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**Subject:** Newsletter Fall 2014 from Hospice of Waterloo Region

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## Hospice of Waterloo Region Fall 2014 Volunteer Newsletter

Hello Volunteers!

I hope you all had a great summer. Staff here at hospice are looking forward to all the programs getting back to their normal routines this fall, and we hope you are too! If your availability or program preferences have changed at all for the coming fall season, please do let a staff person at hospice know.

I am looking for more volunteers drivers in Kitchener to take clients to medical appointments - please let me know if you would be interested.

Thank you,  
Alex  
Coordinator of Volunteers

### Upcoming Events

**Volunteer Recognition Evening - Wed.  
September 17th, 6:30pm-8:30pm**

Location: Kitchener Marketplace, 300 King Street East in downtown. Free underground and street parking.

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Time: 6:30-8:30pm

Refreshments will be served after the Years of Service Awards ceremony.

Guest Speaker: Bruce Lauckner, CEO of the Waterloo Wellington LHIN. Bruce will speak on the directions in health care toward community care, the current year focus for palliative care, and the role of the volunteers as a part of the palliative system.

Please RSVP to Alex by Sept. 12th.

**Hike for Hospice - Sunday September 28, 2014 "No one should journey alone"  
10:30am-1:00pm**

Location: 5km Walk will start at Kitchener City Hall

All participants will receive a delicious lunch after their walk! Registration is \$15 per person.

Registration is online here

<http://www.gifttool.com/athon/AthonDetails?ID=2184&AID=2646> or you can call the office (519-743-4114) and Alana will send you the paper forms.

**Volunteer Connection Meeting - Thursday  
October 16th, 7:00-9:00pm**

**Topic: Palliative Sedation**

**Guest Speaker: Blair Henry**, Ethicist from Sunnybrook Health Sciences Centre

Location: Fairview Mennonite Home, 515 Langs Drive in Cambridge, Auditorium

Please RSVP to Alex by Oct. 14th.

**Volunteer Connection Meeting - Wednesday  
November 26th, 7:00pm-9:00pm**

Location: Hospice of Waterloo Region

Topic: to be announced

**Hospice Holiday Party, Sunday December  
7th, 12:00noon-2:00pm**

Location: Hospice of Waterloo Region

Chef and Entertainer, Chef D will be joining us for a cooking demonstration with many delicious foods!

**Hike for Hospice!**

**Register to walk in support of Hospice of Waterloo Region!**

Registration includes a t-shirt and lunch and is \$15.



School is back and the kids are everywhere!

**Remember the rules around the School Bus**

**You must stop whenever you approach a stopped school bus with its upper alternating red lights flashing**, regardless of whether you are behind the bus or approaching it from the front.

- When approaching the bus from the front, stop at a safe distance for children to get off the bus and cross the road in front of you.
- If you are coming from behind the bus, stop at least 20 metres away. Do not go until the bus moves or the lights have stopped flashing.
- If you are on a road with a median strip, only vehicles coming from behind the bus must stop.
- If you don't stop, you can be fined \$400 to \$2,000 and get six demerit points for a first offence.

Info taken from Ontario's Driver Handbook.

Winner of the Survey Draw is...



Early Bird Registration ends Monday Sept. 15th (early bird registrants get their choice of t-shirt size and are also entered in a draw for a prize!).

**Event Volunteers Still Needed** - if you have time to help us on Sept. 28th and were not planning on walking, please let Alex know.

## Susan Martin!

Susan has won a \$50 Bon Appetit gift certificate (for Kelseys, Milestones, Montana's, Swiss Chalet or Harveys).

Thank you to Susan and all the other volunteers who took the time to complete the Annual Volunteer Survey.



## Innisfree Update



*Submitted by Leslie Duffy*

The back hoes are on site, and construction is finally underway at the site of Innisfree House, the 10-bed residential hospice being built on Homer Watson Blvd, across from Conestoga College. Innisfree House will be the second residential house owned by Lisaard House Charities - Lisaard House in Cambridge has been in operation since 2000.

Once again, Hospice of Waterloo Region has agreed to recruit, train, support and place a team of Hospice of Waterloo Region Client Support Volunteers at Innisfree House to assist with client care. This is the very same arrangement we currently have with Lisaard House. Alex is conducting two full training classes this fall for volunteers wanting to be placed at Innisfree House.

Despite the late construction start, Lisaard House still hopes that Innisfree House will be open for business in the Spring 2015.

Stay tuned for more updates!

## Fall Volunteer Recruitment Update

This August we put the call out to the community that we needed volunteers for HWR and for the new Innisfree Hospice - and we had so many applicants!

**The result is that BOTH of the fall training sessions are full, and have a waitlist!**

I am still accepting applications however, most of those individuals are going to have to wait for the next training course in Winter 2015.

## Frequently Asked Questions

### Who is eligible for palliative client services at HWR?

Our clients are individuals who are living with a life threatening illness, who are typically in their last year of life or less.

There is some confusion in our community with regards to a clients prognosis (life expectancy) and our services.

A residential hospice, such as Lisaard House, typically only accepts clients who have a prognosis of 3 months or less.

At Hospice of Waterloo Region, we do not have this limit, and can provide support to individuals who have a prognosis of 12 months or less. This allows us to provide support to clients over a longer time and build relationships!

### Did some phone extensions change at the office?

It feels great to see the community standing up for hospice. :)

## **Pictures of Summer BBQ at Hospice**

**The Annual Volunteer BBQ that took place on June 25th was a blast. Our theme "Hats Off to Volunteers" really took off!**

Executive Director, Judy Nairn, and Office & Property Manager, Lori Helm, grill up some delicious burgers and hot dogs!



Board member, Gayle, talks with new volunteers Ardith and Pat.



Day Program volunteers Shirley and Barb

Yes. We have had to move around the office a bit to accommodate the new staff, so some phone extensions have changed. The main office phone number has not changed, it remains 519-743-4114. Here are the updates:

Julie Schelter ext. 115  
Volunteer Visiting program

Anita Kerwin ext. 112  
Day Program  
Cambridge Volunteer Visiting

Alex McKenna ext. 113  
Recruitment, training  
Transportation  
Night sits

Leslie Duffy ext. 110  
Lisaard House  
Winston Park  
Bereavement Walking Groups

## **Hospice Library**

*Our library is a great resource for*

- Clients
- Volunteers
- Members of the community
- All are welcome to sign out books!

*If you hear of a book that could be a great addition to the library, let us know.*

***The library books can be searched on-line through the web site:***

**[www.hospicewaterloo.ca/resources/library/](http://www.hospicewaterloo.ca/resources/library/)**

**Families First**



Volunteers Pauline, Debby and Myra chat with Gayle



There were many other great pictures, I wish I had the space to share them all!

## Judy's Jottings



Welcome back and "Happy New Year". Somehow September always feels like a new year with the kids back in school and everyone's activities starting up again. And this would be true at Hospice as well.

Over the summer I let everyone know about the new staff who have joined our team. When you are next in the office, say hello to Alana on the front desk, Eva doing accounting support services, Carolyn supporting the HPC Education programs and Mark helping with building our community partnerships. The addition of these four staff along with the fall startup of training, meetings, and community presentations also means that there is more business and more busyness occurring in the office. Please be patient if it takes us a little longer to respond while everything is getting organized and off the ground.

## Support Groups

### Children's Bereavement

Monday evening at Hospice  
from  
5:30 pm-7:30 pm

### Teen Bereavement

Groups are set up in area  
high schools or Monday  
evenings at Hospice  
7:15 pm-8:30 pm

### Young Adult Support Group (18-30)

7:00 pm-8:30 pm  
The first Tuesday of the  
month

### Friends and Relatives Support Group

6:30 pm-7:30 pm  
Every 2nd & 4th Tuesday

**These programs are open  
to anyone in Waterloo  
Region.**

**They do NOT have to be an  
existing  
Hospice client.**

Contact Irena for more  
information:

[irena@hospicewaterloo.ca](mailto:irena@hospicewaterloo.ca)

## For Reflection....

*"We are not human beings  
having a spiritual experience.  
We are spiritual beings having  
a human experience."*

*-Pierre Teilhard de Chardin*

## "Hospice Volunteers are Angels"

Caregivers will sometimes send  
HWR thank you notes after  
receiving service from our  
volunteers.

In addition to programs such as support groups and Day Away program starting we also have the Volunteer Appreciation event next Wednesday and Hike for Hospice on Sept 28th.

I hope you are able to join us for these events. One is our opportunity to thank you, our volunteers, for being such a significant part of our organization. And one is a great way to demonstrate to the community how much support Hospice has for the work we do in journeying with people.

(A reminder note that the Hike will be starting from Kitchener City Hall because we expect the construction replacing our retaining wall in the parking lot to be underway.)

Have a wonderful fall season. The weather and colours are usually spectacular and the energy of the season seems to motivate us all.

Judy

## **Policy Please!**

*We are committed to providing each volunteer with a rewarding experience. Part of that is ensuring you have the tools necessary as a volunteer. This includes policies and procedures. Volunteer policies are available at the office to review at anytime. We will review one policy each newsletter.*

## **Frequency of Visits - GEN-17**

Volunteers will adhere to the visiting schedule as arranged by Hospice staff responsible for client/volunteer support at that site.

### **Procedure**

1. Hospice staff responsible for client/volunteer support at that site will determine the number of visits per week the volunteer will visit the client. The Hospice staff responsible for client/volunteer support at that site must approve permanent changes to the original visitation schedule before the volunteer increases or decreases their regular weekly visits.

2. If a volunteer feels the client/family needs additional or reduced volunteer support, the volunteer will discuss the matter with Hospice staff responsible for client/volunteer support at that time. The volunteers will not increase or decrease their regularly scheduled visits without

Here are some comments made by caregivers about their volunteer:

"The service your organization provides is invaluable. I am not sure what I would have done if I did not have the Hospice volunteers to help me out. It allowed me to go out and that made all the difference. I just don't know how to thank-you. I think your Hospice volunteers are angels."

"It is so helpful to know such kind and sympathetic volunteers are available in our community for those in need for support and comfort."

prior authorization from a representative from HWR. Upon further investigation, a Hospice representative will decide whether to assign another volunteer or remove the existing volunteer from the case.

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