



The 5 Languages of Appreciation

At Touch Base volunteers answered 10 sets of questions to determine their appreciation languages to understand that we all show, and want to be shown, appreciation in different ways. It's fun to discover yourself in a deeper way, but another reason for this exercise was to show how you can informally discover another person's appreciation language. This could be very helpful to you as a volunteer in your community especially with caregivers and family who are under huge amounts of stress and emotionally fragile. Imagine how impactful a small gesture, in their appreciation language, could brighten their day.

Informal ways of discovering someone's language:

1. Observe their behaviour. They are doing for others what they wish others would do for them.
2. Observe what they request of others. Our requests tend to indicate our primary appreciation language.
3. Listen to their complaints. The things about which an individual complains may well reveal their primary appreciation language. The opposite of what hurts you the most is probably your appreciation language.

The 5 Appreciation Languages:

Words of Affirmation—uses words to communicate a positive message to another person such as: praise for accomplishments, affirmation of character, praise of skills and caring.

Acts of Service—providing assistance, “What can I do to help?”: remember...make sure you offer what is doable, ask before you help, do it their way, complete what you start.

Quality Time—giving the person your focused attention in the following ways: conversation with eye contact and not allowing distractions, listening to their thoughts and feelings, sharing food, sitting with a cup of tea or coffee.

Tangible Gifts—physical items: remember...give gifts to those who appreciate it and the gift must be something the person will value but should not be costly, give the gift of time to allow that person some “alone time” or to run errands, give food/flowers from your garden.

Physical Touch—human to human contact (in appropriate ways): holding hands, touching shoulders, hugs, gentle hand or foot massage.

If anyone has more questions, or would like a copy of the questions for your own interest, please contact the office.



Highlights from the Touch Base Meeting

All future Touch Base meetings will be held in the Education Room, and if you require elevator assistance, let the office know and we will always have the key.

- November, January and March Touch Base – Social 2:30 PM / Meeting 3:00 - 5:00 PM.
- May, June and September Touch Base – Social 5:30 PM / Meeting 6:00 - 8:00 PM.

Expanded services to hospice unit:

All families will now be entitled to a minimum of 8 hours of nursing care each night with a possible maximum of up to 16 hours in extreme cases and as nursing staff is available. Please help us spread this message to all our communities to help us encourage more families to use this service.

We have need of volunteers to step up and be **Team Leads**.

This could be at 2 levels: Team Lead for a community and/or Team Lead for a particular family. We want also to start engaging with our community teams in your community and Karen or Lisa will be making contact with the teams to make arrangements for a breakfast or lunch. Huge THANKS to the volunteers who are, or have been, in this role.

Please watch the *Valley Gazette*, Oct 10th edition, for an article on our **Compassionate Teens Program**. It was a great success and MVHPC does want to continue this program with existing youth, and encourage more into the program. Thank you to the Teen Mentors—it's because of you this is working so well.

New Funding:

Recently, MVHPC received excellent feedback from the Champlain Regional Palliative Group on our Volunteer Visiting Program and we will be expanding our service offerings with some new funding. Please watch for news on Caregiver and Social Worker support, and Michele will be going from 3 days to 4, to be your "number one" resource person at the office. We continue to build our program one visit at a time and your dedication to the people in your community is very valued and respected—you should be very proud of your service.

Confidentiality is very important and we require each volunteer to read and sign the confidentiality agreement each year. Previously, we had you sign after your training and did not require it again but after discussion, it is felt that an annual review is important. All those who did not attend the recent Touch Base meetings will be required to review and sign the confidentiality agreement—we ask if you are near the hospice office to stop by, or request a copy by email and return it to the office. We appreciate your attention and understanding on this matter.

WANTED! NEW VOLUNTEERS

We will be making a push for new volunteers in October for our training dates:

November 12, 15, 19, 22

We need your help to spread the message and to encourage anyone who has shown interest in our program.

We continue to grow and we need to find enough people to cover the requested shifts and therefore want to recruit at least one or two more people from each of our catchment communities. Anyone interested should contact our office.

If any of our current volunteers would like a refresher on any of the topics covered during the training, please contact the office.



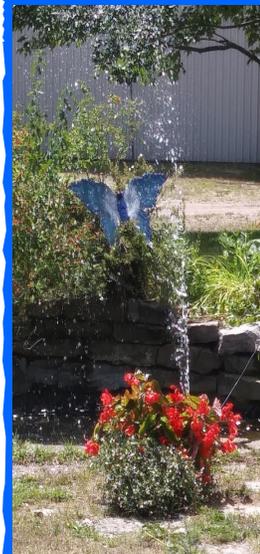
***MVHPC helps promote the Seniors
Centre without Walls (SCWW)
Program***

MVHPC is now promoting the SCWW program in our community, particularly to people who may be confined to their home, especially during winter months. SCWW is a free program that offers interactive educational and recreational activities, all by way of telephone.

MVHPC volunteers can help identify people they know or assist and tell them about this program because isolation and loneliness can be detrimental to a person’s health and well-being. Volunteers can help encourage participation and even sign on together during one of your visits.

SCWW is a virtual active living centre and provides a rich line-up of professionals offering health and wellness presentations, education lectures, travelogues, music and interactive games. Participants can access these programs five days a week, twice a day, including Christmas Eve and New Year’s Eve. Local programming is being developed specific to our area interests and that local calendar will be distributed monthly.

Contact our office at 613-756-3045, EXT 350 for a current calendar that runs to the end of December.



A Volunteer I Am...
*Twenty-four hours in every day,
 Where can I go to give some away?
 For my time is a gift, my experience is gold,
 All I desire is a small hand to hold.
 A tear to wipe, a child to soothe,*

*A lonely patient to comfort when blue,
 A harried worker to lend a hand to.
 There’s no need for you to strike up a band,
 For I rarely seek out the fanfare of man,
 I simply have time to give quite away,
 To all those in need, to brighten their day.
 My time is my own.
 I give it for free.
 A volunteer I am.
 A volunteer I’ll be.*

– Eileen Thompson

Successful 4th ANNUAL MEMORIAL BUTTERFLY RELEASE EVENT

Butterflies are a symbol of hope and transformation and are often associated with providing a healing experience for people grieving the loss of a loved one.

Over 200 people attended this year’s butterfly release.

Thank you to all the volunteers who helped at this year’s event.

Proceeds help support hospice palliative services in our local community.



Important Dates and Upcoming Events

DATE & TIME	TOPIC	LOCATION
October 13	World Hospice and Palliative Care Day. Theme: Palliative Care—Because I Matter.	This is a unified day of action to celebrate and support hospice and palliative care around the world.
October 24, 31, Nov 7, 14, 21, 28 1:00 - 3 :00 PM	Grief and Bereavement Support Group—please encourage anyone you know who may be struggling with a loss to call and register.	Ashgrove Inn in the Fireside Lounge NOTE: Once the group begins, it will be closed, limiting participation to those present on the first day.
October 30 6:30-8:00 PM	Death Café—opportunity to discuss death and dying in a relaxed, open, respectful setting that encourages lively conversation—not a grief support event.	Ashgrove Inn in the Fireside Lounge.
November 12, 15, 19, 22	Volunteer training for new recruits.	Education Room.
November 21 2:30 PM Social 3:00 - 5:00 PM Meeting	Touch Base Main Topic: How to respond to the difficult questions and conversations with patients and family—in workshop format lead by Dawn Cruchet and Lisa Hubers.	Education Room—snacks provided.
November 25 1:00 - 3:00 PM	Hope for the Holidays—Bereavement Event.	Opeongo Seniors Centre.

In Praise of MV Hospice Volunteers

Hospice service is all I talked about during the experience and afterwards. It was fantastic for everyone in the family. The volunteers in the hospice were terrific and couldn't do enough.

When it is my time, I want to come to hospice.

Can't thank you enough. - Doug

Thank you for your emails and information.

My mom is greatly enjoying the visits from the volunteers and we appreciate this continued service. - Robin

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	July	August
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 suggestions for our newsletter. Please contact Michele Michaelis by phoning the office or sending an email with your ideas.	Active Volunteers	103	104
		Total Reporting Hours	413	291
		Total Reporting Kms	5,800	4,535
		Total # of Families Served	59	57