

A close-up photograph of a smiling man with a full beard and a bald head, holding a baby. The baby is wearing a dark blue jacket with white polka dots and a pink bow in her hair. They are outdoors with trees in the background.

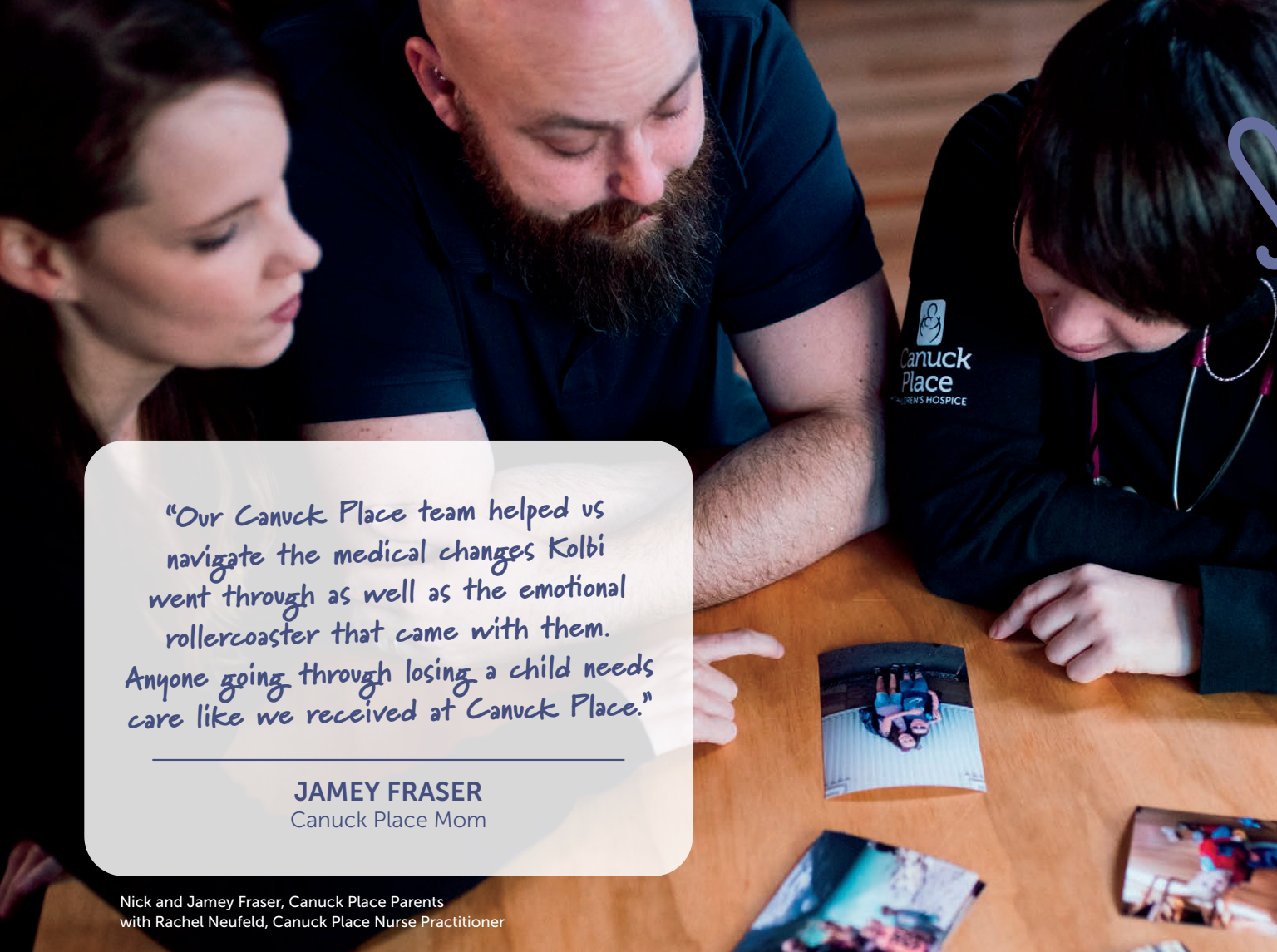
Canuck Place is:

where tender
memories
are made



Canuck
Place
CHILDREN'S HOSPICE

ANNUAL REPORT
2022-23




"Our Canuck Place team helped us navigate the medical changes Kolbi went through as well as the emotional rollercoaster that came with them. Anyone going through losing a child needs care like we received at Canuck Place."

JAMEY FRASER
Canuck Place Mom

Nick and Jamey Fraser, Canuck Place Parents
with Rachel Neufeld, Canuck Place Nurse Practitioner

LAND ACKNOWLEDGEMENT

Canuck Place Children's Hospice acknowledges with gratitude that our work takes place on the traditional and unceded lands of the Coast Salish Peoples, including the territories of the šx^wməθk^wəyəməʔl təməx^w (Musqueam), Skwxwú7mesh-ulh Temíxw (Squamish), səlilwətaʔl təməx^w (Tseil-Waututh) Nations, Stó:lō (Stolo) people, the Semá:th (Sumas) and Mathxwí (Matsqui) First Nations.



Canuck Place is grateful for the generosity of our donors, and government and corporate partners. Together, we help ease the suffering of vulnerable children and families across BC and the Yukon.

A Message from Our

Family Advisory Council Chair

FAMILIES HAVE A POWERFUL VOICE. My husband and I have two daughters, Hazel and Lumina. We cherish our family and love to see our daughters grow, learn, adapt, and flourish. This past year has been difficult as Lumina has struggled with her health. You see, Lumina lives with a complex illness. Our entire family rhythm ebbs and flows with Lumina's current state of health. Canuck Place Children's Hospice supports the care of our daughter, and also cares for our family. This critical and complex care is why I have been part of the Canuck Place Family Advisory Council (FAC). I know there are many families like mine in BC and the Yukon, and I want to ensure they have the care they need now and in the future.



My fellow FAC members are also Canuck Place parents. These parents have valuable lived and living experience caring for a child with a life-threatening illness and bring robust perspectives of their unique journey with their child. The FAC offers guidance to Canuck Place to improve best practices including the quality and safety of care, the development of new policies and services, and enhancing the experiences of all families at Canuck Place.

Thank you to our donor community for making this comprehensive care possible. From my family and all the FAC members, thank you for supporting our voices in the care of our children.

Angela Uncles

FAC Chair

FAMILY ADVISORY COUNCIL

Canuck Place responds to the voices of our patient families, and collaborates on improving care by working directly with families in real time.

Angela Uncles (Chair)

Chris Hall

Kerena Letcher

Pooja Dixit

Teresa Domingo
(Secretary)

Hollie Hall

Marion Fernandez

Riki Lawson

Barbra Mohan

Huamei Kang

Meagan Colenutt

Shawna-Marie Phillips

Joe Goodings

A Message of Thanks from Our

Board Chair and Chief Executive Officer

WE CELEBRATE YOU! Canuck Place exists to care for children with life-threatening illnesses and their families in BC and the Yukon. The support of donors, and corporate and government partners is vital to the delivery of pediatric palliative care. Every dollar that is donated helps Canuck Place care for terminally-ill children, and helps support their families through the toughest of times.

Diagnosis for a child and family is incredibly difficult, and the burden of disease can have a profound impact. On average, a child is on our program for six years and their families a further three years in grief and bereavement care.

At Canuck Place we work daily to ease this burden. Our physicians, nurses, and clinical team are some of the brightest minds in pediatric palliative care managing the most complex illnesses. Canuck Place depends on the community to give seriously-ill children a chance to live life to the fullest, to their individual potential, and with the time they have remaining.

With your support of care for children and families, Canuck Place proudly shares your incredible impact:

- 871** children and families on program, a 5% increase over last year
- 31%** increase in community-based care which includes our 24-Hour Clinical Care Line, in-hospital, in-home, and virtual care
- 63%** increase in family members receiving overnight medical respite care in-hospice (1,143 suite nights for 3,118 family members in our family room accommodations for overnight rest and care)

You make a difference every day by supporting the pioneering complex care and the urgent need for pain and symptom management and end-of-life care. Thank you for investing in interdisciplinary care for children and their families, supporting life-changing research, and cutting-edge virtual care tools.

Exceptional care for children with life-threatening illnesses starts here.



DENISE PRAILL
Chief Executive
Officer



BOB SMART
Board Chair

A Message of Gratitude from Our

Medical Director and Clinical Program Director

At Canuck Place, we are in the service of human beings. We value connection and partnership with children and families and we view this relationship as a powerful instrument of healing in the face of pain and uncertainty.

The goal of the Canuck Place program is to optimize living and reduce suffering for infants, children, and youth aged 0–19 years and their families. Last year we provided an incredible amount of care, supporting families through unimaginable circumstances; 2,320 patient days of care for children and families in our hospices; 3,264 counselling sessions; and a 33% increase in the number of children we supported at end-of-life. Additionally, your gifts supported organizational impacts including:

- Meeting our target of 100% of urgent hospice admissions occurring within 24 hours of identified need.
- Being the first pediatric hospice globally to achieve certification from ChildKind International. ChildKind encourages excellence in pain care by recognizing and supporting healthcare institutions that have developed best practices.

- Hiring of two Family Engagement Advisors to ensure active patient and family engagement, including participation in feedback, patient and family-centred care initiatives, service planning, delivery, and evaluation.
- Leading the inclusion of family members as teachers with four Family Faculty trained to deliver Serious Illness Conversation Guide—Pediatrics® to clinicians globally, continuing Canuck Place’s mandate to share knowledge for the benefit of seriously-ill children everywhere.
- Launching the Family Engagement Coalition (FEC) to give children and families in our care an even more powerful voice through co-creation of improved program services. The FEC includes families, staff, and external health professionals.

Our team is mission-focused to provide interdisciplinary care for children that celebrates their uniqueness, and their lives—whether those lives are measured in hours, days, weeks, or years. We share our gratitude with you for joining our goal to reach every family caring for a child with a life-threatening illness who needs help in BC and the Yukon—so no one walks this journey alone.



HS
DR. HAL SIDEN
MD, MHSc, FRCP
Medical Director



KBoyer
KRISTINA BOYER
RN, MScA
Clinical Program Director



Canuck Place
creates a space
for family voices
to be heard,
valued, and
empowered.

Our Family Journey[®]

Canuck Place care is inclusive

When children with life-threatening illnesses and their families come to Canuck Place, the end of the story is already known, but the journey to get there has yet to be written. With your support, we ensure the rest of that story is the very best it can be.

The Journey Begins: Diagnosis

This journey is one of many. Langley family, the Garrisons: Parents Daniel and Miranda, sibling Gavin (5) and child Tiffany (1) diagnosed with life-threatening illness

Referral to Canuck Place Children's Hospice

In-hospital, and outpatient family consult by Canuck Place clinical team

Inpatient Care

24-Hour Canuck Place clinicians care for over 240 diseases and conditions

Family Counselling

Play therapy, music therapy, and counselling

Urgent Inpatient Admission

Memory-Making Program

Canuck Place Family Journey[®]

Two Provincial Hospices



BC and the Yukon's pediatric palliative care provider to over 871 children and families. Two hospice locations: Vancouver and Abbotsford

Family Team Meeting



Family Needs Assessment and Community Support Plan

24-Hour Inpatient Medical Respite



Tiffany (4) Gavin (8)

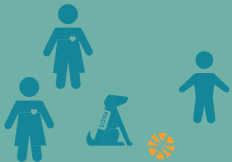
Recreation therapy, counselling, education, and specialized medical care for Tiffany (4)

Recreation Therapy/Camps



Opportunities for family adventures

Family Volunteer Care



Gavin (10) plays with Canuck Place volunteers

Goes Home



Miranda and Daniel are primary caregivers at home

Canuck Place Care at Home



Canuck Place Nurse home visit

Increased Symptoms at Home



Tiffany (7)

Province-wide 24-Hour Clinical Care Line

End-of-Life Care In-home or In-hospice



Spiritual Care



Psychosocial Care




Gavin (12)

One-on-one counselling, bereavement groups for parents, siblings, and grandparents

The Journey of Life Continues



Compassionate community: always a part of the Canuck Place family



Nick Fraser, Canuck Place Dad

Canuck Place dads find strength from broken places

Canuck Place is here to support dads like Nick Fraser through the difficulty of losing their child. Nick recalls when Canuck Place Nurse Practitioner, Rachel, first came to his home to meet his son Kolbi.

“When Rachel arrived, we knew we were in the best possible hands.”

As Kolbi’s condition worsened, it became apparent that the Fraser family wanted to be at home as much as possible for Kolbi’s end-of-life care.

When a child is diagnosed with a progressive, life-threatening condition, Canuck Place nurses provide specialized end-of-life care through the Enhanced Community Care Program. This includes extensive care coordination in-home, in-hospital, and working with healthcare professionals in the community to ensure families receive the right care at the right time. Families and clinicians can also call the 24-Hour Clinical Care Line, where they can speak with our clinical team and ask questions ranging from everyday

care to complex issues surrounding medications, pain and symptom management, and end-of-life support.

Canuck Place helped the Frasers to feel more empowered. During the summer of 2020, they wanted to embark on a cross-Canada road trip, and without Canuck Place, this beautiful family memory would have been much more difficult.


“Rachel made our road trip possible by organizing medication, paperwork, and even showed us how to replace that pesky catheter. She made us feel supported and able to care for Kolbi,” says Nick.

“Everyone going through losing a child needs care like we received at Canuck Place.”



↑ 31%

increase in community-based and in-hospital care



The Halls, Canuck Place Family

Canuck Place helps short lives shine bright

When Chris and Hollie Hall's daughter Lily was 13 years old, she was diagnosed with a rare, malignant brain tumour. After many years of treatment, the Hall family found their way into Canuck Place care when Lily was 16 years old.

Canuck Place supports families in holding hope while facing uncertainty. They help families like the Halls navigate the complexities of grief, while cherishing the precious time they have left together.

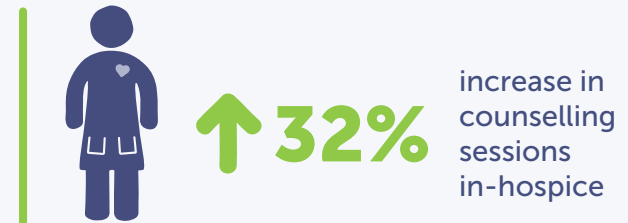
"At first we were not happy to see Canuck Place staff because we knew they were a place where children go to die. It was scary and confusing. We had so much hope that Lily would recover," Hollie explains.

This is a common feeling for families who are introduced to Canuck Place. Coming to terms with the understanding their child's illness is incurable is devastating.

During Lily's diagnosis and after her passing, Canuck Place Counsellor, Andrea Johnson, walked alongside the Hall family, providing a safe space to process their grief.

"Supporting families of children living with life-threatening illnesses requires whole family care and attention to everyone's needs," Andrea explains.

On average, a child is part of the Canuck Place program for six years and their parents and siblings remain on the bereavement program for an additional three years. And when Lily passed away at 19 years old in November of 2020, Canuck Place was there to support their journey of living with loss.





The Angels, Canuck Place Family

Canuck Place gives families the gift of time

The clinical team at Canuck Place supports families and their children with life-threatening illnesses to make the most of the time they have left. At just two weeks old, Alejandro Angel, lovingly known as Alejo, was diagnosed with a rare cancer.

The trajectory of Alejo's cancer was rapid. His life expectancy went from one year to a couple of weeks with one devastating X-ray result. This was when parents Erin and Federico were introduced to Canuck Place.

"We didn't know at that point how important Canuck Place was going to be to us," Erin explains.

The Angel family decided to stay home with Alejo and make precious memories, thanks to the Enhanced Community Care Program. With this program, families receive specialized care from Canuck Place nurse practitioners through home visits.

Canuck Place nurses ensured the Angels were well cared for at home by providing equipment

and medications to keep Alejo comfortable, and the guidance they needed to navigate the final weeks of his life. But most of all, Canuck Place allowed the Angels to feel supported and validated with every decision they made.


"We were tossed into the darkest place possible, and Canuck Place surrounded us like a warm blanket that lifted us up, and helped guide us through the storm," Federico says.

Alejo passed away five short weeks after he came into the world—wrapped in his parent's arms and surrounded by love. His grandparents, aunts, uncles, and godparents came to be by their side—all possible because of Canuck Place's in-home care.



↑ 80%

increase in care provided in-home through the Enhanced Community Care Program



The Ngs, Canuck Place Family

Helping families make precious memories

Canuck Place parents Maggie and Stewart were first introduced to Canuck Place in January 2020, when their son Matthew was diagnosed with Trisomy 18, an incurable genetic disorder.

The Ng family stayed at the hospice for overnight medical respite care, where Matthew received care for pain and symptom management, while his parents and four sisters spent quality time together in one of Canuck Place's family suites, cuddling Matthew and making lasting memories.

To support the Ng family, the recreation therapy team created tangible items of a life lived—foot molds and necklace pendants with Matthew's fingerprint.

"Canuck Place was a heaven-sent sanctuary where my family felt supported and safe to express our love for Matthew," says Maggie.

Recreation therapy is a vital part of Canuck Place care and allows families to live in the moment. Canuck Place recreation therapists facilitate a variety

of activities, in both hospice locations and in cities across the province. Community activities include outings like adaptive kayaking and dragon boat racing, annual provincial activity camps for the entire family, and a summer and winter family festivals.

"My favourite part about this program is that my children get to connect with other siblings who have gone through similar experiences," says Maggie.

Recreation therapy is just one way Canuck Place families can have a sense of normalcy in their lives, enjoy their time together as a family, and empower them to build precious memories and celebrate life.



558 recreation
therapy
sessions

Training and education

When you support care through the Canuck Place program, you make innovation possible. We provide pediatric palliative care for serious medical conditions, including genetic disorders, cancer, prematurity, neurologic disorders, heart and lung conditions, and others. The symptoms of these diseases include pain, shortness of breath, fatigue, constipation, nausea, loss of appetite, difficulty sleeping, anxiety, and depression. We innovate to address these symptoms and help the child and the family improve their quality of life.

Canuck Place has a mandate to share knowledge for the benefit of seriously-ill children everywhere.

We share knowledge of what we have learned from kids and families in BC and the Yukon with clinicians in countries where up to 80% of young people will likely die from a serious illness or cancer. This past year, Canuck Place Registered Nurse, Melanie Hameluck, Canuck Place Nurse Practitioner Camara van Breemen, and Canuck Place Physician, Dr. Natasha Dato, travelled to Nepal and India in partnership with Two Worlds Cancer Collaboration. Canuck Place clinicians provided hands-on mentorship, lectures, and smaller teaching sessions to nurses and doctors on comfort care with oncology patients, symptom management, play therapy during procedures, approach to care and pain relief, assessing/treating pain, comfort holds, non-pharmacological pain relief, and having difficult conversations with children and families using the Canuck Place Serious Illness Guide—Pediatrics®.



Melanie Hameluck, Canuck Place Nurse and Dr. Natasha Dato, Canuck Place Physician with international clinicians and patients





Global recognition for pain management

CHILDKIND INTERNATIONAL CERTIFICATION

Thanks to the support of our donor community, Canuck Place is the first hospice in the world to achieve this designation. ChildKind is a global non-profit composed of internationally recognized experts that foster institutional commitment to pediatric pain care.

"The ChildKind site visit team was extremely impressed with the passionate and compassionate care provided by all staff and volunteers at Canuck Place Children's Hospice," says Dr. Allen Finley, ChildKind International Certification Member. "Pain and comfort care are integrated into a holistic approach to treating the patient and entire family, and the institutional commitment is very strong."

ChildKind certification is based on five principles that organizations whose mission is to improve the quality of pediatric pain care must demonstrate their institution exhibits:

PRINCIPLE 1: An institutional commitment to pain prevention, assessment, and treatment.

PRINCIPLE 2: Ongoing education programs and awareness initiatives on pain for staff, trainees, patients, and any of their caregivers.

PRINCIPLE 3: Use of evidence-informed, developmentally appropriate processes for assessment of acute and chronic pain.

PRINCIPLE 4: Specific evidence informed protocols for pain prevention and treatment including pharmacological, psychological, and physical methods.

PRINCIPLE 5: Regular institutional self-monitoring within the framework of continuous quality improvement.



Serious Illness Conversation Guide—Pediatrics®

There may be nothing more disconcerting for the parents of a terminally-ill child to feel they are being left out of important decisions about their child's care and their own well-being at a very difficult time in their lives. Pediatric clinicians will often simply tell families what's happening to their child and what the care plan will be without providing an opportunity for open, two-way communication. With your support, Canuck Place developed the Serious Illness Conversation Guide—Pediatrics® (SICG-Peds®) to train clinicians in the art of communication. Since 2018, over 700 clinicians have been trained globally on SICG-Peds®—a tool adapted by Canuck Place.

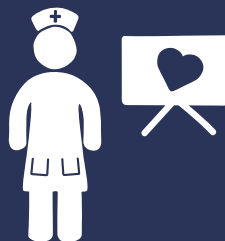
"Complex communication is a skill and a competency that takes time, energy, and investment by the clinician to master," says Camara van Breemen, Nurse Practitioner and Enhanced Community Care Lead.

"We need to know how to communicate, support, and help parents and children make decisions about what is good care and what isn't good care."

As part of the Family Engagement Model, the organization included family members as teachers with four Family Faculty trained to deliver SICG-Peds®. "We wanted participation

by parents who had had a seriously ill child and experienced the death of a child," says Camara. "These are mothers who have had many challenging conversations in healthcare. Having them come on as faculty to give clinicians direct feedback was very powerful." Sarah Ho is one of the four Canuck Place parents. Her son Mitchell died in 2008 when he was just 11 years old. Being part of the training team gives her the opportunity to contribute a personal perspective to the workshops.

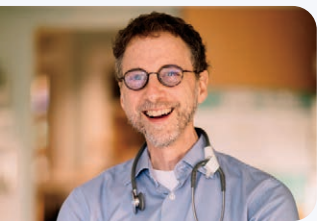
"When someone takes the time to ask what's important to my family, and wants to know a bit more about my son who is nearing the end of his life, all of a sudden that empowers me as a parent to have my voice heard and to speak out about what's important to me," explains Sarah. "It allows us to move forward in less of a stressful crisis management mode and develop a better care plan."



Since 2018, over

700+

clinicians have been trained globally on Canuck Place Serious Illness Conversation Guide—Pediatrics®



Dr. Hal Siden, MD, MHS, FRCP

MEDICAL DIRECTOR
Canuck Place
Children's Hospice

SCIENTIFIC DIRECTOR
Canuck Place
Research Initiative

Canuck Place Research Initiative: pediatric palliative care innovation

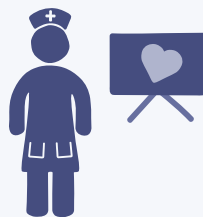
Pediatric palliative care differs from adult care, with different conditions, care, and trajectory. That's why the Canuck Place Research Initiative focuses on longitudinal studies of children with life-threatening illnesses, epidemiology of children

with these conditions, and outcomes of care. It also looks at how pain and symptoms are assessed and managed, and how non-verbal children with neurological impairment experience care.

The Research Initiative is part of a national, interdisciplinary network of clinicians and researchers. Pediatric palliative care has become an innovative field through the leadership of Canuck Place Medical Director, Dr. Hal Siden, the principal investigator of the Siden Lab; BC Children's Health Research program, and Canuck Place. We are grateful to donors, the Canadian Institutes of Health Research, and PedPalAScNet for supporting this research since 2004.

This past year the Research Initiative published over 10 research findings, and engaged in over 25 research projects with the aim to improve the quality of care for children and youth living with life-threatening conditions and their families. As a global leader in pediatric palliative care, the

Canuck Place Research Initiative is positioned to provide leadership in the knowledge dissemination and education of clinicians and researchers to benefit the children and families tragically confronted with fragility, uncertainty, grief, and loss when managing a serious childhood illness.



48

pediatric palliative care presentations by Canuck Place clinical staff for the benefit of seriously ill children everywhere



10

research publications

25

research projects improving the quality of care for children and families



44

clinical trainees, including: medical residents, fellows, student nurses, and Research Initiative trainees

42%

Fraser Health

22%

Vancouver Coastal
Health

14%

Interior Health

13%

Island Health

8%

Northern Health

1%

Yukon/Out of
Province



871
Children
& families
on program

Together, we provide vital pediatric palliative care

MEDICAL RESPITE CARE

When a child is diagnosed with a life-threatening illness, parents and caregivers are faced with intensified 24-hour care. Canuck Place medical respite provides rest and renewal for the whole family, in a safe, loving environment from two provincial locations in Vancouver and Abbotsford. During a respite stay, children receive the complex medical care they need from nurses and physicians on the clinical floor, while their families stay close by in comfortable family suites. Care can include counselling, pain and symptom management, education and art, volunteer support, music, play, and recreation therapy.

END-OF-LIFE CARE

When a child requires end-of-life care, Canuck Place is there with a loving, compassionate environment in-hospice, or within the comforts of the family's home. This experience is supported with the utmost sensitivity and can include clinical, emotional, and spiritual care. Canuck Place families have the full support of the clinical team during this heart-wrenching time. This care is complemented with access to Canuck Place counselling before and after a child has died as the family's journey continues.

PAIN AND SYMPTOM MANAGEMENT

Complex diseases require dynamic, expert clinical care to manage ever-changing symptoms. Managing pain and discomfort is integral to the specialized care that Canuck Place provides. Pain and symptom management care is offered to children in-hospice and also in-home by the Canuck Place clinical team. This highly complex care focuses on the needs of the child and is critical to improving their quality of life.

GRIEF, LOSS, AND BEREAVEMENT COUNSELLING

Grief begins when parents are told their child has a life-threatening illness, which is why counselling is offered to Canuck Place families the moment they join the program. Canuck Place counsellors walk alongside families, offering presence and providing them a safe space to navigate their complex journey of grief by addressing the emotional, spiritual, and psychosocial needs of parents, siblings, grandparents, and caregivers. This specialized care is delivered as individual and group counselling sessions, as well as art, play, and music therapy, before and for years after a child has passed.





Canuck Place
is committed to
financial sustainability,
accountability, and
transparency in how
donor funds are
received, invested,
and directed.

Report from the Finance & Audit Committee

Canuck Place Children's Hospice (CPCH) is grateful to our donors and government partners that make it possible to provide safe, high-quality, and sustainable care for children and families. This care is provided through our programs across the province; in-hospices, in-hospitals, in-homes, and through virtual care delivery. CPCH is committed to accountability and transparency with our donors in how funds are received and invested to ensure seriously ill children and families have a chance to live life to the fullest, to their individual potential, and with the time they have remaining. Through strong financial stewardship and your generosity, the CPCH Society has ended the fiscal year with a surplus of \$561,290.

This surplus will support ongoing growing operational needs and priority projects to improve safety, quality, and care for children and families. In addition to the CPCH Society, the CPCH Foundation was established in 2000 to invest and safeguard funds for the purpose of investing in CPCH operations and to ensure future generations of children living with a huge variety of complex conditions receive the pediatric palliative care they need. Investments in the CPCH Foundation will provide a bridge to any funding gaps and provide stability in the current economic uncertainty.

This fiscal, CPCH secured a significant one-time grant from the Province of BC that will be combined with other designated donations and CPCH Foundation investments to support the Vancouver hospice capital-improvement project. Work and further fundraising will continue in the coming fiscal year and we will engage families, Indigenous and neighbour communities, staff, and volunteers to collaborate on much-needed improvements to the spaces in which we provide care.

Through the generosity of our donors and strong partnership with the provincial government, we will build a sustainable future for CPCH to meet our key priority of improving the care and quality of life for children with life-threatening illnesses and their families.

Please see our full audited financial statements on our website at canuckplace.org



TOM WEBSTER

Treasurer and Finance
& Audit Committee Chair

CANUCK PLACE
BOARD OF DIRECTORS

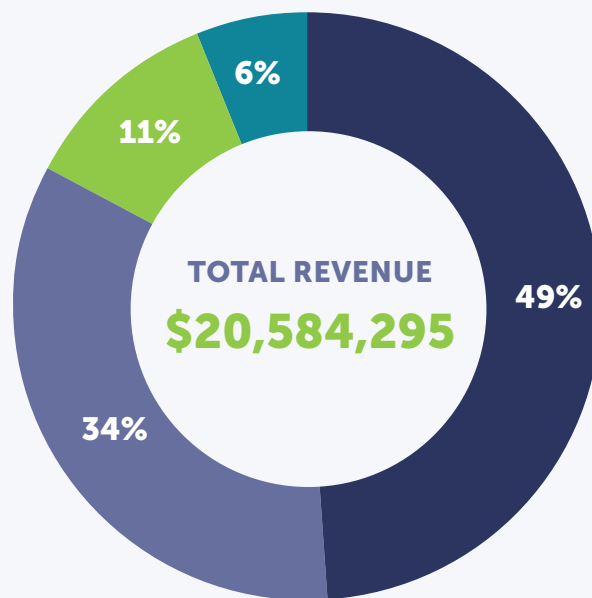
Sources of Funding



The Province of British Columbia, through the Ministry of Health, supports direct patient care at Canuck Place. Canuck Place will continue to raise approximately 60% of annual operating funds required to provide care. This important partnership is key to the delivery of patient care.




Our key friends and supporters at the Canucks for Kids Fund (CFKF) have granted vital funds for over 29 years. In addition to an annual grant, CFKF provides hope and inspiration through player and mascot Fin visits to the children in care, tickets to Abbotsford Canucks and Vancouver Canucks events for families, and volunteer hours from dedicated staff, Canucks Alumni, and management. Canuck Place is grateful for this committed partnership.



- Donations and fundraising
- Province of BC—Direct Patient Care
- Canuck Place Children's Hospice Foundation*
- Province of BC—One-Time Grant

*Funds received from the foundation include legacy gifts, raffles, and investment income.



"There is no bigger pain than to see your child suffer. As a father looking at your son looking at his son dying—it's like a hot iron in your heart. Canuck Place helped each one of us grieve in our own way. Just the care and love with which they approached us was incredible."

FEDERICO ANGEL SR.
Canuck Place Grandfather

Canuck Place Investment Priorities

CANUCK PLACE IS FOCUSED ON CONTINUITY AND SUSTAINABILITY OF CARE FOR SERIOUSLY-ILL CHILDREN AND THEIR FAMILIES.



ROOM TO GROW

There are urgent capital improvements required to continue to provide critical services for children and families. The Vancouver hospice has not had any major renovations since we opened the doors in 1995. We will begin partner engagement to develop plans to improve ventilation systems, complete structural repairs, improve accessibility to ensure an inclusive environment, and add additional spaces to provide virtual care for children and families as well as administrative and other support functions.



UNLOCKING THE FULL POTENTIAL OF PEDIATRIC PALLIATIVE CARE

Canuck Place is committed to improving, recognizing, and actioning patient/family partner participation and engagement at all levels of the organization, and is investing in a comprehensive Family Engagement Model.

The Serious Illness Conversation Guide—Pediatrics[®], adapted, developed, and trained by Canuck Place clinicians, is a groundbreaking clinical tool improving care provincially, nationally, and globally.

The Canuck Place Research Initiative conducts research projects, implements results, translates, and shares knowledge to improve the quality of care for children, youth, and their families living with life-threatening conditions.



CARE FOR THE FUTURE—THE GIFT OF TOMORROW

Patient safety and quality improvement are paramount at Canuck Place and the implementation of an Electronic Health Record system is underway to meet the needs of clinicians and children and families on program.

This new system will ensure seamless communication and foster continuity of care. Virtual care is increasing. Canuck Place clinicians are providing care coordination, advance care planning, and complex care consultations in-home and in-hospital. We continue to invest in virtual care to offer more effective and responsive means of care for vulnerable children.

Recruitment continues to be challenging in the healthcare sector and Canuck Place is investing in current team programs and future models of attraction with a commitment to building a diverse and inclusive workforce.

Clinical effectiveness improvements include increasing care to families who may not want to use in-hospice care, engaging with families to better understand their needs, and optimizing bereavement services across the province.

Investments in Care for Children and Families

The work of our teams includes the following:

Clinical Care, Nursing, and Physicians

- Clinical, nursing, and physician care
- Medical respite care
- Pain and symptom management
- Medicine, medical supplies, and pediatric medical equipment
- Individualized family care plans
- Enhanced Community Care Program
- 24-Hour Clinical Care Line available province-wide

Counselling

- Grief, loss, and bereavement counselling
- Spiritual care
- Social work
- School program
- Music and play therapy
- Virtual care technology

Recreation Therapy

- Full-time recreation therapy
- Exciting age-appropriate excursions for children on the program, bereaved families, and siblings
- Equipped and accessible vehicles to transport children in wheelchairs
- Excellent on-site play and recreation facilities
- Snoezelen multi-sensory room
- Virtual Care Technology

Food Services and Housekeeping

- Provide healthy, nutritious meals twice a day, 365 days a year, and ensure dietary needs are met for children and families staying in-hospice
- Ensure the hygienic needs of children and families are met with infection control measures
- Provide additional comfort and support to family members throughout their stay

Facilities and Garden

- Provide a home-like comfortable environment tailored to the needs of the program
- Fully wheelchair accessible
- Maintenance of gardens to provide a peaceful place during times of upheaval and great uncertainty

Volunteer Services

Training, management, and support of the following volunteer roles:

- Family volunteer
- Garden volunteer
- Housekeeping volunteer
- Kitchen volunteer
- Maintenance volunteer
- Reception volunteer
- Special event volunteer
- Volunteer driver



Over

65%

of funds raised are invested in care for children and families



Your dedication
makes a
difference in the
lives of children
and families.



Pro wrestler helps provide heart-centred care

L to R: Jasmit Phulka, Canadian National Wrestling Team; Tracie Seeley, Canuck Place Partnerships Officer; Gurbaj Gill, Realtor, GG Realty

Canadian Olympic wrestler Jasmit Singh Phulka was introduced to Canuck Place through his fiancé, Navjit Kaur Moore, when Jasmit was looking for a way to give back to his community.

Starting as a volunteer in 2019, Jasmit immediately became connected to Canuck Place. “Through my time as a volunteer I saw the dedication and focus on compassion, support, and creating lasting memories for children and families. That is what inspires me most about Canuck Place,” Jasmit explains.

In 2021, Jasmit held his first holiday toy drive alongside partners, Gurbaj Gill and Rajin Gill. This toy drive continues to run annually and this past year, Jasmit and his team raised over \$30,000 for Canuck Place! Jasmit has pledged \$100,000 to the Canuck Place program. Our heart-centred care is made possible with partners like Jasmit who volunteer and fundraise with incredible energy.

FirstService staff give back

L to R: Chris Churchill, President, FirstService Residential and Linh Doyle, Regional Director, FirstService Residential

For more than eight years, FirstService has provided support to Canuck Place through their property management company FirstService Residential, with annual holiday giving initiatives and an employee giving program.

FirstService leaders and staff are incredibly passionate about helping provide care at Canuck Place.

“For us, our passion in enhancing lives extends beyond the residents of the properties we manage,” says Chris Churchill, President of FirstService Residential. “It extends to the larger community that we serve, and Canuck Place is a big part of that community. They bring hope and precious moments of happiness to families going through challenging times. We are proud and honoured to support such a noble cause.”

Thanks to donors like FirstService, we can continue to walk alongside families during unimaginable times.



Cars and Hoops for Canuck Place

Jonathan Hu and Franco Ng, founders of the Cars and Hoops Foundation, and their incredible team

Jonathan Hu and Franco Ng are the founders of the Cars and Hoops Foundation, a non-profit organization that hosts tournaments and inclusive community events, raising funds for Canuck Place.

In July 2022, they hosted their inaugural Cars and Hoops Charity Festival, which included a car show and college basketball tournament, raising \$30,000 for children facing life-threatening illnesses.

“Giving to Canuck Place reminds us to cherish every moment of our lives and appreciate those around us,” says Jonathan. “Through giving we are more aware of our personal blessings and are able to make a child and their family’s lives a little better,” says Franco.



Classic & Contemporary Car Invitational

The incredibly dedicated Classic & Contemporary Car Invitational Committee

Monica Soprovich, a well-known realtor based in West Vancouver, is highly engaged in philanthropic endeavours, and supports numerous charities throughout Metro Vancouver.

As the inaugural committee member of the annual Classic & Contemporary Car Invitational, Monica played a pivotal role in assembling the committee and curating a generous and committed guest list for the event. The 2022 Classic & Contemporary Car Invitational raised over \$900,000 to support Canuck Place.

Monica’s enthusiastic networking and unwavering commitment to effecting positive change were instrumental in ensuring the event’s success. She remains actively involved in the planning for the 2023 annual event. Thank you, Monica, for your generous heart.



Canuck Place giving starts young

Phoenix Malin and his mom Elizabeth Malin, Canuck Place Courage Builder Monthly Donors

Teacher Librarian, Elizabeth Malin, and her nine-year-old son, Phoenix, have been Canuck Place Courage Builder Monthly Donors since the summer of 2022.

Every month, Phoenix receives an allowance from his mom, and as part of his monthly allowance, he chooses to donate \$5 to Canuck Place. His mom shares that he especially loves being able to support programs like recreation therapy and music therapy.

“Giving to Canuck Place is important to us because we want to be able to help others who need it, even if it is in some small way,” says the mom and son team.

The monthly donations from Canuck Place Courage Builders, like Phoenix, help children and families make lasting memories together. Thank you, Phoenix, for demonstrating that giving back can start at any age.



The power of your Will

Steve Butt, Legacy Donor

Steve Butt has been a proud and longtime supporter of Canuck Place care. While supporting Canuck Place in small ways over the years, he decided to make a larger gift during his lifetime. Now, with a dedicated gift in his Will, Steve is leaving a lasting and meaningful legacy that will help ensure that no moment is missed.

“A gift in my Will costs me nothing now but helps make sure that every aspect of this compassionate care will be there for tomorrow’s children and families—when and where they need it,” Steve says.

Thank you, Steve, for leaving a lasting legacy in support of Canuck Place!



Generosity keeps Canuck Place going

The Dhillon family, Canuck Place Donors

In 2022, The Dhillon family generously donated \$100,000 to Canuck Place. As first time donors to a capital project, their designated gift covered the cost of replacing the boiler at Canuck Place Vancouver—Glen Brae Manor, as well as contributing to the cost of a Canuck Place vehicle.

The Dhillons were inspired by Canuck Place's mission to support children and their families across the province and take comfort in knowing that Canuck Place cares for families in every way possible during a time of great uncertainty.

"The work done at Canuck Place is vitally important. From the heartbreaking diagnosis to a child's final days, knowing that the caring staff at Canuck Place focuses on celebrating life, ensures that for those left behind the memories are special," shares the Dhillon family.

We are so grateful for generous donors like the Dhillons.



Helping provide complex pediatric palliative care

L to R: Mayte Ramirez, Anna Du Bois, Claudine Bananal, Kandys Merola, Tiffany Le, Isha Rivero

TB Vets Charitable Foundation has been a generous donor since 2018. They have contributed more than \$15,000 and support Canuck Place by purchasing medical equipment for children with complex illnesses. Most recently, they purchased two Pulmo-Aid Compressors, six pump suction, six carry bags, and four Tru-Fit Over Bed tables.

Kandys Merola, Chief Executive Officer of TB Vets Charitable Foundation explains, "We are passionate about partnering with like-minded organizations like Canuck Place who are empathetic and care for children and families facing life-threatening illnesses."

With committed partners like TB Vets, we are able to provide medically complex care across BC and the Yukon.



Where hope blooms

Stephanie Hill-Davie, Canuck Place Mom

Canuck Place mom Stephanie Hill-Davie helps hope bloom at Canuck Place.

Stephanie and her family were introduced to Canuck Place when her son Owen was six years old after being diagnosed with a single gene defect affecting multiple organs.

“It felt like the room was filled with support that was ready, willing, and able, to lift some of the weight we carried,” Stephanie explains.

Every year Stephanie organizes a sunflower fundraiser, selling seeds and fresh flowers on her farm, Central Canal Farms. This past year, the Hill-Davie family and their army of volunteers raised \$22,000 in honour of her son.

Owen passed away on the Canuck Place program in 2022. The Hill-Davie family keeps Owen’s spirit alive through beautiful, fresh flowers and fundraising for Canuck Place.



Running and rolling in the BMO Vancouver Marathon

L to R: Aubrey Delima and Cherie Ehlert, Canuck Place Moms; Izzy the wonder dog; and Charlie-Anne Cox, Canuck Place Teen

On May 7, 2023, team Charlie’s Angels Joy Runners ran and rolled 21km in the BMO Vancouver Marathon to raise funds for Canuck Place. Thirteen-year-old Charlie-Anne has been on the Canuck Place program since she was nine months old. She has Spinal Muscular Atrophy (SMA) type 1, a genetic condition that causes muscle weakness and atrophy, affecting her breathing and swallowing.

Together, this team helped raise a record-breaking \$64,342.48 for Canuck Place.

Canuck Place mom, Aubrey Delima joined the Charlie’s Angels team this year, and challenged herself to run the full marathon for her daughter Lauren. Lauren passed away on the Canuck Place program in 2010, and Aubrey continues to honour her memory in this special way.

We are so proud of this incredible team and the funds they have raised to support Canuck Place children and families.



Gift of Time Co-Chairs help support a record-breaking gala

L to R: Gift of Time gala presented by Nicola Wealth was chaired by Lucy Greer, Heather Finlayson, and Robyn Lalani

Hosted at the Parq Vancouver on October 29, 2022, the 18th annual Gift of Time Gala presented by Nicola Wealth, raised over \$1.78 million to support Canuck Place care. Global BC's Sonia Sunger emceed, and Fred Lee took the generous crowd through a lively auction and Fund-a-Need drive.

Funds raised at the gala support Canuck Place families like the Angels. They shared the story of their son Alejo, who passed away at home with Canuck Place support.

"Canuck Place floated into our lives like a summer wind, warm and comforting," explains the Angels.

Gala Co-Chairs Heather Finlayson, Lucy Greer, and Robyn Lalani provided exemplary leadership to the passionate and dedicated volunteer committee resulting in a record-breaking year of fundraising. Canuck Place is deeply grateful to Heather, Lucy, and Robyn for dedicating a combined 10+ years to the Gift of Time Committee.



The Citrine Foundation of Canada supports heart-centred care

L to R: Caitlin Jung, Canuck Place Director of Philanthropy and Corporate Partnerships; JoAnne Korten, President & CEO, Citrine Foundation of Canada; and Denise Prall, Canuck Place CEO

The Citrine Foundation of Canada has supported Canuck Place through the Connectors Program and Gift of Time Gala sponsorship since 2020. To date, they have generously donated more than \$472,500 to support Canuck Place care.

"Knowing that our funds are supporting everything a family needs to have time together is the most rewarding feeling, and we are so happy to be able to make an impact," says JoAnne Korten, President & Chief Executive Officer, Citrine Foundation of Canada.

Facing the loss of a child is unthinkable for most of us, but Canuck Place is there for families who need them every step of the way.

Thank you to the Citrine Foundation of Canada for your continued support and for your inspired philanthropy.



Giving the gift of love

L to R: Gift of Love presented by MNP committee chairs, Aprille Ferrario, Gift of Love gala MC Riaz Meghji, Suzanne Adams, and Denise DeJong

Hosted at the Abbotsford Centre on February 25, 2023, the 9th annual Gift of Love Gala presented by MNP raised more than \$632,000 to support Canuck Place care. *Every Conversation Counts* author Riaz Meghji returned to emcee the event that welcomed people back to an in-person format for the first time since 2020.

The Gift of Love Gala saw exceptional leadership from its Co-Chairs, Suzanne Adams, Denise de Jonge, and Aprille Ferrario, who led a committed and enthusiastic volunteer committee to achieve a remarkable year of fundraising.

Canuck Place is immensely thankful for the dedication of Suzanne, Denise, and Aprille, who have collectively given over 20 years of their time and effort to the Gift of Love Committee. Their inquisitive and imaginative approach has inspired us and the community, and their tenacity has been a driving force behind the success of this event.

Columbia Cabinets cares for Canuck Place

L to R: Mark Loewen, National Sales and Marketing Manager and his wife Jess

Columbia Cabinets has been supporting Canuck Place since 2017 and have generously donated \$95,600 through sponsorship of the Gift of Love Gala.

Columbia Cabinets sees its role in the community as more than just an employer and a manufacturer of cabinets. For their organization, giving to Canuck Place is an important part of being involved in the local community.

"Supporting Canuck Place is an easy decision for us as their values of giving back to their community strongly align with our values," explains Mark Loewen, National Sales and Marketing Manager.

"Canuck Place embodies a holistic approach to care that deeply impacts the community, and in turn, the community strongly supports Canuck Place."

Thank you Columbia Cabinets for your commitment to children and families who need it most.



BC Dairy helps fill the Canuck Place cookie jar!

L to R: William Archambault, Canuck Place Sibling, and Roxy Barbieri, Canuck Place Chef

BC Dairy is a longtime supporter of Canuck Place and is the presenting sponsor for the annual fundraiser Milk & Cookies for Canuck Place. BC Dairy plays an integral role in helping Canuck Place provide nourishing and delicious meals for families staying in our hospices.

“As dairy farmers, we are inspired and motivated by the incredible work Canuck Place does to support families when they need it,” says Holger Schwichtenberg, Chair of BC Dairy. “Canuck Place demonstrates every day what it means to be part of a community—being there for each other.”

With the support of BC Dairy, Milk & Cookies for Canuck Place raised over \$46,000. At Canuck Place our team ensures the cookie jar is always filled in our kitchens. It is a symbol for families facing uncertainty that Canuck Place will be there. Thank you, BC Dairy, for keeping the cookie jar full for families.



Odds are you'll help children and families in need

Sydney Moses, Canuck Place 50/50 winner



A huge thanks to all of the generous donors who supported three Canuck Place 50/50 raffles in 2022–23 to raise an incredible \$1,201,115, with over \$600,000 provided for care at Canuck Place.

In spring 2022, winner Sydney Moses took home a \$206,960 prize, and the other half went to support Canuck Place children and families.

“I’m just so glad the other half of the funds raised goes to an organization like Canuck Place,” says Sydney. “It’s like all of BC is coming together to support care for these children and families!”



We love how you give...



10,327

Generous donors providing support for care at Canuck Place



3,135

Courage Builder Monthly Donors



51,771

Gifts from donors to provide care for children and families



945

Generous corporate donors



Darby Skibington, Canuck Place Child and Chris Skibington, Canuck Place Dad

Building accessible and inclusive recreation therapy

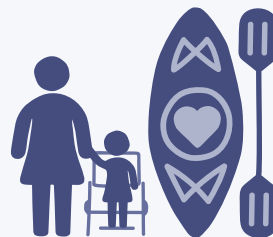
Canuck Place recreation therapists facilitate a variety of activities throughout the year, in both hospice locations, and across the province. Activities include adaptive kayaking and parasailing, outings in specially-equipped vehicles, and annual provincial activity camps and events for the entire family. In 2022–23 alone, there were 558 recreation therapy sessions for 2,676 children and families.

Canuck Place family, the Skibingtons, live in Kelowna and navigate many obstacles in their day-to-day lives. Recreation is one of the activities that brings their family joy.

Chris and Tyra were first introduced to Canuck Place early on in their daughter Darby's life. Darby, who is now 16, was born with a rare chromosomal abnormality, diagnosed as Pallister Killian Syndrome. Her cognition is that of a newborn and she requires 24/7 care. She

is deaf, blind, and non-verbal; however, she communicates with smiles, laughs, cries, and other noises—'Darbanese' as Chris and Tyra lovingly explain.

"When I think about all the things Canuck Place has done for us, recreation stands out because we have pictures, we have moments. They're not reminders of how sick Darby is, or how sick she could be, or how short her life might be...recreation reminds us that we had fun today," says Tyra.



2,676
children and
families participated
in recreation
therapy activities

Volunteering at Canuck Place

Big, beautiful hearts and helping hands

OUR VOLUNTEERS MAKE OUR CARE POSSIBLE

Longtime volunteer, Amrit Maharaj, has been an integral part of Canuck Place since 2004. He has contributed over 2,700 hours of service through supporting as a family volunteer, at kids camp, at the Gift of Time Gala, partner events like the YVR for Kids Gala, Canucks for Kids Fund Telethon, and Corporate Days of Service.

Amrit's dedication and commitment to volunteering make a significant impact on the care we provide children and families at Canuck Place. Amrit always comes to us with a positive attitude and is willing to support our teams in whatever capacity is needed. We are beyond grateful for his generosity in giving Canuck Place his time and skills. In addition, this past year, Amrit was honoured at a Vancouver Canucks game as a Community Hero!

Thank you, Amrit, for your unwavering commitment to our children and families.



285 volunteers
contributed

10,105
hours



Amy Wightman, Canuck Place Recreation Therapist and
Amrit Maharaj, Canuck Place Volunteer



L to R: Brenda Dewar, Canuck Place Nurse; PADS Accredited Facility Dog Gaia; and Canuck Place Nurse Practitioner, Camara van Breemen.

24 years of Compassionate Care

Canuck Place Nurse, Brenda Dewar, leaves a legacy

Canuck Place nurses are highly-trained, specialized professionals who walk alongside children with life-threatening illnesses and their families. Guided by a family's unique needs, the subtle and intuitive work of a Canuck Place nurse has a profound impact.

Nursing Manager, Brenda Dewar has dedicated 24 years to this important work. Her compassionate care during times of high vulnerability, helps create a healing environment where families are accepted, empowered, and treated with dignity and respect.

When asked to describe her nursing team in one word—dedication, emerges clearly. “Everyone works so hard to make a difference in the lives

of children and families on the Canuck Place program,” explains Brenda.

Caring for children with complex medical needs can be challenging and unpredictable. Canuck Place nurses like Brenda embrace this uncertainty and lead with a gentle therapeutic approach that respects the uniqueness of every family's situation.

This year, Brenda is retiring. Her nurturing presence at the hospice will certainly be missed. The compassionate, intuitive, and devoted care that Brenda has provided in her 24 years of exceptional care, has made a world of difference for children and families who need it the most. We know we join all of our supporters in wishing Brenda deep gratitude for her years of service.

Our Commitment to Respect, Honesty, and Integrity

Leadership and Governance:

As a globally recognized and well-respected organization, Canuck Place Children's Hospice (CPCH) is committed to sound leadership and governance. Our volunteer Board of Directors are dedicated to our vision:

All newborns, children, youth, and their families living with progressive, life-threatening conditions will benefit from our compassion, knowledge, and holistic clinical practices in pediatric palliative care.

CPCH SOCIETY BOARD OF DIRECTORS

Bob Smart
(Chair)

Tom Webster
(Treasurer)

Jill Donaldson

Suzanne Steenburgh
(Vice Chair)

Barbra Mohan

John DeLucchi

Teresa Budd
(2nd Vice Chair
& Secretary)

Barry Macdonald

Markus T. Delves

Dr. Douglas Cochrane

Robert Coard

Dr. Jennifer Baumbusch

CPCH FOUNDATION

Bob Smart (Chair)

Suzanne Steenburgh (Vice Chair)

Teresa Budd (Secretary)

Tom Webster (Treasurer)

Dr. Douglas Cochrane

FAMILY ENGAGEMENT COALITION

CPCH launched the Family Engagement Coalition (FEC) to support best practices and create a structure for patients and families to engage and inform the program development of pediatric palliative care. Canuck Place is committed to improve, recognize, and action patient-partner co-creation at all levels of the organization for quality improvement and patient experience. The FEC includes families, staff, and external health professionals.

Andrea Johnson

Diana Salcedo

Karen

Lisa Pratt

Pooja Dixit

Anne Belanger

Jennifer Polci

Kooymangauthier

Marie-Claude Gregoire

Stephanie Fowler

Ashley Wilson

Jessica Tremblay

Kristina Boyer

Michelle Gardiner

Susan Poitras

Bev Pomeroy

Jill Robinson-Treschow

Laesa Kim

Nadine Lusney

Teresa Domingo

Chantelle Bowles

Joel Dauphinais

Lanette Vawter

Nick Bonnesen

We take complaints seriously and welcome feedback so we can continuously grow, learn, and improve. Get in contact with us at hello@canuckplace.org and let us know how we are doing.



\$46,724

raised by young philanthropists to support children with life-threatening illnesses



Your support inspires Canuck Place to be a better organization

With your support, Canuck Place is a place of choice to work, connect, and collaborate. Canuck Place is recognized for a commitment to fostering a culture that acknowledges and celebrates diversity, inclusion, equity, and belonging. We are pleased to share the following recognition and awards with our donors and community partners:



HIGH PERFORMANCE LEADER AWARD

Supporting Lines Institute

2020, 2021, 2022



CANADIAN COMPASSIONATE COMPANY CERTIFICATION

Certified by Canadian Hospice Palliative Care Association (CHPCA)

2022



HR INNOVATIVE TEAMS

Human Resources Director

2023



BEST NONPROFIT EMPLOYER

Workplace Mental Health (20+ Staff)—Finalist, Charity Village

2022



BEST NONPROFIT EMPLOYER

Diversity and Inclusion (20+ Staff)—Finalist, Charity Village

2022



LEADING DIVERSITY AND INCLUSION EMPLOYER

Awarded by Canadian HR Reporter

2022

CANUCK PLACE FOR ALL

AT CANUCK PLACE WE UNDERSTAND THAT UNIQUENESS IS POWERFUL. WE HOLD EACH OTHER ACCOUNTABLE FOR AN INCLUSIVE ENVIRONMENT WHERE EMPLOYEES FEEL EMPOWERED TO SHARE THEIR EXPERIENCES AND IDEAS AND KNOW THAT THEY BELONG. WE BELIEVE DIVERSITY DRIVES INNOVATION AND THE BEST PEDIATRIC PALLIATIVE CARE FOR CHILDREN AND THEIR FAMILIES, THEREFORE, WE WELCOME THAT EVERY PERSON BRINGS AN INDIVIDUAL PERSPECTIVE AND EXPERIENCE TO ADVANCE OUR MISSION. AT CANUCK PLACE, WE HAVE MORE WORK TO DO TO ADVANCE DIVERSITY AND INCLUSION, AND WE ARE BUILDING A CULTURE WHERE DIFFERENCE IS VALUED. WE HAVE A COMMITMENT TO INCLUSION ACROSS GENDER IDENTITY OR EXPRESSION, SEXUAL ORIENTATION, RELIGION, ETHNICITY, AGE, NEURODIVERSITY, AND DISABILITY STATUS, TO ENSURE OUR TEAM MEMBERS ARE EMPOWERED TO BRING THEIR FULL, AUTHENTIC SELVES TO WORK.



Canuck Place is:

where hope and
heartbreak live
together

canuckplace.org