

## Requesting Victoria Hospice Services

Please contact:

- ▶ Your family physician or specialist,
- ▶ Your home & community care nurse, or
- ▶ Victoria Hospice.

## Contact Us

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

**For fundraising inquiries,** call our Victoria Hospice and Palliative Care Foundation office at 250-519-1744 or email [vic.hospice@viha.ca](mailto:vic.hospice@viha.ca)

**For our Bereavement Services office,** email [hospice.bereavement@viha.ca](mailto:hospice.bereavement@viha.ca) or call 250-370-8868 10 a.m. – 3:30 p.m. weekdays

**For our Volunteer Services office,** call 250-370-8727 or email [volhospice@viha.ca](mailto:volhospice@viha.ca)

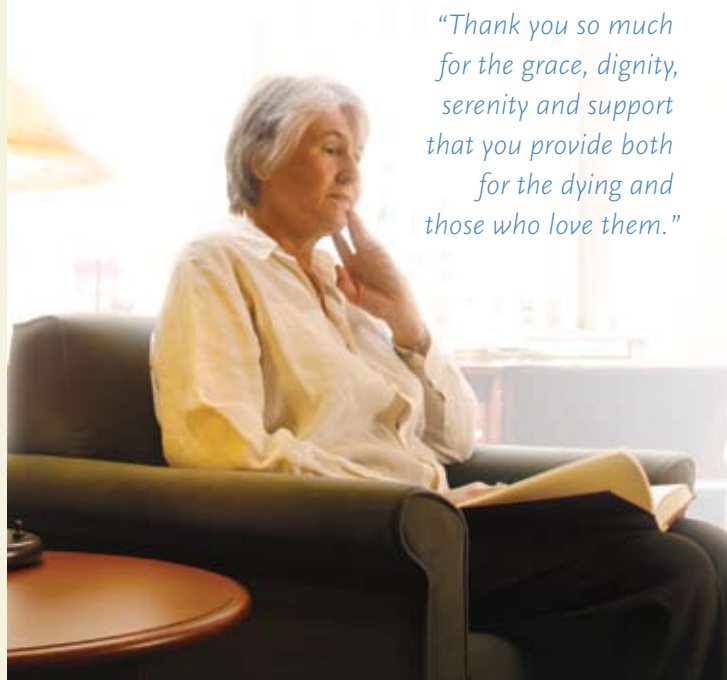
**For information about registering for our palliative care courses or purchasing textbooks,** call our Education Services office at 250-370-8283 or email [edu.hospice@viha.ca](mailto:edu.hospice@viha.ca)

**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



**Victoria Hospice**



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

**CARE.  
COMPASSION.  
COMFORT.**



**Victoria Hospice**

3rd Floor, Richmond Pavilion  
1952 Bay Street, Victoria BC V8R 1J8  
TEL: 250-370-8715 FAX: 250-370-8625  
[www.victoriahospice.org](http://www.victoriahospice.org)

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.

## Care on 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.

## Volunteer Support

Volunteers are active in most hospice programs including in-patient unit, community care, bereavement, thrift boutique, fundraising events and our board of directors. Carefully screened and trained, our volunteers offer support to our patients, families and staff to enhance the quality of care we offer.

## 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 up to one year following the death
- ▶ A variety of support groups and services for adults and children

## Education & Research

We are proud of our long history of 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.

## Fees and Charges

In general, there are no fees for Victoria Hospice services. There is, however, 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.

## Your Donation Supports Vital Services

- ▶ Expert patient care
- ▶ Counselling and bereavement support
- ▶ Spiritual care
- ▶ Volunteer services
- ▶ Our 24-hour Palliative Response Team
- ▶ Capital equipment purchases
- ▶ Education and training programs for staff, volunteers and other health care professionals



## Your Gift Today Will Go to Work Immediately

- ▶ Call our office to make your gift by credit card
- ▶ Send a cheque by mail
- ▶ Donate online at [www.victoriahospice.org](http://www.victoriahospice.org)
- ▶ Honour the memory of a cherished family member or friend with a memorial gift
- ▶ Make a gift through your workplace employee giving program
- ▶ Give a gift of publicly listed securities and generate extra tax benefits



## Our Promise to You

The Victoria Hospice and Palliative Care Foundation respects your privacy. We do not lend or sell any of your personal information. You have our word.

The Victoria Hospice and Palliative Care Foundation adheres to Imagine Canada's Ethical Fundraising and Financial Accountability Code. Copies of the Code are available from the Foundation office and at [www.imaginecanada.ca](http://www.imaginecanada.ca).

## Gifts for the Future Ensure Stability

- ▶ Include a bequest to Victoria Hospice in your will – a thoughtful and powerful way to make a gift
- ▶ Name Victoria Hospice as the beneficiary of your insurance policy, RRSPs or RRIFs
- ▶ Create a charitable remainder trust which generates income for you and allocates the trust principal to Victoria Hospice
- ▶ Donate personal property such as real estate or artwork while retaining the right to use the property during your lifetime through a gift of residual interest

Talk to your financial advisor about these options or contact us for more information.

## Other Ways to Give

It's not always about the money.

There are many ways you can support end-of-life care at Victoria Hospice.

- ▶ Share your time and skills as one of our volunteers
- ▶ Shop at the Victoria Hospice Thrift Boutique
- ▶ Donate quality women's wear and household items to our Thrift Boutique
- ▶ Attend our special events
- ▶ Invite a Victoria Hospice representative to speak at your local club meeting
- ▶ For special occasions, suggest donations to Victoria Hospice in lieu of gifts



## We Depend on Community Contributions

Almost half of our funding comes from donations. Gifts provide direct support for individuals and families today, as well as helping to meet the need for end-of-life care and adjustment to loss tomorrow. We are grateful to each and every donor for helping Victoria Hospice provide exceptional care for our families, friends and neighbours.

# Yes, I want to support quality end-of-life care at Victoria Hospice.

Name .....

Address .....

City ..... Prov. .... Postal Code .....

Telephone (.....) ..... Email .....

This donation is made on behalf of  an individual  a business

## MONTHLY GIFT

I wish to give:  \$10/month  \$15/month  \$20/month  Other \$ ...../month

I have included a blank cheque marked VOID

I prefer to use my credit card. Please charge my  VISA  MasterCard

Credit Card # ..... Expiry ...../.....

Signature ..... Today's date .....

## SINGLE GIFT

I wish to give  \$75  \$100  \$125  Other \$ .....

Enclosed is my cheque made payable to Victoria Hospice and Palliative Care Foundation

I prefer to use my credit card. Please charge my  VISA  MasterCard

Credit Card # ..... Expiry ...../.....

Signature ..... Today's date .....

## MORE INFORMATION

I would like to be sent more information about

planning a gift to Victoria Hospice through my will or other legacy gift option

membership with Victoria Hospice

*An official receipt for income tax purposes will be issued. Charitable Registration No. 87440-9964-RR0001. By sending this donation, you authorize the Foundation to debit your account on the 1st of each month (if applicable) and to retain and use your gift information for internal use or to contact you. You may revoke your authorization at any time, subject to providing 30 days notice. We respect your privacy and do not sell, trade, lend or rent any of your personal information. You may get more information about our privacy policy, changing or cancelling your monthly donation or opting out of receiving further communication by calling 250-519-1744. You have certain recourse rights if any debit does not comply with this agreement including the right to receive reimbursement for any debit that is not authorized or is not consistent with this PAD Agreement. To obtain a sample cancellation form or more information on cancellation or other recourse rights, contact your financial institution or visit [www.cdnpay.ca](http://www.cdnpay.ca).*

**Please complete this form and mail to Victoria Hospice, 3rd Floor, Richmond Pavilion, 1952 Bay Street, Victoria, BC V8R 1J8 or visit our website, [www.victoriahospice.org](http://www.victoriahospice.org) for secure online donating.**