

# Hub Hospice

PALLIATIVE CARE

Celebrating our 5th Year of Incorporation

## *Our Mission*

*We seek to ensure that individuals and their caregivers are well supported through the end-of-life experience; and that, where possible and when the individual so wishes, is able to die at home. We believe that palliative support of those dying, and their caregivers, is an integral part of a healthy community life.*

## *Our Vision*

*Every person at the end of their life may live in dignity, respect and comfort and not feel alone.*

**Annual General Meeting**  
June 14, 2018

## Hub Hospice Palliative Care Chair's Report

Jane Henderson, RN

We thank St Paul's Anglican Church for providing space and facilities for this meeting and to the many who prepared foods suitable for a celebration. We regard this room as a home away from home. This Church under Reverend Pat Martin's leadership has provided us with a welcome from our embryonic days!

### **We welcome:**

Mary Wilson-Tryder, CEO of the Almonte General Hospital and the Carleton Place and District Memorial Hospital;

Hannah Larkin, AGH and CPDMH Patient Flow Manager and Member of HHPC Board

Rob Eves, CEO of the Mills Corporation;

Marsha Guthrie, President of the Almonte Civitan Club

Mike Coxon, Principal, Third Sector Consulting

Dr Marty White, Medical Resource to HHPC visiting program

Members of the North Lanark Palliative Care Network:

Christine Bois, Chair of the Network and Past Chair of HHPC

Karen Bunes, Fairview Manor Director of Care

Sabrina Martin, North Lanark Health Link Manager

Jane Coyle, Director of Health Services North Lanark CHC

Jan Watson, Coordinator, Home Support Programs & Services at the Mills Community Support Corporation and member of the HHPC board

Tara Cohen, Champlain Hospice Palliative Care Program

Nadine Valk, Executive Director Champlain Hospice Palliative Care Program

Sherryl Smith, Community Member, Pakenham Senior's Support

Carolyn Della Foresta, Almonte Country Haven Director of Care

Peter Hamer, Executive Director Ottawa Valley Family Health Team

We are pleased to announce that Pam Murphy, RN has joined the visiting team as a relief nurse to Allison Griffith, our Coordinator. Many of you will know Pam as the former Director of Care at Fairview Manor and before that at Country Haven. She is a well-qualified addition to the team.

Dr Marty White has accepted our invitation to act as Medical Resource to Allison. As some of you know he has been a resident of Mississippi Mills for 44 years during which he was on the Medical staff of both the Almonte General Hospital and the Carleton Place and District Memorial Hospital. Until his recent retirement he practiced Family Medicine in Carleton Place for 40 of those years.'

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As one of our clients, Alan Miribelli, remarked in his address to the community last December: “My life has been a run on sentence ... then someone put a comma in that sentence ... what am I going to do after the comma and before the period?” It was during that interval we were introduced to Alan Mirabelli.

I ask that you bear in mind as we talk about Hub Hospice Palliative Care this evening that we are describing a service that is focused on living; on helping people to live well after the comma and before the period.

We are a “hospice without walls.” We bring our unique service to our client’s home, wherever that may be. Our aim is to fill a visit with no other purposes than to listen for that person’s wishes: interests, regrets, happiest and proudest moments, desire to leave a legacy, to live for a particular celebration, write letters, re-establish lost friendships or family relationships, read, listen to or play music, tell or learn jokes, sing songs, reconnect with church or other spiritual support, obtain direction to write a will or Advanced Care Plan, express fear of being in pain or of being alone... the list is as varied as each of us in this room. In short, a visit is focused on the essence of the person, not their diagnosis, age or disabilities, but rather on abilities and aspirations.

Five years ago Hub Hospice Palliative Care was incorporated. This is an important milestone. As many of you know, the need for a home visiting Palliative Care service was recognized by a group of men and women from among Almonte Community Coordinators. Initial and substantial funds were raised even before a “transition team” legally transferred the organization to the separately incorporated and governed Hub Hospice Palliative Care. There are among us this evening several people who were on that Transition Team: Rev. Pat Martin; Eloise Caverson RN who volunteered for several years on the Board and as well acted as a volunteer support to the Coordinator Wendy Powell and later Allison Griffith; Julia Thomas who is a Visiting Volunteer; Gary Pollock who acted as the first Treasurer; and Glenda Jones who acted as Secretary and community contact. Our Board — and our organization — continues to grow stronger with the welcoming of community members who bring a wealth of knowledge, experience and commitment to our contribution to palliative care services in the area. Since incorporation we have reached out to serve individuals and their families beyond the initial borders of the Town of Almonte. We have served people from Pakenham to Appleton and intend to extend our reach in the future, as human, financial and community resources are available.

This community has a long history of caring. Our rural heritage required that people turned to each other for care and support in times of greatest need — be that birth, illness or death. Over the past 25 years major social changes have resulted in the shrinking or disappearance of the traditional family and friendship circles. The result is that many among our still largely rural area are alone at the end of life or dependent on a very few who are already often frail and over-taxed. We are privileged to serve those who are alone or those who are exhausted by caregiving and need someone who understands and is willing to support them.

Our growth would not have been possible without the strong support of our communities. Individuals, businesses, service clubs and groups within churches, clubs and the arts have all made it possible for us to offer our services. Our growth is clear demonstration of what can happen if enough people of good will combine forces. As we go forward we know we need to collaborate with other groups so that each of us can share what we do best. There is no space for duplication or competition. Collaboration is what is needed.

We are sometimes asked, “where is the Hospice going to be built?” Well, it is operating within the homes, the hospitals and the nursing homes. Do people need greater options close to home? Yes. Government agencies regard Renfrew, Kanata and Smith Falls as local but we know that for people who live in remote rural areas those places are not local. We will continue to work with allied services with patience and

understanding to find a way to meet local needs. The solution will take time, flexibility and creativity. Money is not always the definitive solution to every challenge.

Several years ago the Champlain Regional Palliative Care program put forth the notion of a need to develop “Compassionate Communities.” Each of us in this room plays a part in such a community. Some supports are easily recognized: Hospitals, Churches, and Medical and Surgical Service as well as Mills Community Support, The Champlain Community and Home Visiting services, and the Civitan Club. You will hear later of others well outside of health and social services that generously serve and enrich the lives of those in our area who are living as fully as possible to the end.

While we (reluctantly) accept the inevitability of taxes we’re not quite there yet with death! In the face of societal disinclination to accept the reality of death and dying we recognize public education as a priority for the immediate future. Experts have long held that education leads to behavioural change. As community services and individuals continue to recognize and respect each other, expand our understanding of self-directed living, clarify service links, and connect with commitment we will achieve the designation of Compassionate Community.

In the reports to follow you will hear details of the growth and changes we have achieved over the past five years and plans for the future from those who work hard to help fulfill our vision for the future of Hub Hospice Palliative Care.

## Hub Hospice Palliative Care Coordinator of Volunteers Report

Allison Griffith, RN, BScN, MPA

*“I can do things you cannot, you can do things I cannot; together we can do great things.”*

— Mother Teresa

In our fifth year of providing service in the community it is inspiring to see the growth of our volunteer base in all areas of Hub Hospice Palliative Care (HHPC). When people offer their time and gifts it is often with the question “How can I make a difference? I’m not sure how I can help.” When meeting new volunteers I like to find out who they are, where they have been and most importantly where they are going. There is a place for everyone to contribute to the mission of providing support at the end of life’s journey whether it be a home visitor, part of the annual Hike for Hospice Team, the Trees Campaign Team, by participating in annual fundraising events such as the upcoming Tea in collaboration with St. George’s Church, community education, board membership or simply joining “Friends of Hospice” and helping out where needed! Although it is impossible to estimate all of the actual hours contributed in building a compassionate home hospice program over the past 5 years. What is tangible is the difference that this growing compassionate community makes in the lives of individuals, families and caregivers in their end of life journeys.

The mission of the Home Visiting Program is to share the end of life journey. Our home visiting volunteers, through their presence and care of both clients and families show that the end of our story is just as important as the beginning.

### **Our Visiting Volunteers**

Volunteer visits go beyond a simple friendly visit. Since 2013, when we began with our first group of 5 volunteers we have recruited and trained over 30 home visiting volunteers! This year marks our fifth group of new volunteer recruitment and training. The fundamentals in palliative care training required by Hospice Palliative Care Ontario (HPCO) include 35 hours of education.

### **Our Home Visiting Program**

The program has been in operation for the past five years since we received our first referral to the program in October 2013. Our home visiting volunteers in the past year (May 30 2016 to June 1 2017) collectively made over **600 home visits, totaling over 1,200 volunteer hours.**

Our volunteers offer a gentle presence while the most important gifts they bring to a home visit are listening and compassion. One of our visiting volunteer's shares her feelings about her role:

“It is a privilege to be able to support clients and families in their end of life journey and bereavement. For me it's giving back for the kindness of others in my own time of grief.”

### **Honours and Awards**

This year we are excited to honour our first 5 year service award recipients; Sheilamary Boydell, James Hugessen, Linda Berg, Cheryl Buttrum, Kathleen Lesway, Linda Brooks, Lucy Brown and Peter Moller. These volunteers were part of our initial two training courses offered in May 2013 and October 2013. The compassionate service that they offer our clients and families is exceptional and remains the strong foundation on which our program is built. Thank you for your compassion, kind hearts and dedicated service!

### **As the Hub Hospice Palliative Care R.N. Coordinator**

I provide support not only to the client but to their informal caregiver by teaching about community resources and through information and referral. This quote shares the caregiver perspective:

“Through our initial home visit, Allison mapped out a care plan that included securing our physician's direct referral to CCAC and Mills Community Support Assisted Living Program. Simply having someone on “Our Team” to help educate, navigate and support Mum's continuing journey is gratefully appreciated.”

We help connect the families we serve to important services such as: The Community Care Access Centre (CCAC), the local Civitan medical supplies lending cupboard, the home-bound library service, meals on wheels, the assisted living program, the regional palliative care outreach team, our local physicians and Family Health Teams (FHT), Mills Community Support, pulmonary rehabilitation program, spiritual or pastoral care to strengthen their existing informal care network of family, friends and neighbours.

### **We welcome our New Relief RN**

Pamela Murphy brings wonderful experience and a kind heart to our team! Welcome Pam! We are so happy to have you join our team. In October we said goodbye to our dear friend Eloise Caverson RN who volunteered innumerable hours and so generously shared her time and wisdom in the home visiting program for close to 5 years. Thank you Eloise!

### **Program Enrichment**

This is reflected in the ways that we continue to develop the home visiting service. This year we add two new elements to enrich the lives of our palliative clients. The Almonte Crazy Quilters join our volunteer team by making beautiful handcrafted quilts! Each quilt is unique in colour and design but all are made with love. Through funds received from the OutCare Foundation we are fortunate to welcome Dr. Cheryl Jones PHD music therapist to join us in developing an individualized music program for each of our palliative clients. These two elements are examples of what make our

hospice home visiting unique, with a focus on improving quality of life and bringing joy to those we serve.

### **Continuing Education**

Our education programs are supported by the HHPC board, the Champlain Hospice Palliative Care Program (CHPC) and the generous support of the OutCare Foundation. This year 27 hours of continuing education, in addition to our monthly meetings were offered to our home visiting volunteers.

***Musical Therapy in a Medical Setting*** was a collaboration between HHPC, Almonte in Concert and Learning in Almonte. Dr. Cheryl Jones spoke to a full house at the Almonte Town Hall and shared knowledge regarding musical therapy to promote, maintain and restore health. Several of our volunteers were in attendance.

***Grief and Bereavement Training*** 2 day workshop with Tara Cohen MSW from the Champlain Hospice Palliative Care Program (CHPCP) strengthened the visiting volunteers' capacity to provide grief support. Twelve volunteers were trained to better understand their role as grief companions. "Companioning" is a phrase coined by Dr. Alan Wolfelt and means to walk beside the person who is grieving, listening and learning about their grief.

***Volunteer Spring Retreat*** at St. Paul's included Art Journaling for self-care facilitated by Lorrie Beaton. It was an informative and fun workshop for all volunteers who attended, each volunteer received an Art Pad and Pencils to continue their Art Journal at home.

***Annual Palliative Education Day*** offered by the Champlain LHIN and HHPC was well represented, with four volunteers in attendance. The focus was on Art in Palliative Care which was very relevant to our home visiting program.

### **In summary**

The fifth anniversary of our Home Visiting Program is a time to celebrate our accomplishments! Our volunteer team continues to grow with roots in the community giving us strength and wisdom. Home visiting volunteers, community volunteers such as Crazy Quilters, local churches, fundraising teams including those who work on the hike and the tree sale, the Education committee and a committed Volunteer Board all bring unique gifts. Our volunteers create a compassionate community to support people at end of life in our Hospice without walls. Together we can make a difference!

# Fundraising Subcommittee Report for Fiscal Year 2017/2018

Toni Surko, Chair Fundraising Subcommittee

Hub Hospice Palliative Care revenue is dependent on community and corporate support to build financial capacity to support the services of the Hub Hospice Palliative Care Program. The committee cannot meet their goals without the leadership of members of the board who work collaboratively with community volunteers who give their time, expertise and energy to our fundraising events.

This year the fundraising committee raised the funds to balance the budget, support new bereavement services and hire a relief registered nurse coordinator. Every event we plan draws attention to the strength and value of local community palliative care services.

The following is a review of the fundraising activities for the year 2017/2018.

## **Signature Events**

### **Hike for Hospice**

The 2017 Hike for Hospice was extremely successful last year despite very soggy walking conditions. The revenue generated was reported at \$8000. Thank you to Tony O'Neill and his committee for planning this community event that includes a walk at the beautiful Mill of Kintail complete with petting zoo, BBQ, pet stations, and prizes. Corporate sponsorship is a large part of our revenue and we extend gratitude to local businesses for supporting this event.

### **Trees for Hub Hospice**

The Tree Campaign is a well-organized event that results in beautiful trees and shrubs showcased in neighbourhood landscapes. Trees are purchased for a large catchment area and every year we are surprised by how far people come to pick up their purchase. Many trees are front and centre in memorial plantings to honour a community member or loved one. This year Ed Lawrence from the committee, hosted an informative tree-planting seminar at the Civitan hall. The revenue generated was reported in 2017 was approximately 10,000. Our deep appreciation to Christine Bois, Andrea Bird, Peggy McPhail and committee for organizing this event.

## **Fall Fundraising with Flowers and A Fashion Show**

This year, Nora Hammell organized our flower sale and board members canvassed the community to sell a gorgeous array of spring bulbs. A positive public response brought in \$4000 from this event. Last fall we also hosted a Fashion Show at the beautiful Orchardview by the Mississippi. Dress shops from Carleton Place and Almonte showcased their designs and apparel to the delight of attendees. This event raised another \$4000.

## **Grants and Proposals**

We received \$10,000 from Commonwell Mutual Insurance Company to develop a program to support palliative care clients and caregivers. We worked collaboratively with Lanark Community Home Support to share a bereavement coordinator to pilot a new caregiver support program. This pilot offered us the opportunity to structure new bereavement services lead by our staff and volunteers that will continue long after this funding is gone.

The OutCare Foundation enhances community-based palliative care through awareness and funding of projects that support palliative care patients and their families. They generously donated \$4000 that was used to

## **Third-Party Events**

Local churches have always tirelessly supported our work with funds or in-kind services. This year two churches took on fundraising on our behalf. Holy Name of Mary Parish hosted a Rock'n'roll dance that raised \$2250 for Hub Hospice. St George's Anglican Church also sponsored a Gospel and Country concert raising \$1320 for our services.

Finally, we cannot exist without the generosity of our compassionate community — individuals, groups, agencies and business. I would like to thank every individual donor who gives sacrificially because they want to live in a compassionate community where people with life threatening illnesses do not feel alone and can live out their lives on their terms.

## **Watch for Upcoming Events in 2018:**

- Tea in The Garden June 23, 2018 between 2 and 4 pm, Clayton ON
- Hub Hospice Donor Mailout August 2018
- Fall Fundraising with Flowers September 2018
- Fall Fashion Show November 18, 2018 at Orchardview by the Mississippi
- Hub Hospice Tree Sale December 2018 to April 2019
- Hike for Hospice May 5, 2019

## Communications and Public Education Committee Report

Elaine Menard, Chair Communications and Public Education Committee

This year we celebrate the 5th year anniversary of Hub Hospice Palliative Care (HHPC). The mission of HHPC is clear: “We seek to ensure that individuals and their caregivers are well supported through the end-of-life experience; and that, where possible and when the individual so wishes, the individual is able to die at home. We believe that palliative support of those dying, and their caregivers, is an integral part of a healthy community life.”

The foundation of our organization remains the volunteers who visit clients in a palliative state in order to share their end of life journey. Complementary to this service are bereavement support services for the caregivers and family members as well as advanced care planning.

To further this mission and mandate, it is essential that the communications and public education of these services be consistent and robust.

In 2013, shortly after the creation of the HHPC, the Public Education Committee was formed. The mandate of this Committee was to increase the awareness and understanding of the services of HHPC in the community. In the last five years, this mandate has been fulfilled by both the Public Education Committee and the Communications Committee. In the spring of 2018, these two committees were joined to create the combined “Communications and Public Education Committee.” As is the case with other committees of HHPC, members of the broader community have graciously accepted invitations to join this Committee. By having non Board members on HHPC committees, greater awareness is generated throughout our community.

Given our five year anniversary, the work undertaken by these committees will be summarily outlined for the five year period, with a more fulsome description of the work undertaken this past year.

Our numerous fund raising activities generate, at a minimum, a general awareness of the existence of HHPC. Promotional information of these activities serves to introduce community members to the existence of Hub Hospice. The fund raising activities and the communications and public education of HHPC go hand in hand. Banners, such as the large one promoting the Hike for Hospice in Almonte and floor displays used at fund raising activities, as well as media and news articles of the fund raising activities, serve to increase awareness of HHPC.

Special thanks to Wendy Rampton who, from the beginning, has provided graphics and written and edited written materials whether they be electronic or hard copy and whether they be for promotional activities, the work undertaken by our volunteers or other articles on HHPC or palliative care generally. In particular, Wendy worked with the board and provided our striking logo.

There is a need for the community to know not only of the existence of HHPC, but of the particular services being offered. Numerous presentations provided by the Chair and other Board members throughout the last five years have informed community members of the services offered. Of particular note is the “Speak Up Campaign” as well as other lectures on Advanced Care Planning. To assist those bereaved, a bereavement support group, memorial service and walking groups have been organized.

Recognizing this is a digital age, special thanks are extended to Andrea and Derek Bird (The webexpert.ca) for creating and maintaining our website and Facebook postings. SharePoint is another resource we are using with their support. During the past year, Andrea and others have further worked with Board and committee members to design a donor mailing list and a preliminary database.

Consistent messaging and understanding of the role of HHPC by Board members and the public is imperative. The Committees have, through the years, generated relevant governance documents such as the Formal Stakeholder Engagement and Communications Plan. This document acts as a platform to ensure consistent messaging as identified within the Board’s Strategic Plan. As well, a formal communications plan has been drafted, which includes key stakeholders and messages.

### **Year 2017 – 2018**

Apart from the ongoing work described above, 2017 – 2018 proved to be a very busy year for HHPC due to the additional following activities.

**Presentation by A. Mirabelli:** Last fall, Alan Mirabelli spoke eloquently of his terminal illness to a large audience of community members, academics, health care professionals, end-of-life service providers/volunteers and their families. His presentation can be found at: <http://vanierinstitute.ca/alan-mirabelli-hub-hospice-palliative-care-experience>.

Mr. Mirabelli spoke at length of the services being offered by HHPC in a most complimentary fashion. His presentation is best summed up by his following words: “When I first learned about Hub Hospice in Almonte and its unique approach to hospice at home, I thought, *Somebody really thought this through*. They understood the experience of the family caregiver; they started there in the family and the home. They understood the patient, but they also understood the spouse.”

### ***Working With and Within the Community***

**Musical Therapy lecture:** In March of this year, Dr. Cheryl Jones (PhD – Music and Health Sciences, University of Toronto) discussed several effective uses of musical therapy in a medical setting. Organized primarily by HHPC, this event was co-sponsored with **Almonte in Concert** and **Learning in Almonte**. A primary intention of this co-sponsorship was to introduce more members of our community to the existence of HHPC and palliative care generally. While the topic of musical therapy in a medical setting covered many medical scenarios other than in a palliative care setting, the discussion of palliative care was emphasized. It was recognized that many citizens of our community do not wish to contemplate death and thus may not be aware of the services being offered. A lecture on a broader subject matter helped to inform the public of our services. This lecture was very well attended and the feedback was most positive.

## **Collaboration With the Churches in the Community**

**Several Church families accept our service as one they can identify with, understand and support.**

One member of the Communications and Public Education Committee, Phyllis Moore and her colleagues with the Holy Name of Mary Catholic Church in Almonte organized a dance commemorating the 175th anniversary of this Church. Half of the proceeds of the dance were directed to HHPC, the other half to the Almonte General Hospital. The organizers of the dance were most receptive to displaying banners, distributing brochures and emphasizing the work being done by HHPC.

In spring of this year, HHPC invited representatives of all community churches to an informal discussion of the mandate and mission of HHPC. This event was held in the Presbyterian Church in Almonte. Additionally, the Presbyterian Presbytery governing our area collected donations on our behalf at a recent church celebration. Both St George's Anglican and the United Church in the Village of Clayton have been active in requesting speakers and fundraising for us.

In summary, while there will always be a need to inform the general public of the existence of HHPC and the services being offered by our organization, we feel that HHPC has become an integral part of the community and we look forward to continuing to work with other palliative care organizations. As previously stated, our mission is that "We seek to ensure that individuals and their caregivers are well supported through the end-of-life experience; and that, where possible and when the individual so wishes, the individual is able to die at home. We believe that palliative support of those dying, and their caregivers, is an integral part of a healthy community life."