



VICTORIA HOSPICE

**Annual Report
2025/2026**

Quality End-of-Life Care for All

Our mission is to enhance the quality of life for people 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



Message from the CEO and Board Chair

It is with a deep sense of pride that we reflect on the last year at Victoria Hospice. With unwavering internal and external support, even in challenging times, we remain a place of comfort, dignity, and celebration for lives well lived—made possible by the steadfast generosity of our donors and the continued partnership of Island Health.

This year was one of purpose and momentum. The pressures facing healthcare across British Columbia have not eased, demand for palliative and end-of-life care is growing, and the systems around us continue to change. What has not changed is our answer to that challenge: expert, compassionate care for patients and families facing life-limiting illness and bereavement, delivered every day by people who believe deeply in this work.

Across our Inpatient Unit, in homes throughout the community, through our grief and bereavement services, and education programs, our staff and volunteers have once again shown what excellence in care looks like. We are supporting our community where and when they need it most, often with innovation alongside a personal touch that helps ease the worry and load of our patients and families.

Our exploration toward a new home for Victoria Hospice also continued this year. A future campus of care remains central to our vision: a space designed for the growing and evolving needs of our community, made possible through collaboration, foresight, and the sustained support of our donors and partners. We look forward to being able to share further news in the coming year.

And as we look to the year ahead, we do so with gratitude and confidence. To our staff and volunteers, whose skill and compassion define this organization; to our donors, whose generosity makes everything possible; and to our partners across the community: thank you. Together, we are building a future in which everyone facing the end of life can do so surrounded by comfort, expertise, and compassion.



Teri Henderson
Chief Executive Officer



Trudi Brown
Chair, Board of Directors

Inpatient Unit

Comfort and care. When it matters most.

On Victoria Hospice’s 18-bed Inpatient Unit, care never pauses. Day and night, our physicians, nurses, care assistants and counsellors provide expert pain and symptom management for patients living with life-limiting illness alongside the emotional and practical support their families need. Every detail of the Unit is shaped around comfort and dignity, so that patients can focus on what matters most: quality of life, and time well spent with the people they love.

FEEDBACK FROM PATIENTS AND FAMILIES:

Are we providing what’s most important to you?
83% of surveyed patients and families responded YES

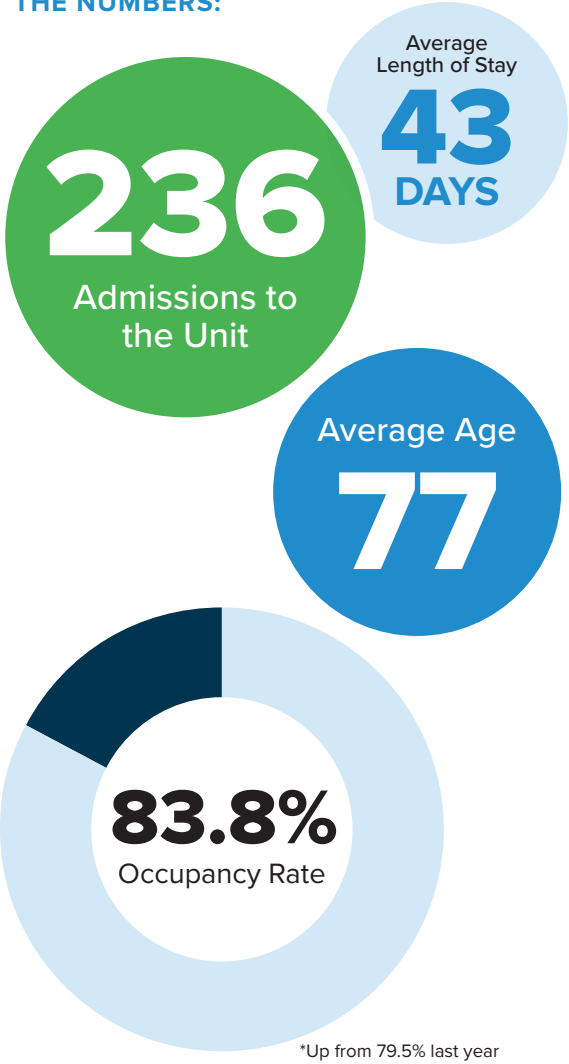
Patient responses:

- “Hospice has given me time. It has given me a space to express my art and a place my sons and friends could come to and hangout and listen.”
- “[The hospice team] understands not only the death process but living as well.”
- “Medicine is important but the human interaction is critical.”

Visitor (family) responses:

- “I could not have done this at home.”
- “We feel blessed that she was able to end her life here. It’s so peaceful. And the volunteers are a great addition. They even sang to her.”

OUR INPATIENT CARE BY THE NUMBERS:



48,283 Care Hours

Increase of 4.9% over last year and 10.5% over the previous year.

INPATIENT UNIT STORY: Carol Poole

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

The centre of every party, Carol was bright, loyal, and artistic, “a maximalist!” her mother Marjorie says. Though Carol and her family hadn’t been close for a few years,

“I got to be in the best possible place on Earth.”

her sons, parents, and friends convened at Victoria Hospice, and the world she created in her vibrant room gave everyone a space to reconnect.

Unit Counsellor Beth Burton-Krahn says this is one of the unseen gifts of care on the Unit: with daily needs handled and emotional and spiritual support close at hand, healing and reconnection become possible.

“The team weren’t just doing their jobs, they were kind, and there’s a big difference,” Marjorie says. “They were the glue that held us together. It could have been so awful, and it wasn’t. It was beautiful.”

Toward the end of her life, Carol recorded a message for her loved ones: “I got to be in the best possible place on Earth. I’m so lucky to have this place, these people, all of you.”



This year, the Inpatient Unit welcomed two clinical practicum students who brought light and support to the team. Tashi completed a practicum during her Master’s degree in Counselling at the University of Victoria, and Laura during her Practical Nursing diploma at Camosun College.

Asked about the best part of her placement, Tashi didn’t hesitate: “Mostly the people who work here. Everyone models the ‘hospice way of being,’ especially Beth, my supervisor.” Tashi spent the first month of her practicum shadowing Beth full-time, learning by example how



to enter each room, and every conversation, with compassion, openness, and ease. “Beth truly is a rock star in that respect.”

For Laura, nearing the end of her 20-month program, the placement shaped her thinking about where she wants to work as a new nurse. “I spent many years as a Health Care Assistant in long-term care, community care, and acute settings. Hospice is unlike any place I’ve worked before,” she says. “The families are so welcomed, never seen as a nuisance or in the way. They can relax and visit with their loved ones in a peaceful, quiet setting and make every moment count.”



Palliative Response Team

Bringing care to you, when you need it.

Victoria Hospice’s Palliative Response Team (PRT) provides crisis intervention and short-term 24/7 palliative care and psychosocial support for people who wish to remain at home.

This year, PRT supported 241 individuals in receiving palliative and end-of-life care at home, reflecting a 2.1% increase from 2024/25.

Care that doesn’t sleep.

We received 1,905 community calls, an increase from 1,356 the previous year. Of those calls, 634 were after hours.

Of these, 871 were from patients and family and 708 were from professionals.

440 patient and family calls and 176 professional calls were regarding symptom management.

The average call length was 28 minutes.



At home in good hands

When Deborah learned her husband Tim faced a life-limiting cancer diagnosis, she committed to doing everything she could to enable him to stay at home. “That’s where Tim wanted to be,” she says.

Deborah cared for Tim at home for almost two years. When more help was needed in his final week, she called the Palliative Response Team.

“Tim’s home was everything to him and dying here was incredibly important to him. If it weren’t for those women of the PRT, it wouldn’t have happened,” she says.

At one point Tim asked the nurse whether he should move to the hospice unit. “I’ll never forget her answer. She said, ‘If you go to hospice, your wife can be your wife, not your caregiver, but if you stay home, I promise you, we’ll manage your symptoms just as well.’”

And they did.



Accessible High-Quality Care

Committed to getting better, every year.

HERE ARE SOME HIGHLIGHTS OF INITIATIVES THIS YEAR:

We’re proud to share that following a rigorous survey process, Victoria Hospice received Accreditation with Commendation through Accreditation Canada’s Qmentum Global™ program. This quality “seal” acknowledges the organization for going beyond nationally recognized standards for excellence in delivering services with a focus on improving the quality, safety and experience of care for patients, families and staff.

We also took part in Compassionate Community Initiatives sponsored and supported by BC Centre for Palliative Care. One highlight was a film screening of “No Fixed Address – The White Cart Memorial” in partnership with multiple other organizations. This documentary addressed a deeply overlooked aspect of the homelessness crisis: people’s grief following the death of someone they care about.

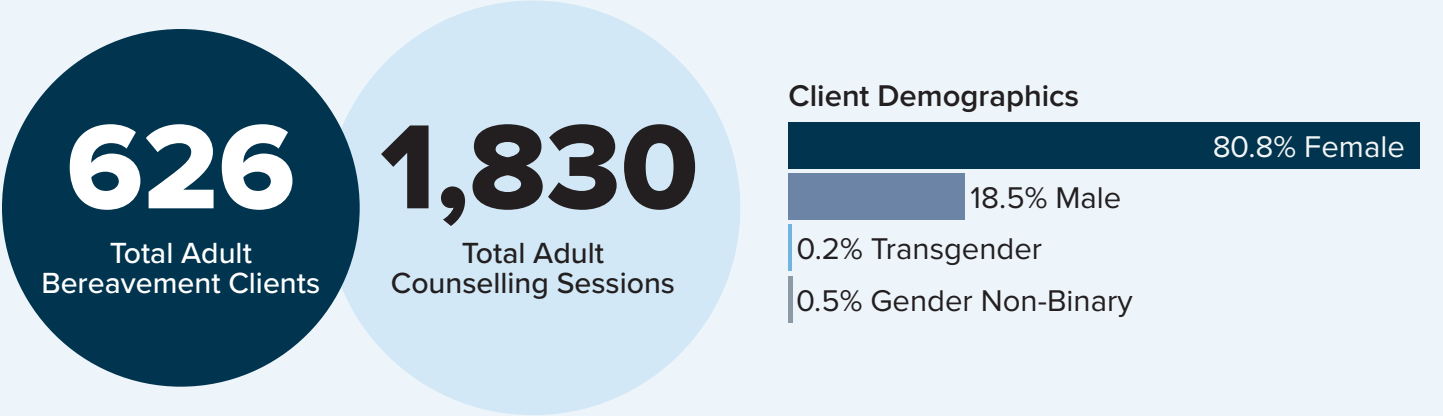
We completed the Trans Care BC Organizational Assessment for Creating Accessible Environments for Gender Diverse People and implemented components into our practices with more to come.



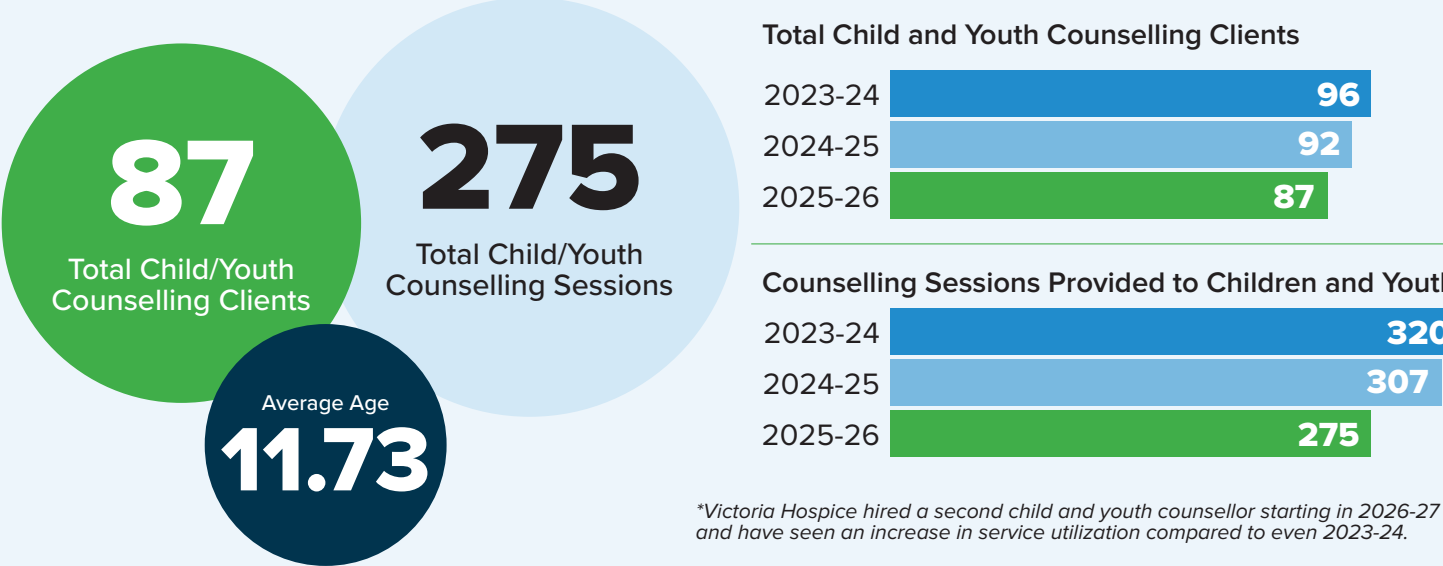
Bereavement Services

Healing happens together. We offer a caring community where people can share their grief, tell their stories, and find comfort in one another.

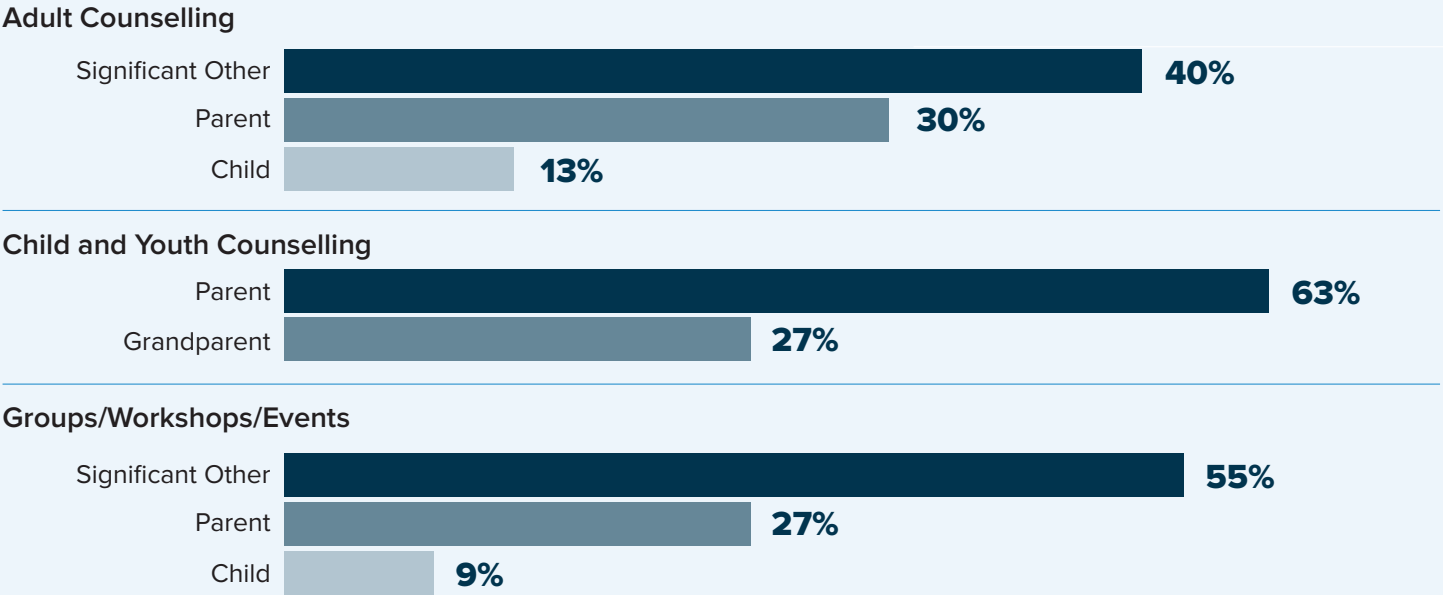
ADULT



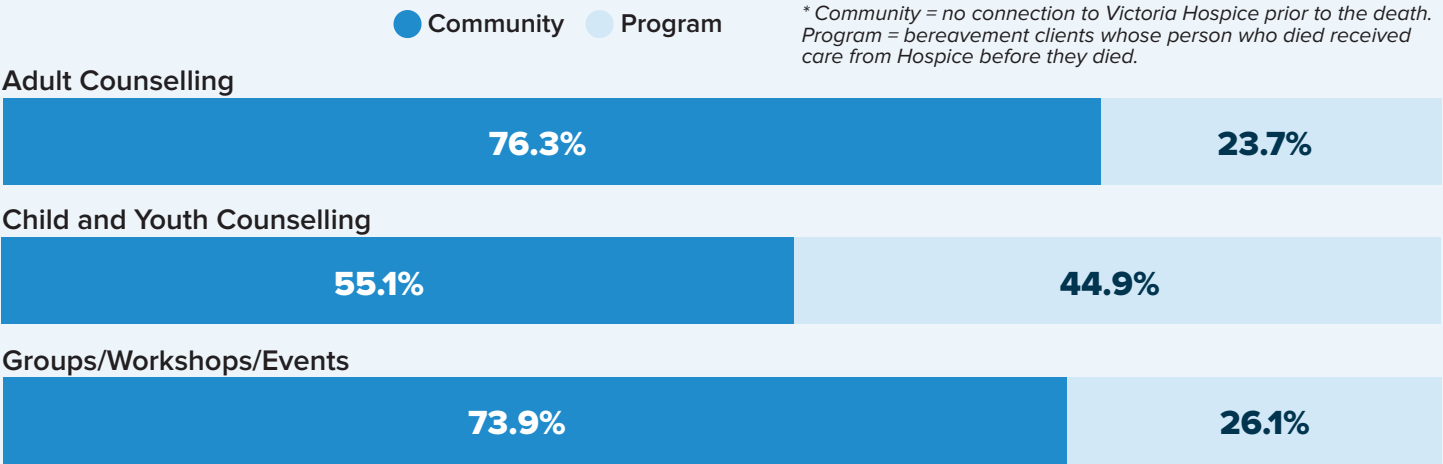
CHILD AND YOUTH CARE



PERSON BEING GRIEVED BY SERVICE



WHERE CLIENTS COME FROM



AN INCREASE IN SERVICE UTILIZATION



Of clients discharged in 2024-25, they attended an average of **3 sessions**

Of clients discharged in 2025-26, they attended an average of **4 sessions**



No child needs to face grief alone.

Eli was 8 years old. He loved the beach, searching for smooth rocks and shiny shells with the family dog by his side.

Then Eli’s dad died suddenly.

Nights were the hardest. He lay awake, feeling scared and alone. At school, he cried in the bathroom so no one would see. His teacher noticed he was falling behind, but Eli couldn’t focus, his mind was caught in a loop of memories and feelings he didn’t understand.

Eli’s mom, grappling with her own grief, knew they needed help. She called Victoria Hospice, the only free, in-person grief counselling for kids in Greater Victoria. “Can you see my son? It’s urgent. I don’t know what else to do.”

Eli’s story is a composite representing the real experiences of many children we support. Every year, hundreds of children in Greater Victoria experience the death of a parent or sibling and without specialized care, grief can affect education, relationships, and mental health for years.

Bereavement Groups, Workshops, & Events

“Participating in the bereavement group had a profound impact. My life is no longer defined by grief, and I feel like a whole person.”

VICTORIA HOSPICE BEREAVEMENT SERVICES

Grief is a natural, human response to the death of someone important, yet even when it’s expected, grief can be painful, confusing, and deeply isolating.

Victoria Hospice Bereavement Services walks alongside bereaved people with a range of supports, from individual and group counselling to Grief Cafés and workshops. Every one of these services is funded entirely by the generosity of our community and granting partners.

WE HEARD YOUR FEEDBACK

Our participants in the following programs provided us with valuable insight:

- Grief Café
- Grieving Through the Holidays
- Online Bereavement Support Group
- Room to Grieve
- Walking Through Grief

CLIENT FEEDBACK

We continuously seek feedback as part of our program evaluation. The graphic below summarizes what we heard from participants about the structure, facilitation and overall experience of programs we evaluated:



Victoria Hospice Bereavement Services are 100% funded by grants and community donations. We’d like to acknowledge the financial support of the Province of British Columbia (Gaming Grant), Provincial Employees Community Services Fund, Victoria Foundation’s Community Grants Program, Peninsula Co-Op, TELUS Community Board Grant, Island Mechanical Industrial Relations Association (IMIRA), and our generous donors.

By the Numbers...
THIS YEAR, WE OFFERED:



6 Groups

offered 1-2 times each:

102.5

direct hours

77

participants



3 Workshops

offered 2-4 times each:

16

direct hours

70

participants



1 Event

offered 22 times:

33

direct hours

121

participants

This represents more than

**150
HOURS**

of direct effort dedicated
to enhancing grief literacy through
organized bereavement support

211

Clients Benefited

Volunteer Support

Volunteers at Victoria Hospice describe the experience as deeply rewarding, from the camaraderie of the care team to the privilege of time spent with patients.

Key Highlight

Volunteer Services and Learning and Development collaborated to re-work all volunteer training and held two recruitments bringing in 56 new volunteers to support direct service for the Inpatient Unit and Royal Jubilee Acute Palliative Unit, 8 South.

Thanking those who give their time

This year we held multiple small recognition activities for our volunteers in addition to a major volunteer recognition event. We deeply value the hundreds of hours our volunteers give. Their compassion extends the reach of hospice care into every corner of our community and no thank-you could ever be big enough.



Areas of Service

HOSPICE INPATIENT UNIT

COMMUNITY

**ROYAL JUBILEE ACUTE
PALLIATIVE UNIT, 8 SOUTH**

BEDSIDE SINGERS

BEREAVEMENT COMPANION

**BEREAVEMENT GROUP,
WORKSHOP, AND EVENT
SUPPORTS**

LIFE STORIES

ADMINISTRATIVE

ROOFTOP GARDEN

SEWING

MUSIC ON THE UNIT

ANIMAL THERAPY

**COMMUNITY AND FUND
DEVELOPMENT EVENTS**

65

Inpatient Unit
Volunteers

13

Bereavement
Volunteers

90

Care & Support
Volunteers

461

Bereavement
Hours

4,877

Inpatient Unit
Hours

4,511

Care & Support
Hours

10

Acute Palliative Care
Unit Volunteers

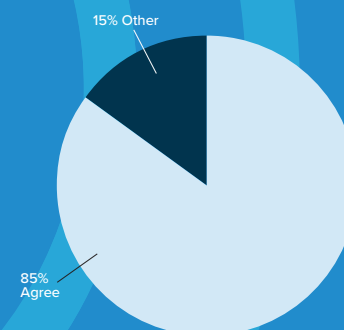
THANK
YOU

To Our
Volunteers

Almost **10,000**
volunteer hours
were recorded
across all service
areas—an increase of
nearly 3,000 hours
of service overall.

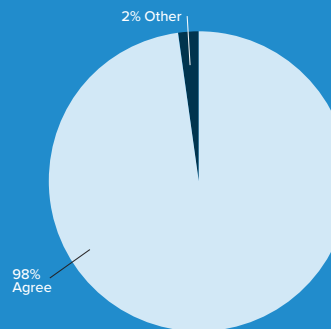
*Volunteers Find Meaning
in Work for Victoria
Hospice.*

*"It is a privilege to
volunteer with Hospice...
The training was very
useful and well done.
Staff are appreciative of
volunteers and help us
feel welcome".*



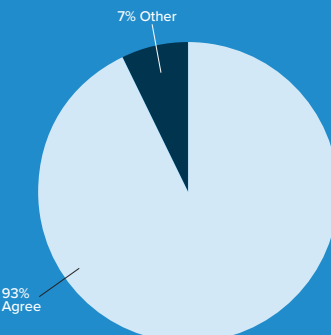
85%

feel included and respected by
all the staff they work with.



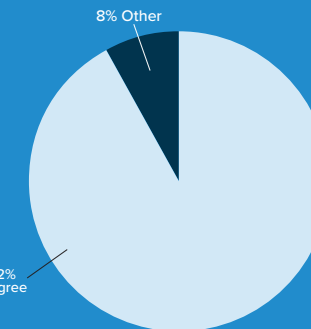
98%

of volunteers who responded
to our survey feel that the work
they do at Victoria Hospice has
a meaningful impact.



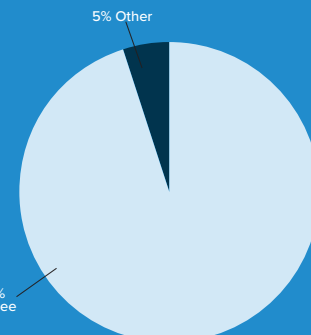
93%

of volunteers feel that their
contributions are understood
and valued by Victoria Hospice.



92%

feel their volunteer experience
meaningfully supports the vision
of Victoria Hospice (quality
palliative end-of-life care for all).



95%

are satisfied with the educational
opportunities Victoria Hospice provides
(e.g., online courses, Zoom update
meetings, reading materials, etc.)

This year, volunteer recruitment and training were developed and implemented. We refreshed our approach and ran through it with each volunteer.

"My role at Hospice is not about how I feel, it is about giving to others, listening with eyes and ears, to provide a touch of compassion and comfort to patient, family, and medical teams. The best teaching has come from listening to patients, interacting with staff, and asking questions. I get the best answers from listening to others."

— Hospice Volunteer

Impact Highlights

The care and service of Victoria Hospice combined with the compassionate generosity of our community have a profound impact on people’s lives. Below are just a few of the highlights this year.

- On the Inpatient Unit, an additional night nursing line and temporary day relief nursing line funded through community support enabled the team to be more responsive with pain management and other urgent patient needs, while reducing overtime demands and sustaining staff well-being and greater peace of mind.
- Our Grief Cafés facilitated by volunteers offered an innovative, accessible option for some people who might otherwise not seek help coping with their grief; the peer-to-peer training of volunteer facilitators also expands the pool of people able to offer these valuable sessions.
- An increase of 3,500 volunteer hours overall included partnering with Island Health to expand volunteer services to the Royal Jubilee Hospital Acute Palliative Care Unit. Volunteers helped deliver a Hospice-like experience to acute palliative patients with increased personal presence and more time spent with patients, while reducing pressure on Acute Palliative Care staff assisting with a range of non-direct patient care duties.
- In collaboration with The Centre for Interprofessional Clinical Simulation (CICSL), simulation-based learning activities were offered to increase clinicians’ confidence in responding to palliative care emergencies. Participants described the training as a positive, engaging, and high-value experience where the interdisciplinary nature of the training was frequently highlighted as a major strength.
- A new Wellness Fund for staff and volunteers made it possible to offer art therapy workshops, team excursions, and yoga programs, leading to greater stamina, resilience and overall well-being, while contributing to reduced staff and volunteer sick days and burnout.
- Funds from the Mike and Ethel Marley Scholarship supported clinical staff and volunteers to attend the Canadian Hospice Palliative Care Association (CHPCA) Conference in Nanaimo from October 22-25. Without this generous donation, participation might not be possible for as many staff and volunteers. Participants also share their learning from this national forum with their colleagues, maximizing the impact of this valuable continuing education opportunity and improving care.
- Registered Nurses on the Inpatient Unit received training in community response through the Palliative Response Team, strengthening individual and team capacity and leading to improved coverage in our ability to meet patients and families wherever they are in the community 24 hours a day, 7 days a week.
- The landscaped and regularly maintained Victoria Hospice Rooftop Garden continues to provide a welcoming and calming sanctuary for patients, families and care team providers to reflect, relax and be present in nature in an otherwise clinical environment. Those who visit the garden report feeling improved health and overall well-being.
- An integrated Freedom of Information (FOI) process was developed and disseminated to relevant leaders in the organization, resulting in a 100% response rate to FOI requests within the allotted 30-day timeframe.



A Community of Giving

Behind every moment of comfort at Victoria Hospice is a donor who made it possible. Your generosity ensures we can be there when families need us most.



YOUR GENEROSITY

Thanks to you, people facing life’s final chapter, and those living with grief, found comfort, dignity, and connection this year. The impact of your kindness runs deeper than words can capture.

Generosity arrived in every form: from individuals and families, local businesses, service clubs, and grant funders, often given in gratitude for care received. This year brought extraordinary milestones: including a \$1 million Legacy gift, the largest gift ever received from a living donor, and significant increases to monthly giving. Whether given monthly, annually, in memory of a loved one, or left in a Will, every gift is received with heartfelt thanks.

Our signature events shone: Fashion for Compassion soared with a matching donation from Alice Chan Pitman, and the Cycle of Life Tour posted another record-breaking year. The community showed up in record fashion too, with community-hosted events raising over \$350,000. Standouts included the Hugh Carbery Pro Am, IMIRA Golf Tournament, Anneswer to Cancer, and the Goddess Run’s friendship bracelets. Our Fall Campaign, amplified by a matching gift and ads on BC Transit buses featuring Child and Youth Bereavement Services, carried that momentum into year’s end.

Every act of giving, large or small, sustains our circle of care. We are honoured to have you with us.

Your support made room for what matters most: comfort, connection, and time well spent.

FASHION FOR COMPASSION

Giving met glamour at the fourth annual Fashion for Compassion, which raised more than \$200,000 for Victoria Hospice’s care and bereavement services. Over 200 guests gathered at the Delta Ocean Pointe Resort for an afternoon of designer fashion from Turnabout Luxury Resale, live and silent auctions, and heartfelt stories from families touched by hospice care. Alice Chan Pitman’s \$50,000 matching gift instantly doubled the room’s generosity, while models, including active and retired nurses, hospice volunteers and staff, and 17-year-old Kiley Johnson, whose father received care in 2019, brought the community’s spirit to the runway. Emcee Fred Lee kept the celebration lively throughout the afternoon.



SANTA AL

Victoria Hospice was deeply saddened this year by the passing of Alan Paterson, lovingly known as Santa Al. After losing his beloved wife Sharon in 2009, Al began donating all proceeds from his Santa appearances in gratitude for the compassionate care they received from Victoria Hospice. From shopping malls to airports to private home visits, Santa Al raised close to \$90,000 and brought healing, empathy, and moments of magic to families navigating difficult times. His legacy lives on in the hearts of those he touched. In his honour, his family invites donations to help Santa Al surpass the \$100,000 milestone.

GRIEF CAFÉ

There’s no cure for grief but being with people who understand can help. Victoria Hospice’s Grief Cafés, supported by donor funds offer a warm, welcoming space where people share their experience over a drink and a snack, with gentle prompts guiding conversation and trained volunteers alongside. Thanks to donor generosity, every session is free to attend because no one should have to pay to feel less alone. There are tears and laughter in equal measure.



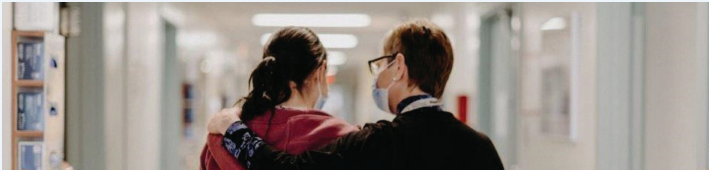
Hospice Support Teams

*Strengthening Hospice from the inside out
Great care depends on strong foundations. This year, we strengthened ours.*

RESEARCH, QUALITY & SAFETY

The Research, Quality & Safety team works with other departments across the organization to support evidence-based decision making, examine quality issues and improve the care experiences of patients and families served by Victoria Hospice. Our main goal is to ensure Victoria Hospice patients and families receive reliable and high-quality services. Here is a list of accomplishments this year:

- Creation of first VHS Quality Improvement Plan.
- Endorsement of VHS Quality Framework.
- Inclusion of Child and Youth Counselling (CYC) and volunteers’ data in Quarterly Performance Reports.
- Creation of Bereavement Dashboards, enabling leaders to access information on their program for strategic decision-making.
- Identified and implemented new Bereavement Client: Staff ratio and tool, supporting ethical client follow-up and staff manageable workload.
- Identified, in collaboration with counsellors, 20 change ideas for improving Bereavement Services CRM, Jane App. Three change ideas were successfully completed in four months.
- Revamped Copyright Process and Procedure.
- Completed critical recommendations from Accreditation Canada (Hand Hygiene and Preventative Maintenance Program).
- Received Accreditation with Commendation from Accreditation Canada.
- Developed an integrated FOI process and disseminated it to relevant leaders, resulting in a 100% response rate within the allotted 30-day timeframe.
- Developed and began using Child Youth Counselling (CYC) Release of Information forms in Bereavement Services CRM.
- Facilitated staff-led creation of VHS and Queer Geekery partnership catalogue of pride clothing.
- Received more than 20 one-time data requests and successfully completed ~15 requests, including sourcing data and developing a report for the impact of PRT.
- Bereavement Volunteers and Director co-presented about Grief Café at Canadian Hospice Palliative Care Conference—50 keen and inspired participants attended. Have since been contacted by three other programs who’d like to use the model (Bowen Island community group, Kamloops Hospice, and one other).
- Multiple part series of Trauma and Grief education delivered and completed by bereavement team, focusing on integration of theory to practice and introduction and application of tools and techniques for stabilization.



HUMAN RESOURCES

The Human Resources department is responsible for personnel management including recruitment and retention, performance reviews, professional development and succession planning. Here is a list of our work this year:

- Performance Management: Introduced a Union performance review process in partnership with Clinical Directors. This process was completed for the Bereavement team in the Spring and will be conducted for Clinical Leadership within PRT and the Unit as the next step.
- Increased focus on Wellness: Throughout the year, focused on supporting leaders and staff with initiatives or projects with a keen focus on wellness. This included areas such as staffing and engagement initiatives.
- Partnership with Organizational Development around Diversity, Equity and Inclusion: Began work in partnership to review how Victoria Hospice lands within the areas of focus defined by the TransCare BC Employer Assessment tool to identify areas of opportunity.
- Essential Services Planning: Navigated the Essential Services Planning process in collaboration with Island Health for VHS. Participated in the preparation of deployment plans and communicated status updates throughout the process.
- Recruitment: Led the recruitment efforts for 3 Non-Contract roles along with supporting the onboarding process and experience for these staff. Participated in unionized interviews and interview preparation.
- Unit and PRT Workforce staffing: A key area of focus throughout the year, was partnering closely with the Director, Inpatient Unit and PRT to review opportunities to address staffing challenges. This work resulted in a keen focus on PRT stability and the introduction of student opportunities on the Unit so that previous practicum students who were interested in coming back had a pipeline to retain employment.

FINANCE

The Finance department provides a range of financial services for both the Society and the Foundation, including audits, general accounting, payables, budgets and planning support, and more. Here is a list of our accomplishments for the year:

- Strengthening long-term financial modeling to support informed leadership and Board decision-making.
- Continuing to meet all reporting, audit and governance requirements to maintain public trust and accountability to our donors and funders.
- Investing in team development to enhance analytical capability, continuity, and responsive financial services across the organization.



CORPORATE SERVICES

The Corporate Services department monitors, maintains, and enhances non-clinical infrastructure:

- Corporate Services put significant effort into standardizing processes across multiple program areas, including asset management, emergency preparedness, violence risk assessments.
- Corporate Services was instrumental in completing the first phase of SharePoint migration to the most up-to-date SharePoint instance, which is more stable and better supported.
- Corporate Services embedded Environmental Sustainability as a major strategic goal. Accreditation Canada recognized and noted this as an area of excellence, driven by an active Green Team leading initiatives such as:
 - Composting: We are diverting from the landfill 1,000 lbs. (average) of compost per year.
 - Second Life Supplies: Since the beginning of this initiative, five loads of supplies have been donated to the Cool Aid Clinic and shelter.
 - Juice/Milk containers recycling: In June 2025, we recycled 643 juice containers and 290 milk containers.
 - Sustainable Commute Program: Since April 2025, a total of 502.9 km has been recorded by Victoria Hospice staff, including by bike (376km), walking (118.9km) and bus (8km).

ORGANIZATIONAL CULTURE, LEARNING & DEVELOPMENT AND VOLUNTEER SERVICES

The Organizational Culture, Learning & Development and Volunteer Services team supports the learning and spirit of Victoria Hospice. They deliver training and education across the organization, recruit, train, and support the volunteers who extend our care, and nurture the culture of compassion that defines how we work and why.

- Volunteer Services and Learning and Development collaborated to re-work all volunteer training and held two recruitments bringing in 56 new volunteers to direct service for IPU and 8 South.
- Focus on holding multiple small recognition activities and a major volunteer recognition event for all volunteers.
- Implementation of multiple staff-led initiatives, including a new fresh flowers program, DEI initiative, coffee bar.



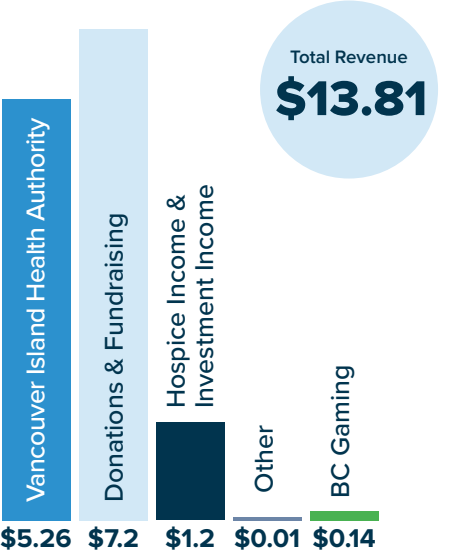
COMMUNICATIONS & ENGAGEMENT

This team works with all departments at Victoria Hospice, chiefly: Clinical, Education and Research, Fund Development, Volunteer Services, and the Leadership Team. The department oversees internal and external communications including the website, media and public relations. They also provide support on fundraising initiatives, events, corporate and community donor relations. Here are some of the accomplishments this year:

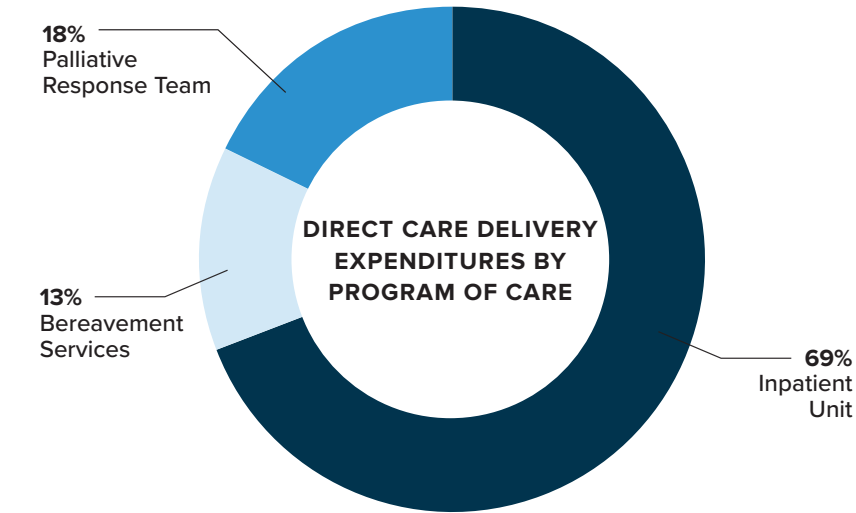
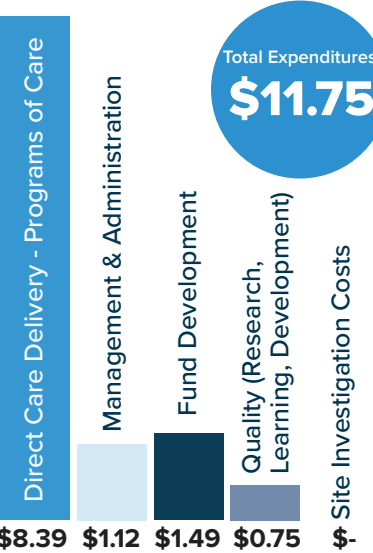
- Added to Communications Department and Organizational leadership capacity with the hiring of Director of Communications and Engagement.
- Broadened messaging reach using new channels and events (e.g., bus signage on multiple routes around Victoria, targeted advertising/advertorial placements, special events, partner event with Greater Victoria Public Library for National Grief and Bereavement Day).
- Improved impact and visual interest of website (e.g., creating a photo carousel on the home page to grab viewers’ attention and link them to highlights, adding photo galleries to stories, hiring professional photographer for key interviews/events to have top quality photos of people).
- Streamlined donor newsletters.
- Created and updated key messaging for use by Board Members on priority issues.
- Launched Hospice Matters 2.0, an updated version of the organization’s internal newsletter.
- Took on responsibility for advertising from Fund Development.
- Amplified specific fundraising campaigns developed through other channels (e.g., Will Power).
- Supported a range of CEO and executive leadership communications, regular internal updates to staff and staff-led initiatives (e.g., Green Team and Pride Project).

Financials

SOURCES OF OPERATING FUNDS (\$MILLIONS)



USE OF OPERATING FUNDS (\$MILLIONS)



Treasurer’s Report

Thanks to the generosity of our donors, community partners and the provincial government, Victoria Hospice generated funding of \$13.81 million during the 2025/26 fiscal year in support of our mission. Your contributions made a profound impact, funding programs of care including the Inpatient Unit, Bereavement Services, Palliative Response Team and Volunteer Services.

Through your unwavering support and our commitment to the careful stewardship of every gift, the financial position of Victoria Hospice remains strong. 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.

On a personal note, this is my last annual report cycle as Treasurer. I am grateful for the trust and support from Society and Foundation Board colleagues, staff and volunteers of Victoria Hospice and the community who support this work with all their hearts. It has been a pleasure and a privilege to serve as Treasurer.

Sincerely,
Angus Izard, FCPA
Treasurer, Victoria Hospice Society Board of Directors

Refer to the Victoria Hospice website under “Strategic Plans & Reports” for copies of our audited financial statements.

Victoria Hospice Society Board of Directors



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Director



island health

We extend our sincere gratitude to Island Health for their generous support toward our operations, which strengthens our ability to serve our community.



How to connect:



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

Before Canada and BC were formed, Indigenous Peoples lived in balance and interconnectedness with the land and water in which the necessities of life are provided. Health disparities persist, which are due to the impacts of colonization and Indigenous-specific racism. Victoria Hospice commits to addressing the ongoing impact of colonization and systemic racism and providing quality hospice and palliative care for all. We acknowledge with respect and gratitude that Lekwungen and W̱SÁNEĆ Peoples on whose land we live and work.