



## *Palliative Care Conference 2012* *Life Transitions: Chronic Illness and Palliative Care* *November 7–9, Victoria Inn*



Every two years, the Centre for Education and Research on Aging and Health hosts a 2 1/2 day palliative care conference in Thunder Bay. The purpose of the conference is to bring interdisciplinary palliative care providers together to share current information on end-of-life care and to facilitate networking and team building in communities throughout the region and beyond.

This conference attracts a large number of health professionals from around the region, as well as nationally and regionally renowned speakers.

HNW is offering a substantial

subsidy for Thunder Bay volunteers who are active and able to attend the full conference, which runs Wednesday afternoon, all day Thursday and Friday morning. The full fee is \$130. We will pay the full fee and request that you reimburse \$30 back to us. Please call Kathleen at 626-5573 for more information or to register. Regional volunteers please contact your Regional Coordinators to discuss details of registration.

If you can't make it to the conference, there will be a public presentation of Sharon Baxter's *Lets Talk about Hospice Palliative Care First* on Wednesday, Nov. 7 from 7:00—9:00 pm at the Victoria Inn. Everyone is welcome to attend.

Conference sessions include:

- ♦ **Palliative Care for All Canadians: Dream or Reality** by Dr. Mary Lou Kelley
- ♦ **Let's Talk about Hospice Palliative Care First** by Sharon Baxter, Executive Director of CHPCA
- ♦ **Front-Line Staff Experiences of Grief and Loss in a Long Term-Care Home** by Jill Marcella, HBSW, MSW
- ♦ **Searching Hope in the Heart of Suffering: Juncture of Wholeness** by Stephen Bilynsky, Spiritual Care Associate, SJCG
- ♦ **Narrative Therapy and Spiritual Care in Palliative Care** by Deb Spear, Social Worker, SJCG

If you would like the full details of each presentation sent to you, please contact Kathleen or visit the CERAH website at [www.http://cerah.lakeheadu.ca/palliativecare/](http://cerah.lakeheadu.ca/palliativecare/)



AGM  
Annual General Meeting

**Notice of Hospice Northwest  
Annual General Meeting**  
**October 22nd, 2012 at HNW office**  
**7:00 p.m.—8:00 p.m.**  
**All volunteers are welcome to attend**

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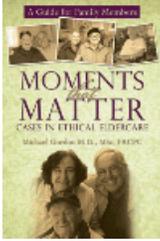
### Special points of interest:

- *St. Joseph's Volunteer Support Meetings—pg 3*
- *Danielle's Retirement Gathering—November 22*
- *New Benefit for Families of Critically Ill Children—page 5*
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## Resource Library

New resources available in our library:



**Moments that Matter: Cases in Ethical Elder-care** by Michael Gordon, MD, MSc, FRCPC

Excerpt: Unfortunately, it is common for family ties to become stretched and

challenged when families face the decline of a parent. This is especially true when it appears that one member of the family is carrying an inordinate amount of the care responsibilities.

I recently experienced a situation in which a son of an elderly woman who had significant dementia turned up for the first time in my office accompanying his mother. His father was being strained beyond his coping abilities but would not consider any external assistance, community program, or institutional care. Also at the visit was his younger sister, with whom I had worked over the previous year and who was the primary caregiver for their parents, who

were clearly struggling to maintain themselves in the community.

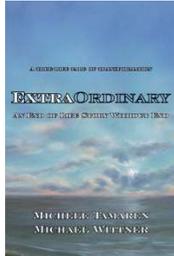
The son became involved when he recognized that a crisis was brewing. Somehow he erroneously assumed that his sister was not being forceful enough to get things done or did not know what she was doing; therefore, he thought he had to, in his own words, “make things happen.”

The burning question to be considered was how did the family address the family and ethical issues of who was going to make decisions for the parents.

~from *Moments that Matter*

**Extraordinary: An End of Life Story Without End** by Michele Tamaren and

Michael Wittner



*ExtraOrdinary: An End of Life Story Without End* is a spiritual memoir and love story about a man who became a healer and teacher in his

mid-nineties as his own life was coming to completion. Herman Liss, an Orthodox Jew, was described by a Christian mystic with the Buddhist term bodhisattva—a person who returns to this life to help lift others on their soul journey.

Herman found his soul mate late in life and was devastated by her eventual death, but as a nursing home and hospice patient helped heal those who cared for him. Herman's story is told by the stepdaughter who adored him as her father not by blood but by blessing and the young nursing home volunteer who created an award-winning film about his passage from loss and despair to connection and joy. Michele Tamaren is the founder of the multi-faith Council for Spiritual Connection and lectures widely on spirituality, healing and happiness, and compassionate care and spiritual growth at the end of life.

Drop by the library to check out these and other interesting resources.



## News from the Region

### Geraldton Office

At the Geraldton Hospice Northwest meeting held on May 29th, 2012, elections were held for the Hospice Program committee members, with the following candidates acclaimed:

**Chair:** Audrey Johnston

**Vice Chair:** Brenda Abraham

**Secretary:** Myrna Letourneau

**Guest Speaker Coordinator:** Andrea Buchanan

**Palliative Care Coordinator:** Rosemary Kurish

**Media Correspondent:** Chris Walterson

**Past Chair:** Willy Anton

The next regular meeting of the committee will be held September 25, 2012 at 4:30 pm in the Geraldton District Hospital Boardroom.

### Regional Volunteer Training Programs

Volunteer training programs will be offered in Terrace Bay, Marathon, Nipigon and Geraldton beginning September 22nd, in conjunction with

the training program being held in Thunder Bay (please see schedule on the back page of the newsletter for sessions and times).

The Thunder Bay sessions will be video-conferenced to the Region. For those regional volunteers interested in sitting in on any of the sessions as a refresher course, please contact your District Program Coordinators for details on the location of the sessions.



## Hospice Northwest Volunteer Mileage Claims

### Charitable Tax Receipts for Hospice Northwest Volunteers

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, 2011 to October 31, 2012 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 November 12th. 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.

If you have any questions regarding this process, please contact Kathleen Buso at busok@tbaytel.net or at 626-5573.



## Terri's Tidbits

Greetings everyone.

I'm happy to say that we have a full group of people eager to become Hospice Northwest volunteers once again this fall. Please let me know if you'd like to attend any sessions for a refresher as seating may be limited.

We're looking forward to providing some additional information/training in the area of Alzheimer's Disease and dementia sometime in January 2013. If you didn't respond to my email at the beginning of August with respect to this topic, there's still time to put your name on the list—just send me an email or give me a call at 626-5572.

Also, if you have not completed your accessibility training on-line, please do so at <http://bit.ly/gw8DGY>. If you're unable to access, please give me a call and I'll guide you through the process. For those of you who have let me know that you'd like to come into our office to do this training, I'll be contacting you in October to arrange a specific date.

Enjoy our crisp Autumn air and remember:

*To exist is to change, to change is to mature, to mature is to go on creating oneself endlessly.*

~Henri Bergson

### **St. Joseph's Volunteer Support Meeting**

*are held the 2nd Tuesday of every month.  
The next meetings are:*

➤ **October 9**

➤ **November 13**

➤ **December 1**

**from 12:00—1:30 p.m.**

*in the 4 Central Conference Room  
at St. Joseph Hospital*

These meetings are for volunteers working with, or interested in 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



## Fundraising Update

Hospice Northwest had two fundraisers this summer, with the City of Thunder Bay Dress Down Days Program happening during the month of June and the LCBO Tag Days event occurring on July 27th and 28th.



Thanks to the generosity of the employees in the City offices, Dress Down Days donations totaled \$1325. As stipulated in the City's application process, Hospice Northwest is now ineligible to reapply to this program until 2014.



Also, with the help of numerous Hospice Northwest volunteers who braved the heat of the July weather, and the support of the Thunder Bay LCBO patrons, Hospice Northwest received \$2500 in Tag Day donations. We plan to reapply to the LCBO to host another Tag Days in the summer of 2013.

Our next fundraiser will be the *Wings of Remembrance Memorial Ornaments* sale over the Christmas season. Again, we will be offering beautiful glass keepsake ornaments

for sale, tipped in gold and personalized with your choice of inscription. They make incredibly touching Christmas presents or can be given year round as a memorial gift or a tribute to a very special person in your life.

We will also be gearing up for our next Hike for Hospice, which will be held in May 2013. More details on this event will follow in the new year.



## Circle of Friends



After 17 years of dedicated service to Hospice Northwest, 10 of which were spent as the cherished Coordinator of the Circle of Friends, Danielle Shaver Currie is ready to take a well earned rest and pass the talking stick on to her successor.

Danielle plans to thoroughly enjoy her

retirement, travelling with her husband Tom to warmer climates, and visiting with her beautiful new granddaughter Sophie.

Please join us as Hospice Northwest board, staff and volunteers gather together to wish Danielle the best in her retirement and thank her for the compassion and caring she has shown to all those whose lives she has touched during her time with Hospice Northwest.

**Danielle's Retirement Gathering**  
**November 22nd**  
**4:00—6:00**  
 at the  
**Hospice Northwest Office**  
**RSVP to Kathleen or Terri by**  
**Nov. 20**

### Circle of Friends Meetings

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



September 20th  
October 4th  
October 18th



## Message from Joan

An exciting new project is in the works at Hospice Northwest. The Ontario Trillium Foundation has provided funding to allow us to access a marketing specialist to develop a marketing and a fund development plan. The problem that needs addressing is one that many of you are familiar with: the general public in Thunder Bay are not aware of our agency and services. We believe that increased community awareness will bring more recognition and demand for our services, more support for fundraising ventures, memorial donations, recognition in obituaries, and possibly even increased success with volunteer recruitment.

We will miss our Circle of Friends coordinator when she retires! Now the search

for a new coordinator is in full swing, so if you know of anyone who would be a good candidate, suggest that they call the office to request the job posting. The closing date is September 18th.

The position of volunteer rep to the board will be retained by Debbie Escott for one more year. Debbie was asked to stay on for one more year, even though she has completed two three year terms. Debbie's expertise with marketing and fund development will be very helpful as the Trillium project proceeds.

Nominations for the Volunteer Representative position on the board will be handled differently than other board positions, since the volunteers are known primarily by the staff. If you

wish to nominate yourself or another active volunteer for a three year term on the board of directors, please call Terri or myself to submit your nomination. The term will commence in October 2013. The board meets approximately 8 times per year on Monday evenings.



## Canadian Hospice Palliative Care Association Commends New Benefit for Families of Critically Ill Children

The Canadian Hospice Palliative Care Association applauds this month's federal government announcement that it will provide more support for parents of critically ill children through a new employment insurance benefit. The benefit will assist in alleviating some of the financial burden associated with caring for a sick child.

Under these changes, parental caregivers of critically ill children under the age of 18 can claim up to 35 weeks within a year under the Federal Employment Insurance Program (EI). Under the benefit, 'critically ill' is defined as a life-threatening illness or injury which can include various acute phases of illness or injury and for which continued parental care or support is required.

"This is a strong next step for the federal government. By extending these benefits,

we can ensure that parents can focus on caring for their child rather than worrying about financial issues," said Sharon Baxter, Executive Director of the CHPCA. "We do, however; need to continue to move forward and extend these benefits to all caregivers, whether the person they are caring for is five or 75." According to a February 2011 survey conducted by the Canadian Cancer Society, 84 percent of Canadians say increased financial support for family caregivers should be a priority for the federal government.

Under the former EI benefits, parents of gravely ill children were entitled to six weeks of paid leave at 55% of their salary. Currently, Canadians caring for a gravely ill family member over the age of 18 will qualify for six weeks of paid leave. Their tasks are many and varied,

and when their patient dies, many of them go on to become patients themselves.

Canada's population is aging and, combined with increasing numbers of chronic diseases, the demands for hospice palliative care services and the strain on family caregivers will continue to grow. Seniors now make up the fastest-growing age group. In 2009, Canada had 4.7 million persons aged 65 years or over, twice the number recorded in 1981. It is projected that by 2061, there will be between 11.9 million and 15.0 million persons aged 65 years or older.

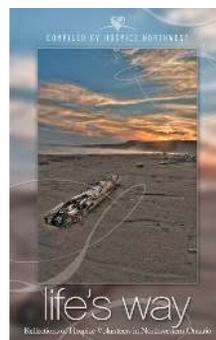
The CHPCA commends the federal government on this important step towards improving quality end-of-life care for all Canadians and their families.



## Volunteers' Corner



The Volunteer Appreciation Wine and Cheese, held in June, was a very enjoyable event, with approximately 30 volunteers in attendance. Volunteer Katherine Keeping began the evening with a meaningful Stepping Stones ceremony in which she asked each volunteer to choose a rock that spoke to the individual, and then to decorate it with a word or a picture that had meaning for the volunteer. The rocks were then exchanged amongst the group. Afterwards, everyone enjoyed time to visit and to sample a nice selection of wines and delicious snacks, including the ever popular chocolate fountain.



For those volunteers who have not yet picked up a copy of Hospice Northwest's book *Life's Way: Reflections of Hospice Volunteers in Northwestern Ontario*, we thought we would showcase one of the stories in the book in this edition of the newsletter. *Life's Way*, a collection of personal stories chronicling the experiences of 30 HNW volunteers, is a wonderful resource for all our volunteers, particularly those just beginning their caregiving journey. Copies are available in the office for \$18.00.

### *Louise's Story*

Louise barely noticed the angel at first — just a glint of gold through the wet fall leaves on the ground. She very nearly kept walking, but the grey clouds parted briefly, and the sun caught the angel's wing. Louise stooped down and picked up the figure: small, golden, and battered. She put the angel in her pocket.

Throughout the day, each time her hand brushed against its wings, she wondered: who had dropped it? Had its previous owner been ready to let it go? Was she, Louise, meant to pick it up, to further its journey? Was someone devastated at the loss of the angel, or had someone simply kicked it aside?

In the end, she thought of a friend going through a difficult time and mailed the angel to her, along with a story she had created:

*As you can see from her bruised and battered form, the life of an angel is not an easy one. For every moment of spiritual joy and enlightenment, she must endure countless confrontations with indifference and skepticism. But she is a constant reminder that when we most need it the forces of the universe collide in unexpected forms to create a new perspective on our reality. You can neither harness the power of the angel's hope, nor save it for another day, for she is with you only for the moment.*

It was 1998. Louise remembers: "I said to my friend, 'You will know when you no longer need her.'" Louise didn't know it yet, but that battered guardian angel would become a symbol of the intertwined roles she would play over the next years at Hospice Northwest's Circle of Friends support group.

In 2005, Louise was diagnosed with cancer. Soon after, she joined Circle of Friends. "And when I went through cancer," Louise recalls, with tears in her eyes, "my friend mailed the well-worn angel back to me. I brought it to Circle and as we passed it around, the strength emanating from the weathered journey of the angel mirrored the difficult times each of us experiences as we negotiate the unexpected storms of life."

"You can't judge a book by its cover," says Louise, expressing her initial misgivings about joining Circle of Friends. "I was very hesitant to join a palliative group associated with hospice because of my very limited understanding of what those words — palliative, hospice — meant. When I looked inside the book, I found that it offered so much. I met so many different people in Circle I would have never crossed paths with otherwise — and I've learned how enriching that can be."

**To read the full version of Louise's story, along with 29 other heart-felt reflections, please drop by the office or visit [www.hospicenorthwest.ca](http://www.hospicenorthwest.ca) to order online.**



## *Educational Opportunities and Events*

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### ***Encounters in Bioethics 2012—2013***

#### ***Living Kidney Transplantation: Ethical approaches to enhance and evaluate donations***

**Date and Time:** Wednesday September 19, 2012 from 7:30—9:30 pm at St. Joseph's Hospital, Conference Room 3 (basement)  
Thursday September 20, 2012 from 12:00—1:00 pm at Thunder Bay Regional Health Sciences Centre, Renal Services Conference Room (abbreviated session—not all panelists will participate)

**Presented by:** Centre for Health Care Ethics

**Presenter:** Fabrice Jotterand, PhD, MA

**Registration:** No registration is necessary for live presentation. For teleconferencing, contact Jennifer Boorman at boormanj@tbh.net

#### ***Palliative Care for Front-Line Workers***

**Date and Time:** Thursdays, September 20, 27, Oct 4, 11, 18, 25, 2012 from 6:30—8:30 pm

**Location:** Northwest Community Care Access Centre, 961 Alloy Drive. Also available at Ontario Telemedicine Network (OTN) video conference sites (If you want to attend at a site other than the NWCCAC you must verify/book space with your local OTN site coordinator)

**Presented by:** Centre for Education and Research on Aging and Health, Lakehead University

**Presenters:** Sue Bailey, Barb Fugelsang, Marg Poling, Deb Spear

**Description:** How comfortable are you in providing the best palliative/end-of-life care for your clients and caregivers? The majority of deaths in Canada occur in hospitals and long-term care facilities, affirming the need for continuing education on palliative care for health care providers. This 15 hr course is based on the identified learning needs and preferred educational format of front-line workers and is presented in a flexible manner.

**Registration:** Registration fee is \$25. HNW will cover half the cost of registration. Please contact Kathleen at 626-5573 if you are interested in registering.

#### ***Gentle Persuasive Approach: Responding to Persons with Challenging Behaviours***

**Date and Time:** Dates Available: (choose only 1):

- ◆ Saturday, September 29th, 2012 from 9:00 am to 5:00 pm
- ◆ Saturday, November 10th, 2012 from 9:00 am to 5:00 pm
- ◆ Saturday, January 26, 2013 from 9:00 am to 5:00 pm
- ◆ Saturday, March 2nd, 2013 from 9:00 am to 5:00 pm

**Location:** St. Joseph's Heritage, Rooftop Penthouse

**Presented by:** Centre for Education and Research on Aging and Health, Lakehead University

**Presenter:** Cindy Backen, Psychogeriatric, Resource Consultant, St. Joseph's Care Group and Ryan Sigurdson, Public Education Coordinator, Alzheimer Society of Thunder Bay

**Description:** This program will provide an overview of: Principles of person-centred care, meaning behind responsive, self protective behaviours of persons with dementia; Interpersonal, environment and communication strategies that assist front-line staff to respond effectively to escalating behaviours; The impact of dementia on the brain and the A's of dementia (anosagnosia, amnesia, aphasia, agnosia, apraxia, altered perception, attentional deficits and apathy), and the relationship of each to responsive behaviours in dementia and care implications.

**Registration:** Registration fee is \$50. HNW will cover half the cost of registration. Please contact Kathleen at 626-5573 if you are interested in registering.

#### ***17th Annual Dementia Care Conference***

**Date and Time:** Friday, October 26th from 8:00 am – 4:00 pm

**Location:** Embassy Ballroom, Victoria Inn, 555 Arthur Street West, Thunder Bay

**Presented by:** Alzheimer Society of Thunder Bay

**Guest Speakers:** Dr. Elizabeth Minerva Moore, PhD, CPsych, Clinical Psychologist with Providence Care, St. Mary's of the Lake Hospital Site, ABI, Stroke and Geriatric Inpatient Rehabilitation Programs and Lynne Peters, Former Program Coordinator—Recreation and Leisure Services, School of Health and Community Services, Confederation College

**Description:** This day-long conference will examine issues related to behaviour, provide skills and strategies for responding to it, discuss activity and how it can be used to examine a person's dignity and increase their sense of well-being while minimize ing responsive behaviour. Additionally, an emphasis will be placed on stress management skills for staff members.

**Registration:** Early-bird registration fee (before or on October 12) is \$40 for non-professional caregivers. HNW may subsidize this fee. Please call the office to discuss the possibility of subsidy prior to October 12.



# Educational Opportunities and Events

## ***Straight Talk on End of Life Rights and Options***

**Date and Time:** Monday, September 24th from 2:00 – 3:30 pm  
**Location:** Herb Carroll Centre 55 Plus, 1100 Lincoln St., Thunder Bay  
**Presented by:** Dying With Dignity  
**Contact:** Sheila Noyes at 767-2142 for more information

## ***Volunteer Training at the Community Care Access Centre – 961 Alloy Drive***

For those volunteers who would like to attend a session as a refresher, please call Terri at 626-5572 to confirm space availability.

Date	Time	Presenter	Module	Topic
Sat. Sept. 22	9:00-10:30 10:45-12:00	Terri Kannegiesser & Joan Williams	1	Welcome & Intro to HNW and Palliative Care
Sat. Sept. 22	1:00-4:00	Mary Jane Melita & Marg Poling	2	Illness Specific Info, Advance Care Planning/DNR Legislation/Eating
Sat. Sept. 22	4:00-5:00	Marg Poling	2	Interdisciplinary Team/In Home Chart
Sun. Sept. 23	9:00-10:15	Terri Kannegiesser	3	Role of the Volunteer in community, LTC, Hospital and Circle of Friends
Sun. Sept. 23	10:30-12:00	Pauline Bodnar	4	Ethical Issues
Sun. Sept. 23	1:00-3:30	Margie Uurainen	5	Grief & Bereavement
Wed. Oct. 3	6:00-7:15	Diane MacLaurin	6	Elder Abuse
Wed. Oct. 3	7:30-8:30	Cheryl Grant Susan Whitehurst	6	The LTC Act and Resident Bill of Rights
Wed. Oct. 10	6:00-9:00	Deb Spear	7	The Family
Wed. Oct. 17	6:00-9:00	MultiFaith Council	8	Spiritual & Cultural Issues
Wed. Oct. 24	6:00-9:00	Kathy Kortés-Miller	9	Self-Care
Tue. Oct. 30 Tue. Nov. 6	6:00-9:00	Confederation College	10	Body Mechanics
Wed. Nov. 7	6:00-9:00	Paul Carrier	11	Emotional and Psychological Issues
Wed. Nov. 14	6:00-9:00	Marg McKee	12	Sensitive Communication
Wed. Nov. 21	6:00-9:00	HNW Volunteer Panel	13	Pizza and Panel - Discuss volunteer experiences

### **HOSPICE NORTHWEST**

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 Phone: 807-626-5570 Fax: 807-626-5574

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Kathleen Buso, Communications Coordinator/Office Administrator  
 Direct Line: 626-5573 kathleen@hospicenorthwest.ca

Danielle Shaver Currie, Circle of Friends Coordinator  
 t-currie@shaw.ca

website: www.hospicenorthwest.ca



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

Cathy Alex ~ Maxine Cayenne ~ Mary Lynn Dingwell ~ Debbie Escott ~ Kathy Kortés-Miller  
 Marianne Larson ~ Scott McCormack ~ Jill Marcella ~ Paul Morrallee ~ Ron Woit

Debbie Escott is the volunteer representative on the board and welcomes all communication from volunteers. Her phone number is 345-7122 and her email is [dlescott@shaw.ca](mailto:dlescott@shaw.ca)

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 through third party fundraising initiatives.

