



In touch

June 2011

Message from the President



When I last served on the Board of Directors of Hospice of Waterloo Region (HWR) in 2005, discussion about the construction of a building was in its relative infancy. In 2010, I returned to the Board, with the vision of the construction of the building transformed into a reality. In 2005, I left the organization at a time of

excitement and optimism about the opportunities that a Hospice building would offer. That excitement and optimism has borne fruit with the completion of the Hospice Family Centre.

Since the Annual General Meeting in September 2010, the Board has undertaken an engaging workload. Among other things, the Board has:

- Completed a planning session culminating in the development of a Consolidation Work Plan, which identifies work tasks will see us through to approximately March 2012;
- Revised the Mission Statement to reflect the broader scope of programs and services offered by HWR;
- Undergone a risk management assessment for the organization's programs, services and governance, and to address its new identity as "property owner";
- Created a Governance Task Force to review the organization's bylaws and board governance policies; and
- Renewed a 3-year funding Multi-Sector Service Accountability Agreement with the

Waterloo Wellington Local Health Integration Network.

In 2012, the Board will engage in a long-term strategic planning session. Our long-term outlook will undoubtedly play on HWR's strength as a collaborator. Collaboration is presently evidenced in the work of the Board, committees, staff and volunteers, and through the operation of the programs and services offered at and outside the Hospice Family Centre.

To find out more about the Board's activities this past year and going forward, I invite you to attend HWR's **Annual General Meeting** being held on **September 14, 2011** at **Fairview Mennonite Home, 515 Langs Drive Cambridge**. For more information about the AGM, please refer to our website or contact HWR's office. I look forward to seeing you there.

A Call for Leaders

Do you have experience participating on a Committee or Board?

If you have and are interested in participating on a Hospice Committee or on our Board of Directors please contact Colleen Lucas to receive further information or to request a Committee member or Board of Directors application form.

519-743-4114

Hospice Welcomes Mike Collins to the Board of Directors

Hospice would like to introduce Mike Collins as the newest member of our Board of Directors.

Mike has worked at Manulife Financial in Marketing, Distributions & Communications for 25 years. He is currently the VP, Marketing Group Retirement Solutions.



Mike sees Hospice as filling an important role in our community. While his decision to join our Board happened prior to his father's passing last year, that experience helped him to understand the need for integrated hospice palliative care services in our community.

Mike comes to Hospice with a history of strong volunteer involvement. Mike was a member of the Board of Directors for HopeSpring Cancer Support Centre for over 10 years, was a Minor Hockey Coach for 20 years and was a Board Member for Elmira Golf Club for two years.

Mike is the Chair of our Fund Raising Committee. Mike's goal for the committee is to help transition the organization from a capital fund raising focus to the development of an overall fund raising program that will support the needs of Hospice now and in the years to come.

The first task of the committee is to develop an "event tool kit" that will support the fund raising efforts of third party event planners. The goal is to make it easier for individuals or organizations to run small to medium size events and raise money for Hospice.

A longer term strategy of the committee will be to identify potential third parties who are interested in organizing a fund raising event for Hospice and to support the growth of small/medium sized events for those who want to make their events an annual affair!

If you are interested in organizing a third party fund raising event for Hospice, be it big (golf tournament, curling bonspiel) or small (garage sale, dinner party), watch for the "event toolkit" to be posted on our website (hospicewaterloo.ca) in the coming months.

Welcome aboard Mike!

A Volunteer's Perspective

Mary Stevens, a long-time Hospice Volunteer, and recent recipient of the "Helping Hands" award from the Volunteer Action Centre, spoke to 900 attendees at our annual Spring Promenade Fashion Show about Hospice volunteering. Here is a little of what she had to say...

"In a culture that prizes autonomy and independence, how difficult it must be to admit to needing someone else to help sort out traumatic emotions and events. Ours is a culture of quick fixes and tweets rather than gentle healing and long stories. Hospice volunteers can help our clients connect to what is truly important to them. People facing the end of their lives tend to dispense with trivia and want to deal with issues close to their hearts—the care of a beloved pet, the creation of memories for family members, the certainty that no burdens are left. [Clients] need a sense of the value of their lives in the lives of others—a feeling they have done their best and have honoured those who have shared their lives, that their lives have had meaning.

In my relationships with clients, the gifts I have received are of greater value than anything I have done. My greatest reward from Hospice volunteering has been the gift of presence. I struggle with doing rather than being, with having answers rather than being *with* the person. I remember one client in particular [gently saying to me], as I was scurrying around, "Mary, I need you to be with me." Always the most important thing has been simple presence—attention focused on and receptive to the heart of another.

Volunteering for Hospice has helped me readjust my focus on life from dwelling on the past or being anxious about the future to seeing the beauty and blessing of right now. I have had the honour of being with courageous people as their lives take on another shape and meaning, whether moving into the mystery of death or [when offering bereavement support], into the promise of a new life without someone still dearly loved.

[Whatever the situation} I am part of a network of care made up of church communities, palliative care teams, Hospice staff and fellow volunteers—all rallying around the person in need. With increasing concern about health care and the necessity of partnership and advocacy for our own care and that of family and friends, we all realize the profound importance of supportive networks.

I think of the image of the iceberg—the service provided by Hospice of Waterloo Region is only the tip. The rest, the foundation, without which the services would not exist, is you, the community who supports us so generously.”

Hospice's Bodhi Room Takes Shape

When designing the Hospice Family Centre, space was allocated for a spiritual/quiet room—a serene space for visitors and staff of all faith backgrounds to practice their faith tradition or find some solace. We have named this the “Bodhi Room” after an ancient wisdom or knowledge tree under which people would sit to contemplate, meditate, pray or reflect. It is a place where one finds peace and refuge.

In determining the content and decor of the room, we turned to different members of the inter-faith community for their advice. We wanted to know which religious items should be available in the Bodhi Room that would support people of different faith backgrounds. Members of the Christian, Jewish, Muslim, Buddhist, Aboriginal, Sikh and Hindu communities were extremely helpful at identifying the religious items that would support members of their particular faith background, and in every case, donated the items for use in our Bodhi Room!

To create a space that appeals to people of any or no faith background we decided that the room would not be adorned with the religious items of any particular faith but would reflect nature and the four elements—water, fire, wood and stone. Religious items are stored in a cupboard and available for use by visitors/staff who choose to use the room to honour

their faith traditions.

The Bodhi Room was generously sponsored by an anonymous donor which has allowed us the opportunity to purchase a commissioned piece of artwork for the room. The art piece of clouds in the sky at sunrise should be finished by the end of June.

Anyone interested in visiting our Bodhi Room is welcome to drop by Hospice over the summer to take a peek!

Housekeeping & Gardening Volunteers Keep Hospice Looking Beautiful—Inside and Out

As part of an Ontario Trillium Foundation grant, Hospice received funding to recruit and train volunteers for volunteer role opportunities with minimal to no client contact.

Hospice successfully recruited a team of Housekeeping Volunteers and a team of Gardening Volunteers, whose role it is to keep Hospice looking beautiful both inside and out!

A team of four Housekeeping Volunteers keep Hospice's office and program space clean and tidy and free of germs for our clients and their families. A team of twelve Gardening Volunteers have spent numerous hours planning and prepping our gardens for planting, and will be responsible for weeding and watering the gardens the entire growing season.

Many of the Gardening team members took donation request letters to local



gardening centres and landscaping businesses asking for donations of plant material, soil and mulch. Hospice wishes to thank the following businesses who donated gardening materials

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or gave us significant price discounts on plants.

- * Adams Landscape Supply
- * Sheridan Nurseries Ltd.
- * Warren Greenhouses
- * Colour Paradise Greenhouses & Garden Centre

Hospice relies on the generosity of volunteers to give of their time to help us to maintain our new Hospice Family Centre and surrounding grounds so that our clients and their families feel valued and supported when they visit our facility. Thank you all for your hard work!



Thank you to our Supporters!

Hospice of Waterloo Region wishes to thank the following individuals, companies and service clubs for their generous support of Hospice of Waterloo Region.

- Henry Walser Funeral Home—for

supporting our Bereavement Walking Group

- Erb & Good Family Funeral Home—for supporting our Bereavement Walking Group
- Order of St. Lazarus—for donating \$2,500 to support our Hospice Volunteer Training program
- Rotary Club of Kitchener Grand River—for donating \$3,200 to support our Children's & Teen Bereavement Support Group and our Parenting Through Grief Support Group
- Julia Correia from *Jules for Your Home* for donating her interior design services to help us decorate our Volunteer Lounge

Charity Concerts Benefit Hospice

In February, both the K-W Civitan Club and the Wellington Winds organized concerts and directed the proceeds to Hospice of Waterloo Region.

The K-W Civitan Club arranged for the Waterloo Regional Police Male Chorus and the Gloryland Chorus to perform "Songs from the Heart". That event raised \$6,300 for Hospice.

The Wellington Winds concerts took place on two consecutive Sundays and they donated \$500 to Hospice to support our programs and services.

Our thanks to both for their support!

Board of Directors

Pat Forte—President
Barbara Sutherland—Vice President & Corporate Secretary
Bob Johnson—Treasurer
Paul Hendrikse—Director
Susan Martin—Director
Joan Stewart—Director
Dr. Mike Casey—Director
John Richards—Director
Laura Carlson—Director
Judy McDevitt—Director
Mike Collins—Director
Catherine Brohman—Director
Gayle Sadler—Director