

# Bruce Peninsula Hospice Newsletter



## REPORT FROM THE BOARD OF DIRECTORS

As the new chair for your board I want to say what a privilege it is to serve with the best group of volunteers in this wonderful organization. It is indeed a privilege. I also want to express our appreciation to Aileen Haley who served as chair for 2008-09 and also to long standing board members Betty McIntyre, and Shirley Leeder who completed their terms as directors this year. We welcomed new board members, Heather Davies, Tina Hill, Angela Myles and Irene Thomas.

Continuing directors are Carol Beggs, Sandra Burt, and Bill McKenzie.

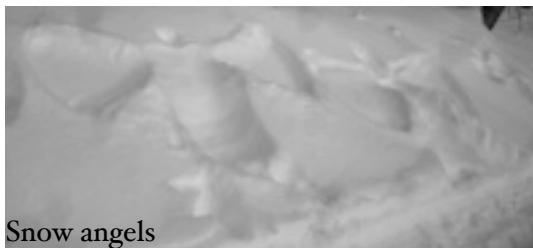
Our officers for this year are:

Chair:	Bev Ker	Vice Chair:	Kevin Jones
Treasurer:	Mary Busey	Secretary:	Jane Fyvie

In your membership renewal letter, there were highlights listed for our year 2009 and we are continuing with work on our bereavement and communication committees as well as some internal work with our finance committee. We are committed to working hard to accomplish the goals set out in our strategic plan and we review these each board meeting so that we focus on the tasks that will accomplish those goals. If you have any questions or suggestions about our organization please contact any one of the board members. You can call the office and ask for any one of us to return your call. If you would like to review any documents you are welcome to call the office and make an appointment to come in and we will review any documents with you.

We wish for all of you a very Happy and Healthy New Year 2010.

Sincerely, Bev Ker



Snow angels



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## ANNUAL GENERAL MEETING

On September 23, 2009 we held our 3rd Annual General Meeting of Bruce Peninsula Hospice Inc. at the Propeller Club in Wiarton. Dessert and Refreshments were provided and our Special guest speaker was Paul Cavanagh, Director of End of Life Network for our SW LHIN. Our 2010 board members are pictured below.



From left to right: Tina Hill, Carol Beggs, Irene Thomas, Bill McKenzie, Mary Busey, Bev Ker, Kevin Jones, Sandra Burt, Jane Fyvie Missing from photo: Heather Davies & Angela Myles

## Integrated Health Service Plan 2010-2013

To download the IHSP [http://www.southwestlhinc.on.ca/uploadedFiles/Public\\_Community/Integrated\\_Health\\_Service\\_Plan/2009\\_IHSP/SWLHIN\\_IHSP\\_F2.pdf](http://www.southwestlhinc.on.ca/uploadedFiles/Public_Community/Integrated_Health_Service_Plan/2009_IHSP/SWLHIN_IHSP_F2.pdf)

The South West LHIN's Integrated Health Service Plan 2010-2013 ("IHSP") describes the priorities, strategies and proposed outcomes for the local health system and the implementation steps for the next three years to help begin to realize the vision contained in the Blueprint. It builds on the work of the first IHSP, aligns with provincial priorities, demonstrates the case for change and lists the performance measures that will be used to gauge our success.

The IHSP includes two strategic directions that align with the Blueprint. The first, ***Enhance the Capacity and Integration of Primary, Specialized and Community-based Care*** will focus on the following populations:

- Seniors and Adults with Complex Needs
- People Living with Mental Health and Addictions Challenges
- People Living with or at Risk of Chronic Disease(s)

This strategic direction will guide decisions made to improve the health care experience for individuals in their local communities.

The second, ***Enhance Access and Sustainability of Hospital-based Treatment and Care*** related to:

- Emergency Services
- Medicine, Surgical and Critical Care Services

This strategic direction will guide our decision making as we try and improve the system to alleviate backlogs, ensure access for all and optimize the use of available resources to grapple with challenges such as shortages of specialized staff.



# Angels Among Us



The Christmas party was held at Marydales Restaurant in Lions Head Nov. 23. They prepared a marvellous turkey feast with all the trimmings, which was served efficiently and greatly enjoyed. Helen Westover welcomed everyone, and Bev Ker brought greetings from the Board.

Surprise entertainment was provided by Dee Burnlees playing seasonal tunes on her harp. She was joined for a special song, Angels Among Us, by singers, Bev Ker, Mary Busey and Sheila McLaughlin.

*There are angels among us; But you can't see their wings; When you tell them they're wonderful, they won't say a thing. There are angels among us; But you won't see them fly; They're always there when you need them, and they won't tell you why. Why do they spend all of their time giving so selflessly? Only God knows all that they do to make things better for you and for me. You are one of those angels sent from heaven above, I know that you are an angel; Your heart is full of God's love; I know that you are an angel; Your heart is full of God's love.*

- composed by Joanna Mell with the help of the Holy Spirit and dedicated to Joanne Day and the volunteers of Grandview Hospice, Bucks County, Pennsylvania.

And Pat Horner dropped by to regale us with some of her stories.

**Thanks very much ladies.**

**Bruce Peninsula Service awards were presented to:**

- Liz Clark - 5 years
- Gloria Charlton (absent) - 10 years
- Jane Keeling-Ribbel - 10 years
- Ladorna Hubert (absent) - 15 years
- Susanne Smith - 15 years
- Carol Beggs - 15 years



Susanne & Carol



Jane



Pat

JUNE POT LUCK



Thank you Mary for your hospitality.



June 18th saw the BP Hospice volunteers gathering on a beautiful sunny day at the home of Mary Busey. The pot luck of wonderful food was shared and the many who attended had a great time.

Ontario Volunteer Awards for three long term Bruce Peninsula Hospice volunteers. On June 26, 2009 Elizabeth McIntyre received recognition as a volunteer with 15 years of service to Bruce Peninsula Hospice.

Bill McKenzie and Shirley Leeder (in picture) were honoured with pins for 10 years of service. Congratulations and many thanks to these wonderful, faithful volunteers.



THE TEN ABSOLUTES OF CAREGIVING

NEVER ARGUE, INSTEAD, AGREE

NEVER REASON, INSTEAD, DIVERT

NEVER SHAME, INSTEAD, DISTRACT

NEVER LECTURE, INSTEAD, REASSURE

NEVER SAY REMEMBER, INSTEAD REMINISCE

NEVER SAY 'I TOLD YOU', INSTEAD, REPEAT

NEVER SAY 'YOU CAN'T', INSTEAD 'DO WHAT YOU CAN'.

NEVER COMMAND, INSTEAD, ASK OR MODEL

NEVER CONDESCEND, INSTEAD, ENCOURAGE AND PRAISE

NEVER FORCE, INSTEAD, REINFORCE

On May 22, 2009, Jessica Slater, Program Coordinator for Caregiver Connects of VON, led a workshop entitled **TAKING CARE OF THE CAREGIVER.** Topics covered were stress & its causes & how to react, self-care, positive sayings/affirmations, TSA (think, say, ask), types of communication, a caregiver's bill of rights, guilt, reframing your thoughts, dealing with anger. Thanks Jessica for an informative session - good food for thought & action.

By: Dr. Mike Harlos

## **Grief in Times of Celebration: The Empty Spot**

### **Declining alertness and interaction**

Family and friends will usually notice the person being less alert, and more withdrawn from social interaction. This is due to physical reasons such as limited energy, and may include emotional or spiritual factors as well. If the reasons for social withdrawal seem to be emotional or spiritual, family and friends may want to explore options for support, such as asking a member of the person's faith community to visit. In the final hours or days, people might also be "quietly confused."

### **Conversations – Can they hear me?**

It is not realistic to expect those who are near death to be able to participate in conversation. Family members may wish for a final, meaningful connection and regret not having that opportunity. However, even if the dying person is not conscious, family or friends who would like to say something should be encouraged to speak to the person, perhaps asking others to leave the room in order to allow some private time.

There is no way to know how much can be heard and processed by the brain when death is near, but we do know that hearing is quite a strong function. For example:

- When people are given an anesthetic for operations, as they drift into unconsciousness often the last thing they are aware of is the clatter and noise in the operating room.
- It is very unusual for people to lose their hearing from conditions that affect just the brain, such as a stroke. The sense of hearing is well supported in different parts of the brain, making it quite resistant to such problems.
- We sometimes hear of people who have come out of a coma due to a temporary problem such as a head injury, who seem able to recall some things that were said while they were thought to be comatose.

Speaking to a dying person can be very meaningful, regardless of whether the dying person seems alert enough to respond. A final goodbye might be all that is wanted, and this should be encouraged.

Sometimes it seems as though the dying person needs permission to "let go"... to hear from loved ones that they will be able to carry on, and that it is okay to leave them.

If we assume that hearing or some level of awareness might remain intact in the unconscious dying person, then we should also be sensitive about what topics we discuss at the bedside. It may be best to speak outside of the room when discussing topics that might have upset the person when awake, such as frank discussions about how soon death is likely to come. Disagreements among family members may be better dealt with away from the unconscious person's bedside as well.

### **What should I do at the bedside?**

Friends and family may feel they need to do or say something while at the bedside. However, the presence of loved ones near the end is usually more important than what is done or said. Families often just go on visiting, reading, laughing and joking, telling stories, watching television...in other words, being a family. This is quite likely what would most please the person who is dying – knowing that family members are there and supporting each other.

The health care team can also help those at the bedside take part in making sure the person is as comfortable as possible, by providing some aspects of comfort care, such as moistening a dry mouth.

**SEPTEMBER VOLUNTEER SUPPORT MEETING**

A joint North and South Volunteer Support Meeting was held in Lion's Head on September 10, 2009. Barbara Lavigne convened the meeting and Bev Ker introduced our panel of guests. They were Mary Winkler from VON, Paul Hurst, Case Manager from CCAC and Cindy from ParaMed. Each of them gave an introductory explanation regarding the

involvement of their respective organizations in hospice/palliative care. It was an informative hour where we volunteers had the opportunity to ask questions as well. To round off the afternoon, Bev and Barb updated us on events and changes within our Bruce Peninsula Hospice.



**Don't take life too seriously; No one gets out alive.**

I used to have a handle on life, but it broke.

Ever stop to think, and forget to start again?

Being "over the hill" is much better than being under it!

He who dies with the most toys is none the less dead.

Definition of a will: A dead give away

You feel stuck with your debt if you can't budge it.

**BEREAVEMENT WORKSHOPS OCTOBER 1, 8 & 15**



Several Hospice volunteers gathered in October to gain insights into bereavement and grief. All hospice client volunteers **must** attend these educational workshops both for their own understanding and to enable them to support their clients and families. However, any volunteers are welcome to participate.

Mary Winkler led us on a journey as we examined our own thoughts on bereavement and grief. In groups we examined case studies to assist us in handling a dying client, dealing with their death, as well as the grief and mourning that follows for family and friends.

I learned that there are differences between bereavement, grief and mourning.

- Bereavement is the state of having suffered the death of someone significant or the suffering of a loss (eg pet, house, divorce, finances etc). Grief is the sorrow experienced in anticipation of, during and after a loss.
- Grief is the process that allows us to say good bye to what was and prepare for the future. Unresolved grief can lead to emotional, physical and psychological problems which can affect the person's quality of life. Some people need assistance to grieve.
- Mourning is the public display of grief. Rituals of mourning such as funerals and burial rites are personal and are not always in agreement with our own beliefs. It is important to be sensitive to the mourner and lend a listening ear to comfort and help them to heal.

We were also given some guidelines to follow when helping the grieving family.

1. Listen more than talk.
2. Allow for silence.....sometimes silence is indeed what is needed to collect thoughts and emotions.
3. Contact or call the family when you say that you will.
4. Refer to the deceased person by name.
5. Allow them to freely express their emotions and repeat stories several times if needed.
6. Encourage them to be patient with themselves as grieving is personal and individual.
7. Ask if they have any special requests of you.
8. Remember them on special occasions and check in to see how they are coping.

The Symptoms of Grief by John Kennedy Saynor. Keep in mind that these symptoms may not always be in the order they are stated here as grief is so very personal and individual. These are all normal symptoms and although you may be overwhelmed at time you are certainly not going crazy. Most of us do not realize the impact of these feelings.

Sadness    Loneliness                      Anger                      Confusion  
Guilty    Lost                                      Relief                      Thankful                      - Sally Gibson

## Bereavement Resources

- [www.griefjourney.com](http://www.griefjourney.com) (Bill Webster)
- [www.hospice.on.ca](http://www.hospice.on.ca) (HAO)
- [www.bereavementontarionetwork.ca](http://www.bereavementontarionetwork.ca)
- [www.genesis-resources.com](http://www.genesis-resources.com)
- [www.virtualhospice.ca](http://www.virtualhospice.ca) (Dr. Mount)
- genogram - Families Facing Death
- Ontario Works
- Seniors Advocacy
- Credit Counselling
- Beyond the Broken Heart Accompanying the Bereaved Compiled by Gillian McConnell, Louise Mathieu-Primeau, Lesley Regnier, Susan Upham and Jacques Voyer
- The Healing Power of Grief: The Journey Through Loss to Life and Laughter by Gloria Lintermans & Marilyn Stolzman, Ph.D., L.M.F.T. Sourcebooks, Inc. ISBN 1-932783-48-2
- The Healing Power of Love: Transcending the Loss of a Spouse to New Love by Gloria Lintermans & Marilyn Stolzman, PhD., L.M.F.T. Sourcebooks, Inc.; ISBN 1-932783-51-2
- **When your brother or sister dies**
  - Easthope, Tom. Seasons of the Heart. Oshawa, ON Deltomi Publishing 1997
  - Rando, Terese A. How to Go On Living when Someone you Love Dies. Lexington: Lexington Books, 1988 (in Donna's library 793-3203)
  - Richter, Elizabeth. Losing Someone you love: When a Brother or Sister dies, New York: G.P. Putnam's Sons, 1986 (this is a book for young children)
  - Saynor, John Kennedy. Genesis: A personal guide through grief. Warkworth, ON:Genesis Bereavement Resources
- **When a Young friend dies**
  - Doka, Kenneth J. ed. Living with Grief After Sudden Loss, Bristol, PA: Taylor & Francis 1996
  - Gootman, Marilyn. When a Yong friend dies Minneapolis: Free Spirit Publishing Inc., 1994
  - Grollman: Earl A. Living when a young friend commits suicide Boston: Beacon Press, 1999
  - Kushner, Harold S. When Bad Things Happen to Good People New York: Avon Books, 1981
  - Noel, Brook & Blair, Pamela D. I wasn't Ready to say Goodbye. Vancouver, Washington: Champion Press Ltd. 2000
- **When your parent dies**
  - Harris, Maxine. The Loss That is Forever. New York: Penguin Books, 1995
  - Kennedy, Alexandra. Losing a Parent. New York: Harper Collins Publishers, 1991
  - Simon, Leslie & Johnson, Jan. A Music I No Longer Heard. New York: Simon & Ichuster, 1998
  - Smith, Harold. On Grieving The Death of a Father. Minneapolis: Augsburg Fortress, 1994
  -
- **Anticipatory Grief: What is it?**
  - Miller, James E. One You Love is Dying. Fort Wayne: Willowgreen Publishing, 1997
  - Miller, James E. When You Know You're Dying. Fort Wayne: Willowgreen Publishing, 1997
  - Rando, Terese A. Grieving: How to Go On Living When Someone You Love Dies. Toronto: Bantam Books, 1998 (in Donna's Library, 793-3203)
  - Rosen, Elliott J. Families Facing Death. Toronto: Maxwell Macmillan Canada, 1990
- **When your Spouse Dies**
  - Grollman, Earl A. Living When a Loved One Has died. Boston: Beacon Press, 1977
  - Miller, James E. A Pilgrimage Through Grief. St. Meinrad, IN: Abbey Press, 1995
  - Rose, Xenia. Widow's Jouney. New York: Henry Holt and Company, 1990
  - Saynor, John Kennedy. Genesis: A personal Guide Through Grief. Warkworth, ON: Genesis Bereavement Resources, 1991



- **The Grieving family**

- Rando, Therese A. How to Go on Living When Someone You Love Dies. New York. Bantam Books, 1991
- Rosen, Elliott J. Families Facing Death. New York. Lexington Books. 1990
- Saynor, John K. Genesis: A personal Guide Through Grief. Warkworth, ON: Genesis Bereavement Resources, 1991
- Shapiro, Ester R. Grief as a Family Process: New York: Guilford Publications, 1994

- **Good Grief!**

- Grollman, Earl A. Living When a Loved One has Died. Boston: Beacon Press, 1977
- Menten, Ted. Going Solo. Philadelphia: Running Press, 1995
- Rando, Terese A. How to Go On Living When Someone you Love Dies. Lexington: Lexington Books, 1998 ([in Donna's Library, 793-3203](#))
- Temes, Roberta. Living with an empty Chair. New York: New Horizon Press Publishers, 1992
- 

- **When I grow too old to grieve**

- Grollman, Earl A. Living When a Loved One has Died. Boston: Beacon Press. 1977
- Miller, James E. When Mourning Dawns. Fort Wayne: Willowgreen Publishing, 2000
- Rosen, Elliott J. Families Facing Death. New York: Lexington Books, 1990
- Saynor, John Kennedy. Genesis: A Personal Guide Through Grief. Warkworth, ON: Genesis Bereavement Resources, 1991

- **“How do dead people get chocolate cake?” How we can help children**

- For Children

- Buscaglia, Leo. The Fall of Freddie the Leaf. New York: Slack Inc., 1982
- Hazen, Barbara Shook. Why Did Grandpa Die? New York: Western Publishing Co, Inc. 1985
- Vigna, Judith. Saying goodbye to Daddy. Illinois: Albert Whitman & Co. 1991

- For Adults

- - Fitzgerald, Helen. The Grieving Child. New York: Simon & Schuster, 1992
- Mills, Joyce C. Gentle Willow. New York: Magination Press, 1993
- Webb, Nancy Boyd ed. Helping Bereaved Children. New York: The Guildford Press. 1993

- **The Writings of Dr. Alan Wolfelt -- [www.centerforloss.com](http://www.centerforloss.com), Companion Press, 3735 Broken Bow Road, Fort Collins, CO 80526**

- The Wilderness of Grief audiobook, Finding your way. Written and narrated by Alan D. Wolfelt, ISBN 978-1-879651-55-5, 90 minutes
- Living in the Shadow of the Ghosts of Grief, Step into the Light - Reconcile old losses and open the door to infinite joy and love by Alan D. Wolfelt, Ph.D.
- Understanding Your Grief, 10 essential touchstones for finding hope and healing your heart ISBN 978-1-879651-35-7
- A series of Healing books: Healing your Grieving Heart, Healing a Parent's Grieving Heart, Healing a Spouse's Grieving Heart, Healing the Child's Grieving Heart, Healing Your Holiday Grief, Healing Grief at Work, Healing a Friend's Grieving Heart, Healing a Child's Grieving Heart, Healing a Teen's Grieving Heart - for more refer to the website.

- Lewis, C. S. A Grief Observed. Published by Harper Collins, NY, 1994
- Lieberman, Morton. Doors Close, Doors Open: Widows, Grieving and Growing. Published by G.P. Putnam's Sons, New York, 1996
- Monbourquette, Jean, Ph.D. Growing Through Loss: A Handbook for Grief Support Groups. Published by Novalis, 1994.
- Monbourquette, Jean. Ph.D. Published by Novalis, 1993, St. Paul University, Ottawa.
- Levine, Stephen. Meetings at the Edge: Dialogues with the Grieving and the Dying, the Healing and the Healed. Published by Anchor Books, 1984. (Also wrote: Healing into Life and Death).
- Freeman, Laurence. A Short Span of Days: Meditation and care for the dying patient, family and care-giver. Talks given to the 7th International Congress on Palliative Care. Published by Novalis and Medio Media, 1996.
- Kuhl, David. M.D. What Dying People Want: A Practical Wisdom for the End of Life. Published by Doubleday Canada, 2002

- More on **Hospice Web site**: [http://www.virtualhospice.ca/en\\_US/Main+Site+Navigation/Home/Support/Resources/Books\\_+Links\\_+and+More/Grief+and+bereavement.aspx#id\\_d4330fbfbcc9b40d4ac2f339c8f29bb4](http://www.virtualhospice.ca/en_US/Main+Site+Navigation/Home/Support/Resources/Books_+Links_+and+More/Grief+and+bereavement.aspx#id_d4330fbfbcc9b40d4ac2f339c8f29bb4)

**VOLUNTEERS STATISTICS**

**From April 1-2009 to November 30, 2009**

- 672 Client Care Hrs including Travel Time
- 6210 Kms traveled for client care
- 356 Education Hr.s
- 751.50 Administration Hrs. (Meetings & office work)
- 8496 Kms Travel ( non client care)

**CLIENT INFORMATION**

- 31 clients April 1 – November 30
- 521 client care hours
- Avg. 3-4 new clients per month
- Avg. 1 + death or closure per month (death locale)
- 4 LTC 3 Hosp. 4 Home

**CONGRATULATIONS BETTY FROM ALL OF YOUR HOSPICE FRIENDS**

Many thanks for nominating me for the award I received...It was a great evening and it was nice to see all the volunteers who attended.  
Thanks again, Betty Idle



I did enjoy the South Bruce Peninsula Volunteer Appreciation night at the Sauble Community Centre Nov. 5, 2009. The evening was well planned, and Gwen Gilbert did an excellent job as emcee. I liked the way the recipients entered, with ours in the lead, and of course the piper added official dignity. It was super to have such a good representation from our Hospice members to honour our own Betty Idle who wore a beautiful corsage. The meal, as usual was excellent. All in all, a very nice evening. Much appreciated. Thanks Hospice.  
Betty Nelson



**Corrections for the Spring 2009**

**newsletter** 2008 Bruce Peninsula Hospice Service Awards presented to Shirley Leeder and Bill McKenzie were for 10 years (not 15 as printed).  
Shirley Leeder received the June Callwood award in April 2009. She has been a member of BP Hospice since January 1998 and a volunteer in her community with a number of organizations for over 50 years.

**Strategic Plan Update and 2009 Implementation Plan  
Workshop June 17, 2009**

**The strategies and plans for the goals we are working to achieve by BPH INC's year end.**

1. To recruit Board Members with skills to perform the administrative work of Bruce Peninsula Hospice Inc.
2. Develop a process for grooming existing volunteers to move into coordination and committee work.
3. Develop a mechanism to provide client care volunteers with regular debriefing opportunities with professional assistance.
4. Implement a mechanism to give client care volunteers regular reports about the organization as a whole.
5. Continue to be involved in Share the Care initiative in the South West LHIN
6. Continue to be involved in the Residential Hospice project in Grey & Bruce.
7. Continue to work with local partners to provide bereavement services in the Bruce Peninsula.
8. Continue to increase public awareness about hospice through articles in the local press.
9. Reactivate the speaker's bureau including the printed and display material to support presentations.
10. BPH Inc. have a display at special events e.g. health fair
11. Implement a process for getting feedback from external colleagues in hospice palliative care regarding the services of BPH Inc.

**INFORMAL MEETINGS**

After much thought and discussion, BPH determined that informal gatherings were needed for Client Care Workers to meet informally for friendship, support and chat. We also felt that it was important to seek the assistance of a professional counsellor to facilitate these gatherings. Melody Robinson was just the person to do this. She would facilitate informal meetings and provide personal counselling for anyone who might be having difficulty with a Hospice related issue.

Our first meeting, which was held at St. Thomas Aquinas Church on Oct. 22, 2009, was well attended. Melody placed a burning candle in the middle of the table to help us reflect on how we might be living our lives. We each had an opportunity to reflect either privately or publicly. When we met again on Nov. 12, everyone enjoyed the friendship, support and treats.

With further discussion, it was decided to try to incorporate our informal meetings into our formal Client Care Support meetings. The first of these will be held on Mon. Jan. 25, 2010. The format of the meeting would be : business meeting, break with refreshment, and informal meeting for those who wish to stay.

**VOLUNTEER TIME SHEETS**  
**PLEASE continue to submit your time sheets to the office for time spent with a client, attending workshops or meetings, and travelling plus travel miles. Time sheets are available from the office or info can be submitted to [info@bphospice.ca](mailto:info@bphospice.ca)**

**SYMPATHIES and CONDOLENCES**  
Lynn Bardwell upon the death of her Mother.  
Jane Fyvie upon the death of her family member.  
To others who have experienced a loss recently.

Wiarion Fair - Sept. 19-20, 2010



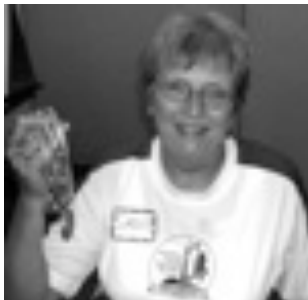
BPH Board members Carol Beggs and Sandra Burt set up the display board, and put together the gift basket for the draw at the annual Wiarion Fall Fair held in September. When people came by to get their name in for the draw, they were given a hospice brochure and were told about the services provided by our volunteers. Some who expressed interest in becoming a hospice volunteer, submitted their names, and will be informed when the next course for volunteer recruitment takes place.

In the photo, Sandra Burt is joined by volunteers Sheila McLaughlin and Lynn Bardwell.



Take care of yourself every day,  
you're worth it!

TELL US SOME OF YOUR ACTIVITIES OUTSIDE OF HOSPICE



Sally likes to run marathons. Here she is with her medal after the Toronto Waterfront Marathon Sept. 09



Donna with her garden produce at the Lion's Head Market one Saturday morning in September.