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Subject: Newsletter Winter 2014 from Hospice of Waterloo Region

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Hospice of Waterloo Region Winter 2014 Volunteer Newsletter

Hello Volunteers!

I hope you all had a wonderful holiday season, and kept warm throughout all these winter storms! I have been with Hospice now for over two months, and I want to thank you all for the warm welcome I have received.

There is a lot going on at hospice, lots to learn and many people to get to know. It is an exciting and busy time!

I look forward to getting to know you all better over time. Thank you,
Alex
Coordinator of Volunteers

Welcome New Volunteers!

Congratulations to volunteers who completed their volunteer training in Fall 2013:

Wib Brown, Donna Duncan, Brenda Hallman, Patti Jackson, Scott Janz, Pat Jantzi-Raschke, Ruth Makrakis, Michael Plauntz, Anna Rielly, Nancy Schwindt, and Jeremy Smith.

Welcome to the Hospice of Waterloo Region team!

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**Hand Hygiene -
Cold and flu season has
arrived!**

Hand washing is the single most effective way to prevent the spread of infections.

Hand Hygiene tips:

- Use soap and water.
- Scrub for at least 20 seconds.
- Get in the habit of washing your hands before eating or preparing food, after using the bathroom, or changing a diaper.
- If you're taking care of an ill person, wash your hands before and after being with them.
- If soap and water are not available, use an alcohol-based hand sanitizer (60% alcohol is recommended). Rub the sanitizer on your hands until they dry.

Volunteer Connection Meetings

January 22nd, 2014

Topic: Smile Epidemic and "focused gratitude"

Location: Langs Community Health Centre, 1145 Concession Road, Cambridge

Time: 7:00-9:00pm

Notes: This presentation will look at "focused gratitude" activities and self-care. We will be looking at different ways to stay positive, and use gratitude in daily life.

Please RSVP by January 22, 2013.

February 26th, 2014

Topic: Hospice of Waterloo Region Townhall

Facilitator: Judy Nairn and Hospice staff

Location: Hospice Family Centre, 298 Lawrence Ave.

Time: **6:30-8:30pm (note time change)**

Notes: The past year has brought many changes and innovations to Hospice, including several new programs. Come and learn about:

- the HPC Consulting education programs in Waterloo Region and Wellington
- the special projects on Aboriginal end of life needs and Advanced Care Planning
- the new Marketing campaign
- new client programs in development

Light refreshments will be served.

RSVP by Feb. 24, 2014. There will be lots of time for questions but if you have specific questions you have been wondering about you can send them in advance to alex@hospicewaterloo.ca so we can ensure we have the correct information on hand.

**Rostered
Volunteer Shifts
Available!**

Are you interested in a regular, weekly volunteer position?

We have a few permanent openings currently at Lisaard House in Cambridge, and at Winston Park in Kitchener.
At Lisaard House, the

March 26th, 2014

Topic: Dreams and Dying

Guest Speaker: Anne Schnarr MSW RSW

Location: Hospice Family Centre, 298 Lawrence Ave.

Time: 7:00-9:00pm

Notes: Anne will be discussing dreams, types of dreams, analyzing dreams, dreams about dying, and dreams of the dying.

RSVP by March 23, 2014

Frequently Asked Questions:

"Why does Hospice request so much information each month?"

At Hospice we need to gather statistics each month from our volunteers. This information includes how many hours of service you provide, how often you visit, the program or client for which you are providing service, meetings you have attended, and non-client related hours such as gardening or office work.

There are two main reasons we need this information. One is to be able to demonstrate to funders and donors, the level of service we are able to provide with the funding we receive. Since the majority of our funding comes from the Ministry of Health, we need to supply them with very specific statistics on numbers of people served, numbers of visits and numbers of hours.

The second reason is to be able to reflect internally on the work being done and to know more accurately what the client needs are for our current and future programs. For example, lets compare: Last December we provided 200 in-home visits and this December we provided 300 visits. If we looked at the bigger picture for this December, we would notice that a spike in visits happened around the same time as the Personal Support Worker strike. This makes intuitive sense; if PSWs are not available, then volunteers may be called on more often to provide respite. This can help us plan for the future - should another similar work shortage arise, Hospice should expect volunteers to be needed for more visits and plan accordingly.

"I have been asked to report the dates that I volunteer, why is this important?"

Team leaders will now be asking you to provide dates

shifts available are:

Mondays, 12-3pm

Alternating Thursdays, 6-8pm

Fridays, 6-8m

Winston Park has more flexibility. We are looking for someone who could visit on a weekday for 2-3 hours every week. Ideally, we would work with you to find a scheduled shift that you would be able to attend every week (for example, every Thursday 1-4pm). We could also make evenings work if that would suit your schedule, shifts would start after 5:30pm when the residents finish their dinner.

At both Lisaard House and Winston Park, 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

Hospice Library

Our library is a great resource for both clients and volunteers. Each newsletter we would like to feature a review of one of the books.

If you would like to be a guest reviewer and share your thoughts on one of our books, contact Alex.

If you know someone who could benefit from reading one of our books, have them call us. The library is open to anyone to come browse and sign out books.

If you hear of a book that could be a great addition to the library, let us know. We are always looking for

that you have provided service, to your client or in your specific program. There are a variety of reasons why we are asking for this.

Client Service and Accountability- we strive to provide the best service to our clients. If a caregiver has asked for a volunteer to visit every Wednesday morning so that she can attend her gym class, and the report shows that the volunteer has been visiting every Monday, then its time for us to check in. Maybe the caregiver moved her class to Monday. Maybe the client's needs have changed and its more important to provide respite on that day instead. Maybe the caregiver needs help on two days each week and we need to put in a second volunteer. In any case, its good for us to stay in the loop and make sure that we are providing the best service and meeting the needs of our client.

Client Service - Sometimes our clients have multiple volunteers providing service, and cannot remember which volunteer is which! If they want a specific volunteer to drive them to an appointment, but cannot remember details about the volunteer except they know that this volunteer drove them last Tuesday, then we can easily pull up the record and connect them with their driver.

Accreditation - Hospice is currently applying for Level II accreditation with Hospice Palliative Care Ontario and as part of these requirements, further details of volunteer interactions with clients is needed.

Thank you for your help with collecting this important data.

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.

Medications - Policy CC-04

Volunteers will not dispense or handle client medications. This includes medication that has been premixed and is being administered by a pain pump and medicines that come in pill, patch or liquid form.

Procedure

books to add that will help support volunteers & clients. Call the office with any suggestions and we will follow up.

Did you know the library can be searched on-line through the web site? Let us know if you can find what you are looking for.

Final Gifts

Author: Maggie Callanan and Patricia Kelley

This is a touching guide to individual's end of life experiences. It is based on the experiences of hospice nurses. They use personal stories to explore Nearing Death Awareness. This is a great read for anyone in hospice palliative care, who will be supporting individuals as they approach end-of-life.

Highlight on the Family and Relatives Support Group

As volunteers, you get to know your clients, their caregivers and loved ones. **If you are noticing the caregiver is stressed, or maybe feeling isolated in their caregiving, please refer them to this support group.**

They will have the chance to speak with other caregivers and receive peer support. Contact Irena at irena@hospicewaterloo.ca for more information.

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

1. If the caregiver has prepared a dose of medicine, the volunteer can remind the client when it is time to take the medicine, but will not hand the medication to the client.

2. Oxygen is considered a medication, and therefore the volunteer will not adjust the amount received by the client. The volunteer may switch the oxygen tubing over to a portable tank if the volunteer is transporting the client, but only after receiving procedural instruction from the client, a family member or nursing personnel. Volunteers are permitted to turn off/on oxygen tanks, but will not adjust the oxygen flow or metres/minute.

3. Volunteers will contact the caregiver and the health care provider in the event of an emergency.



Garden Volunteers keep our entranceway looking beautiful!

Fall 2013 at Hospice

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

Pumpkin decorating at the KW Day Program

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
The first Tuesday of the month

Patient Support Group

1:30 pm-2:30 pm
Every 2nd & 4th Monday

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

Volunteer Training Winter 2014

Client Support Volunteer training starts on January



Caricature artist Cartoon Bob sketches at the Holiday Party



Volunteers and Clients at the Bereavement Walking Group Holiday Breakfast



22nd, and will be running over Wednesday afternoons (2-5pm) for 10 weeks.

Please refer any friends, family or colleagues you know who would make a great volunteer, and encourage them to contact us.

Any current volunteer is 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.

Advanced Care Planning Presentations

On November 20th, Executive Director Judy Nairn presented to volunteers on Advance Care Planning and the Speak Up Campaign.

A number of volunteers were unable to attend the November event and have asked about another presentation.

If there is interest, a second presentation for volunteers can be arranged.

Please let Alex know if you would be interested.

Save the Date!



Spring Promenade Fashion

Marketing Campaign

Over the past several months Hospice of Waterloo Region has witnessed a real fluctuation in referrals from our main referral sources. Some months we receive a steady stream of referrals for hospice services, other months we receive very few.

We decided we needed to try and drive our own referrals by raising awareness about Hospice of Waterloo Region and the services we offer. 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 that will begin at the end of January. 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.

Judy's Jottings



Happy New Year! I hope that your holiday season was full of family and fun (with limited ice and snow) and that 2014 brings nothing but good things to you all. Hospice is also going to be busy in 2014 as we continue to work on programs and services that will allow us to help more

clients and families. Some of those programs and services are described below but I hope you will have a chance to come out to the February Connections "Townhall" meeting where there will be an opportunity to learn more.

One of the new programs is called Hospice Palliative Care Consultants and its job is to provide education, mentoring, and pain management consultations to doctors, nurses and PSW's in our area. The KW portion of the program transferred to Hospice last April and the Wellington portion transferred to us in October. There are two nurses who are now on staff with us working in this program, Cathy and Chris, and a third is being hired. The program is a really good fit for Hospice because all of the teaching is not only client and family focused, it promotes the ideal model and philosophy of hospice care which includes the important role that volunteers and volunteer supports contribute to the best care of clients.

There are two other people who you may notice in the office over the next few months. Barb Wilson, who was a student with us last spring, is back for a special project. Barb is being joined by a new MSW student this semester

Show

Wednesday April 16th, 2014

Call now to reserve your ticket!

Holiday Food Drive!

Our Holiday Food Drive raised 122lbs of food for the Waterloo Region Food Bank! Thank you everyone for your generosity!



Cartoon Bob!



Hospice Christmas Tree

and they will be working on a report for the LHIN on the cultural palliative care and end of life needs of Aboriginal and First Nations people in our community. This will not only provide valuable information to us on how to support this population, but also strategies for how to work with clients who might come from any different faith background or cultural heritage.

Our Day Program is now running not only in our building on Tuesdays, but at Hospice Wellington on Wednesdays and in Cambridge on Thursdays. Our next volunteer training program is scheduled to start at the end of January. And our requests for transportation services are increasing. And as you will read in the note from Leslie, our new Marketing campaign is beginning in January which will help us to reach out and connect with more clients who are looking for help but who don't know what our services are or how we can help them. This advertising will also help us to recruit more volunteers to support these additional clients.

Indeed, it will be another busy spring in 2014. But none of this would be possible without the continued care and effort every one of you contributes to our clients and their families. Thank you everyone for everything you do for Hospice.

Looking forward to a great 2014,
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, then follow the links: Registration/Team/Team Rider/Select a Team/Hospice of Waterloo Region Palliative Care Pedalers. Fill out the

Hospice Podcast

Judy Nairn was recently interviewed by AM 570 News.

Click here to listen to the interview podcast:
<http://bit.ly/1e0w38f>

We Remember....

A quote on children's grief:

For adults, grief is like wading through this enormous river, whereas for children it's puddle jumping. But when they're in that puddle, it is no different from the river.

-Julie Stokes, Winston's Wish

registration form, and call Leslie if you have any problems.

Client's Corner



In this section of the newsletter, we will share feedback that client's have given us about their volunteers.

"When I was first diagnosed I was still able to get out on my own but that has changed, I am now confined to my house. It has been hard for me and my spouse. A friend told me about Hospice volunteers. She said we should call Hospice because they can help. We called and we are so glad we did.

I am now unable to manage on my own so my care has been a huge stress on my wife. Now that I can no longer use the stairs my world consists of two rooms. It was beginning to feel like a prison.

My Hospice volunteer brings the outside world in. Those visits brighten my day. At first I wasn't sure how comfortable I would be having a volunteer visit but we got to know each other quickly. Now I look forward to that chat every week.

One of my biggest fears about dying was being alone and in pain. I was able to share this with my volunteer. He reassured me that I would not be alone. He explained that there are many things the medical team can do to control my pain. You have no idea the peace of mind that gave me. I don't know what I would do without my Hospice volunteer.

Thank-you Hospice"

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