

A must read for all hospice volunteers - event details, program updates and much more!



Dear Volunteers,
Hospice has been such an exciting place this fall and the winter promises to keep up this momentum! We look forward to connecting with all of you at our Hospice Holiday Party this Sunday afternoon.

This fall we were faced with challenges around our annual volunteer Retreat. I have written a larger article below with all the details. Thank you to everyone who responded to our survey, your feedback helped us greatly to make some tough decisions. Yes, it is going to be different this year. However, the goals of the retreat have not changed - self care, relaxation, peer support - and I hope many of you will join us to make this retreat a success!

Happy Holidays,
Alex
Coordinator, Volunteer Programs
519-743-4114 ext. 113 or alex@hospicewaterloo.ca

Upcoming Volunteer Events

Hospice Holiday Party
Sunday December 6th, 2015
11:30am-2:00pm @HWR

Join us for festive cheer and delicious food! This party will be catered by ChefD who will also be performing a live cooking demonstration. Volunteers are welcome to bring a guest and a non-perishable food item for our hospice

holiday food drive. There will be a vegetarian and a vegan option.
Please RSVP by Dec. 4th.

Volunteer Connection Meeting

Wednesday January 20th, 2016, 6:00pm-8:00pm @HWR

Topic: How Volunteers can Support Families

Details TBA. Please RSVP by Jan. 18th.

Volunteer Connection Meeting

Wednesday February 24th, 10:00am-12:00pm @HWR

Topic: Caregiving for individuals with Dementia & Ambiguous Loss

Public Education Coordinator, Bethany Galbraith, with the Alzheimer's Society will join us to explore the challenges of caregiving for an individual with dementia. In particular she will look at the concept of ambiguous loss. (You may remember Bethany from her excellent presentation on dementia last winter.)

Please RSVP by Feb. 22nd.

Volunteer Connection Meeting/ Lunch 'n' Learn

Wednesday March 16th, 12:00noon-2:00pm @HWR

Topic: Aging with Pride - LGBT issues amongst seniors

An educational session provided by an expert panel from Spectrum's Aging with Pride committee. This session will explore challenges and issues for aging LGBT (lesbian, gay, bisexual, trans) seniors as they enter long term care homes or receive care in the community. Many of these seniors are afraid they will be 'forced back in the closet' in order to receive better treatment. [Read News Article](#) Lunch will be provided.

Space is limited. Please RSVP by March 14th.

National Volunteer Week - April 10th-16th, 2016

When we asked about this and other recognition events in the annual volunteer survey, overwhelmingly volunteers wanted us to keep the same format as in the past. Therefore, as in past years, for this Volunteer Week we will have a few small events in recognition of our excellent volunteers. Stay tuned for more details.

National Hospice Palliative Week, May 1st-7th, 2016

HWR is going to host it's first ever Death Café! With an HWR twist of course. Details and Location TBA.

Annual Volunteer Retreat

Saturday June 25 - Sunday June 26 @ Conrad Grebel University College

Please read article below for more details.

Annual Volunteer Retreat 2016



We had a fantastic response to our survey, with over 50 respondents. Thank you for your feedback! It really helped us to shape this year's retreat.

Key feedback:

- there were many comments about people who work being unable to attend a retreat on weekdays
- of all venue style options, a university/college campus was the highest rated (other than a retreat centre)
- of all format options (3 day/2 day/1 day) the majority preferred a retreat that lasts two days with one overnight
- no one wants to sleep in shared accommodations!

Results

- we agreed it would be unfair to limit participation to only those who are available on weekdays
- the best venue that is available to us on a weekend is Conrad Grebel Uni/College
- Conrad Grebel offers private accommodations and meeting spaces

Conclusion for the 2016 Retreat
Location: Conrad Grebel
Uni/College

Saturday June 25 & Sunday June 26

with option to stay overnight or only attend during the day

Focus of the 2016 Retreat is the same as previous years: Self-care, relaxation, and a supportive environment with opportunities to get to know other volunteers and staff.

Pictures: top two pictures from 2015 retreat, bottom two pictures of Conrad Grebel

Every effort will be made to see our Retreat in 2017 go back to a traditional retreat centre

Complementary Therapies - Help us spread the word!

Therapeutic Touch (TT) & Reiki

TT and Reiki can be provided to clients and caregivers in the home, hospital or hospice. TT and Reiki is provided by HWR Client Support Volunteers who have completed extensive training in their modality.

(If you are interested in taking TT or Reiki training please let Alex know.)

Registered Massage Therapy (RMT)

RMT is offered to clients, caregivers and the bereaved in the HWR office at no cost. RMT is provided by students of the College of Massage Therapy, under the supervision of their instructor. RMT sessions will be available every Tuesday afternoon at 3:30pm, 4:15pm and 5:00pm. Volunteers will be offered a massage if there are cancellations or if we are unable to fill appointments.

Please send Alex (alex@hospicewaterloo.ca) or Katie

(katie@hospicewaterloo.ca) an email if you would like to be put on our Call List for a massage at no cost.

Gentle Yoga for those Living with Loss

On the 2nd and 4th Thursdays of the month, a beginner-level Gentle Yoga

class will take place from 5-6pm at the HWR office. Focus is relaxation, mindful breathing and gentle stretching. Individuals must register with the office before they can attend. Volunteers who are grieving a personal loss from the past two years would be eligible to attend. It is our plan to run general self-care yoga class later in 2016 that would be open to all volunteers and staff.

If your client or their caregiver would be interested in any of these complementary therapies, please encourage them to call the hospice office! Or you can call the office for them.

Other News

Concert in support of HWR "Christmas around the world"



**Sunday December 13th at 3:00pm
St. Peter's Church**

49 Queen St. North, Kitchener

This concert and sing along will feature *Inshallah*, a lively upbeat choir of 60 voices, and *the Choir of St. Peter's*.

Open admission. Noregistration or tickets necessary...there will be a Freewill Offering in support of Hospice Waterloo Region



Innisfree & Lisaard House Update

There are still many shifts to be filled at Lisaard House and Innisfree House. If you would be interested in a regular weekly or bi-weekly shift at either residential hospice, please contact Leslie by email leslie@hospicewaterloo.ca



Volunteer 33 Hour Training Course

The winter volunteer course is planned to take place over Tuesday evenings from late January to early April. If you know someone who might be interested, please encourage them to contact Alex.



Quotes from Clients & Caregivers

"Your acts of kindness will never be forgotten." - client

"When I ask her why this is happening to me, she provides me with support and comfort, not a solution." - client

"You saved me from going completely to pieces. I was doing my best to stay strong but I needed emotional support and that is what you provided." - caregiver

Caregiver Support

Providing caregiver respite is a big part of the support offered at Hospice and the support Hospice volunteers provide to caregivers is essential.

The **Friends & Relatives Support Group** is an opportunity for caregivers to get support from others in similar situations, get helpful tips on caring for others and taking care of themselves. Your respite visits have made it possible for caregivers to come out to this Support Group with the comfort of knowing their loved one is in good hands.

If you are supporting a client and think their caregiver could benefit from the monthly caregiver group, please let Julie know if they are interested. You can reach Julie at 519-743-4114 Ext. 131 or Julie@hospicewaterloo.ca

Judy's Jottings

It has been a very busy fall at Hospice of Waterloo Region for each of our program areas.

Volunteer Visiting has introduced expanded complementary therapies and self care including massage, reiki, and yoga, along with continuing to match volunteers to new clients.

HPC Consultation Services has been offering a full calendar of palliative education courses for nurses, PSWs, and volunteers along with a very successful conference featuring Dr. Harvey Chochinov.

The **Advance Care Planning** team held 12 workshops in Waterloo Region and Wellington in September with legal expert Judith Wahl. They had over 900 participants learning about Advance Care Planning and are well on their way to building comprehensive health care and community understanding of ACP.

The **Counselling team** has been seeing increasing numbers of clients dealing with anticipatory grief and bereavement including a significant number of children since school began in September. Irena will be providing two workshops over the next weeks for parents to help children grieving during the holidays.

Meanwhile, planning is underway for our new project in long term care and we are in the beginning stages of planning for our new residence. It really has been a very busy three months this fall! I am very grateful to the amazing staff and volunteers who have been working so hard to ensure that we continue to provide exceptional support to the clients and families we serve. Thank you all for everything you do. - Judy



Click here to read the ACP blog post!

The ACP team lead, Sheli, wrote about their team's experiences running the Judith Wahl education sessions in a recent blog post. Click on the button above to read her blog, or visit the team's website at www.acpww.ca for more information.

Hospice Family Centre hours of operation over the holidays:

Thursday December 24, open 9am-12noon

Friday December 25, closed

Monday December 28, closed

December 29 & 30, open 9am-4pm

Thursday December 31, open 9am-12noon

Friday January 1st, closed

Monday January 4th normal business hours resume, 8:30am-4:30pm

Assisting Clients with Transfers - A Refresher

In November we had a Connection Meeting which focused on practical skills. In particular we focused on how to assist clients who need to transfer from a wheelchair to a car and vice versa. The information provided was important and relevant so I wanted to share it again here.

General Principles

- When transferring to/from wheelchair, **always apply the brakes!** Footrests should be up or off.
- Volunteers can only help clients to transfer if client has the strength to help. This is referred to as a 'one-person assist'.
- Never use your back to lift. Maintain a strong back and neck at all times, and use legs to get low if necessary.
- Always inform the client what you are doing

When transferring from a wheelchair to car

Our educator for this session acknowledged that getting in and out of the car is often the most difficult transfer, however we put together some general tips:

- Park car on level ground
- Roll down passenger window (client can hold on to this)
- Push passenger seat back, if possible, to give more leg room
- Place wheelchair close to the car, diagonally is recommended
- Wheelchair: **apply brakes, and footrests up or off**
- Client grabs window frame, uses this to help stand. Volunteer can assist from the side or behind to steady client. If client cannot reach window, volunteer can assist from the front - client can hold volunteer's shoulders NOT the neck.

- Client turns back to car, moves back until legs touch car. Client sits back slowly into seat. Remind client to duck head.

- Volunteer can help client swing their legs into car.



Secret Santa

Thank you for reading all the way to the bottom of the newsletter! You deserve a chance to win a gift - all you have to do is email the secret santa code "JINGLE BELLS" to alex@hospicewaterloo.ca to be entered in a draw for a prize!

What would you do?

A member of your household, say a child, grandchild or aging parent, has come down with a nasty stomach flu. You are feeling fine and haven't had any of the same symptoms as your loved one.

You are booked to go and visit your client at their home this afternoon. What would you do?



Cold & Flu Season -What should you do?

Many of our client's immune systems have been compromised due to their illness or treatment, so we have to be extra careful when going for visits.

If you or anyone in your household is experiencing flu symptoms, we would recommend that you do not visit.

Even if you feel fine, you may be carrying the flu bug with you and your client could catch it.

Connect with us



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