

MARK YOUR CALENDAR!

Volunteer Appreciation Evening ~ April 16, 2015

Stay tuned for more details.



South Asian Outreach Project

Caregiver Support Groups

- 6 week support group for caregivers (family and friends) of individuals who are palliative
- Learn about hospice services, caregiver burnout, self-care and much more
- Groups delivered in Punjabi, Hindi, Urdu, and Tamil
- Resources provided in English, Punjabi, Hindi, Urdu and Tamil
- Answers to questions in your language

Bereavement Support Groups

- 6 week support group for bereaved individuals and families who have lost a loved one to death in Canada or back home
- Learn about hospice services, coping with grief and loss, self-care and much more
- Groups delivered in Punjabi, Hindi and Urdu
- Resources provided in English, Punjabi, Hindi, Urdu, and Tamil
- Answers to questions in your language

Drop In Wellness Groups

- Wellness groups for caregivers (family and friends) of individuals who are palliative and bereaved families
- Learn about self-care and complementary therapies
- Reiki, Aromatherapy, Therapeutic Touch offered at no cost
- Answers to your questions in English, Urdu, Hindi and Punjabi

Contact Asma Khan, Community Outreach Coordinator at 647-860-2206 for more details.



Handbags for Hospice raises over \$60,000 this year!

The best thing to hold onto in life is each other. ~ Audrey Hepburn

VOLUNTEER DRIVERS NEEDED

We are in need of **volunteer drivers** for our Day Program on Wednesday between 12 p.m. - 4 p.m. (approx.) To find out more about this volunteer opportunity, please contact Kelly McLaughlin at 905-712-8119 x 223

Heart House Hospice

“The attainment of perfection is impossible but by striving for perfection we may achieve excellence.”>>>

IN HOME VOLUNTEER TRAINING

Tuesdays, Once A Week, 1 pm - 4 pm

January 19, 2015 to March 24, 2015

Location: Mississauga
interview required

Wednesdays, Once A Week, 6 pm - 9 pm

January 20, 2015 to March 25, 2015

Location: Etobicoke
interview required

If you are interested in participating in our 30 hour volunteer training program, you can complete our online volunteer application at www.hearthousehospice.com/volunteer/volunteer-form/

Questions?

Contact Kelly McLaughlin
905-712-8119 x 223

The purpose of accreditation is to challenge organizations, like Heart House Hospice, to constantly reflect on how we can improve the quality of our services for **the individuals and families we serve**. It is also a measure of accountability that demonstrates to you, to us and to the community that Heart House Hospice is committed to continuously improving our services. Everyone at Heart House Hospice wants our organization to be excellent - Excellent at delivering meaningful, person centered hospice care. We want to provide service that is person centered, valued within the community and contributes to helping make a meaningful difference to someone's end of life experience.

Jodi Pereira

Director of Community Programs

CARF International announced that Heart House Hospice has been accredited for three years for its Home and Community Services and Governance Standards.

Making a Meaningful Difference

As I sit here on a frosty morning, the coldest morning of this season, I am struck by the crispness of the air that seems to heighten my awareness of the sights and sounds around me. For some unfathomable reason, our vision, making a meaningful difference floated into my thoughts.

In the days that lead up to Christmas and the beginning of the new year, it seems appropriate to think about the vision - "to make a meaningful difference in someone's end of life experience." I always find this a time of reflection.

The recent award of a three year accreditation with CARF affirmed that at Heart House Hospice, the volunteers, staff and board meet a set of standards developed that are best practice.

So how do we make a difference ~~~ I asked our staff and these are the responses I received...

"Every day I get to work with an awesome special group of volunteers. They are truly a special type of volunteer. Not everyone can do this type of work as either a volunteer or staff. They continue to amaze me with their thoughtfulness, caring attitudes and to be able to make a difference in someone's end of life experience whom they would not have met otherwise...just angels."

"In my position as Director of Finance and Administration, I support the behind the scenes work which includes accounting and reporting. The reporting enables Heart House Hospice to retain its LHIN funding, which supports 58% of our operations and

enables us to pay our employees and provide the infrastructure that allows us to continue to make a difference in people's lives. I believe passionately in the work we do."

"The etymology of philanthropy is the "love of humanity". Through all the fundraising efforts of Heart House Hospice, volunteers and myself consistently raise the awareness and profile of Heart House Hospice and the important work we do to help people on their end of life journey."

"When I only listened to a young, bereaved wife crying over the phone, we both didn't talk much and she said she does not feel alone today."

(Continued on Page 2)

Making a Meaningful Difference (Continued) >>>

“When I delivered an information session today and one of my audience came up to me with tears in his eyes, thanking Heart House Hospice for the wonderful work we are doing.”

“When I hear from my focus groups that “Living is an art, Dying is also an art and Heart House Hospice is teaching us how to master that.”

“When I referred an individual with no OHIP to one of our Counsellors and the entire family, even after the death of their loved one, is still thankful to Heart House Hospice, for supporting them and helping them navigate through the health system.”

“This individual is confined to bed most of the time due to severe nausea and ongoing dialysis. She is not always able to talk when contacted but emphasizes she wants a return call:

“I’m so happy I’m able to talk to you about anything. It’s nice sharing info on breathing techniques and types of music to help me relax. It can be so boring, being confined to my room and my house. I really look forward to our phone conversations.”

Her husband died 2 months ago and she continues to grieve deeply: “I find you are very comforting and not judgmental. You have no idea how much your call means. You are an angel to me. Today I thought you would be calling so I did not go out just in case I missed you. I look for your number on call display.”

“A bereavement individual whose husband died 11/2 years ago told me in our final phone conversation that the bereavement support from Heart House Hospice (bereavement group, one-on-one with her and her teenage children) were instrumental in helping her move on...she feels much more confident about her future now. It was the whole hospice team that made a meaningful difference to this woman’s life. From the time her husband became supported at hospice to the time she felt she could move forward in life after his death.”

Yesterday I heard about a referral that we received on October 10th. The Hospice Counsellor went out immediately to see the couple. She discussed options including the possibility of residential hospice and spiritual support. Spiritual support was provided same day. Within four days, it was clear residential hospice was needed. The Hospice Counsellor contacted the local residential hospice who arranged a visit within an hour and a placement into the residential hospice took place the next day. The family received wonderful support from the residential hospice and the individual died on October 29. This support made a tremendous difference in a remarkably short time.



www.hearthousehospice.com

Heart House Hospice is grateful to **Enersource** for their support in the creation of our new website. New features include: online referral form, online volunteer application form, a blog, a We Remember interactive page, and an overall new look and design. *Happy Surfing!*

The integration of the Day Spa has been a delightful addition to our palliative care activities. The individuals and family members who use the complementary therapies leave happier, relaxed and with renewed physical and emotional strength to continue their journey.

Making a difference is not only when big things happen but, for many, it is when someone takes the time to listen, to understand, and to support.

Often, time is the biggest gift. I encourage everyone during this season of celebration, to take time for those around you and make those moments meaningful.

Theresa Greer
Executive Director



Don't forget to mark your calendars for

A Night in Hollywood Gala
March 21, 2015

Visit <http://www.hearthousegala.com/> for more details
or contact Lisa at the hospice at 905-712-8119 x 234.



Though grief is a natural, normal and necessary part of life, words cannot describe the journey of grief for most people following the death of a close loved one no matter the life circumstance. Many describe feeling as though they are on an “emotional roller coaster” or as though “waves of grief” are crashing over them without warning in what Dr. Alan Wolfelt would call “griefbursts” putting to rest the old notion that grief follows predictable and orderly stages. Others report feeling numb, directionless, lonely, anxious, sad, angry, afraid, regretful or helpless. Grief can shake a person’s foundation in life to a point where the “old normal” crumbles. The only choice is to move forward to a “new normal” for life, a “new normal” that unfolds in its own way and time for each person. After all, no two people in the world grieve in exactly the same way. The grieving person is the expert of his or her own experience.

Current wisdom in grief suggests that outward expression of the inward thoughts, feelings and memories can support a person’s grief journey in a healthy way. Dr. Alan Wolfelt calls this outward expression the “work of mourning” and it requires courage and commitment on the part of the grieving person. Each time a person shares a memory, looks at photo albums, visits the cemetery, writes in a journal, reads books, surfs the web for grief resources, s/he is doing the “work of mourning.” The grieving person can be helped enormously by those who can listen without judgment or offering advice. At this time of year, those who have lost someone need someone to acknowledge the loss, listen and understand that holidays flood their lives with memories. With the unfolding of time and outward expression a grieving person can move to a place of reconciliation of the loss and enjoy life again.

Peggy Moore
Coordinator of Bereavement and Spiritual Care



The Bring It Home Campaign to build a residential hospice has begun. We are currently in the “quiet” phase of the campaign. We have established a target and are engaging people in our community to help us realize our goal.

Our Cabinet includes:
Saverio DiMondo, Manulife Securities
Rabbi Lawrence Englander, Emeritus
Paul Fletcher, Retired,

Turner & Porter Funeral Directors
Doug Kilner, Orlando Corporation
Norm Loberg, Enersource, Quadra Bay Inc.
Jim Murray, Cushman & Wakefield

Heart House Hospice Board Members
Colin Campbell, President of Board
Randy Wright, Vice President of Board
Cheryl Englander, Past President of Board
Grant Reynolds, Chair of Residential Committee
Domenic Ruso, Treasurer
Charlene Shevlen

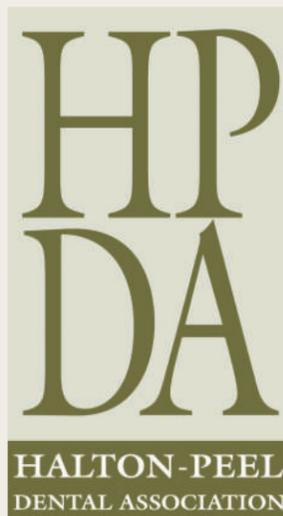
Theresa Greer, Executive Director
Lisa Hoekstra, Manager, Annual Giving
Frank Cerisano, Campaign Counsel,
Frank Cerisano Management Inc.

The Pheasant Run Public School has been demolished and we have been granted the appropriate zoning that will enable us to build our new facility. For more information, please contact Theresa Greer at 905-712-8119 x 222 or visit our website at www.hearthousehospice.com.

The Halton-Peel Dental Association has raised over \$56,000 for Heart House Hospice! We are grateful for their ongoing support!

“As we work to create light for others, we naturally light our own way.”

~ Mary Anne Radmacher ~



Dr. Brenda Thomson and Dr. Sonia Slawuta