



Touch Base Newsletter

February, 2019

Karen's Notes

During March, Lisa and I have met with many of our Volunteer Teams. The experience has been very valuable and rewarding for all of us, and a lot of fun! It's great to see volunteers who have helped a patient for over two years meet other team members for the first time. Plus, I chuckled when we gathered as the Combermere Team and we were trying to determine if everyone was present. One team member said, "Our Team Leader, Julie, is not here." Julie, sitting across from her, said, "I'm Julie."



If you haven't had the opportunity to join one of these meetings, please make the effort. It gives team members an opportunity to connect with each other, talk about issues that arise when visiting, learn about new opportunities, and socialize with your fellow volunteers. It also reconnects those who have had to step away from volunteering for a time and be welcomed by the team.

One of the things we learned was that your phone calls to check in with your patients can be documented as volunteer time. Often they chat for 20 minutes. This is a supportive visit. Please let Michele know the amount of time you spent talking with them. Two volunteers present had phoned because they had to step away from the team. Two suggestions were to have another Therapeutic Touch education session and a Funeral Home tour which was eliminated from our training agenda. Let me know if you are interested.



Volunteers who are part of the Combermere Team met at the Heartwood Restaurant for a late lunch.

MONTHLY STATISTICS

2018/2019	Dec	Jan
Active Volunteers	120	119
Total Reporting Hours	219	325
Total Reporting Kms	2,481	3,940
Total # of Families Served	51	60

We are planning three more Volunteer Team meetings (at least):

Whitney — Killaloe/Golden Lake — Random Session for those who have not yet made it to a Team meeting.

We hope we can connect with all of our awesome



Important Dates and Upcoming Events

March 28, 2019 2:30-3:00 PM (Social) 3:00 -5:00 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 29, 2019	Volunteer Appreciation Event	Details to follow at a later date.

In Praise of MV Hospice Volunteers

MV Hospice is a fabulous organization and we are lucky to have such a support right here in our community! Hospice played an important part on the team with the Water Tower Lodge and the LHIN program. My mom was able to stay in her home as she wished and continue to be comforted by the WTL staff that she has known for 8 years. Knowing that I was NOT ALONE and that Hospice was there to support me with knowledge and understanding, and by filling in the gaps to help care for my mom, made my mom's last days less stressful and more accepting. The Hospice program members that I spent time with, in particular my dear friend Eileen Leslie, helped me see that death can be made into a 'beautiful' experience. I thank you all from the bottom of my heart for being there for our community, and for being such wonderful caring people!”

*Most gratefully yours,
Pia-Leena Voorand*

Karen & Hospice Volunteers,

On behalf of Lawrence Sullivan’s family, I want to express my gratitude for everything you all did for him in his final days. You have no idea how much we appreciate it.

Brenda Hilton

Volunteer Question Answered

- 1) Is it appropriate to use the term, “diapers” for adults?
An adult who wears diapers carries considerable embarrassment. (Some argue it is inappropriate to use the word diaper at all.) MVHPC uses the term “disposable underwear” for these adult items. These items are stored in the Hospice Utility Closet.

Book Pick in the MVHPC Library

Finding the Right Words

Offering Care and Comfort

When You Don’t Know

What to Say

By Wilfred Bockelman



**“The smallest act
of kindness is
worth more than
the grandest
intention.”**

- Oscar Wilde

MV Hospice Palliative Care

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Alone we can do so little; together we can do so much. - Helen Keller