

# TOUCH BASE

June 2017

## Newsletter

### NOTES from KAREN

#### Volunteer Tote Bags

We all know spring is here because the bugs have arrived in full force. Also the pollen is thick in the air and on the ground and everything in between. Spring often means Spring Cleaning. It may be a good time for Hospice volunteers to do a bit of spring cleaning in the "Tote Bags" we take with us when we visit Hospice patients. Here is a quick refresher on some standard things to take with you and some new things Hospice has available.

Top up your **hand sanitizer**. You may need to pick up a fresh bottle at the drug store or come into hospice for a new bottle. Restock your rubber gloves. Who knows what you can encounter on your visits. Take out the warm sweater or shawl and add the summer fan or sunscreen. Change up the music tapes or DC's but also check out the song lists Hospice has with songs many of us can sing and our seniors will enjoy. If you are shy to sing but would like to gain confidence ask to join one of our musical volunteers when they visit.

Musical Volunteers: Jack Conners  
Eileen Leslie  
Jette Clark  
Diane Neuman  
Dorothy Hannah  
Dorothy Wilson  
Plus many more



You may want to take a new Chicken Soup for the Soul book from the Hospice Library. We have for the Volunteer Soul, For the Pet Lover, For the Horse Lover and many more.

Our Dementia Bucket has many ideas for games and activities ideas

that can be done with dementia patients but some of the ideas are great to do with anyone.

Remember when you are repacking to put items for yourself that can be done when your patient is sleeping. Pack and wear only unscented products.

The most important items to pack are the intangible caring and compassion that you share each time you visit.

What awesome gifts you share!

*Karen*

#### New items you may want to include in your "tote bag"

**Music Therapy**—6 IPODS will be available soon

**Dementia Bucket**—Games, Activities, Resources

**Advance Care Planning (ACP) Resources**— GO WISH Game

**Grief & Bereavement**—brochure series, trained volunteers

**Legacy**—2 digital recorders available to help people tell their stories, impact values, wishes, wisdom for family.

Your sense of humour and compassion.

## NOTES from LISA

The numbers have been tallied and the statistics for our last fiscal year are complete. We have increased our service in all areas with high satisfaction rates and it is time to stop and celebrate the wonderful team we have who were integral in that growth.

A big thank you to all our volunteers who are the heart of the MVHPC continued success. Your dedication, either with direct patient and family service or by offering your many skills and talents as board member, handyman or seamstress or cook, to name a few – all contribute to a highly impactful program that is respected and appreciated in all our catchment area. I want to remind each of you that we do not measure that dedication by the number of hours you serve. Each of you gives what you can, when you can and we cringe when a volunteer will say they don't feel they deserve to participate in a volunteer appreciation celebration because they think they have not given or done enough. Every volunteer is first and most importantly an ambassador and advocate for hospice palliative care. You are constantly doing that with your friends, family, community and maybe work place. We count on you to help us improve the knowledge and understanding of what MVHPC does so we can continue to help families, facing an end of life situation, live well right up until death.

“The smallest act of kindness is worth more than the grandest intention” (Oscar Wilde)

This quote speaks volumes to me and lets me remind you that you are giving and not just thinking about it. Giving each time you tell someone about our program, each time you gently correct someone when they are misinformed about what MVHPC does, each time you say “yes” to us for whatever crazy thing we might ask for. We want to celebrate all of you and we are hoping you will attend the June 21<sup>st</sup> BBQ at 5 pm at the Gazebo area of St. Francis Hospital.

Come out and enjoy a delicious BBQ with like minded people, some you know and some you have yet to discover. We know some of you have had to take a step back for various reasons but please don't let that stop you from attending. Again all of you make a difference as I spoke to above and we really want to get as many of you together as we can to say thank you! I am really looking forward to it and Michele will be looking for RSVPs as we need numbers for the caterer – the Backyard Gourmet. If we do not hear from you, we will be calling each of you so please save us some time and let us know one way or the other.

The MVHPC program has earned respect locally, regionally and provincially so let's take a bow and celebrate together.



# VOLUNTEER QUESTIONS ANSWERED

## 1. Can family leave patient in hospice alone with only volunteer present?

Yes...as long as it has been discussed with the staff and/or volunteer that are there and the following concerns are addressed:

- A) volunteer is comfortable alone;
- B) all medications have been given and a family member will be back when the next scheduled medication is needed;
- C) a cell phone number is given if immediate contact is needed.

MVHPC will be incorporating music therapy and have also purchased 6 IPODS to be loaded with playlists that can be used by anyone who would benefit. Live music and singing is so important as we learned at the Education Day and we welcome all our volunteers who love music to share your talents.



## HPC Education Day

Five volunteers attended a wonderful HPC education day in May in Ottawa. The theme was complimentary therapies to treat pain and symptoms. Volunteers learned about reflexology, massage, music therapy, among other things. Pictured from left to right: Jack Conners, Pat Tamosetis,

Caroline Mallany holding their bursary certificates awarded from The Outcare Foundation.



## IMPORTANT REMINDERS

DATE & TIME	TOPIC	LOCATION
June 21 at 5 p m	MVHPC Volunteer Appreciation BBQ <b>RSVP REQUIRED BY JUNE 16th</b>	SFMH Gazebo If raining, relocate to Old Physio Room
July 23 at 1 pm	3rd Annual MVHPC Memorial Butterfly Release Event	Water Tower Park
September	Next Touch Base Meeting	Details to follow.

## FRIENDLY REMINDER

### ***3rd Memorial Butterfly Release***

***Sunday, July 23, 2017***

***1 pm to 3 pm, Water Tower Park***

Reserve your butterflies by July 4th by calling the foundation office at 613-756-3045 ext. 217. 1 for \$35 or 3 for \$100.

Please help spread the word to anyone you think that would benefit from the experience. We will also be looking for volunteers to help that day. Let us know if you can!



**“Realize that true happiness lies within you.**

**Waste no time and effort searching for peace and contentment and joy in the world outside.**

**Remember that there is no happiness in having or in getting, but only in giving.**

**Reach out. Share.**

**Smile. Hug.”**

### **VOLUNTEER SHARES A POSITIVE EXPERIENCE**

With my dad being ill, I don't know how I would cope without the help of the Hospice volunteers. I knew about Hospice but was not aware of all the services. After he passed I had a very difficult time adjusting and Hospice provided me with bereavement follow-up. This led me to want to be a part of Hospice knowing that I could help others like the Hospice volunteers helped me. I am now a regular Hospice volunteer doing regular visits at the hospital and Valley Manor. Feeling good and proud as part of the Hospice Family Team, Susan Coulas

### **In Praise of MVHPC Volunteers**

“What a wonderful “end of life” experience we were able to have with our dad at Madawaska Valley Hospice! He loved the comfort of his room and the peaceful atmosphere, but more than that, the love and care he received from all of you meant more to him than he could express. We as a family will forever have so many wonderful memories of our time in those last days and hours of his life being together and being surrounded by people that genuinely loved and cared.

With Love and appreciation, Wendy on behalf of our family Garry & Patti



We are always looking for suggestions for our newsletters. Please contact Michele Michaelis by phoning the office or sending an email with your ideas.