



Vancouver  
**Hospice**  
Society



SPRING 2017 NEWSLETTER



# WE'RE CELEBRATING!!!

## Vancouver Hospice Society is proud to announce our new partnership with Vancouver Coastal Health

This partnership will provide ongoing funding for our expanded eight-bed hospice, which will allow us to direct our donations toward enhancing bereavement support, and our community home hospice volunteer program.

"This marks a turning point for the organization," says VHS Executive Director, Simin Tabrizi. "This is the beginning of what will be a long and collaborative partnership with Vancouver Coastal Health."

VHS underwent an extensive application and selection process. The internal memorandum from Vancouver Coastal Health states that our model of care not only aligns with their standards, but also their mandate to expand and enhance access to palliative and hospice care in the community; adding that VHS will be "a great asset to the hospice continuum."

Doug Knight saw first-hand the commitment and energy put in to this project. He was head of the Capital Campaign to

build the hospice, and Chair of the Board for six consecutive years. "It seemed, at times, like an insurmountable task," he says, "and yet, no one's commitment wavered. Everyone involved - volunteers, staff, donors and all of our supporters - are to be congratulated for their tireless efforts through all of the challenges we faced to achieve this successful outcome." For comments from our current Board Chair, Stephen Roberts, see his letter (back page).

VHS physician, Dr. Catriona Aparicio, says the partnership will result in increased collaboration and streamlined access to VCH community palliative care services in Vancouver - resulting in even higher standards of care for those living with a terminal condition. "We have proven ourselves to be a significant member of the palliative care community as an independent operator," she says. "We have now been welcomed into the fold as a recognition for our hard work in providing the best standard of palliative care that can be offered."



## THE SHOPPING CORNER



### THE HOB

2236 West 41st Ave · 604-733-1412

Open: Mon-Fri, 10-5:30 Sat, 10-5:00 Sun, 12-4

### THE HOB PRESENTS

## TWO SPRING FASHION SHOWS!

Please join us at:

#### KERRISDALE COMMUNITY CENTRE

5851 West Blvd at 42nd Ave

Mon, April 24th at 1:00 PM

#### JEWISH COMMUNITY CENTRE

950 W 41st Ave at Oak St

Wed, April 26th at 1:00 PM

No charge for entry. We hope to see you there!



Like The HOB  
and HOB TOO  
on Facebook

### HOB TOO

3470 Dunbar St · 604-737-7304

Open Mon – Sat, 11-5

Like so much of the city, HOB TOO is eager for spring. We've filled our window with brightly coloured art glass and our displays with the colours of spring gardens.

We are so appreciative of the many beautiful donations we continue to receive and of the many, many hours our talented team of volunteers contribute.



### Meet regular shopper, fabulous and flamboyant Adrienne.

Most of her accessories here are HOB finds as well as the skirt and sweater. She added her own floral accent to a basic black pill box hat she purchased in our shop this winter. Adrienne is a music therapist working in care homes in our neighbourhood. "I'm happy to pose in support of the good work you do at the HOB," she says. Thank you Adrienne!



THE HOB is proud to have celebrated our 12th anniversary in February, and our 2nd anniversary at our Kerrisdale location!





## HOB TOO FURNITURE

3458 Dunbar St • 604-738-2066

Open Mon – Sat, 11-5

The learning curve for all of us - volunteers, HOB TOO Furniture sub-committee, donors and buyers - has been steep, fun and rewarding!

The store continues to receive a variety of quality donations ranging from sideboards, to chests, to tiffany-style lamp shades - and an ever-changing selection of unique and useful, large home furnishings.

We always welcome donations, subject to viewing and appraisal by a committee member. For potential large item or multiple item donations call the store to be connected to a team member.

Our buyers are a diverse group. They come in to browse, check out newly donated inventory, visit with our friendly volunteers, and purchase items. The store is a wonderful and inviting place to display many of our donated art pieces and interesting old books.

Come visit us ... treasures await!



## We Need Your Support

### I WOULD LIKE TO SUPPORT VHS WITH ...

☐ Annual Membership [ ] Individual \$20 [ ] Corporate \$250 ☐ Donation of \$ \_\_\_\_\_ ☐ Monthly Donations of \$ \_\_\_\_\_

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_

Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_ Email: \_\_\_\_\_

### METHOD OF PAYMENT

☐ Cheque enclosed (payable to Vancouver Hospice Society) ☐ VISA ☐ Mastercard

Card No. \_\_\_\_\_ Expiry \_\_\_\_\_ CVR # \_\_\_\_\_ Signature \_\_\_\_\_

Donations can be securely made online at [www.vancouverhospice.org](http://www.vancouverhospice.org)

Please mail your completed form to: Vancouver Hospice Society, 4615 Granville Street, Vancouver, BC V6H 3M1

A tax receipt will be issued for donations over \$20.

☐ Yes! I would like to receive semi-regular communications from VHS like newsletters, updates and invitations to events.

VHS is a Registered Charity #867021206RR0001. Privacy Policy: I understand the VHS will keep my personal information confidential and will never sell it to third parties. I consent to collection, use and disclosure of the information I provide in order that the VHS may provide me with the member services and donor recognition, including newsletters and information updates about programs and fundraising activities.





L to R: Deborah (Housekeeping), Arleen (Cook), Kathryn (Counsellor), Simin Tabrizi (Executive Director), Dr. Catriona Aparicio, Peter (Care Aide), Elisa (RN), Zahra (Palliative Care Coordinator)

## National Volunteer Appreciation Week

In honour of National Volunteer Appreciation Week (Apr 23 - 29), we want to acknowledge the dedication, loyalty and support of our over 200 amazing volunteers! We are incredibly grateful for the work our volunteers do to support patients and families at the hospice, and in the community!

These kind and compassionate individuals sit with dying patients at the bedside, visit palliative individuals in their homes, provide Healing Touch sessions to patients and family

members, and offer support to those who are dealing with the loss of a loved one through group bereavement walks.

Did you know that our HOB, HOB Too, and HOB Too Furniture consignment stores are completely managed and staffed by volunteers? Not only do these wonderful charity stores provide a much-needed stream of funds to support our work at the hospice, but they are also an integral part of the Dunbar and Kerrisdale communities.

Our volunteers also manage the hospice reception desk, help with admin tasks, and work in fundraising and special events. Our beautiful gardens are cared for by a crew of dedicated garden volunteers, and our hospice facility is in top shape thanks to the ongoing attention of our maintenance volunteers!

**To all of our volunteers:  
From the bottom of our hearts,  
we thank you!**

## Benefit Concert a Big Success!!

Love was in the air on March 4th at the Shaughnessy Heights United Church as beloved local songbird, Jane Mortifee - along with Vancouver's Sound Eclectic and EnChor - treated a full house of concert-goers to a brilliant program of inspiring music. The positive response from the audience was confirmed by an enthusiastic standing ovation and an extraordinary outpouring of donations. The final tally of funds raised in support of the hospice topped \$30,000!! Special thanks go to May Wong (the evening's sponsor), the committee of dedicated event volunteers, and Kathryn Nicholson; VHS Clinical Counsellor, who produced this amazing event. Well done!

## Making You Aware To Prepare



Free earthquake preparedness talk with author and expert, Jackie Kloosterboer

**Dunbar Community Centre:  
Mon, May 29 at 6:00 pm**

Registration required at:  
[pam@are-you-prepared.ca](mailto:pam@are-you-prepared.ca) or  
604-763-6777

**\$25 from each survival kit purchased goes to  
Vancouver Hospice Society**





## Steve Mulhall, Maintenance Volunteer



Steve Mulhall has been a volunteer at Vancouver Hospice Society (VHS) since October, 2012. He became involved through VHS founders (and long-time friends) Sue Wong and Sue Hurd. His wife, Ginny (a Healing Touch instructor), also volunteers in the areas of Healing Touch, Bereavement Walking, and Bed-side/Desk-side.

Steve (along with fellow Maintenance Volunteer, Orrin Webber), ensures the house is running smoothly. Once the hospice was built, Steve followed up on construction deficiencies, created facility instruction manuals, and implemented inspection systems. He also dealt with phone and internet issues, and has done everything from assembling furniture and unclogging toilets, to painting walls and repairing blinds.

Volunteering in hospice has helped him learn more about the dying process. "It's quite comforting to have this knowledge," he says. "Ignorance breeds fear!" He includes other perks as gaining new friends amongst VHS staff and volunteers - and getting to eat the home-baked cookies!

When asked about his most memorable moment, he says:

"At the request of the wife of one of the patients, I installed a hummingbird feeder on the deck outside of his room. No sooner had I finished the installation, than a hummingbird arrived. It returned regularly until the patient died. The patient's wife remarked that the bird seemed connected to his spirit."

Before he died, the patient donated some of his tools to the hospice; many of which Steve still uses today!

He encourages anyone interested in the Vancouver Hospice Society to get involved, either through donating money, or time. "It's a great place," he says. "We have a warm and inclusive atmosphere here."

## A fond farewell ...

At a gathering on Mar 24th to show appreciation for long-time volunteers, the Hob Too steering committee honoured cherished volunteer, Jenny Shaw.

Jenny, who has recently retired from volunteering at VHS (and moved to Victoria), has a long and varied history with the organization. Back in 2003, Sue Wong (VHS founder), was introduced to Jenny through a home hospice contact. She found her to be a very interesting woman. "We had just founded the VHS, and I was sure Jenny would want to hear about it," says Sue. "Not only did she like the idea, but immediately volunteered to help us."

Jenny helped set up the first Hike for Hospice, introduced (and promoted) the concept of a thrift shop, found the retail space, and spent countless hours (along with other dedicated volunteers) getting the space ready to open. "Jenny named the HOB store," says Sue, "it opened, and we never looked back."

It was also Jenny's idea to do the first Gala fundraising event at the Greek Hellenic Centre, which was a great success. She also volunteered at reception when the hospice first opened in 2014, and worked at both the HOB and HOB Too stores.



"She has made a real difference to how VHS developed and grew," says Sue. "We owe her a lot, and we shall miss her!"



**"Alone we can do so little. Together we can do so much."**

— HELEN KELLER

## Letter from the VHS Board Chair...



### **Sustaining Compassionate End-of-Life Care**

This month we received wonderful news! After a lengthy and vigorous request for proposal (RFP) process, Vancouver Coastal Health (VCH) has chosen to partner with us and will begin funding our operations as of May 1st, 2017.

This means our hospice is sustainable. This means the sleepless nights worrying about funding long term are over for staff, volunteers, and board members. It means we can continue to deliver the best possible compassionate end-of-life care for those facing death and bereavement. Our service, and commitment to our community, will continue.

In addition to the VCH funding, we have also received funds from the provincial government through Andrew Wilkinson's office to cover the construction costs of our two additional rooms. VCH funding was contingent on this expansion and with financial resources constrained, we are blessed to have this support too.

We opened our doors to our first hospice residents just over three years ago. With funding from private donors we had built our beautiful home on Granville Street, and raised a reserve to get started. A 2013 grant from the province completed our capital fundraising and we opened in April, 2014. Since then, we have operated using our reserve, and the continuing donations from supporters and others touched by hospice; including many families who came to us for the best possible care.

We have made our mark in the community, but it has been a challenging three years of operations. It became clear after a year or so that annual contributions from the angels at our thrift boutiques, donors, those touched by hospice, and our various fundraising efforts, would not fully cover the cost of our operations. Our reserves began to run low.

I give credit to our board for having the perseverance, dedication, and nerves of steel to make difficult decisions; and to continue offering care even as we worried about how to secure funding. Our Executive Director, Simin Tabrizi, did an amazing job of preparing our RFP response. Our staff continued to have faith in the vision and dedication we all shared at VHS. We owe them gratitude too.

We can all breathe easier, and with thankful hearts.

Our work is not done, however. While VCH will fund our basic clinical operations at the hospice, we still have a mortgage to retire. We still have a society to operate. We still have hospice services and outreach to provide in the community. Our basic needs are met, but we all know that our vision expands far beyond that which is basic. Our vision is to provide the very best hospice care to as many individuals and families in need as possible!

Thank you for joining and supporting us on this journey. We still have our vision and our mission to fulfil, and we'll still need your support. But we can all rest a little easier in the knowledge that the hospice we built and started, a hospice which set a higher bar in the standard of end-of-life care, is now sustainable.

A handwritten signature in dark ink, appearing to read 'Stephen P Roberts'.

Stephen P Roberts, Board Chair