



September 2016

HOSPICE NORTHWEST

The Hospice Herald

Come Hike With Us!
Hospice Northwest's
5th Annual
HIKE FOR HOSPICE
"Crossing Bridges Along Life's Way"



Hospice Northwest would like to extend a huge thank you to everyone who helped make the 2016 Hike for Hospice, held on Sunday May 1st our best hike yet!

Approximately 230 walkers joined us at scenic Boulevard Lake, and with the support of our dedicated volunteers and our generous sponsors, helped us raise almost \$54,000, (after expenses), in addition to the \$25,000 worth of goods and services that were donated.

In addition to the walk itself, the Hike included music by Greenbank and Robin Ranger, raffle draws, clowns, good food and so much more.

We are grateful to have had the opportunity to bring the community together for this wonderful event. We can't wait to do it again next year when we look forward to seeing new and familiar faces!

The Hike for Hospice would not have been the success it was without the assistance of committee members: Michele Love, Norine Arno, Hilary Mettam, Sue Raynak, Paul Morrale, Barb Philp, Kevin Anderson, Quyen Le, Elaine Kerr, Gladys Berringer, Terri Kannegiesser, Joan Williams, Kathleen Buso and our Chair Shane Judge.

We are also indebted to the following sponsors for their generous donations:

Our Media Sponsors: Magic 99.9 and Country 105

Our Marathon Level Sponsors: Port Arthur Rotary Club, Gran Sasso Club, Mussel White Mines, Golden Bakery, Fort William Rotary Club, RBC, The Keg, and the John Andrews Foundation

Our Running Level Sponsors: Ninesixty and Harbourview Funeral Centre.

Our Jogging Level Sponsors: CIBC Woody Gundy, Northern Credit Union, Bay Credit Union, Thunder Bay Catholic District School Board and Can-Op.

Our Walking Level Sponsors: Allstate Insurance, Bruno's Contracting, CavTal Foods, Edward Jones, Italian Society of Port Arthur, Jonmar, Lakehead Alumni, River Terrace Pharmacy, Shoppers Home Health, and Wanson Lumber

Food and Services Donations: Westjet, McDonald's Restaurant, Sasi Spring Bottled Water, Thunder Bay Community Auditorium, The Keg/Caribou, Rollason Flowers, Kingfisher Resort, Towne Place Suites Marriott Hotel and many others.

Thanks also to all of the community businesses who donated prizes to the Hike, as well as to all the Hike participants and volunteers!



Wine & Cheese Appreciation Celebration

As a way of saying thank you for all the support we've received over the past year, and as a kick-off to the planning for the 2017 Hike for Hospice, Hospice Northwest is hosting our Annual Wine & Cheese Appreciation Evening on **Thursday September 22 at 6:00 PM**, where our volunteers, donors, sponsors and supporters will be thanked for their contributions to Hospice Northwest. The event will be held here in our office at 63 Carrie Street. Please RSVP to Kathleen or Terri at 626-5570 by Monday Sept. 19th.

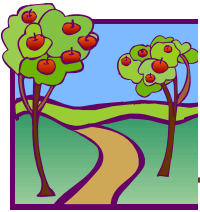
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Mark Your Calendars:

- *Wine and Cheese Reception—September 22nd*
- *Volunteer Information Session—September 27th*
- *Annual General Meeting—October 17th*
- *Annual Christmas Luncheon—December 13th*



News from the Region

Geraldton Office

It is with deep sadness that the Geraldton Hospice Northwest program announces the passing of their Program Co-ordinator, Brenda Abraham on February 2, 2016.



Hike For Hospice

Hospice Northwest Geraldton held a very successful Hike for Hospice on May 28th. The Hike was dedicated to the memory of Brenda Abraham.

A recliner chair has been purchased for the Geraldton District Hospital's Palliative Care room to celebrate her life and work in Hospice Care.

Grief Recovery In-service

In June of 2016 Hospice volunteers from Longlac and Geraldton were introduced to the Grief Recovery Method. Workshop Leaders were Jaime Keay, Hospice Northwest Program Coordinator from

Nipigon and her colleague Deana Renaud. This training enables participants to get in touch with their own grief and start the healing process.

Therapeutic Touch Part One

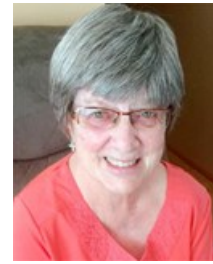
On Sept. 9th and 10th, HNW Geraldton is sponsoring a weekend of training on Therapeutic Touch Part 1.

Jean Riddell, Therapeutic Touch Teacher and Practitioner from Thunder Bay will be the trainer.

Terrace Bay/Schreiber Office

On August 11th, the North Shore Family Health Team celebrated 5 years hosting the Hospice Northwest Program.

The volunteers and coordinators of the Terrace Bay/Schreiber program say farewell and many many thanks to Susan Slykhuis for the past 12 years of volunteer service with the Hospice Northwest Program. Her dedication and commitment was honourable. Susan and her family moved back home to the east coast on July 1/2016.



It is with sadness that we express our sympathy to the family of the late Diana Figliomeni, a Hospice Northwest volunteer since Nov. 30th, 2011. Diana

passed away August 3rd, and will be remembered for her kindness, commitment and her courage with her battle with cancer.

On November 30th, we celebrate Diana Fisher's 5th year of volunteer service with the Terrace Bay/Schreiber Hospice Northwest Program. Congratulations Diana!

Volunteer Training

The *Geraldton, Terrace Bay/Schreiber, Marathon and Manitowadge* programs will all be taking part in the upcoming Volunteer Training program, which will commence in late October. This year, an online training program will be piloted.

Hospice Northwest invites you to our

Volunteer Appreciation Christmas Luncheon

Tuesday, December 13th, 2015
Georgian Room, St. Joseph's Heritage

Symposium: 11:30 am
Lunch Buffet: 12 - 1 pm
RSVP by December 6 to
Kathleen or Terri at 626-5570



Terri's Tidbits

I hope everyone has enjoyed their summer and the beautiful weather it had to offer. Now that Fall is approaching, I'm concentrating on recruiting and training new volunteers. I'm pleased to announce that Hospice Palliative Care Ontario has released its brand new Online Volunteer Training Program which we'll be piloting for this year's training program commencing late October.

If you know of anyone wishing to become a HNW volunteer, please have them contact me by October 7, 2016. The online program is also available for

all of you wanting to refresh your knowledge.

Please let me know so I can get you registered and away you go!

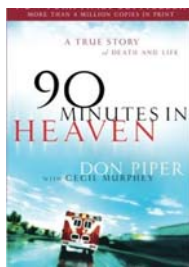
Our next Volunteer Support Meeting will be on September 13th, from 7:00-9:00 p.m. in the Hospice Northwest office. One of our own volunteers, Cindy Hautanen R.TCMP (Registered Traditional Chinese Medicine Practitioner) will be giving an introduction to traditional Chinese medicine and leading everyone through some meditative Qi Gong practice. All volunteers are welcome. Hope to see you then.

Every moment is enormous, and it is all we have... Our life is a path of learning to wake up...
—Natalie Goldberg

Volunteer Support Meetings
7-9 PM at the HNW Office
Upcoming Meetings:
♦ **September 13, 2016**
♦ **October 11, 2016**
Please RSVP to Terri at 626-5570, ext, 5572



Resource Library



Resources available in our library:

90 Minutes in Heaven by Don Piper

As he is driving home from a minister's conference, Baptist minister Don Piper collides with a semi-truck that crosses into his lane. He is pronounced dead at the scene. For the next 90 minutes, Piper experiences heaven where he is greeted by those who had influenced him spiritually. He hears beautiful music and feels true peace. Back on earth, a passing minister who had also been at the conference is led to pray for Don even though he knows the man is dead. Piper miraculously comes back to life and the bliss of heaven is replaced by a long and painful recovery.

For years Piper kept his heavenly experience to himself. Finally, however, friends and family convinced him to share his remarkable story.

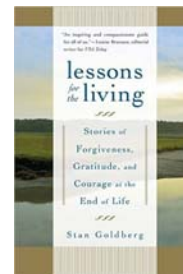
The Four Agreements - A Personal Guide to Personal Freedom (A Toltec Wisdom Book) by Don Miguel Ruiz

In *The Four Agreements*, bestselling author don Miguel Ruiz reveals the source of self-limiting beliefs that rob us of joy and create needless suffering. Based on ancient Toltec wisdom, *The Four Agreements* offer a powerful code of conduct that can rapidly transform our lives to a new experience of freedom, true happiness, and love. *The Four Agreements* has been a New York Times bestseller for over 8 years. It has been translated into 40 languages worldwide



Lessons for the Living - Stories of Forgiveness, Gratitude, and Courage at the End of Life by Stan Goldberg

When Stan Goldberg was diagnosed with cancer, he chose to face his fear by helping others who were already in the process of dying: Stan signed up as a hospice volunteer and spent several years at the bedsides of the terminally ill.



In this book, Stan shares the remarkable stories of people he met who were facing the end of life. Their stories shine a light on the human capacity for beauty, insight, forgiveness, and gratitude, as we see how people like us deal with anxiety and sadness with bravery and love.

What Stan ultimately discovers—and shares here—are not lessons in dying, but rather, lessons in learning how to live.

HNW Welcomes New Staff Members

Hospice Northwest welcomes **Jyl Barclay** as our new File Administrator. Jyl has been working hard since February 2016, getting our filing system organized and up to date. She will be working primarily with Terri, our Manager of Client and Volunteer Services, to ensure all volunteer files are complete. Jyl may be familiar to some, as she plays a dual role with us, having been a HNW volunteer since 2009. A retired Logistics Officer at HMCS



GRIFFON, she enjoys card making, tea parties, swimming, and walking around Boulevard Lake.

Sonia Kruger, who is with us for one year through the NOHFC Internship program, is our new Data Management Clerk. She is a recent graduate from the Post Diploma Human Resources Management Program at Confederation College. Sonia has a background in teaching and respite care and strongly believes that all should be

treated with respect and dignity. Her loves include family, baking, reading and more reading. Sonia is excited to join the Hospice Northwest team and get to know all in the organization. Sonia will be primarily working with client files, keeping our database up to date with client information and volunteer hours.



Volunteer Forms

With the help of Jyl, our new File Administrator, we are in the process of contacting active and inactive volunteers to ensure all required forms have been completed and their files are up to date.

Jyl is working her way through our volunteer list, contacting everyone to ensure that they fill out the annual recommitment form, have an updated photo ID badge, and complete the Volunteer Evaluation Survey, which all active volunteers will be receiving in the mail in the coming days, along with a mileage claim form.

If you have outstanding forms to submit, please look for Jyl at our upcoming Wine and Cheese and Volunteer Support Meetings, and she will help you get your paperwork completed.

Mileage Claim Forms

Volunteers have the opportunity 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 (to be sent by email, and also available in the office or online in our secure Volunteer section). The Travel Log Form must document all mileage costs you wish to claim for the period of November 1, 2015 to October 31, 2016 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 4th.

Hospice Northwest staff will review the completed application and travel log forms for completeness and accuracy; Once approved, Hospice Northwest will

issue a cheque to the Volunteer for the amount claimed on the application and then deposit the Volunteer's cheque.

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 after receipt of the claim, but please allow 2 weeks turn-around for this exchange to occur in order to cover administrative delays.

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

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

Please return your claim to Sonia Kruger, Data Management Clerk. If you have any questions about your claim, please contact Sonia at 626-5570, ext. 5571 or email her at: sonia@hospicenorthwest.ca.

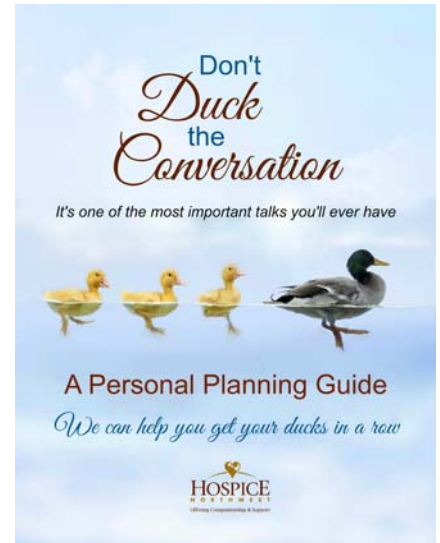
Hospice Northwest hosted our second community Die-alogues event on June 21st at the Slovak Legion Solarium. The theme of the evening was Death and Social Media. A full capacity crowd listened while host Cathy Alex of CBC Radio and Dr. Kathy Kortjes-Miller spoke about how social media is affecting the way we live and die. Participants were then able to enjoy lively table discussions, while indulging in decadent desserts. An informative and enlightening time was had by all.



A tentative date for our next Die-alogues community event has been set for late October. This gathering will focus on the theme of Advance Care Planning. We will unveil our new *Don't Duck the Conversation Personal Planning Guide*, which was designed to be a companion piece to the CHPCA's *Speak Up* Advance Care Planning guide. *Don't*

Duck the Conversation focuses on gathering additional personal information about yourself, the care of your family and friends and your possessions, as well as helping you prepare your own obituary and funeral arrangements.

We will be notifying you of the confirmed date for this event. Please stay tuned!



New Website Update



Hospice Northwest is pleased to announce that our brand new website was launched in April 2016. The Creative Crew marketing group did a wonderful job designing the website, creating a visually appealing site that is easy to navigate and a pleasure to view.

Some of the new features include:

- *Don't Duck the Conversation* downloadable guide

- Information on upcoming *Die-alogues* events
- *Caregivers Blog*, where volunteers and caregivers have a space to share their experiences. If you have a story about your volunteering experiences, please send it along to us to include in the blog.
- *Frequently Asked Questions* area that attempts to answer all of the questions volunteers, clients and community members may have about Hospice Northwest
- *Online Resources* section with links to useful information about a variety of subjects

- A secure *Volunteer Log-in section*, where our volunteers can go to access downloadable forms, information about training sessions, and even log visiting hours in a straightforward and easy manner

All current Hospice Northwest volunteers will be receiving an email with information on how to log in to the secure Volunteer section. Please take some time to check out the resources there, as well as the other pages on the website, and give us some feedback as to what you think of our new site.

In the secure Volunteer section, you will also find an important Volunteer Questionnaire regarding the future of Hospice Northwest. Please take a few moments to fill it out.

The Volunteer Log-in link is:
<http://www.hospicenorthwest.ca/volunteer-login/>



Message from Joan

I hope everyone enjoyed our beautiful summer and that you are refreshed and ready for the scurry of activity that September brings.

We bid a fond farewell in May to our Intern Quyen, and welcome our new Intern, Sonia to our staff. The Interns provide much needed administrative assistance and in return we provide an opportunity for them to apply their skills and knowledge in a work setting. We have a high success rate in that our Interns have all gone on to full time employment elsewhere and we enjoy the youthful energy they bring to our workplace. As for our core staff, I thank my lucky stars daily for the dedication, competence and overall greatness of Kathleen and Terri.

Changes in our board of directors this year include the departure of Jill

Marcella and Robin Cano, and the recruitment of Scott McCormack, who missed us so much after a two year break that he came back. Our volunteer representative on the board is Katherine Poulin and she is very open to discussing anything about your experience volunteering with Hospice Northwest. Katherine's contact information can be found on the last page of the newsletter.


Many of you have heard me bemoaning the new directions which are coming to our health care system in Northwestern Ontario. Ultimately, it is hoped that more people will receive the right care, in a timely manner, regardless of where they live in the region. As we forge forward to embrace the change that is coming, the board and staff of Hospice Northwest is committed to maintaining the integrity and strength of our

programs and services.

To help us do this, we invite you to join us for a special Volunteer Information Session here at our office at 6 PM on Tuesday September 27th. So that we can be sure to have enough pizza, please send Terri your RSVP. You will be receiving an email with a questionnaire from Terri prior to the meeting, which you can fill out before, during or after we meet, whichever you prefer.

The questionnaire will also be available online in the secure Volunteer section of our new website. The questionnaire and meeting will give you a chance to share your thoughts and feelings with us and with your fellow volunteers.

Hope to see you at the Wine and Cheese on September 22nd and at the Volunteer Information Session on September 27th!

	<p style="text-align: center;">Notice of Hospice Northwest Annual General Meeting October 17th, 2016 at the Hospice Northwest office 7:00 p.m.—8:00 p.m. All volunteers are welcome to attend</p>
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	<p><i>Please Note: Hospice Northwest has sympathy cards available for our volunteers to send to your client's family when a client dies. Please drop by the office to pick up a card as needed. We also ask that you notify one of the staff when your client dies, so that we can ensure our records are kept up to date.</i></p>
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Educational Opportunities and Events

Palliative Care Lunch and Learn Fall Series: Understanding ALS

Date and Time: Wednesday, September 21, 2016 at noon

Location: On-Site at the Centre for Education and Research on Aging & Health, Lakehead University
955 Oliver Road, Thunder Bay, Ontario

Presented by: Centre for Education and Research on Aging and Health, Palliative Pain & Symptom Management Program & ALS Canada

Presenters: Kim Barry, Regional Manager of Central East and Thunder Bay, ALS Canada

Description: ALS (also known as Lou Gehrig's Disease) is a progressive neuromuscular disease in which nerve cells die and leave voluntary muscles paralyzed. Every day two or three Canadians die of the disease. The focus of this presentation is to review the diagnosis process, identify symptoms and define forms of ALS. Explore what the client's journey looks like. It will identify the struggles, the management of symptoms, the team approach to providing supports, and roles that they play, while recognizing the grief process, end-of-life and palliative care requirements.
Learning Objectives: 1. Define ALS symptoms and diagnosis process 2. Discuss symptom management 3. Identify unique challenges and requirements of ALS clients and their families

Registration: Registration is free. There are three ways to participate: 1. On-Site at the Centre for Education and Research on Aging & Health (CERAH) Space is limited. Please contact Kathleen at 626-5570, ext. 5573 if you would like to attend in person. 2. OTN Videoconference Site: Self register through your OTN Coordinator with the Event ID # 59110872 3. Live Webcast: On the day of the event visit: <http://webcast.otn.ca/mywebcast?id=59110872> Please ensure your system is operable and ready to connect at least 5 minutes prior to the event. If you have any questions or problems with the webstream please contact Deb Riddell at (807)766-7271.

Northwestern Ontario Palliative Care Conference 2016 Caring for Each Other: Connections in Communities

Location: Victoria Inn Hotel, 455 West Arthur Street, Thunder Bay

Presented by: Centre for Education and Research on Aging and Health

Date and Time: **Wednesday, November 2, 2016**

12:00—1:00 PM Conference Registration

1:00—1:30 PM Opening Ceremony with Victor Pelletier/Welcome & Opening Song by Shkoday-Asin

1:30—2:30 PM Opening Keynote: Planning and Supporting Palliative Hospital Discharges into Remote First Nation Communities

2:30—3:00 PM Refreshment Break and Posters/Displays/Reflection Room

3:00—4:00 PM Top 10 Palliative Care Articles of 2016

4:00—4:30 PM Tele-Counselling into the Home

7:00—8:30 PM Medical Assistance in Dying—What does it mean for palliative care in Northwestern Ontario?

Thursday, November 3, 2016

8:00—9:00 AM Breakfast

9:00—10:15 AM Developing Community Palliative care Programs in Northwestern Ontario: Sharing our Challenges, Opportunities and Successes

10:15—10:45 AM Refreshment Break & Posters/Displays/Reflection Room

10:45—12:15 Concurrent 1A: Keeping the Promise of Comfort in the Final Days: Clinical Challenges and Approaches to Care

Concurrent 1B: Navigating Challenging Conversations: How can the Health Care Consent Act and Advance Care Planning Help?

12:15—1:15 PM Palliative care Recognition Luncheon



Educational Opportunities and Events

1:20—1:30 PM Group Mediation led by Edith Gagne

1:30—2:30 PM Cancer Care Ontario's Aboriginal Cancer Strategy

2:30—3:00 PM Refreshment Break & Posters/Displays/Reflection Room

3:00—4:30 PM Concurrent 2A: The Journey Home: Challenges and Barriers in Existing Palliative Care Service in Remote First Nations Communities in Northern Ontario

Concurrent 2B: Medical Assistance in Dying—Impacts on Practice for Health Care Providers

Friday, November 4, 2016

8:00—9:00 AM Breakfast

9:00—10:15 AM Creating a Palliative Care Program: Lessons Learned from Comparative Case Study Research in Four First Nations Communities

10:15—10:45 AM Refreshment Break & Posters/Displays/Reflection Room

10:45—11:45 AM Special Presentation: Healing through Humour

11:45—12:00 PM Closing Ceremony with Victor Pelletier/Closing Song by Shkoday-Asin

Description: Learner-centered Objectives: Demonstrate an understanding of palliative care issues, policies and best practices; Assess caregiver stress and identify appropriate support strategies; Build and develop relationships with palliative care practitioners; Examine the value and need for effective palliative care across geographic boundaries and a variety of care settings and disciplines. More information on sessions and registration can be found at <https://cerah.lakeheadu.ca/events/>

Registration: Volunteers must register through our office (Kathleen@ 626-5570, ext 5573). Please provide your workshop choices and let us know if you are attending the public session on Thursday evening. Registrations can be phoned in, emailed, faxed or dropped off. Hospice Northwest will pay half of the Early Bird student/Hospice volunteer rate for each active HNW volunteer in Thunder Bay, as long as you register before October 7th. Regional volunteers, please check with your Regional Coordinators for information on how to register.

HOSPICE NORTHWEST

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

Joan Williams, Executive Director
ext. 5575 joan@hospicenorthwest.ca

Terri Kannegiesser,
Manager of Client and Volunteer Services
ext. 5572 terri@hospicenorthwest.ca

Kathleen Buso,
Communications Coordinator/Office Administrator
ext. 5573 kathleen@hospicenorthwest.ca

Sonia Kruger, Data Management Clerk
ext. 5571 sonia@hospicenorthwest.ca

Jyl Barclay, File Clerk
ext. 5578 jyl@hospicenorthwest.ca

website:
www.hospicenorthwest.ca



HOSPICE NORTHWEST BOARD OF DIRECTORS

Cathy Alex ~ David Clara ~ Tesa Fiddler ~ Kathy Kortés-Miller ~ Myrna Letourneau
Scott McCormack ~ Barb Philp ~ Katherine Poulin ~ Shane Strickland

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

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.

