



## PATIENT RECORD SYSTEM UPGRADES

This year we upgraded our patient records to be held electronically, and our experienced nurse Omega Ricafuente who has been at VHS since it opened in 2014, naturally took the helm to support her colleagues during this transition.

As the 'techie' of the team, Ricafuente dove headfirst into learning the system as much as she could, before she was tasked to help her colleagues with the learning process.

Ricafuente reflects that, "the new system has made charting and communicating with other staff easier and more straightforward," while adding that, "we are able to find vital information more quickly and efficiently."

This upgrade will allow the staff to spend more time with patients and their families, which is one of the core values and goals of hospice and palliative care.

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Pictured: Lynda, Bonnie, Kathleen, Nancy, Patricia

## THE QUILT ANGELS

The Quilt Angels are a group of eight lovely ladies who volunteer their time making quilts solely for Vancouver Hospice.

The quilts offer warmth and comfort to patients who stay at our hospice, and families are encouraged to take them home as a memento of their loved one's final days.

All of the quilts produced are intricate and well-designed - from the planning phase until delivery, a quilt may take up to a month or two to complete (around 80 hours). Twice a year, the group visits the hospice to deliver the quilts and share their creative process and techniques.

No stone is left unturned - from designing, picking colours, fabrics, and stitching patterns, this society of like-minded friends all share a common and selfless goal.

Originally formed at a quilting retreat in the Fall of 2013, Donna and Nancy wanted to form a group to make quilts for a good cause when they approached Kathleen and Patricia - who were also attending the retreat. It was decided that a hospice would be the right choice.

After contacting a few hospices who had recently been mentioned in the newspapers, VHS responded enthusiastically. The first project was *The Shroud*, which was presented at the Grand Opening on March 28th, 2014.

Kathleen emphasizes that, "there comes a time in life when the act of giving back becomes especially important [...] It keeps my brain active and engaged while making something that will bring warmth, comfort, and possibly joy to others - it doesn't get better than that."



Pictured: A gift from the Quilt Angels

## HOB TOO RAFFLE SUCCESS

We are very excited to announce that our HOB Too Raffle was a HUGE success. With 10 prizes ranging from \$2,100 to \$100, the 1539 tickets available for purchase allowed our ticketholders great chances of winning. Tickets cost 3 for \$25 and 1 for \$10. Some of our amazing prizes were:

The Japanese Celadon Discus Style Ikebana Bowl by Koichi Shimada, Robert Sinclair Watercolours, Tiffany pendants, and HOB Too gift certificates.

We would like to thank our generous donors for donating the prizes, the volunteers at HOB Too, and VHS for organizing the event. All proceeds supported VHS operations and bereavement services for those in need.



Pictured: Japanese Celadon Discus Style Ikebana Bowl by Koichi Shimada



Pictured: Joshua Denny-Keys

## MUSIC DOES HEAL

Joshua Denny-Keys has been our music therapist for almost 2 years, bringing joy and smiles wherever he goes with his guitar.

Music therapy requires the therapist to be in tune with the patient by reading body language, breathing patterns, and facial expressions.

Many patients are unable to speak or respond to external stimuli in their last days and weeks before death. Music is able to transcend these barriers, where families and medical staff report meaningful improvements in a patient's wellbeing after receiving music therapy.

These improvements include a reduction in tension, pain, and anxiety, complimenting the advancements of palliative care and modern medicine. Through our partner - Music Heals Canada, Denny-Keys is able to provide these magical moments for patients and families.

Music Heals is a non-profit organization that provides music therapy for vulnerable Canadians with different medical and social backgrounds, funding over 32,000 music sessions to date.

## FALL FLIP AT THE HOB

Our lovely volunteers from The HOB - Hospice Opportunity Boutique, enjoyed a fun filled evening preparing the boutique for the fall with merchandise that has been donated by the community.

Accompanied by pizza and laughs, The *Hobbits* processed donations, steamed garments, organized racks with clothes and shoes, and stored away the summer merchandise.

Check out the latest collection at our Kerrisdale location 2236 W 41st Avenue.



Pictured: The *Hobbits*

## WE WELCOME OUR NEW VOLUNTEERS

We would like to welcome our Volunteer Class of 2022 who has just completed their 30 hour training organized by our Volunteer Coordinator Andrea Hernandez.

Our newly trained volunteers will provide a range of supportive services including compassionate companionship and bereavement services.



Pictured: Volunteer Class 2022

## A MESSAGE FROM THE EXECUTIVE DIRECTOR AND THE BOARD CHAIR

Dear VHS friends and supporters,

The Vancouver Hospice Society's mission is to provide compassionate end-of-life care for those facing death and bereavement and living through a global pandemic has brought the value of our services into sharp focus. Our community's need for education about quality end-of-life care as well as for more grief and bereavement support became obvious, creating an opportunity for us to rise to the occasion.

We refined our strategic plan to target these revealed needs and with your ongoing support have made meaningful progress under each of our three strategic pillars:

1. Expanding services for end-of-life care including bereavement
2. Strengthening our community connections and increasing awareness about VHS
3. Optimizing organizational effectiveness

This newsletter shares some examples of the initiatives taken towards our strategic goals, such as transitioning to electronic medical records, and showcases some of the ways we build connection with our patients and their families.

A future newsletter will share more details with you about our efforts to expand services, including adding more counseling resources, offering additional locations for our bereavement walks, and onboarding new volunteers.



Pictured: Salima Remtulla, Sarah Cobb

Volunteers and donors have always been the foundation of VHS and we are thrilled that the passion and commitment to this work remains. We feel privileged that so many people generously donate their time and energy to our collective goals.

Our amazing team continues to provide compassionate quality end-of-life care for our community and your support is what allows VHS to be there for those who need it most.

Thank you,  
Sarah Cobb - Executive Director &  
Salima Remtulla - Board Chair

