



# Hospice Matters

The Heart of  
Hastings Hospice  
Inc

Fall 2013

## Founding Member Honoured

In her own words, Doris is “not retiring, just stepping back”; she will continue to do what she loves most...caring for patients and training/working with volunteers.

Doris Bush, R.N. has been involved with the Heart of Hastings Hospice for the past 22 years, being a founding member of the organization in 1991. When asked about her work with Hospice, she says, “I love what I do; it is a wonderful cause. Everyone tells me it is a special kind of work, but anyone can do it. It’s just being caring and thoughtful.”

At the October annual general meeting, Doris was praised for her dedication to the organization and her commitment to patients and their families. Dr. Cliff Derry, Past Chair, commented that “Doris was a sparkplug for Heart of Hastings Hospice. She worked tirelessly to have a hospice house and now she has seen that happen.”

Jim Dennison, Past Chair, had his chance to roast Doris. “There is something wonderful at Hospice. We found an angel in Doris so how can I roast an angel? People feel at ease, they’re looked after, you have the ability to reach out and touch lives.”



Doris thanked everyone for her 22 wonderful years, saying that she will never forget the patients and their families. With retirement she is looking forward to spending more time with family, and volunteering her time with Hospice to help continue all of the good work that has been done over the past years.

To honour Doris, you will soon see at the main door a stone inscribed “Welcome to Doris’s Hospice”

**Congratulations Doris,  
We wish you a long and happy  
retirement!**

## A Note from the Chair

The past fiscal year has been extremely rewarding for those involved with Heart of Hastings Hospice, with the first year of our house being in operation. Families have been very thankful for the care their loved ones have received in the home. The house has also provided a presence in the community and a meeting place for our volunteers, bereavement groups and the board. I would like to thank the House Committee members and Rob Bonter for all their hard work over the past year, which has allowed us to complete the renovations and work to pay off the mortgage.

While much attention has been on the house, the bulk of our work is in the community supporting those in their own homes. The numbers of clients we are involved with continues to grow every year and there is a need for more volunteers to meet this demand. Our volunteers play a key role in relieving the stress and fear for the patient and their family during this time near end of life. Hospice involvement does not end when the patient passes on as we continue to be involved with families afterwards. Bereavement groups have been well attended and complement individual grief support provided to the family members after the death of their loved one.

In July we were able to hire a Hospice Director, Donna Frair, thanks to a grant from the Ontario Trillium Foundation. That same month, our long-time, much valued and loved, Volunteer Coordinator Doris Bush, decided to “step back” as she likes to call her retirement. She will continue to volunteer doing the things she loves...caring for patients and training/working with volunteers.

I would like to take this opportunity to thank all those whose dedication and hard work this past year has made Heart of Hastings Hospice such a worthwhile endeavor. The board members have been very diligent in performing their role, especially with increased demands made of their time. We are fortunate to have wonderful staff including Donna Frair, Hospice Director; Debbie Waller, Service Coordinator; Leona Brady, Administrative Assistant; and Doris Bush; all have worked tirelessly for the organization. Finally, none of this would be possible without our volunteers, who give so much of themselves to help our clients and their families travel through their end-of-life transition. We appreciate all of you.

Dr. Janet Webb, Chair  
Board of Directors

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Condolences to our bereaved families in the loss of their loved ones. Special thanks to families who have requested Heart of Hastings Hospice as their charity of choice. ♥



Please bring  
a \$2 gift  
for  
exchange

**Christmas Get Together**  
**Thursday, December 19**

**11:30 a.m. at Bunkers  
Station Rd, Marmora  
RSVP to Doris 613-478-2215  
By December 13**

**FOR ALL VOLUNTEERS...  
Welcome the festive season with  
good food, good company, good  
cheer!**



**CONGRATULATIONS  
PAM!**

**JUNE CALLWOOD AWARD**

Pam Jennings, Heart of Hastings Hospice volunteer since 2006, will be the newest member of the June Callwood Circle of Outstanding Volunteers in 2014. She was nominated and crowned at the October AGM and will receive her award next spring at the HPCO conference. Pam is always willing to help wherever and whenever we need her. Her ability to adapt to numerous environments make her an invaluable volunteer. Her patience and kindness make the patient, their family and our staff feel relaxed and secure in the care she provides.

If you attended the weekly Marmora Cruise Nights, you know Pam! For two years she was there every night selling 50/50 draw tickets...proceeds were shared with Hospice. Pam has truly enriched the lives of others by giving from the heart.

Pam also volunteers for Sandy Pines Wildlife Centre, caring for abandoned, sick and injured animals, in her home, around the clock. Pam lives her life in synchronicity with Mother Nature, loving, caring and sharing for all.

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**A Message from the Hospice Director**

If we consider some of the amazing recent advancements in medical technology and how this has changed the way health care is delivered, it is reasonable to expect that corresponding changes also need to be made in the way healthcare funding is provided. Our Hospice receives approximately 34% of our operating budget for our Community In-home Visiting Program through the Local Health Integration Network (LHIN).

In August of this year, after extensive discussion and collaboration with the Hospice agencies, the LHIN made recommendations that require all community Hospices to select an integration partner by November 30<sup>th</sup>. This partner organization must be either a hospital or community home support agency within the same geographic location. This requirement affects only our visiting program, however, and has no effect on the operation of our Residential Hospice. We are then to proceed with developing an agreement of the accountability structure between the two agencies by March 31, 2014. It is expected that this facilitated integration will ensure that Hospices remain sustainable over the years to come. As well, there may be opportunities to reduce some of the indirect costs associated with operating smaller programs independently.

To this end, we have been working diligently to ensure that we select an integration partner that supports our commitment to patient-centred community palliative care services, and our goal to **improve the quality of life for those diagnosed with life-limiting illness**. Once we have finalized this selection, we will develop a “memorandum of understanding” (MOU) that will specify exactly what each partner is responsible to do; the governance, reporting requirements, methods to resolve issues, etc. We are determined to maintain the excellent quality of our programs and remain at the front line in providing hospice palliative care and bereavement support throughout the communities we serve, and we will continue to work closely with all of our partners to achieve this mission.

Donna Frair  
Hospice Director

## Hospice House Report

We had a dream...and thanks to our dedicated House Planning Committee and board members, and to the amazing support from our six communities, our dream became a reality.

In early 2010 a detailed business plan, strategic roadmap and a house selection criteria guide were developed. By January 2011 a major fundraising "Home is Where the Heart is" campaign was launched, with a goal of raising \$350,000; in six months a total of \$210,000 had been raised. Due to the success of the campaign, and with a loan of \$100,000 from Community Futures Development Corporation, a lovely home was purchased for \$285,000 in August 2011 in Madoc Township, on the edge of the Village of Madoc.

To cover operating costs for three years, a Heart Beats Program was very successful with donations of \$500 per year from 45 donors. As we progress through 2013 and beyond, the donations from funeral bequests will grow to cover a large portion of ongoing operating costs.

A grant from the Ontario Trillium Foundation for \$79,700 allowed renovations to begin...wheelchair access, parking lot, generator, fire sprinkler system, hospital beds, and other care-related requirements inside the house. Tradespeople and volunteers donated many hours – the community support was overwhelming!

The Grand Opening on August 18, 2012 was grand indeed, on a beautiful sunny day...a very proud and satisfying culmination of the efforts by so many to reach our goal. The house was tastefully furnished and decorated, thanks to generous donations from individuals in the six communities.

By end of fiscal 2012-2013 the mortgage balance was \$40,000 with anticipated total elimination not far away. By September 2013 total funds raised by the committee, including grants, was \$503,000. A second Trillium grant for \$87,500 allowed completion of wheelchair accessibility to the lower level office/conference area, and salary for one year for a Hospice Director. Fundraising events will continue to be of utmost importance and volunteers are necessary and most welcome to assist with these endeavours.

The first patient was welcomed into the Hospice House in December 2012. By November 2013 seven more patients had received care in the House. We know we are making a big difference...families tell us so!

**We have come so far in three years – an amazing job by everyone involved!**

Leona Brady  
House Committee

### CONGRATULATIONS Job Well Done!

#### House Planning Committee

##### Planning, Grant Applications & Fundraising:

Eric Brick, Carman  
Donato, Lori Martin, Lois  
Bastedo, Karen Bailey,  
Bev Maloney, Donna  
Peters

##### Public Relations:

Dr. Janet Webb, Doris  
Bush, Debbie Waller

##### Promotional Materials:

Lois Bastedo, Leona  
Brady, Anna Sherlock

##### House Coordinators:

Doris Bush, Leona Brady,  
Carman Donato

##### Decorator: Anne Marie McBeath

##### Construction Coordinator:

Rob Bonter

##### Maintenance Coordinator:

Bob Hadley



## "Friends of Hospice"

We invite anyone in our communities to become a "Friend of Hospice", where you can undertake projects and activities that will help us maintain our wonderful residential Hospice House in Madoc. Through teamwork and dedication, anyone can support this non-profit charitable organization as it provides excellent supportive care to palliative patients and their families. Your contribution to this endeavour may be in the form of:

- ♥ helping with property maintenance
- ♥ assisting with fundraising events
- ♥ providing information technology support
- ♥ gardening

...or... whatever you are passionate about doing for a worthy cause

Please contact The Heart of Hastings Hospice to sign up - we are sure that you will realize the value and rewards of being a friend of this great organization. Send us an email at: [info@heartofhastingshospice.ca](mailto:info@heartofhastingshospice.ca) or call us at: **613-473-5125**. You can also watch our website for regular updates on current projects underway! [www.heartofhastingshospice.ca](http://www.heartofhastingshospice.ca)



### Volunteering for Patient Care

Welcome to our six new volunteers who completed this fall's 30-hour training program in order to provide care to our patients in their homes and/or in our Residential Hospice House.

Our volunteers are recruited on an ongoing basis as we are always in need of enthusiastic, energetic, dedicated and compassionate people who can fill the very special role of providing supportive palliative care to our patients.

If you feel able to give some of your spare time to ease the suffering of those who are living with life-limiting illness, please call **613-473-1880**. You can download a copy of our [Volunteer Form](#) on our website: [www.heartofhastingshospice.ca](http://www.heartofhastingshospice.ca)

### Photo Contest Winners

CONGRATULATIONS to the winners of our photo contest, and a big thank-you for your submissions...they are beautiful! Photos will be featured in "Country Roads" magazine, available in stores week of December 2nd. The framed pictures will grace the hallway in our Hospice House.

Len Holmes "Moira Lake Sunset", Municipality of Centre Hastings

Mark Leahy "O'Hara Mill", Township of Madoc

Gabriella Hamley "Mine Pond in Blue", Municipality of Marmora & Lake

Kimberly Bastedo "Covered Bridge", Township of Stirling-Rawdon

Sylvia & Gerry Heaysman "Coronation Island, Stoco Lake", Municipality of Tweed

Tudor & Cashel Photo Gallery "Gunter Lake", Township of Tudor & Cashel

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Madoc, ON K0K 2K0  
Phone: 613-473-1880  
Fax: 613-473-4070  
E-mail:  
info@heartofhastingshospice.ca

### We're on the Web!

[www.heartofhastingshospice.ca](http://www.heartofhastingshospice.ca)

Anyone can call us!

Supported by:



## Fundraising Update

The past fiscal year was busy and exciting, with the House Campaign in its second year. Our annual fundraising events went on as usual and some new ones were added. Third party events were popular and we truly appreciate such wonderful support from the communities.

Thanks once again to the generous support of Madoc Trinity United Church for partnering with Heart of Hastings Hospice. This summer's 2nd Victorian Garden Tea was popular once again, and the 3rd Annual Madoc House Tour in November was sold out! A great event...thank you, home owners, for your generosity in opening your homes for this enjoyable fundraiser.

Third party events are always a big boost to our fundraising efforts and we extend special thanks to those in the communities who work so hard to organize successful events:

Maple Syrup	Madoc Arts Centre TIFF Movies
Marmora Cruise Nights	Craft Shows/Bake Sales
Madoc Fish Derby	CJ's Diner 50/50
St. Patrick's Dance	

Do you have time to spare?  
Our Fundraising Committee needs your help.  
We have a lot of fun!

**TO ALL OUR SPONSORS, DONORS, BUSINESSES, ORGANIZATIONS, MEDIA, COMMITTEE MEMBERS, VOLUNTEERS AND TIRELESS HELPERS, MANY, MANY THANKS FOR YOUR SUPPORT.**



Christmas Raffle  
Saturday, November 30<sup>th</sup>

### GREAT PRIZES - HAPPY WINNERS

Recliner Chair - Karen Smith, Newcastle  
Kids Bike - Paul Croscud, Madoc  
Holiday Cheer Basket - Linda Pacaud, Marmora  
5 Christmas item draws - Ellen Fegan, Marmora; Tom Dies, Madoc; Deena MacCauley, Marmora; Kathy Norris, Tweed; Harry Trail, Tweed

Special thanks to Bush Furniture for once again donating a recliner chair. Our sincere thanks to everyone who donated prizes, and sold and bought tickets.