



## Candlelight Memorial Service

Please join us for a special non-denominational candle lighting ceremony in remembrance of those who have died.

The service will be conducted by Archdeacon Deborah Kraft and Reverend Dr. Randy Boyd, and will include music and readings by special community guests.

We invite individuals from all faith groups and belief systems to attend the ceremony and reception to follow.

This service will be video-taped and live-streamed on the Hospice Northwest website for those unable to attend in person.

**DATE | Thursday, December 5, 2013**

**TIME | 7:00– 8:00pm**

**LOCATION | Trinity United Church, 30 Algoma St.**

## Annual Volunteer Christmas Luncheon

Our annual Volunteer Appreciation Luncheon will be held in the Georgian Room at St. Joseph's Heritage.

**Tuesday December 17th**

**From 11:30—1:30 pm**

*We invite you to make a donation to our silver collection box. The money will be used to buy material to produce Christmas gifts for Long Term Care residents.*



Please RSVP by  
**December 6th** to  
**Terri or Kathleen**  
at 626-5570

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### Special points of interest:

- *Next Circle of Friends Meeting—Nov. 27*
- *Candlelight Memorial Service—December 5th*
- *Volunteer Luncheon—December 17th*
- *Extended Deadline for Mileage Claims—Dec. 13*
- *Spaghetti Supper Dinner—January 12, 2014*



# News from the Region



**Geraldton Office, submitted by Chris Walterson**

The Greenstone branch of Hospice Northwest has been busy helping clients throughout the region.

In September, the End-of-Life Care Network was consulting with the stakeholders and the communities across the region to develop a plan for the implementation of the regional model or program

to improve the delivery of palliative and end of life care across North Western Ontario . Hilary Mettam (the Network Lead) visited the Greenstone community for consultation. She was accompanied by Joan Williams, the Executive Director for Hospice Northwest.

At our meeting we had over twenty volunteers and workers attend. It was interesting to brain storm and get different ideas of how things can work. Greenstone workers are a diverse bunch of volunteers that have the ability to help most cultures in their traditional beliefs and languages. Our numbers are now up to 15 volunteers who are spread out throughout the community. We also have dog volunteers that visit regularly and bring a big smile to the clients and support staff. It is very interesting how a small dog can bring peace to many

people.

Some of our more mobile clients are also brought out into the community to enjoy shopping and maybe have a beer with some friends. At our long term care facility there are several programs, from bingos to pub night that clients look forward to.

Thanks to our local Hospice Northwest volunteers, the Greenstone community of the hospice network stands ready to fulfill the needs of our clients and friends.



## Volunteer Mileage Claims Deadline Extended

The opportunity exists for Hospice Northwest volunteers to apply for a Charitable Tax Receipt for mileage costs incurred during their volunteer visiting work with Hospice Northwest (in accordance with Canada Revenue Agency guidelines).

*Procedure for Charitable Tax Receipts:*

The Volunteer completes the HNW Travel Log Form (enclosed in mail out). The Travel Log Form must document all mileage costs you wish to claim for the period of November 1, 2012 to October 31, 2013 that were incurred while on Hospice Northwest business; The Volunteer issues a money order, cash, or a personal cheque made out to

Hospice Northwest that equals the amount of the mileage claim total;

The application, travel log and cheque must be submitted to Hospice Northwest by **December 13th**. All applications received after that date will be returned;

Hospice Northwest staff will review the completed application and travel log forms for completeness and accuracy; Once approved, Hospice Northwest will deposit the Volunteer's cheque;

Once the Volunteer's cheque has been deposited, Hospice Northwest will issue a cheque to the Volunteer for the amount claimed on the application. A Charitable Tax Receipt will also be

issued to the Volunteer for that same amount;

Cheques will be issued by Hospice Northwest as soon as possible, but please allow 2-3 weeks turn-around for this exchange to occur in order to cover administrative delays. If this creates difficulty for the volunteer, please call the office to make alternate arrangements for speedier cheque exchange.

Note: The volunteer is responsible for any banking fees incurred by NSF cheques.

Mileage is compensated using a standard rate of \$0.45/km.



# Terri's Tidbits

Greetings everyone,

For the first time in a long time we didn't offer our annual Fall palliative care volunteer training program. We decided that our volunteer resources were relatively stable and that it was important to provide "dementia" education to our volunteers so they would feel better equipped to support their clients living with this disease. I'm happy to say that we offered Gentle Persuasive Approaches in Dementia Care training to 27 volunteers over two sessions taking place on October 16th and November 2nd. The

overall consensus was that the GPA training was very informative and will prove to be very helpful. I expect we'll be offering this training again in January 2014, so if you'd like to participate, please let me know.

Until we see each other at our Christmas luncheon in December, remember that:

***Allowing the truth of who you are--your spiritual self--to rule your life means you stop the struggle and learn to move with the flow of your life."***

~ Oprah Winfrey

## St. Joseph's Volunteer Support Meetings

are held every 2nd Tuesday 12 - 1:30 pm

- December 10
- January 14
- February 11

in the 4 Central Conference Room at St. Joseph Hospital

These meetings are for volunteers working with clients at St. Joseph's Hospital.

A light refreshment will be provided. You are welcome to bring your own lunch.

Please RSVP to Terri at 626-5572



## Resource Library

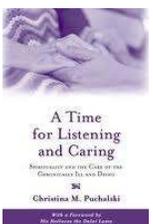
### New resources available in our library:



#### Death by Shelly Kagan

Written in an informal and conversational style, this stimulating and provocative book challenges many widely held views about death, as it invites the reader to take a fresh look at one of the central features of the human condition—the fact that we will die.

#### A Time for Listening and Caring: Spirituality and the Care of the Chronically Ill and Dying by Christina Puchalski



This book is a thoughtful, informative, and practical guide for anyone involved in caring for the seriously and chronically ill or dying. The connection between spirituality and medicine

has been receiving a lot of attention in both the scientific and lay presses recently, but research and anecdotal evidence all indicate that spirituality is central to the

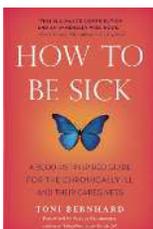
care of the chronically ill and dying. It is therefore critical that healthcare providers who interact with seriously ill patients know how to address their spiritual needs. This book presents current thinking on how spiritual care can be integrated into traditional caregiving.

#### How to Be Sick: A Buddhist-Inspired Guide for the Chronically Ill and their Caregiver by Toni Bernhard

The author—who became ill while a university law professor in the prime of her career—tells the reader how she got sick

and, to her and her partner's

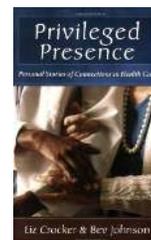
bewilderment, stayed that way. Toni had been a long-time meditator, going on long meditation retreats and spending many hours rigorously practicing, but soon discovered that she simply could no longer engage in those difficult and taxing forms. She had to learn ways to make "being sick" the heart of her spiritual practice—and through truly learning how



to be sick, she learned how, even with many physical and energetic limitations, to live a life of equanimity, compassion, and joy. And whether we ourselves are sick now or not, we can learn these vital arts of living well from How to Be Sick.

#### Privileged Presence: Personal Stories of Connections in Health Care by Liz Crocker and Bev Johnson

Written under the pretense that stories can be powerful medicine, this collection captures both the medical and emotional aspects of the hospital bed through tales from those who have been there and offers powerful messages about the essential ingredients of "good" health care: respect, compassion, collaboration, open and honest communication, family involvement, and flexibility and responsiveness to individuals and their needs.





# Circle of Friends Gatherings

We are very happy to announce that the Circle of Friends are gathering once again, with Allison Skirtschak as the new Circle Coordinator.

Allison has been with Hospice Northwest since 2010, when she was hired to head up the Hospice Stories project, which eventually led to the publication of *Life's Way: Reflections of Hospice Volunteers in Northwestern Ontario*.

Through the coordination of the Hospice Stories project, Allison developed a deep interest in palliative care, which encouraged her to take the HNW volunteer training program and eventually to continue her education at Lakehead University in the Social Work program.

We are thrilled to have Allison back on staff in the Hospice Northwest office. Welcome Allison!

Circle of Friends is a unique support group offered by Hospice Northwest to those living with a serious chronic or life limiting illnesses in Thunder Bay. Caregivers or volunteers may also ac-



company Circle clients to the gatherings. Support groups respond to a need for mutual aid and connection. The Circle of Friends aims to help promote well-being

and enhance quality of life, despite the pain and turmoil that accompanies illness. This program offers opportunities to participate in creative activities, learn about complementary therapies and community resources, share personal insights and fears without interruption, and receive emotional support in a compassionate atmosphere.

The Circle gatherings will involve a guest speaker or activity, a light lunch and a sharing circle, during which time clients have an opportunity to speak without interruption. It is asked that confidentiality be respected by all in attendance. Meditation, music, and other relaxation strategies may also be part of the program.

The group will be meeting every second Wednesday at the HNW office.

If you or someone you know would like to attend, please contact Terri at 626-5570, ext. 5573.

We are also looking for volunteers to help out with preparing lunches for the Circle gatherings. If you enjoy cooking and/or baking and would like to help out, please let us know.

## Circle of Friends Meetings

11:00 - 2:00 Wednesdays  
at the Hospice Northwest office



**November 27th**

**December 11th**

**January 8**

## Fund Development Intern: A Five Month Update from Caitlyn

As your Fund Development Intern, I've been busy over the past five months working on several aspects of Hospice Northwest's fundraising and marketing, as well as day to day activities.

My main goal for this internship is to create strong foundations within the organization to make fundraising and mar-

keting initiatives a little less effort in the future. As such, I've spent a lot of time working on increasing community involvement and awareness of Hospice Northwest as well as fostering new and existing community partnerships.

In addition, I've been working on new roles for volunteers focused around

fundraising and marketing activities rather than just client based.

I've also been able to take a critical look at existing fundraisers and make strategic changes to refresh them. These include the Wings of Remembrance ornament sale and the Hike for Hospice.



# Fundraising Update

With the help of our Fund Development Intern, Caitlyn Phirbny, Hospice Northwest has been incredibly busy with our promotional and fundraising events in the last several months.

*Life's Way* book sales are ongoing, with approximately \$5000 in proceeds to date.

The *United Way Billboard Rescue* raised \$3845 in May.

The *LCBO Tag Days Event* in June brought in a healthy \$3400, which was an increase of \$900 from the previous year. Thanks to everyone who helped out!

In September, Hospice Northwest volunteers helped out as road marshals at the *Miles with the Giant Marathon*. As a thank you, the marathon donated \$360 to Hospice Northwest.

Another ongoing event of interest is the *Tbaytel for Good* competition. Janet Derkatch from Bayshore Home Health nominated Hospice Northwest and has been working hard to promote our idea of offering a series of social events in our

community that would be open to the public and that would be focused on encouraging a dialogue on the topics of death and dying. The winner of the competition will receive \$5000 towards making their idea a reality. There will also be 5 secondary prizes, each worth \$2000. The winner will be announced on December 12. To vote, please visit [www.tbaytelforgood.net/ideas/7](http://www.tbaytelforgood.net/ideas/7)

Planning for the *Hike for Hospice* is already underway. Our first priority is to secure sponsors for the event, and to begin to plan for team recruitment. If you are interested in helping out with the Hike, either as a committee member, or as a volunteer on the day of the event, please contact Kathleen at 626-5570. We are also looking for donations of prizes for our silent auction, so if you have anything you would like to donate, please let us know.

Our *Wings of Remembrance* campaign is just beginning. Our ornaments are available for purchase in our office or online. This year, we have introduced

four new styles to the collection: the *Snowflakes from Heaven* crystal ornament, the *Life's Way Porcelain Heart* ornament, the *Life's Way Pewter Heart* ornament and the *In Our Hearts Forever Pewter Medallion* ornament, in addition to our *Guardian Angel*, *Going Home Dove* and *Wings of Inspiration Butterfly* ornaments. Displays featuring the ornaments will be set up in various locations around the city over the Christmas season. If you would like to help out with sales or production of the ornaments, or know of a location that would be willing to set up one of our display wreaths, please let Kathleen know.

Finally, Hospice Northwest has once again been chosen as a recipient of the proceeds from the Port Arthur Italian Cultural Centre's *Spaghetti Supper*, to be held January 12, 2014. The more tickets we sell, the larger the donation, so please consider purchasing tickets as gifts for your family this Christmas. Tickets are available at the office by calling Kathleen at 626-5570, ext. 5573.



A wonderful way to help celebrate those we have loved and lost, but will never forget.

## Wings of Remembrance

Personalized Memorial Ornaments



## Volunteers' Corner



Hospice Northwest staff and board members gathered together in September to discuss strategic planning, specifically focusing on the ideas generated through the Ad/venture Group's fundraising and marketing plan recommendations.



Hospice Northwest volunteers came together on two occasions to learn about Gentle Persuasive Approaches in Dementia Care (GPA). Facilitators were Sarah Pudney-Gillin, Cindy Backen and Terri Kannegiesser.





## *A Message from Joan*

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Hi Folks!

I can't believe its almost December again, but the Wings of Remembrance make it look very festive here and since it's the first day of our sale I expect it will very busy in the next few days. This fall we've had a different kind of busy-ness than the usual volunteer recruitment and training, as our Trillium project has recently concluded, and we begin to implement some of the consultant's recommendations.

To summarize, we hired the Adventure Group to develop a Marketing and Fundraising plan, to raise public awareness of our agency and in particular, as it is distinct and altogether separate from the hospice unit at St. Joseph's Care Group. The market analysis done by the consultant showed how all encompassing this identity confusion is, and attributed much of the problem to the misconception that "hospice" is a place where people go to die. While this is not incorrect, the term hospice is also widely used to refer to a program that offers palliative care services, as Hospice Northwest does. Some of you remember that we changed our name in

2003 from Via Vitae Community Palliative Care volunteers to Hospice Northwest, and then in 2010 we refreshed our image with new colours and the lovely new logo created by Kathleen. So, after much rather stressful deliberation, the board decided that another name change would not be in our best interest, and we decided to go full steam ahead with promoting our agency with its existing brand.

The consultant made other good recommendations, and among them were to utilize our palliative care volunteers more strategically for marketing. The idea came up again of asking you to wear some type of "uniform", such as a jacket or scarf, but this is not a universally popular idea, and don't worry- you will all be consulted before any such decisions are made. Another major way that you can help us though is to let everyone in your world know that you volunteer for Hospice Northwest, which is NOT part of St. Joseph's Care Group. This is especially important if your client is in St. Joseph's Hospital or one of the long term care

facilities under the SJCG umbrella.

Word of mouth is a great marketing tool and if all you make a point of spreading the word, the public's awareness will grow. Stay tuned for more developments in our ever evolving Communications plan, and if you have any thoughts or ideas or just want to chat about it, please give a call anytime.

We're in the process of hiring another Intern to assist in fundraising and the Accreditation review which is due again in the new year. It's fun to have young people around; they are so sophisticated at such a young age! We just enjoyed a few months with Lisa de la Rosa who came to us through YES Employment services and is now leaving us and Thunder Bay for a new life with her partner. Caitlyn has just completed the first five months of her one year contract and has become indispensable.

I'm hoping to see many of you soon, at the Candlelight Memorial Service and at the Christmas party. May the warmth of loving friends and family help to keep you cozy despite the December chills.



## *New Initiative Planned for Hospice Northwest—Discussions on Death*

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Recently, an international movement centered on encouraging discussion about death and dying has been gaining momentum and media attention around the world. Hospice Northwest hopes to draw upon the experience and resources established by the many gatherings held thus far and introduce the concept of such a discussion to the community of Thunder Bay.

These social gatherings will hopefully become a new signature event for Hospice Northwest, and will feature a café style

evening with coffee, tea and desserts and great conversation.

Each of the series of socials will offer a topic about death and will feature a guest speaker, who will introduce the designated topic in a light and conversational manner in order to get participants thinking about important issues.

In our death denying society we think it's a great opportunity to connect with the community in order to help to erase

the stigma that surrounds discussions of death and advance care planning

The first discussion will be a collaborative event with Hospice Northwest and a team from Leadership Thunder Bay's Community Action Projects program, who are busy working on planning and implementation details.

The first of the series is scheduled to be held in June 2014. Stay tuned for details!

# New Years Eve

Dinner and  
Dance  
in Support of  
Hospice Northwest

Each year St. Paul's Anglican Church hosts a fabulous New Years Eve Dinner and Dance at the Victoria Inn in support of a local charity. This year they've generously committed to supporting Hospice Northwest! All proceeds from ticket sales as well as a silent auction will be donated to Hospice Northwest in support of our ongoing programs. The event will include a delicious Prime Rib Roast buffet as well as dancing to live music by local Jazz favorite, *Mood Indigo*. Since the event is in our honor we would love to have our volunteers enjoy the event as well. To purchase tickets, please contact Caitlyn at 626-5570, ext 5571.

**DATE | Tuesday, December 31, 2013**

**TIME | Symposium: 6:30 pm / Dinner: 7:30 pm / Dancing: 9:00 pm - 1:00 am**

**TICKETS | \$65 per person**

## *Educational Opportunities and Events*

### *Encounters in Bioethics: Consent and Capacity Boards— Legal and Ethical Issues*

**Date and Time:** Wednesday, November 27, 2013 from 7:30—pm or Thursday, November 28, 2013 from 12:00—1:00 pm

**Location:** November 27 @ St. Joseph's Hospital,, Con. Room 3 and November 28 @ TBRHSC, Regional Cancer Care 2178

**Presented by:** Centre for Health Care Ethics, Lakehead University

**Presenter/Panel:** Judith Jacob, LL.B., Consent and Capacity Board, Jane Fogolin, MD FRCPC, TBRHSC, David Shannon, C.M. O.Int., Executive Director, HAGI Community Services for Independence, **Facilitator:** Pauline Bodnar, MHSA, HBSW, RSW, Community & Long Term Care Specialist, Northwestern Ontario Regional Stroke Network, TBRHSC

**Description:** This presentation and panel discussion will address the questions: Why do we have consent and capacity boards? Who could receive help from the consent and capacity board? How does the board make decisions and on what legal or ethical principles? Could a health professional challenge the decisions of the board?

**Registration:** Everyone is welcome. Free admission. Free parking behind 68 N. Algoma St.

#### **HOSPICE NORTHWEST**

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#### **HOSPICE NORTHWEST BOARD OF DIRECTORS**

Cathy Alex ~ Robin Cano ~ Kathy Kortess-Miller ~ Marianne Larson ~ Myrna Letourneau  
Jill Marcella ~ Paul Morralee ~ Katherine Poulin ~ Ron Voit

Katherine Poulin is the volunteer representative on the board and welcomes all communication from volunteers. Her phone number is 767-4504 and her email is [kpoulin@tbaytel.net](mailto:kpoulin@tbaytel.net)

Hospice Northwest is funded by the North West Local Health Integration Network, the United Way of Thunder Bay, the City of Thunder Bay and the generous support of community donors. We also wish to thank Mac's Convenience Store, located at 3 Balsam Street in Thunder Bay for their continued support of our organization through the sale of Nevada tickets and Bayshore Home Health, who generously supports Hospice Northwest during our annual Hike for Hospice Palliative Care.

