

## **ANNUAL REPORT**

**APRIL 1, 2019 TO MARCH 31, 2020.**



# OUR STORY

The Comox Valley Hospice Society became a registered not for profit organization in 1983. Formed by a group of dedicated community volunteers, the Society now serves hundreds of people each year in the greater Comox Valley with a small staff and dozens of volunteers. The Comox Valley Hospice Society has been recognized locally, provincially and nationally for program innovation.

At Hospice we believe that living with an illness, dying, caregiving and grieving are normal parts of life. Our hope is that those who are living with a life limiting illness or dying in our community will feel supported and have their wishes respected; their caregivers will receive the help they need; and they and their families and friends will be supported in their grief.

We remain committed to supporting each person in the care that matters most to them. To us hospice is a philosophy of care that takes place in people's homes, in care facilities, in the community hospice and in hospital.

The Comox Valley Hospice Society provides education, care, and support when you are healthy, when your care needs change, and when a death occurs.



## TERRI ODENEAL EDUCATION FUND

### Terri Odeneal Education Fund

Our long time Executive Director Terri Odeneal asked the Society to begin a search for her replacement early in 2020, a process that was started in February. Terri's work with CVHS ends June 30th. Terri's leadership and contribution to hospice palliative care has received well deserved local, provincial and national acclaim. We have big shoes to fill and wish Terri a retirement that rewards a lifetime of dedication to people who are living with dying, caregiving and grieving. To ensure her contribution continues to be recognized, CVHS has created the Terri Odeneal Education Fund that will be used to provide educational opportunities for Hospice volunteers. If you'd like to support this fund, please donate on our website.

### 2019 - 2020 BOARD OF DIRECTORS

**Paula Horky** – President and Chair  
**Sasha Nowicki** – Vice President  
**Samuel Ennis** – Secretary  
**Carol Baert** – Treasurer  
**Jill Ambler** – Director  
**Jenn Beks** – Director

**Joan Collinge** – Director  
**Dianne Lineker** – Director  
**Karen McKinnon** – Director  
**Daryl Robbins** – Director  
**Debi Sargent** – Director  
**Chris Swift** – Director

Thanks to departing board members **Dianne Lineker** and **Sam Ennis** for their service to CVHS.

# MESSAGE FROM THE PRESIDENT

Who knew that two weeks into March, normal operations would halt and a deadly virus would dramatically alter how we provide hospice palliative care in the Comox Valley. But that is exactly what happened mid-March to cap off what was already an eventful year for the Comox Valley Hospice Society (CVHS).

Our year ends March 31st and while the Covid-19 pandemic dramatically impacted what we do and how we operate, I don't want those two-weeks to overshadow the fact that the 2019-2020 year was one of continued commitment to offering excellence in service. We helped those living with life limiting illness; the dying and those who died; caregivers and bereavement clients grieving the loss of loved ones; and worked alongside and in collaboration with the dedicated healthcare professionals who care for our clients.

During this fiscal year, we supported over 300 palliative clients and their families and caregivers. We shared in the grief of and held in our hearts the 155 CVHS clients who died this fiscal year. Over 100 people used our anticipatory grief program and 500 received bereavement services. In addition, we offered Advance Care Planning workshops through which people clarified and documented the end-of-life care they want when their time comes.

I would like to thank our staff, contractors and volunteers for bringing peace and comfort to those navigating the end-of-life process and to their families and caregivers. While in-person services came to an abrupt halt mid-March, CVHS staff initiated Covid-19 pandemic protocols and made the transition to home-based, on-line, and phone support remarkably smooth. They continued to advocate for clients in the hospital, at Hospice at the Views, in the community and in long-term care as part of virtual inter-disciplinary and inter-agency care teams. While not ideal, we brought our expertise in palliative care and bereavement to conversations about caring for patients given the trauma that accompanied isolating patients from loved ones and the toll that took on medical staff and caregivers.

I would also like to thank our board members who committed their hours and expertise to ensure Comox Valley Hospice Society retains its relevance in a time of unprecedented pressure and societal change. A huge thank you, as well, to the individuals, businesses and service clubs whose generosity funds over 70% of CVHS' annual operations and a plea for your continued support. The pandemic has meant cancelling one major annual fundraiser and scaling down others. A special shout-out to our Cycle of Life Tour (COLT) members who raised over \$40,000 in the summer of 2019 and who plan an innovative "COVID" ride in 2020.

With gratitude,



Paula Horky  
President and Chair



**We continue to watch with excitement the development of the Ocean Front Village that will house the new six-bed community hospice and provide office and counselling space for CVHS. Relocation is tentatively projected for the end of January 2022.**



## OUR STAFF

On behalf of the board and members of the Society, CVHS would like to acknowledge the dedication of our counselling team Ruth Barry, Brenda Stanton, Annie Rousseau, Nicole Burgess and Angela Hope who provide direct service to clients as well as support and train our volunteers. Christy Linder manages the clinical program, the clinical and support staff and volunteers. She has provided tremendous leadership during a turbulent, exhausting and unpredictable year. Rounding out the team is our Office Manager Monique Thompson and our Program Assistants Camilla Rosnes-Cockburn and Judy Wing. All are integral to our ability to provide palliative hospice care in the Comox Valley. We are exceptionally lucky to have such a talented and dedicated team whose call to this work is a labour of love.

## 2019 - 2020 STAFF AND CONTRACTORS

### STAFF

**Terri Odeneal** - Executive Director

**Christy Linder** - Program Coordinator

**Ruth Barry** – Palliative/Bereavement Counsellor

**Brenda Stanton** - Palliative/Bereavement Counsellor

**Camilla Rosnes-Cockburn** – Program Assistant

**Judy Wing** – Program Assistant

**Monique Thompson** - Office Manager

### CONTRACTED SERVICES

**Annie Rousseau** – Bereavement Counsellor/Art of Grief

**Nicole Burgess** – Palliative/Bereavement Counsellor

**Angela Hope** – Palliative Counsellor

## OUR VOLUNTEERS

CVHS could not support the number of clients we do without our volunteers. Before the pandemic disrupted volunteers' ability to work one-to-one with clients, our volunteers worked 17,879 hours, equivalent to \$357,580 of service. Even after the pandemic was declared, volunteers rose to the challenge with our Reiki and Healing Touch volunteers offering distance healing to clients and caregivers; some volunteers co-facilitating on-line groups; and others continuing to support clients remotely through phone and video calls.

### Interested in becoming a volunteer?

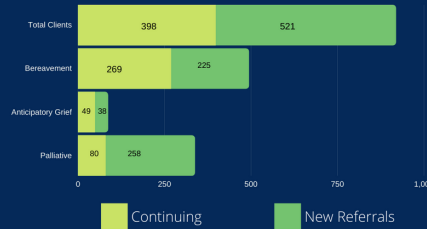
If you are interested in exploring volunteer opportunities, the first step is to complete and submit a Volunteer Application. You will then be contacted by the Volunteer Coordinator for a personal interview and to talk about volunteering and our training requirements. We make every effort to find an appropriate match. A current Criminal Record Check is required for all direct care volunteers. For more information about our Volunteer Program call 250-339-5533.

## CVHS PROGRAM SUMMARY

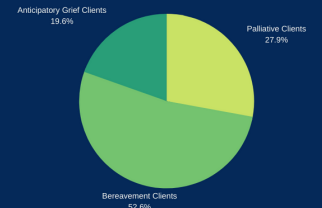
### TOTAL # OF NEW CLIENTS ANNUALLY 2012-2019



### TOTAL # OF CLIENTS 2019



### ACTIVE CLIENT WORKLOAD MARCH 31, 2020



## YEAR AT A GLANCE



**WINNER OF THE ULTIMATE 50/50**  
**Congratulations to Scott McLennan**



**CYCLE OF LIFE TOUR 2019**  
**Comox Valley Cyclepaths raised over \$40,000.**



**COMOX VALLEY WHISKEY FEST -**  
**February 2020 Net Proceeds \$6435**



**BRIAN RICE MEMORIAL GOLF TOURNAMENT**  
**May, 2019 Donated \$10,000**

## COVID-19 RESPONSE

During Covid-19, CVHS will continue to keep everyone safe. We will have limited public access to our office, however our staff and volunteers are still here to help. If no one is available when you call, please leave a message with your contact information and someone will be in touch with you. Support can be provided by appointment via phone, video conference, socially distanced outdoors.

## WHAT WE DO

Hospice is a philosophy of care—not a place—where a dedicated team strives to make every moment matter for people at home, in care facilities, in the community hospice and in the Comox Valley Hospital. Physicians and other care professionals offer the medical care of the person dying while Hospice Society counsellors and well-trained volunteers work as integral members of the care team providing the emotional, spiritual and practical care and support to the person, their caregivers and their loved ones who are grieving.

**Advance Care Planning** — Advance care planning is a process of reflection and communication that can take place across your lifespan. It is a time to reflect on your beliefs and wishes. We support this process through a variety of initiatives to make it as easy as possible.

**Individual & Family Counselling** — Counselling services are offered for people of all ages who have been recently diagnosed with serious illnesses and their family, friends and caregivers or for those who are grieving the recent loss of a loved one. Sessions are offered on a one-to-one basis and with families and small groups as appropriate.

**Community Hospice** — Hospice at The Views (HaTV) offers personalized care in a home like setting for people whose care needs may no longer be met at home or for those preferring a homelike and supported setting. CVHS works in partnership with St. Joseph's and Island Health to support those staying in HaTV and their families and caregivers.

**Self-Care Clinic** — Trained Reiki and Healing Touch Network Practitioners provide a safe and peaceful place for people who are dying, caregiving or grieving to be cared for and nurtured. Services are provided free of charge but donations are always welcome. Our Reiki and Healing Touch practitioners are offering distance healing during the pandemic.

**Caregiver Support & Navigation** — With the support and guidance of our clinical staff, volunteers provide caregivers with education, community linkages and supports necessary to care for their loved one at home. Volunteers assist caregivers in finding solutions for the day to day challenges that may not be directly health related – finding the shoes that fit, neighbours who will provide help with groceries or resources for Advance Care Planning to mention only a few.

**Groups** — CVHS offers a number of groups for bereavement clients and for caregivers. Most are once a week for 6 to 12 sessions. Planning is in place for virtual groups over Zoom during the Covid-19 restrictions.

**Volunteer Training** — CVHS offers a number of volunteer training opportunities each year for volunteers who want to support palliative and bereavement clients. Volunteer opportunities range from office work to one-to-one support to co-facilitating groups. Our clinical staff will match volunteers with a suitable client or group.

## OUR GOALS

- To ensure that the people with life limiting illness have equitable access to quality end-of-life care in our community.
- To provide support to family members and caregivers as the care for their loved ones and come to terms with their impending loss.
- To assist the bereaved as they strive to go on living.
- To educate and inspire Comox Valley residents to fully appreciate those individuals and families who are experiencing end-of-life transitions.
- To educate Comox Valley residents of all ages about the importance of advance care planning.

## OUR VALUES

Values provide a touchstone for grounding us in the multitude of situations we face. Our values can help us respond in consistent, effective and meaningful ways.

At CVHS, we believe that each of us has the right to die pain-free and with dignity, and that our loved ones and caregivers will receive the necessary support to allow us to do so. This spirit governs relationships among clients, families, staff, volunteers and those we serve in our community.

**Person Focused Care and Service** — the person is the centre of all activities and is entitled to individualized, compassionate quality care and support.

**Personal Autonomy and Choice** — we believe that individuals retain their rights to personal autonomy and choice, informed consent and established standards of care. It is understood that personal autonomy includes respect for the rights and safety of others.

**Excellence and Innovation in Care and Service** — we strive for excellence in care and innovation in programming.

**Collaboration and Team Work** — we believe that through collaborative interdisciplinary team process we offer the highest quality of care to the people we serve.

**Trust, Honesty and Integrity** — we believe that these are the values that guide our interactions with our clients, families, employees and volunteers.

**Responsible Resource Management** — we believe that effective and efficient use of available resources ensures that the Society's tradition of providing excellence in care will be sustained from the present into the future.

## ACKNOWLEDGING DONORS

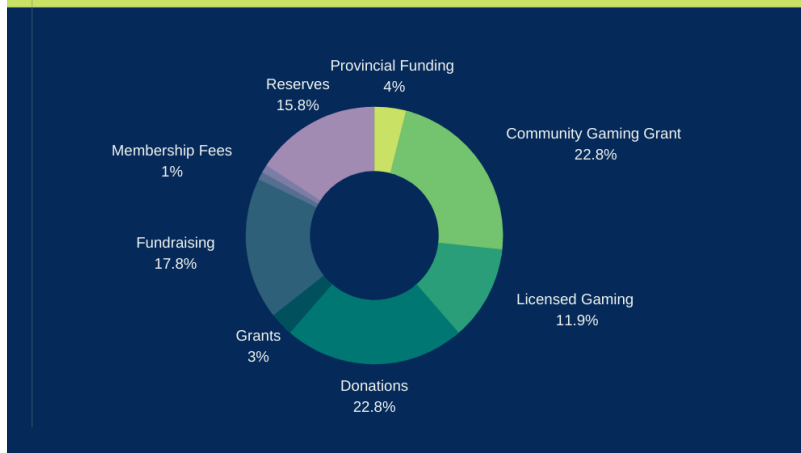
Thank you to the individuals, businesses and organizations that support CVHS. Approximately 70% of the Comox Valley Hospice Society's funding comes from generous donors. Donating to Comox Valley Hospice Society is tax deductible.

Ways to donate:

- Give Monthly to Honour a Loved One
- Give Annually
- Leave a Legacy
- Honour an Occasion
- Remember a loved one with a one-time donation
- Donate Life Insurance or Securities
- Contribute through one of our events

Donate through our website, at our office or through Canada Helps.

## ANNUAL BUDGET



## FUNDING SOURCES

- Provincial Funding - \$ 17,720.00
- Community Gaming Grant - \$ 96,000.00
- Licensed Gaming - \$ 50,000.00
- Donations - \$ 94,500.00
- Grants - \$ 13,700.00
- Fundraising - \$ 75,000.00
- Membership Fees - \$ 2,460.00
- Interest & Other - \$ 200.00
- Reserves - \$ 65,420.00

**ANNUAL BUDGET \$ 415,000.00**

## FUNDERS

