

Fees and Charges

In general, there are no fees for Victoria Hospice services. However, there is a daily charge levied by the Health Authority for our long-term and respite beds. In addition, some bereavement groups may carry a charge to cover expenses.

A Summary of the Victoria Hospice 'Circle of Care'

- Specialized medical care in progressive and life-limiting illness
- Palliative care and respite care in our palliative care unit
- 24-hour crisis intervention at home (Palliative Response Team)
- Counselling and spiritual support for patients and families
- Trained volunteer support and companionship
- Bereavement programs for family members and others experiencing grief due to a death
- Medical consultation for patients at home and in other health care facilities
- Educational courses, training and publications for professionals, volunteers and the public

"Your ongoing thoughtfulness and caring support of our family lifted us up and sustained us along our sister's long journey towards death."

Gifts from the Community

Generous gifts from individuals, businesses and organizations in our community help to fund roughly half of Victoria Hospice's program costs to provide end-of-life care for patients and their families. Donations directly support patient care, counselling, bereavement support, spiritual care, volunteer services, the 24-hour Palliative Response Team, as well as education and training programs for staff, volunteers and other health care professionals.

The Victoria Hospice and Palliative Care Foundation provides stewardship and growth for the funds raised to ensure a stable financial future for Victoria Hospice.

To make a gift to Victoria Hospice, please contact:
Victoria Hospice and Palliative Care Foundation
1510 Fort Street, Victoria, BC V8S 5J2
Phone: 250-952-5720
Email: vic.hospice@viha.ca
Web: www.victoriahospicefoundation.org

"I'm sending you this donation to say 'thank you' for your priceless care and love."

To Request Victoria Hospice Services, Contact:

- Your Family Physician or Specialist
- Your Home & Community Care Nurse
- Victoria Hospice

Contact Us

For patient information and general inquiries, call our Victoria Hospice main reception number at 250-370-8715

For fundraising inquiries, call our Victoria Hospice and Palliative Care Foundation office at 250-952-5720 or email vic.hospice@viha.ca

For our Bereavement Services office, call 250-370-8868 from 9 a.m. – 5 p.m. weekdays or email hospice.bereavement@viha.ca

For our Volunteer Services office, call 250-370-8727 or email volhospice@viha.ca

For information about registering for our palliative care courses or purchasing textbooks call our Education Services office at 250-370-8283 or email edu.hospice@viha.ca

Our Victoria Hospice Thrift Boutique is located at 1315 Cook Street (near Yates), 250-361-4966. 100% of store profits go directly to support Victoria Hospice end-of-life care programs.

Our mailing address:

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

Visit our website: www.victoriahospice.org

"The wonderful hospice care you give cannot be measured in mere dollars and cents, and yet it is worth its weight in gold and more."

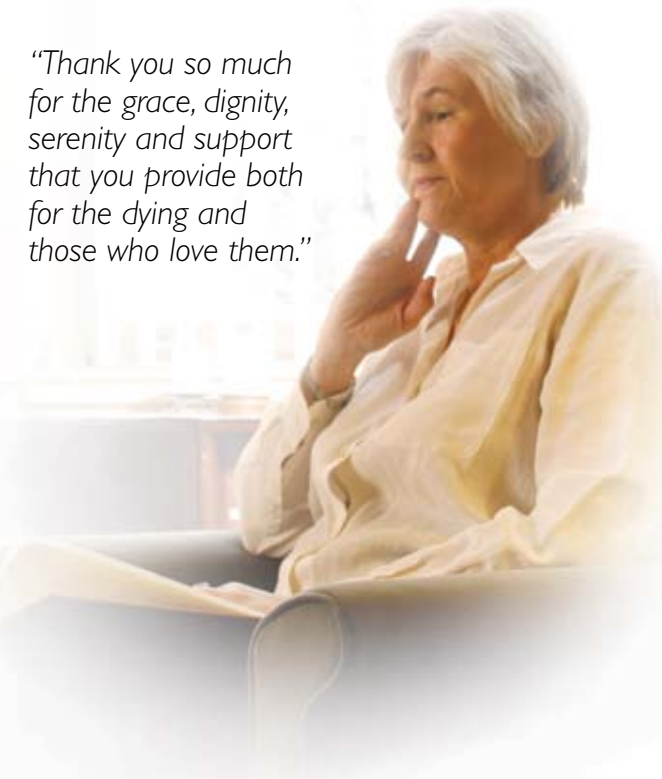


Victoria Hospice



Victoria Hospice

Care When There Is No Cure



"Thank you so much for the grace, dignity, serenity and support that you provide both for the dying and those who love them."

Since 1980, Victoria Hospice has provided end-of-life care focused on palliative treatment. Our nurses, counsellors, spiritual caregivers, physicians and trained volunteers provide comfort for the patient and support for the family, rather than a cure for progressive and life-limiting illness.

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.

Our Vision

Quality end-of-life care for all.

Care At Home

Because we make our services available to patients throughout the community, many people choose to be cared for at home, close to family, friends and familiar surroundings. This is possible through our partnership with the Vancouver Island Health Authority's Home & Community Care Nursing and Home Support services.

A special part of our home care is the Palliative Response Team (PRT), a unique 24-hour on-call service that provides short-term crisis consultation and treatment for problems that might otherwise require admission to hospital. PRT is also available to help support death at home.

"My father died comfortably at home, in his own bed, with his family all around him. We are grateful beyond words that we could call Victoria Hospice – even in the middle of the night – for the help we needed."

Care in the Unit

Patients may be admitted to one of our 17 in-patient beds for any of the following reasons:

- Assessment
- Management of pain and other difficult symptoms
- Respite care to allow a one-week stay with us while caregivers get a rest
- Ongoing care for people who are unable to remain at home

Our in-patient unit is as home-like as possible and includes a family lounge, kitchen, meditation room, solarium, rooftop garden and ventilated smoking room (restricted to patients only). Visiting hours are unrestricted, including for children and pets.

"It is such a comfort to know during this sad time that our mother's last days on earth were spent in such a loving place."

Care in Other Health Care Facilities

We offer specific medical consultation to acute care hospitals and longterm care facilities.

"I know my mother's last days were peaceful and pain-free because of Victoria Hospice."

Counselling, Spiritual and Bereavement Support

During the progressive stages of life-limiting illness, we offer:

- Professional counselling for patients and their families on issues related to grief, death and dying
- Help with practical concerns like funeral planning, wills and finances
- Spiritual care for all faiths, cultures and beliefs

Following a death, we offer:

- Assessment and grief counselling as needed for one year following the death
- A variety of support groups and services for adults and children

"Tears of gratitude come to my eyes when I recall the comfort your kindness has provided to me over the past months since my husband died."

Volunteer Support

Over 400 trained volunteers support our in-patient unit, home care, community fundraising events, and our Victoria Hospice Thrift Boutique. Trained in specific skills, they help to enhance the quality of life for both patients and families, and are also a vital part of our bereavement support programs.

"Hospice volunteers are angels. They couldn't do enough for us to help brighten up our long dark evenings."



Education & Research

We are proud of our long history of both learning and teaching others how to provide quality care of the dying and those who care for them. We offer palliative care courses and workshops for physicians, nurses, counsellors, pharmacists, volunteers and other caregivers. Victoria Hospice publications and textbooks including *Medical Care of the Dying* and *Transitions in Dying & Bereavement: A Psychosocial Guide to Hospice and Palliative Care* are sold throughout the world.

Because we strive to provide the best care possible, we are also involved in a number of important research projects aimed at improving our knowledge and skills.

"After taking this Victoria Hospice course, I will be a better listener with my patients."

