

Hospice Northwest Welcomes New Graduates at Christmas Luncheon



On December 3rd, the annual Volunteer Appreciation Christmas Luncheon was held at the Slovak Legion, with approximately 80 volunteers and guests in attendance. This lovely and festive event provided the opportunity to give a little back to our dedicated volunteers, and to welcome our new graduates to the Hospice Northwest team. Please join us in welcoming:

- Bonnie Anderson
- Jyl Barclay
- Bailey Bonthoux
- Docile Brideau
- Beverly Budiselic
- Ken Dika
- Olivia Douglas
- Art Evans
- Jennifer Genereux
- Laura Gresch
- Laura Haney
- Lynette Henderson
- Katherine Keeping
- Jane Komoski
- Michele Krasnichuk
- Anne Lappalainen
- Sharon Loghrin



- Michele Love
- Ann Lucheski
- Christine Marchand
- Rebecca McEwen
- Candace McLean
- Marilyn McNally
- Ruth McParland
- Anne Morgenroth
- Janet-Rose Norhaugen
- Wendy Otway
- Calvin Pelletier
- Frances Petch
- Susan Raynak
- Maureen Rooney
- Arlene Ryder
- Roger Sousa
- Irene Stathopoulos
- Sandy Sutherland

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Message from Joan

Staff and board members are breathing a sigh of relief after the flurry of activity during December with the highly successful Wings of Remembrance campaign. Kathleen proved herself as a fantastic fundraiser and someone who can work well under pressure. The campaign not only brought in necessary funds to keep our overhead costs covered, but gave us terrific exposure. We were privileged to meet many people whose holiday spirit was touched by grief for someone special who had died.

There's never a dull moment around our office nowadays, with Memory Boxes and post training interviews for volunteers. Terri is a phenomenal volunteer coordinator; she keeps track of the most minute details of volunteers' schedules and preferences, and is com-

mitted to getting everyone matched with clients as soon as possible. Services in long term care facilities have been stabilized and expanded, and Terri is on the ball to ensure that volunteers are satisfied and supported with their assignments.

Debbie Bennett did a fine job of representing Hospice Northwest on a panel presentation about Ethics last week with Dr. Elizabeth Latimer from Hamilton. A full day workshop on Ethics was attended by a number of hospice volunteers including the team from Geraldton who can always be counted on to attend the educational events.

Hospice volunteers are growing within the District of Thunder Bay. Manitowadge and Nipigon are currently recruiting volunteers for training in their

communities. With these two additions we have six regional partners to the east of Thunder Bay. Services in the western part of the region are provided by the Kenora Rainy River Palliative Care volunteer program. We hope to see both regional and local volunteers registering for the Palliative Care Booster which has a focus on pediatric palliative care.

Since our last newsletter the Annual General Meeting was held. The meeting included a dinner in our own facility, catered by Ambiance Catering. Two new board members were welcomed for a three year term: Myra Beck and Cathy Alex. Marg Poling will continue to be the Chair of the board until the next AGM. Debbie Escott continues to be the volunteer representative and welcomes any communication from volunteers.

HOSPICE NORTHWEST BOARD OF DIRECTORS

Cathy Alex ~ Myra Beck ~ Mary Lynn Dingwell ~ Debbie Escott ~ Marianne Larson
Scott McCormack ~ Paul Morralee ~ Marg Poling ~ Dona Ree ~ Roberta Wood

Debbie Escott is the volunteer representative on the board and welcomes all communication from volunteers. Her phone number is 345-712 and email is dlescott@shaw.ca



Circle of Friends

Danielle Shaver Currie, the Circle of Friends Program Coordinator, shares the following excerpt from *A Morning Cup of Yoga* by Jane Goad Trechsel:



PRACTICE OF CONTENTMENT

A beautiful *niyama* to work with is the practice of contentment. In this practice, we decide that in this very moment we will be contented, no matter what storms are threatening. The fact

is, there are always storms. If we wait for things to become as we demand them to be in order to be contented, we will always be waiting. Contentment can be enjoyed in small tastes. On the worst of days, it's possible to pause and look at the world with unclouded eyes for a moment, see the sky, hear a bird, see a child's face and say, "For this tiny moment I choose to be contented." Begin to look for those moments.

When you crawl into your bed at night, let your body relax. Let go of the concerns of your day. Stop trying to control events and people around you, and, as the Beatles said, "Let It Be." When we quit fighting and resisting, contentment arises naturally.

Circle of Friends Meetings

February 4th

February 18th

March 4th

March 18th

April 1st

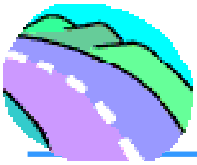
April 15th

April 29th



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

Anyone interested in becoming involved with Circle can contact Danielle Shaver Currie, Program Coordinator at 475-3656.



News from the Region

Marathon Office



The Marathon District Office is pleased to welcome Joanne Decheno as the new District Program

Co-Coordinator. Joanne will be assisting Debbie Dube with the administration and volunteer coordination of the Marathon program. Debbie and Joanne can be reached at:

Wilson Memorial Hospital
Bag W, 29 Peninsula Road
Marathon, ON P0T 2E0

Tel: 229-1740 #284 ■ Fax: 229-1721

Email: hospicenorthwest@wmgh.net

Terrace Bay and Marathon

The End-of-Life Committees of Terrace Bay/Schreiber and Marathon are hosting a Palliative Care Workshop on March 26

and 27th, with speaker Stephen Jenkinson (see attached poster for details)

Manitouwadge and Nipigon

Volunteers are currently being sought for programs getting underway in Nipigon and Manitouwadge. The Hospice Northwest District Program Coordinators for Nipigon are:

Donna Smeltzer @ 887-3026 #240
email dsmeltzer@ndmh.ca Lauryl Kemp @ 887-3026 #241, email
lkemp@ndmh.ca Nipigon
District Memorial Hospital
P.O. Box 37, 125 Hogan Road
Nipigon, ON P0T 2J0

District Program Coordinator for Manitouwadge:

Amanda Warford,
Box 772
Manitouwadge, ON P0T 2C0
Phone: 807-826-4700
Fax: 807-826-4738
Email: bwarford@shaw.ca



Terri's Tidbits...

Hi everyone. Hope you're all doing well (and staying


warm) as we work our way through another Northwestern Ontario winter. We are a hardy bunch—aren't we? Here are a couple of updates on what is going on with our Hospice Northwest volunteers.

Volunteers have suggested that it would be helpful to have a notebook available for recording and/or journaling their interactions with clients during their visits. We now have a number of notebooks on hand at the office so please give us a call if you're interested in getting one.

I'm happy to report that many of our new volunteer graduates have already been placed with clients and are doing

great work. For those whom we have not yet placed—be patient, we'll be calling! As you may already know, our memorial ornament campaign was a huge success. I'd like to thank those of you who purchased ornaments, spread the word and who put that extra effort in to make it happen for us. It looks like we'll be running the campaign again in 2010, so if you're interested, call us. The more "person power" we know we have ahead of time, the better, as it will help us design our strategy well in advance.

On Feb. 10th several of our volunteers, along with folks from the general public who have expressed interest, will be getting together to prepare memory boxes. If any of you would like to participate in this project, or need more information, please call me. I will be offering an evening session in the fu-



Wellspring Yoga and Coping Skills Programs

Free classes for:

- people living with cancer
- Friends or family
- Hospice Northwest volunteers

**Yoga Classes
Every Tuesday
from 3:30 - 5:00**

**Coping Skills
Every Thursday
From 3:30 - 5:00**

at the
Hospice Northwest Office

ture if that works better for you. We'll try to get a group together at least every couple of months as it offers a great opportunity to do something really good in our community as well as to meet some of your fellow volunteers.

In the next couple of months, I'll be recruiting new volunteers. If any of you feel that some of your friends or family would make great Hospice Northwest volunteers, please have them call me. I'll be happy to speak with them to explain what this special volunteer opportunity offers.

Take care of yourselves and remember, ...we know from daily life that we exist for other people first of all for whose smiles and well-being our own happiness depends..

-Albert Einstein



Fundraising Updates: Memorial Ornaments Sale, Spaghetti Supper and Bayshore's Butterfly Boogie

Wings of Remembrance Ornaments

Our Christmas fundraising event, the Wings of Remembrance ornament sale, was a resounding success. We sold over 600 of these lovely glass keepsakes, along with display stands, and raised over \$7000! While this will primarily be an annual Christmas fundraiser, we do still have some ornaments on hand, for those that are still interested in purchasing one.

Italian Cultural Centre Spaghetti Supper

The Italian Cultural Centre hosted a wonderful spaghetti supper on behalf of Hospice Northwest on January 17. The event was well-attended and Hospice Northwest was fortunate to receive a donation of \$500 from the Centre. Thanks to all those who attended or bought take-out.



Presents the 3rd Annual Butterfly Boogie

In support of Hospice Northwest

Featuring



May 1, 2010

at the CLE Coliseum

Call Kathleen at 626-5573 for tickets or information

3rd Annual Butterfly Boogie

May 1st, 2010 at the CLE Coliseum

Bayshore Home Health is once again hosting the Butterfly Boogie, an annual third-party fundraising dance, featuring the music of the *Sensational Hot Rods*.

This event, which brings in a large amount of fundraising dollars for Hospice Northwest, is a huge undertaking for Bayshore. Much time and effort goes into the organization of the dance and the solicitation of prizes and donations.

Volunteers are needed to help with donations, preparation of prize baskets, decorating, advance ticket sales, selling tickets at the door and bartending on the night of the event. If you are able to help out in any way, please call Kathleen at 626-5573.

Candlelight Memorial Service



A Candlelight Memorial Service was held at the Hospice Northwest office on November 25th, 2009. The service was conducted by Rev. Anne Carr and was attended by approximately 25 people. Volunteers,

staff and guests joined together to honour those who have passed through their lives in the last few years, and to pay tribute to the Hospice Northwest volunteers who have given so much of themselves to their clients.

The service featured poetry readings, a meditation and a reading of the names of the deceased, as well as several original songs performed by Andy Pappalardo.

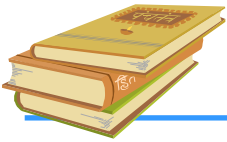


It is with the utmost sadness that we note the passing of Hospice Northwest volunteer **Sandy Law**. The loss of Sandy was a profound one for our agency. Sandy was not only a great supporter of our agency but she was a true steward for the hospice volunteer movement. Most recently, Sandy focused on clients in their final days in long term care facilities. Sandy was the epitome of reliability and dedication; she was a loving voice at the bedside who brought gentle touch and soft kind words. She inspired confidence in family members that didn't know how to help. She helped many a frightened soul cross over in peace.

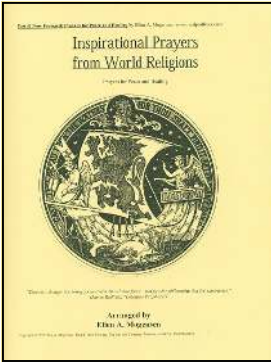
Sandy made an art of the "client directed journey". Twice a week for over three years she was the only source of social support for an elderly fellow in the community. This gentleman waited each week for Sandy's visits and took full advantage, keeping her busy with chores and his unusual pastime, when he would have her park close to a busy intersection so he could watch traffic. In the summer months they shared mini putt on the 8 X 6 plot of grass at his apartment. He outlived his prognosis by four times. When it came time to confide some deeply troubling incidents from his past, Sandy listened with grace, dignity and never a hint of judgment.

Sandy took that grace and dignity to her own untimely end on December 19th with her loving husband at her side. She is acutely missed by many, including myself.

-Joan Williams



New Resources



Inspirational Prayers from World Religions, Prayers for Peace and Healing

Arranged by A. Mogensen, is the newest addition to the Hospice Northwest Resource

Library. It was donated by Stepan Bilynskyy, Spiritual Care Associate for St. Joseph's Caregroup. This wonderful resource offers examples of prayers from many world religions such as Christianity, Judaism, Islam, Buddhism, Hinduism, and Native Faiths. The following are excerpts from the book:

Prayer for Healing (Navajo)

In the house made of dawn.

In the story made of dawn.

On the trail of dawn.

O, Talking God.

His feet, my feet, restore.

His limbs, my limbs, restore.

His body, my body, restore.

His mind, my mind, restore.

His voice, my vice, restore.

His heart, my heart, restore.

With beauty before him, with beauty before me.

With beauty behind him, with beauty behind me.

With beauty above him, with beauty above me.

With beauty below him, with beauty below me.

With beauty around him, with beauty around me.

With beauty in his voice, with beauty in my voice.

It is finished in beauty.

In the house of evening light.

From the story made of evening light.

On the trail of evening light.

Salutation to Dawn (Hinduism)

Listen to the salutation to the dawn,

Look to this day for it is life,

the very life of life,

In its brief course lie all the verities and realities of our existence.

The bliss of growth, the splendor of beauty,

For yesterday is but a dream and

tomorrow is only a vision,

But today well spent makes every

yesterday a dream of happiness and

every tomorrow a vision of hope.

Look well therefore to this day.

Such is the salutation to the dawn.

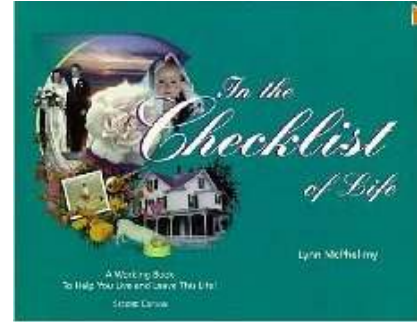
Watch out for the following titles which will be available in our Resource Library in the coming weeks:



Making Rounds with Oscar: the Extraordinary Gift of an Ordinary Cat

by Dr. David Dosa

This book is an fascinating account of Oscar, a hospice cat with a knack for predicting when nursing home patients are going to die.

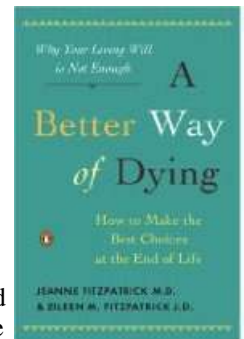


In the Checklist of Life: A "Working Book" to Help You Live and Leave This Life!

By Lynn Mephelimity
In the Checklist of Life is an extraordinary workbook which gives readers an opportunity to record for themselves and their posterity the meaningful facts and feelings of living and dying.

A Better Way of Dying by Jeanne Fitzpatrick **The fail-safe plan for ensuring one's final wishes are respected.**

Advanced directives and living wills have improved our ability to dictate end-of-life care, but even these cannot guarantee that we will be allowed the dignity of a natural death. Designed by two sisters, one a doctor, one a lawyer, and drawing on their decades of experience, the five-step Compassion Protocol outlined in **A Better Way of Dying** offers a simple and effective framework for leaving caretakers concrete, unambiguous, and legally binding instructions about your wishes for your last days. Meant for people in every walk of life—from the elderly, to those in the early stages of mentally degenerative diseases like Alzheimer's, to healthy young people planning for an unpredictable future—this book creates space for a discussion we all must have if we wish to ensure comfort and control at the end of our lives.





Volunteers' Corner

(Please make this corner your own by sending in submissions to Kathleen)

Volunteer Spotlight

This month, we are spotlighting **Marg Gander**, a Hospice Northwest volunteer from our Terrace Bay District satellite program.

As a palliative care volunteer for the last 6 years, Marg graduated from the very first Terrace Bay volunteer training program in December 2004. Since then, she has put in countless volunteer hours providing compassionate support to those who need it in her community.

Marg has been a resident of Terrace Bay for the last 42 years, and has been giving back to her community through her vol-



unteer work for many of those years. Not only does she devote her time to palliative care, she also helps out with the food bank, the Canadian Cancer Society and with entertainment events for the town.

Marg's outstanding volunteer

efforts were recently recognized when she was presented with a 2009 Senior Achievement Award by Ontario Lt.-Gov. David Onley at a ceremony held at Queen's Park. Marg attended the event in November 2009 with her son, but her

dedication to her role as a hospice volunteer almost stopped her from being present. One of her clients, whom Marg was particularly close to, passed away just before Marg was to leave for Toronto. The client had no family in Terrace Bay so Marg had become like family to her, and was reluctant to leave town as she did not want her friend to die alone.

Marg describes her palliative care work as a rewarding but occasionally draining experience. She encourages others in her community to give of themselves and volunteer, particularly the younger people, especially now at a time when there are so many people in need. Hospice Northwest offers sincere congratulations to Marg for her achievement award and thanks her for her compassion and dedication in her role as a palliative care volunteer.

*The following is a submission sent to us by Hospice Northwest volunteer **Katherine Keeping**. It is an article about loss that was written by Frank Ostaseski, the founder of [Zen Hospice Project](#) in San Francisco, the first Buddhist hospice in America.*

Loss

Loss is the first period of grief, and it's visceral. It's like being punched in the belly. It takes your breath away. Even when death is expected, our bodies and minds can't seem to take it in right away. We don't want to accept the reality of this loss; we don't want to believe that the person we love has died. And at the same time, acceptance is the task in this period.

Shock and disbelief usually give way to guilt and regret. We judge ourselves mercilessly: "I should have taken her to the hospital sooner. We could have tried other treatments. I wish I'd spent more time with her. I wanted to be there at the moment she died." Our capacity to be cruel to ourselves never ceases to amaze me. At our time of



greatest vulnerability, when we most need our own kindness, we club ourselves with self-judgment. If we could only just stop for a moment and listen to the sound of our voice, surely our hearts would open to embrace this pain.

Mourning

Grief may be the greatest healing experience of a lifetime. It's certainly one of the hottest fires we will encounter. It penetrates the hard layers of our self-protection, plunges

us into the sadness, fear, and despair we have tried so hard to avoid. Grief is unpredictable, uncontrollable. There are no shortcuts around grief. The only way is right through the middle. Some say time heals, but that's a half-truth. Time alone doesn't heal. Time and attention heal.

In grief we access parts of ourselves that were somehow unavailable to us in the past. With awareness, the journey

through grief becomes a path to wholeness. Grief can lead us to a profound understanding that reaches beyond our individual loss. It opens us to the most essential truth of our lives: the truth of impermanence, the causes of suffering, and the illusion of separateness. When we meet these experiences with mercy and awareness, we begin to appreciate that we are more than the grief. We are what the grief is moving through. In the end, we may still fear death, but we don't fear living nearly as much. In surrendering to our grief, we have learned to give ourselves more fully to life.

Letting Go

This is the painful period that goes on for some time, months, even years. When someone we love dies, it's not a single event. We keep on losing that person. At holidays, times of difficult decisions, or in those little personal moments we want to share, we are painfully confronted with the absence of the person we love. We see clearly the roles that person has played in our life, and we grieve for those also. We don't just lose our wife when she dies. She's the person who worked out all the battles

with our kids, or made the money, or the one who touched our body with love and tenderness. When our parents die, we may find ourselves feeling fragile. They were the buffer between us and death, and suddenly we are more aware of our own mortality. This is the period when we feel most alone. Friends drop away in exhaustion. Others tell us to keep busy or to get on with our life. This is the individual's fear of pain and our cultural predisposition toward avoiding anything unpleasant. Advice doesn't help. Listening does.

Moving On

Grief is like a stream running through our life, and it's important to understand that it doesn't go away. Our grief lasts a lifetime, but our relationship to

it changes. Moving on is the period in which the knot of your grief is untied. It's the time of renewal. Not a return to life as it was before the death you experienced - you can't go back, you're a different person now, changed by the journey through grief. But you can begin to embrace life again, feel alive again. The intensity of emotions has subsided some. You can remember the loss without being caught in the clutches of terrible pain. The armoring around our hearts begins to melt, and in this period of moving on, the energy that had been consumed by resistance is now available for living. Now we move forward, but we're not abandoning the one we love. We understand that even when someone dies, the relationship continues. It's that the person is no longer located outside of us. We are

developing what we could call an internal relationship with this person, and that allows us to reinvest in our life. If we follow the path through grief to wholeness, we may discover an undying love.



Educational Opportunities and Events

Palliative Care for Personal Support Workers

Dates: February 4, 11, 18, 25, March 4, 11

Times: 6:30—9:00 pm

Location: Lakehead University, Balmoral Street Centre, Rm 1002

Presented by: Centre for Education and Research on Aging and Health (CERAH), Lakehead University

Description: How comfortable are you in providing the best palliative/end-of-life care for your clients and caregivers? The majority of Canada's elderly die in hospitals and long term care facilities, affirming the need for continuing education on palliative care. This 15 hour course is based on the identified learning needs and preferred educational format of front-line providers. The course is presented in a flexible manner. Past evaluations of the program indicate an increased comfort level and confidence in the provision of palliative care by Personal Support Worker who have taken this program. Content includes: Dying in Canada; Working with Families; Planning for Death; Physical Aspects of Dying and Pain; Grief and Bereavement; Helping Relationships and Self Care

Registration: please call Kathleen at 626-5573 to register

CCAC Palliative Pain and Symptom Management Program—Lunch and Learn (Please bring bag lunch)

Date: Tuesday February 16, 2010

Location: North West Community Care Access Centre, Boulevard Room, 961 Alloy Drive

Time: 12:30 pm—1:30 pm

Presented by: Marg Poling, R.N., BSc.N.

Topic: Who Diagnoses Dying?

Registration: Please RSVP to Kathleen by February 10 if you are interested in attending.



Educational Opportunities and Events

Palliative Care Booster: Excellence in Paediatric Palliative Care

Date and Time: Thursday, February 18th: 1:00—4:30 pm and 6:30—8:00 pm
Friday, February 19th: 9:00—12:15 pm

Location: ATAC 1001, Lakehead University, Thunder Bay, ON *This event is also available by videoconference and web stream.*

Presented by: Centre for Education and Research on Aging and Health (CERAH), Lakehead University, Continuing Education and Professional Development (CEPD), Northern Ontario School of Medicine,

Description: We are caring for an increased number of children with life limiting illnesses in a variety of settings. This workshop will focus on providing exemplary care to children and their families using a palliative approach. Sessions will provide knowledge and support to health care providers so that they can better meet the unique needs of medically fragile children and their families.

Registration: please call Kathleen at 626-5573 to register

Gentle Persuasive Approach: Responding to Persons with Challenging Behaviours

Dates: Saturday, March 6th, 2010 (Registration deadline Mar. 1st, 2010)

Location: Rooftop Penthouse, St. Joseph's Heritage, Thunder Bay

Presented by: Lakehead University Centre for Education and Research on Aging and Health and the Northwestern Ontario Aging and Developmental Disabilities Committee

Presenters: Cindy Backen, Psychogeriatric, Resource Consultant, Seniors Mental Health Services; Jodi Phillips, Manager, PSW Program, St. Elizabeth Health Care

Description: This program will provide an overview of principles of person-centered care, meaning behind responsive, self protective behaviours of persons with dementia; interpersonal, environmental 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 (anosognosia, amnesia, aphasia, agnosia, apraxia, altered perception, attentional deficits and apathy), and the relationship of each to responsive behaviours in dementia and care implications

Registration: please call Kathleen at 626-5573 to discuss registration and fees

International Telehealth Palliative Care Symposium

Dates: April 27-29, 2010

Times: Opportunities to join in person at selected sites, and Web streaming. Check www.palliativeak.org for updates.

Location: Lakehead University, Balmoral Street Centre, Rm 1002

Presented by: Alaska Native Tribal Health Consortium; Mayo Cancer Centre Native American Program; Northwest Portland Area Indian Health Board; Stat of Alaska Comprehensive Cancer Program; University of Auckland— Goodfellow Unit, School of Population Health

Description: A palliative care symposium for doctors, mid-level practitioners, nurses, pharmacists, social workers and other health care

HOSPICE NORTHWEST

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Direct Line: 626-5572 kannegiessert@tbaytel.net

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Direct Line: 626-5573 busok@tbaytel.net

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

Please join us on Facebook at our Hospice Northwest page and on our website at www.hospicenorthwest.ca

Check out these interesting links: <http://www.friendshealthconnection.org/>

<http://www.virtualhospice.ca/>

<http://www.lifeanddeathmatters.ca/>

Hospice Northwest is funded by the North West Local Health Integration Network, the United Way 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 such as the annual Butterfly Boogie, held each May.