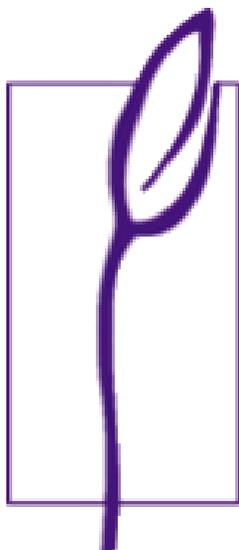


Bruce Peninsula Hospice Newsletter



June Callwood Circle Award Recipient Betty McIntyre

Betty McIntyre, who recognized the need for hospice in our community, was a member of the steering committee formed from a grassroots group. She assisted with the development of Bruce Peninsula Hospice (BPH) and was a founding member of the first Board of Directors.

Over the past 15 years, BPH has benefited from Betty's involvement in many committees, her leadership in organizing Client Care Coordination and her involvement in the Speaker's Bureau. She has shared her knowledge and expertise during workshops and seminars.

Betty has led and continues to lead by example as a dedicated, capable and compassionate hospice volunteer. BPH is proud to have Betty McIntyre as a recipient of the June Callwood Circle of Outstanding Volunteers.



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STATISTICS

VOLUNTEER HOURS AND TRAVEL

MONTH	CLIENT CARE				ADMIN		EDUCATION		TRAVEL	
	VISIT HOURS	KMS	TRAVEL HOURS	TOTAL HOURS	HOURS	HOURS	TRAVEL HOURS	KMS	TOTAL HOURS	
MAY	54.75	696	13.75	68.5	147	48	37	1751	149.5	
JUNE	63.5	602	10.33	64.33	121	5	20.5	1041	146.5	
JULY	25	297	5.75	30.75	61	0	11.5	646	72.5	
AUGUST	22	345	5.75	27.75	52	0	3.5	122	55.5	

HAO Conference 2007

On Saturday September 15th, the 18th annual HAO conference was held at the Delta hotel in Markham, and I had the privilege of representing our hospice. The theme of the conference was 'Think Back, Look Forward', and throughout the day, reference was made to all the great work that has been done by this provincial organization. To date, there are 102 member hospices in Ontario who strive to deliver the best possible care to their clients as well as their families. Through the development of consistent training/ education programs based on the highest standards of care, HAO continues to strive for consistent and high quality care, and has created accreditation programs that assist all hospices to reach these goals.

The new executive director Deborah Lavender used this phrase often "There is nothing better than being at the right place, at the right time, and for the right reasons". She feels that HAO is in a good position with the present government to take the hospice movement forward with policy development. Hospice is now part of the Community Support Sector which meets with the government along with 11 other community organizations who offer services to people in the community. LHIN'S (local health integrated networks) are responsible for distributing funding from the government to hospitals, long-term-care facilities, CCAC's, community support agencies, mental health and addiction agencies and community health centres. She stressed the importance of hospices making themselves known to their own community and their LHIN , and the need to build bridges with other organizations.

There were two keynote speakers at the conference. In the morning David Miller, an artist from New York, did a wonderful presentation in which he created a beautiful landscape painting in pastels in our presence. Along with this visual experience, we also heard recorded music, sounds of nature, and spoken words of this artist. He referred to this creation as a fall scene which fits in with the work we do with our clients who are in the fall of their lives. He stressed that we assist them to seek out the beauty and help them to live their lives to the fullest in this final stage. In the afternoon we had the privilege of listening to Joy Ufema, a clinical nurse specialist in death and dying, who works in hospices throughout the U.S.A. She talked about her work experiences, and told vivid stories about some of her clients. As she relayed these

experiences, we were learning about the importance of being there for our clients, and to listening to what is important to them, and how we can help them to have their last wishes carried out. She moved us from tears of laughter to tears of sorrow, as she walked through the audience, and her eyes moved from one to another. It was a very emotional experience to be there with her, and to be thanked by her for the important work that hospice volunteers do.

The June Callwood awards were presented by the former executive director Janet Napper who did a wonderful tribute to June Callwood who died earlier this year. She talked about the great contribution that June had made to many causes, and how much she had supported the hospice movement; and this recognition lives on in the awards which are given to deserving volunteers on an annual basis. I was honoured to accept the award for our Bruce Peninsula Hospice recipient, Betty McIntyre, who was unable to attend the conference.

The AGM (annual general meeting) was held at the end of the conference and was chaired by John Crean, chair of the Board of directors of HAO. He talked of the success of the provincial hospices and made us feel proud to be associated with HAO, and he asked us all to help keep the movement alive and thriving.

The day prior to the conference, I was part of a group of hospice volunteers from all over Ontario who attended an accreditation workshop. It was very helpful in demonstrating how to proceed with Level 1 and Level 2 accreditation, and gave us the opportunity to ask questions, and to get some practice in working through this process. I will pass this information on to our accreditation committee and we will apply it as we work forward toward achieving Level 1 for Bruce Peninsula Hospice.

I met some great volunteers from many different hospices, and learned from them as they shared ideas and stories, and they offered to provide resource materials to us if we need them for the accreditation preparation.

Thank you to our Board for giving me the opportunity to attend the HAO conference!

Respectfully submitted
Sheila McLaughlin

UPDATE FROM THE BOARD OF DIRECTORS

The board of directors for Bruce Peninsula Hospice Inc. (BPH Inc.) were elected at the first general meeting held in Wiarton on May 16th, 2007. The current board consists of:

Executive:

Tom Whitcroft	President and Chair
Bev Ker	Vice chair
Bill McKenzie	Treasurer
Jane Fyvie	Secretary

Directors:

Carol Beggs, Eleanor Davis, Aileen Haley, Shirley Leeder, Betty McIntyre, Wendy Nuis and Kim Wagner.

This board meets regularly at the Wiarton hospital on the second Wednesday of the month. Subcommittees for BPH Inc. are represented on the board through a member of the board. These include: Volunteer, Education, Bereavement, Communication and Finance. These committees have active members who are not members of the board. This board met in June, July and September. The board approved the selection of Sheila McLaughlin and Betty McIntyre to attend the Hospice Assn. of Ontario (HAO) conference held on Sept. 15th in Markham. Much of this conference dealt with

accreditation issues. Sheila McLaughlin continues to provide leadership in preparing BPH for accreditation with HAO and Betty McIntyre was this years selection for the June Callwood Award for Outstanding Volunteers. Budgets were submitted and approved for the subcommittees for the year 2007-08.

Kim Wagner and Bev Ker will attend the Canadian Palliative Care Association Conference (CPCA) in Toronto in November. HAO is partnering with CPCA for this conference. One of the early tasks was to assign an ad hoc committee of Kim Wagner, Carol Beggs, Tom Whitcroft and Bev Ker to research and recommend a "Request for Proposal" for a consultant to assist the board and our organization to fulfill our mandate included in our by laws – "the board of directors shall prepare a yearly strategic plan and budget to present to the members of the corporation at the yearly AGM. The board shall engage in a consultative process with their members and external stakeholders in the hospice/palliative care field in their community to facilitate the preparation of this yearly strategic plan. " This request was advertised and posted on our web page. More details of this process in this newsletter.

The board is anticipating a very busy season and is eager to fulfill the responsibilities entrusted to them by the membership.

BPH PARTNERSHIP WITH VON

Bruce Peninsula Hospice has begun talks and work on a draft agreement with the VON to partner in the delivery of hospice care. VON is the organization responsible in Grey and Bruce counties for hospice volunteer visiting. BPH has been delivering hospice care in North and South Bruce Peninsula since 1995 and has always worked collaboratively with all hospice/ palliative care providers in our area. BPH has been working and meeting with the VON Hospice Volunteer visiting team since April 2007 and we are also part of the Advisory Team (reps. from all the local hospices) which meets monthly here in Grey-Bruce. More details on this partnership agreement in later newsletters.

Rolling out of Bed a Problem?

A quick fix is to purchase a floating water 'noodle', and put it under the fitted sheet at the edge of the bed, to provide an easy bumper.

CONSULTATIVE AND STRATEGIC PLANNING PROCESS

Bruce Peninsula Hospice is required by our bylaws to consult with our membership and external stakeholders in hospice palliative care to determine what are the needs in our area, how are we meeting those needs, what can we do to improve hospice care in our area. The results of these consultations will assist the board in preparing our yearly strategic plan.

In late July, BPH advertised for consultants to submit proposals to assist in our strategic planning and consultative process. We posted a Request for Proposals on our website and we also had an information session for any consultants seeking more information on our organization and its needs. Our deadline for proposals was September 14 and we received 3 proposals. We are currently reviewing those proposals and hopefully in mid October we will be able to hire a consultant to help the board with this very important process. Our intent is to receive consultation and training with this process in this year 2007-08 so that armed with this experience and training we may replicate this yearly process within our board.

COMFORT MEASURE WORKSHOP AND VOLUNTEER SUPPORT MEETING HELD AT LION'S HEAD HOSPITAL BOARDROOM SEPTEMBER 19, 2007



A dozen volunteers attended the Comfort Measures Workshop and Volunteer Meeting in mid September. Because our group was small we combined the workshop and meeting. Carol Beggs lead the session covering many topics including: mouth cleansing and feeding, hair, hand/feet nail care, massage, lifting, position change, transfers, and communication. There was lively discussion, regarding things that volunteers are allowed to do and what each feels comfortable doing, and many questions, and sharing.

We are most appreciative of Carol's very informative and interesting presentation with practical demonstrations and handouts. MANY THANKS CAROL.

A delicious lunch organized by Susanne Smith was enjoyed by all in attendance.



Rural Concerns Expressed to new HAO Executive Director

On June 27, 2007, about 15 volunteers of Bruce Peninsula Hospice met at St. Thomas Aquinas Church in Wiarton to share their concerns regarding Hospice Association of Ontario with its new executive Director, Deborah Lavender. She outlined her background and established her credentials and hopes for the association. She explained how we fit into the Think Back -Look Forward initiative she had implemented. She invited input from the Bruce Peninsula Hospice group.

Among the concerns raised were:

1. the inadequacy of the residential hospice model for the rural community. Alternative models, more suitable to rural needs, need to be developed. They might include such things as "just in time training for family and friends", hospice rooms set aside within rural hospitals, hospice volunteer visitor in nursing homes, hospitals, and individual homes.
2. rural participation is needed on HAO Committees of the Board so that their focus is on rural as well as urban concerns.
3. hospice training is an important issue, including how the HAO work with ministry training programs to recognize accreditation. The accreditation education process needs clarification and consistency.
4. while HAO conferences were recognized as useful, it was suggested they be one day affairs to save money. It needs to be clarified if the conference is designed for hospice administration, or hospice volunteer visitors. Regional conferences were suggested to make travel reasonable.
5. the Bruce Peninsula Hospice has undergone incorporation and we suggested that a template of procedures for this could help other groups organize. Perhaps a list of other hospices or resources could be made available for budding organizations.

Ms. Lavender's report came out in September as she promised. In it we learn that she visited nine areas inviting input. These included Thunder Bay, Exeter, Burlington, Toronto, Kingston, Renfrew, Guelph, Alliston and Wiarton. 93 members attended all together.

Her report included the word 'rural' twice. Each time it was lumped together with 'urban, near and far north, community based, residential'. While she noted that membership indicated conference was critical, her recommendations made no note of plans for, or improvements to, conferences. See below for Deborah Lavender's recommendations:

Recommendations:

Implement public awareness strategy in the context of a national campaign
 Continue development of standards (governance – “How to get started Manual”, good business practice, community based operations, case management, risk management, residential/community based operations, care teams, training curriculums etc.)
 Continue development and evolution of accreditation including resources to support the implementation for all hospices
 Development of policies and procedures in relation to organizational operations and share templates to build consistency across the province (advanced care plans, client satisfaction surveys for example)
 Review all existing standards and curriculum, initial sorting of categories, tasks and implement an annual schedule of review
 Continue with “Wednesday News” format
 Implement technology infrastructure improvement and web based training, communications and information sharing
 Showcase achievements, facilitate initiatives, put together task groups to take on issue etc.,
 Implement Strategic Plan to guide the operations of HAO to include but not limited to communication, marketing, membership services, government relations, external relations, fundraising (corporate) etc.
 Build in Funding capacity to increase engagement of membership
 Initiate partnership with HAO (Joint Advocacy Project for example)
 Increase regional representation at all levels, Board of Directors, working groups, committees etc.) to represent the diversity of the membership (rural, urban, north, residential, community, size etc.)

This report and comment on the June 27 Hospice meeting is by Dee Burnlees



May 30/07 Retreat Day at Bev Ker's home. Once again we enjoyed a wonderful day of sharing and friendship in a beautiful setting. Thanks to Bev & Rick for their generous hospitality. Pictured here are Shirley Botting, Ladorna Hubert, Aileen Haley, Sheila McLaughlin & Betty Idle with Dee Burnlees on harp.



DEALING WITH LOSS

'Living with Loss' and "Alive Again" - Two sessions with Kelly Walker on November 8 are being sponsored by Victim Services of Bruce Grey & Owen Sound and Georgian Bay Funeral Services Association at Harry Lumley Bayshore Community Centre. For more complete information visit our website at www.bphospice.ca or to register call 519-376-7474 or 1-888-577-3111

Volunteer TIME SHEETS

IT IS IMPORTANT that you continue to submit your time sheets for time spent with a client, attending workshops or meetings & travelling to & fro. Remember to also report your mileage. Extra time sheets are available at the back of the binders in the hospitals and LTC facilities. Your information may also be submitted electronically to info@bphospice.ca

THIS IS YOUR NEWSLETTER

Please e-mail items for the next newsletter to editor Donna Baker: dbaker@amtelecom.net or mail to the BPHospice office at 369 Mary Street, Wiarton, N0H 2T0

Deadline for the next issue: March 1, 2008 If you have not yet done your volunteer profile, please send a few lines about yourself to Donna

REGARDING CHARITABLE STATUS

BPH has applied for charitable status and will inform you when this has been approved so that you may receive a charitable receipt when you make a donation.

Note: Any mileage cheques received to date should be cashed as soon as possible.

MEMBERSHIP RENEWALS

Another year is coming to an end. Memberships (\$5) for 2008 are due Dec. 31. Please renew promptly when you receive your reminder.

***THANKS VERY MUCH FOR
YOUR CONTINUING SUPPORT***

HAO COURSE REPORT

The Level 1 HAO Course, facilitated by BettyAnne Waddington, R.N., is running weekly between Sept. 5 and Nov. 9 at Gateway Long Term Care Facility in Warton. Nine people are participating in this training.

TRAINING AND WORKSHOPS:

Attendance at training, workshop and information sessions is important in order for BPHospice to meet the standards set forth by Hospice Association of Ontario and thus be accredited. Please make every effort to attend them.

FIVE OF OUR VOLUNTEERS HONOURED



On June 7, 2007, dozens of volunteers from Grey & Bruce received Ontario service award pins and certificates in a celebration held at Owen Sound College & Vocational Institute (OSCVI). Five members from Bruce Peninsula Hospice received these awards. From left to right pictured above:

Carol Beggs & Ladorna Hubert - 10 years volunteer service

Eleanor Davis, Shirley Leeder & Bev Ker - 5 years of volunteer service

Well done ladies. Hospice thanks you for your dedication.

Grandparent humour

My young grandson called the other day to wish me Happy Birthday.
He asked me how old I was, and I told him, "62."

He was quiet for a moment, and then he asked, "Did you start at one?"

I Still Know Who She Is

It was a busy morning, about 8:30, when an elderly gentleman in his 80s arrived to have stitches removed from his thumb. He said he was in a hurry as he had an appointment at 9:00.

I took his vital signs and had him take a seat, knowing it would be over an hour before someone would be able to see him. I saw him looking at his watch and decided, since I was not busy with another patient, I would evaluate his wound. On exam, it was well healed, so I talked to one of the doctors and got the needed supplies to remove his sutures and redress his wound.

While taking care of his wound, I asked him if he had another doctor's appointment this morning, as he was in such a hurry. The gentleman told me no, that he needed to go to the nursing home to eat breakfast with his wife.

I inquired as to her health. He told me that she had been there for a while as she is a victim of Alzheimer's disease.

As we talked, I asked if she would be upset if he was a bit late. He replied that she no longer knew who he was, that she had not recognized him in five years now.

I was surprised and asked him, "And you still go every morning, even though she doesn't know who you are?"

He smiled as he patted my hand and said, "She doesn't know me, but I still know who she is." I had to hold back tears as he left, I had goose bumps on my arm and thought, "That is the kind of love I want in my life." True love is neither physical nor romantic. True love is an acceptance of all that is, has been, will be, and will not be.

Peace is seeing a sunset and knowing who to thank. The happiest people don't necessarily have the best of everything; they just make the best of everything they have.

Life isn't about how to survive the storm but how to dance in the rain.

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