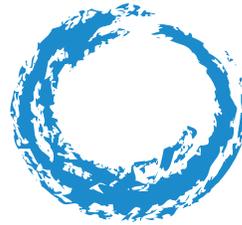


British Columbia
HOSPICE
PALLIATIVE CARE
Association

2011

Annual Report

OUR VISION is that all people in
BC and the Yukon have access
to quality End-of-Life Care



British Columbia
HOSPICE
PALLIATIVE CARE
Association

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Charitable Registration # 11880 1174RR0001

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Our Vision

That all people in BC and the Yukon have access to Quality End-of-Life Care.

Our Mission

To build capacity in our communities to support this vision.

Our Goal

To be the voice of Hospice Palliative Care in BC and the Yukon.

We are guided by these core values:

- Excellence: our professionalism, expertise and creativity ensure our best at what we do
- Collaboration: we work in partnership and teamwork in a spirit of cooperation and involvement
- Accountability: we are accountable, committed and responsive to our members and stakeholders
- Integrity: we are clear and respectful and uphold the highest ethical standards
- Diversity: we honour and respect diversity

We strive to:

- Encourage the study and promotion of Hospice Palliative Care through advocacy, public awareness and support of new and developing programs
- Provide educational resources for the establishment and maintenance of institutions and organizations developed to provide Hospice Palliative Care
- Increase hospice palliative care knowledge and skills of the public, health care providers and volunteers
- Advocate for improved policy and resource allocation
- Promote recognized standards of Hospice Palliative Care
- Provide a network of communications and shared resources for all those concerned with the care of the dying and bereavement in BC and the Yukon
- Work in partnerships with others committed to end-of-life care including government, provincial organizations and programs of care



President's Report

Dear Members and Supporters of BCHPCA

This is a year of celebration for BCHPCA! We have just passed our 25th anniversary and are well on our way to rebuild and reconnect as an Association. As I was not a member of the Board of Directors in 2011, I am unable to report on the year's activities. However, the Executive Director's Report and Highlights of 2011 note many of BCHPCA's activities. For my report I want to present the activities of staff and the interim board that was appointed by the members at the January 11, 2012 Annual General Meeting.

At the time, there were 5 areas of concern identified by the members and we were charged with addressing these to the best of our abilities and within the time available. We were further instructed to report back at the next planned AGM in May 2012. While I will focus on these key concerns, I want to acknowledge that, as a working board, there were many other tasks we were also required to undertake in order to set the Association on a new course.

One of the most difficult areas to address was **Membership**. This included a lack of communication with the members, incomplete records and misunderstandings regarding status and criteria. I can report that BCHPCA now has a robust membership list of over 200 members, who are receiving regular communications and have been re-linked with the Canadian Hospice Palliative Care Association. As I look ahead, I expect communication to continue improving with the incoming Board who will want to hear more from the members about their ideas, needs and goals. Updating the website is also slated for the near future.

With regard to **Governance** we were to address irregularities in adherence to the bylaws of the organization, bringing the society into compliance and determining special resolutions required for the AGM. In reviewing the bylaws, we realized that they required a major overhaul that includes thoughtful reflection, legal opinion and member consultation. The plan is to take the next year for this work and bring the new bylaws to the AGM in 2013. We have begun the work of developing the policies necessary

to guide the Board in its future endeavours and that will also continue over the upcoming year. We were also charged with conducting an open election process in preparation for the AGM and return the Board to a model of regional representation. There is a new Board ready to step forward. Coming from all regions of the province, they bring years of experience along with new enthusiasm and varied skill sets.

“...there were 5 areas of concern identified by the members and we were charged with addressing these to the best of our abilities and within the time available.”

We were asked to address **Staffing** and administrative stability of the Association. As our Executive Director, Marilyn Arthur, had retired due to health concerns, we found ourselves without leadership in many areas of the organization. There has been considerable attention to infrastructure and a plan for hiring new staff is being formed. This has been assigned to the new Board, as they confirm a strategic direction for BCHPCA that will determine our staffing requirements.

We have been working hard to ensure a worthwhile **Conference** for our members. We hired a conference planning group who will be with us for the next few years, ensuring some continuity and rebuilding of this annual event. We were able to attract a number of former and new sponsors and exhibitors and look forward to ongoing relationships with many of them.

Finally, we were to address any outstanding **Financial Issues** for the Association. We now have financial policies and procedures, donors and sponsors have been acknowledged, an RFP for an accountant has been completed and a solid budget has been approved for 2012.

Before closing, I want to take this opportunity to acknowledge two groups of people, who have come forward to ensure the future of BCHPCA. First, the **Past Presidents** of the Association, who have been serving on committees, producing *Full Circle*, and generally supporting and contributing from the sidelines. Then, the interim board – **Kay Johnson, Terri Odeanel, Carol Weremy and Sharon Whitby**. These women have truly gone far beyond what any of you might have expected during these past 4 ½ months.

Due to their commitment and passion, BCHPCA is back on track. While there is still much to do, I believe we are now on solid footing and ready to begin our important work once again – to support our members as they care for those faced with dying and bereavement; to advocate for excellent and accessible care; to create strong partnerships with others dedicated to this cause; to increase public awareness, knowledge and access to quality end-of-life care.

Congratulations to the Board of Directors elected for 2012/13. I look forward to an exciting and vibrant future.



Wendy Wainwright
Interim President

“We have just passed our 25th anniversary and are well on our way to rebuild and reconnect as an Association.”

Report from the Executive Director

Although Marilyn Arthur has now retired, she had previously identified a number of accomplishments in 2011 and these are included here. On behalf of the Board I would like to thank Marilyn for her contributions to BCHPCA.

Highlights:

- The May 2011 conference was a success and is being enhanced to bring you an outstanding conference in May 2012
- A new website was built, more contemporary and user friendly and ready for building a repository of information for professionals, volunteers and the general public.
- Connections were made with various research teams, to stay abreast of the latest end-of-life information.
- A comprehensive Guide for Conference Planning was developed and is intended to form a basis for a consistent approach to planning future conferences. A new sponsorship prospectus was developed along with procedures for ‘calling for exhibitors’ and ‘calling for award nominations’.
- BCHPCA developed a project for hospice societies to have the opportunity to receive a grant to support volunteer training
- A hospice society questionnaire was distributed, and telecom focus groups were held, the results of which will assist BCHPCA to focus on specific strategies in the future, from advocacy to education.

Regional Reports

FRASER REGION

In Fraser Region, our members do their work in health authorities, for hospice societies or residences or as individuals committed to the cause. A creative and passionate group, members have been busy expanding their programs and finding funds to support them.

For example, Ridge Meadows Hospice received funding for a caregiver's support group, partnered with another non-profit organization to host a mental wellness and bereavement group and helped an addictions group with coping strategies in bereavement. White Rock Hospice Society is an example of a member looking to the future in their commitment to make their vision of a stand-alone hospice a reality with the continued support of their community.

An individual member, Debra Mayer, did her Master's project on the art of interpretation as an approach for spiritual caregiving at end-of-life. And Della Roberts from Fraser Health Authority described a new program for people receiving palliative home care services like this: "They will have access to telephone support after their home care offices are closed via a partnership between Fraser Health End-of-Life Care Program and HealthLink BC. This service is offered in partnership with all the health authorities and their palliative home care services."

2011 was a year of change and growth for Crossroads Hospice Society as retiring Hospice Manager, Linda Kozina handed over the reins to Janice Hansen Bouvier. Their mission was accomplished on the long awaited and much needed expansion of the thrift store and a music therapy internship offered our patients and loved ones emotional exploration through music.

Hospice palliative care is thriving in Fraser Health. Everyone is busy working to ensure that all our citizens receive the support they need at end-of-life.

Submitted by: Kay Johnson

NORTH REGION

It seems to have been another busy year in the North.

Quesnel hosted a number of fundraising events during the year, including Hike for Hospice, the Annual Artisan Auction and the Amazing Race. They had Celebrate a Life trees in the mall and offered an evening of remembrance in December. The association invited Michael Downing to offer two days of education for caregivers and physicians, along with a public presentation on euthanasia.

Prince George Rotary Hospice held a very successful House Raffle and plans to repeat this fundraiser in 2012. Their volunteers outdid themselves selling tickets! Dr. Downing also visited their city and spoke on delirium and end-of-life.

Education and fundraising have also been important for Terrace Hospice Society with many events and appeals to local community organizations, along with several educational presentations. Their volunteers attended Palliative Care Education webinars being hosted by Northern Health and workshops offered by Inspire Health.

Kitimat has a new Coordinator of Services. Prince Rupert and District Hospice reported on a very moving ceremony they hosted following their Celebrate a Life event. They gathered at a nearby lake and lit a bonfire to burn all the cards that had been placed on the trees. While they don't yet have funding for a coordinator, the Board is working hard to keep their program running.

Hospice Yukon hosted a Healing Touch Conference and invited Senator Carstairs to give an address in their community. Their relationship with the Palliative Care Team continues to go well and they were also recently featured in an article in a local magazine called *Up Here*.

A highlight for our region was Graham Robertson travelling by bicycle from Victoria to Alaska. He raised over \$13,000 for many hospices around BC and is planning his Circle of Life tour again for this coming year. A massage therapist by profession, Graham has had personal contact with hospice and wanted to promote it as something very worthwhile.

Submitted by: Carol Weremy

VANCOUVER ISLAND REGION

Those involved in hospice palliative care on Vancouver Island have been anxiously awaiting the release of the revised Vancouver Island Health Authority (VIHA) End-of-Life Strategic Plan scheduled for 2011. The foundation of the plan is built on the palliative approach and efforts to implement this model have already begun across the island.

The Vancouver Island Hospices formally filed for incorporation of the Vancouver Island Federation of Hospices (VIFoH). This group has been successful in building a collaborative relationship with VIHA, securing some funding for hospices and partnering on the roll out of the newly legislated Advanced Care Directives.

Once again, Vancouver Island Education Day was held in October, 2011 at Tigh Na Mara Resort in Parksville. More than 200 people attended the one-day event, which was filled with great plenary speakers and a wide array of break-out sessions. There was something for everyone! In addition, it was a fantastic opportunity for networking with colleagues from across the island and an opportunity for rejuvenation in the Self Care Centre.

Island Hospices have continued to collect data to provide statistics on the value that is added to health care by community hospices. One community has completed a gap analysis, and community and professional surveys related to hospice palliative care. This project is anticipated to be replicated in numerous communities across the Island in 2012.

In 2011, Lynn Turner, Executive Director of Alberni Valley Hospice Society/Ty Watson House retired. Lynn has been a dedicated and dynamic leader for more than 10 years and will be missed. We would like to welcome her replacement, Erin Girling, who brings youth and new energy to our midst.

Submitted by: Terri Odeneal

INTERIOR REGION

The Interior is in the process of coming together again as a region.

With the legislative changes effective September 1, 2011, some of the hospice societies have been looking at opportunities to participate and support advance care planning in their communities. Castlegar Hospice Society has held workshops on advance care planning and the Speak Up campaign, including “lunch & learns” for businesses within their community.

Both Trail and Castlegar Hospice Societies are working with Assisted Living facilities, with the goal of hospice volunteers becoming a bigger part of the “team”. They are also working with the health authority to facilitate earlier referrals to hospices.

Shuswap Hospice Society is partnering with the Shuswap North Okanagan Divisions of Family Practice and Interior Health to do a community survey of palliative care services for their catchment area.

The North Okanagan Hospice Society has been through a number of transitions this past year and now have their full membership team in place. They are looking at opportunities to partner with the Institute for Healthy Living and Chronic Disease Prevention and the Faculty of Health & Social Development. Their goal is to showcase both local research projects and Interior hospice programs.

Desert Valley Hospice Society produced a report on their local palliative care services, as compared to the rest of Interior Health and the province. They are now engaged with Interior Health representatives to identify opportunities for working together to support palliative care within the South Okanagan.

The General Practice Service Committee (GPSC) developed and rolled out an End-of-Life care module for BC physicians and their Medical Office Assistants this past year through their Practice Support Program (PSP). Some IH hospices societies have been participating, along with IH staff.

My apologies to those who have not been highlighted in this report. However I anticipate an active year ahead for hospice palliative care within the Interior and will be sure to include them in future reports.

Submitted by: Sharon Whitby

Boards of Directors

JANUARY 2010 – JANUARY 2011:

- President | Carolyn Marshall
- President-elect | Barb Henham
- Secretary-Treasurer | Geri McGrath
- Regional Directors | Terri Odeneal
Carol Weremy

JANUARY 2011 – MAY 2012: INTERIM BOARD

- President | Wendy Wainwright
- Secretary-Treasurer | Terri Odeneal
- Regional Directors | Carol Weremy
Kay Johnson
Sharon Whitby



Highlights from 2011

The Conference

May's annual conference was focused on our Hospice Societies and we were delighted to have **Charmaine Crooks** act as MC for the awards banquet. She shared stories of her family's experiences of receiving hospice palliative care, and did so with grace and humility. On the first day, **Glenda Standeven**, author of *Choosing to Smile*, both entertained and inspired us with her stories of her life and Elizabeth Causton presented a keynote on 'Changing the Way we Care: Self First'. On day two **Alan Wolfelt** presented on grief and loss, and this event was sponsored by Kearney's Funeral Home.

Direct Access funding supported a number of activities during 2011

BCHPCA emailed 56 hospice societies across BC and the Yukon to request their participation in a two-part information gathering project. Twenty one programs responded to the data survey. The purpose of which was to gather information about human resources, revenue sources, locations of services, capacity for public education and awareness, and working relationship within their health care and general community. Finally, the survey asked for thoughts about how BCHPCA could assist them in their work.

Fifteen programs also met with consultant, Kim Taylor via **teleconference**, to discuss advocacy. The discussions included BCHPCA's role, helpful tools and approaches in the past and ideas for the future.

Open discussion brought forward the need to collaborate and help one another, concerns for the association itself and appreciation for the opportunity to talk together. Both documents have been shared with participants, and are available to members at their request. Along with other consultations and discussion, these documents will provide a foundation for future initiatives of the Association around data and advocacy.

Subsidies for volunteer training programs were awarded to 18 BCHPCA member hospices who use

the BCHPCA Volunteer Standards as the foundation of their training. We were indeed fortunate to be able to grant the subsidies to every program that applied.

BCHPCA Learning Centre for Palliative Care

BACKGROUND INFORMATION

Victoria Hospice established the Learning Centre for Palliative Care (LCPC) in 1998 to formalize their education services and provide an infrastructure to support the education activities that had been provided over many years. By 2006, the LCPC had expanded to include the BC Cancer Agency, University of Victoria Faculty of Human & Social Development, BC Hospice Palliative Care Association (BCHPCA), UBC Division of Palliative Care, Fraser Health Authority and Canuck Place. The partnership existed *to achieve together that which we could not achieve alone.*

Subsequently, partners identified benefits to situating the Learning Centre within BCHPCA and the current structure for the LCPC as a branch or division of BCHPCA was developed. At this time, all health authorities also became members. The original vision of the Learning Centre, to work in partnership to advance hospice palliative care education, has remained the same. The LCPC scope is the education of professionals, while volunteer and public education remain under the broader umbrella of BCHPCA.

The function of the Learning Centre over the past few years has been two-fold:

- To promote educational opportunities for health care professionals in hospice palliative care
- To serve as a hub or "clearing house" for information related to hospice palliative care educational opportunities for organizations and individuals seeking such knowledge.

ACTIVITIES 2011

Primary Care Education Project: a curriculum was developed for primary care providers to help integrate the palliative approach into care. This curriculum was completed in the summer of 2009 and the General Practice Services Committee Practice Support Program (GPSC PSP) chose to use this curriculum as the basis

for the development of a PSP End-of-Life Care Module which would be offered to GPs and other community palliative care providers across the province. The PSP End-of-life Care module was completed in the spring of 2011 and was offered in all health authorities in 2011/12 and will continue to be offered in 2012/13. The module is taught using a collaborative approach and so the participants are GPs, Medical Office Assistants, Community Health professionals and hospice coordinators.

*Submitted by: Pat Porterfeld and
Dr. Douglas McGregor, LCPC Co-chairs*

Award Winners 2011

AWARD OF EXCELLENCE

Kay Johnson, New Westminster

VOLUNTEER AWARD IN RECOGNITION OF SHARA-LEE

Lee White, Chilliwack

SOVEREIGN ORDER OF ST JOHN OF JERUSALEM, KNIGHTS HOSPITALLER AWARD RECOGNIZING ENHANCED END-OF-LIFE CARE FOR BRITISH COLUMBIANS

Chilliwack Hospice

Comox Valley Hospice

Kamloops Hospice

Supporters of BCHPCA

The BC Hospice Palliative Care Association would like to extend a sincere thank you to the following supporters whose generosity ensures the success of our programs and projects. BCHPCA also gratefully acknowledges all contributions received in the 2011 fiscal year and thanks our donors who made our work possible. Although we appreciate all gifts, only contributions greater than \$5000 are listed here.

- BC Community Gaming Grant
- The Estate of Bessie Rose Luteyn
- The Sovereign Order of St. John of Jerusalem, Knights Hospitaller, Vancouver Commandery
- Northern Health Authority (for the BCHPCA Learning Centre)

Conference Sponsors for 2011

- Bayshore Home Health, *Gold Sponsor*
- BCIT, *Bronze Sponsor*
- Purdue Pharma, *Corporate Exhibitor*
- WeCare, *Corporate Exhibitor*



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BC Gaming
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Branch

Know Your Limit – Play Within It



The Sovereign Order of St. John of
Jerusalem, Knights Hospitaller