



TOUCH BASE Newsletter

April, 2017

NOTES from LISA

I have been a lifelong volunteer and understand the value and importance of volunteering but only after being part of the MVHPC team have I truly understood the meaning of service in the way Rachel Naomi Remen, MD, describes.

"Helping, fixing, and serving represent three different ways of seeing life. When you help, you see weakness, when you fix, you see brokenness. When you serve, you see wholeness."... "Service is a relationship between equals: our service strengthens us as well as others. Fixing and helping are draining, and over time we may burn out, but service is renewing."... "Serving requires us to know that our humanity is more powerful than our expertise."



The MVHPC team - staff, volunteers, board members, and partners – is made up of many such serving people from a variety of experiential backgrounds. Our growth, our continued success and our positive reputation is fueled by this heartfelt understanding.

In the past year we supported 44% of the families, within our catchment area that had a death occur. Provincially the average is around 18-20% who would receive hospice palliative support so we should be very proud how far this program has come since its inception.

Each year we strive to build our program and to identify the gaps in service. Last year our focus was on Bereavement Support and with the gracious help of Dawn Cruchet to support and educate, you the volunteer to deliver the service and Michele to coordinate it, we have established a very solid program that on average is supporting about 65 families. Thank you Team!

This year our focus will be to build our knowledge about Dementia and to give our volunteers, staff and partners, the tools they need to meet this growing trend which is detailed further in this newsletter. We are also, at a staff level, exploring options and costs, to look at a caregiver support program as we are seeing the strain on the loved ones who are caring for someone 24/7.

We also continue to provide opportunities for volunteers that will enrich their own personal lives as well as the lives of those they are serving. If you are at your best, you can give your best. On April 22nd we are excited to offer a "Day of Mindfulness" and I hope as many as possible can attend.

Thank you to everyone on the MVHPC Team – your service, big or small, is making a difference!



VOLUNTEERS LIKE YOU ARE
ONE IN A MILLION

Notes from Karen: New Volunteer Home Team Structure

I would like to take this opportunity to put in writing and let all of our volunteers know how we are structuring our Home Teams.

We are finding it very beneficial to group teams together with one Team Leader. That way there is better understanding of who is volunteering on a particular day and who can be asked to assist in a pinch. It also allows for larger numbers of volunteers working together. This format was started by our Whitney Volunteers. All of them work together for all patients in Whitney and Madawaska. I type out a Volunteer Assistance Plan and send it to all of the volunteers on the group team. Then the Team Leader takes over and schedules volunteers as needed. As volunteers become comfortable in this new format I will be doing less phone calls explaining to each volunteer what is required. This way my time can be used better visiting patients and families and developing the plan and less time with the organizational aspect of scheduling.

Theresa Kramer is the Team Leader for Whitney Madawaska

Julie Levi is Team Leader for Combermere Area

Carol Clendenning is Team Leader for Round Lake Centre

Caroline Mallany is Team Leader for Barry's Bay

Diane Kuchkoskie is Team Leader for Wilno

Brenda Jolicoeur is Team Leader for Golden Lake

More Teams will be added as needed. As always if you have any questions or anything to report, don't hesitate to call in to the office. The number of home teams we are working with is rapidly increasing, and our volunteers are ready to help. Thanks so much for your dedication.

Karen



NATIONAL Advance Care Planning Day April 16, 2017

Advance Care Planning is a process of reflection and communication. It is a time for you to reflect on your values and wishes, and to let people know what kind of health and personal care you would want in the future if you were unable to speak for yourself. It means having discussions with family and friends, especially your Substitute Decision Maker – the person who will speak for you if you cannot speak for yourself. It should also include writing down your wishes and sharing those written wishes. Check out our display in the St. Francis Clinic building in April and the websites below.

A fun way to start the conversation—www.gowish.org

Visit www.myspeakupplan.ca and start your plan now.

27TH Annual Champlain Regional Hospice Palliative Care Education Day May 10, 2017

Four volunteers received bursaries for this year's education day which will present sessions on:

Comfort at the end of life, Medical Assistance In Dying, Death Anxiety, Complementary Therapy for Pain Management, Music Therapy, and more.

If you would like to attend, the cost for volunteers is \$125 before April 21/17.

We look forward to hearing about their experience and sharing their new knowledge at the next Touch Base meeting





VOLUNTEER QUESTIONS ANSWERED

1. What is the requirement for me to stay an “active” volunteer?

We expect each volunteer to attend at least 2 Touch Base Meetings or Education Sessions a year. Exceptions are made for volunteers who have family responsibilities or have personal health matters .

2. What is the protocol when I have to cancel a shift I previously booked?

If you are on a team, please inform the Team Leader that you cannot work your shift and they will help make other arrangements. Otherwise, call the office to let us know you are unable to work a shift and we will do our best to get coverage.

THINGS TO SHARE

- If you think one of the families you are assisting would enjoy a pet visit, please contact our office. One of our volunteers has two beautiful dogs that bring joy and happiness to everyone they visit.
- Team Leaders are the liaison between family, volunteers and staff.
- If you are on the bereavement team or know someone that is struggling, please look at or recommend the following websites : MyGrief.ca, and Transformgrief.com. Hand out brochures.
- National Hospice Palliative Care week is May 7-13

**NATIONAL
VOLUNTEER
WEEK**

April 23-29



IMPORTANT REMINDERS

DATE	TOPIC	LOCATION
April 22 9:30—3 lunch included	Mindfulness Techniques Workshop— skills for the volunteer to assist them to remain calm, steady and clear headed	Old Physio, SFMH
May 16 4:30—6:30	Volunteer Touch Base—Dementia Music therapy, memorial, discussion	Old Physio, SFMH
June 21 4:30—6:30	Volunteer Appreciation BBQ Just for our enjoyment!	Hospital Gazebo area
July 23 1-3	Butterfly Release Event	Water Tower Park



LEARN MORE ABOUT DEMENTIA CARE

The Alzheimers Society reports that right now 1 in 5 people will suffer some form of dementia in their lifetime but that in less than 10 years 1 in 2 will be afflicted. We want to be prepared and want our staff and volunteers to have the tools and supports to feel comfortable with patients and families that are living with that diagnosis. We have started with sending some of our volunteers to a workshop in Pembroke and we also did a half day education event introducing volunteers to the Teepa Snow You tube videos. We have also purchased IPODs for music therapy, and have a bucket of games, and manipulatives that can be used by volunteers with dementia clients. We will talk more about those aids at our May Touch Base.

MEDICAL EQUIPMENT LOAN CUPBOARD

Spring is here and many of us love to clean up and de-clutter. Please spread the word that we are always happy to receive donated equipment.

MVHPC is in much need of the following:

- 1) Commodes and raised toilet seats
- 2) Transport wheelchairs
- 3) Rollator walkers

We also have a large supply of briefs and diapers in all sizes for anyone who needs them. If you think a family you are assisting can benefit, please let us know.

You are helping us help others.

VOLUNTEER SHARES A POSITIVE EXPERIENCE

"I went to see the gentleman at the Manor. He had a niece and his wife with him as well as another visitor. The niece was going to stay at least another hour and a half and more people came by visiting. I spent some time talking with the niece and Florence, the wife. We agreed that I was not needed. It was still rewarding to see how much it means to the relatives that someone would have been with their loved one if they could not have been there. Hugs were exchanged between total strangers. It could not have been more beautiful. Thanks for the opportunity."

Petra



"You matter because you are you, and you matter to the end of your life. We will do all we can not only to help you die peacefully, but also to live until you die."

Dame Cicely Saunders

Volunteer Suggestions

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



In Praise of MVHPC Volunteers

"We would like to thank you for taking the time out of your day, to bring our dad to the funeral home to be with the family at the time of our mom's death. Having him there made that day a little bit easier for all of us.

God Bless, Donna, Ralph and family"

MV HOSPICE TAKES PART IN THE WHITNEY TRIVIA EVENT



1st PLACE FINISH

MV Hospice staff and volunteers participated in the Trivia Night at the Whitney Seniors Centre on April 3rd to help in the fund raising of local healthcare needs.

HOFA—Helping Others Feels Awesome—was the Hospice team name. Members included (from left to right): Anne Marie Moore, Dr. Jason Malinowski, Michele Michaelis, Nancy Checko and Karen Wagner

The topic of the evening was “Canada celebrating 150 years”.

HOFA will attend another Trivia Night in Madawaska scheduled for April 17th.

VOLUNTEER BIRTHDAY LUNCHEON

Jan/Feb/Mar/Apr birthday volunteers gathered for a hot lunch with MVHPC staff members to share information that will help staff continue to meet our volunteer needs and continue working successfully together. Our May, June and July birthday volunteers, along with the ones who could not attend this past event, will be celebrated in July.

Topics of discussion included:

- * Touch Base Meeting Times
- * Data Management
- * MVHPC's Insurance requirements for “ACTIVE” volunteer status.



A Recipe for A Life Story

Life Story: Good dementia care begins with acknowledgment of a person's life story. Because people with dementia often can no longer tell us their histories, care partners must become their biographers, even if it means becoming a good detective. The more a care partner knows about a person, the more he or she can use the Life Story to improve interactions and care. A guide for documenting a life story is included in the Dementia Tub but also copies are kept in the binders in both hospital and Valley Manor.

Components include: Childhood Adolescence Young Adult Middle Age
Later Years Other Major Ingredients

Life stories can be done in many different formats. Very elaborate with pictures, to very simple. A page or two as a story or a template with sections filled in. Hospice has a patient profile in use for our patients in any facility. Hospice volunteers are asked to fill these in whenever new knowledge is discovered. Knowing a person's Life Story allows the care team knowledge that will enhance life for the patients and the total care team. Life Stories can also be a wonderful gift to a family from the volunteers who are working with patients in home. Please consider this when looking for ideas to interact with our patients who are telling us wonderful stories of their life.



New Dementia Materials

To start – if you have computer access look up “Dementia Bill of Rights”. (If you do not have a computer ask the hospice office staff and they can give you copies of all the things I will be talking about.) Underneath the cloak of Dementia there is a person who deserves our best care and support.

How do we care and support patients and families living with Dementia?

This newsletter is just a tickle on the surface of resources and education available to our volunteers.

We have:

- A list of Teepa Snow You Tube video’s with practical information on interacting with dementia patients

Books in our lending Library

- Learning to speak Alzheimer’s
- Best Friends Approach to Dementia Care
- The 36 Hour Day – A Family Guide to Caring for people who have Dementia
- Alzheimer’s activities volume 1

Video’s that can be borrowed

- When the car keys are gone
- Coping with Dementia (Both videos are out at the moment and I am guessing on the titles.)



There is a **blue tub** labeled **Dementia Activities and Idea’s** in hospice on the shelf by the volunteer desk. The tub contains:



- **Games:** I’ll list a few but there are many more in the tub
 - Card matching games, Picture matching activities
 - Putting pegs in hole games
 - Sorting tools



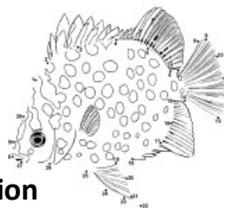
- **Stuffed toy:** (Stuffed toys should be dedicated to one patient for infection control reasons and then washed)

- **Giant Print Word Search books**

- **Activity Pages:** plus more

- 30 activities that can be done in 30 seconds or less
- Word / picture scramble
- Join the dots

- **Pictures to stimulate memory and offer a topic of conversation**



All of these activities you can take with you and return when you are finished. Plus you can copy and put games of your own in your hospice tote bag to have with you. There are many opportunities to engage dementia patients in routine activities, productive activities and activities that will help maintain what brain function is present. Activities seldom work if a nurse were to sit a patient at a table and put an activity in front of them. The key is being present and willing to give time being a friend which is what our volunteers excel at.

I hope that all of us work to increase our comfort level and knowledge of Dementia. This will become extremely valuable as we face both volunteer and personal life situations working with those afflicted with Dementia.

