

Touch Base Newsletter

September, 2020

Karen's Message

MV Hospice continues to grow and expand to meet the needs of our community. We now have Personal Support Workers (PSWs) who assist families in Hospice, and when these PSWs are not required in Hospice, they work their shifts at the Hospital. Our Hospital's nursing staff now provide assistance for medications, wound care, and other procedures which our Hospice patients may require. This has eased the burden on our volunteers for providing incontinent care and other personal assistance for our patients.

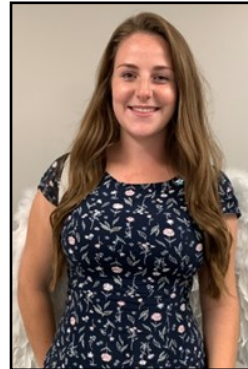
Volunteering in the Hospice apartment has become a lot less stressful but we still require a volunteer presence to sit at the bedside, be with family, and call and assist the PSW when required.

In this Touch Base newsletter, we are pleased to introduce you to the new members of our Hospice staff.

MV Hospice Personal Support Workers (PSWs)



Sakina Brewster, Madawaska



Olivia Dunne, Madawaska



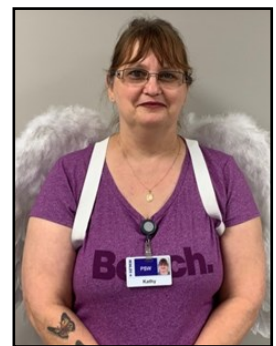
Dorothy Hannah, Barry's Bay



Heidi McDonald, Foymount



Vanessa Montgomery,
Barry's Bay



Kathy Pecaskie, Barry's Bay

Kara Yandernoll, Barry's Bay



Caitlyn Brennan, Bancroft



When asked to comment on why they applied to work at MV Hospice, our PSWs shared the following common themes — to serve those individuals within our community who are in need of hospice and palliative care; to provide comfort and compassionate care; and to work with families during a challenging and difficult time.

As you can see, our PSW Team members were recognized as the Guardian Angels they truly are.



Karen's Message (cont'd)

As we move forward and adjust to the changes brought on by the global COVID-19 pandemic, it's a good time for me to slowly work my way toward retirement and for a new nurse to take over and reshape the future



work of MV Hospice and, particularly, our Hospice volunteer assistance program.

I am very happy to announce that Dylaina

Wood is now a part of our Hospice Staff Team and will be working every Friday. Many of you may already know Dylaina; she has been a Hospice volunteer since 2014, volunteering in the Hospice apartment and also on home teams.

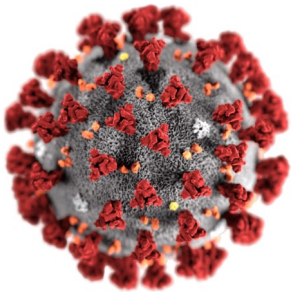
Dylaina brings a wealth of nursing and administrative experience through her work in the community for the Bayshore and Access Home Care agencies and, most recently, at SFMH as head of the EPIC project which connects Ottawa, Hawkesbury, Renfrew, and SFMH to one computer system to ease transferring of patient

information. I welcome her technical abilities and see this as a huge asset as we look at how to connect our volunteers in our new COVID-19 reality.

Dylaina has also worked as Lead for Infection Control within SFMH and this will also benefit Hospice as we develop ways to work and protect our volunteers in this new pandemic world.

Warm "Welcome" to Dylaina, and I hope our Hospice volunteers will be able to meet Dylaina in her new role "sooner rather than later."

COVID-19 and MV Hospice — We Need Your Input.



As we continue through 2020, we are aware that many of our volunteers have pulled back, and this is very understandable. However, as we move into the fall and winter seasons, it is very important that our office

knows how many volunteers are willing to resume visits in homes and in the Hospice apartment.

Our community was blessed because our large group of volunteers would perform many, many hours of caregiver respite in homes. We continue to be asked to provide this service but it has become very difficult to assist patients and caregivers with only a handful of volunteers. We are always looking for ways to maintain

our services to our communities and *your* ideas may be just what we need during this stressful time.

We need to:

- Find ways to protect our volunteers, and help them to feel safe and not at risk to COVID-19.
- Determine how we can continue to offer Caregiver assistance and respite.
- Offer ongoing education to our volunteers.
- Stay connected. (The last group e-mail I sent was responded to by 3(!) out of 125 contacts.)

Please help us out by re-opening (and keeping open) the lines of communication with the office.

As always, Keep Well and Keep Safe.

- Karen

MV Hospice Palliative Care

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The miracle is not that we do this work,
 but that we are happy to do it.
Mother Teresa

Monthly Statistics

2020	July	Aug
Active Volunteers	25	26
Total Reporting Hours	241	124
Total Reporting Kms	939	2,125
Total # of Families Served	28	24