

Volunteer Appreciation Dinner

Wednesday, April 25, 2018
Serbian Centre

Doors open @ 5:00 pm
Dinner @ 5:45 pm

Entertainment:
The Windsor Symphony

RSVP to: Anna Iannetta
aiannetta@thehospice.ca
519-251-2595

HOSPICE SPRING MEMORIAL SERVICE

Sunday, May 27, 2018 @ 2:00 p.m.



The
Hospice
of
Windsor
and
Essex
County

R.S.V.P.:
Elaine Blaine,
Coordinator of Volunteers
519-251-2574
by May 23, 2018

Sue's Message

I hope everyone had a wonderful holiday season. **Welcome to Winter!** We've had a busy start to 2018 with an increase in requests to help patients in their homes. As a result, we need more volunteers to visit patients and/or to offer respite to caregivers for a much needed break. We will be holding a workshop for volunteers currently in this role, and for those who may be interested in this opportunity. Please see the dates in this newsletter for the Volunteer Visiting Workshop.

We will be scheduling support meetings for our transportation volunteers, hospital roster volunteers and Residential Home volunteers. These support meetings give you an opportunity to provide feedback and a venue to keep you informed. The dates will be available soon.

We have received three reports from the Centre of Excellence, having worked diligently with the Volunteer Services Department, in gathering results from the Annual Volunteer Satisfaction Survey which show overall that you love volunteering at the Hospice!

- **96.4% of volunteers were satisfied with the Hospice**
- **96.2% of you are satisfied in your volunteer role**
- **94.7 % feel supported by the Hospice!**

In November of 2017, we also held three volunteer focus groups to further explore the lowest scoring categories from the survey. From these reports, we will develop Quality Improvement strategies.

Volunteers are truly the Heart of Hospice! We thank you for your time, commitment, and involvement.

You gave 60,000 hours of your time last year to support our patients and their families.

Thank you!

*Sue MacTaggart,
Manager Volunteer Services*

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





Please share with family and friends and join us at these upcoming events for The Hospice. Please note that the Caboto Club's monthly Charity Pasta events benefit other charities as well as The Hospice as funds raised are divided at year-end! The dates are provided for the first four events of the year with Hospice hosting November 7th. **Bon appetite!** (see below)

Warm up to an afternoon of wine & gourmet soup.

JAN 27TH 28TH 2018



4TH ANNUAL **stems & spoons**

8oz bowl of housemade soup paired with 2oz of wine \$15

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BENEFITS TO HOSPICE OF WINDSOR

34th Annual SAVOUR THE SEA



Delight your taste buds with an extravagant feast for seafood lovers and land lovers alike! The 34th Annual Savour the Sea Evening celebrates all things in Paris and tickets are selling fast!

Join us on Saturday, March 24th, 2018 at the Caboto Club for this annual favourite. Doors open at 6:15 p.m. with a premium appetizer bar sponsored by Koolini, followed by a land and sea feast at 8:00 p.m. Enjoy spectacular entertainment and dancing for all.

Tickets are \$100 each or \$1000 for a table of ten. Call 519-251-2557 or e-mail events@thehospice.ca to get your tickets today!



Charity Pasta

1st Wednesday of Every Month

4:00—7:00pm

Join us in supporting ALL 12 Great Charities!
Benefitting families in our own community in time of need.
Caboto Famous Meat/Vegetarian Sauces -Salad/Buns/Butter/Coffee/Tea



Adult \$10
Senior \$9
Take Out \$11
Child 5 - 12 \$7
Under 5 Free



2018 Charities

Children First February 7, 2018	Life After Fifty March 7, 2018	Autism Ontario Windsor Essex April 4, 2018	Sexual Assault Crisis Centre May 2, 2018
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Good actions give strength to ourselves and inspire good actions in others.

Samuel Smiles,
Author

Volunteer, Madonna Mallen met her match with a visit from Windsor Spitfires, Cole Purboo and the 2017 Memorial Cup @ HRH-Windsor!



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22nd Annual Hockey for Hospice Tournament Biggest to Date

Slap Shot! The Hockey for Hospice tournament has broken its own record for participation with 143 teams playing in this year's edition, and our biggest success ever raising \$343,000.00! Over the past 23 years, this event has raised an amazing \$2.9 million!

"I just can't believe how this tournament keeps growing," said Carol Derbyshire, Executive Director of The Hospice. "Not only do the kids have fun, raise pledges and learn about The Hospice, they're teaching their family, friends and neighbours about the programs and services in our community. They are wonderful ambassadors for us."

A huge thank you to all of The Hospice staff and volunteers who donated their time to assist over the three days and in the months leading up to the tournament itself, and to the Board of Director members who volunteered their time in various ways, with speaking engagements and trophy presentations. A special shout-out to Hospice volunteer, Rick Houston for all of his time to this event as well.

Of course, many thanks to Tim Beaulieu, Paul Pietrasko, Al Broadbent, members of their families and Freedom 55 Financial staff who have dedicated hundreds of hours to this annual event.

A special thank you to Dana Hyde in the Community and Engagement and Advancement Department contributing heart and soul into this event! Another special shout-out to our own Lina Sabatini for stepping in and becoming the main Coordinator on behalf of The Hospice in supporting, planning and implementation of this colossal event!



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Volunteer Visiting Workshop

Thursday, March 1, 2018

The Hospice of Windsor ♦ 5:30 pm – 6:30 pm

Sandwiches ♦ Salad ♦ Coffee ♦ Tea

The purpose of this workshop is to review the role of volunteers providing friendly visiting and respite in a client's home. The workshop is for those who are currently volunteering in this role, and for anyone who is interested in this role. We will discuss the referral and placement process, the type of clients, and information which we provide for your visits. We will also discuss boundaries and situations that may come up when visiting clients.

RSVP to Kristi @ 519-251-2582 or

kholmes-soucie@thehospice.ca

Volunteer Information 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 Information Session. Information is provided about the agency, the volunteer roles as well as the current needs, and the volunteer application process. The session is approximately one hour and is held in the Education Classroom. Upcoming Information Sessions are scheduled for:

- Wednesday, February 21 – 2:00 pm
- Wednesday, March 21 – 5:30 pm

To register, please contact:

Lawna McDowell

Coordinator of Volunteer Education

lmcdowell@thehospice.ca

519-974-7100, ext 2277

Patient Care Volunteer Training

Do you want to become a Patient Care Volunteer? Do you want to “refresh” your training (all or individual modules)? If so, training is starting in February. Patient Care Volunteer Training (PCVT) is a blended learning model that utilizes online modules through Hospice Palliative Care Ontario and classroom sessions. The classroom sessions will be held at The Hospice from 5:30 pm to 8:45 pm on the following Tuesdays:

- February 13 – Introduction to PCVT / Hospice Holistic Model of Care
- February 20 – Mental Health Awareness / Hospice Policies and Procedures
- February 27 – Body Mechanics and Patient Care Assistant Demonstrations / Alzheimer Society
- March 6 – Communications / Volunteer Panel

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. 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, and self-care;
- Opportunities to practice skills;
- Opportunities for self-reflection / self-awareness; and
- Opportunities to network with other volunteers and staff

For information/registration: Lawna McDowell, Coordinator of Volunteer Education, lmcdowell@thehospice.ca or 519-974-7100, ext 2277

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Volunteer Newsletter

Winter 2018 Edition

Volunteer Opportunities

Volunteer Visiting: Support clients through visiting and social interaction or providing relief for caregivers. Volunteers need to have completed Patient Care Volunteer Training. Males, volunteers who speak a second language, and volunteers who are available during the weekday are encouraged to check out the Volunteer Visiting role.

Lottery Booth Attendant: Sale of lottery tickets at Caesars Windsor to support Hospice program and services. Volunteers must be 19 years of age or older, have a police record check, and be able to work in a fast-paced customer service role. Training is provided.

Energy Work: Assist clients in reducing stress and promoting relaxation utilizing Radiant Technique®, Reiki, or Therapeutic Touch™ complimentary therapies. Energy Work provided in the community or on-site at the Residential Home. Volunteers need to have completed Patient Care Volunteer Training and be certified in one of the listed therapies.

Transportation: Provide rides to clients for medical appointments or Hospice Wellness Centre programs using either an agency van or your own vehicle. Volunteers need to have completed Patient Care Volunteer Training, have a valid driver's licence as well as proof of insurance, and be 25 years of age or older.

Sharing My Journey Coach – Assist patients and/or care partners in 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.

Residential Home – Kitchen: Prepare meals and snacks for residents according to menu plans and food requirements. Track supplies for the weekly grocery list and organize the kitchen. Volunteers need to have completed Patient Care Volunteer Training.

Residential Home – Patient Care Assistant: Assist the nurse and/or personal support worker with physical care (e.g. bathing, toileting, dressing, and feeding as well as patient transfer, lifts, and moves). Volunteers need to have completed Patient Care Volunteer Training.

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

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

Reminder to Update Your Volunteer File

Volunteers are responsible for keeping information in their file up to date. The chart below outlines four documents that need to be renewed on a regular basis:

<i>Certification</i>	<i>When</i>	<i>Who</i>
Photo ID	Every 3 years	All Volunteers
Offence Declaration Form (self-report confirming no changes since the completion of your last police records check)	Every 3 years	Lottery Booth and Patient Care Volunteers
Proof of Auto Insurance	Every year (notify Coordinator of any changes between renewal dates)	Transportation Volunteers
Copy of Driver's License	Every 5 years	Transportation Volunteers

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.

If you need to provide documents, sign a form, get your picture taken, or have a question, you can:

- Stop by the Volunteer Department on Fridays between 10:00 am and noon **OR**
- Contact one of the following Coordinators:

Anna Iannetta @ Ext. 2227
Kristi Holmes-Soucic @ Ext.2237
Lawna McDowell @ Ext. 2277

Inaugural Graduation of Sharing My Journey Volunteers!

On August 15th we celebrated a special day for our volunteers who have been pioneering the newest approach in aiding people to plan for achieving their best possible quality of care. **see below*

These Sharing My Journey coaches have attended classroom sessions, mentoring support, and many have begun face to face visits.

Congratulations to you all!!

**Diane Halbgewachs, RN, BScN, CD1
Project Manager**

Windsor-Essex Compassion Care Community

Phone: 519-974-2581 ext. 2424

Email: dhalbgewachs@thehospice.ca



Congratulations to our own Hospice Volunteer, Laura Gavin, recipient of the 2017 Erie St. Clair LHIN's "Heroes in the Home Award"!



Therapeutic Touch Workshop 2018

LEVEL ONE

Friday, April 20, 2018 and
Saturday, April 21, 2018

This workshop is designed to introduce the participants to the history, theory, concepts and practice of Therapeutic Touch. Cost: \$125.00. Please contact: Flo Hartleib @ 519-974-2157.

**HOSPICE VOLUNTEERS AFTER-HOURS
EMERGENCY CONTACT PHONE NO.:**
519 • 974 • 7100

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