

Cowichan Valley Regional District
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August 14, 2022

Dear Directors,

Thank you for your generous ongoing support for Hospice Care in the Cowichan region. Cowichan Valley Regional District funds anchor **community-based Grief and End-of-Life support programs** provided by skilled Cowichan Hospice volunteers and professional staff. Your contributions also leverage local personal and business investments in hospice care.

The visionary investment of the CVRHD in the development of **Cowichan Hospice House and your ongoing support for programs** has meant so much to families saying goodbye to a loved one, supporting living well at the end of life throughout the restrictions of the pandemic.

The following is a request for renewal of funding for 2023 for Cowichan Hospice services. Attached you will find our [2021 Annual Report](#) and [2021 Financial Review](#) .

The Annual Report speaks of the impact CVRD funding has made for people from our community.

You can read how care at Cowichan Hospice House supported four generations of the Dale family when Awtar Dale, known as Papa Ji to his grandchildren, could no longer be cared for at home.

You can also read Joyce's story- before coming to Cowichan Hospice Joyce had never spoken to anyone outside her family about the traumatic death of her two year-old son Christopher, 40 years ago. Your support for hospice care helped Joyce find some peace with this terrible loss.

The traumatic loss support group is also enormously important to many who have lost a loved one resulting from the parallel pandemic of toxic drug deaths.

In 2023 we will address the growing waiting list for support groups for those who have experienced the traumatic death of someone important to them.

In 2023 we will also continue to grow culturally appropriate programs at Cowichan Hospice House to support patients and those who love them with practical, spiritual and emotional care.

We respectfully and gratefully request renewal of operational support funding, as per the following budget:

2023-2024 CVRD Financial Contribution \$61,000

Expenses

Wages & benefits	\$50,000
Program expenses	\$6,050
Occupancy expenses	\$2,900
Administrative expenses	\$2,050
<hr/>	
Total Expense	\$61,000

Thank you for helping make this important work possible with your support for hospice care. We look forward to thanking

you in person and sharing an update on the progress and programs of Cowichan Hospice.

Sincerely,

A handwritten signature in cursive script that reads "Gretchen Hartley".

Gretchen Hartley, MSW

Executive Director, Cowichan Hospice

COWICHAN VALLEY HOSPICE SOCIETY

Financial Statements

Year Ended December 31, 2021

(Unaudited)

COWICHAN VALLEY HOSPICE SOCIETY

Index to Financial Statements

Year Ended December 31, 2021

(Unaudited)

	Page
REVIEW ENGAGEMENT REPORT	1 - 2
FINANCIAL STATEMENTS	
Statement of Financial Position	3 - 4
Statement of Changes in Net Assets	5
Statement of Revenues and Expenditures	6 - 7
Statement of Cash Flows	8 - 9
Notes to Financial Statements	10 - 13
Fundraising Activities <i>(Schedule 1)</i>	14



Alex E. Palmer, C.P.A., C.A.*
Tammy Leslie, C.P.A., C.G.A., C.A.*
Tavish Annis, C.P.A., C.G.A.*

*A Professional Corporation

INDEPENDENT PRACTITIONER'S REVIEW ENGAGEMENT REPORT

To the Directors of Cowichan Valley Hospice Society

We have reviewed the statement of financial position of Cowichan Valley Hospice Society as at December 31, 2021 and the statements of revenues and expenditures, changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Practitioner's Responsibility

Our responsibility is to express a conclusion on the accompanying financial statements based on our review. We conducted our review in accordance with Canadian generally accepted standards for review engagements, which require us to comply with relevant ethical requirements.

A review of financial statements in accordance with Canadian generally accepted standards for review engagements is a limited assurance engagement. The practitioner performs procedures, primarily consisting of making inquiries of management and others within the entity, as appropriate, and applying analytical procedures, and evaluates the evidence obtained.

The procedures performed in a review are substantially less in extent than, and vary in nature from, those performed in an audit conducted in accordance with Canadian generally accepted auditing standards. Accordingly, we do not express an audit opinion on these financial statements.

(continues)

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Independent Practitioner's Review Engagement Report to the Directors of Cowichan Valley Hospice Society *(continued)*

Conclusion

Based on our review, nothing has come to our attention that causes us to believe that these financial statements do not present fairly, in all material respects, the financial position of Cowichan Valley Hospice Society as at December 31, 2021, and the results of its operations and its cash flows for the year then ended in accordance with the Canadian accounting standards for not-for-profit organizations.

Duncan, British Columbia
May 30, 2022

CHARTERED PROFESSIONAL
ACCOUNTANTS

COWICHAN VALLEY HOSPICE SOCIETY

Statement of Financial Position

December 31, 2021

(Unaudited)

	Operating Fund 2021	Capital Fund 2021	Externally Restricted Hospice House Fund 2021	Total 2021	Total 2020
ASSETS					
CURRENT					
Cash	\$ 261,130	\$ -	\$ 300,330	\$ 561,460	\$ 2,579,539
Term deposits <i>(Note 5)</i>	509,921	-	1,050,000	1,559,921	611,266
Accounts receivable	3,819	-	-	3,819	107,500
Interest receivable	3,507	-	7,975	11,482	-
Goods and services tax recoverable	1,259	-	-	1,259	1,216
Prepaid expenses <i>(Note 4)</i>	3,357	-	-	3,357	2,669
Due from related parties	9,351	-	-	9,351	6,028
	<u>792,344</u>	-	1,358,305	2,150,649	3,308,218
TANGIBLE CAPITAL ASSETS <i>(Net of accumulated amortization) (Note 6)</i>	-	267,093	-	267,093	219,377
LONG TERM INVESTMENTS <i>(Note 5)</i>	-	-	500,000	500,000	100,702
	<u>\$ 792,344</u>	<u>\$ 267,093</u>	<u>\$ 1,858,305</u>	\$ 2,917,742	<u>\$ 3,628,297</u>

The accompanying notes form an integral part of these financial statements

Palmer Leslie
Chartered Professional Accountants

COWICHAN VALLEY HOSPICE SOCIETY

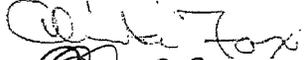
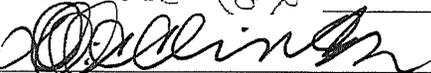
Statement of Financial Position

December 31, 2021

(Unaudited)

	Operating Fund 2021	Capital Fund 2021	Externally Restricted Hospice House Fund 2021	Total 2021	Total 2020
LIABILITIES AND NET ASSETS					
CURRENT					
Accounts payable	\$ 10,500	\$ -	\$ 12,901	\$ 23,401	\$ 806,009
Wages and benefits payable	34,905	-	-	34,905	36,362
Deferred income (Note 8)	143,407	-	1,836,053	1,979,460	2,120,481
Due to related parties	-	-	9,351	9,351	6,028
	<u>188,812</u>	<u>-</u>	<u>1,858,305</u>	<u>2,047,117</u>	<u>2,968,880</u>
NET ASSETS					
Net assets invested in capital	-	267,093	-	267,093	219,377
Unrestricted net assets	603,532	-	-	603,532	440,040
	<u>603,532</u>	<u>267,093</u>	<u>-</u>	<u>870,625</u>	<u>659,417</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$ 792,344</u>	<u>\$ 267,093</u>	<u>\$ 1,858,305</u>	<u>\$ 2,917,742</u>	<u>\$ 3,628,297</u>

APPROVED BY THE BOARD

 _____ Director
 _____ Director

The accompanying notes form an integral part of these financial statements

Palmer Leslie
Chartered Professional Accountants

COWICHAN VALLEY HOSPICE SOCIETY

Statement of Changes in Net Assets

Year Ended December 31, 2021

(Unaudited)

	Operating Fund	Capital Fund	Externally Restricted Hospice House Fund	2021	2020
NET ASSETS - BEGINNING OF YEAR	\$ 440,040	\$ 219,377	\$ -	\$ 659,417	\$ 460,323
Excess of revenues over expenses	179,484	(11,733)	43,457	211,208	199,094
Capital Assets Purchased	(15,992)	59,449	(43,457)	-	-
NET ASSETS - END OF YEAR	\$ 603,532	\$ 267,093	\$ -	\$ 870,625	\$ 659,417

The accompanying notes form an integral part of these financial statements

Palmer Leslie
Chartered Professional Accountants

COWICHAN VALLEY HOSPICE SOCIETY
Statement of Revenues and Expenditures
Year Ended December 31, 2021
(Unaudited)

	Operating Fund 2021	Capital Fund 2021	Externally Restricted Hospice House Fund 2021	Total 2021	Total 2020
REVENUES					
Donations	\$ 174,740	\$ -	\$ 366,465	\$ 541,205	\$ 3,392,077
Fundraising	218,495	-	-	218,495	153,487
Gaming	98,774	-	-	98,774	156,911
Cowichan Valley United Way	5,838	-	-	5,838	8,013
CVRD grant	61,007	-	-	61,007	61,000
Miscellaneous grants	-	-	3,195	3,195	-
VIHA grants	19,157	-	-	19,157	18,491
Interest	9,340	-	13,285	22,625	120,863
Government assistance	-	-	-	-	104,268
Other	62,226	-	-	62,226	26,962
	<u>649,577</u>	<u>-</u>	<u>382,945</u>	<u>1,032,522</u>	<u>4,042,072</u>
EXPENSES					
Advertising and promotion	4,201	-	846	5,047	5,137
Amortization	-	11,733	-	11,733	8,908
Bank charges and interest	5,221	-	-	5,221	3,186
Consulting fees	1,415	-	180	1,595	6,446
Donor stewardship	-	-	1,829	1,829	9,365
Fundraising costs	6,288	-	1,919	8,207	16,634
Insurance	4,348	-	-	4,348	3,760
Licenses, dues and fees	2,259	-	-	2,259	1,151
Office and miscellaneous	5,582	-	-	5,582	6,434
Endowment fund contribution	-	-	-	-	1,400
Donation of Hospice House design and construction	-	-	195,116	195,116	3,307,576
Professional fees	7,457	-	-	7,457	7,175
Program materials and supplies	12,700	-	13,055	25,755	9,932

(continues)

The accompanying notes form an integral part of these financial statements

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Chartered Professional Accountants

COWICHAN VALLEY HOSPICE SOCIETY
Statement of Revenues and Expenditures *(continued)*
Year Ended December 31, 2021
(Unaudited)

	Operating Fund	Capital Fund	Externally Restricted Hospice House Fund	Total 2021	Total 2020
	2021	2021	2021		
Property taxes	867	-	-	867	791
Repairs and maintenance	4,872	-	-	4,872	19,275
Small equipment purchases	6,533	-	654	7,187	4,986
Sub-contracts	5,005	-	-	5,005	2,380
Training and development	12,098	-	-	12,098	6,381
Travel	2,614	-	-	2,614	1,023
Utilities	5,704	-	-	5,704	6,817
Volunteer expenses	508	-	-	508	346
Wages, benefits and salaries	382,421	-	125,889	508,310	413,875
	<u>470,093</u>	<u>11,733</u>	<u>339,488</u>	<u>821,314</u>	<u>3,842,978</u>
EXCESS (DEFICIENCY) OF REVENUES OVER EXPENSES	\$ 179,484	\$ (11,733)	\$ 43,457	\$ 211,208	\$ 199,094

The accompanying notes form an integral part of these financial statements

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COWICHAN VALLEY HOSPICE SOCIETY

Statement of Cash Flows

Year Ended December 31, 2021

(Unaudited)

	Operating Fund 2021	Capital Fund 2021	Externally Restricted Hospice House Fund 2021	Total 2021	Total 2020
OPERATING ACTIVITIES					
Excess (deficiency) of revenues	\$ 179,484	\$ (11,733)	\$ 43,457	\$ 211,208	\$ 199,094
Item not affecting cash:					
Amortization of tangible capital assets	-	11,733	-	11,733	8,908
	<u>179,484</u>	<u>-</u>	<u>43,457</u>	<u>222,941</u>	<u>208,002</u>
Changes in non-cash working capital:					
Accounts receivable	103,680	-	-	103,680	(107,500)
Interest receivable	(3,507)	-	(7,975)	(11,482)	-
Accounts payable	3,274	-	(785,883)	(782,609)	797,170
Deferred income	(48,186)	-	(92,835)	(141,021)	(2,828,706)
Prepaid expenses	(688)	-	-	(688)	962
Goods and services tax payable	(43)	-	-	(43)	673
Employee deductions payable	(1,457)	-	-	(1,457)	3,754
	<u>53,073</u>	<u>-</u>	<u>(886,693)</u>	<u>(833,620)</u>	<u>(2,133,647)</u>
Cash flow from operating activities	<u>232,557</u>	<u>-</u>	<u>(843,236)</u>	<u>(610,679)</u>	<u>(1,925,645)</u>
INVESTING ACTIVITIES					
Purchase of tangible capital assets	-	(59,449)	-	(59,449)	(8,933)
Term deposits	100,704	-	(500,000)	(399,296)	(702)
Cash flow from (used by) investing activities	<u>100,704</u>	<u>(59,449)</u>	<u>(500,000)</u>	<u>(458,745)</u>	<u>(9,635)</u>
FINANCING ACTIVITIES					
Advances from (to) related parties	(15,379)	-	15,379	-	-

(continues)

The accompanying notes form an integral part of these financial statements

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COWICHAN VALLEY HOSPICE SOCIETY

Statement of Cash Flows *(continued)*

Year Ended December 31, 2021

(Unaudited)

	Operating Fund 2021	Capital Fund 2021	Externally Restricted Hospice House Fund 2021	Total 2021	Total 2020
Interfund transfer for purchase of capital assets	(15,992)	59,449	(43,457)	-	-
Cash flow from (used by) financing activities	(31,371)	59,449	(28,078)	-	-
INCREASE (DECREASE) IN CASH FLOW	301,890	-	(1,371,314)	(1,069,424)	(1,935,280)
Cash - beginning of year	469,161	-	2,721,644	3,190,805	5,126,085
CASH - END OF YEAR	771,051	-	1,350,330	2,121,381	3,190,805
CASH CONSISTS OF:					
Cash	\$ 261,130	\$ -	\$ 300,330	\$ 561,460	\$ 2,579,539
Term deposits (Note 5)	509,921	-	1,050,000	1,559,921	611,266
	\$ 771,051	\$ -	\$ 1,350,330	\$ 2,121,381	\$ 3,190,805

The accompanying notes form an integral part of these financial statements

Palmer Leslie
Chartered Professional Accountants

COWICHAN VALLEY HOSPICE SOCIETY

Notes to Financial Statements

Year Ended December 31, 2021

Unaudited - See "REVIEW ENGAGEMENT REPORT" dated May 30, 2022.

1. OPERATIONS

Cowichan Valley Hospice Society ("the Society") is a Not-for-Profit community agency incorporated under the Society Act of British Columbia on April 15, 1981. Its purpose is to provide skilled and compassionate support services to the dying and bereaved and their families and friends, with sensitivity to their culture, values and beliefs.

The Society is registered as a Charity under the Income Tax Act (11887 8388 RR) and is therefore tax-exempt under Section 149(1)(f).

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Accounting standards

These financial statements have been prepared in accordance with standards for Not-for-Profit Organizations which is one of the financial reporting frameworks included in Canadian Generally Accepted Accounting Standards.

Fund accounting

The Society follows the deferral method of accounting for contributions. The Operating Fund reports unrestricted and restricted assets, liabilities, revenues and expenses related to the Society's activities. The Capital Fund reports the ownership, liabilities and equity related to the Society's capital assets. The Hospice House Fund reports the revenue and expenses related to the development and construction of a hospice facility in collaboration with Island Health.

Tangible capital assets

Property and equipment are stated at cost less accumulated amortization. Property and equipment are amortized over their estimated useful lives at the following rates and methods:

Buildings	40 years	straight-line method
Furniture and fixtures	5 years	straight-line method
Computer equipment	3 years	straight-line method
Computer software	1 year	straight-line method

One-half of the year's amortization is recorded in the year of purchase and none in the year of disposal.

Cash

Cash includes cash on hand and balances with banks net of bank overdrafts.

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COWICHAN VALLEY HOSPICE SOCIETY

Notes to Financial Statements

Year Ended December 31, 2021

Unaudited - See "REVIEW ENGAGEMENT REPORT" dated May 30, 2022.

2. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES *(continued)*

Revenue recognition

Revenue consists of donations, fundraising, grants, contributions and interest from savings.

Restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Restricted investment income is recognized as revenue in the year in which the related expenses are incurred. Unrestricted investment income is recognized as revenue when earned.

Estimates

The preparation of these financial statements in conformity with Canadian Accounting Standards for Not-for-Profit Organizations requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the current period. All estimates are reviewed periodically and adjustments are made to the statements of operations as appropriate in the year they become known.

Donated services

A substantial number of volunteers contribute a significant amount of time each year to assist the Society in carrying out its activities and the value of the contributed services are not recognized in the financial statements. 5,633 volunteer hours were recorded in 2021 with an estimated value of \$20 per hour for a total of \$112,600 worth of volunteer time.

3. FINANCIAL INSTRUMENTS

The society is exposed to various risks through its financial instruments and has a comprehensive risk management framework to monitor, evaluate and manage these risks. The following analysis provides information about the society's risk exposure and concentration as of December 31, 2021.

(a) Interest rate risk

Interest rate risk is the risk that the value of a financial instrument might be adversely affected by a change in the interest rates. In seeking to minimize the risks from interest rate fluctuations, the society manages exposure through its normal operating and financing activities. The society is exposed to interest rate risk primarily through its floating interest rate bank indebtedness and credit facilities.

Unless otherwise noted, it is management's opinion that the society is not exposed to significant other price risks arising from these financial instruments.

COWICHAN VALLEY HOSPICE SOCIETY

Notes to Financial Statements

Year Ended December 31, 2021

Unaudited - See "REVIEW ENGAGEMENT REPORT" dated May 30, 2022.

4. PREPAID EXPENSES

	<u>2021</u>	<u>2020</u>
Prepaid director insurance and other prepaid deposits	\$ 3,357	\$ 2,669

5. TERM DEPOSIT

The term deposit is externally restricted by a donors for residential hospice support and is held by a financial institution as follows:

	<u>2021</u>	<u>2020</u>
Short term:		
ISCU term deposit @ 3.2% to mature April 10, 2021		\$ 104,046
ISCU term deposit @ 3.2% to mature August 13, 2021		100,000
ISCU term deposit @ 3.2% to mature August 13, 2021	-	407,220
ISCU term deposit @ 3.8% to mature August 12, 2022	102,955	-
ISCU term deposit @ 1.050% to mature April 10, 2022	105,758	-
ISCU term deposit @ 1.20% to mature August 20, 2022	101,208	-
ISCU term deposit @ 0.85% to mature August 20, 2022	100,000	-
ISCU term deposit @ 0.85% to mature August 20, 2022	100,000	-
ISCU term deposit @ 0.65% to mature February 8, 2022	350,000	-
ISCU term deposit @ 0.65% to mature February 8, 2022	350,000	-
ISCU term deposit @ 1.2% to mature August 20, 2022	350,000	-
ISCU term deposit @ 1.3% to mature April 10, 2020	-	-
Subtotal	1,559,921	611,266
Long Term:		
ISCU term deposit @ .7% to mature August 12, 2022	-	100,702
ISCU term deposit @ 1.3% to mature August 20, 2023	500,000	-
	\$ 2,059,921	\$ 711,968

6. TANGIBLE CAPITAL ASSETS

	Cost	Accumulated amortization	<u>2021 Net book value</u>	<u>2020 Net book value</u>
Land	\$ 70,100	\$ -	\$ 70,100	\$ 70,100
Buildings	203,887	72,578	131,308	136,406
Computer equipment	8,142	4,297	3,845	4,677
Computer software	3,886	3,694	192	1,930
Furniture and fixtures	82,609	20,961	61,648	6,264
	\$ 368,624	\$ 101,530	\$ 267,093	\$ 219,377

The Society recorded amortization of \$11,733 in the current year (2020 - \$8,908).

COWICHAN VALLEY HOSPICE SOCIETY

Notes to Financial Statements

Year Ended December 31, 2021

Unaudited - See "REVIEW ENGAGEMENT REPORT" dated May 30, 2022.

7. BANK INDEBTEDNESS

The Society holds a \$200,000 operating line of credit with Island Savings Credit Union with an interest rate of prime plus 1% per annum which is payable on demand and is secured by the land and building. The Society has not utilized this extended credit during the current fiscal year.

8. DEFERRED REVENUE

Deferred contributions represent donations and fundraised dollars received that remain unspent. Changes in the deferred contributions balance are as follows:

	<u>2021</u>	<u>2020</u>
Balance, beginning of year	\$ 2,120,481	\$ 4,949,187
Revenue received	-	-
Revenue recognized	<u>(141,021)</u>	<u>(2,828,706)</u>
Balance, end of year	<u>\$ 1,979,460</u>	<u>\$ 2,120,481</u>

9. COMMITMENTS

The Society entered into a operating lease for its photocopier. Monthly payments of \$149.42 plus taxes are required and the payments cease in March of 2024.

Minimum lease payment schedule:

2022	\$ 1,793
2023	1,793
2024	<u>448</u>
	<u>\$ 4,034</u>

COWICHAN VALLEY HOSPICE SOCIETY

**Fundraising Activities
(Schedule 1)**

Year Ended December 31, 2021

Unaudited - See "REVIEW ENGAGEMENT REPORT" dated May 30, 2022.

	2021	2020
Reel Alternatives:		
Revenue	\$ 3,444	\$ 38,963
Expenses	<u>(384)</u>	<u>(6,190)</u>
Net revenue over expenses	<u>\$ 3,060</u>	<u>\$ 32,773</u>
Direct Mail		
Revenue	\$ 128,179	\$ 93,478
Expense	<u>(4,926)</u>	<u>(4,763)</u>
Net revenue over expenses	<u>\$ 123,253</u>	<u>\$ 88,715</u>
Other		
Revenue	\$ 86,871	\$ 21,046
Expense	<u>(2,896)</u>	<u>(5,681)</u>
Net revenue over expenses	<u>\$ 83,975</u>	<u>\$ 15,365</u>

The accompanying notes form an integral part of these financial statements

Palmer Leslie
Chartered Professional Accountants

COWICHAN HOSPICE HOUSE WELCOMES *Four Generations of Caring*



A Mother's Journey Through Traumatic Loss

Grief doesn't follow a timeline, and a loss never truly goes away. Cowichan Valley resident Joyce W. has known this deeply since the death of her two-year-old son Christopher.

40 years ago, Christopher's life was taken in a horrific tragedy. Joyce was referred to a psychiatrist after her son's death, but she felt that her grief and trauma were not fully understood. Encouraged by those around her to carry on, she eventually went on to marry, raising her daughter along with her husband's children. They have been married 38 years. Joyce never spoke of her loss to anyone but her husband—she kept her son's story inside—doing her best to suppress the pain of each anniversary of his death and every holiday she celebrated without him present.

As she approached the 40th anniversary of Christopher's death—during the difficult isolation of the pandemic—another of her children, who struggles with mental illness, came close to dying due to toxic drugs. Overcome by the fear of nearly losing another child, Joyce sought help and was referred to Cowichan Hospice where, in time, she joined a Traumatic Loss group. There, for the first time, she met other parents who had also lost a child in a traumatic event.

Being a part of this group made a positive impact on her wellness at this difficult time. When the group was over, she told her hospice coordinator, "I didn't think I could do this (the healing she experienced). If it hadn't been for you and Dee and the others in the group, I don't think I could have done it."

Your support makes it possible for Joyce and other grieving parents to receive compassionate, holistic support after the traumatic death of a child.

Thank you.

Your Generosity Made a Difference in Our Community

In 2021, **806** people in the Cowichan Region were served by one or more Cowichan Hospice programs:

- 287** Support for those who are grieving
- 248** Support for people living with serious illness
- 240** Support for family members
 - 31** Information and referral
 - 94** Patients at Cowichan Hospice House (plus their loved ones)

Tenderness and Talent in Cowichan Hospice House

Ayesha Hudema is an integral part of the compassionate team at Cowichan Hospice House. In her housekeeping role, Ayesha spends time in each person's room doing daily cleaning tasks and she has a knack for learning, in those quiet moments, what is important to them. She has wonderful artistic talent and started the practice of painting small stones to reflect the loves and interests of each patient. These stones are placed in a bed of white sand when a patient

dies, and a candle is lit in that person's honour. In time, the stones are placed within the garden or taken home to be cherished by loved ones.

Ayesha will be moving to the mainland at the end of July.

Her spirit and talent will be greatly missed by all at Hospice House.



Where Your Support is Helping

- Chemainus • **79**
- Cobble Hill • **96**
- Cowichan Bay • **16**
- Cowichan Station • **1**
- Crofton • **17**
- Duncan • **344**
- Honeymoon Bay • **3**
- Ladysmith • **101**
- Lake Cowichan • **45**
- Malahat • **1**
- Mesachie Lake • **4**
- Mill Bay • **44**
- Shawnigan Lake • **27**
- Thetis Island • **1**
- Westholme • **1**
- Youbou • **4**
- Out of Area • **22**



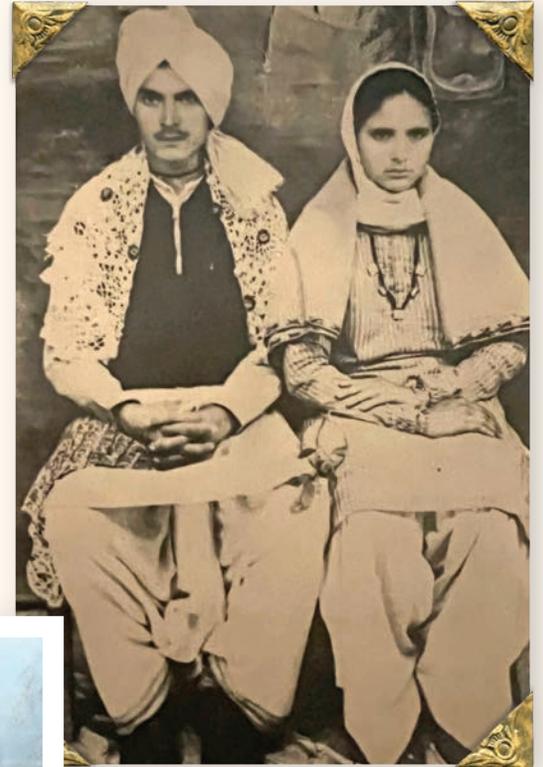
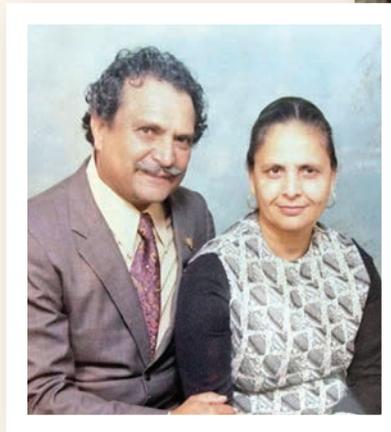
LOVE, *Trust* TRADITION

at Cowichan Hospice House

When Awtar Dale, known as “Papa Ji” to his grandchildren, became ill, his family naturally supported him at home.

“Home care was a way we could show respect for everything my grandfather had done for us,” says grandson Kam. “He had given his time and energy and resources freely to us growing up, and I always felt this sort of obligation that, as he grew old, I would care for him in our own home. I didn’t want my grandfather to feel in any way that I was letting him down.”

When Awtar’s health began deteriorating, the family knew that a change was needed. “We no longer had the resources and equipment that Papa Ji required at home to ensure he continued to receive the best care possible during the difficult days that lay ahead,” says granddaughter Rupy.



Awtar and Nasib on their wedding day and (left) later in their life together

A Leap of Faith

With the advice of his family doctor and the full love and support of his family, Awtar entered Cowichan Hospice

House on July 15 2021.

“The most difficult decision we had to make as a family was to move Papa Ji away from his loving and caring home,” Rupy says. “This was a decision that the whole family, including Papa Ji, had to agree upon. We had many questions and reservations: How can we send Papa Ji—the one who has always been there for us, the patriarch, the pillar, the rock of our lives—away from the home he built with his own two hands? Will they provide Papa Ji with the same level of care and love that was provided at home?”



Awtar and Nasib with daughter Darshan

Family portrait of four generations



They took incredible care of my grandfather. It kept us emotionally stable knowing that we weren't letting him down.

"We were reluctant," Kam adds. "We had to take that leap of faith."

Comfort and Care

Despite the family's hesitations, they

were pleased to find Hospice House a comforting environment where Awtar got the care that they wanted for him.

"Even though my grandfather wasn't technically home, the environment there felt very much like home," Kam recalls. He especially thanks two nurses, Heather and Catherine, along with the rest of the staff and volunteers. "They took incredible care of my grandfather. It kept us emotionally stable knowing that we weren't letting him down and we had the best support structure in place, given his condition."

The family would often find Awtar smiling and happy when they visited. "Cowichan Hospice House provided Papa Ji a home away from home and the level of care and love that we wanted for him and that he deserved during his last days," Rupy says.

The Dhanoa family was able to celebrate Awtar's 95th birthday at Hospice House on November 2nd, which also marked the one-year anniversary of the opening of Hospice House.

Son-in-law Harb says the staff helped them understand what to expect as Awtar grew more ill.

Rupy describes Awtar as exuding peace and calm on the night he died. "Papa Ji passed

with the dignity and respect that he deserved, surrounding by his loved ones," she says. "We could not have asked for anything more."

A Family Legacy

In the weeks following Awtar's passing, the Dhanoa family looked back on his life with love and gratitude as they celebrated his legacy. "Papa Ji taught us the meaning of family when we were young and we will be sure to pass it on to the generations to come," Rupy adds.

In addition to the love found in their own family, the Dhanoas knew that Cowichan Hospice was there for them. This support let them focus on the positive instead of the negative, Rupy says, "I believe that, not only through the support of the family, but also with the support of Cowichan Hospice, the grieving process was easier."

After Awtar's death, both children and grandchildren made generous gifts to Cowichan Hospice House in his memory.

Volunteer Training in 2021

Over seven weeks in May and June, Cowichan Hospice core Deep Listening training was offered and a group of wonderful new volunteers joined the Hospice family!

Welcome to Brid Shine, Edie Brown, Jennifer Wright, Jim Lavers, Joy Bondy (returning volunteer), Leah Soer, Trish Stirling (returning volunteer) and Sanja Duggan.

Each new volunteer was paired with an experienced volunteer mentor, offering an additional layer of support and experience to tap into.

Later in the year, a two-day Deep Listening refresher course was attended by 12 volunteers. Facilitated by Heather Ferris, the course was an opportunity for experienced volunteers to connect and refresh around the companioning model of client support.

Two Volunteer Support sessions were held each month in 2021. In these sessions, volunteers learn from and support each other.

Maintaining Quality of Care as the Nature of Gatherings Changes

With deep appreciation, we thank the Hospice Volunteers who, even in the midst of the pandemic, provided emotional support in clients' homes, at the Community Services Centre on Gibbins Road and at Cowichan Hospice House, which opened in November 2020.

Volunteers adapted to changing public health guidelines by providing comfort and connection by phone, video or meetings in the hospice garden when indoor meetings weren't permissible.

Thanks to the support and building skills of Hylton McAlister, we have one more outdoor space available: a rain-proof, heated gazebo - a private 'room' that can be utilized year-round by clients and volunteers.



The Garden Looks Amazing!

Thank you to our new gardeners David Lloyd, Angela Atkins (pictured), Rob Pearce and Sean Norton (not pictured) for their long hours and hard work, *rain or shine*, caring for the beloved garden at the Cowichan Hospice Community Services Centre.

Tears are Welcome Here

By Marg Tames, Cowichan Hospice Volunteer

The room was quiet and the lighting soft as Ryan and I sat facing each other. In its immensity, his grief hung between us suspended in the air like a dark cloud. It was our first meeting but I knew that Ryan recently lost his wife Serena. Although they were in their 50s, they had been married only a short time. She was the love of his life and he was unable to contemplate a future without her. He had been having suicidal thoughts.

Quietly I said, "Would you like to tell me about Serena, Ryan?" and the flood-gates opened. She brought happiness into his life, he said, at a time when happiness was in short supply. Serena was his soul mate and they were meant to be together. But the future they planned together would now never be. It just wasn't fair. The memories of her short illness and of losing Serena were overwhelming and he could not imagine a life without her. Ryan started to cry and I moved a tissue box closer, assuring him, "Tears are welcome here."

At our second meeting we looked at photos of happier times with Ryan smiling through his tears. But then the realization she was gone surfaced again, and the light in him moved back to shadow. The roller coaster that is grief continued as we met in coming months, and Ryan talked and cried. He seemed to re-live every facet of their life together, the joy of finding love, the fun times, the struggle through Serena's illness, and the crushing pain of her eventual death. Often, as he described his feelings, he would pause and say, "Is this normal?" I would assure him it was.

As months went by Ryan expressed his gratitude for Hospice and for me. He still felt the need to talk about Serena but did not want to burden his family, and his friends thought he should just move on. But he wasn't ready to move on, so he was grateful for this special place where he knew he would be supported and heard.

When I began to see progress in Ryan's grief journey, I told him. He seemed to feel encouraged by this and confided he was starting to find enjoyment again, taking pleasure in being with people he cared for. He had also returned to hiking on the local trails which brought him peace. Ryan was thinking about the future too, about returning to the work he loved. He could even see himself meeting someone for companionship. She would never replace Serena of course, but it would be nice to have someone to spend time with.

"After all, I have a lot of life left to live," he said.

*His friends
thought he should
just move on.
But he wasn't ready
to move on, so he was
grateful for this special
place where he knew
he would be
supported and
heard.*



Marg's Volunteer Story

I trained as a Hospice volunteer seven years ago and it has been a privilege to belong to such an amazing organization. On a constant basis I see the value and the impact of the work we do and I am grateful to be part of it. We make a difference in people's lives, often simply by being present for them in ways that others cannot or will not. One of our palliative clients said it well when reflecting on her journey with Hospice. "The thing about Hospice," she said, "is when you find out you are dying most people walk away from you, but the people of Hospice walk towards you." Rest in peace sweet B.

Thank You for Supporting

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To learn how you can support hospice care in Cowichan, visit cowichanhospice.org or call 250-701-4242.

Cowichan Hospice with your gifts in 2021

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We have done our best to include everyone who made a contribution of \$200 or more between January 1 and December 31, 2021. We apologize in advance for any errors or omissions.

A Legacy of Love in Cowichan



Glenn Spicer and his wife
Diane Doucet

Glenn Spicer, a talented local sculptor and stained-glass artist, had lived with cancer for 24 years. As his health declined, Glenn had one last project he was determined to create: a series of three stained-glass windows inspired by the natural beauty of the Cowichan region.

These windows, Glenn's "Stained Glass Trilogy," were commissioned for the Sacred Space in Cowichan Hospice House and, as it turned out, Glenn himself would be cared for at the house during its first year of operation.

Glenn's wife Diane says, "We often said how lucky we were, but we knew that his time was coming to an end very soon. What Glenn really, really wanted was to finish those windows. It was ... his legacy. He put his whole heart and soul into them. He wanted them to reflect nature because he loved nature and he wanted people to go in that sacred space and connect with nature when they couldn't go out in the forest."

Glenn had completed two of the stained glass

windows and was well under way with the third before he became too ill to complete it. It was then that he was welcomed

to Cowichan Hospice House to be cared for in his final days.

For Diane, Cowichan Hospice House was "like an island of sanity," both for the care Glenn received and for the support she received as

*That cuddle bed,
what a gift
that was!
Forty years with
that man ...
so to be able to
do that was the
most beautiful
thing.*



Glenn's legacy complete, in the morning light of the Sacred Space in Cowichan Hospice House



Glenn at work on the first panel

Hospice House

a caregiver. "When we first entered it was an enormous, enormous relief. I felt that I was in a place that I could recharge myself to be a help for Glenn. You don't feel like you're in an institution. You feel like you are in a sacred place ... to share that final journey with the one you love."

She especially appreciated being able to snuggle up with Glenn as he got sicker. "That cuddle bed, what a gift that was! Since Glenn had the hospital bed in April, I had not laid down with him. Forty years with that man ... so to be able to do that was the most beautiful thing."

When Glenn died, the windows were almost finished—all but the soldering and installation—and he had passed that final work on to others. Glenn's legacy, his beautiful tryptic of stained glass, is now complete, creating a sanctuary of colour, light and nature within the Sacred Space in Hospice House.

Thank you Glenn.

Thank YOU for providing support to both Glenn and Diane, and to all in Cowichan who need your support through their most difficult times.



Nicky Lehwald and
Donna Dougherty soldering



Installation,
with extreme care!

Cowichan Hospice House Volunteers

Thank you to all who have volunteered at Hospice House since its opening in 2020.

These volunteers helped to create and strengthen our Hospice heart-centered presence. Each volunteered at least four hours a week, ensuring someone from Hospice is present at least eight hours a day, seven days a week to support the patients and their families, and the nursing staff.

Edie Brown	Heather Robb
Cheryl Cameron	Mary Kae Smith
Daniel Collins	Kirk Smith
Cora Dash	Trish Stirling
Beryl Mallinson	Marg Tames
Anne Matheson	Marja Tencate
Lorraine McWilliam	Dedie Tyson
Joan Milne	Kathryn Walter
Lorna Pierce	Sandie Young



Thank You, Volunteers

for Your Long and Dedicated Service to Our Cowichan Community:

5 Years:

Susan Cottell • Deborah Marc • Sandra Stevenson
Nancy Walker • Sandie Young

10 Years:



Andrew Fox

Following completion of volunteer training, Andrew was quickly pulled into the planning and development of Hospice House.

We were so happy to have him bring his institutional construction management expertise to the project. A lovely man, he showed his little-bit-tough seasoned construction boss side when we needed to review construction approaches and costing. Andrew has also taken care of us at the community office, doing all kinds of repairs large and small.



Lynda Gregg

For ten years, Lynda has brought her gentle spirit and skilled Therapeutic Touch skills, providing comfort and care to grief and palliative clients through the Hospice Wellness Room.



Cheryl Cameron

Cheryl has served on and scheduled the Hospital Visiting Team, provided one-to-one client support, and been part of the Hospice House Volunteer Team. Her heart, commitment and dedication to Hospice make a difference in the lives of many who seek support through Hospice.

15 Years:



Jamie Goodman

Joining the Board of Directors in 2009, Jamie served first as Treasurer and then, from 2017 to 2022, as President of the Board during a period of growth and change, including through the campaign to build Cowichan Hospice House and its opening. His calm and solid leadership was just what we needed to take us through these challenging and exciting times.

Jamie has always committed to do the best by staff, leading a board who ensured that Cowichan Hospice continues to be a great place to work and to volunteer, as well as a place to receive wonderful support.

I'm grateful to meet and work with a team of skilled, compassionate and dedicated Hospice staff who continually inspire me.

-Marg Budd,
Hospice Volunteer

Advance Care Planning Workshops

There was a great deal of interest in our free virtual ACP workshop, newly developed in 2021.

In October and November, 24 community members joined in a two-part ACP workshop via Zoom. With information and support provided by our volunteer facilitators, participants made plans for their future health care and end-of-life wishes.

Watch your inbox for information about ACP workshops coming this fall.

So much more than just an excellent bookkeeper...

Stalwart Office Coordinator Nigel was kept busy keeping the parking lot clear over the winter, but this morning, our brilliant Bookkeeper Sanja beat him to it, with a smile, showing off her diverse skills!



You have given me hope, confidence and courage. Thank you so much.

- Cowichan Hospice Client

Clients have taught me about myself, about being present, about death, fear, laughter, trust and, mostly, about dignity.

-Heather Robb,
Hospice Volunteer

Keeping Hospice Care in Motion



Part of a virtual Cycle of Life Tour for Vancouver Island Hospices in 2021, Mary Hof, Doyle Childs, Danna Lyngaard and David Pope pedalled hard on a very

hot day! In virtual rides in 2020 & 2021 the Cowichan Life Cyclers raised over \$37,500.

Dear Friends,

Thank you for stepping up to meet the challenges of people facing serious illness and loss at this difficult time.

2021 was a full-on pandemic year. Many dying people and their loved ones experienced separation and isolation over the past two and a half years. Grieving without the comfort of connection is much more difficult too. Thanks to you, staff and volunteers found innovative ways to remove barriers for people who most needed hospice support, connecting over the phone, by Zoom and in the beautiful gardens at the Gibbins Road Community Services Centre. We reactivated the walking group and reached out by text to clients who could not afford data for their phones.

We were honoured to be invited to support a healing circle with the Kwunut'sustal Counselling program at Cowichan Tribes as community members found their long-standing grief reignited over the deaths, disappearances and experiences of children in residential schools.

2021 was also the first full year that Cowichan Hospice House was open and you will find some wonderful stories of people's experiences in this report. Shelley Kuecks, Program Coordinator at Hospice House, has worked hard to help foster a caring team culture. As part of the care team, Hospice House volunteers were able to support people's choices and priorities to help them live well to the end of life. Volunteer care ranged from reiki treatments and custom breakfasts, to holding space for deep and important conversations.

Thank you for ensuring that Cowichan Hospice care is available when people need it most.

Christa Fox, President

Gretchen Hartley, Executive Director



As I look at retiring from my work with Cowichan Hospice this fall, I am filled with gratitude for the opportunities that I have had to work with the wonderful people of hospice.

It has been such a privilege to be a part of this caring community. I will remain a passionate supporter of the work that you do together.

I look forward to seeing you at a gathering in the fall (COVID-willing) when you can meet the new Executive Director.

Our Vision

Compassionate person-centered care through the journey to end-of-life and the bereavement that follows.

Our Values

Compassion • Respect • Integrity
 Collaboration • Honouring Life
 Equity • Accountability



Cowichan Hospice is honoured to provide care in the unceded traditional and ancestral territories of the Quw'utsun, Stz'uminus, Halalt, Lyackson, Penelukut, Ts'uubaa-asatx, Ditidaht and Malahat people.

2021 FINANCIALS

Balance Sheet

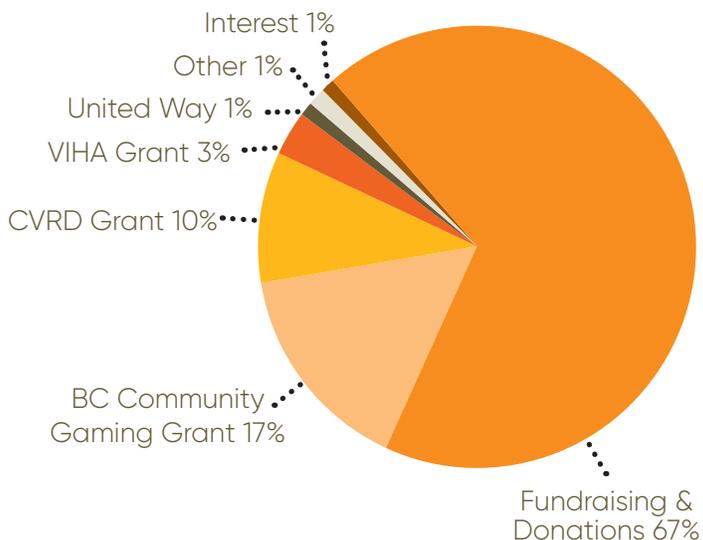
	Operating Fund 2021	Capital Fund 2021	Hospice House Fund 2021	Total 2021	Total 2020
Current Assets	\$ 792,344	\$ 267,093	\$ 1,858,305	\$ 2,917,742	\$ 3,628,297
Current Liabilities	\$ 188,812		\$ 1,858,305	\$ 2,047,117	\$ 2,968,880
Net Assets	\$ 603,532	\$ 267,093	\$ 0	\$ 870,625	\$ 659,417
Liabilities & Net Assets	\$ 792,344	\$ 267,093	\$ 1,858,305	\$ 2,917,742	\$ 3,628,297

Income Statement

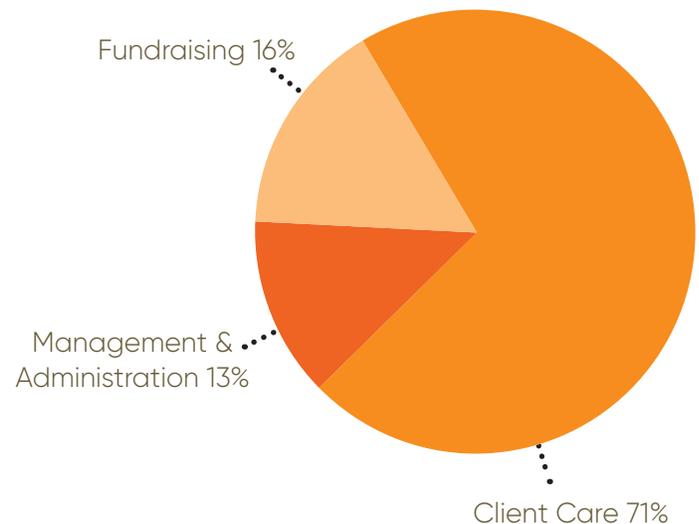
Revenues	\$ 649,577		\$ 382,945	\$ 1,032,522	\$ 4,042,072
Expenses	\$ 470,093	\$ 11,733	\$ 339,488	\$ 821,314	\$ 3,842,978
Excess Revenue Over Expenses	\$ 179,484	\$ -11,733	\$ 43,457	\$ 211,208	\$ 199,094

Volunteers contributed \$112,600 of value in 2021 when calculated at \$20 an hour.

OPERATING REVENUE



OPERATING EXPENSES





cowichan
hospice

COWICHAN HOSPICE
COMMUNITY SERVICES

3122 Gibbins Road
Duncan BC V9L 1G2
250-701-4242 | 1-888-701-4242

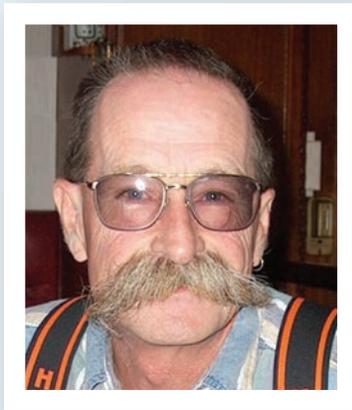
cowichanhospice.org
frontdesk@cowichanhospice.org

Cowichan Valley Hospice Society
Charity BN/Registration number:
11887 8388 RR0001

Open your
Heart
to Hospice.



Working with communities in BC's
Interior, Lower Mainland, Central
& Northern Vancouver Island



A Taste for Adventure and for Generosity

In April of 2021, Larry Hurdle invited Gretchen Hartley to talk about his plans to give back by making a gift in his will.

Sitting on his bed, Larry smiled in welcome, bright blue eyes twinkling.

When I commented on the Harley Davidson on his T-shirt, he told me that until recently he'd owned four of the bikes. He'd always had a taste for adventure, once skipping out of high school with four friends to charter a plane to Long Beach, a spot he loves to this day. In addition to Harleys, Larry drove many classic cars and he shared a photo of a prized 1966 Pontiac Grand Prix Parisienne.

Larry also collected and filled his home with art. Born and raised in Victoria, he graduated from Victoria High School with a specialty in fine arts. When his first career as a heavy equipment operator ended with an injury, Larry retrained and became a driver instructor for large trucks.

After a nine-year journey with cancer, Larry was exhausted and ready to die when he arrived at Cowichan Hospice House.

However, once he'd experienced the care, he said, "I wanted to stick around a bit longer to enjoy and finish my time peacefully."

Larry really enjoyed Therapeutic Touch treatments from volunteer Sandie. He was nervous to start, but didn't even know when she left the room because he had fallen into a peaceful sleep. He also said how much he enjoyed the window display with bunnies and Easter baskets that the nurses created for him. "Even though I am 70 years old, it made me happy!"

Larry died May 7, 2021, leaving a gift in his will so that others who follow him will receive the kind of care that he appreciated at Cowichan Hospice House.

