



Volunteer Newsletter

The Hospice of Windsor and Essex County Inc.

Keeping in Touch

Message from Sue

We hope everyone had a great summer – welcome back! We look forward to your participation in our upcoming Volunteer Education and Training. In partnership with the Alzheimer’s Society, the presentation, “Comfort Care for Advanced Dementia” will be presented by Daniel Kuhn this month (see page 3 for details).

Volunteer Patient Care Training also begins and runs through early December. We encourage our patient care volunteer graduates to attend any session as a “refresher”. Or if you have never taken the training and are interested in patient care opportunities contact Angie at ext 2250 to register.

We strive to make sure YOU feel supported in your volunteer role. We recently met with the Therapeutic Touch volunteers to ‘debrief’, provide answers to questions, and to obtain feedback from you on the volunteer program. We all felt it was a “useful and worthwhile” meeting! Going forward we plan to meet with groups of volunteers by role. By ‘we’, I mean myself and the coordinators in the department.

In addition to the support meetings, be sure to participate in some of the Wellness Centre programs now available to volunteers (see page 3).

Susan MacTaggart
Manager, Volunteer Services



*Volunteers
are the
Heart of Hospice.*



Tecumseh Corn Festival

This year’s Tecumseh Corn Festival at Lacasse Park held August 25th to the 28th brought out volunteers, community, and a lot of sunshine making it yet another successful year for The Hospice.

Thank you again to all volunteers for all of your help and support in enabling us to raise **\$15,500.00** for The Hospice.

Pictured l-r: Evelyn Fitzgerald, Annette Scurr



Statistics

of visits/contacts by volunteers with patients/caregivers in the community = 50 contacts per day

of visits/contacts by volunteers at the Residential Home = 35+ per day

of hours event volunteers give to raise money and awareness, in the community = 600+ hours per month

of hours administrative volunteers give in the office = 500 hours per month

Total # of hours by all volunteers for the first 6 months = 38,500 hours...multiply that by \$10.50 an hour = \$404,250.00 contribution by volunteers

72% of active Hospice volunteers have given hours this year!

Altruistic Value of Volunteers

Volunteers: "Are more satisfied with life, have fewer hip fractures, have more self-esteem, are less depressed, live longer. The two year old Baycrest Research About Volunteering in Older Adults project, known as BRAVO, is pioneering research that hopes to prove scientifically that volunteering can lead to measurable gains in physical and mental health among older adults – that it's about way more than just fulfillment and passing the time."

(*Zoomer Magazine*, June 2011)



Fundraising Events – How we did!!

Thanks to all the volunteer and community support for making our past events successful. Monies raised stay in Windsor and Essex County to provide Hospice services and programs free of charge.

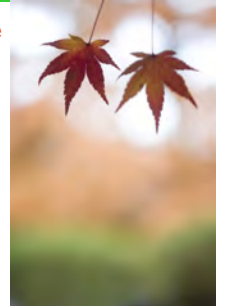
- Canadian Tour Championship Golf—raised \$20,000
- Tecumseh Corn Festival—raised \$15, 500.
- Triathlon—raised \$28,000.
- Sail for Hospice – raised \$12,000 and celebrated 25 years! Thank you to committee volunteers, Evonne McRobbie and

Andy Hellenbart for their time and dedication.

- Savour the Wine Tour - \$9,000.

Upcoming Events:

- The Hospice Evening Gala – *High Rollin' for Hospice* — October 14th at the Caboto Club
- Knights of Columbus – dinner banquet – October 29 – Comber Chapter
- Hockey for Hospice – December 27 — 28 —29



Helping the dying; a positive life lesson

Canadian hospice care workers say their daily experience caring for dying patients has changed their personal lives – but in a positive way, according to a new study that looks at how people are shaped by exposure to death. After shadowing doctors, nurses, assistants, spiritual care workers and psychologists in palliative care centres, researchers found health professionals reported a better understanding of the meaning of life, an increased awareness of spirituality and an acknowledgement of their own morality.

"No patients had ever said that if they could do one thing over, they would work harder. They always said that what they're most proud of is their memories with family and friends. These thoughts helped health-care workers realign themselves to live as meaningful a life as possible."

(Excerpt from an article in *The Windsor Star*, Dec. 7, 2010)

Patient Care Training—Oct. 5 – Dec. 7, 2011

Patient Care Training is available to all Hospice volunteers. Even if you have taken the training in the past but wish to take a refresher or attend any of the current sessions, please join us. Please RSVP so that we have handouts and extra materials prepared for you.

Training takes place on site at the Hospice Main Building and is free of charge. All materials will be supplied.

Volunteers are Needed in the Following Area

- **Clerical** – specifically with skills in Powerpoint, Excel and Publisher
- **Transportation** – drivers for occasional rides in your own vehicle, or to drive one of the Hospice vans
- **Respite Care** – visit patients in their home or in the hospital

Contact Angie Deane, Coordinator at Ext. 2250

The Healing Art of Belly Dance

Belly Dance: A mind/body and spiritual workout.

What is Belly Dance?

Belly Dance is a series of natural body movements and muscle isolations strung together to create a beautiful dance. Belly Dance is generally performed barefoot, and to beautiful Arabic drums and rhythms.

Who Can Belly Dance?

Belly Dance welcomes all ages, all sizes and all lifestyles to the dance floor. Open to patients, caregivers.

Join Sandra-Lee for a six week course offered **October 13, 20, 27, Nov 3, 10 and 17th, 2011**.

Register with Linda at Ext. 2202.



NEW:

Volunteers can attend programs in the Wellness Centre at The Hospice!!

We invite you to participate and enjoy the following programs in the Wellness Centre:

- Belly Dancing
- Yoga
- Tai Chi
- Meditation 101
- Healing Breath
- Are You Sleeping?
- Coffee House—
“Open Stage”

For further information on the above programs view the monthly calendar at

www.thehospice.ca

Please register with Linda at Ext. 2202.

Volunteer Opportunities:

Hairdresser to volunteer 3 hours a week at the Residential Home

Contact Janice at Ext.2413.



HOSPICE MEMORIAL SERVICE

Sunday, November 20th at 2:00 p.m.

In the Hospice Auditorium

We invite you to attend this service and remember those we cared for.

RSVP your attendance to reception.

Upcoming Education for Volunteers

“Comfort Care for Advanced Dementia”
Presented by Daniel Kuhn

- The presentation will focus on symptom management and quality of life for patients in the final, end of life stages of dementia
 - Thursday, October 13, 2011
 - 10:00 am, Hospice Auditorium
- RSVP: dankuhn@thehospice.ca or leave a message at 519-251-2598

Clinical - Physician Article— First Year Med Student Volunteer Program at The Hospice

The Hospice's Dr. Jim Gall is very excited to share news about the new student organized volunteer program at The Hospice Residential Home that involves first year medical students at the University of Windsor. Dr. Gall notes, "Our Residential Home is a tremendous resource that these students can take advantage of."

The program will allow these medical students the opportunity to be trained and oriented as a Hospice volunteer. Students will complete similar work to what our current volunteers do in The Residential Home and will shadow an experienced volunteer or Personal Support Worker.

This Volunteer program has been successful at other Universities and has been touted as an eye-opener for students. Dr. Gall adds, "The feeling of gaining this sort of knowledge through experience will help to eliminate the fear of death and dying, and make the student more comfortable dealing with patients in the future."

This new initiative will provide an educational benefit for medical students because it exposes them to hospice patients and practices. It is an efficient way to satisfy the constant need for Hospice volunteers, while contributing to the overall educational experience for the involved students.

"I see this as a chance to care for people in a way that no one has done before. These students will learn and use their early experiences in the future," stated Dr. Gall. "They will understand what it is like to 'care' for people."

Dr. Gall is referring to the needs of a patient that include assisting them with change of clothes, feeding, helping them with mobility, and listening to their stories.

Our Hospice is pleased to be involved with this ground breaking approach to medical student involvement in Hospice care.

HIGH ROLLIN' FOR HOSPICE

WE INVITE YOU TO JOIN US AS WE CELEBRATE OUR
32ND ANNUAL EVENING FOR THE HOSPICE

FRIDAY, OCTOBER 14, 2011

GIOVANNI CABOTO CLUB

DOORS OPEN 6 PM • DINNER 7 PM • ENTERTAINMENT 9 PM

MASTER OF CEREMONIES: MR. ARMS BUMANLAG

TICKETS ARE \$100 PER PERSON

HST INCLUDED NON-REFUNDABLE

For tickets contact:

Marianne Lanoue

T: 519-974-7100, Ext. 2231

E: mlanoue@thehospice.ca



New Comfort Room

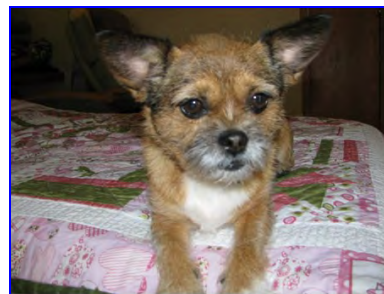
This past winter, a generous donation made by the late Delores Lok, allowed us to unveil a new Comfort Room in the lower level of The Hospice Residential Home. This quiet, relaxing, and well acclimated room provides a very comfortable place for families and friends of our residential patients to "get-away" while still being nearby. When you enter this space you will notice the relaxing furniture, soothing décor, a fireplace and eating/work area. The room is an additional space that provides a home-like atmosphere for those who use or visit The Residential Home.

Our Hospice Residential Home

A home-like setting is the key to comfort.

The goal of The Hospice Residential Home is to help people and their families facing a progressing life illness continue their journey in a home-like setting when staying at home is no longer possible, or when a caregiver is unable to continue to provide support for their loved one.

With 8 beds in The Home, there is always activity. Recently we had an eventful day at The Home when one of the resident's' visiting pet dog name Maggie alerted everyone to a fall that occurred in the room next door. The resident in that room had reached over and slipped out of her chair. Maggie went running out of her master's room and instinctively into the room next door. Family members followed and staff was then alerted to provide assistance. Maggie (pictured) saved the day!



Triathlon Pics



Savour the Wine Event Pics



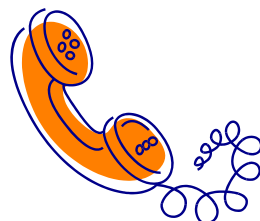
Volunteer Question Corner

What should I say when a patient or caregiver ask me for my phone number?

Volunteers should NOT give their phone numbers out to patients or caregivers. The volunteer should let them know that it is a Hospice Policy that they are not permitted to give their phone numbers out to patients/caregivers. Volunteers can also remind the patient or caregiver that if they require ad-

ditional support from the volunteer, they need to contact their volunteer coordinator at Hospice so that each service can be set up through the coordinator.

How do I block my phone number when I call a patient or caregiver so that my number remains private?



- Dial *67 (or 1167 on rotary phones) before making the call you'd like to block.
- Listen for 3 beeps.
- Dial the number you are calling. The person you are calling will see "Private Name/Private Number ," on their display.

Keeping in Touch

The Hospice of Windsor and Essex
County Inc.
6038 Empress Street
Windsor, Ontario
N8T 1B5
519-974-7100

E-Mail: information@thehospice.ca

Web-Site: www.thehospice.ca



Hospice Volunteers are invited to join our *Weight Watcher* group right here at Hospice.

Meetings are held Mondays at noon, and the group is made up of Hospice Staff, Volunteers and any family and friends that you wish to invite.

15 people are needed to run the program.

Please contact Angie Deane if you are interested at ext. #2250

Wanted: Christmas Tree

The Hospice Residential Home is looking for a new Christmas Tree, preferably about 8 feet and pre-lit.

If you can help us out, please call Janice at Ext. 2413.



What do you need?

It's a question posed to Hospice staff many times a day. So many people we touch in the community and here at The Hospice are thankful for the support we provide and they want to give back in some way. To help answer the question, "What do you need?" we are developing a Hospice Wish List.

The Hospice has an annual budget of approximately three million dollars. Government grants help, however we still have to fundraise well over a million dollars each year.

The Hospice Wish List illustrates what a donation provides in terms of items needed, expenses and general costs to provide care and support. Our goal is to continue to be able to offer care and support free of charge to people living with or caring for a person with a life-threatening illness in Windsor and Essex County. The Wish List will give direction to those individuals who want to give.

The Wish List will appear on The Hospice website and we will also be creating a catalogue that individuals can look through as well.

Emma Darby, MAPR

Manager, Donor Relations & Communications

519-974-7100, ext. 2249

"The measure of a life, after all, is not its duration, but its donation"

Thank you to the 'SEW-wings' group who have made night-gowns for our residents. And they make the bookmarks for our semi-annual Memorial Service. Your time and efforts are greatly appreciated!

Volunteer Department

Coordinator of Volunteers,
Patient Care:

- Kristi, ext. 2237
- Elaine, ext 2209
- Cindy, ext. 2238
- Anna, ext 2227

Coordinator of Volunteers,
Residential Home:

- Janice, ext 2413

Coordinator of Volunteers,
Orientation & Training

- Angie, ext 2250



BURDEN BEARS

Burden Bear Ladies are looking for cotton material. If you have some to spare, please drop it off at the front desk. Thank you!

