

# NEWSLETTER

## The Heart & Soul of Hospice Quinte

It takes a special kind of person to be a hospice volunteer. Their commitment, compassion and talents make a tremendous difference in the lives of those with a life-limiting illness, and their caregivers and families. This rewarding experience also makes a difference in the volunteer's own life, as they learn to cherish each day and value life as a gift.

Our volunteers are the lifeblood of Hospice Quinte. They are the heart and soul of what we do and serve in many ways. Without them, we could not deliver our quality In-home Visiting Program, Caregiver and Bereavement Support Groups, run fundraising events and much more. The Hospice Quinte Care Centre will rely on even more volunteers providing a variety of new and rewarding opportunities.

Extensively trained volunteers will play a vital role on the hospice palliative care team at the Hospice Quinte Care Centre. They will work collaboratively with a highly skilled multi-disciplinary team of physicians and allied health care providers who will focus on pain management and providing the greatest quality of life possible for clients nearing end of life.



The volunteer members of the team will ensure the emotional, cultural, spiritual, practical and functional needs of each client and their family are met. Similar to our current in-home visiting volunteers, they will also provide companionship, a hand to hold, and perform simple acts such as reading, sharing stories, writing letters or just listening. They will ensure the client and their families know they are not alone during their end-of-life journey.

The new Centre will offer many other rewarding ways volunteers can share their talents by preparing meals for residents, snacks for families and visitors, reception, wellness activities, gardening and more.

### Another Boost for Hospice Quinte with \$10,000 Donation

The Heart & Home Building Campaign has received another boost with a \$10,000 donation from Bruce & Gail Woodbeck. Their support will help individuals and their families in our communities through the difficult experience of their end-of-life journey. We graciously thank Bruce & Gail for their gift that will help ensure Hospice Quinte is here for families when needed.



L-R: Jennifer May-Anderson, Bruce & Gail Woodbeck, John Williams

# A Space to Learn



*Newest Graduates of Hospice Quinte's 10-week Visiting Volunteer Training Program*

The Hospice Quinte Care Centre will feature a multi-purpose Community Room that will serve as our training centre for our volunteers. Our mandatory 10-week training program for our visiting volunteers, as well as our other volunteer training programs, will benefit from this spacious meeting space that will provide a comfortable and welcoming environment in which to learn. This space will also be used for ongoing continuing education and training activities for volunteers, as well as for students in the Registered Nurse, Registered Practical Nurse and Personal Support Worker programs through our partnership with Loyalist College. The Community Room will also allow us

to host educational sessions and seminars on palliative care for the general public and health care professionals.

“Hospice volunteers are well trained and most importantly, they are kind, caring and devoted. I know this because I have been a Hospice volunteer for many years. I’ve seen firsthand the quiet, respectful care provided to clients and families, with the dignity and compassion they deserve. We serve, respect, trust, and share – as we laugh and cry together. It has been an enriching experience to be a part of Hospice Quinte and I am happy to be a continuing volunteer and donor.”

*Julie Lange, Hospice Quinte Volunteer*

## Volunteer Spotlight

“In my lifetime I have had four experiences with death in my immediate family, three of them in a hospital setting which affected me deeply as it seemed very impersonal to me. My fourth experience was very different. My mother was in palliative care and I was with her throughout her dying journey. The nurses and PSW’s were wonderful to her and to me. I read to her, we talked, we listened to music, we touched, we connected, it was some of the most beautiful and profound moments of my life. It was because of this experience I decided to work as a palliative volunteer.

Since becoming an In-Home Visiting Volunteer with Hospice Quinte, I have been honoured to visit with Peggy (who celebrated her 99th birthday in November!). We hit it off right away and have developed a close relationship. All her family lives out of town, so every Thursday afternoon I visit with her and we play Scrabble together. Peggy used to play Scrabble with her mother, so we always try and play at least two games together.

When I started thinking about becoming a palliative volunteer, I did not consider how it would affect MY life, but only how I could possibly make a small difference



*Margaret Hewitt & Peggy*

in someone else’s life. In my work with Hospice I have come to learn that it is so much more than just trying to be there for someone in a time of terminal illness – it is also about connecting. Connecting to someone’s needs to feel validated, to be heard, to be affirmed, to acknowledge their struggles, their fears, their needs, and their wants, and their rights as a dying person. To have their death, and how they die, have as much meaning as how they have lived their life. It has helped me look at people through a more kind, compassionate and unjudgmental set of eyes.”

*Margaret Hewitt, Hospice Quinte Volunteer*