



Spring Family Newsletter

LETTER FROM THE CEO



Hello and a warm spring welcome from all of us at Canuck Place. After five months as interim CEO, I'm excited to share that I have been appointed CEO of Canuck Place. It is truly an honour and

a privilege to be leading this organization. I look forward to continuing to support our extremely skilled team in providing exceptional pediatric palliative care across the province.

Over this next year and onwards, Canuck Place will be engaging in several program improvements. We will be reaching out to families to better understand the child/family experience and how our services are meeting or not meeting needs. There will be many opportunities for engagement and all participation is voluntary. We are grateful for your insight and perspective as we continue to evaluate ongoing improvements to the care and services Canuck Place provides.

Sincerely,

Denise Prail, CFRE
Chief Executive Officer

MESSAGE FROM FAC CHAIR

- Angela Uncles, FAC Chair



Welcome Spring!

Spring always reminds me of one of my favourite songs by Lauryn Hill, Everything is Everything and the lyrics:

*"Everything is everything
What is meant to be, will be
After winter, must come spring
Change, it comes eventually"*

Recently, with welcoming back Susan Poitras to Canuck Place, we have the opportunity to be part of change at the hospice with the new Family Engagement model underway. Being a part of an organization that recognizes the voices of its clients is coming to the forefront of many organizations, and we are glad Canuck Place values the family voice.

We would love to have some more parents join us on the FAC!

Did you know that we meet online, once per month, with summers and December breaks. The community and camaraderie is not lost on me in these meetings, where we share, hear updates, and provide feedback. We would especially like some dads to come join us! If you're interested, please do send an interest inquiry to emer.kiniry@canuckplace.org

SHARING GRATITUDE

"Hello Canuck Place families. As Chair of the Board of Canuck Place I have the unique privilege to serve you and your families with the team from Canuck Place.

Canuck Place is brought to life 365 days a year, with laughter, tears, compassion and joy in our hospices and in the homes of children in our care.

On behalf of the Board of Directors, the exceptional staff and volunteers, thank you for being part of an organization that has provided over 27 years of pediatric palliative care."

—Bob Smart, Chair, Canuck Place Board of Directors



CANUCK PLACE **Care** IN THE TIME OF COVID-19



Dear Canuck Place families,

As we move into 2022, we know that the COVID-19 pandemic continues. At Canuck Place, we continue to adapt and update our practices as needed to keep everyone safe and also continue to provide the care you need.

Current safety practices:

- 1) As a health care organization, **there are NO changes to staff practices regarding masking, vaccines and self screening.**
- 2) **All visitors to the hospices will be required to be fully vaccinated, masked and screened for the presence of symptoms to enter.**
- 3) **We are now able to increase the number of family members we can welcome into the hospices at any one time, and have opened up an additional family suite at Glen Brae (Vancouver).**
- 4) **We are able to have more in-person counselling sessions again at both hospices** with measures such as vaccinations, masking and screening
- 5) **Meetings and gatherings are still limited** to very small numbers
- 6) We are taking a thoughtful and measured approach as we move into April. **Keeping you and your family safe is our top priority.**

The COVID committee continues to monitor and assess weekly.

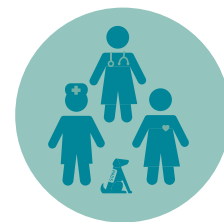
Regards,



Kristina Boyer, RN, MScA
Clinical Program Director



Dr. Hal Siden, MD, MHSc, FRCP
Medical Director



KASHTON TAKES FLIGHT

“The most poignant memory was when I saw an eagle flying below us,” said Canuck Place Recreation Therapist, Laura Fielding. “In that moment, I truly thought that not even the sky is the limit for the things we do with our children and families.”



Canuck place mom, Shawna-Marie and her son Kashton



On average, a child is on Canuck Place’s program for five years, and recent graduate Kashton Phillips-Stanley-Lock exceeded that average. Kashton and his family were introduced to Canuck Place in 2012, and after ten years of pediatric palliative care, he celebrated his graduation with an epic adventure.

Graduating off of the Canuck Place program is an emotional experience for both the family and the staff. For many years Kashton and his family got to know Canuck Place staff intimately, making precious memories, often with experiences coordinated by the Recreation Therapy team. Ten years of making memories and having unique experiences is an incredible gift to families like the Phillips-Stanley-Locks.

Kashton’s mom, Shawna-Marie, wanted to create one more memory with him before he graduated from the program into adult care. The Canuck Place recreation therapy team arranged the special outing and took Kashton and his family on a legendary helicopter ride! Kashton’s graduation day began with an emotional farewell lunch, filled with loving words from Canuck Place staff and a special song sung by the family. On the helicopter, Kashton flew over the Indian Arm, North Shore Mountains, and Vancouver. The family marveled at the sky view.

“The most poignant memory was when I saw an eagle flying below us,” said Canuck Place Recreation Therapist, Laura Fielding. “In that moment, I truly thought that not even the sky is the limit for the things we do with our children and families.”

CELEBRATING NATIONAL VOLUNTEER WEEK FAMILY VOLUNTEERS

This week we're celebrating National Volunteer Week!

We are so thankful for our amazing volunteers and all the work they do. Our volunteers are the heart of our organization and allow us to provide exceptional pediatric palliative care to children with life-threatening illnesses and their families. The past two years, with the pandemic, hasn't been the same without our volunteers operating at full capacity – we miss them, and our families miss them!

Did you know we have over 400 volunteers who have contributed 24,000+ hours to Canuck Place?

We sat down with family volunteer Bev McKenna for a Q&A. Thank you, Bev, for sharing your heart and time with Canuck Place children, families, and staff! We're so grateful for you!



Canuck Place volunteer Bev McKenna with Canuck Place child, Diana.

Can you tell us who you are and what you do? How long have you been volunteering with Canuck Place?

I am a retired teacher of the deaf and hard of hearing. Now that I'm retired I have been able to devote more time to exercising, the outdoors and volunteering. I love running, hiking, dragon boat paddling, cycling and swimming. I also enjoy reading, walking and playing with my dog, cooking, and socializing! I have been volunteering at Canuck Place for 3 years.

What brought you to Canuck Place?

My good friend and longtime employee of Canuck Place suggested to me that I should volunteer at Canuck Place. At the time, I didn't think I would qualify or have the desired skills, but when I had more time available I decided to apply.

Can you tell us what a typical volunteer shift looks like for you?

A typical shift starts with checking in with the nurses about who is in house and who is available for me to spend time with. If the weather is good I love taking kids outside as the garden and natural environment at Glen Brae are so beautiful and calming. During cold or rainy days I love to play games, read to a child, do crafts or dress-up in costume, watch the fish or just hang out together in their room or somewhere quiet. As quite a few children are nonverbal

and uncomfortable and in bed; often stroking their hair and forehead and talking and playing with them is quite helpful.

What is your favourite thing about volunteering with Canuck Place?

My favourite thing about volunteering at Canuck Place is making a child smile or laugh or just feel a little bit better. I also enjoy talking and getting to know the Nurses, Care Aides and other Canuck Place staff. I have so much respect for the staff and the wonderful care and love they give the children.

I imagine you have lots of great memories volunteering, but is there one in particular that stands out? Alternatively, can you speak to a meaningful experience you've had as a volunteer?

My favourite memory is last Halloween helping a child to dress-up and playing together. It was so much fun and brought such joy and laughter to the child. Another lovely memory I have is taking a non-verbal child to the fish tank and watching their eyes light up as they watched the fish. It was a beautiful moment and very meaningful as she became so alert and had a look of amazement on her face as she watched the fish. Sometimes it's hard to understand a child when they are nonverbal but the expression on her face was priceless and so beautiful!



What has volunteering at Canuck Place taught you?

Volunteering at Canuck Place has taught me so many things! To be thankful each day for my health, my life, my family, my friends, and all the goodness and kindness I see in people at Canuck Place and the people in my life. It has taught me to be more compassionate, more patient, and to appreciate the value and beauty of people and all life.

Why is giving your time to Canuck Place important to you?

Volunteering at Canuck Place is a way for me to give back to my community, spend time with children, give them care and attention and hopefully a good time. It also constantly reminds me of the importance of respite for the child's family. I am so appreciative of the time I get to spend at Canuck Place with the children and the little bit I can do to help the staff and the children's families.

What has been your BEST DAY! At Canuck Place?

My best day at Canuck Place is usually my last shift! Each shift brings new circumstances, greater understanding about children with complex diseases and ways to help, support and empathize with the children and their families. I feel very fortunate to volunteer at Canuck Place.

What is one piece of advice you would give to those interested in volunteering with Canuck Place?

The only advice I would offer is to be observant and patient with the children and yourself. It takes time to understand the needs of the children at Canuck Place and to know what works best.

What is something that you wish all volunteers knew about Canuck Place before their first shift?

Volunteers should know that everyone that works at Canuck Place is ready



Canuck Place volunteer Bev McKenna with Canuck Place child, Diana.

to help you, answer your questions and make you feel welcome! It is a tremendously warm, welcoming place full of kind and beautiful people.

If you're interested in learning more about becoming a volunteer, please visit <https://www.canuckplace.org/volunteers/>

Canuck Place Gift of Love gala

The 8th annual Gift of Love, presented by MNP: Conversations of Connection, Hope and Resilience, welcomed hundreds of guests from across BC on March 5 for a new, interactive online broadcast hosted by Every Conversation Counts author, Riaz Meghji. The reimagined event raised over \$275,000 to support Canuck Place programs.

Riaz Meghji sat down to have intimate conversations with special guests exploring themes of connection, hope and resilience. Riaz was first joined by Vancouver Canucks alumni Daniel and Henrik Sedin, who discussed their experience with resilience. Riaz was also joined by Canuck Place counsellor Deborah Davison to share valuable insight on remaining connected during times of uncertainty. Finally, Canuck Place nurse practitioner Camara van

Breemen and Canuck Place mom Sharon Bulger shared a beautiful, intimate conversation with Riaz discussing the care of her son Cameron through his cancer journey.

"No parent plans for their child to die, and no parent has any plans for when their child does die. Canuck Place was there to help us put the pieces back together. In the depths of my worst nightmare, Canuck Place held us until we could begin to stand again."

- Canuck Place mom, Sharon Bulger



Canuck Place nurse practitioner, Camara van Breemen, Canuck Place mom, Sharon Bulger, and Gift of Love host, Riaz Meghji



The Letcher family

TRIBUTE TO CFKF

For over 27 years, our committed friends at the Vancouver Canucks and Canucks for Kids Fund (CFKF) have provided vital grants and shared their incredible name, "Canuck". Annually, over 4% of Canuck Place funding is granted by the CFKF. In addition to the incredible magical moments made possible for children and families by Vancouver Canucks staff, ownership, players, mascot Fin and treasured alumni, we are inspired by their heart, commitment, and generosity. Always in our hearts - Go Canucks Go!

every moment matters WITH RECREATION THERAPY

One integral stepping stone to happiness is the mindset to live in the moment. Canuck Place recreational therapist, Gillian Lagambina, believes our children and families should have the opportunity to live life to the fullest no matter where they are in their journey. The recreation therapy team works hard to organize activities, outings and camps that give kids and their families moments of great joy. Each and every outing creates cherished memories for children and families.



Teen Camp

The Nursing and rec therapy team took Canuck Place teens and siblings to experience a local Las Vegas at Camp Kawkawa in Hope, BC. Teens and siblings enjoyed many activities including a mocktail session, auction, car racing, card tricks, Fear Factor challenges, camp fire, archery, and a drag show complete with DJing from our new chef, Clayton A! Our volunteers also helped create a fun and exciting Teen Camp for our kids this year!

Canuck Place nurse Dianna & Canuck Place teen, Chase

Summer in the City Returns!

Stay tuned at the end of April for our event listings for Summer in the City. We will be travelling the Kelowna and Victoria once again, and our events in the Lower Mainland will continue.



Canuck Place family, Charlie, Gemma, and Ruby enjoying Raptors Ridge

Our 2022 Summer BBQ is back on June 18th at Glen Brae!

You are invited to our 2022 Summer BBQ that is CARNIVAL themed!

It will take place on the gardens of our Glen Brae hospice at 1690 Matthews Avenue, Vancouver, rain or shine.

There will be great food, live music, crafts, and much more! Everyone is invited to dress to the occasion.



Canuck Place volunteers at our BBQ Drive-Thru last summer

Chloe the Therapy Bunny Retires!

On April 5th, our favorite bunny Chloe retired from her service. Chloe and her handler Tiffany have been visiting since 2015, twice per month. Chloe has brought joy, comfort, fun, peace, and laughter to many children and families over the years. Canuck Place celebrated with a virtual send off on April 5th, and Chloe and Tiffany received a couple of gifts as a token of our gratitude for their time spent with us.



Left: Canuck Place teen, Elan with Chloe the Bunny. Right: Chloe's handler, Tiffany and Chloe appearing on TV

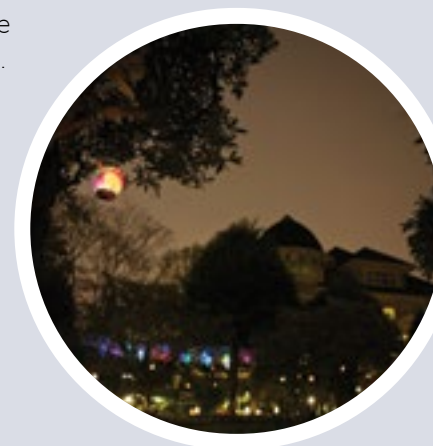
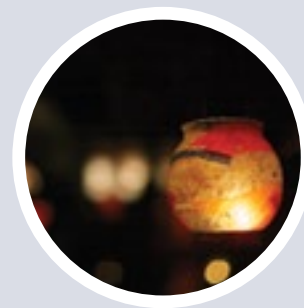


REMEMBERING OUR CHILDREN

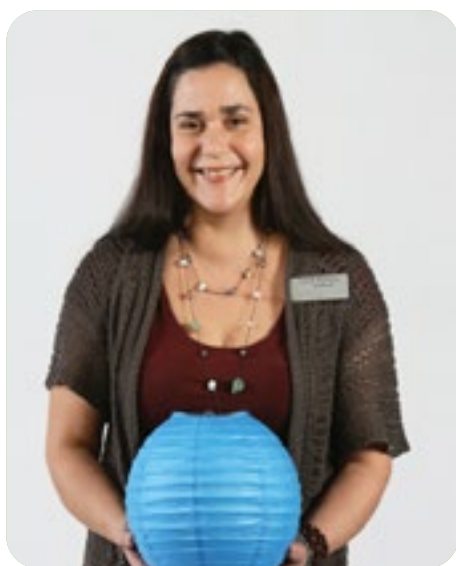
On January 29, Canuck Place families and staff gathered virtually for the annual Remembering Our Children service.

Every year, Canuck Place holds a service in memory of the children who have died on the program in recent years. Canuck Place counsellors led a beautiful memorial, lighting a candle to honour each child's life.

The beloved service included reflections from Canuck Place families, and songs beautifully performed by music therapist Karin Roberts.



MEET THE TEAM SUSAN POITRAS



Susan Poitras has rejoined the team at Canuck Place in a new role as Professional Practice Leader - Knowledge & Innovation Lead.

Susan began at Canuck Place in 1995, and worked in roles including registered nurse, food services coordinator, clinical counsellor, counselling team manager, and a consultant to the clinical team.

Susan recently supported [BC Children's Hospital](#) for the [ChildKind International](#) certification, implementing practices to reduce pain in children.

Canuck Place is also part of the

application process for certification.

In her new role, Susan will focus on improving Canuck Place patient and family care experience through education, quality improvements, and knowledge translation development. She will work closely with families to further Canuck Place's commitment to person-centred care, partnership, and improving practices of family engagement.

"Our work can only be strengthened through engaging and collaborating with more people," says Susan.



DOMINGO FAMILY

CELEBRATE THE LIFE OF THEIR SON

KRISTIAN

As part of the Canuck Place family, Kristian Domingo was 18 years old when he was diagnosed with cancer. Amidst the milestones of his young life such as getting his driver's license, falling in love for the first time and graduating high school, his journey into young adulthood also included fighting cancer. Throughout his fight with cancer, Kristian found himself caught between paediatric and adult care during his treatments. Many young adults not only face challenges coping with their illnesses, but also navigating the healthcare system. We need to do better. We need to ensure that there is the appropriate support and care for the unique needs of AYA (Adolescents and Young Adults). As this age group maneuvers through this transitional period of their life, we need to ensure that they can face their adversities and celebrate their milestones without feeling alone.

Throughout the two years Kristian lived with cancer, he never gave up hope...and it is the strength he found in hope that continues to inspire us and everyone who knew him. In memory of Kristian's life and tenacity, come join us to celebrate and create awareness for AYA on August 10, 2022 at the Richmond Country Club "Strength in Hope" golf tournament.

Visit our website at kristiandomingofoundation.com for event details and note that all proceeds from the silent auction will go towards Canuck Place.

Join our

Counselling Groups

Our counselling team has been so honored to continue hosting bereaved parents and siblings for bereavement groups this year. While the groups have remained virtual throughout the pandemic, families have maintained the spirit of mutual support and connection that comes from being in a circle (albeit virtual squares for now) with those who understand the living experience only bereaved parents share.

One core purpose of Canuck Place is to create a community of belonging for those who can often feel so alone living with the loss of a child; families have continued to offer that to each other from across the province through the virtual parent and sibling groups. Our hope is to provide opportunities for connections throughout BC through virtual offerings and to slowly open in-person groups as COVID-19 safety protocols allow for families to gather at our two locations in Vancouver and Abbotsford.

Please do reach our way if you are interested in attending either a virtual or an in-person group. Our hope is that by the Fall of 2022 we will be able to bring families together again in person, including parents and guardians, siblings, and grandparents. Please let us know now if you have interest in that so we can begin to plan.

To express interest or request information, please email bereavement@canuckplace.org and one of our counselling team members will be in touch to explore further.





Orca Unveiling

AT GLEN BRAE MANOR



Glen Brae has a new resident! Lovingly placed in the lower garden by our hard-working facilities team, this gilded orca was painted by artist Mandy Bouriscot, generously donated by HSBC, and dedicated in honour of an incredible Canuck Place volunteer, Chin Mei Ng.

In 2020, Canuck Place lost an incredibly special person to our organization, volunteer Chin Mei. Chin Mei was a beloved part of our family who, since 2001, supported Canuck Place on a weekly Friday volunteer shift in the kitchen. She often participated in our special events, especially those with Vancouver Canucks Players in attendance! She was the founder and CEO of the unofficial Glen Brae recycling program. With more than 4000 hours of volunteer service, Chin Mei's greatest offering was herself.

Chin Mei believed wholeheartedly in the magic of Canuck Place. For nearly 20 years, she was a part of our family. Chin Mei chose to leave a lasting legacy to Canuck Place, by donating one of the largest donations from one person: more than \$1.66 million dollars! This was an incredibly generous display of love and trust and we are blown away by Chin Mei's generosity and we are so, so grateful.

In late fall of 2021, we received a call from Mary Shaugnessy who asked us if we could take a whale as an incredible gift from HSBC Canada. HSBC selected Canuck Place as a beneficiary of this beautiful whale and with help from Evergreen Office Services, the whale made its way from downtown to a storage facility, and kept safely until it was time for her to move to her new home.

This beautiful gift from HSBC is an incredible way to celebrate and recognize Chin Mei's legacy and will bring so much joy to children and families staying at the hospice.



HOPE AND INSPIRATION Charlie-Anne & Chase's Journey

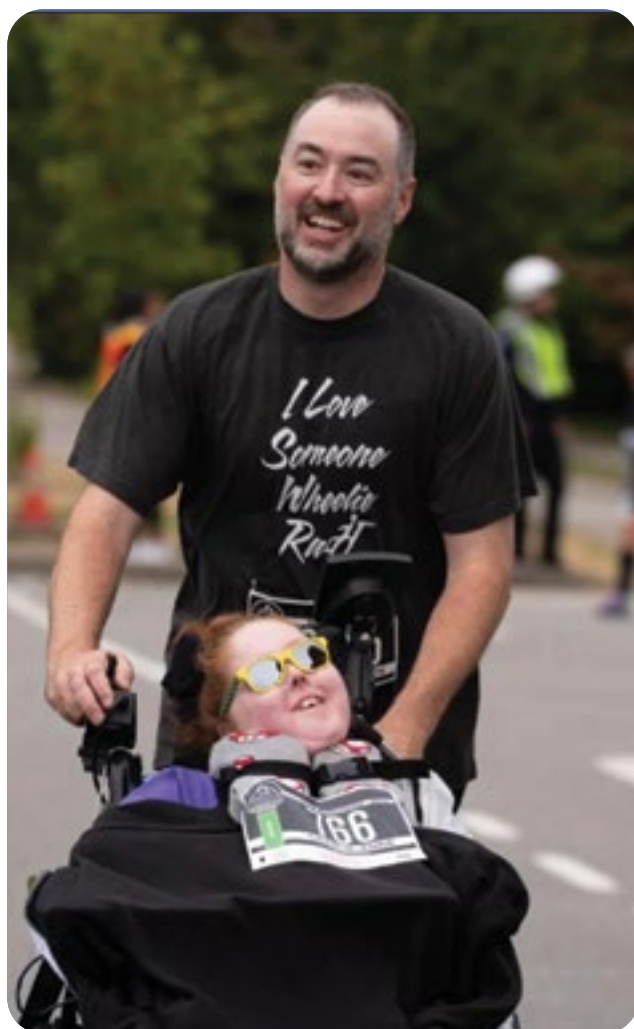
The BMO Vancouver Marathon is on May 1 and this year, Canuck Place child Charlie-Anne Cox has started her own team "Charlie's Angels" and is rolling 21km in the race to raise funds for Canuck Place alongside her mom, step-dad, and friends!

Charlie-Anne wasn't supposed to see her first birthday. She is 12 years old (almost 13 in June) and has Spinal Muscular Atrophy (SMA) type 1. SMA is a genetic condition that causes muscle weakness and atrophy and affects a child's ability to crawl, walk, sit up, and control their own head movements. It also causes severe damage to the muscles used for breathing and swallowing. Charlie-Anne has been on the Canuck Place program since she was 9 months old. She and her family have set out to reach a fundraising goal of 20k and are nearly half way there!

Canuck Place mom, Tracy Chapple has also joined their team and is challenging herself to run the half marathon for her son Chase who also has SMA type 1. Chase recently "graduated" from Canuck Place in the spring of 2022.



You can follow Charlie-Anne's journey and donate to her 21km. Scan the QR link to see her page!



Canuck Place child Charlie-Anne with her step-dad Drew.



Peter, Nora, Oliver, Stephanie, and Owen Hill-Davie, Canuck Place family

Family Advisory Council Needs You!

The Canuck Place Family Advisory Council needs more parents (or caregivers) to join the council – this is your chance to provide the family perspective to the senior leadership, Board of Directors, clinical, and communications/fundraising teams.

We are looking for representatives from all across the province, and members can call in via zoom and do not need to join in person physically. Anyone is welcome – whether you have a child active on the program, are bereaved, have been associated with the program for many years or only for a short time. We have nine meetings each year. Our meetings begin at 6:00 pm and occur on the second Thursday of every month.

If you have a couple hours to join virtually or when we return to in person meetings at the hospice, we'd love to hear from you!

If you're interested, please contact Emer Kiniry, emer.kiniry@canuckplace.org. Even if you can't join the group, we are open to receiving input from any family member.

Listening to our families and their voices

Canuck Place has a Family Advisory Council (FAC). This volunteer Council is integral to supporting the organization in delivering the best care to children and families across BC.

The Family Advisory Council (FAC) is a conduit for communication between families and the staff, administration and the Board of Directors of Canuck Place Children's Hospice (CPCH). FAC members offer the perspective of families towards improving the quality and safety of existing CPCH services, the development of new policies and services, and having a dialogue about issues of mutual concern.

The FAC works to enhance the experiences of all families at Canuck Place Children's Hospice and in all locations of care.



Upcoming Meeting Dates

Second Thursday Monthly for 9 months of the year

- 14 April 2022
- 12 May 2022
- 9 June 2022
- BREAK
- 8 Sept 2022
- 13 Oct 2022



Location

Virtual (Zoom)



Who

Canuck Place family members