



PATIENT CARE

COUNSELLING

EDUCATION

RESEARCH

VOLUNTEERS



Victoria Hospice

30
1980
2010
YEARS
OF GIVING

ANNUAL REPORT 2009/10

30 Years of Giving



John Greschner
PRESIDENT,
VICTORIA HOSPICE
SOCIETY



Wayne Peterson
EXECUTIVE DIRECTOR,
VICTORIA HOSPICE
SOCIETY/FOUNDATION



Peter Malcolm
PRESIDENT,
VICTORIA HOSPICE
& PALLIATIVE CARE
FOUNDATION

FROM ITS BEGINNING IN 1980, the staff at Victoria Hospice has always tried to provide the best physical, mental and spiritual care possible to patients and their loved ones. Thanks to individuals like YOU, Victoria Hospice has helped many thousands in the community for the past 30 years in what is one of the most difficult times of their lives: confronting advancing illness and death.

For patients and family members, coming to terms with this newly comprehended reality can be difficult, even shocking, but we know—because patients and their families tell us—it is certainly lessened by the highly professional care they receive; care that is always accompanied with deep compassion and a sincere desire to help. We are not alone in this. Home and Community Care nursing has been an important partner in helping us to meet the community's end-of-life needs.

But, despite being a showcase association highly applauded for its service and its awards for excellence in managing care, Victoria Hospice has—like so many charitable organizations—felt the effects of the ongoing global economic turmoil. As cash-strapped donors reduced their annual gifts, it has become difficult

OUR VISION

Quality end-of-life care for all.

OUR MISSION

To enhance the quality of life for those facing advancing illness, death and bereavement through skilled and compassionate care, education, research and advocacy.

to attain budgeted revenues, much less to ramp up to meet the increasing demand of the individuals we serve. Historically two financial pillars holding up the organization, donations and fundraising have become less and less dependable sources of revenue, while interest and dividends are producing lackluster profits at best and revenue losses at worst. But every year, good or bad, Victoria Hospice's needs continue; providing care and comfort to over 3,000 patients and their family members annually.

The Boards and Administrators have been justifiably concerned. Cutting costs where we can, ensuring good controls are in place, examining secondary programming, building a solid fundraising team and developing a more focused communications and marketing approach, you can rest assured we will do our part to continue to provide our vital services. The good news is that in celebrating our 30th anniversary we celebrate YOU, our loyal donors. We invite you to continue to support Victoria Hospice so that we may carry on celebrating your success and show our strength in the face of adversity. Together, let's achieve another "30 Years of Giving".

Thank you.

Care: Last Year at a Glance

- ◆ Number of patients registered on any given day averaged 362.
- ◆ Admissions to our 17-bed palliative care in-patient unit totaled 667.
- ◆ Length of stay in our seven acute care beds averaged eight days.
- ◆ Length of stay in our nine extended care beds averaged 13 days.
- ◆ Length of stay in our one respite care bed averaged nine days.
- ◆ Approximately 17% of all patients admitted to our palliative care unit were able to return home once their symptoms improved.
- ◆ 73% of our patients were diagnosed with cancer (most commonly lung, colon, breast and pancreatic cancer).
- ◆ Non-cancer deaths included congestive heart failure, stroke, renal failure, lung disease, HIV-AIDS, ALS and chronic liver disease.
- ◆ Time from initial registration to death averaged 105 days for cancer patients and 153 days for non-cancer patients.
- ◆ Victoria Hospice helped more than 3,000 people, including 957 patients and their families.
- ◆ Age at the time of death averaged 76 years.
- ◆ Approximately 35% of the patients under our care last year were able to die at home close to family and friends thanks to our own Palliative Response Team, our clinical teams and our partnership with VIHA's Home and Community Care Team.
- ◆ More than 2,775 people were helped last year by our Bereavement Services following a death in the family. Bereavement Services now offers eight different bereavement support groups.
- ◆ 420 patients in the Royal Jubilee Hospital, Victoria General Hospital, long-term care homes or in their own homes were seen by our specialist palliative care physicians. These patients, who were not registered with Victoria Hospice, benefited from the expertise of our physicians.
- ◆ A total of 25 new volunteers completed the six-week training program and joined our team of more than 400 active volunteers.
- ◆ Charity Intelligence Canada chose Victoria Hospice Society as a *Ci Recommended Charity* for the second year in a row because of our innovative, effective and efficient methods in delivering quality care.



VICTORIA HOSPICE SOCIETY BOARD OF DIRECTORS

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Dave Traynor, VICE-PRESIDENT	Dana Armour	Lauren Tate
Chris Mills, TREASURER	Rosemary Armour	Anne Taylor
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VICTORIA HOSPICE FOUNDATION BOARD OF DIRECTORS

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	Bill Eisenhauer
	Eileen Harper
	Margaret Lucas

Research and Development

- ◆ Current research studies in progress include: reliability and validity of the Prognostat, a new tool for survival prediction; reliability and validity of the Thai translation of the Palliative Performance Scale (PPS); phase 1 design of Hospice Palliative Care Surveillance Network, a Canadian Partnership Against Cancer project; design for study on Edmonton Symptom Assessment Scale; and, design for study validation of FAMCARE survey tool for patients and families.
- ◆ Over 6,000 admissions to our Palliative Care Unit and PRT were analyzed to determine the length of survival. Data was published in 2009 in the *Journal of Palliative Medicine*. From the analysis, we have created three kinds of tools that can be used by our clinical staff to better estimate prognosis—they include Kaplan-Meier graphs, Life expectancy tables and a Nomogram.

- ◆ In a recent personal trip to Chang Mai, Thailand, our Manager was able to see how the PPS—developed at Victoria Hospice—has been enthusiastically incorporated into clinical care assessment at a hospital which has become the first to use it for every patient, on every ward, every day.
- ◆ Current funding partners include: Canadian Institutes of Health Research – Partnerships in Health Systems Improvement; Canadian Institutes of Health Research – New Emerging Teams in Palliative Care; and, Canadian Partnership Against Cancer – Surveillance Network in Hospice Palliative Care.

JOURNAL ARTICLES 2009/10:

1. Downing M. *Ten Steps to Better Prognostication* (chapter). *Core Clinical Skills in Palliative Care*, 2nd edition. Emanuel L, Librach L. Chicago, USA (in print, 2010).
2. Davis K, Downing M, Walker J. *Singing the Passage: a pilot study to evaluate Volunteer bedside singing in a palliative care unit*. *Canadian Journal of Music Therapy* (under review, 2010).
3. Rose C, Wainwright W, Downing M, Pardy L. *Reliability of the Bereavement Risk Assessment Tool (BRAT)*. *Journal of Supportive and Palliative Care* (under review, 2010).
4. Downing M, Lau F, Lesperance M, Yan J. *Survival Implications of Sudden Functional Decline as a Sentinel Event using the Palliative Performance Scale (PPSv2)*. *Journal of Palliative Medicine*. 2010;13(5):1-9
5. Lau F, Maida V, Downing M, Lesperance M, Karlson N, Kuziemyk C. *Use of the Palliative Performance Scale (PPS) for end-of-life prognostication in a palliative medicine consultation service*. *Journal of Pain & Symptom Management*. 2009 Jun;37(6):965-72

Happy 30th Anniversary, Victoria Hospice!
Congratulations on your continued valuable
services. Victoria Hospice was there for me
during a time of great sadness and loss and
I am happy to contribute to ensuring the
caring help they provide be there for others
in need. Sincerely, P.L.

Teaching and Learning

- ◆ 260 physicians, nurses and pharmacists from seven provinces, two territories and two US states attended the Palliative Care: Medical Intensive one-week courses in Victoria.
- ◆ 93 health professionals from Northern and Western Canada participated in the semi-annual Psychosocial Care of the Dying and Bereaved one-week courses.
- ◆ 60 family members, volunteers and health care professionals attended our 18th annual Spiritual Care Conference.
- ◆ Victoria Hospice, BC Cancer Agency and VIHA held day-long education sessions for physicians and nurses in the Vancouver Island Palliative Network at Campbell River and Parksville. A total of 56 health professionals and representatives from island hospices attended.
- ◆ Victoria Hospice and VIHA provided two sessions of the Palliative Approach for Chronic Disease Management to physicians, nurses and others who are part of the Seniors at Risk Network and the Integrated Health Network. A total of 77 participants attended the half-day session in Nanaimo and Victoria.
- ◆ Victoria Hospice and VIHA co-sponsored five half-day Palliative Care Education sessions which were also video-linked to 14 sites on the Island.
- ◆ Six staff gave presentations at the BC and/or the Canadian Hospice & Palliative Care Association conferences and eight staff presented at educational institutions and community agencies.



Always learning...

Only a short time ago, people facing a life-limiting illness received virtually no specialized care. Standard medical approaches didn't address the specific needs of someone at the end of their life, and little was understood about palliative care. For 30 years, Victoria Hospice has been a leader in palliative care, offering a compassionate approach to medical, emotional and spiritual care aimed at improving the quality of life of patients and families facing advancing illness, death and bereavement. Our specialized program was developed through our own research and we share the tools and publications we've developed with medical practitioners around the world.

Because the more we know...
the better care we can provide.

Our Nurses

- ◆ With much of the work that nurses do being viewed through the accreditation standards at VIHA, the ongoing planning and development of accreditation processes remained one of the biggest challenges for the nursing department this past year. The result will be a unified approach between us, the palliative unit at Nanaimo and the Hospice Palliative Care unit at Saanich Peninsula Hospital.
- ◆ Admissions to the unit were up 20% from the previous year (to 667 from 553), as nurses needed to manage the increased pressures of caring for more patients that were typically being admitted closer to the end of life.
- ◆ Five more nurses were certified by the Canadian Hospice Palliative Care Association this past year.
- ◆ Nurses mentored 11 nursing students as well as medical students and residents in 2009/10.
- ◆ As the average number of patients registered continues to grow—from 334 last year to 362 this year—demand for nursing services has increased. For example, the evening and night nursing staff responded to 248 telephone calls from community patients between the hours of 7:30 pm and 7:30 am in the last quarter of 2009/10 alone.

Our Doctors

- ◆ Our team of dedicated physicians at Victoria Hospice provided care for patients and their families across multiple care settings in 2009/10 including:
 - ▶ 667 admissions to our Palliative Care Unit.
 - ▶ Close to 900 medical consultations in patients' homes, residential facilities or other hospital units.
- ◆ The physicians also participated in the many research initiatives as outlined by the Victoria Hospice Society Research Department.
- ◆ Our community physicians began using new technologies to help access patient's information and diagnostic images while in the patient's homes thereby improving care and efficiency.

Happy 30th Anniversary, Victoria Hospice!
To the Nurses and Doctors, thank you
for all the love and care you gave
my Daddy. Thank you.
Love, C.K.

Happy 30th Anniversary, Victoria Hospice!

*26 years ago my husband was allowed to pass
peacefully without any tubing or other intervention.*

*Indeed, his nurse administered a bowl of ice cream
that morning, he was 56 years old.*

I will never forget that.

A.

- ◆ Our physicians continue to work closely with many of our strategic partners through representation on multiple Vancouver Island Health Authority (VIHA) committees, the BC Learning Centre Partnership Team, BCMA Section of Palliative Medicine and through active participation in the Vancouver Island Palliative Network and both the UBC and Island Medical Programs.
- ◆ The physicians at Victoria Hospice continue to be actively involved in teaching and knowledge transfer:
 - ▶ We trained over 24 family practice residents and 12 medical students as they underwent rotations with us.
 - ▶ We provided advanced training for a physician who undertook a year of training as a palliative care fellow.
 - ▶ Our physicians actively participated in teaching at UBC and the Island Medical Program where palliative care has an increasing presence in the undergraduate and postgraduate curriculum.
 - ▶ We taught in VIHA home care orientation and SARIN (Seniors at Risk Integrated Network) workshops.
 - ▶ Our physicians also presented at multiple conferences provincially, nationally and internationally in 2009/10.



We felt at home...

It can be overwhelming when faced with the reality of a life-limiting illness. The physical and emotional challenges can be hard enough, without the added stress of being admitted to hospital. That's why Victoria Hospice makes it a priority to ensure that our unit at the Royal Jubilee Hospital feels home-like for both patients and their families. There's even a beautiful rooftop garden. Families and friends are welcome to visit their loved ones at any time of day or night. It's not only the warmth of our rooms and spaces, but also our friendly staff and volunteers.

Because life's final journey should feel as comfortable and secure as possible.

Our Counselling, Spiritual Care and Bereavement Teams

Something That Mattered To Me

David Howells, *SPIRITUAL & RELIGIOUS CARE COORDINATOR*

Not everyone can be at Hospice at just the right moment. Real needs at home must be met and sometimes several family members have to leave the bedside. It is hard knowing you will not return or see the one you love again. A while ago this scenario was unfolding and we were able to talk it through. We devised a simple “Goodbye” gathering. The six key people in our patient’s life circled the bed as he slept in that deepening sleep. His granddaughter had found a pebble just beneath his Hospice window, and holding it, each one in turn

went to his side and told him of their love and their gratitude for his life. There were tears and gentle laughter. Above all there was a depth of truth and openness of heart. Ending we wished him peace of heart, peace of mind and peace of soul, and the knowledge that he was held in great love. Could he hear? Did he know? There is no certainty to be had here. But to speak of your heart’s deep love is a gift worth giving, and the sense of that love covering him, showering him was palpable. If I had been that patient I know I would have received a blessing.

Happy 30th Anniversary, Victoria Hospice!

*Congratulations for being there for people
who need your compassion and care at a
time in their lives when it is needed so
much! I am glad to donate to such a
wonderful organization!*

J.D.

Happy 30th Anniversary, Victoria Hospice!

*Your bereavement counselling sessions
were of great help to me after my dear
wife's passing. Thank you so much for
your support. You made a difference.*

M.W.

- ◆ Our bereavement team continued their focus on expanding opportunities for seasonal and specialized services to include:
 - ▶ Public seminars for bereaved family members around Valentine's Day and the winter holidays.
 - ▶ An awareness campaign around our Touchstones children's group.
 - ▶ Music therapy both on the unit and in the community.
- ◆ We provided assistance to 2,775 new bereavement clients, including 117 not related to Hospice patients.
- ◆ This represents an 18% increase from last year.
- ◆ We made a total of 9,242 contacts with clients, including letters, group sessions, telephone calls and one-on-one sessions.
- ◆ Volunteers made 1,600 contacts with clients.
- ◆ We made over 100 contacts as part of our weekly children's drop-in group, including telephone, one-on-one and family sessions.



Yellow is happy...

The death of a loved one can be difficult – including for children. That's why at Victoria Hospice we have counselling available both before and after a death occurs. Using a range of activities, including discussion, play, and art, our counsellors will work with children to help them express their feelings and learn to cope with their loss. We understand that grief is very personal, and our expert counselling team is here to help family members of all ages contend with the death of someone close.

Because life's journey
is full of many colours.

Hospice!

Our Volunteers

It's the Small Things

Lynda MacTavish, *VOLUNTEER SERVICES ASSISTANT*

My friend Jackie's father had been sick for a little while. His wife and family had thought he would be able to manage at home, but he started to develop severe symptoms and he was suddenly admitted to Hospice late one evening.

Jackie described to me the fear and apprehension of that first time coming onto the unit as they sat around their father's bed trying to be brave for his sake.

She said they heard a quiet knock at the door at one point, and one of our volunteers, who was working the late shift, entered the room. He had with him a tray

with a pot of tea, china cups and saucers and toast with honey and peanut butter for the family. Her father, who hadn't eaten anything in days, 'inhaled it' as she put it. The whole family visibly relaxed as they enjoyed tea and toast with him.

Jackie told me this story because she wasn't sure if she had thanked the volunteer properly and wanted him to know what a wonderful calming affect his thoughtfulness had given them. Along with his quiet compassion, this small act of kindness gave them so much comfort in their time of anxiety and fear.

Happy 30th Anniversary, Victoria Hospice!

We wish you many more years of excellent work that all the dedicated staff do. I was a volunteer many years ago and have seen firsthand the love and devotion given as a dear friend of ours was in your care. Keep up the great work. A. & G.R.

Happy 30th Anniversary, Victoria Hospice!
We found support, humour, understanding and information when we needed it most. Thank you, and Happy 30th, Victoria Hospice!
M. M.

- ◆ Volunteers are the heart of Victoria Hospice, working alongside staff at every point of the organization including governance, in-patient care, community, bereavement, special events our Bedside Singers and Life Stories programs, administration, gardening and thrift boutique.
- ◆ This year volunteers contributed over 20,000 hours of service to Victoria Hospice.
- ◆ This equates to almost \$500,000 in saved wages.
- ◆ We have over 200 regular, year-round volunteers, as well as over 200 volunteers that help make our special events successful, including *Celebrate a Life*, the *BMO Swimathon*, and the *Teeny Tiny Garden Tour*.
- ◆ The numbers of course are only part of the story... behind each volunteer are many untold tales of joy, sadness and satisfaction. The many small acts of kindness of our volunteers provide exceptional support to patients, families and staff.
- ◆ This year we welcomed our new Manager to the Volunteer Services department. With a solid staff team in place, all of the volunteer office processes and systems are now being updated.
- ◆ Our annual volunteer appreciation event was held in June 2009 with over 200 volunteers and staff in attendance.



A cup of tea...

Sometimes it's the little things that can make all the difference. At Victoria Hospice, our volunteers provide that extra level of care and comfort for our patients and their families. For 30 years, we've been there, in people's homes and in our hospital unit. Making tea, propping up pillows, changing beds, talking and listening. We know that even the simplest gestures can make huge differences to the quality of the lives of those we care for.

Like a soothing cup of tea,
made just for you.

Our Foundation

Victoria Hospice gratefully receives generous support from individuals, businesses and foundations through Memorial Gifts, Direct Mail campaigns, Special Events, Gaming, Grants, Planned Gifts and shoppers at our Thrift Boutique. Last year, your gifts helped fund over 40% of the costs to provide specialized palliative programs at Victoria Hospice.

Community Funding Sources

◆ Individuals	\$ 1,159,554	16%
◆ Events	\$ 246,471	3%
◆ Gaming	\$ 149,255	2%
◆ Grants	\$ 85,183	1%
◆ Planned Giving	\$ 1,187,374	17%
◆ Thrift Boutique	\$ 264,179	4%
◆ Interest & Dividends	\$ 72,204	1%
◆ TOTAL	\$ 3,164,220	44%

of total revenue
to Victoria Hospice

Hospice Champions

The Victoria Hospice and Palliative Care Foundation recognizes that there are leaders in our community who are champions for Victoria Hospice. The Foundation created the Leadership Awards to honour these inspiring individuals. “We wanted to find a way to recognize donors who not only give, but inspire others to give, whether financially, of their time, or their services,” says Kathleen Burton, Director of Development of Victoria Hospice.

The Community Business award recognizes a local business with a strong record of outstanding generosity that, through their advocacy and dedication to Victoria Hospice, inspires other businesses in the community to get involved.

The Times Colonist has helped Victoria Hospice promote awareness of our palliative programs, and the need for community support. Generously providing gifted advertising space for our fundraising events including *Swimathon* and *Celebrate-a-Life*, the Times Colonist has also printed articles about our specialized services. Through these gifts, they inspire others in our community to help us care for the dying.

“The Times Colonist is proud to support Victoria Hospice, for over twenty years, in their mission to provide end-of-life care for the residents of Greater Victoria. We are a community-based newspaper, and helping our local charities spread their message is our way of giving back.” says David Whitman, Times Colonist Director, Advertising Sales & Marketing.

**OUR COST OF FUNDRAISING
IS ONLY 20%* —
ANOTHER REASON TO CELEBRATE!**

* Calculated using the Donations and Fundraising Operating Revenue of \$2,827,837 and the Development and Fundraising Operating Expenditures of \$578,222

*Happy 30th Anniversary, Victoria Hospice!
We are monthly donors but will make out
a cheque for a special anniversary gift. We
have supported Hospice for many years as
Hospice is one of the best organizations in
Victoria serving people. All the best for the
next 30 years. Kindest regards. B.W.*

The Youth Philanthropist award recognizes a youth who has shown outstanding leadership in raising awareness and support among their peers in support of Victoria Hospice.

We received this heartwarming letter from **Jarod Water's** grandmother:

Hello, I am raising a special needs 8 yr old who has decided to fund raise for Hospice. This summer our neighbor, Linda, died and he saw me write a cheque and asked what it was about. I explained it was in Linda's memory and told him about Hospice where she could be kept out of pain and her children and her mother could be with her. A week later he told my sister he was raising money so people could die close to their families. He set his goal at \$100. He has surpassed his goal. He hasn't just been given money, he has worked hard around the neighbourhood doing chores as well as collecting cans and bottles.

He is incredibly proud of himself and rightly so. He was born with a brain injury and some days are very difficult for him so this is big that he decided to do it and was able to carry it through.

Yours truly, Jennifer Waters (Jarod's Grandma)

The Distinguished Advocate award recognizes an individual who is a true supporter of the Hospice cause, giving above and beyond what is required or expected of them. The individual may have special skills, which are used for the benefit of Hospice and palliative care.

Tom Burdge certainly fits the bill. Tom received his Honourary Life Membership to the Society in 2000 for donating many hours of service as a Bereavement and Community Volunteer. Yet, he still finds the time, every holiday season, to bake rounds and rounds of shortbread. Tom's shortbread has become famous, and every year people line up to buy his buttery baking. Tom selflessly donates all of the money he raises to Victoria Hospice.



From left:
David Whitman,
Times Colonist
Jarod Waters
Tom Burdge

**We can give,
because you give.**

Victoria Hospice is grateful for the support of our donors and community businesses — with your help we fund over 40% of the annual operating costs.

Statement of Combined Operations Fiscal Years ending March 31

Operating Revenues	Fiscal 2010	Fiscal 2009	Fiscal 2008
Donations & Fundraising	2,827,837	2,654,723	3,107,411
Government Contracts	3,632,554	3,449,363	3,305,541
Thrift Boutique	264,179	250,227	239,527
Publications & Courses	360,919	421,743	392,232
Interest & Dividends	72,204	85,243	128,313
Other	42,777	54,073	48,243
	<u>7,200,470</u>	<u>6,915,372</u>	<u>7,221,267</u>
Operating Expenditures			
In-Patient Nursing	2,509,873	2,434,776	2,407,037
Community Nursing	202,711	182,658	178,968
Physician & Medical	704,524	673,592	653,245
Counselling, Bereavement & Spiritual	1,080,371	985,328	951,166
Palliative Response Team	587,822	544,126	540,813
Volunteer Services	210,207	206,139	170,835
Publications & Courses	244,457	297,372	289,080
Learning Centre & Staff Education	180,567	224,264	227,702
Administration, Communications & Misc	609,354	604,914	601,253
Development & Fundraising	578,222	660,298	603,400
Thrift Boutique	149,195	155,617	155,161
Research & Projects	326,775	263,434	200,405
Depreciation & Amortization	181,773	180,357	184,146
	<u>7,565,851</u>	<u>7,412,875</u>	<u>7,163,211</u>
Operating Surplus (Deficit)	<u>(365,381)</u>	<u>(497,503)</u>	<u>58,056</u>
Endowment & Investment Items (not available for operating costs)			
Donations to Endowments	27,255	55,250	51,100
Endowment Funds Valuation Gains (Losses)	269,872	(426,572)	(104,524)
Investment Funds Valuation Gains (Losses)	151,713	(196,720)	(137,355)
	<u>448,840</u>	<u>(568,042)</u>	<u>(190,779)</u>
Change in Net Assets	<u>83,459</u>	<u>(1,065,545)</u>	<u>(132,723)</u>

Happy 30th Anniversary, Victoria Hospice!
Thank you to all the wonderful people here
at the Hospice. Our Mom passed on
peacefully in your very caring and
competent care. We appreciate it so much!
G.T. & S.D.

KEY FIGURES & FINANCIAL HIGHLIGHTS

Combined Revenues increased to \$7,200,470 from \$6,915,372 (4%)

Donations during the year increased by \$173,114 (7%)

Expenses increased to \$7,565,851 from \$7,412,875 (2%)

Prior year Operating deficit of \$497,503 decreased to a deficit of \$365,381

Valuation on Investments increased from a loss of \$568,042 to a gain of \$448,840

Statement of Combined Financial Position Fiscal Years ending March 31

Assets	Fiscal 2010	Fiscal 2009	Fiscal 2008
Cash & Prepays	681,252	720,391	1,460,430
Accounts Receivable	295,613	395,326	94,805
Publications Inventory	71,729	106,690	166,406
Endowment Funds	1,619,910	1,372,273	1,743,595
Investment & Insurance Funds	1,143,947	967,685	1,213,025
Equipment & Building	596,293	745,068	892,229
Long Term Note Receivable	178,934	178,934	193,964
	<u>4,587,678</u>	<u>4,486,367</u>	<u>5,764,454</u>
Liabilities			
Payable to Vancouver Island Health Authority	425,793	408,921	592,344
Holiday Pay & Accounts Payable	362,555	394,578	416,653
Deferred Revenues	<u>409,898</u>	<u>376,895</u>	<u>383,939</u>
	<u>1,198,246</u>	<u>1,180,394</u>	<u>1,392,936</u>
Equity			
Invested in Capital Assets	596,293	745,068	892,229
Endowment Fund Balances (restricted)	1,652,415	1,372,273	1,743,595
Operating Fund Balances (unrestricted)	<u>1,140,724</u>	<u>1,188,632</u>	<u>1,735,694</u>
	<u>3,389,432</u>	<u>3,305,973</u>	<u>4,371,518</u>

Victoria
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Sources of Operating Funds

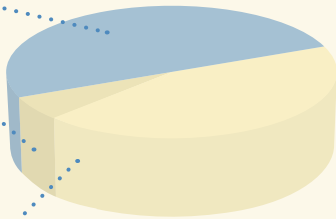
Total: \$7,200,470

Government Support:

\$3,632,554 / 50%

Publications,
Courses & Other:
\$403,696 / 6%

Donations,
Fundraising,
Thrift Boutique,
Interest & Dividends:
\$3,164,220 / 44%



Uses of Operating Funds

Total: \$7,565,851

In Patient & Community Nursing

2,712,584 / 36%

Depreciation

\$181,773 / 2%

Research & Projects

\$326,775 / 4%

Administration &
Communications

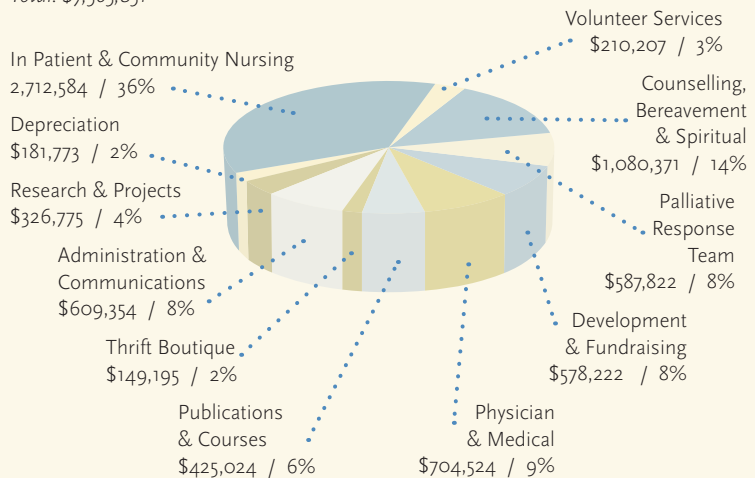
\$609,354 / 8%

Thrift Boutique

\$149,195 / 2%

Publications
& Courses

\$425,024 / 6%



Complete copies of the audited financial statements are available upon request, or online at www.victoriahospice.org.

Victoria Hospice investment funds are managed by the Victoria Foundation.



Victoria Hospice



3rd Floor, Richmond Pavilion, 1952 Bay Street, Victoria BC V8R 1J8

General inquiries: 250-370-8715 | Donation / Planned Giving inquiries: 250-952-5720

www.victoriahospice.org

Thrift Boutique: 1315 Cook Street | 250-361-4966