



Nanaimo Community Hospice Society

Newsletter – 2011 Anniversary Edition

May is Hospice Month in BC

30 Years of Caring in Our Community !!

We couldn't have done it without you!

Over 30 years ago Olivia Tomasson and Lynn Green started a “ball rolling” that ended up making an incredible difference in the lives of so many families. The hard work that began, even before incorporation in February of 1981, has continued and has resulted in what we believe is a healthier and stronger community.

So here are the stats! In the past 30 years Nanaimo Hospice has trained over 1,000 volunteers who, together, contributed in excess of 500,000 volunteer hours with over 30,000 individuals benefiting from their special brand of compassionate care. Think about it! If we were to attribute a monetary value to the volunteer hours they donated it would amount to over \$8 Million in contributed services. As that familiar commercial espouses “Priceless!”

But forget about the monetary equation and just ponder the human impact. First off we now have a lot of people in our community who benefited from hospice training and whether they are still volunteering or not can be of support to others. And we have an awful lot of people still living in our community who know the positive impact that this philosophy of care had on them – and in many cases they are eager to pass this on to others. Once you have “walked the walk” it is easier to have empathy for the journey of others.

Today Hospice has 150 volunteers working with patients and families – another 85 working at the Hospice Shoppe thrift store to create sustainable funding for our programs – and yet others who support us on our board, at fundraising events and at Hospice House.
(cont'd Page 2)

In the beginning

In the beginning, it took a lot of hard work and we have many of our founding members to thank for that.

At our 25th anniversary we were able to bring many of these people together including (L to R) Doris Gourlay (dec'd), Oliva Tommasson, Dirkje Dejong (dec'd), Marian Sylvester, Margaret Stroyan, and Clifford Shoope (Dec'd).

There were many others including Fran Dykes, who was our original volunteer, so numerous that it wouldn't be hard to miss someone. But we want to take this opportunity to say Thank you – we truly could not have done it without these individuals!



Notice of Annual General Meeting

Wednesday - May 25, 2011

Guest Speaker – Barbara Morningstar

(see page 2 for details)

Hike for Hospice

Sunday, May 1st – Maffeo Sutton Park

Walk to Remember & Picnic in the Park

PLEASE JOIN US! (see insert for details)

30 Years of Memories

A Walk Down Memory Lane

1979 – Olivia Tomasson & Lynn Green decided Nanaimo needed Hospice. 100 people met at the local college.
1980 – 6 volunteers received hospice training and a board of directors was put in place.
1981 - Mid-Island Hospice Society was incorporated as a registered non-profit society. Mayor Frank Ney took out the first membership.
1982 – Another 15 volunteers were trained to work in the home visiting program.
1983 - Nanaimo began assisting other communities to start their own hospices.
1985 – A formal bereavement program was put in place to support family members
1990 – 80 volunteers served 150 clients
1992 – Purchase of Hospice House on Boundary Ave. Planning and implementation of a hospital based palliative care unit got underway with hospice volunteers providing assistance.
2000 – Launched 10 years of unprecedented growth
2001 – Added professional counselling as a program
2003 – Changed name to Nanaimo Community Hospice
2004 – Started a Self Care Clinic & Teen Program
2006 – Opened the Hospice Shoppe thrift store
2007 – Expanded Hospice House to include a Child & Youth Centre - added programs for children under 12 yrs
2007 – Partners in Compassion – Twinning with Nepal
2008 – New Palliative Care Unit opened at NRGH – 50 hospice volunteers working alongside professional care providers 8 hrs a day 365 days a year
2009 – Staff and 150 volunteers served 1,940 individuals who were dying, caregiving, or grieving a loss, and 85 volunteers working in our thrift store contributed a total of 37,958 volunteer hours
2011 – The board agreed, in principle, to actively move forward with plans to move and expand.

Nanaimo Community Hospice Society

A United Way Agency



1729 Boundary Ave, Nanaimo, BC V9S 4P3

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

www.nanaimohospice.com

Nanaimo Hospice Shoppe

A Social Enterprise of Nanaimo Community Hospice

#5 -4286 Departure Bay Rd, Nanaimo BC V9T 5K7

250-758-8886 www.nanaimohospiceshoppe.com

If you want to view this newsletter in colour please go online to our website at www.nanaimohospice.com and click on **About Us** drop down menu and go to **Community Newsletter**

30 Years (continued from Page 1)

Someone once said it takes a community to raise a child. By extension, we believe it takes a community to ensure that everyone living in the community has what they need – not only in the good times, but in the not so good times as well.

Life holds many challenges and we all need help at one time or another. There are a lot of solid organizations operating in our community that meet those needs. Hospice is one of them.

As we celebrate 30 Years of Caring we thank each and every one of you who has in one way or another contributed to the success of our organization over the years. We couldn't have done it without you!



NOTICE OF ANNUAL GENERAL MEETING

May 25 – 6:30-9:00 pm
Beban Park Social Centre

Special Guest Speaker
Barbara Morningstar
Program Director
Surrey Hospice Society

As the Program Director for Surrey Hospice Society Barbara Morningstar oversees their palliative and bereavement programs along with program staff and volunteers.

Her work in hospice began in the early nineties. She has supported many individuals and their loved ones at the end of life in the community, on Palliative and Tertiary Palliative Care Units and in Laurel Place, the 20 bed hospice residence in Surrey. Many who are grieving the loss of a loved one come to Surrey Hospice Resource Centre.

Barbara considers this sacred work and always feels honoured when invited into such a sensitive time of transition in a person's life. She recently lost her own husband to cancer which has added to her sensitivity and awareness of the need for hospice care.

A truly heartfelt and dynamic speaker – not to be missed!
Please Join us in Celebrating 30 Years of Caring.

Programs & Services – Call 250-758-8857

Our Services are free – But you must register

HOSPICE PROGRAMS

Call Hospice to register for these programs

Surviving Widowhood – Drop in group for individuals 60 yrs and under who have lost a spouse.

Fantastic Fridays – Laughter and wellness workshops in the workplace.

One-to-One Volunteer Support - One-to-one support for palliative individuals and family members in their own home.

Volunteer Support on PCU at NRGH - Support for patients and family on the Palliative Care Unit (min. 8 hrs daily) at NRGH Hospital.

Adult Counseling – Free professional palliative and bereavement counseling for individuals and family.

Child & Youth Program – Counselling and support for children (12 and under) and youth (13-18 years). Education in the schools, support for parents, library resources.

Saturday Morning Walking Group - Walk the seawall and join with others experiencing loss.

Finding My Way: Coping With Grief - Eight-week group programs runs twice annually for adults in grief.

Companions Through Grief - Drop-in adult grief support. Friday mornings, 10 a.m. Hospice House.

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

Self Care Clinic - Reiki and relaxation - Thursdays 10:00 am to 2:30 pm. Open exclusively to Hospice clients/caregivers.

Bereavement Follow Up - Follow up letters at regular intervals for first year of loss.

Comfort Cushion & Comfort Shawl Program – Provide soft and warm comfort when a little extra support is needed.

The Jeannine Gawthrop Memorial Library - Open to the Public. Our library is a comprehensive resource of supportive and educational material (books/videos/DVD/cassettes/CDs).

Partners in Compassion - Caregivers in Nanaimo reaching out to support Caregivers in Nepal.

Compassionate Laughter & Wellness Program
8 sessions (grief support) Celebrate the tears, the laughter and learn new coping skills. Celebrate yourself and breathe.

Sharing My Story - For anyone in the later years of their life who would like to share their story with their family for posterity.

The Hospice Shoppe NEW - Elders In Transition *Moving Out – Moving In – Moving On*

Moving is stressful even when health concerns are not an issue. It's hard to part with lifetime treasures and even harder to decide what to keep and what to get rid of. During times of transition and loss, families are often called upon to make choices about how to dispose of estate items and personal belongings. **Why not consider donating unwanted items to Charity?**

Bring your items to the store or phone **250-758-8886** for a home assessment. Our trained staff and volunteers are available to help box up and remove smaller items and larger furniture and will remain sensitive to your situation. In many cases we can handle all items that you do not wish to keep.

There is no charge for our service and the Shoppe staff and volunteers are ready to help with little notice. **100% of proceeds from the sale of goods support Hospice programs.**



Sorry – we cannot act as a primary moving or cleaning service and we don't remove garbage or discarded items (some recycle exceptions). But we will help box up unwanted items and remove large furniture, housewares, and personal belongings that can be sold through the thrift store to support Hospice.

For complete details click on Elders In Transition at www.nanaimohospiceshoppe.com (250-758-8886)

One Family sends their thanks

"I couldn't find any help at first and I'm sure there are others just like me because families are spread out all over the country now. I had to take time off work and travel here twice, because I couldn't do it all in one weekend. Thank you. You made a tough job much easier."

Dignity...Choice...Compassion...Comfort...Meaning...Support...Community...Life

Children - Teens

Children – the Forgotten Mourners

In 2004 Hospice opened the first phase of our Child and Youth program, offering a group support program called Teens Helping Teens. In 2008 we hired a new coordinator and started offering support for children as well (ages 12 and under).

The idea was to fill a very clear gap in services and create a place of peace and safety where young children who were experiencing loss could express their emotions through a variety of creative activities. In 2010 over 50 children were able to receiving support through this program.

Feedback from this program:

A grandmother about her 5 year old granddaughter: *"I don't know what you do – it almost looks like you aren't doing anything - but whatever it is, she always feels so much better when she's been here."*

And another mother regarding two of her daughters: *"They kept asking all week – when are we going to see Judi again?"*

Creative Counselling for Children

www.nanaimohospice.com

How Creative Counselling Helps Children with Grief

The Counsellor acts as a supportive witness and guide as the children acquire the tools they need to live with the death of someone special.

The Importance of Play and Expressive Activities

Play is the natural and primary way for children to express themselves. Expressive activities and play offer an outlet for them to express the emotions of grief. Hospice programs for children are built on this premise.

- Clay
- Sand Trays
- Music
- Play
- Art Easle

All of these are used in our Children's Program



Teen Website

www.teensanddeath.com

Teens live in cyberspace. In February 2011 Nanaimo Hospice did a "soft launch" of our new teen website, designed by our teen counsellor and website tech, and with input from youth and young adults.

To date we have had an average of 50 hits per day – some days as high as 80 – and the "contact us" space on the website has received positive feedback and requests for further support..

Teens, parents, and school counsellors are accessing the site and that's exactly the result we wanted.

Kath Murray, of Life and Death Matters based in Victoria, recently sent an email from a colleague who had referred the link to Kath saying what a great site it was.

And one unexpected result came from a Grandmother who guided her granddaughter to the website. Her granddaughter hadn't suffered loss through death, but had had a complete rift in a primary relationship with one of her parents. The website was very helpful to her as she was able to apply a great deal of the information to her situation and gain some helpful perspective.



A Picture Paints a Thousand Words

Resources & Information

Hospice Library BOOK REVIEWS



Stephanie Williams, Hospice Librarian

Comfort of Home - Meyer, Maria M.

Here is a valuable, illustrated guide for caregivers. The care may be as basic as bathing or helping someone transfer from a chair to a bed or as complicated as traveling abroad with a person whose health is rapidly declining. This book discusses whether health care is for you, how you can get help, how to manage financially, and many other special challenges. There is a generous chapter on dementia and end of life care. It will help take the fear out of home care and bring confidence and peace of mind to caregivers.

Move on Without Me - Susan C. Beer

In this honest and touching book about her first year of widowhood the author explores the moments of heartache, fear, anger, grief, and later, awareness and courage that she experienced after her husband's sudden passing. The book is written in essay form and in each essay she discusses such topics as the importance of expressing gratitude, managing friendships and handling regret. Refreshing and inspiring, this book offers hope and encourages the reader to find her own answers. It is a welcome companion for any widow seeking to embrace life again, and it is also a helpful guide for anyone who is divorced, separated, or trying to come to terms with the loss of a partner.

Touched by Suicide - Michael Myers & Carla Fine

Whether you are struggling with fresh grief at a loved one's death by suicide or your loss happened years ago, you should know that you are not alone. Millions of Americans and Canadians are affected directly or indirectly by this tragedy each year. Perhaps the subtitle, "*Hope and healing after loss*" will provide a glimpse into some of the chapters contained in this book. There are thoughts on protecting your own health, talking to children about the death, reaching out for support and keeping the family together. Written with candor and compassion this book will provide an important reference for survivors to read and ponder in the quest for peace, healing and hope.

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

Just go to the Hospice website, click on the icon in the Library section for amazon.ca to purchase books for gifts or for your own personal reading. It's easy, convenient, and is a simple way to *Help Hospice Help Others*.



Visit our other websites at:

www.nanaimohospiceshoppe.com

www.teensanddeath.com

Life Lessons from The Dying

Excerpt from OTHER VIEWS - The Ottawa Citizen

The aged, sick and dying are at the most vulnerable stage of life, yet that might be when the young, healthy and living have the most to learn from them. This week the Canadian Medical Association Journal published a profound and moving study. The researchers spent time in palliative care centres across Canada, shadowing health professionals who care for patients at the end of life. The researchers discovered that the workers acquire an almost metaphysical insight into what really matters in this world.

Most significant, hospice workers develop a special appreciation of the importance of human relationships. Many of their dying patients tell them that, in reviewing their lives, nothing gives them more comfort than memories of time spent with family and friends. As lead researcher Shane Sinclair of Calgary's Tom Baker Cancer Centre put it, "*No patients had ever said that if they could do one thing over, they would work harder.*"

Don't get us wrong: Free markets, consumerism and the drive for professional advancement are all good and necessary things. Successful societies are those in which people work hard and attain high productivity. But successful societies are also those where other values have room to emerge. According to the study, many hospice workers come to recognise that wealth and status aren't everything. In caring for the dying, who have made their choices and cannot reverse them, hospice workers are motivated to reassess their own priorities in life.

The notion that a purpose-driven life involves more than working weekends and maximizing one's income is an old one. Such lessons, however, are typically heard rather than heeded. Coming from someone whose allotted time on Earth is up gives the message an authority that listeners can't ignore.



Volunteers – The Heart of Hospice



Sometimes we have to say goodbye

Remembering Nancy Tweet (1919 – 2011)

Sometimes people leave footprints on our hearts and we are never the same. That was our Nancy, seen above between two other lifetime members and long time volunteers Fran Dykes and Alice Vanderlaan at Hike for Hospice in 2007. What a smile!

Nancy had courage, she was smart, she was funny, and she brought incredible comfort to others not only at Hospice but through her family and friends and foster children.

A funny story about Nancy ...

As a seasoned volunteer, Nancy was orienting a new volunteer to the palliative care unit. The new volunteer was nervous – “*What do I say to the patient?*” she asked. Nancy patted her arm and with a reassuring smile said “*Don’t worry - I’ll show you.*”

They entered the room. The curtains were drawn. Nancy gave a reassuring nod and approached. She drew back the corner of the curtain – poked her head in with a smile and said in a soft and friendly voice “*Hello there, it’s Nancy from Hospice*” met with a very loud and angry shout ... “*I don’t WANT to talk to anyone!*”

Without missing a beat, Nancy thanked him and closed the curtain. She took the volunteer by the arm and led her from the room and with a big smile and in a cheerful and reassuring voice she said, “*Don’t you just love it when there is clarity in a situation!*”

That was our Nancy. Cheerful, steady, and always willing to “be there”, without judgment, fully accepting and always understanding. Nancy was the epitome of the caring hospice volunteer – never afraid to remain present in uncomfortable situations. We will carry her memory, like the gift that it is, in our hearts always.

Goodbye dear friend – rest well.

- ♥ **Honouring**
- ♥ **Remembering**
- ♥ **Celebrating**

In recent years we have lost some very dear Friends of Hospice. Several were founding members who had volunteered in the beginning years as Hospice spread her caring wings in Nanaimo. Others worked in more recent years in the community.

We would like to honour the memory of these really exceptional individuals who, throughout their lives, made a positive difference in the lives of others through their volunteer work at Hospice.

Clifford Shoop – Founding Member
Dirkje Dejong – Founding Member
Margaretha Whiting – Founding Member
Doris Gourlay – Founding Member
Nancy Tweet – Founding Member
Margaret Vopika – Longtime Volunteer

Each of these individuals was a true inspiration and a gift to our community.

Volunteer Training Program

To register for Fall 2011

Phone: 250-758-8857

info@nanaimohospice.com

Giving from the Heart

There is a story about an old woman who was given a priceless gem. One day she offered a man some food from her satchel and the man saw the priceless gem and realized how valuable it was. He asked her to give it to him, and without hesitation she did.

The next day he returned and gave the gem back to the woman. She asked him why. He replied, “This gem would make me rich, but what I want is something more valuable – I want to learn what it is within in you that allowed you to give it to me cheerfully and without question.”

The Helping Hands of Our Community !



Gordon Hussey (left) and Bob Rowledge (right) of the **Nanaimo Community Foundation** recently visited and presented a \$15,000 cheque to Jeanne Fahlman, NCHS Development Officer, to help with upgrades to an aging Hospice House.



TIMBER!!! Billy Ray Smith (above), of **Buckin' Billy Ray's Tree Services, Westhaul Cranes Ltd** and **DBL Disposal Services** donated their time and talents to bring down a giant redwood at Hospice – one limb will be made into a Hospice flute.



Picture in front of U-Lock Mini Storage: (L-R) Daphne, Hospice Shoppe Mgr, and Jeanne, NCHS Development Officer

The "Feel Good" Factor

U-Lock Mini Storage recently donated a 10 x 25 heated, drive-up storage unit for the **Elders in Transition** program offered through the Hospice Shoppe thrift store.

This donation, worth a total of over \$3,500, offers the space needed to store furniture and goods acquired through Elders in Transition in a safe dry place.

As Keith Davenport of U-Lock noted in an email when he sent the picture to the left, "Recognition is great, but ultimately, for us, it's all about the 'feel good' factor."

We know what Keith means!

We urge our readers to support businesses in our community that are *Helping Hospice Help Others*.

NANAIMO BOTTLING RECYCLE DEPOTS – 4145 Mostar (250-751-2358) or 1805 Freemont (250-751-1159)

Don't like sorting your bottles at the depot? Take them in during the months of April or May to one of the locations above and drop your bottles in the bin designated for Hospice. No mess! No fuss! Great way to support Hospice.

Thank you Nanaimo!

Your ongoing support through special events and the Hospice Shoppe does make a difference. We couldn't do it without you!

Helping Hospice Help Others

Eight Easy Ways to Help

Order Your Next Book Online – Click on the Amazon.ca link on the Hospice website - percentage of the purchase goes to NCHS.

Bottle Recycling – Avoid sorting - take bottles to the depot during April/May - put them in the bin designated for Hospice. Other months just sort and then let the clerk know it's for NCHS

The Soap Exchange – A wide array of environmentally friendly cleaning products – tell them you're from Hospice and we'll get 10% of your purchase price.

Island Farms UPC Codes – Clip and bring all UPC codes from Island Farm products to Hospice – we get 3 cents per code.

Husky Rebate Card – Ask us for your very own swipe card. Use it at any Husky/Mohawk gas station, convenience store, or restaurant. Hospice gets 2% of your purchase.

Online Donations – Go to our website and click on the Canada Helps logo to donate – it's as easy as pushing a button and choosing where you want your money to go.

Monthly Giving – As little as \$10 a month taken automatically from your bank account or credit card can make a difference.

Hospice Events – Join us for Hike for Hospice in May and Celebrate a Life in December – donate and support Hospice.

Nanaimo Hospice Shoppe – Thank You!

Our thrift store is a social enterprise that donates 100% of net profits to Hospice programs and services. We could not do this work without the small staff and 85 volunteers working at this friendly shopping destination. In 2010 the shop generated a profit of \$130,000 that will support Hospice in the coming year.

We could not achieve this kind of success without the support of our community – thanks for donating and thanks for shopping!

Thank You – United Way - \$40,000

Recently we received word that the United Way of Central and Northern Vancouver Island will be supporting our Child and Youth Program and our Seniors Palliative Program in the amount of \$20,000 each. Thank you to everyone at the United Way for the hard work they put in during their campaign to ensure that agencies like Hospice can continue to better serve our community.

VIHA Funding - \$11,700

VIHA recently announce an increase in our normal funding of \$5,700 by an additional \$6,000 in one-time funding. The Vancouver Island Federation of Hospices continues to work with VIHA to create meaningful partnerships.

----- Tear off and Mail to: Nanaimo Community Hospice, 1729 Boundary Ave, Nanaimo, BC V9S 4P3) -----

Helping Hospice Help Others

I wish to become a member of Nanaimo Community Hospice Society (Charitable Receipt issued)

\$5 Volunteer \$15 Individual \$25 Family & Non-Profit \$50 Corporate

I would like to make a charitable donation (Charitable Receipt will be issued)

\$50 \$100 \$500 (Recognition on Donor Wall) Other _____

I wish my donation to remain anonymous

Please send me information on "Planned Giving"

I would like to join the Monthly Giving Program and wish to donate \$ _____ a month*.

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)