

Healing the past, loving the present: creating connection at Victoria Hospice

When Carol Poole was admitted to Victoria Hospice, she told the care team, “I came here to live.”

The centre of every party with an infectious laugh, Carol loved to dance and was the queen of all jokes, her mother Marjorie Poole says. “She was very bright, tender-hearted, loyal, and artistic—dramatic, fun, and flamboyant. A maximalist!”

Along with decorations that helped make her room a home, Carol brought a deep desire to be with the people she loved. Hospice became her gathering place.

Carol and her family hadn't been close for a few years, but her sons, parents and friends convened at Hospice. The world Carol created in her vibrant Hospice room gave everyone a space to reconnect.



Carol Poole's final days at Victoria Hospice were surrounded by love and light.

“It was a safe, neutral place where we could come together, a space that held no emotional history and allowed us to be on an equal footing,” Marjorie says.

“If I had lost her without having a chance to grow close to her again, I don't think that wound would ever have healed. But we did have that time, and it was funny and loving and sacred. And I'm okay.”

Unit Counsellor Beth Burton-Krahn says the relief of having the basic challenges of daily life handled and coming together on common ground sometimes makes it possible for loved ones to connect in ways they hadn't before.

“One of the unseen gifts of being a patient on the Unit is how the constancy of care and support with daily needs, along with emotional and spiritual support, can allow for healing and reconnection to happen,” she says.

The gift of time

Carol and her family also experienced the gift of time in a way they hadn't expected.

“From the time Carol was diagnosed, the doctors kept saying, ‘Oh, she can only live a month, maybe two.’ We were always just expecting it, but she kept living,” Marjorie says. “She wanted to live, and she wanted to connect with her boys. She had the time and the opportunity to do that.”

Carol did as much living as she could during her time at Hospice, Marjorie says. She kept up with friends, and they all had dinner at Marjorie's place as often as possible. When getting out became too challenging, Marjorie brought dinner for everyone to Hospice.

The time Carol and her sons had together was precious, Marjorie says.

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Susan Muir leaves incredible \$1 Million legacy

Victoria Hospice is honoured to announce a \$1M legacy gift from Susan Muir, a cherished sister, stepmother, and friend.

Susan's decision to leave a gift in her Will to Victoria Hospice was inspired by her own experience of care. Following the death of her first husband, Clyde Nevin, she found comfort and connection through Victoria Hospice Bereavement Services. Years later, Hospice would again play a meaningful role in her life,



caring for her second husband, Bill Muir, in his final days.

"We're honoured to fulfil Susan's wish to enable others to experience compassionate care through her legacy gift," Victoria Hospice CEO Teri Henderson says. "Her generosity will have a profound impact on the lives of countless people in our community, and we're grateful to Susan for the compassion and vision behind this remarkable act."

Born in Kuala Lumpur, Susan embraced the joys of the west coast upon arriving in Canada. The flora of the area inspired her and with an "impeccable green thumb," her garden "was a sight to behold," say friends and neighbours John Marten and Janice Vansickle.

"She was a remarkable lady," John says. "She had an eye for style and design, which was reflected in her elegant home. She loved classical music and art, and she was a wonderful cook and hostess."

After Clyde's passing, Susan attended walking groups organized by Victoria

"We're grateful to Susan for the compassion and vision behind this remarkable act."

Teri Henderson,
CEO, Victoria Hospice

Hospice Bereavement Services. It was there she met Bill. Together, Susan and Bill brought the love and joy they experienced in their first marriages into a new life and new adventures.

"Finding love again through a hospice connection and then seeking to share that good fortune and compassion with others is inspiring," Teri says. "We will long remember Susan and her generosity."

Victoria Hospice celebrates every gift with gratitude. Visit victoriahospice.org/legacy

Father and sons ride with remembrance and gratitude

Colin Fingler and his sons, Patrick and Connor, are returning to the Cycle of Life Tour this July. The trio are riding in memory of Colin's father, Ron Fingler, who received hospice care at Peace Arch Hospital on the Lower Mainland, and to thank his mother, Maureen, for her endless support during those difficult days. The hospice team were incredibly compassionate in making Ron feel comfortable and Maureen supported during those final moments.

Calling their team Spoke and Mirrors, they have set a goal to raise \$3000 this year. Colin just turned 65 in December, and the trio are looking at the ride as the perfect way to celebrate this milestone birthday together as a family.

Along with 100 other cyclists, they will be riding 200 km over two days around southern Vancouver Island, with an overnight stop on Salt Spring Island that Patrick calls one of the big highlights of the tour. "The vibe once we get to Salt Spring is so great," Patrick says, including the food prepared by Chef Heidi Fink and team. "All the volunteers cheering us on at the refuelling stations and in the vans keep our energy up all day long."

The family's connection to Hospice is strengthened by the fact that Patrick's wife is a Palliative Care Physician. "Witnessing the impact of hospice care firsthand gave me a glimpse into the world my wife—and all hospice

staff—navigate daily," he says. "Her dedication to providing end-of-life care to both her patients and their families is nothing short of heroic."



Patrick (L) and Colin (R) on last year's Tour

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“They had a lot of fun together—a lot of laughing and teasing and it was good. She was very grateful to have the chance to get her boys back. They were there for her.”

Dr. Fraser Black says the way Carol focused on the joys of living inspired the care team. “She was such a tremendous teacher and inspiration to us all about how to embrace what was but also continue to dream and live life in the fullest and most colourful way possible with no compromise or exceptions.”

“Although she knew she was dying, she was also very much alive and made the most of her living. It was almost no surprise to find out one day that she was planning on going sky diving before our next planned visit,” he says. “While the transition to hospice was a big step for Carol, she continued to fully embrace life and with the support of the team continued to enjoy her days and had many new and wonderful adventures.”

Best possible place on Earth

Being surrounded by the compassionate care team was an essential part of the family’s experience, Marjorie says.

“The team weren’t just doing their jobs, they were kind—and there’s a big difference. They were the glue that held us together,” she says. “It could have been so awful, and it wasn’t. It was beautiful. I’m forever grateful for all the help and support we had. It made a huge difference—all the difference.”

Toward the end of her life, Carol recorded a message for her loved ones.

“I just love you all so much. I’m a really lucky person. I’m rich in so many ways that money can’t touch. I got to be in the best possible place on Earth. Honestly—I’m so lucky to have this place, these people, all of you. There are many more things I can count in my favour than not. I love you.”



Marjorie embraces one of Carol’s nurses on a recent visit to the Unit.

Monthly Giving is one of the best ways to support families when it matters most. Please consider joining the Hospice Hearts Giving Club today.



Yes! I want to give the gift of compassionate care

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

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



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- I have included Victoria Hospice in my will.

- I would like to find out more about including Victoria Hospice in my will.
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update your communication preferences or be removed from our mailing list, please contact us at 250.519.1744 or email donate@victoriahospice.org. For more details on our privacy policy, please visit victoriahospice.org/privacy-policy

Compassionate end-of-life care at Victoria Hospice is made possible through the generosity of our community. The people named below have been commemorated in memory or in honour by friends and loved ones through gifts to Victoria Hospice from February 6, 2026 to May 13, 2026.

IN MEMORY Sidney Alexander • Gary Anderson • Penny Authier • Jeannette Ballard • Pamela Barry Robert E. Bearpark • Barbara Beck • Susan Beischer • Patricia Bell • Bonnie Bell • Barry Bissett Ronald Blasner • David Bone • Bella Bourakovskaia • Arlene J. Boyden • Hazel Brooks • Bob Buckingham Margaret Campbell • Betty Carmichael • Ruth M. Christensen • Michael L. Chupick • Susan Cobon Keri L. Coles • Jenny Cox • Doug Crowder • Chantal Davenport • Michael DeCosta • Dominic DeMeo Sharron Dezell • Mark Diosy • Cindy Donatelli • Margaret Drew • Douglas Drew • Sandra Duchene Barbara Eldred Manuel • Pam Engwer • James Estock • Jim Fair • Stephen Fincham • Margaret A. Ford Roger Francis • Susan Fritz • Donald Gajda • David Gaudard • Christine A. Godfrey • Phyllis Gray Marguerite Green • Terri L. Gromada • M. Gropp • Lois Gully • Robert Guskey • Michael Hadley Ernie Hawkins • Hugh H. Hayes • Garry Hayes • Iris Henslowe • Ini Herron • Gladys Hobart Donna Hooper • Josephine Horniak • Ethel M. Howard • Patrick Howie • Barbara Hutchison Mary Irish • Don Irish • Brodie R. Johnson • Ian Johnson • Wil Keay • Michael Kelly • Janice Kraft Allan Kraft • Ryan C. Krisher • Jerald Kustaski • Florida Laforest • Bonnie Laird • Lavone Landie Kenneth C. Lawrence • William Lawson • Lisa J. Layton • Lois Leslie • Victoria Lindgren • Pierette Lucas Mike Macfarlane • Ruth Mackie • Judy Maclachlan • Caroline Manson • Linda Maxie • Hazel McCoy Hazel McCudden • Janice Mclvor • Edith J. McKinley • Maureen McLean • Shaune M. McLean-Smith Pamela Milburn • Gary Mitchell • Christine E. Molnar • Nenagh Molson • Mary Morrison • John Motala Isabella H. Mulholland • Hazel R. Murray • Eissa Nafisi • Rob Newberry • Eliane Nugent • Michael O'Fallon Gail Owens • Mary Painter • Herb Painter • Robert G. Palmer • Andre Panteleyev • Muriel Paone • David Parry • Evalyn Partridge Paul Perry • Kevin Peterson • Sylvia B. Plumridge • John Plumridge • Elizabeth Pollard • Pierre Pomerleau • Jane E. Profit Siew K. Quah • Ailsa Quann • Donald A. Rahrick • Norma Randle • Luigi Reda • Jaime Ribero • John Robertson • Joan Rogers John Roodenburg • Milforde Rose • Tara S. Ross • Robert Rouse • Sheila Rowand • Yvonne Sanders • Greg Schick • David Scott Albert Siemens • Ernie Joseph Smith • Mary MacDonald Smith • Ceri E. Smith • Audrie Smith • Sheryl Steeves • Linda Stern Dorothy Stirling • Howard Swift • Edna Szabados • Helen Tait • Bruce Tate • Peter Tennent • Isobel A. Thicke • Catherine Thiel Linda A. Thomson Krauss • Patricia D. Vinden • Michael Wainwright • Steven Ward • William J. West • Philip M. Willey • Jean L. Wilson Grenville Winslow • Donna Wood • Joyce Woods • Wendy E. Wyles • Hespera

IN HONOUR Emily Bruce • Flora Hamilton • Lisa M. Henderson • William Lunan

We'd love to hear your hospice story. Please connect with us if you would like to share your experience.

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Fashion shines in more ways than one



**SUNDAY
OCTOBER 25, 2026**

Noon - 3:00pm
Tickets: \$195 | **On Sale August 18**

DELTA OCEAN POINTE RESORT

Join us for a chic and delightful afternoon to support compassionate end-of-life care at Victoria Hospice.



Once again, **Fashion for Compassion** presented by **McCall Gardens** will feature fabulous fashions and accessories from Turnabout Luxury Resale, modeled by our dedicated volunteers and Hospice care team members. **Mark your calendars today—tickets go on sale August 18.**

Wanted! Gently loved handbags & jewelry

If your wardrobe includes a gently used handbag or jewelry beckoning to get out on the town more often, Victoria Hospice is gratefully accepting donations that will be sold at the event. Items can be dropped off at the Victoria Hospice Fund Development Office (4th Floor, Richmond Pavilion, 1952 Bay Street).

Thank you for helping us make this year's fundraiser another sparkling success!