

February 2010

I am not a lover of deep winter, but there is something special about the first snow. For me, though, it takes a real effort to see this, as I grumble about lost ice-scrappers and snowbrushes.

When the snow begins to fall, the snowflakes are fluffy and white and carefree, as they come from the sky, gently floating to the grass and roads. As one lands, others soon follow -- landing on top of or beside one another. Then as people begin to drive and walk on them, these flakes soon become dirty and icy. Not to be pessimistic, but soon one sees people scraping and chipping away at the now icy snowflakes. The sun also comes out and melts some away; the warmer the sun, the faster they melt.

You, our volunteers, help to melt the ice from our patients' and clients' hearts, warming them with your love.



## Volunteer Focus



From left: Betty Walker, Sandi Churchill and Tracie McTaggart, CYFS volunteer, presenting a cheque to Hospice Calgary.

Tracie McTaggart has been involved with Hospice Calgary as a Child, Youth and Family Services volunteer since the spring of 2005. With her wonderful sensitivity, sense of humour and compassion, Tracie has been involved with Kid's Club. Tracie was selected as a finalist for the Tim Horton's National Humanitarian Award this year. Tracie writes:

*"As a finalist, they flew me to our head office in Oakville, Ontario for the All Employees Communication Meeting held at the Convention Centre in Burlington, where approximately 2,000 people attended. They announced all of the finalists and I'm thrilled to tell you that I was the winner. I was so excited and nervous all at the same time BUT the greatest gift was, as the winner, my company, The TDL Group Corp. (which happens to be Tim Horton's), donates a cheque on my behalf to my favourite charity which is, of course, Hospice Calgary."*

Thank you, Tracie, for remembering Hospice Calgary and for being so generous.

## Volunteer Highlights

On January 26, seven volunteers attended an orientation at **Rosedale Hospice** for Reception and Patient Care. We are delighted that they have chosen Rosedale as a place to land in their volunteer commitment. Welcome aboard Jane McCrudden, Lauren Alley, Shannon Peever, Gethyn Prior, Diane Roden, Carolyn, Hoagland, and Stephanie Potter. Our patients and clients are so fortunate to have you caring for them!



From left: Kelly Doolittle, Carl Svoboda, Marg Osborne, Nanette deWaal, Muriel Dayman, Elaine Munce.

A gathering of our dedicated **Telephone Bereavement Follow-up** volunteers was held on Monday, January 25. This was an opportunity for everyone to connect and share some interesting stories about their phoning experiences. Carl Svoboda told the group of how he phoned an elderly widow every three months for a period of about 3 years as he felt she enjoyed the contact. Carl knew it was time to close the file when she stated that she enjoyed the calls, but did not know to whom she was talking! Thanks for the story Carl, and for being so dedicated!

## Volunteer Opportunities

Can you lend a helping hand? Marketing & Fund Development needs you!

Hospice Calgary has two mail-outs upcoming in March and April 2010 – AND the Hike for Hospice is scheduled for Sunday, May 2, 2010. We need a hand in making it all happen!

If you are interested in volunteering for a mail-out, we would be thrilled to have your help! Here are the details:

**Hike for Hospice brochure mail-out** – taking place March 2<sup>nd</sup> through 5<sup>th</sup>. You pick the day and timeframe. Our office is open from 8:30 a.m. to 5:00 p.m., but we can work around your schedule if you can only make it before or after hours. The hike mail-out is about 1,300 pieces.

**Spring Newsletter mail-out** – taking place April 6<sup>th</sup> to 9<sup>th</sup>. Same information as the hike mail-out re: scheduling your time. The newsletter mail-out is about 8,000 pieces.

Please call Sarah Low-Pike at 403.263.4525 (e-mail: [sarah.lowpike@hospicecalgary.com](mailto:sarah.lowpike@hospicecalgary.com)) to schedule a shift or for more information. We also have a variety of positions available for hike event day – stay tuned for more information. If you like to commit early, let Sarah know and she'll be in touch with information in March. Like the hands say, "THANK YOU" – we can't do it without you!



The **Living with Cancer Program** is in need of colourful cotton. If you are so inclined, the strips may be cut  $\frac{3}{4}$  inch wide by 2 feet. You can either leave your donations at Rosedale Reception or deliver directly to our Counselling & Education Centre. Thanks for your support!

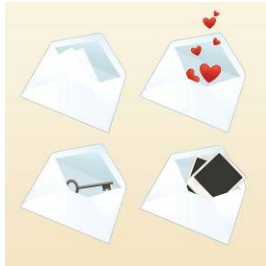


The Marketing & Development Team is looking for three enthusiastic telephone volunteers to invite client families to register for this year's Hike for Hospice Calgary. Phoning will take place over a three week period starting March 1st. With your help we can have the best Hike for Hospice ever. If you are available, please contact [judy.wark@hospicecalgary](mailto:judy.wark@hospicecalgary) ASAP for details.

## Volunteer Education

**Diversity Conversations: Sharing Experiences with Humility**  
**March 30, 2010 8:00 a.m. – 9:30 a.m.**

You are invited to attend this next session in our series of conversations. Please see attached poster for information and to register.



**Mark your calendar for  
Volunteer Education Day:  
Saturday, May 15 from 10:00 a.m. – 1:30 p.m.**

Everyone has a story! Join professional writer Donna Rud for the Life Letters™ Workshop where you'll learn to construct living history from your favorite photos. Using visual imagery, unique word-play exercises and easy-to-follow instructions, you will create the most cherished letters of your life. Try this fun and fearless approach to writing from the heart and start a new family tradition.

Workshop Necessities: Please bring a favorite pen and three photos that make you smile.



***Are you a student? Attending a  
Conference or a workshop?  
This Scholarship Fund might be for you!!***

In 2003, longstanding supporters of Hospice Calgary established a scholarship fund in memory of Jo-Ann Bennett who was an amazing fundraising volunteer. Jo-Ann died in 2002. This **\$500 scholarship fund** is available for a different person each year, for a period of ten years. The application is open to volunteers in all programs who have been with Hospice Calgary for **more than one year**.

The scholarship fund supports volunteers who are pursuing an educational endeavor to further their personal/volunteer growth and development, which will be of benefit to future service to Hospice Calgary and the community. The award will be presented at our spring Volunteer Education Day. For an application form, please contact Colleen Clark at 403-263-4525 or email [colleen.clark@hospicecalgary.com](mailto:colleen.clark@hospicecalgary.com) **Deadline: March 26, 2010.**



**Rosedale** is looking for **nice floral, coloured flat sheets** (any size) and **pillow cases**. If you have any donations, please drop off at Rosedale.



## **As a volunteer, how can I manage my reactions/responses to the intense grief I sometimes encounter when helping others?**

This is really a question about boundaries. Yet what are boundaries (physical, mental, emotional) and how do we define and work with them – within ourselves and with others? The conventional definition of a boundary is one implying that which is restrained, limited, or fixed; immovable and impermeable, if you will. However, when it comes to human emotions; the expression of empathy and compassion for example; this definition of rigidity is not appropriate. For when we are helping others, we are encouraged to have boundaries that are flexible and fluid, yet secure and supported; not unlike the tallest willow tree, with branches and leaves that sway with the gentlest breeze and the strongest Chinook wind gusts, but whose trunk and roots are planted firmly in the ground.

When intense grief occurs, our expression of empathy and compassion can become restricted; we hold our breath; we “feel” and perhaps even become “bound” by the pain of another’s grief and sorrow. It may even trigger our own losses and pain. Now what do we do? How do we stay fluid and flexible and strong and secure when our inclination is to become focused and still – to become bound? After all, isn’t this what “holding the space” for another means? Herein lies another paradox: holding space is about staying with but also expanding ourselves and our response to others; it’s like seeing beyond the person while still remaining connected to them. In this way, we continue to give all of ourselves, we stay open and connected, yet we let go of what we cannot control but without abandoning the person (and/or ourselves) all together. The trunk and roots support the tree while the wind blows, and sometimes howls, through its branches and leaves.

As part of her ongoing volunteering, Diane has kindly agreed to answer your questions in our monthly volunteer newsletter. Submit your questions to me for response by Diane by March 5.

## **The Quality End-of-Life Care Coalition of Canada (QELCCC)**

Sarah Walker, our Executive Director and Board Member of the Canadian Hospice Palliative Care Association, attended the QELCCC gathering in Ottawa from January 28 - 30, 2010 for the official launch of the progress report, *10 Years Later: A Progress Report on the Blueprint for Action*, a report measuring changes to end-of-life care in Canada. The QELCCC believes that all Canadians have the right to quality end-of-life care that allows them to die with dignity, free of pain, surrounded by their loved ones, in a setting of their choice. To continue to improve care at the end of life for all Canadians, the progress report outlines these priorities of the QELCCC over the next 10 years:

- *Ensure all Canadians have access to high quality hospice palliative end-of-life care.*
- *Provide more support for family caregivers. Improve the quality and consistency of hospice palliative end-of-life care in Canada. Canadians should expect to receive high quality care in all parts of the country.*
- *Encourage Canadians to discuss and plan for end of life. Hospice palliative end-of-life care will not be a priority in our health care system until it is a priority for Canadians.*

In addition to the above recommendations, the report summarizes for each priority area possible next steps, actions and strategies that the QELCCC will pursue for the next ten years to improve hospice palliative and end-of-life care for all Canadians. For more information, visit [www.gelccc.ca](http://www.gelccc.ca)

## Staff Changes



It is with regret that we say goodbye to Sharan Sutherland (pictured at left), Spiritual Care Coordinator. This is what Sharan tells us: “How do I describe my experience with Hospice? I have an image of a giant slow-cooker that seasons us with both the tangible and intangible, cooks us for just the right amount of time and then transforms us into something better. I have been ‘slowly cooked’ and have grown personally, professionally, and spiritually. Thank you Hospice Calgary for cooking me at just the right temperature—I am a better person for being with all of you. I will miss all of you, but I will carry your smiles and hugs in my heart.” We will miss you too, Sharan!

**WELCOME...Kathleen Fraser** to the clinical team in the 0.7 FTE contract position of Community Hospice Family Counsellor, working with children, teens and families. Kathleen was here for her Masters of Counselling practicum in the fall last year and she has kindly agreed to return, on staff this time, to cover Nadine’s one-year maternity leave position.

**WELCOME...Kathy Bach Paterson** to the clinical team in the 0.7 FTE position of Community Hospice Counsellor. She will be supporting persons living with illness and their caregivers, while also facilitating the Lunch & Learn Caregivers support group. Kathy has a Masters of Nursing and was previously at the Foothills Hospital on the Palliative Team as a Clinical Nurse Specialist for several years.

**AND WELCOME...Ariel Learoyd** in the 0.7 FTE position of Child, Youth and Family Bereavement Counsellor. Ariel did her practicum with us 10 years ago for her Social Work degree and Sarah was her supervisor! Ariel comes with 10 years of very eclectic experience in private counselling practice, mindfulness meditation, energy work and workshop facilitation.

### **REMINDER!!**

In this modern day age of technological advancement, we are seeing an increased use of social media, blogs, etc. We realize that it is tempting and easy to respond to this fast-paced communication. We want to remind volunteers and staff that it is a breach of confidentiality to respond to communications involving Hospice Calgary—even if initiated by clients. In plain English, please don’t write on message boards, blog or tweet about Hospice Calgary’s patients, clients or other confidential or sensitive information! (If you don’t know what that means—you likely won’t be violating the policy!)

### **Hospice Calgary is now on Facebook!**



If you would like to get the latest news on Hospice Calgary **events** like the upcoming hike, just search for **Hospice Calgary Events & News** in the Facebook search engine.

*Sandi*

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“You’ve got to believe deep inside yourself that you’re destined to do great things.” - Joe Paterno