when someone is feeling the pain of all the losses they may be encountering – all this is part of spiritual care,” she says.

**MUSIC THERAPIST MARYANNE BURROWS**

uses music as treatment in the same way a nurse would use medications or other techniques specific to their profession, she says. Music therapy helps to reduce fear, anxiety, and isolation, and increase connection to self-identity, relaxation, and comfort. Interventions can include singing, music-assisted relaxation, instrument playing, personalized recordings, and much more.



**CHILD AND YOUTH COUNSELLOR JESSIE LANE**

supports our youngest clients through anticipatory grief and bereavement. Experiencing a loss can colour the developmental years and be deeply destabilizing, she says. “A critical step is to work through what it means to be in the world without their significant person in a way that invites them to explore their loss and grief and to live more fully in their experiences with it.”



# Education & Research

**TO ENSURE OUR COMMUNITY RECEIVES** the best possible end-of-life care—now and into the future—we know that advancing palliative and hospice care skills and knowledge is essential. We do this through partnering with others and harnessing our expertise to co-create education and collaborate on research.

We are incredibly grateful to our donors and many granting agencies for supporting this important, mission-driven work.

## EDUCATIONAL HIGHLIGHTS:

- › *Palliative Care Intensive course* for physicians, residents, nurses, medical students, pharmacists and other healthcare professionals
- › *Cultural Humility at End of Life course* to enhance knowledge, skills, and attitudes among healthcare providers
- › *Palliative Care Pharmacy course* in partnership with the University of Victoria Division of Continuing Studies
- › *Palliative Care Is... A collective response to death, dying, and grief in the inner city* in partnership with the University of Victoria

# 370

Total number of individuals who participated in educational workshops, courses, and events in 2022-23



## RESEARCH HIGHLIGHTS:

- › *Perceptions of Bereaved Family Members of Nursing Care on an Inpatient Hospice Palliative Care Unit* in partnership with Island Health
- › *Experiences of grief-bereavement after a medically assisted death in Canada: Bringing death to life* in partnership with the University of Victoria
- › *Psilocybin-Assisted Therapy Engagement* in partnership with Therasil
- › *Supporting Senior's Quality of Life in Long-Term Care* in partnership with the Centre for Innovation and Research in Aging



\$1,163,236

The total received, with  
our deepest gratitude,  
from 27 estate gifts  
in 2022-2023.



# Phonyin Tim: A shining light and legacy

**“UNFORGETTABLE.” THAT’S PHONYIN TIM.** The longtime Victoria Hospice volunteer left behind family, friends, and admirers who all say the same thing: they were better for having known her.

Phonyin joined Victoria Hospice as a volunteer in 1994 and generously gave her time on the Inpatient Unit, the Rooftop Garden, and in key administrative projects. She died on the Inpatient Unit in 2020.



Phonyin Tim

Hospice also was a place of connection for Phonyin at the end of her life. “For Aunty Phon, it was home,” her nephew Colin Wong says. “Her room became a gathering place for friends and family.”

Phonyin’s legacy will live on through the gift in her will that she left for the patients and families she cared so much about. Her meaningful gift and foresight will help ensure others are also surrounded by compassionate care at the end of life.

“We were so lucky to have Phonyin as a member of the Victoria Hospice community,” says Director of Development Wendy Innes. “She graced us with her exceptional generosity of time and spirit for so long, and now, her gift will support more people in the future.”

*We celebrated Phonyin Tim in the Summer 2022 issue of Transitions newsletter.*





# 3,437

TOTAL NUMBER OF  
VOLUNTEER HOURS  
SERVED IN 2022-23



*Victoria Hospice is grateful for the generous donation of time from our highly trained volunteers. They are an integral part of our circle of care as we aim to support the best possible end-of-life care for our clients and families.*

*Here are the primary service areas through which our volunteers share their talents and compassion with clients, families, staff, and our community:*

- › Companionship
- › Life Stories
- › Hospice Unit
- › Rooftop Garden
- › Bedside Singing
- › Bereavement Support
- › Fundraising & Admin
- › Community Events

# Message from the Treasurer

After two years of pandemic restrictions, it was heartwarming to reconnect with our donors and return to in-person events. An incredible 6,163 donors helped to raise \$3.4M in donations for the year ending March 31, 2023.

An increase in the number of donors (up 14% from 2021-22) demonstrates resounding support in our community for compassionate end-of-life care. I would like to extend my sincere gratitude to our donors for their generosity.

Victoria Hospice has not been immune to the pressures felt across our health care

system and financial pressures felt across the charitable sector. Lowered clinical staffing levels resulted in an increase in overtime pay. At the same time, our legacy gifts were lower than projected since the timing of these meaningful gifts are difficult to predict. We filled several vacancies in our Fund Development department allowing us to enrich donor engagement and ensure financial stability.

Thanks to the steadfast support of people like you, and solid investments, Victoria Hospice remains in a strong financial position. As we plan for the future, we will continue to manage our operations

efficiently and remain committed to our mission of quality end-of-life care for all.

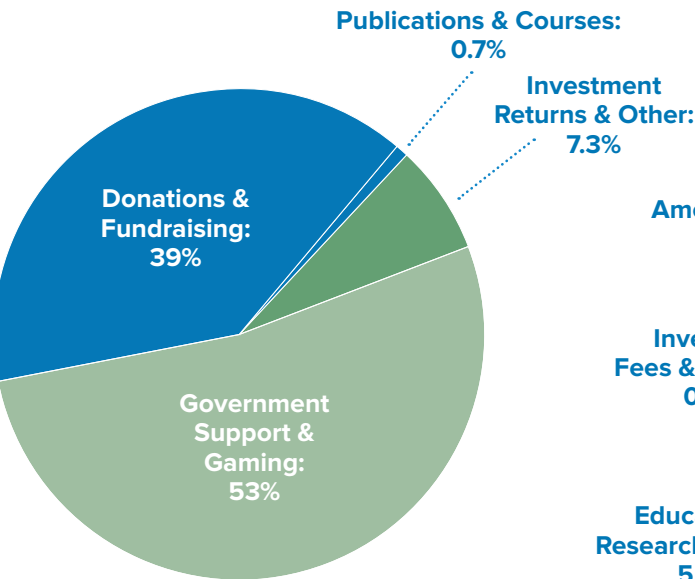
Together we will ensure people who are dying and their loved ones have access to the care and comfort they need when it matters most.

Thank you for making hospice care possible.

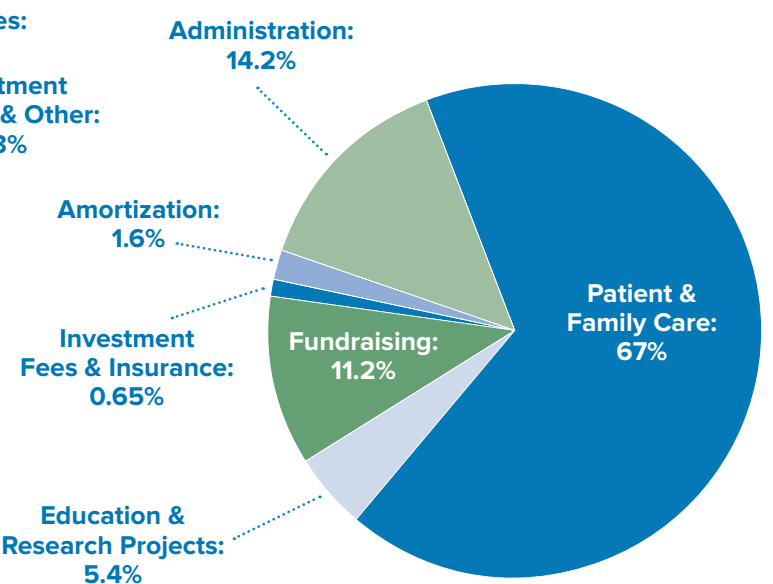
Sincerely,  
**Angus Izard, CPA-CA,**  
**Treasurer, Victoria Hospice Society Board of Directors**

*Audited Financial Statements available at [www.victoriahospice.org/resources/governance/](http://www.victoriahospice.org/resources/governance/)*

## SOURCES OF OPERATING FUNDS: TOTAL \$8,795,083



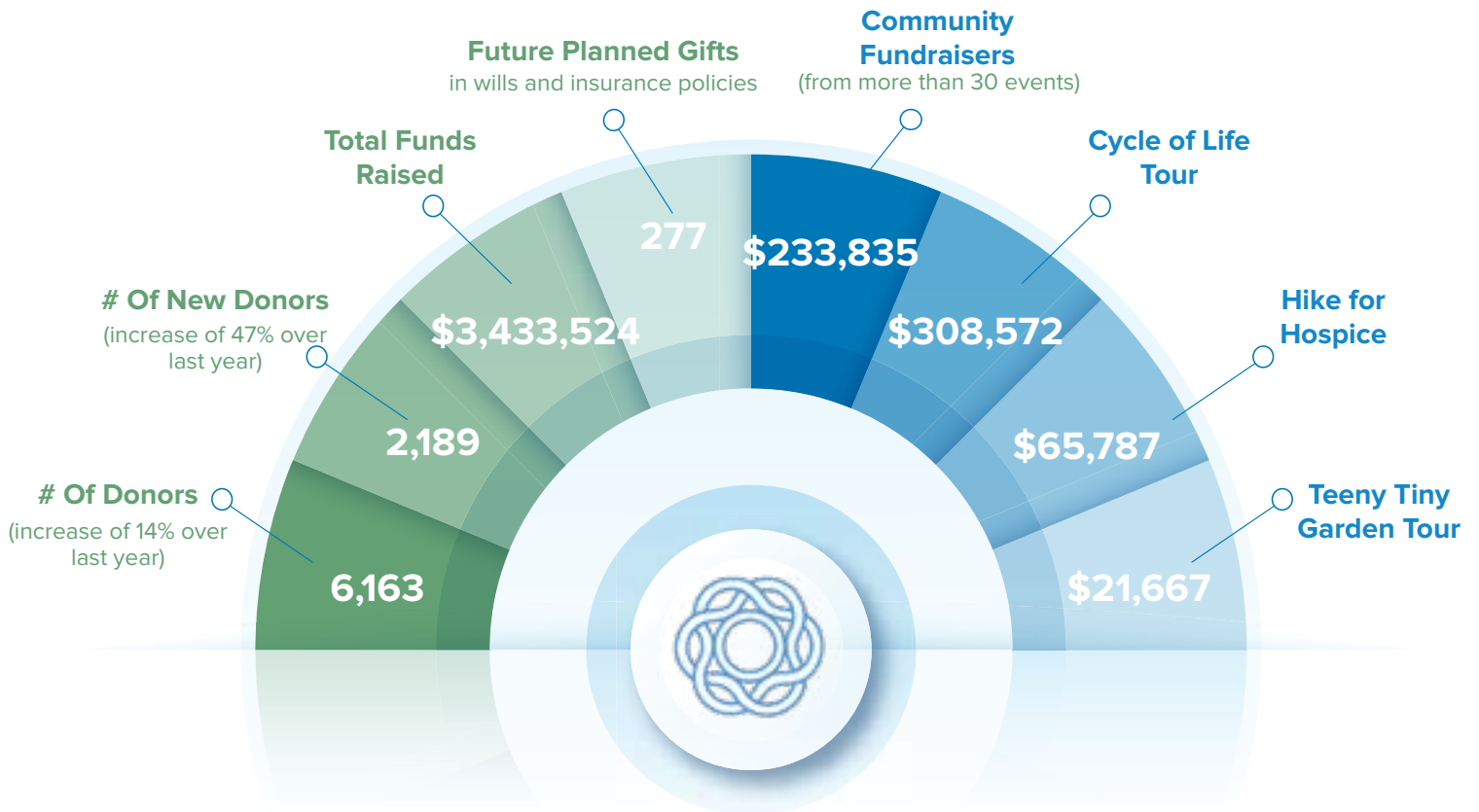
## USES OF OPERATING FUNDS: TOTAL \$9,214,082



# Thank You!

## DONATIONS FROM GENEROUS DONORS ENABLE SERVICES SUCH AS:

- › Enhanced hospice care on our 18-bed Inpatient Unit
- › Care at home through our Palliative Response Team
- › Bereavement support for people experiencing grief and loss
- › Counsellors including a specialized child and youth counsellor
- › Music therapy
- › Spiritual care
- › Special comfort items and equipment like beds and chairs
- › Support services offered by dedicated volunteers
- › Education and research to improve and advance hospice and palliative care





VICTORIA HOSPICE 4TH FLOOR, RICHMOND PAVILION, 1952 BAY STREET, VICTORIA BC V8R 1J8 | [donate@victoriahospice.org](mailto:donate@victoriahospice.org)

250.519.1744 | [victoriahospice.org](http://victoriahospice.org) | CHARITABLE REGISTRATION NUMBER: 11928 4230 RR0001