



Vancouver
Hospice
Society



Summer Newsletter

AUGUST 2016

Highlights

NEW HOB IN TOWN

The team at HOB Too has opened a sister store, HOB Too Furniture at 3458 Dunbar St. This exciting new Hospice Opportunity Boutique displays large pieces of furniture, art and light fixtures.

If you have furniture to donate please call 604-738-2066 for pre-screening. Like its sister stores, HOB Too Furniture is volunteer run with 100% of proceeds to VHS. Please join us in celebrating this new store!



HIKE SUCCESS

Hike for Hospice 2016 was a great success! VHS supporters raised \$24,000 for hospice care and great fun was had by all who participated! Special thanks to our multi-year sponsor VanCity! For pictures, see page 8.

VOLUNTEER TRAINING

The Palliative Volunteer Visitor Program Expansion Project begins with volunteer training in October. The goal of the expansion project is for VHS to meet the need for volunteer visitors in homes around Vancouver with a special focus on East Vancouver and patients who require services in languages other than English. This project has been made possible by the BC Centre for Palliative Care, *The Seed Grant Program*.



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The Shopping Corner

THE HOB

2236 West 41st Ave · 604-733-1412
Mon-Fri: 10 - 5:30 · Sat: 10 - 5 · Sun: 12 - 4



The incredible volunteers at the HOB want to thank the Vancouver community for their donations and their business! Thanks to you, every inch of the back room is stocked with beautiful items.

Clothing for sale is replenished daily so stop by often!

Thank you to the women who keep the store full and the back room in excellent order:

- Pamela Donald
- Sheila Tehennepe
- Oona Durbach
- Catherine Taylor
- Miyoko Young
- Teresa Clark
- Dell Whelan
- Barb Gauthier
- Emilia Colabraro
- Leslie de Conick
- Irene Regan
- Pauline Hildreth
- Debbie Mason

 Like The HOB on Facebook

HOB TOO

3470 Dunbar St · 604-737-7304
Mon-Sat: 11 - 5



HOB Too sells unique vintage treasure for your home, as well as vintage jewelry. Visit the store to find hand made pottery, rare china, crystal and decorative linens.

50% Off Sale August 8-12th

You can also browse the bookshelf to find a deal on a favourite title. Only two storefronts down, you can now visit HOB Too Furniture after you browse HOB Too. Both ventures are 100% volunteer run with all proceeds in support of Hospice Care at 4615 Granville St. and VHS bereavement and palliative volunteer programs.

 Like HOB Too on Facebook

HOB TOO FURNITURE

3458 Dunbar St · 604-738-2066
Mon-Sat: 11 - 5

HOB Too has opened a sister store, HOB Too Furniture at 3458 Dunbar St. This exciting endeavor was triggered by the availability of a store just 2 doors down from HOB Too. The team at HOB Too snapped it up and with some hard work it was unofficially opened 10 days later on June 25th. The store displays larger pieces of furniture, art and lighting.

If you have furniture to donate please contact the Furniture Team consisting of Cynthia Fulton, Pat Filan and Chava Rubenson through either the HOB Too at 604-737-7304 or HOB Too Furniture at 604-738-2066 for pre-screening. Please do not drop off any furniture unless approved. We do not have a pickup or delivery service (as is the norm for other used furniture stores) so donors will need to arrange transport. We can share the names of some movers we have used.

Please join us in celebrating this new store!



To every volunteer, donor, and HOB customer, you are making quality, end-of-life care at our Granville Street Hospice Home possible. Thank you!!!

The Hob stores have generated 52% of the Hospice revenue for the first six months of 2016 and the generous donations of our supporters generated 26% in the same period. The Vancouver Hospice Society couldn't provide care for those nearing the end of their lives, nor support their families and loved ones without your generous contributions. On behalf of all the lives your dedication have touched, we send you a heartfelt "Thank You!"

VOLUNTEER NEWS



SUSAN KOPPERSMITH

Did you know that VHS has over 200 volunteers?

Volunteers sit at the Reception desk and help with office work. Others run the two charity shops: The HOB on 41st and HOB Too on Dunbar. Some help with fundraising and at special events. There is one volunteer who, with helpers, oversees the garden.

Volunteers visit bedsides in the

Hospice or the palliative in their homes. Volunteers offer Healing Touch to the dying in the Hospice or in their homes; as well they offer it to the bereaved and other volunteers. Volunteers are available to provide 24 hour bedside vigil service. The bereavement walking volunteers provide companionship to those who have suffered the loss of someone important. Some volunteers help with the on-going maintenance of Hospice home.

My goodness, what a list! It is my hope to gather news (eventually) from each of these areas and share it with all the volunteers. Do any of you like to write? Let me know if you could pen a short article about the work that you do.



CATHELEN ROWLETTE

A Visit to The HOB

The Hospice Opportunity Boutique – HOB for short – has been selling used clothing for ten years. It is run by volunteers and money raised is used to fund the operating expenses of the VHS.

The first thing that you notice when you enter the store at 2236 West 41st Avenue is that all the

clothes are high-end and priced for value. Looking for a light blue top to go with that new navy skirt? Searching here is easy. Hangers are colour coded for size and like-colours of clothes are hung together. There is no hint here of any sour smell present in some other thrift stores. Shopping here is a breeze and you don't have to hold your nose!

Interview with Roger Hoag



ROGER HOAG

Roger, you volunteer at bedsides as well as the Reception desk one shift a week. Why do you have an interest in volunteering in our Hospice home and what is your background?

Eleven years ago my wife died of cancer. We lived in Ottawa where I worked as an ER physician. I was able to get her into a palliative day program where there was companionship with others as well as contact with counsellors. In this program she received regular massages and even had her lunches cooked by a Cordon Bleu chef.

On the ER ward, on the other hand, I saw many people admitted in the last stages of life who couldn't be provided the support they needed. The care system had broken down and often the family couldn't cope and, although everyone did try their best, somehow the outcome wasn't good enough. When I retired 5 years ago I moved to Vancouver as I have a son who lives here and as well as grandchildren.

My hobbies are skiing and cycling and travel is also a big part of my life.

I like to volunteer in the Hospice home because it is a familiar milieu. For me death is part of the "circle of life" and must be dealt with by everyone.

What do you think of the care that palliative patients receive here?

Oh, it is very good! Relatives of the patients spontaneously come up to me at the Reception desk and, though they don't know me at all, they want to shake my hand because they are so grateful for the quality of care that their family members receive here.

Thanks, Roger!

By Susan Koppersmith

The preceding is an excerpt from the Volunteer Newsletter – get it monthly by emailing skoppersmith@gmail.com

The Vancouver Hospice Society Needs Your Help

Everyone deserves compassionate care and support when a loved one is dying. The bereavement programs have helped many people process and heal from the grief of losing someone they love. We want to continue to provide this range of programs free of charge - but we can't do it without your help.

Please sponsor a family with a generous monthly donation

\$50 / month will sponsor **one** family to access all VHS home visitation and bereavement support for 1 month

\$100 / month will allow **two** families to access all of VHS practical and bereavement support for 1 month

\$200 / month will allow **four** families to access all VHS practical and bereavement support for 1 month

To set up monthly donations, [click here](#) or call 604-737-7305 ext 218

GRIEF & PALLIATIVE SUPPORT AT VHS



KATHRYN NICHOLSON

Grief Support Group

VHS ran a successful adult bereavement support group this March 2016. The support group focused on providing individuals, who recently experienced the loss of a loved one, a safe space to explore the experience of grief through talking, creative exercises, and psychoeducation. Each week focused on a different theme such as resiliency,

remembering, coping with loss and change.

Words about the support group written by group participants: "Don't be shy about joining the support group. You're not alone! [grieving] with others is much better than grieving by yourself" ... "I learned a lot to be able to cope with my grief, to understand what I'm going through and be able to move forward"

Another bereavement support group will be offered in Autumn 2016.

Please contact Kathryn Nicholson, VHS Grief Counsellor & Psychosocial Consultant for more information and to register: 604-737-7305 ext 216.

Healing Touch

Our HT team continues to offer healing hands and energy to our Hospice patients, their families, and also to palliative clients in the community. Healing Touch is an energy therapy that uses gentle hand techniques to realign energy flow and

support healing from stress, pain, illness or grief.

To register please call 604-737-7305 ext: 218 Or Email: volunteer@vancouverhospice.org

Bereavement Walking

The Bereavement Walking Program continues to be a long standing successful program that has benefited many people in our community. "It gets me out and it helps to see how others cope with their grief"; "I felt safe enough to share what I have gone through...needs I was not aware of have been met, above and beyond all possible expectations" - anon.

The group gathers for 8 mornings on Wednesdays or Saturdays to spend the morning walking and reflecting with the support of trained bereavement volunteers. The next session begins in September 2016.

To register please call 604-737-7305 ext: 218

Letter from the VHS Board Chair...



Thus far, 2016 has been extraordinarily busy for everyone at VHS. Just seven months have passed, but already this year is one of our most challenging, and one of our most exciting.

In the spring, Vancouver Coastal Health put out an RFP (Request for Proposals) for the provision of up to 14 hospice beds in the City of Vancouver. Consideration is to be given to the immediacy of the delivery of beds, a track record delivering, and the sustainability and community support of the service provider.

Of course, we have submitted a proposal! We believe VHS is in absolutely the best position to meet the objectives of the RFP. For two years now, we have been delivering exceptional, quality end-of-life care. We have the testimonials, we have the 95% plus occupancy VCH is looking for, and we have a streamlined and efficient operation that delivers the best value. We also have our amazing volunteers.

Our ED, Simin Tabrizi, worked tirelessly on the proposal and is to be commended. Obtaining this funding from VCH is critical to the long-term sustainability and success of our Hospice. I know you join with us in anxiously awaiting news of our success in this endeavor.

As of July, VHS has a new HOB store! A tremendous opportunity presented itself in June and the HOB Too Steering Committee seized the challenge. "HOB Furniture" is something many of our volunteers had been wanting for some time. Located just a couple of doors from HOB Too, it sells larger donations we previously had not been able to accept for sale. On behalf of the Board, I would like to congratulate all who stepped up to take this on!

And, I cannot mention the new store without mentioning how well our two existing stores, The HOB and HOB Too, are doing. We are truly blessed to have such dedicated and skilled HOB volunteers.

On a more somber note, the challenge of Medical Assistance in Dying (MAiD) has touched VHS. Your Board voted unanimously to support the legal rights of Canadians, and accept and adhere to the Supreme Court's ruling and the new federal legislation that came into effect in June.

In Palliative Care, it is our aim to make the final days at the end of life as comfortable and as positive as we can. We support those dying to the best of our abilities. Yet, even with this heightened compassion and care, there will still be those who wish to bring an end to their own suffering with the assistance of a physician. This is deeply personal. Only individuals themselves can make this profound decision. Our role remains to support these individuals.

As we move gently into this new reality, we in Hospice can reflect on our purpose. We are not here to judge how a life was lived, or how a life will end, but simply to provide comfort, care, compassion, and support for our fellow man at the end of his or her life.

As always, thank you for your ongoing support of the incredibly important work of VHS.

A handwritten signature in black ink, appearing to read 'S. Roberts', written in a cursive style.

Stephen P Roberts
Chair, VHS Board

Working to Reduce Our Operating Deficit

As the VHS Board sat down late last year to set the operating budget for 2016, it was clear that budgeting for a deficit would once again be necessary. Despite the incredible work of our volunteers and the generosity of donors and friends of VHS, we currently raise only about 60% of our annual operating costs through our various fundraising endeavors. We continue to operate by dipping into previously accumulated savings.

The HOB stores are our single largest source of funds and we wouldn't be able to continue without their truly amazing contributions. General donations now that the hospice is open and operating, have declined somewhat as a source of funds. In Memoriam contributions are on the rise, as you might expect, now that we have people who spend their final days at our Hospice, and now that families are seeing first-hand the benefits and support that Hospice can provide. The Gala has been a great source of funds in some years, and less so in others. We heard that our volunteers were suffering fatigue putting on this elaborate event every year and a break was requested.

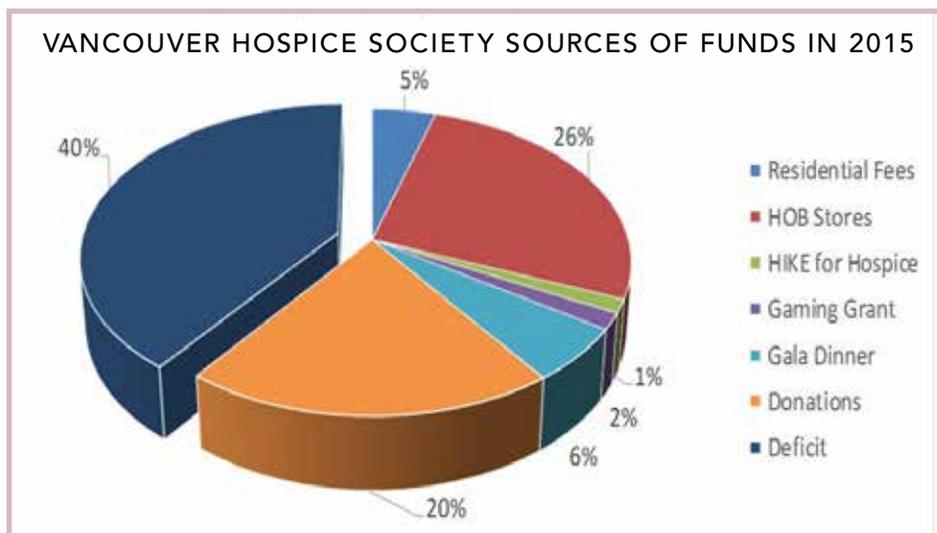
So, we need to raise more money. Early this year the Board decided we need professional assistance and agreed to underwrite the costs of hiring a part-time professional fundraiser, Maia Gibb. We are thrilled to have her onside and helping VHS identify possible funding sources. Please take this opportunity to read about Maia and her background in the biography right.

We need \$400k more every year!

In the mean time, we need your help. We need to raise an additional \$400,000+ each and every year, to be sustainable. Can you help us get there? Do you know anyone, or a foundation who can? Please contact Maia with your suggestions, or anyone of the Board members who would be delighted to hear from you.

We have to keep this Vision and this Mission going. We have to keep the Dream alive—Quality End-of-Life Care for Everyone.

Keep the Dream Alive!



Meet Maia Gibb, our new VHS Fundraiser

Maia Gibb spent the last 5 years as Manager of Fund Development at the YWCA in Vancouver where she wrote many successful grants, created a digital donor stewardship program and corporate social engagement campaigns. Her previously held experience includes, creating, operating and then selling one of Victoria's first social enterprise businesses - Dusting Divas. She also brings experience in writing and communications and community engagement. She is passionate about Hospice, which stems from her volunteer work at Victoria Hospice.

Get Involved!

There are many ways to get involved with the Vancouver Hospice Society

- ✓ Donate clothing or furniture to the HOB stores
- ✓ Host a party or fundraising event
- ✓ Start a giving circle
- ✓ Champion VHS for a work-place giving campaign
- ✓ Become a donor
 - one time
 - monthly
 - legacy or tribute gifts

As a VHS Community Champion you will be kept up to date on our activities through

- ✓ An on-line newsletter each quarter
- ✓ Invitations to VHS events
- ✓ Email updates with the latest VHS news

Become a Vancouver Hospice Society Community Champion today and offer your generosity and care to palliative care patients, their families and loved ones in our community.

To host a giving party or workplace campaign please contact Maia at maiajibb@vancouverhospice.org

Words from the Families of VHS

Thank you for treating our father and indeed all of us as family and for helping us create happy memories at an incredibly difficult time. Thank you for making this part of his journey so peaceful and dignified. – anon

Thank you so much for all the wonderful care and love which you all gave so freely. While [our loved one's] journey was not an easy one, Vancouver Hospice was a beautiful, caring and very friendly place to spend her final months. From the Healing Touch, manicure & pedicure and of course the Rice Crispy Treats [our loved one] always felt very special and much loved. We will always remember Vancouver Hospice and each person who helps everyone through probably the most difficult time of their lives. – anon

Mom really enjoyed talking to the volunteers and loved to look out at the garden from her bed. – anon

You may be only one person, but you are one person who makes a difference in countless ways, in many lives.

Volunteer Appreciation 2016 was held at Board Member Ronda Tuyp's home. Volunteers from The HOB and HOB Too, the hospice bedside and healing touch programs, hospice maintenance & gardening, hospice event planning and community visiting were all invited to attend.



HIKE FOR HOSPICE IN PICTURES

Love Your Age Fitness Warms up the Hikers



Kate from *Love Your Age* leads the warmup

Ready, Set, Hike!



Thanks to all Hikers, Donors, Sponsors & Volunteers!



Par Johal and Bill Russell present the Vancity sponsorship cheque to Board Chair Stephen Roberts



Liz Wills with two volunteers from St. John's Ambulance