

NOTES from KAREN

Welcome New Volunteers !

Fall is always a favorite time of year for me, because of the weather, the colours and most importantly because I love meeting new community members who come forward with great compassion and willingness to help fellow neighbours, friends and even strangers.

We have just completed our fall volunteer training course. 14 new volunteers have been added to our numbers. One more for our Whitney team, one from Eganville and one from Hardwood

Lake, which helps greatly in these far reaching points of our catchment area. We have gained a large number for Barry's Bay which, being our central point aids greatly for both our institutional visits and also home teams in the central and surrounding area. We will be slowly introducing them to both home teams and institutional volunteering as their police checks get processed.. Seasoned volunteers, if you would like to buddy when you visit in hospital VM or hospice please call the office the day prior to your visit and we will give you names of new volunteers to call and coordinate visits. I will notify Team Leaders when our new recruits are able to begin on a home team. Together we are making a difference!



Privacy and Confidentiality I am often torn between how much information volunteers need. Our Privacy Officer at SFMH explains it as "only the information needed to do your job. All other information given is a breach of privacy." Hospice office staff are often asked why we don't notify volunteers of a death. Until it becomes public knowledge and is posted on a funeral home web site we do not know if all family have been notified. If we notify volunteers other than those scheduled to visit it is a breach of confidentiality and could greatly disturb unsuspecting family if heard out in the community. I hope this clarifies our position on e mailing about deaths.

Karen

MVHPC

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613-756-3045 Ext. 350
Contacts:
Karen Wagner, Clinical Director
Lisa Hubers, Executive Director
Michele Michaelis, Assistant



MONTHLY STATISTICS

of **ACTIVE** Volunteers: 90
of Volunteers Who Worked with Families: 49
of Families Served: 37
Total Reporting Hours: 234
Total Reporting Kms: 3,088
of Bereavement Follow-up Team Members: 38
of Families Receiving Bereavement Follow-up: 16

MESSAGE from LISA

At the November 8th Touch Base Meeting, Stephanie Cadieux from Elder Abuse Ontario presented information on Elder Abuse.

We are lucky in our area to have such quality, caring facilities for our elderly yet statistics tell us that 10% of seniors will experience some form of elder abuse. The session gave some very good information on what to notice, questions you might ask, and when to report and to whom.

Red Flags: Things to listen and watch for from a potential victim:

- Has repeated “accidental” injuries
- Appears isolated
- Says or hints at being afraid
- Considers or attempts suicide
- Has history of substance (including prescription drug) abuse
- Has vague, chronic complaints
- Exhibits severe depression

Our guide for our volunteers is the following:

Many factors can be involved in abuse. It’s important though to remember that people have the right to risk. They can choose to stay in an abusive situation and we must respect their choice.

- If you suspect someone is suffering some form of abuse—physical, sexual, emotional/verbal, financial, or neglect, please contact hospice staff
- If you feel someone is in immediate physical danger, call 911

There was a lot of information shared and if you did not attend and would like access to that, contact our office and we can make it available to you.

Inspirational Quote

“Life is meaningless only if we allow it to be. Each of us has the power to give life meaning; to make our time and our bodies and our words into instruments of love and hope.” Tom Head

Dementia Society

A monthly support group program for people living with cognitive changes and their family members/friends. An opportunity to connect and share with others with refreshments and conversation.



Barry’s Bay Coffee Club

2nd Tuesday of the month,
1 pm—2:30 pm
Opeongo Seniors Centre
19 Stafford St., Barry’s Bay
“lower level”

BEREAVEMENT PROGRAM MOVING FORWARD

On September 29, 2017 staff and volunteers came together to review our current bereavement processes and program. Fourteen people shared their stories, their successes and their challenges and productive ideas began to surface. The bereavement program will continue as all agreed to its importance and value but with some modifications. Moving forward this is what it will look like:

Prior to the death, staff will introduce bereavement as part of our services that are discussed with the families.

When the sympathy card is sent, it will now include a short message about the bereavement program. The Bereavement Lead, which is Michele, will make the first call to bereaved family members when she conducts the family survey and will inform the family of what to expect. This will be done within 6 weeks of the death.

Michele will assign a bereavement team volunteer and the volunteer will then make the second and subsequent calls using the bereavement follow-up form that Michele will provide. If the volunteer is being told that they do not need to call back or getting resistance, they can turn that person back to Michele and the office will make the next call. However, it is always good to remember that if they say they are fine, you could then say "I am glad to hear you are doing well today, but do you mind if I check in on you in a few months?"

When your form is complete after the year, return it to the office.

Other Great Ideas That Emerged

Bereavement Pamphlets will be distributed to local funeral homes to be included in the family packages. More public education on Grief and Bereavement needs to happen in our communities and Lisa/Dawn will look for opportunities to speak to service clubs, faith groups, business associations, etc. If you are associated with a group in your community, we would love the opportunity to speak and discuss Grief and Bereavement.

Revise the information on our website which has been done.

A huge thank you to everyone that gave their time and input to help us grow and improve this important piece of hospice palliative care.

FIRST ANNUAL BEREAVEMENT DAY IN CANADA

November 21, 2017 will mark the first annual Bereavement Day in Canada. The Canadian Hospice Palliative Care Association (CHPCA) invites all Canadians to reflect on the importance of relationships past and present, to think about those who have passed from our lives, and to help advocate for supports at the provincial and national levels for grieving Canadians.



IMPORTANT DATES AND UPCOMING EVENTS

DATE & TIME	TOPIC	LOCATION
December 5, 2017	National Volunteer Day Volunteer Birthday Luncheon for anyone not yet attended—RSVP to office	Education Room 11:30—1:00 p.m.
January, 2018	Touch Base Meeting Education Topic: 211, MAID	Details to follow.
January 25, 2018	OTN Thursday Evening Series: Medical Marijuana	Lakeview Room

4th ANNUAL HOPE FOR THE HOLIDAYS EVENT

BEREAVEMENT SUPPORT & MEMORIAL SERVICE

Sunday, November 26th 1-3 p.m.
Opeongo Senior Centre, Barry's Bay

Coping with the holiday season after a loved has died is very difficult. We have learned that taking the time to honor the memory of your special person helps to ease the pain a little.

We invite anyone who is grieving to join us - we will offer some



ideas for coping with this holiday time, the opportunity to make and take home a Memory Candle, a candle lighting ceremony, music and refreshments. If you know someone who has had a loss, pass on this information and encourage them to attend. Volunteers who wish to help during this event, please contact Michele at 613-756-3045, Ext. 350

IN PRAISE OF MV HOSPICE VOLUNTEERS

Dear Karen, Lisa & Michele & Volunteers,

I want to give you my heartfelt thanks for everything you did for us while we were in Hospice.

God Bless you all! ALL of You Were Our Guardian Angels

Much love,

Gwen, Cori, Janice



Hospice,

Many thank you's. I as well as all of us are so grateful how well you looked after my dear husband, Edward, also our children. We could all stay there all the time. We love you for it. My thanks to God for all the help we got from everyone who came to help. The volunteers hearts are so big & helpful.

Love you all, Sally Beanish and all my wonderful family