



Touch Base Newsletter

Karen's Notes

Seniors' Centre Without Walls (SCWW)

Is the person you are visiting for hospice confined to home?

Do you know people who do not like going out in the winter and are feeling isolated and confined at home?

Well perhaps Seniors' Centre Without Walls would be valuable for them.

A community-creating, loneliness-busting program for isolated seniors.

WHAT IS IT?

FREE telephone-based seniors' activity program. Programs are multi-person phone conversations (or conference calls).



- No special equipment needed – just your average phone!
- They will call you; all you have to do is pick up your phone.
- Since they call, there is no charge.
- Each phone session lasts between 30-60 minutes.
- Each phone session averages 6-10 people on the call.
- You are able to hear each other, talk to one another, learn, and/or just have fun!

Regional Programs for December

Monday	Tuesday	Wednesday	Thursday	Friday
3 Just Joking 11:00-11:30 AM Way with Words 3:00-3:30 PM	4 Finish the Line 11:00-11:30 AM Ottawa Senior Pride 2:00-3:00 PM	5 Fun Facts 10:00-10:30 AM Categories 3:00-3:30 PM	6 Table Topics 11:00-11:45 AM	7 Good News 11:00-11:30 AM Radio Plays 3:00-3:30 PM
10 Fact or Fiction 11:00-11:30 AM Hep C Info 2:00-3:00 PM	11 Singing in a Winter Wonderland 11:00-11:45 AM Trivia 3:00-3:30 PM	12 Fun Facts 10:00-10:30 AM Riddles 3:00-3:30 PM	13 Pet Therapy 10:30-11:30 AM Travel: World's Bridges 2:00-2:30 PM	14 On the Request Line 10:30-11:30 AM Canadian Connections 2:30-3:30 PM
17 Just Joking 11:00-11:30 AM Way with Words 3:00-3:30 PM	18 Community News 11:00-11:30 AM Ottawa Stories 2:00-3:00 PM	19 Fun Facts 10:00-10:30 AM Categories 3:00-3:30 PM	20 Sports Chat 11:00-11:45 AM Name that Tune 2:00-2:45 PM	21 Birthday Party 11:00-11:30 AM
24 Christmas Eve Chat 10:00-10:30 AM	25	26	27	28
31 New Year's Eve Countdown 11:30 AM-Noon				

Seniors' Centre Without Walls (cont'd)

Many of the people we visit may benefit from this program but are uncertain of how it works or hesitant to register. You, as a volunteer, can help. When you visit, ask your person if they would like a phone call a few times a week to help pass the time.

To register your person, phone Noeme at **Barry's Bay & Area Home Support at 613-756-2772 X 3** and she will sign them up for whatever sessions they wish to listen to, either from the Ottawa sessions on the



SENIORS' CENTRE Without Walls

Barry's Bay Local

December 2018 Session Calendar & Program Guide

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
3	4	5 Fun Fact Frenzy 11:00—11:30 AM	6 Tip-top Trivia 2:00—2:30 PM	7
10 Coping with Grief During the Holidays 2:00—3:00 PM	11	12	13 Tip-top Trivia 2:00—2:30 PM	14
17 Christmas Carols 2:00—2:30 PM	18	19 Fun Fact Frenzy 11:00—11:30 AM	20 Tip-top Trivia 2:00—2:30 PM	21
24	25	26	27	28
SCWW will be closed between December 22 and will be back January 2nd.				

January 2019

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	1	2 Fun Fact Frenzy 11:00—11:30 AM	3 Tip-top Trivia 2:00—2:30 PM	4
7 Bereavement Group with Dawn Cruchet 2:00—2:30 PM	8	9	10 Tip-top Trivia 2:00—2:30 PM	11
14	15	16 Fun Fact Frenzy 11:00—11:30 AM	17 Tip-top Trivia 2:00—2:30 PM	18
21	22 Brain Teasers & Riddles 2:00—2:30 PM	23	24 Tip-top Trivia 2:00—2:30 PM	25
28	29	30 Fun Fact Frenzy 11:00—11:30 AM	31 Tip-top Trivia 2:00—2:30 PM	



Our newest volunteers come from the following areas:
 Barry's Bay (5)
 Brudenell (1)
 Combermere (1)
 Killaloe (1)
 Lake St. Peter (1)
 Letterkenny (1)
 Madawaska (2)
 Palmer Rapids (1)
 Wilno (1)

Welcome New Volunteer Recruits

We, again, are blessed to have 14 members of our greater community take an interest in our program and become volunteers. These ladies and one gentleman will have a wide-reaching impact since many come from outlying areas.

Highlights from Touch Base—Keep the Talker Talking!

MVHPC staff and volunteers welcomed Paul Davidson who is a Pastoral/Grief and Bereavement support person for two hospices in the Toronto Area. Paul shared the following, ***“Presence and listening are the most valuable actions that a volunteer, accompanying a family through illness and possible death, can engage in.”*** He continued to emphasize, ***“It’s not our dazzling verbal interventions that patients and family comment on, but the quality of our presence and the sense that we care!”***

He shared an analysis of a Talker and a Listener. The *Talker* will be the patient or loved one experiencing things which they need to talk about and express. The *Listener* will be you, the volunteer. How will you respond? Probably for most of us, in one of these ways — we feel the need to say something! We feel uncomfortable with silence and want to offer something meaningful; or we cue something brilliant then impatiently wait; or we provide our own advice, a parallel or similar story or experience, humour, our encouragement to relieve or to end the heaviness of the moment; or we mirror what's been said in an attempt to show we heard them; or we reach out and touch, hug, pass tissue or offer to get them a drink.

Results — The Good, The Bad, The UGLY

The Good – no real harm done, not much accomplished, status quo.



The Bad – conversation shifts to the listener's perspective, and conversation ends.

The UGLY – relationship with the patient/caregiver ends, and/or they feel unheard, diminished.

Paul suggests another way — don't just do something, sit there and **W.A.I.T.** (Why Am I Talking), and **Keep the Talker Talking!** In talking, sharing and crying, the grieving and healing process is optimized and we learn more about the patient.

How to keep the Talker Talking? Listen with an awareness of what you, the listener, are feeling. Use your own feelings in the moment as

a guide to respond with safe conversation bridges, *not* answers or advice: “That sounds hard...”, “This is an awful experience...”, “You sound very worried about...”, or “You had a lot of plans for...”

This approach allows the volunteer (Listener) a wonderful freedom of not having to think of something to say and to sink into the experience of really hearing your patient (Talker) and understanding a bigger story. **The Talker begins to hear their own voice and story** and begins to understand what they've been thinking and feeling and has your devoted attention to finally share it. The Talker is feeling deeply listened to and deeply understood by you, their (almost) silent visitor. They feel deeply cared for.

We will be having a follow-up discussion at the January Touch Base to share volunteer and staff experiences with this informative and interesting approach to listening and talking.

5th Annual “Hope for the Holidays” Event

On November 25th, MVHPC staff and volunteers welcomed people who experienced grief from the loss of a loved one to join them for an afternoon at the Opeongo Senior Centre to honour their loved ones and to create a memory candle, followed by a candle lighting ceremony.



Compassionate Teen Program Workshop Held in November

Eight high school teens attended the 3rd Compassionate Teen workshop facilitated by Dawn Cruchet and Karen Wagner. Our goal is to instill in today's youth a compassionate understanding toward aging and dementia. This workshop includes experiential activities that demonstrate the normal aging process as well as education about dementia including ways to approach, assist, and share activities that engage rather than simply entertain the elderly.

Important Dates and Upcoming Events

DATE & TIME	TOPIC	LOCATION
January 24, 2019 2:30 - 3:00 PM (Social) 3:00 - 5:00 PM	Volunteer Touch Base Meeting – Memorial; Follow-up on “Tools for Tough Questions” Workshop; Volunteer Decompression; Update on Team De-Briefing 2019; Volunteer Self Care Tidbits.	Education Room.
March 27, 2019 2:30 – 5:30 PM	Volunteer Touch Base Meeting – Guest presenter: Mary Prince on “Dementia Basics”.	Education Room.
April, 2019	Funeral Home Tour.	Huebner Funeral Home, Barry’s Bay.
May, 2019	HPC Education Day.	<i>Details will follow at a later date.</i>

In Praise of MV Hospice Volunteers



I am glad I got the opportunity to participate in MV Hospice’s Grief Support Group as I was having a difficult time dealing with my father’s death. He died 5 years ago from cancer but it was unexpected for me. I learned that it’s ok to grieve. It has given me more acceptance of death. - Rich Fleming

The whole healthcare team provided superb care, stayed 110% on top of her care with a great attitude and wonderful communication.



We can’t thank you enough. - Kenneth Fletcher

MV Hospice Palliative Care	TOUCH BASE MEETING TIMES WINTER (Nov-Mar): 2:30 - 5:00 PM SUMMER (May-June): 5:30 - 8:00 PM	Monthly Statistics		
		2018	Oct	Nov
P.O. Box 129 7 St Francis Memorial Drive Barry’s Bay, ON K0J 1B0 Tel: 613-756-3045 Ext. 350 Fax: 613-756-0106 mvhospice@sfmhosp.com	 We are always looking for ideas for our newsletter. Please contact our office with your suggestions.	Active Volunteers	105	119
		Total Reporting Hours	444	350
		Total Reporting Kms	5,394	4,306
		Total # of Families Served	45	36