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## *Frequently Asked Questions*

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### **1. Background**

The Central Okanagan Hospice Association (**COHA**) was founded in 1981, by visionary and compassionate individuals who saw the need to support individuals at end-of-life. COHA received its charitable status in 1982 and today continues to offer all programs and services at no cost.

In March 2017, COHA's programs, services and administration were integrated to one central location. The COHA August Centre enhances and expands our community's capacity to meet the varying needs in a warm and welcoming atmosphere. The COHA August Centre was made possible by the August Family Foundation.

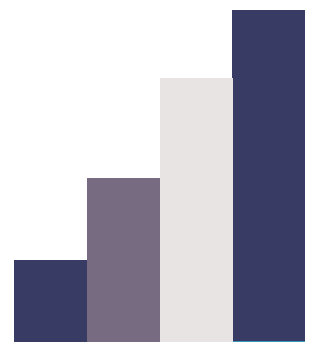
Without the help of our community, volunteers and staff COHA would not be where it is at today.

### **2. Is the Central Okanagan Hospice Association a registered charity?**

Yes, the Central Okanagan Hospice Association is a registered charity. Our charitable registration number is **118843515RR0001**.

### **3. Is the Central Okanagan Hospice Association and Interior Health one of the same?**

No, COHA and Interior Health are two separate entities. We partner with Interior Health to support individuals receiving palliative and end-of-life care. This partnership integrates an approach to care that includes professionals while also complimenting the care with trained coordinated volunteers. Interior Health provides the medical care whereas COHA compliments the care to coordinate trained volunteers who provide emotional, social, spiritual and practical supports.



**4. Is the Central Okanagan Hospice Association the same as Kelowna Hospice House?**

The Central Okanagan Hospice House is owned and operated by Interior Health. COHA, the BC Cancer Agency and KGH Foundation collaborated to raise the capital funds to build Hospice House. COHA has a dedicated staff member working out of Hospice House who helps coordinate numerous volunteers to deliver volunteer services and activities within the Hospice House.

**5. What areas does the Central Okanagan Hospice Association serve?**

COHA serves the areas of Peachland, West Kelowna, Kelowna, and Lake Country. Reaching a population of over 194,000.

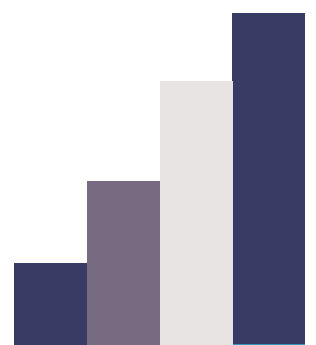
**6. Who does the Central Okanagan Hospice Association serve?**

COHA supports individuals living with a serious illness, at end-of-life or who are bereaved. Supports are also offered to family caregivers who support any person who is seriously ill or experiencing frailty as they age. COHA also offers grief and bereavement services for children and youth experiencing the loss a loved one.

**7. How can people access the Central Okanagan Hospice Association services?**

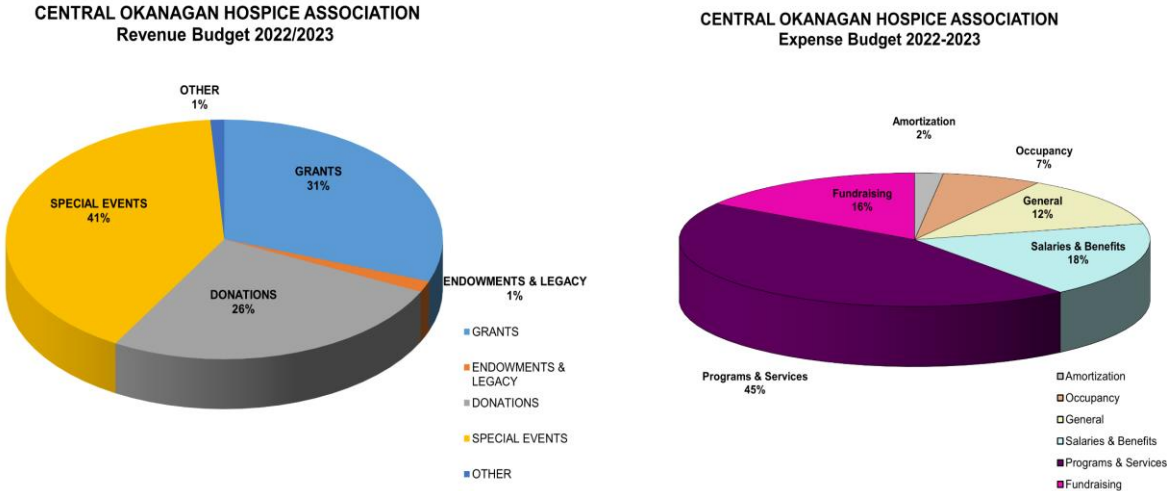
Anyone can access COHA's services.

- Individuals placed on Interior Health's palliative care program can access COHA's services.
- Individuals living in our geographical area and caring for their loved one elsewhere can access COHA's services.
- Anyone who has experienced a loss of a loved one can access COHA's grief and bereavement services.



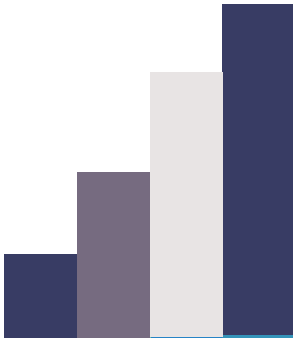
**8. Where does the Central Okanagan Hospice Association receive its funding?**

Majority of COHA’s funding comes from private donations especially as special events have been compromised due to the pandemic. Below is COHA’s 2022-2023 fiscal year breakdown. The fiscal period falls between April 1 to March 31.



**9. How can I make a donation to the Central Okanagan Hospice Association?**

Donations can be made on-line through our website at [hospicecoha.org](https://hospicecoha.org). A cheque can be mailed, a phone call can be made to the [COHA August Centre](#) or an e-transfer can be sent to [hospice@hospicecoha.org](mailto:hospice@hospicecoha.org). COHA welcomes donors to come to the COHA August Centre for conversation to determine how a donor wishes to make their gift and ensure it gets directed to the right area of their choice. COHA also loves giving tours of the COHA August Centre!



## 10. When I make a gift to COHA to be used at Hospice House, how will my gift be directed?

Your gift will be directed in either of the following ways unless there is a specific area the donor wishes.

- Purchase Shaw cable services for 24 client rooms with options to increase services to support interests, hobbies or faith practices
- Support cultural and religious practices
- Support comfort measures, including but not limited to, hand massage, haircuts, heart pillows
- Support legacy requests for clients and families', including but not limited to, storybooks, jewelry, plaques, memory teddy bears
- Maintenance of two fish aquariums
- Purchase and replace bird feeders outside 24 client rooms, including bird seed
- Purchase supplies and equipment for two children's corner play areas
- Purchase program supplies and baked goods to share with clients and families
- Purchase annuals, mulch, shrubs, obtain professional services of Arborists and Horticulturists to help beautify the gardens
- Purchase supplies for the cutting garden to deliver flower bouquets to 24 client rooms on a weekly basis during the summer months
- Purchase gardening equipment for volunteers to use
- Support seasonal and celebratory occasions throughout the year, including decorating, special food items, or treats.
- Provide seasonal food programs, including but limited to, summer BBQ's
- Maintenance to tune the piano and keyboard for clients, families and volunteers to play music
- Support volunteers, provide training and recognition activities