



Annual Volunteer Christmas Luncheon

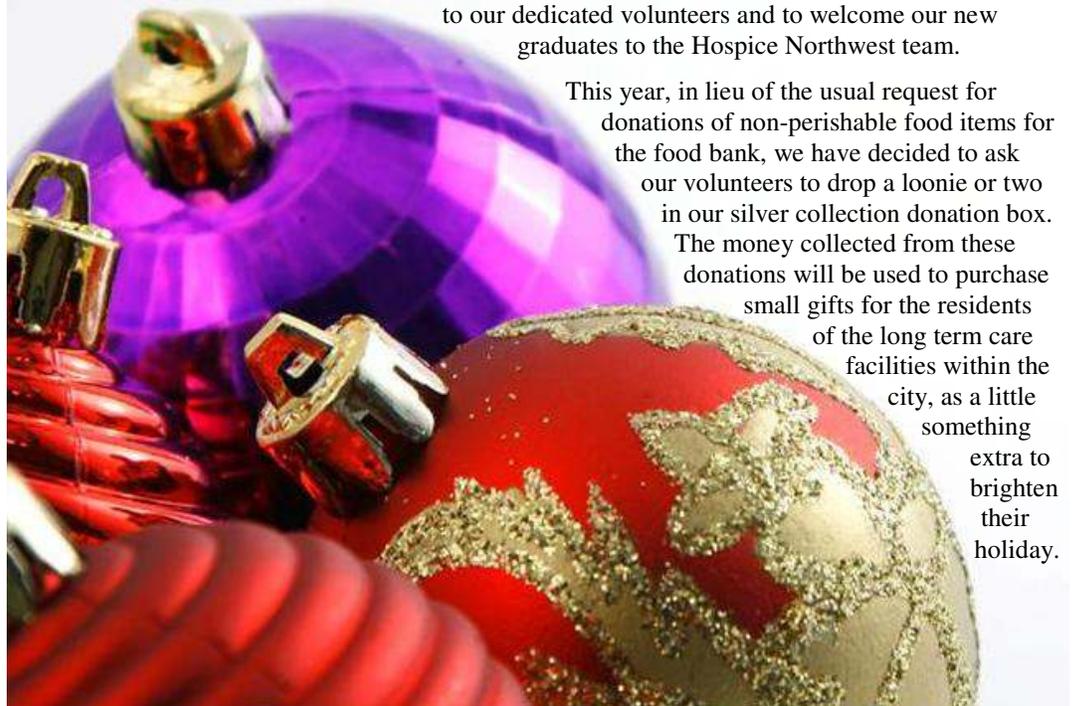
Our annual Volunteer Appreciation Christmas Luncheon is fast approaching.

Please mark your calendars for Monday December 1st from 11:30—1:30 p.m.

The event will once again be held at the Slovak Legion, 801 Atlantic Avenue.

RSVP by November 23—626-5570

Each year, this lovely and festive event provides the opportunity for us to show our appreciation to our dedicated volunteers and to welcome our new graduates to the Hospice Northwest team.



This year, in lieu of the usual request for donations of non-perishable food items for the food bank, we have decided to ask our volunteers to drop a loonie or two in our silver collection donation box. The money collected from these donations will be used to purchase small gifts for the residents of the long term care facilities within the city, as a little something extra to brighten their holiday.

Candlelight Memorial Service



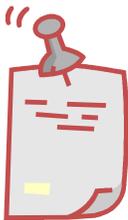
Hospice Northwest will be offering a Candlelight Memorial Service, led by Rev. Deborah Kraft, on Tuesday November 23 from 7:00 – 8:00 at the Hospice Northwest office. This event will provide an opportunity for those who are grieving the loss of a loved one to light a candle and spend some time honouring the memory of those who have passed through their lives. The service is open to the public and all are welcome to attend. Please RSVP to Kathleen at 626-5573 by Nov. 18th.

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Special points of interest:

- *Christmas Volunteer Appreciation Luncheon—December 1*
- *Candlelight Memorial Service—November 23rd*
- *Programs and Services—page 5*
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Message from Joan

The Annual General Meeting took place on October 18th with the board of directors and a few volunteer members of the agency, in attendance. Paul Wolfe attended the meeting and gave a very interesting presentation about the Thunder Bay Community Foundation's Endowment fund program. At this meeting the Board launched an annual award presentation, The Board of Directors Award for Outstanding Contributions to Hospice Northwest. The first recipient of this prestigious award is Terri Kannegiesser, for her terrific work in volunteer support and coordination, and all that that entails. Kathleen and I were delighted to have Terri recognized and appreciated for the great work we know she does.

Roberta Wood was thanked for her seven years of service to the board. The board and I will really miss Roberta's strength, reliability and dedication to Hospice Northwest. Kathy Kortess-Miller has assumed a position with the board after having completed a six year term in 2007. Welcome and thanks for coming back, Kathy.

Marg Poling was outgoing chair, after serving in this demanding role for two years. Marg stepped up when our chair position was vacant and despite managing an already full plate, Marg provided strong leadership. This leadership has now been assumed by Scott McCormack whose official role will commence in November. Debbie Escott is starting her fifth year as Volunteer Representative to the board. Deb-

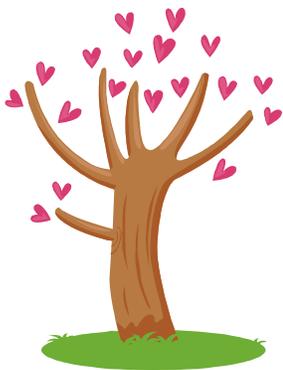
bie's term will be completed in September 2012, so prior to that, volunteers should be thinking about who might be able to fulfill this role. Debbie's ability to bring the volunteer experience and perspective to the board decisions has ensured that the agency's governance is strongly rooted in the real purpose of our work.

It is my pleasure also to announce the new full time Lead of the Northwestern Ontario End of Life Care Network. Jennifer Wintermans has been very recently hired into the position. We are thrilled to have Jennifer in the role and eagerly anticipate the development of an integrated strategy for end of life care in the city and region.



Circle of Friends

Circle of Friends Coordinator Danielle Shaver Currie shares this inspirational story with us:



We All Need a Tree

I hired a plumber to help me restore an old farmhouse, and after he had just finished a rough

first day on the job: a flat tire made him lose an hour of work, his electric drill quit and his ancient one ton truck refused to start.

While I drove him home, he sat in stony silence. On arriving, he invited me in to meet his family. As we walked toward the front door, he paused briefly

at a small tree, touching the tips of the branches with both hands.

When opening the door he underwent an amazing transformation... His face was wreathed in smiles and he hugged his two small children and gave his wife a kiss.

Afterward he walked me to the car. We passed the tree and my curiosity got the better of me. I asked him about what I had seen him do earlier.

"Oh, that's my trouble tree," he replied. "I know I can't help having troubles on the job, but one thing's for sure, those troubles don't belong in the house with my wife and the children... So I just hang them up on the tree every night when I come home and ask God to take care of them. Then in the morning I pick them up again."

"Funny thing is," he smiled, "when I come out in the morning to pick 'em

up, there aren't nearly as many as I remember hanging up the night before."

*May we all find our own
Trouble Tree - a place to hang our
troubles each night.*

Circle of Friends Meetings

November 4th

November 11th

November 25th

December 9th

January 6th

January 20th

February 3rd



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

Irene Desjardins sends in this update from the Marathon program:

Joanne Dechano was presented with a gift as a thank you for her year of service as District Program Coordinator. Irene Desjardins has taken on the position after Joanne's resignation.

The Marathon group meets on a regular basis and is now recording the minutes of their meetings, which are distributed amongst the volunteers, thus ensuring that everyone is kept up to date on what is happening within the program.

Irene also reports that a new group of volunteers is finishing up their volunteer training. One of the group, Lorna Michano, will regretfully be moving to Sault Ste. Marie shortly after graduation. The groups' good wishes are extended to Lorna as she begins this new phase of her life. The new group of

volunteers will be welcomed to the program with a get-together to be held before Christmas.

Other items of interest for the Marathon Program:

- the group has arranged for a physician to give a talk about cardiac palliative care (date to be announced)
- after Christmas, another guest speaker will make a presentation on sweat lodges and cultural issues pertaining to First Nations peoples
- 6 volunteers will be traveling to Thunder Bay to attend the Palliative Care Conference in November
- the group is very grateful to the Verrin family for their gift of a microwave and stand for the palliative care room at the Marathon Hospital
- since May, 6 palliative patients have received volunteer visiting

services at the hospital, and 1 in the community, while volunteers continue to visit chronic care clients on an ongoing basis

Geraldton Office

The Geraldton volunteers met with HNW Executive Director Joan Williams on Monday October 25 for a team building presentation. Prior to the meeting, a survey was circulated amongst the Geraldton volunteers, to determine the level of satisfaction within the district program. The results of the survey indicated a strong endorsement to continue the current strategies for volunteer retention and support.

The Geraldton program will soon be welcoming 6 new volunteers to their ranks, as they finish up with the volunteer training program in November.



Terri's Tidbits

Wow, here we are in November already! I'm happy to say that our new group of volunteers are just about ready to graduate, so we'll be in a strong position to offer support in community, hospital and in long-term care facilities in the new year. Speaking of LTC, this Christmas season we'd like to offer small gifts to as many residents of long-term care as possible. This is the reason we've asked for contributions to a silver collection at our upcoming Christmas luncheon rather than the non-perishable food item that we have asked for in the past. Proceeds from the collection will be used to purchase gifts to brighten the lives of so many people. The other items that we are

looking for are quality mittens and socks. If you're a knitter and would like to prepare a pair or two, we would graciously accept your donation and pass it along. If you're interested in participating in this project in any way, please give me a call.

I'd like to thank Anita McDowell for her excellent suggestion of having a Hospice Northwest 3" x 5" card prominently displayed on the bedside bulletin board of all clients on the Hospice Palliative Care Unit of St. Joseph's Hospital. The card indicates the name of the volunteer and the services that Hospice Northwest offers. This allows the client, staff, family members and friends to see, at a glance, the name of the Hospice Northwest volunteer. I'm hopeful

that long-term care facilities will also welcome this idea with the same enthusiasm. Well done Anita!

I'd also like to thank Carol Perry for the excellent links that she forwarded to me. Please take a moment to check them out. <http://www.carepages.com/> and <http://www.caringbridge.org/>. They may prove to be of benefit in your own lives or in the lives of those you serve. Thanks Carol for sharing. Until we talk again, I leave you with this thought...

The ideals that have lighted my way time after time and have given me new courage to face life cheerfully, have been Kindness, Beauty, and Truth.

—Albert Einstein



Internet Links

Here are some helpful links that might be of interest to our volunteers:

CarePages

CarePages.com is an online community with over a million unique visitors a month who come together to share the challenges, hopes and triumphs of anyone facing a life-changing health event. Through personalized websites, members can relate their stories, post photos and update friends and family instantly. In turn, people who care send messages of love and encouragement. CarePages.com also offers a variety of resources and support tools for living a more compassionate life.

Private-labeled CarePages websites are

also offered by over 625 U.S. and Canadian healthcare facilities. CarePages has a simple, singular mission: to ensure that no one faces a health challenge alone. For more information, please visit www.carepages.com.

Caring Bridge

<http://www.caringbridge.org/>

CaringBridge provides free websites that connect people experiencing a significant health challenge to family and friends, making each health journey easier. CaringBridge is powered by generous donors.

CaringBridge websites offer a personal and private space to communicate and show support, saving time and emotional energy when health matters most. The websites are easy to create and use. Au-

thors add health updates and photos to share their story while visitors leave messages of love, hope and compassion in the guestbook.

Canadian Hospice Palliative Care Association www.chpca.net

Hospice Association of Ontario
www.hospice.on.ca

Canadian Virtual Hospice
www.virtualhospice.ca

Palliative Care Info Sheet for Seniors - Caring for Seniors - Public Health Agency of Canada

<http://origin.phac-aspc.gc.ca/seniors-aines/publications/public/caregiving-soins/pall/pall-eng.php>

Charitable Tax Receipts for Donation of Mileage Costs

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 **Hospice Northwest Travel Log Form** (included in mail-out). The Travel Log Form must document all mileage costs you wish to claim for the period of November 1, 2009 to October 31, 2010 that were incurred while on Hospice Northwest business;
- ◆ The Volunteer issues a money or-

der, 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 10th. 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 Re-**

ceipt 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 turnaround 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.



Programs and Services



Canadian Red Cross
Croix-Rouge canadienne

Canadian Red Cross Home Health Equipment Services (HHES)



No one expects to suffer an illness or injury that affects their mobility, their independence or dignity—yet it happens to hundreds of people in Northern Ontario every day. Last year in Ontario alone, the Canadian Red Cross provided equipment such as mobility aids, bath equipment, toileting aids, and products to assist with daily living to over 25,000 clients through the Home Healthcare Equipment program. Rentals such as wheelchairs, commodes, and walkers are available to individuals recuperating in their homes. The equipment is usually provided, with a health care professional's recommendation, for a one to three-month period.

HHES is available in: Dryden and Thunder Bay.



Wellspring Cancer Support at Hospice Northwest

Please note the following program changes:

Yoga—to be discontinued: Last session will take place on December 7, 2010

Skills for Coping with Cancer

To be offered as a registered program.

Thursday, October 14—Nov. 18, 2010
6:00—8:00 p.m.

This program provides skills to help you manage the experience of cancer while meeting and learning from others also living with cancer. Learn about stress and how it affects you and develop tools to improve your emotional and physical well-being including thought awareness and relaxation and visualization techniques.

The program was developed, and is led by, members of the Thunder Bay Regional Cancer Care Supportive Care Team. Beginning in 2011, the program will be offered through a partnership between Hospice Northwest and the Thunder Bay Regional Cancer Care Supportive Care Department.

Programs are free of charge and held at Hospice Northwest, 63 Carrie Street in St. Joseph's Heritage

To register for the Skills for Coping with Cancer Program, please contact Lori Fortier, Thunder Bay Regional Cancer Centre Supportive Care Department, 807-684-7310

For more information regarding the Wellspring programs at Hospice Northwest please call Kathleen at 626-5573.

Grief Support Group



An exciting new partnership has been forged between Hospice Northwest and the Alzheimer Society of Thunder Bay

(ASTB). We discovered that we shared a common dream with the Society, to hold a Grief Support Group for persons bereaved of a loved one.

The group began as a pilot project in October and will conclude in early November. It ran for six weeks, facilitated by Margie Uurainen, Social worker with ASTB, and Katherine Poulin, Hospice Northwest volunteer. Margie developed a therapeutic program designed to facilitate healing through discussion and confidential peer support. Six individuals registered for the group; their evaluations will be used to determine whether the group will become an ongoing program, and to guide any recommended changes.

St. Joseph's Volunteer Support Meetings

12:00—1:15 p.m.

in the 4 Central Conference Room

at St. Joseph Hospital

Tuesday November 9th & Tuesday December 7th

These meetings are for volunteers working with, or interested in working with, clients at St. Joseph's Hospital. A light refreshment will be provided.

Please RSVP to Terri @ 626-5572

Therapeutic Touch Practice Sessions

The **Thunder Bay Therapeutic Touch Practice Group** is now offering practice sessions for Hospice Northwest volunteers.

If you have Level 1, 2 or 3 Therapeutic Touch and wish to practice giving and receiving this complementary therapy, there will be two practice sessions on **November 16 and January 17 from 12:00—1:00 pm** at the HNW office



Volunteers' Corner



Volunteer Spotlight

This month, we are spotlighting **Katherine Poulin**, a Hospice Northwest volunteer

from our Thunder Bay program who began her volunteer role in November 2008 with a client in St. Joseph's Hospital. When her client was transferred to long term care, Katherine followed her there and has since chosen to devote her time to visiting clients in long term care. As she says "There is such a need in long term care. There are so many lonely people there, and they need a companion." Katherine has found working with the elderly in long term care to be a truly interesting experience. She says, "I know

what I do is valuable, and that makes me feel good about it. I don't care if I get recognition. For me, just to go there and know that I'm doing something important, that matters. I just wish that they could get all of the volunteers they need because there are so many people that need the service. And I can't think of anything worse than dying alone."

In addition to her time spent visiting her clients, Katherine has also been assisting Margie Urainen from the Alzheimer Society to facilitate the Grief Support Group here at Hospice Northwest. We are grateful to Katherine for all her dedicated service to Hospice Northwest.

If you are interested in finding out more about volunteering in long term care, or would like more information on the Grief Support Group, please call the Hospice Northwest office at 626-5570.

Let Evening Come

Let the light of late afternoon shine through the chinks in the barn, moving up the bales as the sun moves down.

Let the cricket take up chafing as a woman takes up her needles and her yarn. Let evening come.

Let dew collect on the hoe abandoned in long grass. Let the stars appear and the moon disclose her silver horn.

Let the fox go back to its sandy den. Let the wind die down. Let the shed go black inside. Let evening come.

To the bottle in the ditch, to the scoop in the oats, to air in the lung, let evening come.

Let it come as it will, and don't be afraid. God does not leave us comfortless, so let evening come.

By Jane Kenyon





Educational Opportunities and Events

Hilldale Gardens Remembrance Day Service

- Date and Time:** Wednesday November 10 from 10:00 a.m.—11:30 a.m.
- Location:** Hilldale Gardens Retirement Living, 309 Hilldale Road
- Presented by:** Hilldale Gardens Retirement Living
- Description:** Please join us for our Remembrance Day Service. Attending MP and MPP's, Naval Association, Thunder Bay Police Pipes & Drums, and Lakehead Scottish Regiment. Refreshments to follow the ceremony.
- Registration:** Limited seating, please reserve seat in advance by calling Karen at 684-9878.

CCAC Palliative Pain and Symptom Management Program—Lunch and Learn (PLEASE BRING BAG LUNCH)

- Date and Time:** Tuesday November 16 from 12:30 —1:30 p.m.
- Location:** North West Community Care Access Centre, Boulevard Room, 961 Alloy Drive
- Topic:** Facilitating Dying at Home: Honouring Choices
- Presenters:** Marg Poling, RN, BSc.N, Ursula Danner, Nurse Practitioner, Lynda Roussel, MSW
- Registration:** please RSVP to Kathleen by November 9th

Palliative Care and the Grief Process—Videoconference Presentation

- Date and Time:** Thursday November 18 from 10:00 a.m.—12:00 p.m.
- Location:** North West Community Care Access Centre, 961 Alloy Drive
- Presented by:** Community Networks of Specialized Care
- Presenters:** Sharon Preston and Suzanne Jenson
- Description:** This videoconference will focus on the palliative care guiding principles for those with developmental disabilities, and healthy grieving for the caregivers, individuals and their families.
- Registration:** please call Kathleen at 626-5573 for more information

Different Approaches to Care for the Terminally Ill: A System's Level View Across Four Countries—Canada, England, Germany & United States—Videoconference Presentation

- Date and Time:** Thursday November 18 from 1:00 p.m.—2:00 p.m.
- Location:** North West Community Care Access Centre, 961 Alloy Drive
- Presented by:** Toronto Central Palliative Care Network
- Presenters:** Christopher Klinger, Co-Chair, End-of-Life Issues Theme Team
- Description:** This videoconference will provide an overview on a study examining system-level characteristics that influence end-of-life care service delivery, care outcomes and costs in four target countries. Despite national strategies or frameworks for care at the end of life, many terminally ill patients still do not die at their preferred location or under the form of care desired. The availability of financial and health human resources and education and training for service providers and the general public pose as a critical barrier.
- Registration:** please call Kathleen at 626-5573 for more information



Educational Opportunities and Events

8th Ethics of Human Research Workshop

Date and Time: Friday November 19 from 8:30 a.m.—4:30 p.m.

Location: St. Joseph’s Heritage, Georgian Room, 63 Carrie Street

Presented by: Centre for Health Care Ethics, Lakehead University

Presenters: Michael Yeo, PhD, Associate Professor, Department of Philosophy, Laurentian University and Miriam Shuchman, MC, Associate Professor, Psychiatry, University of Toronto

Description: This workshop will allow participants to become familiar with ethical requirements for biomedical and social/behavioral research, learn about best practices in ethics review of research studies, and share local experience and network with other people engaged in research ethics reviews and approval process.

Registration: Registration deadline is November 10th. Registration fee is \$80 for volunteers. Please call the office at 626-5573 to discuss subsidy for registration fee.

Ontario Network for the Prevention of Elder Abuse Northwestern Ontario

Date and Time: Wednesday November 24 from 1:00 —2:00 p.m.

Location: St. Joseph’s Heritage, Teleconference Room (basement), 63 Carrie Street

Presented by: Centre for Education and Research on Aging and Health Fall Speaker Series

Presenters: Lee Stones, Regional Consultant Ontario Network for the Prevention of Elder Abuse

Description: This presentation will provide an overview of the services provided in Northwestern Ontario, describe the education initiatives that are offered to caregivers, frontline staff who work directly with seniors, and discuss the public awareness program that is ongoing. It will also introduce participants to a new blog entitled “Words of Wisdom”.

Registration: Please contact Kathleen at 626-5573 if you are interested in taking part in this presentation.



Volunteers are like yachts... No matter where they are, they arouse your curiosity. Who are they? Where do they come from? Why are they here? They could stay moored where it’s safe and still justify their being, but they choose to cut through the tough waters, ride out storms and take chances. They have style. They are fiercely independent. If you have to ask them how much they cost, you can’t afford them. Volunteers are the only human beings on the face of the earth who reflect our nation’s compassion, unselfishness, caring, patience and just plain loving one another. Their very presence transcends politics, religion, ethnic background and marital status. It frightens me somehow, to imagine what the world would be like without them.
THANK YOU!

HOSPICE NORTHWEST

63 Carrie Street
Thunder Bay, Ontario P7A 4J2
Phone: 807-626-5570 Fax: 807-626-5574

Joan Williams, Executive Director
Direct Line: 626-5575 williamsj@baytel.net

Terri Kannegjesser, Volunteer Coordinator
Direct Line: 626-5572 kannegjessert@baytel.net

Kathleen Buso, Communications Coordinator/Office Administrator
Direct Line: 626-5573 busok@baytel.net

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

website: www.hospicenorthwest.ca

HOSPICE NORTHWEST BOARD OF DIRECTORS

Cathy Alex ~ Mary Lynn Dingwell ~ Debbie Escott ~ Kathy Kortess-Miller
Marianne Larson ~ Scott McCormack ~ Paul Morralee ~ Marg Poling ~ Dona Ree

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

