

President's Report

We have a great deal to celebrate this year. 35 Years and still striving ahead.

We have been a steadily growing entity in the Cowichan Valley since the 1970s.

From very small beginnings, stoked by Dame Cicely Saunders' philosophy and successful theory into practice in the UK and other places around the world, Biddy Worsley, Anne Springford and Joan Robinson met in each others' homes, church kitchens and small meeting rooms then joining Jerry Rothstein's call from Volunteer Cowichan to get things in formal motion.

We became the legal Cowichan Valley Hospice Society in 1981.

From the basement of Duncan's City Hall, we now meet and offer programs in our own mortgage-free multi-roomed building. We have over 150 trained volunteers who offer supportive person-centered and designed assistance to more than 800 clients each year. We have 5.66 full-time equivalent staff who collaborate with Island Health Palliative staff, initially meet with people requesting our services, and match them with volunteers (and then are resources for those volunteers). Our services are varied to meet our community's needs; they include psycho-social support for people and families through chronic illness and early palliative designation to end of life including vigils, and bereavement. Where there appears to be a need in the community, we try our best to provide it, be it in their home, at our building, in hospital or care facility.

The 2015 year has been a particularly busy one: refining our Strategic Plan, completing our building renovation to meet growing and varied needs and, creating a Task Force representing the whole of the CVRD to work, on a collaborative basis, with representatives from Island Health. The Task Force's purpose is to design, help fund raise and build a seven bed facility to provide End of Life care, of which Island Health will fund the operation. CVHS Board members include Task Force Chair Christa Fox, Vice-chair Sue Barr and CVHS Executive Director Gretchen Hartley. The Task Force has met almost weekly, either in committees or of the whole, since late summer.

We appreciate our staff's current work, its continuance and gratefully acknowledge the whole of our community's support as we make this great leap forward to include a Hospice House for those who are at end of life.

Respectfully submitted,
MaryAnn Deacon,
President CVHS Board of Directors
May 16, 2016



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Treasurer's Report

I would like to start by thanking the wonderful staff I have had the opportunity to work with over the past year. Their support and endless hard work make our job on the board easy and rewarding. I would also like to thank all our volunteers for their continued support for the society and the clients which they deal with. Finally I would like to thank all who have supported the Cowichan Valley Hospice Society financially over the years.

It has been an exciting year for our Society. We completed a \$67,000 renovation to the building this year which has provided a much more efficient working environment for our staff and volunteers. Also the collaboration with the task force and Island Health to plan and fundraise specifically for a Hospice House setting with designated Hospice beds which is becoming a reality that many in this society have been waiting a long time for.

The society is good financial position. Our current and liquid assets continue to be greater than our liabilities. Our cash balance at December 31, 2015 is \$27,552. This large decrease in cash is mostly due to the amount spent on the renovation and the timing of the 2015 Gaming grant which was received in December 2014. That grant was recognized in as revenue in 2015. Our operating fund had a surplus of \$15,844. The opening accumulated operating surplus was \$67,770. We used \$69,028 to purchase assets' (including the renovation) which leaves us with a \$14,586 accumulated surplus at December 31, 2015.

Revenues this year are down slightly due to a one time legacy donation received in 2014 as well as the timing of Island Health grants received in 2014. Our overall expenses were relatively the same as last year. We did have an increase in sub-contract expense of approximately \$8,700 which was offset by a decrease in repairs and maintenance of approximately \$8,800. Over the past few years the Society has been trying to increase our staffing to keep up with the growing demand of services and decrease the "overload" on our staff. We continue to strive to maintain a good balance of staff and workloads which will continuously require increased funding and donations for the many years to come. This year we have 11,559 of volunteer hours reported which have a value of over \$200,000.

Jamie Goodman
May 13, 2016



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Executive Director's Report

On the cover of our AGM report is a little bee. She was a Western Bumblebee queen, the hope for renewal of this endangered species. She lived in our garden at hospice last spring, feeding herself so as to start her colony before dying. We are thrilled that one of her progeny was spotted in the garden this spring, a potent reminder of the cycle of life and the small role that we can play at hospice fostering renewal and hope, even at the end of life. She was also a gift to the gardeners who tend our garden so lovingly, without the use of pesticides.

I continue to appreciate the amazing and beautiful work that is done each day by hospice volunteers and staff. It is such an honour to work with each of you.

As you will hear in Kathy's report, we have enhanced volunteer training and skill development for working with clients. I noted in my February report to the board that a group of volunteers from the new training program had started their apprenticeship, making an average of 10-12 hours per week of client appointments with trained volunteers available in the office. This month I can see that we have about 18 hours a week of appointments provided in the office by volunteers and another 15 hours of wellness treatments, a very convenient way for clients to access services. These appointments make use of capacity that we did not have before our renovation.

Dee Pope retired in December, along with volunteer Laurie Paterlini, together they kept the office and the books in good order for many years. We also said good-bye during the year to Jennifer Yee Fairweather and Candace Kirby who each brought special gifts to those we work with.

Dee's enthusiasm and dedication have fostered lots of other good things over her time at Hospice. Her work on the beautifully renovated and furnished new rooms to provide better care for clients was a wonderful parting gift. Huge thanks also go to Dan Nugent of Ease-Ability Construction who worked patiently with us to leverage donations of materials and skills and generously contributed his own managerial skills. Together Dee and Dan brought about wonderful changes (new client rooms, a wellness room, improved meeting areas, an additional staff office) for a very modest price tag.

You will notice our beautiful new logo. It was developed for us pro bono by Taiji Brand Group of Maple Bay.

Hospice has always dreamt of providing a hospice facility for our community. The opportunity finally came in June 2014 in the form of a commitment to provide operational funding from Island Health, for a cluster of 7 beds on site at an Island Health owned residential care facility. The formation of the community based Hospice House Task Force and our work together has been a



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major focus of the second half of 2015 and since. Ably Chaired by Board member Christa Fox, supported by Dr. Sue Barr, the Task Force gathered members from all parts of the CVRD including representatives of service clubs, health care auxiliaries, Cowichan Tribes, local governments, activists and a former care-giver with lived experience. Amplifying the skills and abilities of our own volunteers and supporters this dedicated group has worked hard together to develop a vision, a conceptual design and a communications plan. Much work is still to come!

Meanwhile work continues to support families through the hardest time of their lives. Thank you hospice volunteers, staff, donors and supporters for everything you have done to grow and to provide hospice care over the past 35 years!

Gretchen Hartley
May16, 2016



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Client Services Report

WE HAVE A DATABASE!!! This morning I contemplated the idea that the process of building the database has been somewhat like the truth of grief... It takes however long it takes. You learn that your expectations may not have been realistic and that in many ways it has a life of its own and you at some point surrender to that in order to preserve your sanity.

In 2014 I started testing a couple of record keeping options that would take us into the 21st Century, and in light of not finding something that was what we really needed we decided to build our own. As alluded to earlier, this took longer than I'd expected, as it really is a task to undertake!! It's up and running now, and gives us the ability to store our client information in a safe and accessible way, as well as to begin to capture some statistics there were previously unavailable to us. Many thanks to Elissa Barron for her patience, knowledge and willingness to try new things (and ability to tell me when we're NOT going to try new things!)

Our client numbers have stayed consistent at around the 800 mark. This number includes our grief, caregiver and palliative clients, family members of CDH clients and people who come to us for resources and information. It covers people who receive 1-1 and group support, energy work, hospital visits and those who use our library of resources.

Our presence as an integrated part of the Palliative Team, with the palliative doctors and home nursing, continues to solidify. We are meeting families earlier in the palliative process, which makes it easier for them to access us when and if they want us. We hear from both the other two professionals on the team, and from families that accessing Hospice care is very useful at this time.

We made the decision in 2015 to split the client coordinator job into two parts, I have been able to focus on palliative intake: through hospital and community rounds, participation in the integrated pain & symptom management team and to meet with people coming directly to hospice seeking support. Both Kathy as Bereavement Services Coordinator and I meet with clients to help them explore the most useful types of support

Our grief support is being mainly done in office and we have professional supervision in place for the volunteers doing client work.

Here is an email that we received from one client:

I feel I have reached a point in my life where I can live at peace, where the grief and the misery of the events which followed my son's death four

years ago are less controlling influences as the days go by. I believe the time has come where I can say that I will bow out of the monthly meeting. Over two years ago, during one of our group gatherings, someone said 'it's not that the burden gets lighter over time, it's that your back gets stronger to support that burden'. My back is stronger and I owe that to the wonderfully kind and compassionate people I have met at Hospice, staff and fellow travelers.

Hospice, has given me a chance to breathe and feel like I 'can dance in the rain' again. The journey since September 2011 has been extraordinary. I give thanks to you and the wonderful folks at Hospice who have helped make the journey for me a gentler one. I am so grateful to Hospice and thank everyone for their wonderful kindness.

Yours truly

Chris

Shelley Kuecks
May 13, 2016



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Volunteer Training and Support Programs 2015

The year 2015 marked a significant change in the Volunteer Training program design at Cowichan Hospice. Over recent years, it has become apparent that some of our volunteers would benefit from a Hospice Orientation Intensive two day initial training in order for them to begin volunteering immediately thereafter in areas not directly involved in individual client care and support. There are many volunteering opportunities here at Hospice for those who hope to contribute in ways other than directly companioning clients.

This two day intensive now serves as our 'volunteer launching pad' for all volunteers and it offers a taste of all the dynamics of hospice and palliative care, including attitudes to death and dying, and our own Cowichan services.

Upon completion of the intensive, with the agreement of staff trainers, volunteers can then elect to move on to our in-depth "Deepening Compassionate Listening" eight week training where skills in presence, bearing witness, and deep communication are explored and co-presented by Heather Ferris, C.C.C., before volunteers move on to work directly with our clients. Volunteers who complete this second tier of training move forward to our "Companioning Apprentice" program where they serve an in-house apprenticeship companioning clients in our newly appointed counselling rooms over several months before moving out into the community outreach level of 'flying solo' companioning support. Our goal here has been to offer the new trainees immediate access to staff support and debriefing, while they are first seeing clients on an individual basis, in order to both assist new volunteers' further development and see clients even more responsively served. Of course, we are blessed with many volunteers whose careers in medical or counselling fields already include many of the skills we offer in our trainings (and more!) but this opportunity to connect more easily with staff and each other is a support to any volunteer in a new culture or environment.

All new and previous volunteers who do one to one companioning, group facilitation, or individual client services are supported as well in an ongoing way twice monthly by peer clinical supervision sessions facilitated by two Registered Clinical Counsellors, Beth Trotter and Maria Curtis, to learn about best practices and to share suggestions about next steps in client support.

In addition to our Hospice Orientation Intensive Training and our Deep Listening trainings in 2015, Cowichan Hospice was delighted to offer continuing education training in the form of several workshops for all our valued volunteers. Volunteers report that attendance in these workshops is very meaningful in their own development and in staying 'juiced' in their life as a Hospice volunteer. This past year, we were pleased to present the following workshops at no cost to our fantastic and ever-evolving volunteers:

- “The Use of Memory Boxes in Serving Palliative and Dementia Clients”, Janet Hicken, January 21, 2015
- “First Nations Cultural Awareness Training”, Helen Dunlop, June 5, 2015
- “The Effect of Trauma on the Grief Process”, Beth Trotter, May 27. 2015
- “Using the Labyrinth as a Tool for Processing Grief”, Holly Letcher, July 8, 2015
- “DieWise”: A Workshop with Stephen Jenkinson; Oct.31, 2015
- “Self-Compassion as Self-Care”, Beth Trotter, November 18, 2015
- “Understanding the Choices Facing Clients” ; H.W.Wallace Burial and Cremation Centre, Dec.10th, 2015

Kathy Skovgaard
May 16, 2016



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