

**Volunteer Meeting Times**

**Client Support Meetings**

Wednesday, September 19, 7p.m.-8p.m., HNW Office

November 20, 7 p.m.-8 p.m., HNW Office

Wednesday, November 28, Noon Brown Bag Lunch, HNW Office

St. Jo's Volunteer Support Meetings: will resume in October. Watch for email or voicemail messages for details

**Professional Development Meetings**

**"Having Those Difficult Discussions", presented by Marg Poling**

September 18, 12:30 p.m.-1:30 p.m. (lunch & learn) at the CCAC

And will be repeated the same date 3:30 p.m.—4:30 p.m.

To register, contact Sandy 626-5572 by September 10th

**Workshop, Saturday, November 10, 8:30 a.m.-1 p.m., HNW Office**

Featuring a panel presentation on therapies for palliative clients and compassion fatigue with Kathy Kortez-Miller (flyer will be enclosed with November newsletter)

**Therapeutic Touch Practice Weekend**, September 29th & 30th from 9 a.m. to 5 p.m. (bring your own lunch) —venue to be announced. To register, call Sandy

626-5572. Subsidy available to volunteers actively using TT with their clients.

**Volunteer Advisory Committee Meeting**

Wednesday, September 19, 9:30 a.m., HNW Office

**Special Events**

**20th Anniversary Celebration**

Hospice Northwest is celebrating its 20th Anniversary at a special open house on **October 2nd, 1:30 p.m.—3:30 p.m. at the HNW Office**. The media will be invited and we hope to see many volunteers, alumni and friends at our celebration.

**Candlelight Memorial Service**

Hospice Northwest will be holding a Memorial Service to remember our clients, friends and family members who have passed away in the last year.

**Thursday, October 25, 2007, 7 p.m.—9 p.m., Victoria Inn**

Service: Reverend Hugh Walker, followed by a Remembrance Social

**Christmas Luncheon**

Thursday, December 13th, 11:30 a.m.—1:30 p.m., Slovak Legion



*In this issue*

Volunteer Meetings	<b>1</b>
Circle of Friends	<b>1</b>
Message from Joany/Board	<b>2</b>
Message from Sandy/Updates	<b>3</b>
Announcement	<b>3</b>
Resources/Just for Laughs	<b>4</b>
Regional News	<b>5</b>
Volunteer Submissions	<b>5</b>
Anniversary Celebration	<b>Insert</b>
September/October Calendars	<b>Insert</b>



**Circle of Friends**

September 13, 27

October 11, 25

November 8, 22

December 6



*Time has flown at its usual pace and it is almost September already. I plan to squeeze one more week of vacation out of this summer to spend next week at Pukaswa National Park, on the rugged shores of Lake Superior.*

*We breathed a big sigh of relief a few weeks ago when the May Street construction project was finally completed and we could come and go from our offices once again. Thanks to our wonderful Circle of Friends coordinator, the Circle continued throughout this disruption, back at Danielle's home as it was for many years. Clients, volunteers and staff are as ever, indebted to Danielle and her team of culinary providers, Barry, Carol and Eleanor.*

*Sandy and I have been working together with VCARS, (Victim Crisis Assistance and Referral Services) and Volunteer Thunder Bay on a collaborative conference project. Our agencies share the common traits of utilizing specially trained volunteers to provide support to people in extraordinary circumstances. Like yourselves, VCARS volunteers need ongoing education and support to fulfill their role. The conference will be held on the weekend of November 23. Mark your calendars now, and watch for more details in the next edition of the Hospice Herald.*

#### **News from the Board of Directors**

Susan Pilatzke will be leaving her position as Board Chair, to assume a senior management position at the LHIN (Local Health Integration Network)

Kathy Kortess Miller has completed two terms (six full years) as a dedicated board member.

These two board members will be very much missed.

Marg Poling, board member and Palliative Pain and Symptom Management Consultant extraordinaire, is in training for a Joints in Motion walking marathon in Athens Greece, on October 31st. To sponsor Marg on this exciting venture, call her at 683-6503.

#### **Hospice Northwest Annual General Meeting**

October 15, 2007 at 6 PM  
at the Victoria Inn.

Hospice Northwest volunteers are active members of the corporation and thus invited to the annual meeting. Please RSVP to Joan at 626 5575 if you wish to attend.

#### **Your Representative on the Board of Directors**

*Debbie Escott has been elected as Volunteer Representative to the Board of Directors. If you have any suggestions or concerns, Debbie can be contacted at 345-7122 and at [dlescott@shaw.ca](mailto:dlescott@shaw.ca)*



I hope everyone had a safe, healthy and happy summer and are ready to welcome Fall.

Thank you to all the volunteers who completed the Volunteer Evaluation Survey and returned it to me. I will use the information to plan Volunteer Support Meetings and Professional Development opportunities. Most of the respondents indicated that they prefer to receive client support individually by telephone. For the Fall, I have scheduled one client support meeting in the evening and two during the lunch hour. If attendance is good, I will schedule additional evening meetings and lunch meetings after the holidays.

There were a number of volunteers who indicated that they would prefer two half day workshops on a Saturday rather than bi-monthly in the evening. The first workshop will be held on Saturday, November 10th and will include a panel to discuss therapies palliative clients may benefit from, including physio, occupational, nutrition and oxygen. Kathy Kortes-Miller will talk about compassion fatigue and how to recognize it in ourselves.

Hospice Northwest is celebrating its 20th Anniversary this year so we have planned an Open House for October 2nd at 1:30 p.m. and will invite the Media to attend. We are hoping to see many volunteers, alumni and friends in attendance to share cake and coffee with us.


The Candlelight Memorial Service has been a special time to bring volunteers together to celebrate the lives of clients, family and friends who have died during the year. I am pleased to announce that the Candlelight Service will be an annual event again. This year, it will be on October 25th at 7:00 p.m. at the Victoria Inn. Reverend Hugh Walker will lead the service and candle lighting ceremony, which will be followed by a Remembrance Reception. **If you have someone whose name you would like to see in the program, please contact me.**

During the summer, I had the opportunity to meet with organizations that provide home care to ensure that everyone is aware of our programs and to encourage staff to leave HNW brochures when it is appropriate. I have also met with staff and the Family Council at Hogarth Riverview Manor to formalize our program there. We have had a number of referrals at Versa Care so I am in the process of setting up a volunteer team in that facility.

As many of you know, Steve and I were providing care for my Mother in our home. Unfortunately, she now relies on oxygen and morphine to control her breathing so is in an assisted living facility in Minneapolis and she is also receiving visits from a hospice nurse and volunteer. Special thanks to everyone who calls me to enquire about her.

Please remember to sign your Volunteer Re-Commitment and Transportation Policy Forms and return them to the office. It is very important for us to have updated forms in all volunteer files. Both forms were enclosed in the May newsletter. If you need another copy, please contact Kathleen at 626-5573. Thank you.

**Volunteer Updates**



**Congratulations:**  
**To Mary Ann Lysak in the birth of her new grandchild**

*With Sincere Sympathy*

*To Marlene Sarmiento (Longlac) in the loss of her mother*

*To Suzanne Dubeau in the loss of her Aunt*

**IMPORTANT ANNOUNCEMENT**

To make it easier for volunteers to contact each other, we will be enclosing a volunteer list with the November newsletter. **If you do not want your contact information included, please contact Sandy at 626-5572 by**

## NEW RESOURCES

### Walk-In Counselling Clinic

Thunder Bay's new Walk-in Counselling Clinic provides immediate single-session counseling services on a first come, first served basis. Every one is eligible for help on such issues as abuse, family conflict, depression and anxiety, substance use, relationships, debt management, stress and separation and divorce.

Professional counsellors are available every Wednesday from Noon to 6:30 p.m.

Sessions are held at Thunder Bay Counselling Centre, 544 Winnipeg Avenue on the 1st & 3rd Wednesdays and at Children's Centre Thunder Bay, 283 Lisgar Street on the 2nd & 4th Wednesdays.

For more information, please call 684-1880 or 343-5000.

### Hagi

Effective July 1, 2007, people who are attendants or provide personal support to paying passengers (approved to use Hagi Transit Services) will be allowed to ride free. They must have a PAL Card (Personal Attendant for Leisure) and provide that information when booking a ride.

For more information, contact Hagi Transit Services at 345-0777 or a PAL Card representative at 625-2930.

### PocketTalker Pro

A new assistive listening device is now available at the Hospice Northwest office for those who have hard-of-hearing clients. The PocketTalker Pro is an easy-to-use, portable amplifier that can improve a person's ability to communicate in difficult listening situations, whether they are talking to one person or in a group. The PocketTalker Pro takes advantage of the nature of sound, bringing the sound source closer to the listener, which helps to overcome distracting background noise. If you are interested in borrowing the PocketTalker, please contact the office.

### Just for Laughs

Danielle's Therapeutic Touch Story by Sue Langer

This is a story Danielle told at a Circle of Friends meeting and gave me permission to write for the newsletter.

Danielle runs the local Circle of Friends group in Thunder Bay, and until last year the group met at her house, using the living room for socializing and three bedrooms for treatments. Rascal, a member of Danielle's family, is a black cat who is extremely shy and usually hides whenever anyone comes to the house. However, he has been in various rooms during treatments, always well hidden, watching the proceedings with great interest, and has been exposed to both Reiki and Therapeutic Touch. Danielle gives him TT treatments when needed.

Recently, Rascal was outside when a small bird hit the kitchen window and fell to the ground stunned. Danielle saw it happen and so did Rascal who immediately ran to it. Danielle was so afraid that he was going to eat it, as cats do, and was amazed when he started to gently lick the bird's head instead. She went outside and together they gave the little bird TT. Her husband came out and put the bird on his hand and they continued to do TT for a few minutes longer. Eventually, the little bird flew away, apparently completely recovered. Rascal never made any move to harm the bird, although he has tried to catch birds in the past. Danielle was surprised that he seemed to want to help this little bird in the unique situation.

After hearing Danielle's story, one of our practice group members made the observation that "this is the mini version of the "lion will lie down with the lamb". How awesome is that!



**Volunteers Thank Marathon Coordinator**

Alice Joseph, left, and Lois Koskitalo, right, present flowers to Irene Desjardins, Palliative Care Coordinator, for her dedication and support during their training course.



**Palliative Care Graduates at Wilsom Memorial GH**

Irene Simpson-Bench (back left), Board of Directors WMGH and Palliative Care Coordinator, Irene Desjardins present graduation certificates to Lois Koskitalo and Alice Joseph and front row Tammy Begin and Sharon Woods.

Irene Simpson-Bench, Board of Directors, Wilson Memorial General Hospital said, "The participants in this program have truly shown their dedication to the families in our community who have used and will use this service in the future. Without caring individuals such as this group, terminally ill patients might spend their last days alone. I am grateful to this group for the time that they have spent and am glad to see this service continue to grow in Marathon."

**A Thunder Bay Volunteer's Experience**

*Submitted by: Sue Ouellet*

My volunteer experience at Pioneer Ridge has been a positive experience. As suggested by Sandy, I would like to share one of my success stories with other volunteers.

One of my clients is bedridden, and I have been trying to find different activities for us to do together. As discussed in our training program, I asked her how she felt about the two of us working together to write her life story. She liked the idea. I also suggested that we could surprise her daughter with it when we finished it, which she thought was a great idea. She has been very open about her life, and I feel honoured to be sharing this experience with her. She talks while I listen and write things down. Then I go home and type what she said on the computer. I read it back to her at the next visit to make sure I have my facts straight. This requires a great deal of energy from both of us, because she has to think and talk, and my role involves attentive listening. I have come to understand that I could only do this with one client at a time, even though I visit several clients. I could also record what she says instead of writing it down, but for this particular client, the way we are working makes her feel comfortable. There are many clients for whom this activity would be unsuitable. However, because this woman is very communicative and has quite a good memory, we are able to do this together. We both love to laugh, so we are able to find humour in a lot of her stories.

This activity has had an impact on both of us. As a result of doing this, a work in progress, we have developed a good rapport. I have also noticed that it seems to reduce her level of pain, since she is so busy thinking and talking. I have asked my own parents, who are still alive, to start writing their stories. I have even started thinking about writing my own life story to share with my children.