



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



HOSPICE
WATERLOO
REGION



Dear Volunteers,

One of our program staff was recently talking to a palliative client in the day program, and the client said to her: **“Doctors and chemotherapy are there to cure the body. Hospice is there to cure the spirit.”**

Those words have really stuck with me. So much of the support we provide falls into the realm of emotional, social and spiritual support, things that are not easily measurable but can have a huge impact. It feels like a gift, to be able to help these clients in meaningful ways. I'm sure many of you feel the same way.

Hospice is going to be a busy place this spring but we are never too busy for our volunteers. Remember you can always call, email or pop in for a chat. Please do read the whole newsletter as there are important program requests and updates.

Happy Spring,

Alex

Coordinator, Volunteer Programs

519-743-4114 ext. 113 or alex@hospicewaterloo.ca

p.s. read the newsletter all the way to the bottom for a chance to win a prize!

Upcoming Volunteer Events

APRIL

National Volunteer Week - April 10th-16th

National Volunteer Week events to say thank you to our awesome volunteers:

Massage Therapy Sessions - Tuesday April 12th

Senior students from the College of Massage and Hydrotherapy will offer complimentary 15 minute massages to volunteers at the HWR office. There are three massages available in each time slot: **3:30pm, 3:50pm, 4:10pm, 4:30pm, 4:50pm and 5:10pm.** Before and after your massage, relax in the great room 'Zen Zone' with staff. Please email Katie@hospicewaterloo.ca to reserve a spot. Spots are first come, first served!

Popcorn & a Movie - "Wild" (2014) starring Reese Witherspoon

"Wild" is an inspirational true story of a woman who is broken by the death of her mother and decides to trek the Pacific Crest Trail. Her journey explores many themes of grief and bereavement. Warning: some adult content.

Movie evening in Cambridge: Wed. April 13th 6:30-9:00pm at Langs CHC, 1145 Concession Road, room E105

Movie afternoon in Kitchener: Friday April 15th, 2:00-4:30pm at HWR

Join us for fresh popcorn, snacks and a great movie! Bring a friend too!

Please RSVP to Alex@hospicewaterloo.ca

Gentle Yoga for those working in Hospice Palliative Care

Tuesday April 12th, 7:45am-8:45am @ HWR

If you haven't tried a Gentle Yoga class at hospice yet, this would be a great week to join us! All classes are gentle, beginner-level classes that focus on relaxation.

MAY

Hospice Palliative Care Week is May 1st- 7th, 2016

Physician Assisted Death - Volunteer Information Meeting

Thursday May 5th at 6:30pm at HWR

This is a hotly contested subject in the media. The legislation goes into effect in June 2016, so we want all our volunteers to be informed on this topic as we are all going to face questions. We will address HWR's position as well as the provincial and national perspectives.

Die-alogues: Hospice's twist on a death café

Location & Date TBD

Join us for a facilitated evening of conversation on the topic of death and dying.

You are welcome to bring a guest.

JUNE

Volunteer Recognition Evening & Annual General Meeting

Wednesday June 22nd, 5:30-7:00pm

Location: Victoria Park Pavilion, Kitchener

Please join us to recognize volunteers who have reached milestone years of service. More details are in the article below.

Annual Volunteer Retreat

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

Speakers and theme are confirmed! Please read article below for more details.

Volunteer Information

Program Staff Announcements

Anita Kerwin is back from her mat leave! She will be coordinating the KW & Camb Day Programs, the KW & Camb Bereavement Walking Groups and night sits. Email: Anita@hospicewaterloo.ca, Phone Ext: 135

Katie O'Donovan is staying on with hospice full time. She will be coordinating the Guelph Day Program, 1:1 matches in Cambridge, and Complementary Therapies (Therapeutic Touch, Reiki, Yoga and Massage Therapy) as well as other outreach activities. Email: Katie@hospicewaterloo.ca, Phone Ext: 130

Leslie Duffy will continue to coordinate Innisfree & Lisaard House, Winston Park and other projects, such as accreditation, at hospice. Email: Leslie@hospicewaterloo.ca, Phone Ext: 114

Julie Schelter will continue to coordinate 1:1 matches in KW. She will also

be working in our rural communities (St. Jacobs, Elmira, Wilmot, Wellesley, Woolwich) to provide extended hospice services. Email: Julie@hospicewaterloo.ca, Phone Ext: 131

Alana Herner will continue to coordinate the Transportation program and Office volunteers. Email: Alana@hospicewaterloo.ca, Phone Ext: 127

Alex Allen will be continue to recruit, screen, train and communicate with hospice volunteers. As hospice initiatives continue to grow, she will be providing training in other settings such as Long Term Care Homes. Email: alex@hospicewaterloo.ca, Phone ext: 113

Lori Helm will continue to support the Garden volunteers and the Board of Directors. Email: Lori@hospicewaterloo.ca, Phone ext: 109

The main hospice phone number is 519-743-4114. When in doubt, call us!



Volunteer Visitors Needed

The program is in need of volunteers who are available morning or afternoon during weekdays for a weekly 1-4 hour visit with a palliative client. Cambridge and rural areas are particularly in need of more

Cambridge Bereavement Walking Group

The Cambridge BWG would like to start again this spring, walking weekly on Sunday's, 1:30pm-3:00pm (Walk 45 min, coffee shop 45min). **We are in urgent need of more volunteer**

volunteers, so please let us know if you would be willing to travel there.

Please email Julie if you are available for a match julie@hospicewaterloo.ca



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

support to run this program.

Please contact anita@hospicewaterloo.ca if you would be able to help with this program.



Volunteer 33 Hour Training Course

The next volunteer course is planned to take place in the fall of 2016. Applications for this training will be accepted over the coming months. If you know someone who might be interested, please encourage them to contact Alex.

Events that you don't want to miss!

Annual Volunteer Retreat

LIFE IS A
BALANCE OF
HOLDING ON
AND LETTING GO.
KUSHANDWIZDOM

The theme for this year's Annual Volunteer Retreat is "Letting Go and Holding On" with a focus on maintaining your volunteer balance.

Often in the good work we do, we hold on tight to our memories of deceased



Retreat weekend highlights include:

- Mindful Breathing workshop with Lois and Kuruvala
- Reflective candle rolling workshop
- Complementary therapies for volunteers, including chair massage, reflexology, steeped

clients but we can find it hard to let go and move on. It is our goal to explore this theme and leave volunteers with practical ways to maintain this balance in your personal lives.

Location: Conrad Grebel

Uni/College

140 Westmount Rd North, Waterloo

This venue is fully accessible.

tea samples and more

- Social Saturday evening featuring "Tacky Gift Giveaway"
- Jan Sherman, Aboriginal Storyteller, workshop Sunday morning

You choose how much to attend!

Full weekend or just for a day. Click

here to view the full schedule of

events and register. [**Click here to see the full schedule and to register!**](#)

Volunteer Recognition Evening /AGM

**June 22nd, 5:30-7:00pm
@Victoria Park Pavilion**

This year, Hospice wants to do something different for our Volunteer Recognition Evening by planning an event that will allow us to celebrate our volunteers, and the incredible service that you provide, with a much wider audience. Most non-profit organizations hold a formal Annual General Meeting with invited guests such as dignitaries, community leaders, partner agencies, volunteers, staff, and community members. Now, for the first time, Hospice is planning a similar event.

Because of this move of Volunteer Recognition to earlier in the year, our spring barbecue which traditionally takes place in June, will be hosted in September as a welcome back from those hot summer months.



This Volunteer Recognition/AGM will provide us an opportunity to publicly recognize our fantastic volunteers who are celebrating service milestones in their work of attending to the ill and dying. The program will continue to include a talk by an engaging guest speaker as well as a short update from the Board of Directors on achievements of the past year and plans for the future. A casual dinner will be provided.

Please join us for this special evening. It is an opportunity to mingle with friends and celebrate their good work. **RSVP to Alex if you are able to attend.**

*Picture: Lois, Bernadette and Lorna
who celebrated 20 years of service
last year!*

Gentle Yoga



Gentle Yoga for those Living with Loss

**Every Thursday from 4:45pm-
5:45pm at the HWR office**

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. Clients/volunteers can register to attend by emailing Katie@hospicewaterloo.ca .

Gentle Yoga for those Working in Hospice Palliative Care

**Every Tuesday from 7:45am-
8:45am at the HWR office**

for individuals who volunteer and work in hospice palliative care. This is a drop-in class; there is no need to register in advance.

The focus of all Gentle Yoga classes is relaxation, mindful breathing and gentle stretching.



Advance Care Planning Waterloo Wellington

**Free Public Seminar
Tuesday March 22, 6:30pm-9pm
Luther Village on the Park,**

April 16th is National Advance CarePlanning Day!

Our own local “ConversationsWorth Having” team will be hosting some events and preparing materials to highlight this date and promote Advance Care Planning (**eventdetails will be available at www.acpww.ca**).

Waterloo

Learn about the following topics:
financial planning, estate planning,
wills, Power of Attorney, advance care
planning and substitute decision
making.

To RSVP to this event, [Click Here](#)

This is a perfect opportunity to remind everyone to take the time to have important conversations with family and friends . The ACP team will be launching year two of the project with a focus on substitute decision making and celebrating National ACP Day is a great way to challenge our community to act!

Hospice Fundraising Events



Jeans 'n' Scrubs
Saturday May 7th, 6pm-11pm

It's a dinner! It's a dance! It's an auction!

This year Hospice of Waterloo Region was given the opportunity to join forces with an established fundraising event, **Jeans n' Scrubs**, and expand its benefit to four local charities; Hospice of Waterloo Region, Grand River Hospital, St. Mary's Hospital and K-W Counselling. *Proceeds from the event will be split amongst the four organizations.*



"Uncorked" Wine Tasting
Thursday May 19th, 6:30-9pm

Hospice is excited to host our **Second Annual Wine Tasting Event**, "**Uncorked**"! This unique fund raiser will be held here at the Hospice office. We are in the midst of planning some fun activities for the evening (besides the wine tasting), which include a Silent Auction, Cork Pull and Heads or Tails game. Bring your pocket book and take part in the fun!

For those of you who are struggling to figure out what to get your mom for Mother's Day, this is the perfect gift idea! **Tickets are \$75 each**, and

We hope you can join us at this fun event! Tickets can be purchased through [the Hospice website](#).

We will also be looking for volunteers to help out during the day and the night of the event. Alex will send out a request once a schedule has been created. Hope to see you there!

you receive a \$35 tax receipt. Only 50 tickets are available, so get yours today! To order your tickets, please order online at www.hospicewaterloo.ca

Hope to see you there!

For your consideration...



Caregiver Support Group

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.

Quotes from Caregivers who have attended this group...

"I wasn't sure what to expect but it was so helpful to hear from other caregivers to know I am not the only one experiencing this."

"It was so nice to be able to come out for a night of support and know I could relax because there was a volunteer at home with my loved one."

"I thought I wouldn't say anything, but I found I was talking a lot. I felt better after sharing my concerns."

"It is so good to talk to other caregivers because they really understand."

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 at 519-743-4114 Ext. 131

Judy's Jottings

Welcome to spring!

A little early this year but always welcome. Hospice has been a very busy place during the past few months as we continue to expand the supports we provide to our clients and their families.

As a result you may notice a few more faces around HWR:

With the expansion of our **complementary therapies** and with the extension of services into the **rural communities** through the Woolwich Community Health Centre, **Katie O'Donovan** will be staying on as a member of staff now that **Anita Kerwin** has returned from her maternity leave. We have also hired **Barb Wilson** as a full time counsellor to work with Irena in providing anticipatory grief and bereavement counselling at our offices, in Cambridge, and in the rural areas. Barb will also be starting several new bereavement support groups for specialty populations, such as the Aboriginal community. Additionally, we have a specialist children's play therapist, **Kimberley Blackmore**, who is working with children on Monday's.

HWR has recently received funding from the LHIN to introduce a **Palliative Approach** to Care program into all of the **Long Term Care Homes (LTCH)** in Waterloo Region and Wellington. This initiative is intended to provide the same level of palliative service to residents who live in LTCH as is available to anyone else in the community, because for those residents long term care is their home. The program will be managed by the Pain & Symptom nurse consultant team but will also involve the Advance Care Planning group and training modules from our volunteer training. With this expansion of service, the HPC Consultation team needed more support and **Denise Eppel** joined in December.

as program assistant. We will also be hiring another nurse educator in the near future. A bigger team means we had to find additional office space and in January the entire HPC Nurse Consulting Team moved to offices in the medical plaza at 751 Victoria Street.

Our planning for the **HWR Residential Hospice** is also continuing with the site selection committee evaluating a number of properties in Waterloo as potential sites for our new building. We hope to have selected and secured a site by June.

In addition to all the things we are working on for our own community, **there is a renewed interest in palliative care from the provincial government.** This new interest has meant that the recent provincial budget included additional funding for palliative services (although we don't know what that will mean yet) and a new structure for oversight of palliative care through Cancer Care Ontario. Along with the other changes coming to community care at CCAC and the LHIN, I expect that **the next year will continue to be a time of change and evolution for palliative care.**

Through all of this, our focus will remain on providing the best service possible to support the individuals and families who come to us for care. Thank you so very much for being an essential part of that work. - Judy

What would you do?

A volunteer, Pauline, works as a Registered Nurse full time. Once a week during the evening she volunteers as a hospice volunteer and visits with an elderly woman who has become very attached to her. This client asks Pauline to provide her with private nursing care on the weekends,



What should you do?

- A) Pauline agrees to help the client with nursing on the weekend, and keeps this a secret from her hospice.
- B) Pauline politely declines the offer

when she is not working or volunteering with hospice. What should Pauline do?

If you have any questions about Conflict of Interest with your volunteer role, please contact hospice staff for clarification.



and offers to check with hospice if there are other home care nursing services available. Pauline continues to provide support during her weekly visit as a hospice volunteer.

C) Pauline agrees to accept the offer and informs hospice that she doesn't see any harm in taking a nursing shift with this client, and would like to perform both roles - once a week as a volunteer, and on weekends as a paid nurse.

And the correct answer is....B!
With a polite refusal, Pauline is being kind and respectful to her client, while still maintaining her healthy boundaries as a hospice volunteer. It is important to keep hospice notified of a client's request for other services as this may indicate his/her illness is progressing, and then the hospice will inform the care team.



Easter Eggs

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 code "BUNNY EARS" to alex@hospicewaterloo.ca to be entered in a draw for a prize! *The winner of our secret santa prize this winter was Fred J. who received a \$15 Tims gift card.*

