

Hospice News

Les Nouvelles de la Maison

www.maisonsudburyhospice.org



Spring/printemps 2011, Volume 5, N° 1

A letter from the Executive Director

The origin of the word "Hospice" signifies 'welcoming of the stranger.' Residents and families who come to the Sudbury Hospice don't stay strangers for long. As soon as they enter through our doors, they are welcomed as part of the Hospice family. The Hospice becomes their home away from home.

Every day, staff and volunteers prepare delicious homemade soups and sandwiches for everyone, not to mention the abundance of comfort food (tempting desserts). Family members and friends often join their loved ones for meals as they would at home.

I often say you don't know what a Hospice is like until you have visited one, smelled its food, felt its warmth, heard its laughter, and experienced its life. We live, love, and laugh and we also cry at the Hospice, but the focus is very much about life because we live until we die.

The Sudbury Hospice is now in its third year of operation. In order to improve the care we offer, we have recently sent a survey to all families of residents who have journeyed with us since 2008. The response rate has been tremendous with over 40% of the more than 350 surveys returned. Many of the testimonies in this newsletter come from this survey. Thanks to everyone for responding.

In 2010, the Hospice also undertook a strategic planning process in order to identify strategic priorities for the Hospice over the next three years. Consultations were held with staff, volunteers, and board members, as well as with community partners, in order to guide the work of the Hospice and better answer hospice palliative care needs in the Sudbury-Manitoulin Districts (our Strategic Map can be found on Page 15).

One strategic priority identified is quality of care. Since our admission criteria gives preference to patients who live at home (because hospital inpatients already have access to care), it is important that families in need of residential hospice palliative care contact the Hospice before admission to the hospital. Over 70% of Hospice residents are admitted directly from home, thus avoiding emergency department visits and reducing ALC admissions. Residential hospices offer another alternative to people in end of life. They are the most cost effective way to care for people who cannot remain at home to die and who do not require the more complex medical interventions of an acute care facility.

Now that we have created a homelike environment for residents and families, the time has come to develop the grounds in order to take advantage of the beautiful scenery of Bethel and Ramsey Lakes. To find out more about our landscaping plans, check out the Hospice Boardwalk details on Pages 6 & 7. My door is always open, come on in!



Lettre du directeur général

Historiquement, le terme < hospice > a gardé, dans la culture francophone, une attribution d'un endroit de refuge pour les plus démunis, en particulier les incurables et les indésirables. Finir à l'hospice signifiait mourir dans la misère, abandonné par sa famille. Le mouvement < hospice palliative care >, tel qu'il s'est développé dans la culture anglophone, se traduit en français par soins palliatifs. Le terme < hospice > n'est donc pas utilisé en français, à cause de sa connotation péjorative, alors que le terme en anglais est synonyme de soins de qualité en fin de vie.

Les soins palliatifs visent à soulager la souffrance, à améliorer la qualité de vie et à accompagner vers le décès. Ces soins peuvent être offerts à domicile (qui est toujours la priorité), à l'hôpital, dans un foyer à long-terme, ou dans une maison de soins palliatifs, comme c'est le cas avec la Maison VALE Inco Hospice. Alors qu'à domicile, les membres de la famille doivent souvent prendre le rôle d'infirmière ou de soignant, à la Maison de soins palliatifs, ils redeviennent l'épouse ou l'époux, la mère ou le père, le frère ou la sœur, le fils ou la fille. Nombreux sont ceux et celles qui nous ont témoigné avoir reçu le répit et le soutien nécessaires durant ces derniers moments, leur permettant ainsi de passer du temps de qualité avec leur être cher, sans avoir à se préoccuper des soins à prodiguer. Pour certains, le temps passé à la Maison de soins palliatifs leur permet de vivre leur deuil avec plus de facilité, ayant parfois même entamé leur cheminement au chevet de leur bien-aimé. C'est pourquoi en soins palliatifs, les résidents et leurs familles sont soignés comme une unité; ici, le personnel se dévoue autant aux résidents qu'aux familles, car pour ces dernières, la vie continue. Voilà un avantage certain de notre Maison.

Selon un sondage réalisé auprès des proches des résidents qui ont séjournés avec nous, les facteurs qui contribuent le plus à la qualité des soins offerts à la Maison de soins palliatifs sont (1) le niveau de soins qui permet aux familles de passer du temps de qualité ensemble, (2) les résidents y sont traités avec dignité, et (3) l'atmosphère est accueillante, sans aucune restriction pour les visiteurs.

Si l'ambiance de la Maison de soins palliatifs est toute aussi familiale et chaleureuse, il nous reste maintenant à compléter l'extérieur. En 2010, un projet d'aménagement paysager a été entamé autour de la Maison, de façon à permettre aux résidents et aux familles de profiter pleinement des attraits des deux lacs avoisinants. Une promenade a été construite devant la Maison et celle-ci s'étirera le long du lac Bethel à partir du printemps, en plus de l'addition de jardins, d'un pavillon, d'une terrasse, d'une aire de jeux pour enfants, et d'un quai. On y retrouvera même un bateau ponton qui permettra aux résidents et leurs familles de naviguer sur le lac Bethel, ou même faire de la pêche à la ligne. Ceux et celles qui veulent contribuer au développement de la promenade sont invités à faire un don à la mémoire de leur être cher (voir page 6-7). Notre Maison est votre maison!

Léo Therrien
info@maisonsudburyhospice.org

Mission

La Maison de soins palliatifs de Sudbury est un organisme communautaire bilingue sans but lucratif qui s'engage à offrir des soins palliatifs dans les districts de Sudbury-Manitoulin. Notre mission est d'offrir un soutien et des soins de qualité aux personnes et à leurs proches dans un environnement familial, en intégrant les aspects physiques, psychosociaux, spirituels et pratiques des soins, afin de permettre à ces personnes de réaliser leur potentiel de vie alors même lorsqu'elles sont mourantes.

Vision

Chaque personne doit pouvoir vivre et mourir en paix, avec dignité, sans douleur, entourée de ses proches, dans le milieu de son choix!

Mission Statement

The Sudbury Hospice is a bilingual non-profit community organization dedicated to providing residential hospice palliative care in the Sudbury-Manitoulin Districts. Our mission is to provide compassionate support and quality care to individuals and families in a homelike environment. We help residents realize their full potential to live even when they are dying, by attending to their physical, psychosocial, spiritual, and practical needs.

Vision

Everyone should be able to live and die in peace, with dignity, free of pain, surrounded by loved ones, in a setting of their choice.

"We found the Sudbury Hospice the ideal place to go for my husband's last days. It was wonderful for my family, friends and myself to spend time with my late husband and not have to worry about anything else. They took such good care of all of us. We thank you and especially the nurses. It was beautiful. Thank you so much again."

God bless you all!"

Hospice Family

La Maison de soins palliatifs de Sudbury Hospice
1028, ch. South Bay Rd., Sudbury ON P3E 6J7

(705) 674-9252
info@maisonsudburyhospice.org
www.maisonsudburyhospice.org

Numéro d'enregistrement — Organisme de charité
Charitable Number 89172 4874 RR0001

Staff/Personnel

Léo Therrien
Elaine Klym
Janique Perrin
Sylvie Daviau
Jennifer Grooms
Colette Pepin
Catherine Grabowski

Executive Dir. général
Director of Care & Outreach
Coordonnatrice des soins spirituels
Coordonnatrice des bénévoles
Marketing Coordinator
Adjointe administrative
Research Analyst



Staff Party du personnel (Dec. 2010)

Physicians/Médecins

Dr. Mark Dubé (Medical Dir. médical)
Dr. Nathalie Slaney Dr. Linda Tenhunen

Nursing staff/Personnel infirmier

Judy Balaz	Lyle Foresheew
Jasmyn Beers	Chantale Gaillard
Francine Bertrand	Debbie Greenwell
Jacqueline Charest	Lucie Lamothe
Christine Casselton	Melanie Langlais
Christine Chamberlain	Tammy Leblanc
Michel Chenier	Joanne Matte
Anna Maria Crocetti	Desirae Papa
Michele Demetroff	Mona Phoenix
Natalie Denis	Giselle Pitman
Shannon Dowdall-Smith	Kathleen Séguin
Guyline Dumont	Sarah Skilling
Lori-Jo Flood	Christine Spencer

Support Staff / Personnel de soutien

Cindy McCue	Rebecca Reid
Ben Mercer	Janet Smith
Alice Phoenix	

Board of Directors

Conseil d'administration 2010-11

Michelle Cloutier	Léo Lefebvre
Jean Cousineau	Gerry Lougheed Jr.
Monique Dubois	Jacquelyn Moffatt
Mark Hartman	Kim Morris
Vicki Kett	Niguel Mousseau
Danielle Lapalme	Bertha Paulse

Gérald C. LaJeunesse (Président sortant)
Paul-André Gauthier (consultant)
Sylvie Rodrigue (traductrice)

Director of Care & Outreach's Reflection



It is hard to believe another year has passed. Again, we have had many staffing changes including the departure of Marguerite Goodfellow, our Resident Care Coordinator (RCC). Marguerite has moved to Hospice Huntsville as the Lead RN to help prepare for the opening of a 5-bed hospice this fall. We look forward to filling the position of RCC in early April. We will also be losing Rita Trottier shortly, as she moves closer to her family in southern Ontario. We have welcomed several great additions to the team which continues to do an outstanding job

caring for all of the residents and their families.

This April will also see a change in our Medical Director. Dr. Andrew Knight has been with us since the beginning, and has chosen to step down effective March 31, 2011. I want to take this opportunity to thank Dr. Knight for all of his encouragement and ongoing support while we prepared to open the Hospice and over the last 3 years. His quiet, compassionate guidance will be missed by all. Our new Medical Director is Dr. Mark Dubé. He has provided physician support for us since the days of Maison La Paix, and has continued to do so since the Hospice opened. Dr. Dubé has been an integral part of the medical staff at the Hospice, always supporting, encouraging, and teaching our nursing staff, and making himself available regardless of the time of night or day. Our physician support has also grown to include Dr. Nathalie Slaney, who joined Dr. Linda Tenhunen in January through our collaboration with the Regional Cancer Program.

The Hospice continues to build collaborative relationships with our community partners, including NECCAC, the Sudbury Regional Hospital, the Regional Cancer Program, and Warmhearts. We have seen the number of admissions directly from the Emergency Department

rise from last year, and our admission pattern has shifted to originate primarily from the community rather than the hospital. The Hospice is currently in the early stages of building a Hospice Palliative Care Outreach Program that will provide palliative assessment services for hospital inpatients and community patients to avoid emergency department visits and facilitate discharge to the Hospice, and help keep patients at home longer by providing support for nurses, mentorship, and education.

We continue to welcome students from all areas to enhance their understanding of Hospice Palliative Care. Over the past year, we have had medical students, physicians completing their residencies, nursing students, personal support workers, social service workers, and social work students from Northern Ontario School of Medicine, Cambrian College, Laurentian University, CTS, and Everest.

The Hospice continues to recognize many joyous events to balance the moments of sadness that occur. We all smiled as Destino visited to perform for us in December. We have gathered on many occasions to recognize birthdays, anniversaries, and baptisms. The smiles and laughter often outweigh the times of sorrow and sadness that families and staff experience here. We are all grateful for opportunities we have to laugh and cry with residents and their families.

Elaine Klym

elaine@maisonsudburyhospice.org

"Everything was done just right when my husband was there. It's been for me an experience that I will never forget in care ... most of all the love behind everything that was done for him. To me, it was more like a piece of heaven on earth. Thank you again for being there to everyone."

Hospice Family

Un mot du président du conseil d'administration

Plus de deux ans déjà et l'amour et le confort continuent de régner à la Maison de soins palliatifs de Sudbury. Il est souvent dit que notre Maison est une place où l'on vient pour vivre et non pour simplement mourir.

Il y a bien du mouvement dans la Maison. Il semble toujours y avoir quelque chose de nouveau à chaque visite; que ça soit une nouvelle

œuvre d'art, une courtépointe ou encore un nouveau trottoir. Avec l'arrivée du printemps, le terrain sera l'objet de nombreux changements. La construction d'un pavillon, d'une terrasse et d'un quai sera une belle addition à l'ambiance de la Maison.

Plusieurs comités du conseil d'administration (CA), tels le comité de levée de fonds, le comité d'éthique et autres œuvrent en parallèle avec le nouveau plan stratégique afin de relever les défis et de mieux planifier l'avenir de la Maison. Les membres du CA travaillent très fort pour assurer une bonne gestion de la Maison, en collaboration avec le personnel et les bénévoles.

Le CA tient à remercier tous nos bienfaiteurs et la communauté de leur générosité. Je tiens aussi à remercier Léo Therrien et son équipe pour leur dévouement et leur courage. Un gros merci aussi à toutes les familles qui ont séjournées à la Maison Vale Inco Hospice; votre appui est grandement apprécié.

Jean Cousineau

"The Hospice is a much needed service which provides dignity to the end of life process. My mother was a very private, independent, woman and Hospice staff did their best to respect her wishes yet provide care. My sincere thanks to the staff."

Hospice Family

Hospice Events

50th Birthday Celebration

The Hospice staff held a Gala in March 2010 to recognize Léo, our Executive Director, and to celebrate his 50th birthday. This sold out event raised money for the construction of a dock on Bethel Lake. It was also a time for some community members and friends to come out and have a lot of fun ribbing Léo.

En plus, Léo a été reconnu pour son travail pour la mise sur pied de la Maison de soins palliatifs de Sudbury et s'est vu décerné le Prix soulignant 50 ans d'accomplissement des anciens de l'Université Laurentienne en octobre 2010.



Patricia Cano & Léo



Hark the Herald Angel



Léo & his wife Christine McInnes

Good Words for the Hospice's Good Works – By Gerry M. Lougheed Jr., Board Member

What are the three most important words you know? I suggest the words I Love You. What are the two most important words? Thank you. What is the least important word you know? I. What is the most important word you know? We.

It is these words which communicate the core values of our Hospice. The bricks and mortar of the building are impressive; but it is the heads, hands, and hearts of the people at the Hospice which are inspiring. It is a place that proclaims love. It is a place that knows love is not affected by medical treatments, diminished by hair loss, or touched by tumors. Our Hospice is a place where family and friends celebrate love by sharing smiles, hugs, kisses, songs, and stories. Our Hospice staff provides the light for this love in the darkness of dying. They love our Hospice. It is not a place for just a paycheck. They could be better paid elsewhere. They provide loving care to those who no longer can be cured.

Often families have referred to our Hospice as a prelude to heaven, then the Hospice staff are angels on earth. The two words seem inadequate but thank you to Léo, Elaine, Janique, and the team for their superlative effort on a daily basis in making our Hospice the best. Their commitment to care is the real cornerstone for the building and our community. We need to thank them for being the heart and soul of the beautiful bricks and mortar on South Bay Road. And of course that is the “we”. Our Hospice team’s caring and sharing produces a synergy that makes a difference in living and dying. Our “we” will Hike for a Hospice on May 1, 2011. Our “we” will volunteer to govern, promote, and maintain the Hospice. Our “we” will sing with Jennifer, pray with Janique, provide dignity in dying, and a home like environment with the nursing and building staff.

So I suggest we say regularly, sincerely, and passionately on a daily basis to everyone at the Hospice and in our lives We thank you and We love you!



Marc Serré & Darquise Poulin



Musical Guests - The Irish Mimmers



Destino visited the Hospice in Dec. 2010

“The Hospice provided us with quality time with our mother. We were able to be her children and not only her caregivers and for that we appreciate the time we were able to be with her.”

Hospice Family



Hospice Visitor

Marketing Coordinator "Jen of all trades"



I am excited to tell you that the Hospice had another exciting year of successful fundraising events. We are so blessed by all the generous support we have received in 2010/2011.

La Marche RBC pour les soins palliatifs 2010 RBC Hike for Hospice

The 2010 RBC Hike for Hospice surpassed all of our expectations with a grand total of \$95,000 raised. Over 500 people were in attendance to help recognize the phenomenal work of the staff and volunteers of the Hospice and also to join us in remembering all the residents who journeyed their last days with us.



Roulons pour la Maison Vale Inco Wheels for Hospice



Last year, the Wheels for Hospice event also exceeded our goal and raised \$15,000 with approximately 100 people joining the motorcycle and bike run. The 2011 event will be held on Sunday, August 21.



Hospice-tality and Adding Life Campaigns

2010 was also exciting with the launch of two new campaigns in December. The Hospice-tality Campaign was great fun with participating businesses raising over \$2,200. Our annual fundraising appeal, Adding Life, raised a total of \$31,000 from families and friends of the Hospice, including clubs, churches, and businesses.



Third Party Events



Bayshore Home Health held its 3rd annual Golf Tournament in August 2010, raising over \$4,000 for the Hospice.

Jennifer Grooms
jennifer@maisonsudburyhospice.org

Thank You To Our Hike & Wheels for Hospice Sponsors Merci à nos commanditaires de la Marche et du Roulons pour la Maison



Hospice Boardwalk/Promenade de la Maison de soins palliatifs

A large amount of landscaping took place along the Hospice Boardwalk in 2010, with the construction of numerous gardens, including an arched garden house, a pond, a dry river bed, and a walkway in front of the Hospice. 2011 will see the completion of the North Walkway to the shores of Bethel Lake, where a gazebo, a terrace, a children's area, and a dock will be built, complemented by the addition of benches, trees, swings, and even a pontoon boat so we can give tours to residents and families on the lake. All landscaping work is being coordinated by Mark Elliott Associates, and performed by Acer Land Developments.

Le projet de Promenade reçoit un appui plus que généreux de la communauté, en particulier des familles qui ont séjournées à la Maison. Ceux et celles qui veulent contribuer au développement du sentier autour de la Maison peuvent faire un don pour une pierre à la mémoire de leur proche (voir plus bas). Le travail d'aménagement paysager reprendra au printemps 2011, avec l'ajout de nombreux attraits en bordure du lac Bethel et devant la Maison. Les résidents et leurs proches pourront y contempler la nature en toute tranquillité, en paix et avec dignité.



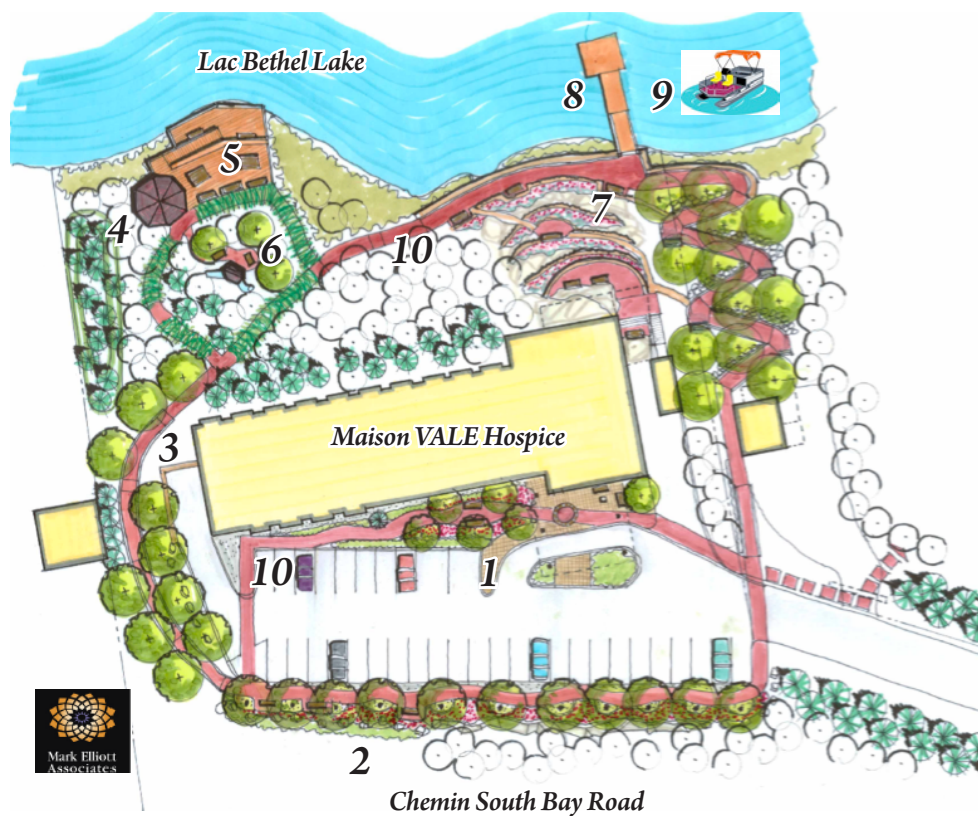
"You are all wonderful, kind, caring, amazing people who give not only their time and care but you truly open your hearts to us families – forever grateful."

Hospice Family

"A very heartfelt thank you to all staff and volunteers here at this wonderful place. You cared for Harold so well during his stay. He always called it "heaven on earth" and said he would have me bring in his fishing rod in the Spring. He always had hope – right to the end, and you were so supportive and such wonderful listeners – and how he did talk!! My visits and stays here were always inspiring and I always felt that while here I walked on "Holy Ground". You have been so helpful when Harold's days were more challenging, and that was most reassuring. Our family shall never forget your kindness and compassion – thank you for the work you do so well – you have made it a true vocation. We are so grateful."

Hospice Family





LEGEND

1. Jim Hinds Memorial Garden
2. Dr. Jack & Hughena McInnes Memorial Garden
3. Phoebe Morrison Friendship Garden
4. Minnow Lake Lions Club Gazebo
5. Janis Foligno Terrace
6. Children's Play Area (Dedications: Marlene Marshall, Club Richelieu Les Patriotes)
7. Rotary Sunrisers Rock Garden
8. Dock (Dedications: Dr. John Fantin, Brian Gardner, Vilma Zanette)
9. Pontoon Boat - Dedicated to Suzanne (Huneault) Lalande
10. Memory Stones (See Below)

"On behalf of the Sudbury Kin Club (Kinsmen), thank you for your personalized tour. The Club had a good feeling within the walls of such an important place ... a departing place bridging heaven & earth. God Bless."

Dave Battaino, President (2010)

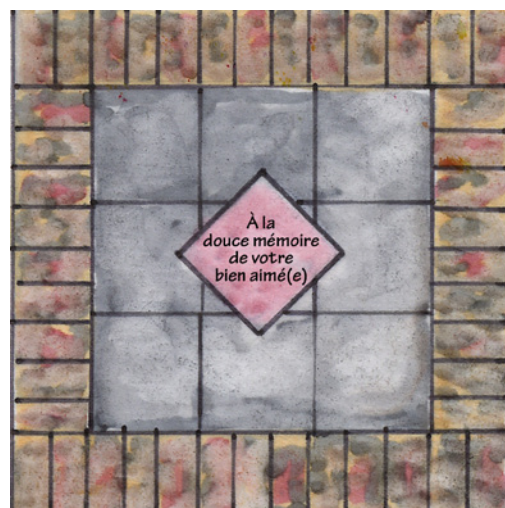
"Psalm 23 ... He leads me beside still waters ... We will fondly remember this place as a peaceful home away from home beside the still waters of Bethel Lake. What an amazing, loving staff! Thank you for your kindness to Dad & family. You are truly a blessing!"

K. Family



Memory Stones Pierres commémoratives

Many Hospice families and the community at large have generously contributed to the development of the Boardwalk, dedicating donations for specific sections. The Hospice is accepting In Memoriam donations for Memory Stones to help cover the cost of the Boardwalk. Smaller stones (4'x4') are \$500 on the Front and West Walkways, and \$1,000 for the larger stones (6.5' x 6.5') on the North and East Walkways.





Ray Lefebvre



Harvey Quackenbush
Minnow Lake Lions Club



Knights of Columbus Chelmsford



Grill Marks Bistro



Eric Kohtakangas, from Cementation, organized a fundraiser for the Hospice in memory of his father Mauno.



Southwind Residence



Lillian Lapping, Karen Ladouceur
& Jann Size (CIBC Val Caron)



Carly Dubois



United Way Centraide



Lorraine Mercer & Dr. Kevin McCormick
Huntington University



Micheline & Estelle Groulx and Rose-Marie
Barbeau-Quinn



Foligno Family

« J'aime votre devise: Ajouter de la vie aux jours restants. Ceci est difficile d'atteindre pour les personnes qui peinent de voir leur être cher s'éteindre à petit feu mais tout le personnel y voit et nous transmet de façon discrète sympathique et respectueuse cet objectif. Quel endroit serein et calme est la Maison de soins palliatifs. Je suis très contente que dans sa malchance, mon frère ait eu la chance de finir ses jours chez vous. Merci pour les bons soins d'une équipe sympathique, compatissante, de bonne humeur. Que Dieu vous bénisse et vous accorde de continuer votre beau travail. »

Famille de la Maison

"I always will think of the Hospice as a "peaceful waiting place" before heaven! We felt privileged to be able to spend the last week of his life in such a 'heaven life' surrounding. I visit there mentally daily and it definitely helped me in my healing process. '1028 South Bay Rd' will remain in my heart..."

Hospice Family



La famille Chartrand a tenu un autre barbecue et a offert un don de 1 200\$ à la Maison à la mémoire de leur mère Rolande Chartrand.



Joel & Evan Chabot

«Nous tenons à te remercier beaucoup beaucoup (Janique) pour l'appui, les conseils, l'encouragement que tu as fournis à la famille pendant les derniers jours de Marcel. Tu nous as aidé à 'accepter' et à concentrer sur le positif et les bons souvenirs. Un merci spécial pour ta présence tellement appréciée la nuit du décès. Et enfin, pour ta présence au Salon. »

Jeannine



Sudbury Real Estate Board



Le club Richelieu Les Patriotes



Community Foundation - Fondation communautaire



Jacques Barbeau with Janet Smith (Donation on behalf of the City of Greater Sudbury Council for the purchase of a dishwasher)



Toula Sakellaris
Apollo Restaurant



Sudbury Kinsmen Club

A Fond Farewell to Departing Staff Members



Rita Trottier



Marguerite Goodfellow



Thérèse Coleman

From the Desk of the Volunteer Coordinator



Another beautiful year at the Hospice and the Volunteer Program is, without a doubt, growing by leaps and bounds. Our Volunteer Appreciation evening took place in September 2010, where we honoured our entire team, including Denise Keymolen-Cooper (Volunteer) who won the Rainbow Bridge Award, and Rita Trottier (RPN) who won the Shining Star Award. We were fortunate to have present

many members of the Sudbury Quilting & Stitchery Guild (see photo on p. 13) who make our beautiful bed and memory quilts. Brenda



Denise
Keymolen-Cooper



Rita Trottier

Coulson & Piller's provided the meat for the BBQ and the fantastic Volunteer Appreciation posters. Nous avons des bénévoles en or qui se dévouent aux soins des résidents tant dans la cuisine qu'au chevet. Un grand merci.

Sylvie Daviau
sylvie@maisonsudburyhospice.org

The 30-hour Direct Volunteer Training sessions are offered to individuals interested in providing care, respite, and accompaniment for our residents and their families. The next sessions will be held in Spring and Fall 2011 (see Upcoming Events).

A special thank you to Sarah Parsons, a 2nd year Social Service Worker student, for her wonderful work during her four-month placement at the Hospice. She has certainly enriched the lives of those who work, visit, and live here by being genuine, in the moment, and overcoming personal challenges. We wish her the very best in her future endeavors.

Liz Chorkawy was the proud recipient of the 2010 June Callwood Circle of Outstanding Hospice Volunteers, given at the Annual HAO/OPCA Hospice Palliative Care Conference in Toronto. This year, Lise Rousseau and Fernande Houle will both receive this prestigious award. Lise et Fernande sont impliquées dans la Maison de soins palliatifs depuis les tout débuts, deux jours par semaine. C'est à Lise que l'on doit une bonne partie de nos bonnes sucreries et à Fernande notre beau chant d'oiseau.



Liz Chorkawy



Fernande Houle



Lise Rousseau

Hospice Art Gallery

Throughout the year, many talented artists bring beauty to the Hospice by loaning their artwork for display in our Art Gallery. We would like to thank Ron Langin and Liz Peekstok for coordinating the art displays every two months, as well as the following artists for sharing their works of art since September 2008:

Brigitte Bere	Elizabeth Holmes	Marlies Schoenefeld
Murielle Boivin	Micheline Larochelle	Marthe St-Louis
Joan Chivot	Gig Laurin	Ray Thoms
Robert Courchesne	Kim McKibbin	Heather Topp
Colette Harwardt	Jamie Ruddy	

Welcome/Bienvenue

In each newsletter, I take the opportunity to welcome and thank new volunteers to the Hospice Team/Merci à nos nouveaux et nouvelles bénévoles :

Christine Askin	Marilyn Clulow	Jeannette DiViesti	Jane Palmer
Evan Bate	Ty Cumming	Andrii Krawchuk	Timothy Pella
Ida Bélanger	Carol Deguire	Gérald Laberge	Nicole Pilote
Sean Brouse	Stephanie Doveton	Nola Laberge	Lyne Poitras
Marcia Campbell	Yves Dubuc	Dan Landry	Noella Poitras
Kim Campbell	Sharon Duhamel	Terry MacKenzie	Lenka Rautanen
Anna Canapini	Claudette Fulin	Barbara Majer	Anca Rintala
Nicole Cardinal	Rachel Haliburton	Gary McMahon	Mgr Noël Simard
Sr. Catherine Singbush	Linda Hamel	Eleanor Milliken	Dick Stewart
Roy Charette	Shirley Hatfield	Carmen Miszczyk	Allyson Watts
Evelyn Chartrand	Brian Hnatiuk	Erma Nicol	

Volunteers Needed

Volunteers are an integral part of the work we do at the Hospice. We are looking for individuals who would like to volunteer their time in the kitchen and reception areas, and to assist with our fundraising efforts.

To apply for a volunteer position, please contact Sylvie or visit our website @ www.maisonsudburyhospice.org.

A special thank you to the following businesses for their ongoing support:



Thanks to the following presenters who offered the English volunteer training sessions in April & October 2010

Elaine Klym	Marguerite Goodfellow
Lorraine Mercer	Dr. Mark Dubé
Christine McInnes	Sandi Emdin
Janique Perrin	Nicole Falldien
Mona Phoenix	Laurel Charron

Spiritual Care Program



As I reflect on the progression of our Residential hospice, I am humbled by the many blessings that have made this process so memorable. It was our goal initially to create a home away from home where families can readily engage in living, despite the fact that a loved one is dying. Certainly, there have been many challenges and much learning as we strive to maintain a “home” where residents and their families feel welcomed and are invited to live fully.

À plusieurs reprises les résidents et leurs familles nous ont démontré l'importance de chaque journée et nous ont rappelé le cadeau précieux qu'est la vie. À chaque instant nous avons la possibilité de vivre pleinement; certainement, la possibilité d'aimer pleinement.

As the Spiritual Care Coordinator, I believe that the Hospice is a place of hope and healing. In the journey that we walk with residents and their loved ones, be it directly or indirectly, we extend care to the person and care to the soul. Therein spring the seeds of hope and healing. Truly, there is much hope in knowing that we do not stand alone in the face of suffering and there is healing in being present for one another.

Certes, l'espoir en fin de vie se manifeste peut-être différemment qu'au cœur de la vie, mais je vous dirais que cet espoir vient inspirer la vie et inspirer toutes ces personnes qui assurent le bon fonctionnement de notre maison. Bien que des moments de tristesse, et parfois même de détresse émotionnelle et spirituelle surgissent, voilà que devant nous s'étend la main de l'autre qui par un geste, une parole ou simplement une présence, nous rappelle que nous ne sommes pas seuls. Voilà l'espoir qui inspire la vie ... voilà le cheminement qui se fait tous les jours à la maison.

Indeed, in my work here, I have come to appreciate, in a very real manner, our interconnectedness as human beings. Martin Luther King reminds us that all life is interrelated. *“All are caught in an inescapable network of mutuality, tied in a single garment of destiny.”* It is not surprising then, that as care providers, we too find hope and healing in the journey. There is hope in gentle smiles, simple acts of kindness, in the sharing of a hug or a bowl of “love” soup. There is healing in the shared experience of living fully. In this sense, we are here for one another, sometimes helping, sometimes giving, and sometimes receiving. It is the graceful dance of souls called together in this human journey.

Special Thanks / Grand Merci!

I want to express my sincere gratitude to the many individuals who support the Spiritual Care Program: Reverend John Harvey from St-James Anglican Church for officiating our Easter Service last April; Father Tony Man-Son-Hing and pianist Normand Blanchard from Christ the King Parish for celebrating Christmas mass. For most residents, these services are their last opportunity to participate in a formal religious service and, as such, are of great significance. Special thanks to our community clergy who provide ongoing bedside sacramental ministry and pastoral support, ensuring the best possible spiritual and religious care to our residents, and to Reita Cortis and Vilija Tassone, Eucharistic Ministers from St-Patrick's Church, who offer communion weekly to all Roman Catholic residents and have done so since the Hospice opened its doors in September 2008.

I also wish to thank special guests, who shared their wisdom and their musical talents with some 220 bereaved family members at the Remembrance Services held in April and October, 2010. Gerry Loughheed Jr. reflected on the importance of memory and legacy, and was joined by Patricia Cano whose divine voice inspired all in attendance. In October, Gerry Copeman's understanding of death in the modern world and Philippe Bélanger-Leroux' interpretation of I Believe, encouraged all who were present to embrace hope.

Many thanks also to Colleen O'Malley and Cherylyn Speirs from the Parkside Older Adult Centre who, at the suggestion of Hospice volunteer Dick Stewart, crafted exquisite stained glass butterflies to be used in our end-of-life ritual. The butterflies are graciously hung on the room door to indicate the passing of a resident.

Finally, I extend sincere thanks to Cara Thompson, a 4th year Social Work student from Laurentian University, who has worked tirelessly since September to provide additional support to our residents and their families. Well done Cara and best of luck in your career!

Ethics News / Nouvelles du Comité d'éthique

Sous la présidence de Mgr Noël Simard, le Comité d'éthique poursuit son travail, selon les objectifs prescrits dans son cadre réglementaire. Entre autres, le Comité a finalisé un Guide de consultation en situation éthique (Ethical Decision-Making Framework), qui d'ailleurs fut présenté officiellement aux employés de la Maison en novembre dernier lors d'une session de formation. Étant donné le nombre impressionnant de participants et l'intérêt porté au domaine de l'éthique, le Comité prévoit une formation prochaine sur les procurations.

The Ethics Committee has also undertaken to review the Hospice's Value statement. Through a consultative process with key stakeholder groups, the sub-committee hopes to capture key values that guide our practice.

Janique Perrin
janique@maisonsudburyhospice.org

“Thank you for all of your support during our brief time at the Hospice. You made a very difficult time a little easier. It's not often you feel such a strong connection with someone you just met. You have that about you. The ability to make people feel at ease. When you talk to us, it felt personal, not a generic thing you say to everyone. We could not have asked for a better place to be at our time of need. You are all wonderful and make the world seem brighter when it doesn't feel like there's anymore sunshine.”

Lytle Family

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Sarah Parsons – Social Service Worker Student, Cambrian College



I used to fear death and dying. It's not that I lived each day gripped by the terror of dying or losing a loved one, but I certainly avoided thinking about it—kept it far in the back of my mind. When the opportunity arose to spend four months working in a place that some find synonymous with death, that fear came front and centre and it wasn't something I could simply put out of my mind. Why was I afraid? I decided to seize the opportunity, telling myself it

would be a challenge. Challenging myself was a good thing, I reasoned.

The time I've spent at the Hospice since my first days in January has taken me on a journey. When you spend time with people during their last days, you start to think less about death and more about life, less about the future and more about the present. When I was able to acknowledge that my time here on earth is finite, I was able to realize that a life not lived is much scarier than death itself. My eyes are now open to what is important in my world and this shapes how I live each day—tomorrow is truly a gift that I have yet to receive. This sentiment is true for us all.

Working in hospice palliative care, I have also come to understand how important this service is for our community. Yes, people come here to die, but it's much more than that. They come here to live. They live out their last days in a wonderful place that is supportive of them and of their families. They are free to focus on whatever is most important to them each day—unburdened of many of the challenges faced at home or elsewhere. Everybody works together here, sharing a common commitment to making residents and their families comfortable and free to enjoy love, care, and compassion. This is a remarkable place with equally remarkable things happening each and every day. People face their last moments here, but it's the moments that lead up to it that we can all help make meaningful.

End-of-Life Care Family Survey

In January 2011, a 30-question survey was created to generate feedback from the families of loved ones who have either been residents of the Sudbury Hospice since it opened in September 2008, or of Maison La Paix from 2005 to 2008. 34% of families surveyed responded by February 11, 2011, giving the Hospice an overall satisfaction rating of 4.63 out of 5. Information collected will be used to help improve end-of-life care services provided at the Hospice.

Families were also invited to make general comments of any nature at the end of the survey, and an overwhelming majority (82%) chose to use that space to give praise to the Hospice as a whole. The common thread connecting most responses was that the Hospice is "like a piece of Heaven on Earth". The three main factors contributing to the families' positive impressions are:

- the level of care allows families to simply spend quality time together,
- residents are treated with dignity, and
- the atmosphere is welcoming and free of visiting restrictions.

Merci à toutes les familles qui ont répondues au sondage. Votre collaboration nous permettra d'améliorer les programmes et les services que nous offrons à la Maison de soins palliatifs.



Strategic Map 2010-2013

Strategic Priorities	Goals
Community Education, Awareness & Visibility	To increase awareness and visibility of Hospice programs, services, and access
Quality of Care	To establish quality monitoring and improvement mechanisms and measures using the Sudbury Hospice guiding principles as the framework To ensure residents live and die in peace and with dignity, with better pain and symptom control
Integration & Partnerships	To develop, implement, and assess a sustainable integrated outreach hospice palliative care (HPC) program with the community and the hospital
Financial Sustainability	To achieve long-term sustainable financial stability through increased ongoing government funding
Human Resources Sustainability	To ensure ongoing recruitment, training & retention of Hospice staff (including continuing education opportunities) To ensure ongoing recruitment, training & retention of Hospice volunteers
Governance Capacity	To establish efficient and effective governance mechanisms to ensure Hospice accountability and viability

Cara Thompson – Social Work Student, Laurentian University



Eight short months ago I walked into the Hospice as a student and, in two weeks, my placement will be complete – scary how quickly the time goes. I have experienced incredible personal and professional growth as a result of doing my placement here. I am humbled and greatly appreciate the education I have received, the friendships I have made, and the opportunities I had to practice my skills.

My main message for future placement students is: discover a new "you" by embracing, enjoying, and exploring every moment at the Hospice. I truly believe it is important, as students, to reflect on our actions, practices, abilities, and motives; to reflect on what it is that we do, how we do it, and why we do it. I promise that, with serious reflection and by being gracious in individual moments, students will have a life-changing experience, as I have. I have been told that I am a solution-focused worker but I have learned a valuable lesson here – slow down, be present in moments spent with others, and actively listen to the words being spoken so as to imagine feeling their emotions in those very moments. Active listening skills are an essential quality for any type of professional worker, and I am certain that I wouldn't have learned the true importance of this if I had been placed elsewhere.

The support I received from administration, my supervisor, the staff, and volunteers made this a gratifying experience. It is so inspiring to see how all of the members of this organization work together to focus on the overall wellbeing of everyone who resides here. If you are interested in volunteering or have an upcoming school placement, I highly recommend considering the Hospice – you will experience life in such a different way and will not be the same person after spending time here. I look forward to coming back and visiting in the future, and will always speak proudly of the Hospice and its staff.

Upcoming Events / Activités à venir

- **Valley Bingo (Val Caron)**
3 Sundays per month – money raised goes directly to the operational costs of the Hospice
- **Volunteer Training Sessions (in English)**
Starting on April 19, 2011 (30 hours total)
- **Remembrance Service/Soirée commémorative**
(Honouring residents who died between July-December 2010 / à la mémoire des résidents qui sont décédés entre juil.-déc. 2010)
April 26 avril, 2011 @ 7 pm
Margaret Loughheed Centre (Albert/Regent)
- **RBC Hike 4 Hospice/Marche RBC pour les soins palliatifs**
May 1 mai, 2011 @ 1 pm (Registration begins @ Noon)
Pavillon William Bell Gazebo / Promenade Jim Gordon Boardwalk
- **Sessions de formation des bénévoles (en français)**
Débute le 24 mai, 2011 (30 heures)
- **Bayshore Charity Golf Tournament — Cedar Green (Garson)**
August 13 août, 2011
- **Roulons pour la Maison VALE Wheels for Hospice**
August 21 août, 2011 @ 10 am (LW Store, 799 Notre Dame Avenue, Sudbury)
- **Volunteer Appreciation BBQ pour les bénévoles & Sudbury Hospice 3rd Anniversary Celebration**
September 1 septembre, 2011 @ 5 pm at Hospice/Maison
- **Volunteer Training Sessions (in English)**
Starting on September 6, 2011 (30 hours total)
- **Sessions de formation des bénévoles (en français)**
Débute le 11 octobre, 2011 (30 heures)
- **Remembrance Service/Soirée commémorative**
(Honouring residents who died between January-June 2011 / à la mémoire des résidents qui sont décédés entre jan-juin 2011)
October 27 octobre, 2011 @ 7 pm
Margaret Loughheed Centre (Albert/Regent)

Hospice Quilt and Afghan Raffle / Tirage d'une courte-pointe et d'une couverture en tricot pour la Maison de soins palliatifs

This beautiful quilt was generously donated by Betty Larabie and the knitted afghan was donated by Nancy Pecoskie (shown here). Raffle tickets are \$2 each or 3 for \$5, and are available at the Hospice. The draw will be held at the end of December 2011.

Les personnes intéressées à acheter des billets pour le tirage peuvent nous contacter au (705) 674-9252.

Congratulations to the winners of last year's raffle prizes! Evelyn Chartrand (Quilt), Iris Martin (Blanket), and Lise Rousseau (Gift Basket). Many thanks to Lorie Gates for the quilt donation.



«Expérience tout à fait unique et exceptionnelle! Tous les intervenants, à partir des médecins, de son directeur, des employés divers, jusqu'aux bénévoles ont été d'une compassion et d'un réconfort sans pareil. Notre famille a été choyée d'avoir pu accompagner les derniers pas de vie de notre mère dans un milieu si professionnel, compatissant et extraordinaire! Merci!! »

Famille de la Maison

"I was travelling here from Mississauga and was very sad that my grandmother had moved here. I could not come to terms with the thought that she had accepted to die. Today, it is my second week I came up to Sudbury to visit her and will continue to visit as the staff has made it very easy for me. I no longer feel sad that my grandma is here. I am very happy for her as she is very happy to be here. I no longer look at it as her being here to die but instead as her enjoying her last days as best as she can. It is truly heaven on earth here. We have only positive memories here. The staff is amazing & welcoming. Most know my kids' names & come by to visit them. I myself am a nurse & have never seen patients being taken care of this well. I am happy! Thank you! My grandma is happy!"

Renee L.

New Ways to Stay Connected to the Hospice!

We recently created accounts with two social networking sites – Facebook and Twitter. The Hospice will use these forums to provide notice of upcoming events and promotions, issue requests for volunteers, make appeals for donations, etc.

facebook

Maison VALE Hospice

twitter

Sudbury Hospice