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

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## Hospice of Waterloo Region Spring 2014 Volunteer Newsletter

**Hello Volunteers!**

We survived winter! What a wild and crazy season it has been. Thank you so much to everyone who navigated a snowy drive or a cold visit to provide service to our clients. It is truly appreciated.

The wheels keep turning at Hospice, and there are lots of events coming up over the next few months! I hope to see you all soon.

All my best,  
Alex  
Coordinator of Volunteers

### Welcome New Volunteers!

Congratulations to volunteers who completed their volunteer training in Winter 2014:  
Brian Hiller, Chris Lynskey, Don MacDuff, Emily Jull, Jacqueline Veraldi, Michele Cadotte, and Patricia Schultz.

Welcome to the Hospice of Waterloo Region team!

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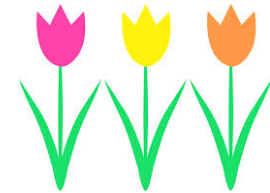
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## **Spring has arrived - that means it is BBQ season!**

### Barbeque safety

- Make sure your barbeque is 5-10 feet from your home
- Check your connection lines for wear and tear before use
- Always open the barbeque lid before lighting!
- If you use a lighter to start the barbeque, make sure it is out of reach of children and pets when not in use.
- After use, always shut off the barbeque and the propane tank.

When cooking with meat, it is advised that you use a food thermometer to ensure it has reached the appropriate internal temperature:

For example:

- Chicken at least 165 degrees F.
- Beef at least 145 degrees F.
- Pork at least 140 degrees F.

Veggies (i.e. zucchini, bell peppers, onions) are also delicious when cooked on the bbq, grill them on medium-high until they reach desired tenderness.

## **Rostered Volunteer Shifts Available!**

Are you interested in a regular, scheduled weekly volunteer position?

ation!

## **Volunteer Events**

**May 7th, 2014**

### **Hospice Palliative Care Volunteers Unite! Professionals in Hospice Palliative Care Panel Discussion.**

**A joint educational event with HWR volunteers, Freeport Palliative volunteers and Grand River Cancer Centre volunteers.** This will be a chance for volunteers in the field to meet, and learn from medical professionals in palliative care in the Waterloo Region.

#### **The Panel will include:**

**Dr. Donna Ward**, Palliative Physician  
**Suzanne Sutton**, Social Worker at Freeport Hospital  
**Lorrie Shantz**, CCAC Palliative Case Manager  
**Anita Syers**, Spiritual Care at Grand River Hospital

Time: 1:00-3:00pm

Location: Freeport Hospital Townhall, 3570 King St. East, Kitchener

RSVP by May 5, 2014.

### **Friday June 6th - Sunday June 8th, 2014** **Annual Volunteer Retreat!**

Date: June 6th-8th, 2014

Location: Ignatius Jesuit Centre of Guelph, 5420 Hwy 6 North, Guelph (same place as last year)

Theme: "New Beginnings - Finding the Beauty in Everyday." Join your fellow volunteers in a weekend of self-care, relaxation, laughter and peer support.

As in past years, registration is reserved for

volunteers who have had client contact in the past year (includes support groups, transportation and office volunteers).

Cost to attend the full weekend is \$80 (rest of cost is subsidized by hospice). This covers single accommodations and meals. You can attend just the day on Saturday for no charge, however, registration is still required.

**New this year - Online registration and Online payment!** Please click on this link to register for the Annual Volunteer Retreat <http://bit.ly/1qoqsj0>. Payments done through this website are secure. This system will also ask about any special accommodations that are needed.

### **Wednesday June 25th, 2014** **Annual Volunteer BBQ**

Time: 5:00-8:00pm

Location: Hospice back porch! 298 Lawrence Avenue.

Notes: Hospice will provide the hot dogs, hamburgers and veggie burgers. Volunteers are encouraged to bring a side dish, salad or dessert to share!

RSVP by June 23rd, 2014

### **Special Event - 20th Annual Spring Promenade Fashion Show!**



FREE TICKETS AVAILABLE FOR VOLUNTEERS! Contact Alex for details.

Spring Promenade Fashion Show and Raffle  
**Place: Bingemans Marshall Hall**  
**Date: Wed. April 16, 2014**

Time: 6:00 p.m. Doors Open, 7:30 p.m. Fashion Show Starts (Note: between 6:00 -7:30 vendors are placed around the hall and individuals can shop to their heart's content)

Tickets: Entrance tickets are \$35.00/person, Raffle tickets are 1 for \$10.00 or 3 for \$20.00

Tables: Tables of 10, however, single tickets can be purchased

Food: A light snack is served at each table and there is a cash bar

Door Prizes/Raffle Prizes/Live Auction

Colour theme this year: Black/White/Platinum (this is the fashion show's 20th Anniversary!)

**Anyone interested can contact Bethan or Lori at the**

We have a few permanent and short term openings currently at Lisaard House in Cambridge.

**At Lisaard House, the shifts available are:**

- **Alternating Mondays 3-6pm**
- **Wednesdays 3-6pm**
- **Alternating Thursdays 6-8pm**
- **Fridays 6-8pm**

At Lisaard House you would shadow an experienced volunteer in the role until you feel comfortable assuming your own shift.

If you are interested in any of these opportunities, please email me at [alex@hospicewaterloo.ca](mailto:alex@hospicewaterloo.ca)

### **Hospice Library**

*Our library is a great resource for both clients and volunteers. The library is open to anyone to come browse and sign out books.*

*If you know someone who could benefit from reading one of our books, have them call us.*

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

***Did you know the library can be searched on-line through the web site?***

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

### **Families First Support Groups**

We are pleased to offer a variety of support groups at Hospice of Waterloo Region

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

7:00 pm-8:30 pm

## National Volunteer Week! April 6th- 12th, 2014



(Above: A thank you banner made by the Day Program clients for volunteers)

**Nearly thirty volunteers joined us for the two events of National Volunteer Week. Thank you for everything you do!!**

Monday April 7th, 2014 - Meditation Workshop  
Guest speaker: Lindsay Salm Dube

In this workshop, Lindsay will present basic information about meditation, breath work and mantras. There will be an opportunity to try some brief meditative experiences but only long enough to get a taste of what different techniques will offer you. This workshop is great for someone who is new to meditation, or for the experienced to learn a few more tips and techniques. Meditation has been shown to be helpful with relaxation and self-care, and can be a very valuable tool for the hospice volunteer.

Wednesday April 9th, 2014 - Movie  
Afternoon: "Serving Life" Documentary

Actor Forest Whitaker narrates the story of a group of inmate volunteers who staff their own hospice inside a maximum security prison in Louisiana where the average sentence is more than 90 years.

## Annual Volunteer Retreat



**Date: June 6th-8th, 2014  
Save the date!**

Location: Ignatius Jesuit Centre of Guelph, 5420 Hwy 6 North, Guelph

## Friends and Relatives Support Group

6:30 pm-8:30 pm  
Every 2nd & 4th Tuesday

## Kids Can Cope

Last Sunday of every month

## Teen Bereavement

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

## Children's Bereavement

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

**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)

## Volunteer Training Spring 2014

Client Support Volunteer training starts on April 3rd, and will be running over Thursday afternoons (1:30-4:30pm) for 10 weeks.

Current volunteers are welcome to join us for any of the sessions whether it be for additional learning or a refresher. Please RSVP with Alex in advance to attend.

## Innisfree Hospice - Updates -

Innisfree House, the residential hospice being built by Lisaard House is slated to open in

Theme: "New Beginnings - Finding the Beauty in Everyday"

Join your fellow volunteers in a weekend of self-care, relaxation, laughter and peer support. The keynote speaker for this event, Mr. Sukhjit Singh, very much understands the new directions that life can take as he immigrated to Canada in 2009. His love of volunteering and passion for giving to the community will be shared in his engaging presentation. Other speakers and activities will be taking place as well.

As in past years, registration is reserved for volunteers who have had client contact in the past year (includes support groups, transportation and office volunteers). Volunteers can come for the full weekend (\$80), or just for the day on Saturday (no charge).

Online registration is here! <http://bit.ly/1qoqsj0>  
You can also register via a paper form and pay using a cheque if that is preferable.

## **Frequently Asked Questions:** **Guest writer, Julie Schelter**

### **Lots of volunteers ask about matching:**

- 1. I am available, why don't I have a client?**
- 2. Don't you need me anymore?**

We definitely need you and so do our clients. Some weeks I have lots of referrals and sometimes I have very few. One of the reasons hospice has been such a great support to our clients and families is our caring, well prepared volunteers and our matching process. We have always matched on common interest, personalities and the general feeling of a good fit. This helps the client and volunteer develop rapport quickly and helps the client feel comfortable.

Sometimes clients want certain times, which doesn't work for all volunteers (i.e. four hour visit). Sometimes clients request certain tasks that not all volunteers would be comfortable performing (i.e. help with toileting). We match carefully so you are comfortable and so is the client. We want your volunteer experience to be rewarding, and we want to find the best possible fit for our clients. Please be patient and bear with us! Keep in mind that when you are matched it will be the right support at the right time.

December 2014.

This Hospice is being built near Conestoga College in Kitchener, at Hwy 401 and Homer Watson.

**Would you be interested in a weekly shift at this new hospice?** Do you know someone who would be interested? Over the next few months, we will be trying to recruitment many volunteers to take on this position. Experienced hospice volunteers would be an asset!

Please let Alex or Leslie know if you would be interested!

## **Marketing Campaign**

In December 2013, we launched a year-long Marketing Campaign. Through a series of print ads in the Waterloo Region Record and radio spots on Country 106.7 and 570 News, we are letting the community know we are here to help and encourage potential clients to connect with us directly instead of relying on their health care providers to make the referral.

Three distinct print ads and radio spots have been created to target three different audiences - the client, the caregiver and the potential volunteer. Look for our print ads in the Local Section of the Waterloo Region Record on alternating Saturdays, and listen for our radio spots. Our ads will run regularly until the end of November 2014, and hopefully we will see a significant increase in the number of people who seek our services on their own.

## **Inspiration....**

Don't look further for answers: be the solution. You were born with everything you need to know. Make a promise to stop

It's always so nice when I hear clients say, the volunteer you matched me with is great, we have so much in common, and I knew we would get along right away! It's also wonderful when volunteers call to say how well their match is going.

Thank you for all you do for our clients. We couldn't do it without you!

Julie

## **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.

## **Education Bursary - HR-16**

Hospice of Waterloo Region is committed to continuing education and skills development. Hospice of Waterloo Region sets aside \$2000 in an Education Bursary to help support volunteers in their pursuit of continuous learning.

## **Procedure**

1. Volunteers who have had client contact within the past 18 months are invited to apply for up to \$100 towards an educational workshop, seminar or conference in the field of hospice palliative care that is *less than six hours in length*. Additional criteria for consideration includes attendance at recent support meetings or participation in other Hospice activities.
2. In order to guarantee eligibility, it is recommended that volunteers receive confirmation of coverage before enrolling in the workshop/seminar/conference.
3. Volunteers will be responsible for paying course costs up front. Hospice of Waterloo Region will reimburse costs *after completion* of the course/seminar/workshop.
4. Proof of enrollment and completion of the course are necessary before the bursary will be dispensed.
5. A volunteer may only apply for the education bursary once in a calendar year.

getting in the way of the blessing that you are. Take a deep breath, remember to have fun, and begin.

**-Jonathan H. Ellerby**

6. Educational workshops, seminars, conferences or courses that are greater than six (6) hours in length are eligible for reimbursement through the Ministry of Health Palliative Care Education Fund. Volunteers should speak to the Coordinator of Volunteers for submission criteria.

## **Advance Care Planning Workshop April 30, 2014**

National Advance Care Planning day is April 16th, 2014. Hospice will be hosting a Public workshop on Advance Care Planning (what it is, how to complete a plan, how to begin a conversation, etc) on April 30th at 7pm. Any volunteers who missed the earlier session or have family or friends who may be interested are welcome to attend. Registration is on-line, through the hospice web site; [www.hospicewaterloo.ca](http://www.hospicewaterloo.ca). There is no cost for the workshop.

## **Pictures of Winter 2014 at Hospice**

There have been so many events at the Hospice this fall! The following are pictures that capture some of the special moments.

KW Day Program clients enjoying a game of cards



Happiness Project at the HWR office -  
"What are you thankful for?"



Drummer and storyteller at the Day Program



Remember that time a garbage truck got stuck in the snow in the HWR parking lot? We do.







April is a busy month for everyone at Hospice but it is especially important that we take the time now to say Thank You to our volunteers. National Volunteer Week is April 6 - 12th and, although we are grateful all year for the incredible service our volunteers

give to us as an organization and to our clients, it's nice to have a special time of the year to remind us to highlight volunteer contributions internally and to our entire community. The work that you do and the contribution that you make makes such a difference to so many people. There are not sufficient words to express how much we appreciate you being part of the team of Hospice of Waterloo Region. All we can really say is, "Thank You".

Hospice is pleased to report that we have received our Level 2 accreditation from Hospice Palliative Care Ontario. This accreditation level was focused on the client relationship component of our work and measured items such as the demographics of our clients, the percentage of caregivers satisfied with the service received, and the percentage of volunteers who have completed training, along with other additional measures. Much of this information is now available to us from the new data we are collecting from both clients and volunteers. Thank you to everyone for your help in keeping our records current and allowing us to demonstrate how our work is making a difference for individuals and families.

During the next several weeks, we will begin to produce our Annual Report which is shared with donors, clients and funders. This year we would like to focus on the stories of service that we have been providing to clients and their families in all of the programs. If you have a story that you think is particularly meaningful and demonstrates how our support helps clients or their family, please contact Leslie who will be gathering the stories that we will be including in the Annual Report.

We are also beginning the planning for this year's Hike for Hospice in September. If you have ever wanted to become involved in planning and organizing a fundraising event, or if you know someone interested in this type of work, this could be your opportunity. We are looking for 3 - 4 volunteers to work on the Hike for Hospice planning committee and assist with all of the tasks needed to make this a very special and successful event. Please contact myself or Alex if you have an interest.

Now that the weather is finally starting to warm up

and we are all coming out of our winter hibernation, I wish you a joyful spring and many warm days outside enjoying the weather with family and friends.

Judy

## Join our Cycling Team!



Hospice of Waterloo Region is putting together a team of (novice) cyclists to participate in the **Healing Cycle Foundation's Annual Healing Cycle Ride**. The Healing Cycle Foundation is a foundation that specifically funds

Ontario hospice organizations.

Grab a friend and join our Team! The event takes place on **Sunday, June 22 in Mississauga**. We are registered as the "Hospice of Waterloo Region Palliative Care Pedalers", and we will be biking the **25 km route**. There is a \$60 registration fee if you register before March 31, 2014 and this provides you with a breakfast snack and lunch after the ride. Each registered team member must commit to raising \$250 in pledges. Hospice of Waterloo Region will provide the team t-shirts. The money raised by our team will come back to Hospice of Waterloo Region to support our programs and services.

Leslie is registered as the Team Captain and so far will be joined by staff members Irena and Lori for this fun event. **No previous cycling experience necessary - you just need a bike, a helmet and a maybe a padded bottom!**

To learn more about this event or to register as part of our team, visit [healingcycle.ca](http://healingcycle.ca), then follow the links: Registration/Team/Team Rider/Select a Team/Hospice of Waterloo Region Palliative Care Pedalers. Fill out the registration form, and call Leslie if you have any problems.

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