



NANAIMO COMMUNITY
HOSPICE

Caring • Commitment • Compassion

*Community
Newsletter*

Fall & Winter 2012

**EXPAND THE HEART OF HOSPICE
70% Raised – \$300,000 To Go – Please Give Today!**

**OUR NEW HOME
COMING SOON!**

Seen here, the former Montessori School property will provide Hospice with a new home that will have twice the space and room to grow!

With only \$300,000 left to raise we want to ensure that the mortgage is completely paid off so that we can concentrate on raising funds for programs that support children, teens, and adults in our community.

PLEASE GIVE TODAY!



Thank you for caring and for sharing!

Since we launched our campaign in February we have been invited to speak in a variety of venues, sharing information about our programs and why it is so urgent that we move to a larger location. Almost without fail, each time we speak, we hear the same comment *"I had NO IDEA you offered so many different programs!"* We are educating our community one speaking engagement at a time, and that's a good thing, because it follows that when individuals and families need support they will know where to find us, and they will have a better understanding of how we can help.

Thank you for supporting our campaign in 2012. We continue to be deeply touched and extremely grateful for the generosity of our community – individuals, groups, businesses – as we strive to reach our goal.

All Donations – Great and Small. We have often heard people say, "I wish it could be more" when they are giving to the campaign or to our programs. Our response is always the same – there is no gift too small. What we have discovered in listening to people when they come in to leave their gift is that, no matter what the size, these donations come from the heart. We're all about "heart" – it means a lot to us that you care and that you take the time to give.

When you give to Hospice you give to your community. Each gift, whether to the campaign, or to support our ongoing programs, helps ensure that individuals and families can count on meaningful assistance when facing end of life issues – that children and teens are not forgotten in their grief – that seniors are supported in their caregiving – and families devastated by sudden and often traumatic loss find a safe place to begin healing. Our staff and volunteers become engaged in life's journey at a very intimate level. They are willing to "be there" in difficult circumstances and "walk alongside" as the journey unfolds. They provide hope and witness profound healing of the human spirit. It feeds their souls and helps them grow as individuals.

When You Give to Hospice You Help Create a Healthier and Stronger Community

Helping Hospice Move Forward

COMING EVENTS

Check the coloured insert in this newsletter for upcoming events.

HOSPICE SHOPPE LOOKING FOR DONATIONS & VOLUNTEERS

Our new Bowen Rd location is looking for donations of housewares and home shop and garden tools and accessories. Don't throw away those old hammers, saws, and shovels – bring them in to us! In the Spring when you are ready to plant and have too many pots and containers – bring them in as well as used outdoor furniture and accessories.

The Departure Bay Store If you aren't going to wear last year's Christmas party dress or lounging outfit bring it in for us to sell. We are looking for good, gently used clothing & accessories.

All proceeds go to support Hospice programs.



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1729 Boundary Ave, Nanaimo, BC V9S 4P3

Tel: 250-758-8857 Fax: 250-758-8502

www.nanaimohospice.com

www.teensanddeath.com

info@nanaimohospice.com

The Hospice Shoppe

Two locations to service you!

#5 - 4286 Departure Bay Rd

#35 – 1925 Bowen Rd (Bowen Centre)

250-758-8886 www.nanaimohospiceshoppe.com

shoppe@nanaimohospice.com

To view this newsletter in full colour go to [our website](#) and click on [About Us](#)

PLEASE HELP US REACH OUR GOAL!



Front Row:
Jon Lampman
Dave Hammond
Jim Stewart
Chris Erb
Dave Sherstone

Back Row
Anne Judson
Moira Jenkins
Cindy Koutecky
Karen Boudreau

No group is working harder to help us reach our goal than the members of our Campaign Cabinet. We want to thank these individuals for volunteering their time, despite their otherwise busy lives.

Campaign Gifts - Virtual Donor Wall

We wish we could acknowledge everyone who has donated to this project in this newsletter – but alas, there is not enough space. Please go to our **virtual donor wall** at www.nanaimohospice.com and open the drop down menu under Support Us for a list of donors and pictures.

Ways to Support Our Campaign

- Give online www.nanaimohospice.com click on Canada Helps
- Phone in your credit card information (250-758-8857)
- Send your gift by mail.
- Monthly giving is easy and often more manageable (call us)
- Pledge a larger gift over more than one year.
- Leave a legacy through estate planning or other planned giving tools
- Challenge your workplace to match your donation
- Attend fundraising events or have one of your own
- Instead of a gift to someone, make your gift a donation to Hospice

4 Myths About Hospice

- **That we only serve seniors:** We serve all ages (850 seniors, 300 children/teens, and 900 adults under age annually).
- **That we have beds at Hospice House:** No hospice beds, but our volunteers support beds on the hospital palliative care unit. We hope to provide residential hospice beds in the future.
- **That we are funded by health care:** Our funding comes from your donations (28%) thrift store (27%) gaming (22%) fundraising/other (12%) United Way (9%). Only 2% comes from health care.
- **That our volunteers are nice little old ladies who just serve tea:** Well, they do make a great cup of tea, and many of our volunteers seniors (over 65) but just as many are not. Each volunteer is well trained and brings unique skills and wisdom to this work.

Truth: All Programs and Services at Hospice are FREE

Programs & Services

Our Services are free – But you must register

Hospice Programs

To register, or to get more information,
Call Hospice at 250-758-8857

Volunteer Home Visiting Program - Volunteers support palliative individuals and family members in their own home.

Surviving Widowhood – Drop-in group for individuals 60 years of age and under who have lost a spouse.

Volunteer Support on PCU at NRGH – Volunteer support for patients and family members on the Palliative Care Unit in hospital (volunteers on duty minimum of 8 hours per day)

Adult Counselling – Free palliative and grief counselling for individuals and families.

Child/Youth Program – Counselling and support for children (12 and under) and teens. Also offer education in the schools, support for parents, library resources, and a specially designed teen website at www.teensanddeath.com.

Saturday Morning Walking Group – Walk the seawall, have a coffee or tea, and join with others experiencing loss and grief.

Finding My Way: Coping With Grief – An 8 week grief support program for adults who are at least 6 months into their grief.

Companions Through Grief – A Friday morning drop-in adult grief support group at Hospice House.

Caregiver Support Group – For those actively caring for a loved one at the end of life. Call for information.

Self Care Clinic – Reiki and relaxation restricted to Hospice palliative and grief clients and their caregivers. Drop-in Thursdays or some Friday appointments. Outreach provided to the palliative care unit and limited outreach into patients' homes.

Scents of Comfort – NEW – Gentle aromatherapy hand massage and support – by appointment only.

Bereavement Follow-up – Follow up letters are sent at regular intervals for first year of loss.

Comfort Cushions & Shawls – These soft cushions and plush shawls provide warm and comforting support.

Hospice Library – Open to the public Mon to Fri (9-4) at Hospice House. Comprehensive resources – books, CDs and more.

Partners in Compassion – Caregivers in Nanaimo reaching out to support caregivers in Nepal.

Sharing My Story – An opportunity to leave an audio legacy for your family. Tell your story – leave a reading for your grandchild.

Elders in Transition – Hospice Shoppe support for seniors who are downsizing or families dealing with loss and the need to dispose of family possessions often within a short period of time.

Comfort Shawl Program Community Crafters Help Hospice Out!



Hospice Comfort Shawls are like a nice warm hug! We give them out to patients on the palliative care unit, to their families when they are sitting at the bedside, and to adults and children seeking support at Hospice House and in the community. Recently we began to run low with only a few shawls on hand. We put out a call for knitters – the results were amazing!

Melody Lang, Hospice volunteer seen here,

immediately took on this project and began putting together shawl “kits” complete with patterns and wool in every colour imaginable.

Before long people were coming through the door offering to help. A few weeks later they were back with a beautiful shawl in hand and, more often than not, eager to pick up a new kit. Some people had wood of their own that they contributed.

Some joined the “knitting circle” that had formed every other week at Hospice House (phone for information) with volunteer Melody on hand to help out. There is always lots of friendly chatter around the table.

Thanks to Melody and to all the generous folks who have created these beautiful warm wraps, we now have over 200 shawls in every colour under the rainbow to give out when someone needs a warm and caring hug!



The Positive Reflections Workbook

Available to Purchase at

www.nanimohospice.com

Explore – Reflect - Record

You are the hero of your own life story. This workbook invites you to reflect on your unique experiences, thoughts and wisdom. Open ended questions in the workbook invite life review and provide opportunity to reframe life stories, to explore strengths, and to recognize personal successes through your life time. Purchase through Pay Pal online.

Children - Youth

www.teensanddeath.com

Teens often feel disconnected and alone when they experience loss as a result of the death of someone who is important to them.

They may feel there is something wrong with them. It's important to normalize their experience.

Hospice has designed a website for teens to help them in their grief. It is filled with information and ideas as well as videos of teens who tell their story to help others.



Excerpts from our Teen Website

"People often want to run from the painful feelings of grief. But, the only way to get to the other side of grief is to go through it one painful step at a time. You may need time and a safe space to be alone or you may wish to talk to people about your feelings."

What can you do? *About the pain; about the guilt and regrets; about not eating or eating too much; about not sleeping; about forgetting things or having trouble concentrating. (All of these topics are linked to areas offering expanded information.)*

How Does Grief Feel? *NO – you are not losing your mind.*

Although people experience the death of a special person in different ways, there are many common grief reactions. Give yourself permission to experience whatever it is you are feeling.

You may feel dazed, lonely, numb, angry. You may have difficulty making decisions. Jokes aren't funny and other people's laughter becomes intolerable. You may notice your relationships with others are changing. You may experience crying jags, or panic attacks. You may feel a loss of faith asking "why them?" "why me?". You may lose weight or experience stomach aches or headaches, or a persistent tightness in your throat.

Library Resources for Teens

Reactions (By: Alison Salloum, BCSW)

A workbook to help young people experiencing trauma and grief.

Healing a Teen's Grieving Heart (By: Alan Wofelt, PH.D.)

100 practical ideas for families, friends and caregivers.

Common Threads of Teenage Grief (By: Teens Who Know)

Janet Tyson's collaborative book is about understanding grief and healing for teens, their families, and friends.

Where is My Baby Sister ?

Angela's family experienced profound grief and sadness when her pregnancy ended in the loss of her child. It was left to these young parents to try and explain why their long awaited baby sister was not coming home.

It was his Grade 1 teacher who first noticed Nolan was having difficulty. *"He's not his usual smiling self and he spends a lot of time gazing out the window"* she reported.

Nolan and his mother found support at Hospice. As time went by Angela wrote to us to say

"It is important for us to let you know how much we appreciated your help when we needed it most. I'm happy to report that things are running smoothly now that our new little baby girl has arrived. She is such a joy and watching Nolan and his sister around her is worth all the previous heartache. Our family is complete, and armed with the tools to choose hope and ask for help if we should need it in the future."

Angela said the following quote inspired her to move on ...

Courage does not always roar. Sometimes courage is the quiet voice at the end of the day saying, "I will try again tomorrow".

Nolan Gives Back On His Birthday: Nolan no longer needs the help of Hospice but in early November he arrived at Hospice House with a donation of \$75 – the proceeds of gifts brought to his birthday party to be donated to charity. Nolan decided he wanted to give it to Hospice. Bless his heart!

My Daughter Got the Help She Needed

The parent of a young girl expressed her appreciation for the Children's Program and the benefit to her daughter

"The counsellor made it so easy for my daughter to trust her and confide in her.

She was given support, confidence and tools which she uses to face each day.

She has more self confidence and she sleeps better without nightmares.

She has an easier time making friends and she now has the ability to face problems instead of hiding,"



Information & Education

Hospice Library

BOOK REVIEWS



Stephanie Williams,
Hospice Volunteer Librarian

The audio (CD) section of our library is growing and we have provided some reviews in this section. Come and check them out. Our Library is open to our community Monday to Friday, 9:00 am to 4:00 pm

(CD) Lessons in Loss and Living – Michele A. Reiss

The author is an expert in the field of death and dying specializing in helping clients cope with life-threatening illnesses and helping their families through the grieving process. She provides comfort and counsel for listeners who are coping with the challenges of serious illness or grief. Through real-life examples of people who have dealt with cancer and other illnesses, she has given us an audio book about hope and the art of living and loving well despite significant adversity.

(CD) Coping Skills for Caregivers – Madeline Singer

Being a caregiver can be highly stressful and an emotional roller-coaster. This CD empowers you, the caregiver, to maintain an attitude of love, compassion and acceptance – while keeping your own life in balance.

(CD) Will to Live & Other Mysteries – Rachel N. Remen

The author of Kitchen Table Wisdom and My Grandfather's Blessings has produced an interesting CD which includes such titles as "Seeing life a new way", "Survivors, not victims" and "The path toward wisdom".

In addition to CD books, we also have a wide variety of other materials including brochures on our programs and on a variety of other resources in our community.

ADVANCE CARE PLANNING RESOURCES

Have you every thought what might happen if you could no longer speak for yourself (accident – stroke – illness) and your family had to make your decisions for you – or worse, a stranger (nurse or doctor) had to decide.

Hospice supports families in having important conversations about health care issues – preferably before a health crisis occurs. Check out our library for pamphlets and other information on this important topic

Hot Off the Press! Grief Is Not a Mental Illness

Thankfully the American Psychiatric Association (APA) recently decided to retreat from a plan to "medicalize" grief.

Many professionals within the APA were of the opinion that a response to significant loss (such as deep sadness, insomnia, poor appetite, inability to concentrate, or crying) lasting more than two weeks should be treated as depression rather than normal grief. This stance drew immediate fire from a variety of sources, including the general public and those working in hospice palliative care.

Hospice believes that grief is a normal part of the human experience that we must all face at some point in our lives.

Anyone who has lost a sibling, spouse, child, parent or good friend knows that two weeks to "get over it" is not realistic. In fact, what we know today is that rather than avoiding the pain of grief through overwork or other distractions, one has to "go through it." As the English hymn writer William Cowper said over two centuries ago, "Grief is its own medicine."

In times past, religion and tradition played a large role in the grief experience. Masses, wakes and rituals were abundant. Traditions were closely adhered to including keeping the body in the home prior to burial, and what to wear, and how long to wear it, during the mourning period.

These rituals wrapped the mourner in the comfort of deep tradition, making the loss seem part of a natural cycle.

Back then, grief was outwardly visible whereas today it is often hidden in a cloak of silence. As one woman told us after coming for help six months after losing her husband of 57 years

"I had the definite impression that everyone was tired of my grief. One friend suggested I go to the doctor and "get something". When I told my friend I cried every time I thought of my husband she said "well then don't think about him." I began to feel like I was letting people down – that there was something wrong with me. I cried a lot. And then my neighbour told me about Hospice. The people in my hospice group helped me realize I didn't need fixing – I just needed someone who understood and was willing to listen. Now I surround myself with people who understand and care. Thank you for helping me to find myself."

**Support Hospice - Purchase Amazon Books
Online at www.nanaimohospice.com**



2% of purchase price goes to Hospice

Volunteers – The Heart of Hospice

Comments from our Trainees

"I was most impressed by the quality of the program. Really excellent"... "The videos were touching, relevant, powerful, and educational."

"I approached this course with 2 goals: to prepare for volunteering and being able to "make a difference", and to continue my own personal growth. I have not been disappointed."

"There was such continuity between facilitators, materials, presenters, videos, exercises that I feel it must all be present for the success of the program and that not one specific piece had more value than another."

"Speakers really put into perspective how many people and institutions are involved in the dying process and also how many people out there are compassionate and community minded."

The content was extensive and informative. I cannot think of any detail that was not delivered during this process."

"The written materials were in depth and enlightening. Thorough, very readable, well set out manual. Someone did a great job compiling all the info."

"I enjoyed the teamwork and the small group interaction. They helped us engage, promoted our development, understanding and empathy. Valuable learning experience."



Congratulations Spring 2012 Volunteer Trainees

Front Row L to R: Lora Teuschler, Jan Pullinger

Second Row L to R: Shannon Farahbakhsh (Prog Coor), Carol Hemrich, Shirley Marshall, Margaret Saam (Vol. Mentor)

Back Row L to R: Diane Faux, Terry Holland, Aileen Dobronay, Anna Kallio, Barb Sherstone, Sandra Verkerk, Claudette Howlett, Steve Pakozdy, Paulette Carelli

Partners in Compassion - Volunteering in Nepal Reflections of Corinne Ryvers, Palliative Care Nurse in Nanaimo

Partners In Compassion is an innovative twinning project administered under Nanaimo Community Hospice. It's about individuals involved in the delivery of hospice palliative care in Nanaimo (from community, hospitals, care facilities and Hospice) providing support to caregivers at the palliative care unit at the Bhaktapur Cancer Centre. Hospice palliative care is still in its infancy in that area – very much as Canada was 35 years ago. Each year the benefits of this twinning project become more evident. Corinne Ryvers, a nurse on the palliative care unit at Nanaimo Hospital, went on the most recent 2012 program site visit and she shares her experience here.

Like many before me, I had the privilege of being part of a site visit as part of the Partners in Compassion Program in Nepal.. On arrival it was evident to our team of five which included Dr. Robin Love, Leslie Sundby (VIU Nurse Educator), Kath Murray (Palliative resource/workshop development), and Scott Takeda (2nd year medical resident) that past site visits have had a significant impact on not only the patients and families but also the doctors and nurses.

In a country where at times it is still difficult to gain easy access to proper medications for palliative patients, education is the foundation for change, and thanks to this program there are now two Nepalese nurses specializing in palliative care at the Bhaktapur Cancer Centre. These nurses worked alongside us as we continued to provide education that would support their programs and their patients and spread this model of care further afield.

We had the privilege of brainstorming with other groups focused on expanding palliative care in Nepal and it was encouraging to see the Minister of Health attend as well as other government and hospital representatives, NGO's, mission organizations and private sector groups. As a result, a plan to help develop policies as well as practical and educational goals had been established. Our goal was to provide the tools they need to create independence in the future.

As I reflect on our trip, it comes as no surprise that I learned as much from those that I met in Nepal, as I hope they learned from us. I learned that you can do a lot with little resources if you believe in what you are doing. Thank you for the opportunity to grow as a nurse and as a person.

The Winds of Change

Goodbyes & Hellos at Hospice House

As the year winds down we reflect back on all the changes that have come about – not only in staff – but in our operations.

AT HOSPICE HOUSE In May we said goodbye to Counsellor, **Elsje Hannah**; and in June **Joy Lacey**, our Admin Assistant retired, replaced by new staff member **Kelly Potter** in July. More recently, our receptionist, **Bonnie Best**, moved on, and **Terry Lyons** (formerly of our board) is taking over in that area. In October **Carol O'Hara** joined our counselling team. On the Board front, **Christina Fogarty**, a former practicum student in our Children's Program, was appointed as our newest and youngest ever board member.



Terry – Kelly - Carol

Welcome to our new staff and thank you to those who have chosen to move on.

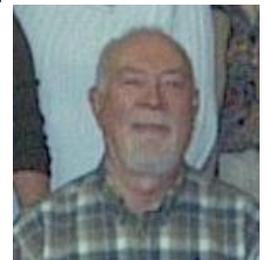
AT HOSPICE SHOPPE With the opening of a second thrift store located in Bowen Centre, new staff were added to the Shoppes. Today the staff has grown to one full time and four part-timers including **Daphne Catterson**, General Manager, **Rhoda Lambourne**, Volunteer Coordinator, **Roxanne Thompson** and **Elena Burns**, Shoppe Coordinators, and **Laurie Evans**, Shoppe Assistant.

Remembering & Celebrating



Gwen Spry, Hospice Volunteer, passed away on the palliative care unit on May 19th. Gwen began volunteering in the Self Care Clinic at Nanaimo Hospice in 2006; helped facilitate our Finding My Way grief support group; and was instrumental in establishing and providing support to the Partners in Compassion twinning project with Nepal. Gwen was a beautiful, courageous, feisty, funny, always loving and generous woman.

Hospice Volunteer, John Haley, passed away on September 20th on the palliative care unit. John began volunteering in 2009 both as a facilitator in Companions Through Grief support group and as a one-to-one volunteer, supporting palliative patients in their homes. Many clients have benefitted from John's gentle, respectful way of supporting and facilitating.



Remembering Sister Marjorie Kuntz – By Mary Daniel, Hospice Volunteer

Sister Marjorie Kuntz who was the Hospice Co-ordinator in the early 90's when we were still Mid-Island Hospice, passed away in St. Catharine's Ontario on Wednesday, September 19th at the age of 86.

It was she who trained me in 1993, showed me the ropes around the PCU on the 5th floor; who took me to meet my first "one-to-one" client; the family of whom were from the same country as my father-in-law. In conversation with her on the way back from that first meeting, we discovered that my great grandfather had delivered Marjorie and her 10 siblings in Teeswater, Ontario.

She was never without her guitar and most meetings were not without a singsong. Her soft spoken, gentle manner, is indelible in my mind and I am forever grateful that she accepted me to become a Hospice volunteer. The most important thing Marjorie taught us was in every situation to ask ourselves: *Whose needs are being met?* and *Leave your ego at the doorstep.*

FOLKS HELPING HOSPICE HELP OTHERS



Sue Harper – 50's Dance
\$2,250



Donna-Lee & Richard Kuntz
Anniversary - \$500



Jim & Joy MacDonald
GIK – Storage - \$900



Zonta Club
\$1,000

Thank You Helping Expand The Heart of Hospice

ROTARY CLUB OF NANAIMO - \$25,000



ROTARY CLUB OCEANSIDE \$6,250



ANGELS ABREAST DRAGONBOAT \$1,000



MID-ISLAND COOP - \$15,000



DINGY DOCK PUB - \$698



ROTARY CLUB OF LANTZVILLE \$5,000



Two Ways to Give – Programs &/or Capital Campaign

- I wish to support the Expand the Heart of Hospice Capital Campaign – A New Home For Hospice
 - \$1,000 \$500 \$250 Other _____
- I would like to Support Existing Programs being offered at Hospice
 - \$50 \$100 \$500 Other _____
- I have made provision for Hospice in my estate planning I want to know more about estate planning
- I would like to join the Monthly Giving Program and donate \$_____ a month*.
- I would like to make a pledge to the capital campaign over _____ years in the amount of \$_____
- I am interested in exploring “naming opportunities” and provide a major gift to your campaign of \$_____
- I wish to make my payment by: Cheque Cash or Credit Card MasterCard/Visa (Circle One)

Credit Card Type & No: _____ Expiry Date: _____ / _____

Name on Credit Card (please print): _____ Signature _____

Name (if different from above): _____

Address: _____

Telephone: _____ Fax: _____ Email: _____

My Donation is in Memory of: _____ Please Notify: _____

(Address) _____ of my remembrance.

* Automatic withdrawal from credit card or bank account can be arranged through Hospice (758-8857)