Sue’s Message

We trust everyone is enjoying the sunshine and long days!

You will be receiving the results from the Volunteer Survey completed in 2016. We have shared some highlights and identified areas for improvement as expressed by you based on your volunteer experience with the Hospice. Also, information on MAID (Medical Assistance in Dying) and Hospice, will be sent in a separate email.

We are busy planning for the upcoming year. Growth and change are once again on the agenda for the Hospice. Our eight-bed residential home at the Windsor Campus will begin renovations to include two new beds, bringing us to 10 beds in Windsor, and 10 beds in Leamington.

The Sharing My Journey program through the Compassionate Community Project continues to develop and grow. You will hear more soon.

The number of referrals for volunteer services continues to increase and so our demand for volunteers is on the rise. Specifically, we need volunteers to visit in the community and to provide a much needed break for the caregivers.

We are also in need of volunteers who will provide ‘energy work’, i.e., Therapeutic Touch™, Reiki, or Radiant Touch® to patients and caregivers. Training in these complimentary therapies is available through Hospice.

Our successful fundraising initiative at the Lottery Booth at Caesar’s Windsor is also looking for volunteers to operate the cash register and lottery terminal. You must be 19 years or older.

We appreciate you sharing these exciting opportunities with your friends and family. Thank you for all you do, all the time.

Susan MacTaggart, Manager Volunteer Services
Volunteer Opportunities

Volunteers are needed for the following roles:

- **Respite or Friendly Visiting** – Support clients through social interaction or providing relief for caregivers. Volunteers need to have completed Patient Care Volunteer Training. If you enjoy visiting with patients, we encourage you to check out this role. There is also a need for male volunteers and those who speak a second language.

- **Energy Work** – Assist clients in reducing stress and promoting relaxation utilizing Radiant Technique®, Reiki, or Therapeutic Touch™ complimentary therapies. Volunteers need to have completed Patient Care Volunteer Training and be certified in one of the listed therapies. Interested in Therapeutic Touch? Check out the upcoming workshops advertised on page 4.

- **Transportation** – Provide rides to medical appointments or to Hospice Wellness Centre programs using either an agency van or your own vehicle. Volunteers need to have completed Patient Care Volunteer Training and have a valid driver’s licence as well a proof of insurance.

- **Sharing My Journey Coach** – Assist patients and/or care partners, utilizing a proactive approach, in setting up a personal care team for their health and well-being goals through coaching, supports, and feedback to achieve their desired quality of life. Volunteers need to have completed Patient Care Volunteer and Sharing My Journey Coach Training.

If you are interested in one of these roles or upcoming training, please contact:

Lawna McDowell  
Coordinator of Volunteer Education  
lmcdowell@thehospice.ca  
519-974-7100, ext 2277

The Hospice

❤️Heart to Heart❤️

Awards Evening

Thursday, September 14, 2017  
Doors Open @ 5:15 p.m.  
Program Begins @ 6:00 p.m.

Join us in celebrating our volunteer award recipients  
*see page 8 of the Volunteer Newsletter  
Please RSVP by Friday, September 1st, 2017  
519-974-7100 ext. 2237 Kristi Holmes-Soucie or ext. 2227 Anna Iannetta
HOSPICE VOLUNTEERS HELPING … HOSPICE VOLUNTEERS

Do you have a helping heart for your fellow volunteer? As volunteers, we have experienced what patients and their families need on occasion. As volunteers, we may also experience times of our own where we need assistance in our own personal lives. We have a doctor’s appointment and may need a ride to the appointment. We become ill and need a helping hand with meals, running an errand, or just a friendly visit.

We would like to create an email distribution list of our volunteers who are available and want to help our co-volunteers in times of need. If you would like to become a part of this informal group, send in your email. A distribution list will be created by Volunteer Services and sent out to only those volunteers who want to participate.

Once you have the list it is simple. Email the group if you are in need of a ride, or have become ill and need a meal brought to your home etc., anyone who can fulfill the need will respond to you.

The distribution list is informal. Volunteer Services will only be creating and updating the list, and will not be monitoring any activity. If you are interested, email Sue at: smactaggart@thehospice.ca.

HOSPICE LOTTERY BOOTH VOLUNTEERS …UPDATE

CONGRATULATIONS TO ALL HOSPICE LOTTERY BOOTH VOLUNTEERS FOR AN AWESOME COLLECTIVE EFFORT IN THE FIRST QUARTER OF THIS YEAR!

You have increased sales over this same time period by 10-11%!! That is totally awesome! I couldn’t ask for a better group of Volunteers! Your hard work, commitment and dedication to managing our Lottery Booth 7 days per week, 12 hours per day has not gone unnoticed.

Sincere thanks for all you do as a valuable part of our Hospice family in providing FREE services to our palliative patients and their families through your fundraising efforts at the Lottery Booth!

Renee Burns, Coordinator of Volunteers
Hospice Lottery Booth

Volunteer Appreciation Dinner

...more pictures on page 5

The Hospice of Windsor & Essex County Inc.
6038 Empress Street | Windsor, ON | N8T 1B5
519.974.7100 | www.thehospice.ca
Therapeutic Touch Workshops

**Level One**
- Friday, September 15 – 3:00 pm to 9:00 pm and
- Saturday, September 16 – 9:00 am to 3:00 pm

**Level Two (Pre-requisite: Level One)**
- Friday, October 21 – 3:00 pm to 9:00 pm and
- Saturday, October 22 – 9:00 am to 3:00 pm

**Level Three (Pre-requisite: Level Two)**
- Friday, November 17 – 3:00 pm to 9:00 pm and
- Saturday, November 18 – 9:00 am to 3:00 pm

The above workshops will be held at The Hospice – Windsor Campus. To register, please contact:

Flo Hartleib  
519-974-2157  
theetegranny@hotmail.com

♦ ♦ ♦ ♦ ♦ ♦

**Level One** will also be offered on:
- Friday, September 29 – 6:00 pm to 9:00 pm and
- Saturday, September 30 – 9:00 to 4:00 pm

This workshop will either be held at the Erie Shores Campus in Leamington or the Windsor Campus depending upon the number of registrants. To register, please contact:

Penny Craig  
519-727-4784  
2pennyc@bell.net

---

Patient Care Volunteer Training

Patient Care Volunteer Training is provided, at no cost, to volunteers who are interested in supporting clients, families, and caregivers through The Hospice’s Patient Care and/or Residential Home programs. The training is accredited through Hospice Palliative Care Ontario (HPCO). It provides volunteers with:

- A resource toolkit that includes information about a number of topics such as volunteer roles and responsibilities, policies and procedures, communication, illness, death and dying, self-care;
- Opportunities to practice skills;
- Opportunities for self-reflection / self-awareness; and
- Opportunities to network with other volunteers

Patient Care Volunteer Training is being offered at the Windsor Campus this Fall. The training is a blended learning model that utilizes online modules and classroom sessions. The classroom modules will be held 5:30 pm to 8:45 pm on the following Tuesdays: October 3, 10, 17, and 24.

If you are interested in becoming a patient care volunteer or if you are a patient care volunteer wanting to update your training, contact:

Lawna McDowell  
Coordinator of Volunteer Education  
lmcdowell@thehospice.ca  
519-974-7100, ext 2277

---

The Hospice of Windsor & Essex County Inc.  
6038 Empress Street | Windsor, ON | N8T 1B5  
519.974.7100 | www.thehospice.ca
**Updating Volunteer Information**

We are updating volunteer files to ensure that the following certification information, is current (see Volunteer Handbook):

- **All** Hospice Volunteers are required to update their Photo ID every 3 years.
- Lottery Booth and all Patient Care Volunteers must complete an Offence Declaration form every 3 years. This form confirms that there have been no changes since the completion of your police records check.
- Transportation Volunteers must submit proof of Auto Insurance every year and a copy of their Driver’s License every 5 years (both based on expiry dates). The Volunteer Department also needs to be notified if there are any changes between renewal dates.

In order to do this effectively, we need your assistance. Please check your renewal dates for the documents listed above. If you need to provide documents, sign a form, or get your picture taken, you can:

- Stop by the Volunteer Department on Fridays between 10:00 am and noon (up to and including Friday, October 27) **OR**
- Contact your Coordinator to schedule an appointment.

Also, if there have been any changes to your contact information (e.g. address, phone number, email address, emergency contact), please relay this to your Coordinator so it can be updated in the system.

---

**Annual Conference 2017**

Registration is now open for The Hospice Annual Conference.

The conference is being held September 21 to 22, 2017.

This year’s theme is

“Unravelling the Complexities of Palliative Care: We All Have a Role!”

featuring keynote speakers

Dr. Glen Maddison, Dr. Naheed Dosani, and Dr. Sheri Bergeron.

For conference details:

See separate document sent with the Volunteer Newsletter

Visit our website at [http://www.thehospice.ca/article-50/2017-hospice-conference](http://www.thehospice.ca/article-50/2017-hospice-conference), **OR**

Call Doreen at 519.974.7100 ext. 2231

OR email: conferenceinfo@thehospice.ca
Residential Home Volunteer ‘Cooks’ Up a Winner

Karen Tinsley compiled favourite HRH recipes into a keepsake for families:

As a volunteer in the Hospice Residential Home, Karen Tinsley sees a lot of residents’ families passing through the halls. And while they have different ages, backgrounds and ethnicities, there is one trait they all seem to share: everyone loves to gather in the HRH kitchen. For many, comfort can be found in the familiar smells of home cooking. A waft of homemade chicken noodle soup, the aroma of warm cinnamon buns coming out of the oven, a fresh pot of coffee brewed first thing in the morning.

These are the memories that Tinsley, and the virtual army of kitchen volunteers at the HRH, ‘cook’ up for residents, their families and visitors during their kitchen shifts.

“Since I first began volunteering, I’ve often been told that there are so many great cooks here with such good recipes that we should have our own HRH cookbook,” said Tinsley. “So I decided they were right. We needed a definitive collection of recipes that are always enjoyed in HRH.”

Tinsley reached out to her fellow kitchen volunteers and diligently began compiling and sorting the big pile of favourite recipes they happily contributed for this project.

“It gave me great joy to see the project through and share a little bit of the comfort and pleasure someone may have found in a particular dish.” The culmination of Tinsley’s work is titled From the Heart: A Collection of Tried and Treasured Recipes from the Hospice Residential Home Kitchen. It was given as a thank you gift for volunteers at the past appreciation dinner in May. As well, copies have been made available to families who have used our residential home.
You’re Invited!

Save the date for these exciting upcoming Hospice events:

HOCKEY FOR HOSPICE- Celebrate the holiday season with one of the most exciting tournaments in the area. From December 27-29, local minor hockey teams participate in the Hockey for Hospice tournament. It runs for 3 days at 4 arenas and includes tyke to bantam divisions.
For more information, please email: hockeyforhospice@gmail.com

SAVOUR THE SEA- Nothing tempts the palate quite like the exquisite seafood meal at the annual Savour the Sea gala extravaganza. It’s all about the food with a delicious array of dishes that will even please land-lovers! Join us Saturday, March 24, 2018 for an amazing evening.
For more information, please call Laura at 519.251.2557

LIFEWALK FOR HOSPICE- Join us at the Hospice LifeWalk on Sunday, June 10, 2018 for a pleasant stroll along the walking path at Ciociaro Club. This event honours the memory of our loved ones and provides support for all patients and families touched by a life-altering diagnosis.
For more information, please visit: www.hospicelifewalk.ca

FACE TO FACE- Face to Face supports the Fairley Family Hospice Transportation Program. With each ride for patients costing $10, the goal is to provide 8,500 rides. Running annually from August 15 to September 30, Face to Face is your chance to get involved.
For more information, please visit: www.hospicefacetoface.ca

Volunteer Orientation Sessions

Do you know someone who is interested in becoming a Hospice Volunteer? The first step in becoming a Hospice Volunteer is to attend an Orientation Session. At the orientation, information is provided about the agency, the volunteer roles as well as the current needs, and the volunteer application process. The session is approximately 1 hour and is held in the Education Classroom.

Upcoming orientations at the Windsor Campus are scheduled for:
- Wednesday, September 13 – 5:30 pm
- Thursday, October 26 – 11:00 am
- Tuesday, November 14 – 5:30 pm
- Wednesday, December 13 – 5:30 pm

To register for an Orientation Session, please contact: Lawna McDowell, Coordinator of Volunteer Education at lmcdowell@thehospice.ca or 519-974-7100, ext 2277.
Please join us...2017 Hospice Heart to Heart Awards

Thursday, September 14th, 2017, 5:30pm-8:00pm
Hospice of Windsor & Essex County Inc. – Hospice Auditorium

The Stuart & Marjorie Leschied Award
Barbara Mitchell-Scott

The Jean Echlin Companion Along the Journey Award
Louise Pardy

The Circle of Life Award
Carla Klym
Elizabeth Kennedy

The Caring & Compassion Award -HRH Windsor
Therese Vaillancourt

The Caring & Compassion Award -HRH Erie Shores
Mary Healey

The Jane Boyd Award
The Beaulieu Family

The Spirit of Growth Award
John Blanken

The Penny Craig Award
Karen Morrison

The Hospice Volunteer Business/Community Group Award
Families First Funeral Home & Tribute Centre

The Jan Dennis Youth Award
Jessica Lemmon
Joe Rowley
Aneesh Hehr
Jessica Landgraf
Katie Pfaff
Enxhi Kottri

The Rev. Paul Chidwick Heart to Heart Award, Windsor
Marianne Angus

The Rev. Paul Chidwick Heart to Heart Award, Erie Shores
Judy Slater

June Callwood Award
Marianne Angus

Ontario Volunteer Years of Service Awards
Richard O’Brien less than 5 years
Rachel Nelson 5 years
Mary Neuman 10 years
Mikey Shaban 15 years
Don Bates 15 years
Jamie Henderson 35 years
Jane Boyd 35 years

Please RSVP by Friday, September 1st, 2017
519-974-7100 ext. 2237 Kristi Holmes-Soucie or ext. 2227 Anna Iannetta

The Hospice of Windsor & Essex County Inc.
6038 Empress Street | Windsor, ON | N8T 1B5
519.974.7100 | www.thehospice.ca
Volunteer Newsletter
Summer Edition

FAMILIES FIRST is proud to present
the hospice
Breakfast Club
The most educational meal of your day
FALL 2017

An education series for volunteers, patients, families, caregivers, PSW’s & health care professionals

SEPTEMBER 14 |
A Review of Opioid Toxicity
Presented by: Kathleen Milne, MD, CCFP
ONT Event #72610841
Webcast Link: http://webcast.onh.ca/myn/webcast?did=72610841

OCTOBER 13 |
Spiritual Well-Being and Professional Practice
Presented by: Bridget Murphy, BA, BTS
Spiritual Care Coordinator, Chatham-Kent Hospice & St. Andrew’s Residence
ONT Event #59197728
webcast.onh.ca/myn/webcast?did=59197728

NOVEMBER 16 |
Medical Cannabis and Palliative Care:
What You Didn’t Learn in Medical School
Presented by: Dr. Daniel Schecter
Executive Director and Co-Founder
Cannabis Medical Clinic (CMCinc)
ONT Event #72633288
webcast.onh.ca/myn/webcast?did=72633288

DECEMBER 7 |
PRN – What it Means
Presented by: Kelley Phillips, BSN, RN, CHPCN(G)
Palliative Pain and Symptomatic Management Educator
Consultant, Windsor & Essex County
ONT Event #59198555
webcast.onh.ca/myn/webcast?did=59198555

VOLUMESIA (vol-u-neee-see-ah) (noun)
which means:
The moment when you forget you’re volunteering to help change lives, because it is changing yours.
unknown

The Hospice of Windsor & Essex County Inc.
6038 Empress Street | Windsor, ON | N8T 1B5
519.974.7100 | www.thehospice.ca
SEPTEMBER 28 |  
Palliative Care – What Does That Even Mean?  
Presented by: Dr. Joshua Shadd, MCISc,CCFP  
Director, Division of Palliative Care  
Department of Family Medicine McMaster University  
OTN Event #72634319  
Webcast Link: http://webcast.otn.ca/mywebcast?id=72634319

OCTOBER 18 |  
Who is Suffering and what You can do about it!  
Presented by: Rev. Paul Sharrow, Chaplain & Joe Perry, MSW, RSW Director, Patient and Family Services  
OTN Event #72634480  
Webcast Link: http://webcast.otn.ca/mywebcast?id=72634480

NOVEMBER 15 |  
Medical Cannabis: Overcoming Stigma and Improving Quality of Life in the Palliative Care Patient  
Presented by Dr. Daniel Schecter, Executive Director & Co-Founder Cannabinoid Medical Clinic (CMClinic)  
OTN Event # To be Confirmed  
webcast.otn.ca/mywebcast?id=To be Confirmed

Access Live OTN Sessions and Archived Sessions through the direct link URL. No username or password is required.