



British Columbia
HOSPICE
PALLIATIVE CARE
Association

2009/2010 Annual Report

A Message from the President

If I were to sum up the past year for BCHPCA, the word '*change*' comes first to mind. We all know the very word '*change*' can create everything from dreams to downfalls, anxiety or excitement, and everything in between. At BCHPCA, we have decided to embrace the change we are going through, and are now focused on both process and outcomes along the way. And of course, *change* is exactly what the board promised to its members following our external organizational review in early 2010. The board of directors is determined to build BCHPCA into an organization that can effectively respond to the needs of the membership and is ready and able to advocate on their behalf at the provincial level. In order to achieve this, we have begun to implement the recommendations of the organizational review and are in the process of building a dynamic BCHPCA for the future.

One of the key changes, and the most important initiative for BCHPCA this year, was the hiring of our new Chief Executive Officer, Darren Soy. Darren began his new position in October and now leads all operations for the organization. Darren has an extensive background in non-profit management and has a vision for a stronger and more sustainable organization. We are very excited to have Darren assume all responsibilities of the organization, allowing the board of directors to focus on a new model of governance for BCHPCA. With Darren at the helm, and the breadth of experience and fresh faces at the board table, I feel confident we are now steadily working towards our goals and are poised for the future.

As I write this, I realize that I am also part of the change at BCHPCA. I am a new president as of August this year, and I am very thankful to be moving our way forward with the current board of directors. Our task is to look at the organization at every level with a new perspective, and a desire to effect the right changes where needed, and to keep what's not broken. There is much to do as we look forward to all that is needed, and is possible, in end-of-life care. BCHPCA is working hard to ensure that we have the infrastructure to lead that work, and to be the voice of hospice palliative care in BC. To be the *voice*, we need to use our ears first, and listen to our members' guidance along the way. *Change* is a journey. Thanks to all of you for being interested and for coming along.

Carolyn Marshall, MSW
President, BCHPCA Board of Directors

North Region Report

Terrace Hospice Society has received gaming funds and is organizing to hire a coordinator. Volunteer training will start in the evenings in January running over 10 weeks. They have put much effort into enhancing their profile in the community through ads and working closely with their Palliative Care consultant. **The results have been an increase in referrals. It would be interesting to learn what they said in the ads.**

Kitimat has moved their office to the City Centre Mall. **The enlarged space will allow their programs to expand. They are planning to include support groups and a self care clinic. Kerry Davie is the new coordinator,** and has had a training session in September, and another one this month.

Prince George Rotary Hospice CEO Donalda Carson is concerned that the initial resolution presented by UBCM could hurt residential hospices. **We need to support the concept of hospices being financially included in the world of health care as is acute care. Funding continues to be a major concern for the Rotary Hospice.** They are now a 10 bed unit with increased costs including being BCNU certified, competing with Spirit of the North, and various cancer fundraising events. Their latest fundraising project is a house lottery; a big cost to cover and the risk of not selling enough tickets is a reality.

Tumbler Ridge has changed its mandate and name to Tumbler Ridge Hospice and Respite Care Society. They operate two hospice facilities, one wheelchair enhanced. They have three electric beds that have been well-used. They paid for education for first aid upgrade and purchased a large snow-blower. The community is backing this incentive to clear the snow of driveways and walks. The "Life History" program is being revisited and a workshop intended shortly. Massage therapy workshop was held. **They miss the workshops presented by Prince George, as the cost of attending conferences in Surrey is cost prohibitive.** The advertisement in the paper has not brought increased referrals to date.

Quesnel has opened a hospice unit in the residential care facility last August. **The association is looking forward to having an evaluation of the program, as it has changed over the last year, with this addition.** A research project that originated at UBC Okanagan campus included Quesnel in its research base. **The association has advocated for the removal of the per diem charged people in the residential care facility when these same people are not charged for dying in an acute care ward.** The association looks forward to action on the provincial level to support this. **A short video is being developed to promote the unit as the choice when living with a life threatening illness.** Fundraising has taken on a new adventure- and Amazing Race was held in partnership with the local cancer society. The event raised \$9,000.00. Not bad for a small city in the interior. A total of \$49250.00 has been raised over the last year.

No recent news from Fort St. John, Dawson Creek, Terrace, Prince Rupert and others.

The north continues to operate as rural and remote for the most part, as the numbers are less but the need is great for good end of life care. I have considered it an honour to represent the north.

Carol Weremy, North Regional Director

Vancouver Coastal Region Report

It has been an exciting year with many challenges, ongoing and new initiatives, and new hospice projects underway.

Over the past year, the Regional Palliative Care Leadership Team has worked with VCH hospice palliative care providers on several initiatives. A major initiative has been to develop education for family physicians and other health care providers in the provision of end-of-life care for those with advanced chronic disease. This initiative involved a collaborative process with primary care and other hospice palliative care specialists under the auspices of the BCHPCA Learning Centre. Another project was the review of the Palliative Care medication kits which had been initiated across the region over the past two years. The kits are seen as an important addition to care in the home, however, based on everyone's shared experience, the contents of the kits were able to be reduced to improve safety and reduce drug wastage. VCH hospice standards are under development.

A DVD, "Welcome to our Hospices", has been developed to provide information and virtual tours of the local hospices and will be available in a number of languages. Future hospices, such as the one planned for the North Shore, will be easily added to the video which will be accessible on the VCH website.

Vancouver Hospice Society has purchased land to build a Hospice and continue their capital fund raising campaign. Lions Gate Hospice Society is very actively involved in the North Shore Hospice which is under construction and will be opened later in 2010.

Support programs provided within the region are varied and successful including visiting hospice volunteers, bereavement walking groups, adult bereavement support groups and children's bereavement support groups.

Vancouver Coastal and Fraser Regions of BCHPCA joined together to host a successful Train the Trainer workshop, which was attended by members from both regions.

Marjorie Griffin, Vancouver Coastal Regional Director

Vancouver Island Region Report

Vancouver Island continues to be fortunate to have so many organizations, professionals and individuals committed to enhancing both access to and quality of end of life care for our residents. Over the course of the last 18 months, we have seen that dedication exhibited amidst many accomplishments, changes and challenges.

The reorganization within the Vancouver Island Health Authority (VIHA) which saw the End of Life portfolio move in to Home and Community Care resulted in personnel changes which again have taken time for establishment of new relationships and systems. BCHPCA members have been actively and positively engaged in those endeavours as has Lois Cosgrave, Director of Home and Community Care. There is more change on the horizon as the efforts to move to the new "Palliative Approach" progress.

Vancouver Island Hospices have continued to speak with one voice to the Health Authority under the mantle of the Vancouver Island Federation of Hospices which continues to work in partnership with VIHA and provide support to VIHA programs and all of those who seek our services. That partnership has resulted in VIHA continuing, on a year to year basis, a small amount of historical funding to hospices.

The Vancouver Island Region once again hosted Vancouver Island Education Day in October, 2009. The one day education and networking forum was attended by more than 200 people from across the island. Planned bi-annually, the Education Day will be held again in October, 2011. In addition, over 20 people attended the first BCHPCA Volunteer Standards Train the Trainer program offered on the island.

Victoria Hospice has executed a multi-year contract with VIHA. Ty Watson House has actively continued to refine the innovative supportive housing model for provision of hospice care. And, other community hospices are working tirelessly to assist in the creation of collaborative and seamless end of life care partnerships in their communities. Across the board, we are seeing increasing demands for end of life services and program/service expansions to support the people in need of services. Adequate and sustainable public and private funding continues to be of paramount concern.

As is the natural course of things, we have also seen changes amidst the island hospices and health authority as people come and people go. New leadership is in place at Salt Spring Hospice (formerly Bessie Dane), Campbell River Hospice and Oceanside Hospice. We would all like to wish our colleagues who have left our best and welcome those who have come to this very special work.

Terri Odeneal, Vancouver Island Regional Director

Fraser Region Report

Delta Hospice Society opened the Center for Supportive Care and 10-suite Hospice Residence and will partner with the Fraser Health Authority to operate the residence.

Chilliwack Hospice Society opened the “Thrifty Boutique” working towards self sustaining funding. Hosted a second annual Horse Whisperer Grief Camp, this is a first for a Hospice Society in Canada.

Crossroads Hospice opened a Labyrinth Healing Garden. Ancient healing has found roots in the legacy of end of life care at the Crossroads Hospice Labyrinth Healing Garden. Pet Therapy Crossroads Pet Therapy program provides furry social interaction and comfort to hospice patients and family by offering one-on-one visits with four volunteer teams. The recently established workplace wellness program provides access to life coaching and wellness consulting to support the emotional, mental, spiritual and physical aspects of the job.

Langley Hospice is heading from vision to reality in the purchase of a new property which will serve as their Education & Support Centre. The 1/2-acre, beautifully landscaped property has a total of 5,000 sq. ft. which will enable them to expand their programs and services to better meet the needs of palliative and bereaved persons in Langley.

The Abbotsford Hospice Society announced the kick off of a capital campaign to build a facility to house its Resource and Support Center and ultimately a residential hospice for persons age 19 and older which was enormously successful. The new AHS facility will form part of an innovative partnership between Abbotsford Hospice Society, Canuck Place and Matthew’s House.

Abbotsford Hospice Society, Canuck Place Children's Hospice and Matthew's House children's respite centre to create a one of a kind Campus of Care in Abbotsford.

Surrey Hospice Society enjoyed a full year of expanded programs in their newly renovated (now 3300 sq. ft.) Resource and Support Centre. They also moved from bereavement coordinators to hiring 2 registered clinical counselors to better serve a very diverse community.

White Rock Hospice Residence Project

A major project in process at this time is a Hospice Residence for the people of the Semiahmoo Peninsula. White Rock Hospice Society has assembled the land and completed the development of architectural plans for a 25,000 square foot, 14 bed hospice residence and expanded resource center to be constructed on Russell Avenue in White Rock, immediately across from Peace Arch Hospital. A rezoning application was pursued and has now been approved. In 2009-2010, the Society will continue to focus on building the relationships that are necessary to finalize plans and secure funding to ensure that the hospice residence is constructed as soon as possible.

Ridge Meadows Hospice opened a Thrift Store working towards sustainable funding.

Fraser and Vancouver Coastal Region partnered to facilitate a Train the Trainer workshop for our regions, it was well attended and an enjoyable day.

Geri McGrath, Fraser Regional Director