



Message from FAC Chair

Dear Canuck Place Families,

I hope this note finds you and your families as well as can be and anticipating summer. I'm excited to see many of you at the Family BBQ in June! This will be my last note as chair as my term as Chair of the FAC is ending. I will remain on the FAC as member for my final year. It has been a wonderful three years as chair.

We will be voting in a new chair and will share in the fall who will take the leadership role for FAC. These last few months the FAC have been supporting CPCH's preparation for Accreditation Canada – it is always an opportunity provide feedback, leadership, and improve quality of care.

We are thankful for all the new FAC members on the council and their guidance to enrich the care Canuck Place kids and families are receiving. Special thanks to the Canuck Place Family Engagement Advisors who initiated virtual family peer group sessions, as a result of feedback from the FAC.

It has been an honour to serve and support Canuck Place and children and families in care. Thank you for your trust and support.

All my best, Angela Uncles, FAC Chair (2022-2024)

FAMILY ADVISORY COUNCIL MEMBERS

Angela Uncles (Chair) | Teresa Domingo (Secretary) | Meagan Colenutt | Kerena Letcher | Riki Lawson | Barbra Mohan (BoD Representative) | Chris and Holly Hall | Marion Fernandez | Pooja Dixit | Joe Goodings | Huamei Kang | Grace Hobby

MESSAGE FROM THE BOARD

Hello Canuck Place families.

For those of you that are new to the program, I have been serving as the Family Advisory Committee (FAC) Liaison to the Board, after having been an FAC member from 2015-2021. My role on the Board is to provide a perspective of families. I also serve on the Quality and Governance Committees of the Board.

In March this year, the Canuck Place Board of Directors approved the strategic priorities for the 2024-25 fiscal year:

1. Commitment to Quality & Safety Improvement and Continuous Learning
2. Attract and Retain the Right People
3. Advance Knowledge Initiatives

4. Secure/Ensure Funding to Support Operations
5. Define the Population of Children and Families We Serve, Confirm Mission Vision and Values, Confirm Model of Care, and Define Canuck Place's Role in the Healthcare System

Being involved in the FAC and the Board to help improve care for children and families continues to be an important way for me to bring meaning to our own family experience

Sincerely,
Barbra Mohan, CPCH Board
Member and
FAC Liaison



Barbra Mohan,
FAC Liaison



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 ṣx^wməθk^wəy̓əmaʔl̓ təməx^w (Musqueam), Skwxwú7mesh-ulh Temíxw (Squamish), səl̓ilwətaʔl̓ təməx^w (Tsleil-Waututh) Nations, Stó:lō (Stolo) people, the Semá:th (Sumas), and Mathxwí (Matsqui) First Nations. Our program spans the province of BC and occupies the lands and territories of BC's Indigenous peoples. As a health care organization, we recognize that there is systemic racism within and throughout health care, and that we have the responsibility and power at Canuck Place to create culturally safe and appropriate environments of care.

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.



Dear Families,

I am thrilled to welcome you to the spring 2024 newsletter. We are thinking of all our families and where they are in Canuck Place care.

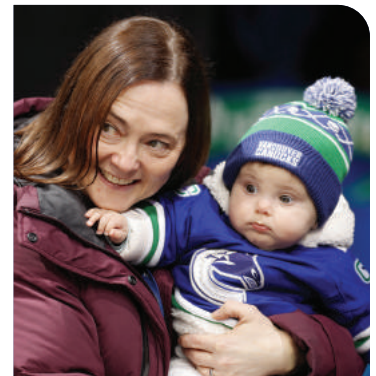
Your journeys inspire the clinical care at Canuck Place. Since our last newsletter, many of our families attended the Winter Family Festival, Spring Camp, and Remembering our Children. Our team and Board are busy preparing for Accreditation Canada. We are happy to announce that we have extended the lease of Glen Brae – our Vancouver hospice for 50 years with the City of Vancouver. Additionally, we have hired a new position, Director of Family Support Services to improve care for our children and families. We are grateful for your perspective as we continue to provide complex care to children and families.

Sincerely, Denise Prail, CEO, Canuck Place

EVERY MOMENT MATTERS

Family Skate with Canucks

On February 14, generous friends at the Canucks for Kids Fund and the Vancouver Canucks (including mascot Fin), invited Canuck Place children and families to skate at Rogers Arena. This fun annual event is made possible thanks to the Canuck Place recreation therapy team who work so hard to create special memories for children and families.



Canuck Place children, families, and staff enjoying skating at Rogers Arena



A sibling Voice – Grace Hobby

We sat down with Grace Hobby, FAC member and Canuck Place sibling to find out more about her interest in joining the FAC.

How did you get involved with the FAC?

"Initially, the thought of applying to the FAC was something I was scared of. Isn't FAC only for parents? What would a sibling like me have to contribute? For context, I'm a 22 year old undergraduate student, often accompanied by a bad case of imposter syndrome. So I thought about it some more, and the more I did this, the more confident I became in the perspective I held. Every perspective is important, and just because you are young doesn't mean you shouldn't have a voice."

Tell me a little bit about your family connection to CPCH?

"My family has been involved with Canuck Place for 14 years now, since my younger sister, Mercy, was two years old. Mercy is complex. She is stubborn and hilarious and loving, and brings people together like no one else can, but she also struggles. This world oftentimes will not accommodate her, and life for her and our family has been far from easy. Canuck Place has played such a major role in creating a place for her to thrive, and letting her have the childhood that all kids deserve.

"But Canuck Place did more than just create a space for Mercy, they created a home for my whole family. We could be together without stress, and my brother and I were allowed to just be kids (plus my parents could get some well needed rest!). We would attend the hospice 2 - 3 times a year, staying for about a week each time. These

are some of the happiest times I can remember of my family. I truly felt at home at Glen Brae.

Mercy is 16 now, and is still on program. Just this past month upon arrival at Canuck Place, Mercy ran down the hall to the nurses station, to give a huge hug to one of her favourite nurses, with an absolutely beaming smile on her face. So yes, Canuck Place is still actively supporting us all, and though my family has changed, they continue to make life so so rich for all of us."

What have you found to be most rewarding being a part of the FAC?

"Hands down, it is the overwhelmingly welcoming and supportive Canuck Place community. The members of FAC, and the Canuck Place staff who are involved are incredible. Their stories, experience, kindness, and dedication to continuously making Canuck Place better is constantly blowing my mind. I come out of every meeting thinking to myself 'Wow, I just learned so much'. I think it is especially amazing to see people who have had wildly different experiences at Canuck Place, all come together with a desire to make CPCH services even better. Everyone on the council has a completely different perspective than I do, but that is what makes the team so great.

"I think what I am most excited by is getting to provide my totally unique and personal perspective to the team. Being the first sibling on FAC is a privilege, and gives me the opportunity to make CPCH care even more attuned to the entire family's needs."

Why do you think the sibling perspective and experience is important to the FAC and giving guidance to CPCH in programs and care?

"Canuck Place provides care for the whole family. That is one of the integral parts of the organization, and with that, sibling voices and experiences are needed as well.

"The sibling experience with Canuck Place is unique, and the supports needed for siblings are different from the supports needed for parents and other family members. There are services and activities we may benefit from that are completely different from the rest of our family members. Growing up, I needed opportunities to play, learn, and explore the world, and Canuck Place provided that for me in various ways. Through group outings, school in the school room, counselling, and endless games with the volunteers, I was really given an opportunity to grow.

"It is really exciting to be the first sibling member of FAC because I can advocate for the best care for other siblings who may be growing up similar to the way I did. Sometimes when I have been staying in hospice more recently, I'll see young kids – other siblings – running through the halls playing with the volunteers, and I'll think to myself, 'How can I make their experience the best possible?'

"I think it is important to care for siblings as individuals, with unique experiences from those of their parents. So far on FAC, my ideas have really been valued and heard and will hopefully have positive impacts on the sibling experience on the Canuck Place program."



Remembering our Children

On Saturday, February 3, Canuck Place hosted the annual Remembering our Children Memorial Service at VanDusen Gardens and Glen Brae House. This year, Canuck Place supported 38 families in remembering and honouring their beloved children.

The counselling team is incredibly grateful for the interdisciplinary support and teamwork that went into creating this beautiful and meaningful service for the families we serve. The facilities team ensured the garden was magical and the recreation therapy team created a Lantern Walk. This is a wonderful opportunity for families to gather over comfort food, and to reflect quietly with their child's lantern. We witnessed lots of laughter and many tears. We also celebrate our kitchen team who made the mac and cheese! The chili! The APPLE CRUMBLE!!! And those cookies.... !

Thank you also to the volunteers who make the day possible.



The Van Oosteroms



The Van Oosterom's,
Canuck Place Family

For parents, the news that your baby's life could be shorter than expected can be hard to come to terms with

This was the case for Derek and Rebecca Van Oosterom when their son Ethan was diagnosed with an extremely rare chromosomal disorder. Wanting to hold on to Ethan for as long as possible, the introduction to Canuck Place and the decision to move him to comfort care was difficult, knowing that meant his time with them would be shorter than they hoped.

Derek, Rebecca and their two daughters arrived at Canuck Place, and were able to spend quality time together as a family while the Canuck Place team supported Ethan's medical needs. While their stay at Canuck Place was short,

it gave the Van Oosteroms a chance to make memories together. Canuck Place recreation therapists facilitated profound memory-making experiences, from molding Ethan's tiny hands and feet to capturing precious pictures. It was the simple pleasures being together as a family that the Van Oosteroms say are some of their most cherished moments.

"The greatest gift from Canuck Place is experiencing life with Ethan as if he was home with us and as a complete family. Having his siblings and grandparents meet him in a setting that felt like home was invaluable. Home cooked meals, a comfortable bed, and the feeling that a team was ready to step in if his situation worsened, made our time at Canuck Place significant in a way we didn't even know."

In the time they had left together, the Van Oosterom family made meaningful memories that they treasure, keeping Ethan close even after his passing. Canuck Place counsellors continue to support the whole family, offering presence and providing a safe space to navigate their complex journey of grief.



Brynlee and Felicity Van Oosterom,
Canuck Place Siblings

The Premias



The Premias,
Canuck Place Family

When a family embarks on the journey of parenthood, they don't prepare for the unimaginable—the earthshattering news that their child has a life-threatening diagnosis.

Sam and Helen Premia were faced with difficult decisions about their daughter's care before they even had the chance to meet her. Their daughter, Angelina, was born with a rare neurodevelopmental genetic condition called Oral Facial Digital Syndrome - Type 1, which was classified as the most severe of the eight different categories.

"Angelina was a spirited, loving, hilarious soul, and a fighter by nature," says Hannah, Angelina's older sister. "Her laugh and smiles were infectious and despite being non-verbal, she was always able to express herself so clearly, with a smile on her face and a hug for everyone around her. She was the sweetest little sister anyone could have ever asked for."

At 18, Angelina was introduced to Canuck Place when her family received the devastating news that she had chronic kidney failure. The Premia family lovingly made the decision to pursue compassionate comfort care for Angelina with the help of Canuck Place. "This was the hardest decision we have ever had to make," explains Sam and Helen, Angelina's parents.

"The Canuck Place team was professional, caring, and gave us all the information, helping us as we were trying to process everything. They made us feel very comfortable, walked us through all the options, and were very patient with us."

For the Premia family, it was important to honour Angelina's request to spend her final days at home, surrounded by her loved ones. During this time, Canuck Place nurse practitioners Rachel Neufeld and Camara van Breemen supported the whole family as they navigated Angelina's rapidly changing condition, from helping with her dietary needs, pain management and medication, to ensuring her comfort. Canuck Place also helped the family make cherished memories, such as creating keepsakes and professional photos. Hannah explains that when the Canuck Place team came to capture Angelina's fingerprints, it was so important and beautiful for the family to be a part of the process and hold her hands. "It was only after receiving her fingerprint in a necklace following her passing that I can truly say how cherished that piece is. It brings me comfort knowing I have a little piece of Angelina physically with me still."

At Canuck Place, every life is precious no matter how long it shines, and more families like the Premias need Canuck Place's expert care.

Gift of Love

The 10th annual Gift of Love Gala presented by MNP was hosted at the Abbotsford Centre in March with the help of an incredible community and volunteer gala committee.

The event raised over \$600,000 to make Canuck Place care possible for children and families in BC and the Yukon.

At Canuck Place, children and families are our greatest teachers. We learn that we need to pay attention to the people that we love, and the people that love us. To learn to listen, honour, and spend precious time looking after the people we love. We are grateful to the Fraser Valley community and the Van Oosterom family for sharing their story.



Derek and Rebecca Van Oosterom with Canuck Place counsellor Natasha



KRISTIAN DOMINGO FOUNDATION
Golf Tournament 2024
STRENGTH IN HOPE

Upcoming Family Fundraiser

Kristian Domingo Foundations Golf Tournament



BMO Marathon

Charlie-Anne, alongside her mom Cherie and stepdad Drew, once again ran and rolled the 21km BMO Vancouver Marathon, raising over \$60K for Canuck Place.

Charlie-Anne has a neuromuscular illness Spinal Muscular Atrophy (SMA) type 1. While SMA may prevent Charlie-Anne from walking, eating, and breathing independently, it has no chance with her humour and incredible spirit! Charlie-Anne has been on the Canuck Place program for 13 yrs, where she and her family have received respite, counselling, recreation therapy experiences, and more.

“Fundraising for Canuck Place is important to us because we feel good giving back to an organization that has given so much to us and to others,” says Cherie. “Giving back to your local community feels AMAZING. Whether you’re directly affected or not. You’re supporting families in the hardest days of their lives.

We were told Charlie had three months to live when she was six months old. We were broken and completely overwhelmed. Canuck Place wrapped their arms around us and helped us navigate our way through the unimaginable. Canuck Place is a priceless resource that deserves all the funding and community support.”



Charlie-Anne, Drew, and Cherie, Canuck Place Family at the BMO finish line



Dr. Kim Widger presenting to Canuck Place Physicians



Canuck Place Research Initiative Hosts Visiting Scholar

The Canuck Place Research Initiative hosted visiting scholar, Dr. Kim Widger, who works out of the Bloomberg School of Nursing at the University of Toronto and SickKids Hospital. Dr. Widger met with 24 Canuck Place staff and collaborators, engaging in meaningful discussions about the quality of pediatric palliative care. Dr. Widger and Canuck Place Medical Director, Dr. Hal Siden, also met with the BC Collaborative

Palliative Care Research Group, an organization of adult and pediatric palliative care researchers from across the province. Together, they engaged in discussions on how quality of care can support patients. The Canuck Place Research Initiative is committed to improving pediatric palliative care for children and their families

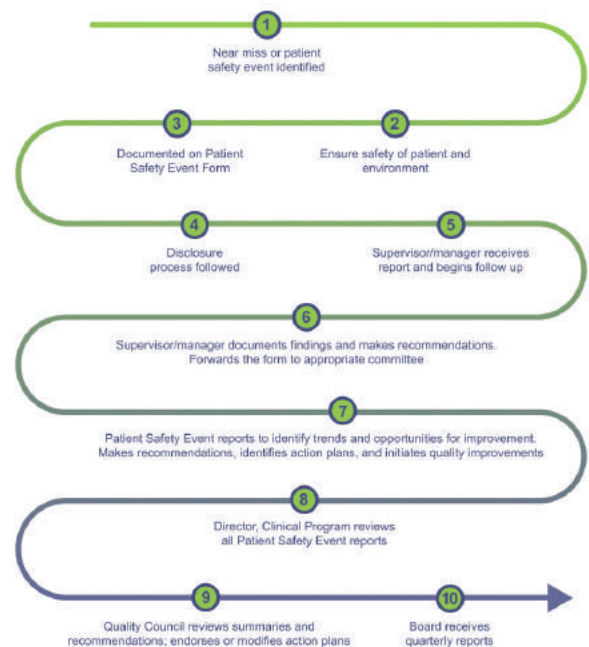
Accreditation Canada – Patient Safety Incidents



Accreditation Canada surveyors will be coming to Canuck Place in June to do a site visit and evaluation. Canuck Place participates in this process every four years and it will be the first time our Abbotsford Hospice (Canuck Place Dave Lede House) will be going through the process. Thank you to all our family partners supporting this work.

We are updating our Patient Safety Incidents and wanted to share the following process with our families. If you have any questions please do not hesitate to reach out to our Family Engagement Advisors who are listed in this newsletter.

Patient Safety Event Reporting Flow Chart





Roberto Luongo and Canuck Place staff at Glen Brae Manor

Luongo Visit

Celebrating a fan-favourite friend of Canuck Place

Vancouver Canucks icon and Hockey Hall of Famer, Roberto “Lu” Luongo, visited Canuck Place Vancouver – Glen Brae Manor following his induction to the Ring of Honour. Lu spent heartfelt moments with Canuck Place children, families, and staff, sharing smiles and stories, lighting up the hospice with his warmth. Canuck Place presented him with a jersey signed by Canuck Place staff and families in appreciation of his continued support and generosity. We are grateful for supporters like Lu, who continue to make a difference in the lives of those we serve.



Canuck Place nurse practitioner, Camara van Breemen with clinicians in India

Canuck Place Global Knowledge sharing *Two Worlds Cancer /Partnership*

Canuck Place has partnered with the Children’s Palliative Care Leadership Institute, a new and innovative training program designed to bring together healthcare leaders from various fields, including nursing, medicine, administration, and other allied healthcare fields. Its primary goal is to equip these leaders with the knowledge and skills necessary to lead and encourage healthcare innovations in children’s palliative care within South and Southeast Asia. Canuck Place’s Nurse Practitioner, Camara van Breemen is part of the faculty of the Institute.

This program is a collaborative effort of many organizations including Two Worlds Cancer Collaboration, Pain Relief and Palliative Care Society, St. Jude Global Palliative Care, Canuck Place Children’s Hospice, Cipla Foundation, Stanford University, and the International Children’s Palliative Care Network.

In February, a specialized three-day leadership workshop was conducted as part of this initiative in Hyderabad, India. The course consists of 11 interactive group sessions that will run during the next six months.



Thomas Haas and his team bringing joy and delicious chocolate to children and families

Thomas Haas Hip Hop Visit

Kids and families in hospice got a special visit from Vancouver Chocolatier, Thomas Haas. It was a delight to spend time with Canuck Place's very own Willy Wonka and a chance for children and families to connect while decorating cast and molded chocolate bunnies and eggs. We are so grateful to Thomas and his staff for their special and unique ways of connecting with Canuck Place children and families. Thank you for a truly special afternoon.



Canuck Place Website

Family Services and Engagement Pages

The communications team worked collaboratively with the clinical team and family partners to evaluate and address organizational goals for the website. A few key goals were identified in the process.



1. A dedicated section on the site to find information on family services
2. A resource area with family teaching documents to support caring for children at home
3. A family engagement area detailing our commitment to collaboration and feedback
4. Engagement opportunities for families to get involved in care, share their story to support fundraising campaigns, or join the FAC.



If you have feedback about our website, please reach out to Lisa Pratt, Associate Director, Marketing & Communications: lisa.pratt@canuckplace.org.



Dr. Sonia Brar, Canuck Place Fellow and Dr. Natasha Datto, Canuck Place Physician

Canuck Place welcomes Dr. Sonia Briar, the first Royal College Medical Fellow in partnership with UBC

Canuck Place is a global leader in pediatric palliative care and has a mandate to share knowledge for the benefit of seriously-ill children everywhere. The Royal College of Physicians and Surgeons of Canada recently established a sub-specialty Fellowship in Pediatric Palliative Medicine, and in 2022 Canuck Place became approved as a training program location—only the second site in the Canada. In July, we welcomed

Royal College Medical Fellow Dr. Sonia Brar. Over the next two years, Dr. Brar will work alongside Canuck Place’s clinical team, learning and specializing in pediatric palliative care. Once her training is complete, she will have completed her subspecialty accreditation in pediatric palliative care and begin her career as one of the new generation of pediatric palliative physicians.



Kathryn Wozny, Canuck Place Director of Family Support Services

Welcome new staff — Director of Family Support Services

A warm welcome to Kathryn Wozny who has stepped into the new role of Director of Family Support Services at Canuck Place. Kathryn joined Canuck Place in January 2023 as a social worker and transitioned into her new role in 2024. “I have tremendous appreciation for the value of child and family experience and look forward to continuing to amplify the voices of the children and families of Canuck Place,” says Kathryn.

“Outside of work, I enjoy spending time with my husband and daughter, being outside in the garden, going hiking, and trying out new creative hobbies. I love to cook so if I am not outside, I can usually be found reading up on new recipes and making a mess in the kitchen!”

Doreen Landry Retirement

Canuck Place celebrated the retirement of nurse Doreen Landry who spent 29 years caring for children and families at Canuck Place. Doreen was celebrated by current and former colleagues and a tribute from Canuck Place families. Staff gifted Doreen a rocking chair engraved with both hospices and the words “embracing life”. Doreen was part of the staff that opened Canuck Place in 1995 and she was also instrumental in leading the opening of Dave Lede House in Abbotsford. Doreen was known to families as a compassionate and caring nurse who held many children and families during difficult times. Here is an excerpt from the speech by Kristina Boyer, Director of the Clinical Care Program at Canuck Place:

“Doreen is a founder in every way at Canuck Place. I don’t think there is a program or service at Canuck Place that Doreen hasn’t touched and likely helped develop or start. Doreen is an outstanding pediatric palliative care nurse. She seamlessly integrates skilled technical care of children of all ages, with many different diagnoses, and a different stages of the trajectory of a life-threatening condition with careful attunement to the emotional, social, and spiritual needs of the child and their family. Doreen’s ability to connect with children and families and truly hear them is remarkable. While almost impossible to describe in words, the way Doreen creates space for healing and connection for families facing the death of their child is unparalleled. It there was ever an embodiment of the art and science of nursing it is Doreen’s practice.

This non-judgemental, curious and compassionate approach extends to Doreen’s interactions with her colleagues and our team. Her warm and genuine approach to those new and old to our team from volunteers, to students to fellow nurses and our inter-disciplinary colleagues fosters an atmosphere of trust and respect. She freely shares her wisdom and knowledge (and is a great story-teller) gained over a 40 year career and 29 years in pediatric palliative care. I can’t think of a clinical team member who has joined the Canuck Place team, who hasn’t received mentorship and support from Doreen (myself included). Working with dying children and their families can be intimidating and scary, and Doreen always supports her team members to never feel alone. When nurses show up to work, without exception, they are always happy to see if they are working with Doreen!

Doreen you have made us all better as humans, carers and colleagues. We are so grateful and proud of your incredible legacy. As you handover your seat in your Canuck Place rocking chair, know that we will carry your wisdom with us. We thank you from the bottom of our hearts. We wish you all the best in your well-deserved retirement.”



Canuck Place staff and families celebrate Doreen Landry, Canuck Place Nurse

Family Engagement Framework

The Family Engagement Coalition co-developed an evidence-based framework for meaningful engagement with children, youth, and families at Canuck Place. The framework provides the structure for meaningful engagement with children and families which will inform ongoing improvement of care and services at Canuck Place.

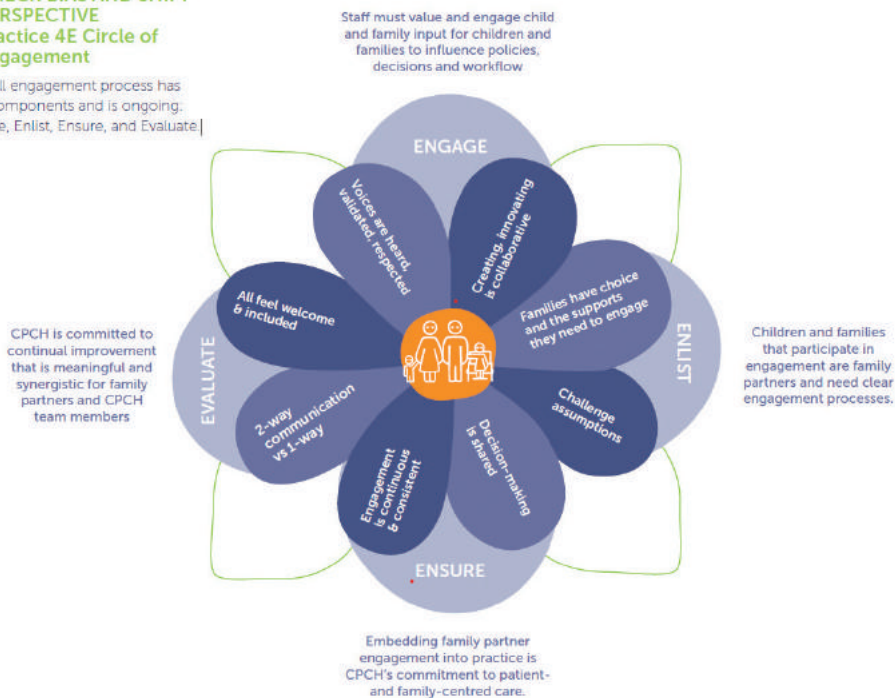
Canuck Place supports the commitment to person-centred care in the following ways:

- Provide opportunities for meaningful collaboration and partnership with families to improve care and services
- The perspectives of patients and families are integrated to improve patient and family experiences and the quality of care the program provides
- Partner with patients and families and acknowledge their lived and living experience as a vital and valuable component to improving healthcare services

The vision for the Family Engagement framework is to ensure consistent, safe, and respectful engagement with children, youth, and families, to fully represent diverse perspectives, and improve care and services. The child and family is at the centre of the care provided at Canuck Place.

2. CHECK BIAS AND SHIFT PERSPECTIVE Practice 4E Circle of Engagement

The full engagement process has four components and is ongoing: Engage, Enlist, Ensure, and Evaluate



Virtual Town Hall — Save the Date

We are excited to invite families to attend a virtual townhall to hear more about the engagement framework and Canuck Place engagement opportunities. This will also be an opportunity for dialogue and connection with the Canuck Place Family Engagement Advisors! Formal invitation and instructions for RSVP to follow in September.

Dates and Times:

October 8th- 6-7:30PM

October 9th – 12-1:30PM





You can find that here

Pediatric Advance Care Planning Projects

Updated Pediatric Medical Orders of Scope of Treatment Form (pMOST) coming soon to Canuck Place!

As a result of feedback from families and clinicians during the ongoing Ministry of Health Provincial pACP, Canuck Place will be making updates to a form we currently use in the hospice and in the community for medical directives. The pMOST form documents shared medical decision making for children living with a serious illness. This form is completed and revisited in discussions and through shared decision making with your healthcare provider over the course of your child's healthcare journey, to communicate care decisions and wishes. Canuck Place clinicians are happy to explore the form or answer any questions you may have at your next admission, family team meeting, or encounter with our team. Courageous parents network offers some resources around understanding medical orders for scope of treatment.

Family Engagement Advisors — Here to support you

Canuck Place Patient & Family Engagement Advisors provide patient and families with a peer-to-peer relationship to help navigate the healthcare system. They are also here to listen to your family's experience and hear your ideas and suggestions on how to improve Canuck Place programs and services. If you wish to remain anonymous, Sara and Dana will keep your input confidential.

Sara and Dana are part of the Canuck Place team and they are parents of children with medical complexity. They understand the journey, and their lived experience helps shape how they work with you.

Reach out to Sara or Dana anytime, they are here to support you.
familyexperience@canuckplace.org



Sara Rodrigues

Patient & Family
Engagement Advisor

Available: Tue., Thu.

(778) 792-5570



Dana Warburton

Patient & Family
Engagement Advisor

Available: Tue., Wed., Fri.

(778) 791-1880

Rights and Responsibilities

As a child and family on the Canuck Place program, you will have our respect. We honour your rights as a person and a family. We acknowledge our responsibilities in providing services—and yours in receiving them.

A right is a choice to decide on your own opinion, thoughts, feelings, expression, and entitlement to things.

A responsibility is a duty or obligation—something an individual should do to respect others and follow laws and rules.

Children and Families at Canuck Place have:

- the Right to information
- the Right to choose
- the Right to privacy
- the Right to be included
- the Right to make decisions
- the Right to be safe
- the Right to be heard
- the Right to be themselves
- the Right to have their needs met: Physically, Spiritually, Emotionally, Educationally, Developmentally, and Socially

Canuck Place families have a direct impact on the services we deliver. We welcome and encourage feedback. If you have questions, concerns, or comments about Canuck Place care, you are always welcome to fill out our online feedback form in the Family Engagement section on canuckplace.org.

CPCH RESEARCH INITIATIVE



If your child died between April 2020 - December 2021, we would like to hear from you.

Our research partners in Calgary are interested in health care experiences during the COVID-19 outbreak, specifically those of parents whose child died during the pandemic in BC. This study involves a single interview over telephone or videoconference (e.g. Skype or Zoom). The interview will take about 1 hour.

Please contact our study nurse Gail Andrews for more information: gandrews2@canuckplace.org

RESEARCH STUDY:
Examining the Long-Term Psychosocial and Health Consequences of COVID-19 on Children with Health Vulnerabilities and their Families

We are hoping to learn how the COVID-19 pandemic affected family experiences of care during this difficult time.
We are hoping to learn from you how to improve support for families in the future.

IF YOU ARE INTERESTED IN PARTICIPATING, OR HAVE ANY QUESTIONS, PLEASE CONTACT STUDY RECRUITMENT COORDINATOR

GAIL ANDREWS
gandrews2@canuckplace.org

The University of Calgary Clinical Facilities Research Ethics Board has approved this study (2021-2956)

The University of British Columbia Office of Research Ethics has approved this study (C0112-0058)

MISSION, VISION, AND VALUES

Our Vision

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

Our Mission

Canuck Place Children's Hospice provides innovative, holistic clinical care with compassion through our hospices, in hospitals and communities in BC/Yukon.

We provide respite, family support, pain and symptom management, end-of-life care and bereavement services to newborns, children, youth and their families living with progressive life-threatening conditions.



TEAM

We collaborate with one another and our partners.



EMBRACING LIFE

We know every moment counts in the journey with newborns, children, youth and their families



COMPASSION & CONNECTION

Caring and respect is at the heart of everything we do - we know the little things make the biggest difference in the lives of those around us



ACCOUNTABILITY

To one another - families, staff, volunteers, donors, and community



QUALITY & SAFETY

Excellence in all that we do

Our Values