

Hospice Matters

Hospice Care Ottawa

May Court Hospice

114 Cameron Avenue
Ottawa, ON K1S 0X1
613-260-2906

Ruddy-Shenkman Hospice

110 McCurdy Drive,
Kanata, ON K2L 2Z6
613-591-6002

La Maison de l'Est

879 ch. Hiawatha Park
Orléans, ON K1C 2Z6
613-424-6560

www.hospicecareottawa.ca

You have received our newsletter in appreciation of your support of Hospice Care Ottawa. To change your mailing preferences, please call 613-591-6002 ext. 240.

Connect with us
on social media!



"She received wonderful care from all of the staff and volunteers. Thank you so much for making this journey the best possible for her and our family. She was very comfortable and at peace when she died." -Family Member

It is hard to believe we are already into fall! I hope you and your loved ones are staying safe during these trying times.

Despite the challenges of this year, our incredible staff and volunteers have continued to provide key hospice services. Our residences remain open to provide end-of-life care, and clients receive regular phone calls and invitations to virtual events while in-person community programs are paused.

The Hospice Care Ottawa (HCO) atmosphere certainly feels different with COVID-19 screening and modified visitor processes but, importantly, our care continues to be compassionate and appreciated.

I would like to extend a special thanks to our leadership team, as well as Dr. Vincent and Dr. Spacek, for their incredible guidance and support.

Annual General Meeting (AGM) At our AGM on October 5, 2020, we said goodbye and thank you to Stephen Whitehead, Chair of the Board, as well as long-time member Kathy Greene. We introduced Catherine Lane as the new Chair and

Moving Forward

welcomed new Board members Bruno Carchidi, Bill Cuff, Sylvie Lalonde, Melissa Salvatore and Josiane Gomez. We are grateful to have your broad range of expertise as we continue to care for our community.

We were delighted to have Dr. Sarah Funnell, Associate Medical Officer of Health at Ottawa Public Health, as our guest speaker at the AGM. She applauded HCO for adapting swiftly during the pandemic, commending our ability to maintain client and staff safety, embrace diversity, and provide cost-effective care.

Thank you for your support Hospice Care Ottawa exists because so many understand the importance of special, client-centered care. Last year we served 1,521 individuals. We could not do this without our dedicated staff, 915 volunteers and generous donors. Together, we will overcome the obstacles of 2020 and ensure that care continues to be available when comfort matters most.

Sincerely,

Lisa Sullivan Executive Director



Ina Cameron is a Registered Practical Nurse who has provided care to many families at Hospice Care Ottawa since 2013.

Compassionate Care a Constant at Hospice

By: Ina Cameron, Registered Practical Nurse

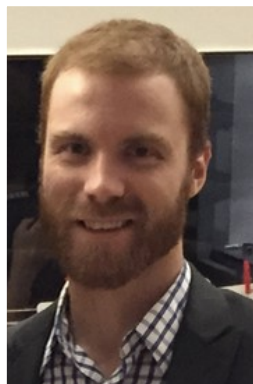
When COVID-19 was declared a pandemic in March, little did we expect it would still be with us in the fall (and well beyond, it now seems). Luckily we haven't had any confirmed cases at Hospice Care Ottawa.

Throughout the pandemic, policies keep changing and memos are sent out several times a week with updates and new directives. For staff it means we must wear masks that cover most of our faces along with goggles and other PPE. For patients and families, it means visitor restrictions to be able to keep everyone at hospice as safe as possible. **(Continued on page 2)**

Help others receive care *when comfort matters most*. Make a donation to Hospice Care Ottawa by mailing in the donation form on page 4, calling 613-260-2906 ext. 222 or donating online at www.hospicecareottawa.ca

Dr. Daniel Vincent

Recipient of the 2020 Dr. Pierre Allard Palliative Medicine Faculty Teaching Award



Dr. Daniel Vincent has been Hospice Care Ottawa's Medical Director since January 2019. Like many, Dr. Vincent describes hospice as "a home away from home...a calming environment the moment you step in."

Now more than ever, this description seems to stand in contrast to the outside world. But especially amid this year's unprecedented challenges, Dr. Vincent feels privileged to work alongside Hospice Care Ottawa's dedicated staff and volunteers who are committed to providing essential care to patients and families.

"I feel that we have set a leading example to other hospices in Ontario throughout the pandemic, in developing policies and procedures," he says. "We've been proactive since day one."

Through his work at Hospice Care Ottawa and The Ottawa Hospital, Dr. Vincent received the 2020 Dr. Pierre Allard Palliative Medicine Faculty Teaching Award, given to the physician who showed the greatest contribution to teaching the Residency Program's trainees.

"I am fortunate to be part of a strong and supportive leadership team at Hospice Care Ottawa," Dr. Vincent explains, "and I am very thankful to Executive Director, Lisa Sullivan, and Hein House site lead, Dr. Katerina Spacek."

Overall, Dr. Vincent is optimistic for the future and looks forward to more wonderful interactions with staff and patients at Hospice Care Ottawa.

"It feels like a tight-knit family."

Compassionate Care a Constant at Hospice (Cont'd)

(Continued from page 1) The restrictions also mean that we are not able to give hugs or a physical touch to provide comfort and support. Such a huge part of hospice care was taken away.

During the first months of the pandemic only nurses and PSWs were allowed at bedside, as well as housekeeping to maintain a clean environment in the residence. All shared spaces were closed off. Family Support Counsellors and volunteers were removed from the residence. Even physicians only came into the hospice residence if absolutely necessary.

For many families, window visits became one way to see and connect with each other. The restrictions have been difficult for everyone. I think, for example, of the father with two young children. For weeks, his wife and children were not able to see him in person until his final days.

Under normal circumstances, it is often difficult for staff to answer patients' questions, manage symptoms, and allay fears. When you add COVID-19, our work on behalf of patients and their families becomes incredibly difficult. However, as staff, we are fortunate to have an amazing team - supporting and learning from each other to help deal with challenging situations. We continue to work together to accomplish the goal of providing constant compassionate care to our patients and families around the clock.



Our Mission

Hospice Care Ottawa provides compassionate, high quality care to people and their caregivers from the time of diagnosis with a progressive life-limiting illness through their palliative and end-of-life journey.

Our Vision

Promoting quality in life, compassion in death, and support in bereavement to people in need across Ottawa.

Our Care

Our care is person-centred and focused on physical, emotional, and spiritual comfort. We proudly recognize and welcome the diversity of our community and strive to be inclusive of all. All services are offered at no charge to clients and their families. Care and support are available at home, in community locations, and in our 24-hour residences.

Our Core Values

Compassion and respect guide all of our actions and decision-making.

Inspiration comes from the courage and strength of those we serve.

Excellence in person-centred care is integral to all our work and relationships.

Community grounds all our work. We embrace and encourage collaboration, partnership and diversity.

2020-21 Board of Directors

Catherine Lane - Board Chair
 Benoît Hubert - Vice Chair
 Stephen Whitehead - Past Chair
 Stephanie Elyea - Treasurer
 Ioanna Sahas Martin - Secretary
 Bruno Carchidi
 William Cuff
 Robert Cushman
 Josiane Gomez
 Barbara Hogberg
 Sylvie Lalonde
 Barbara McNally
 Susan Murray
 Wendy Nicklin
 Melissa Salvatore
 Holly Wagg

Ex Officio Members

Dorothy Scorsone, Past President,
 The May Court Club of Ottawa
 Lisa Sullivan, Executive Director
 Dr. Daniel Vincent, Medical Director

The May Court Club
 of Ottawa
 Sustaining Benefactor





The Hospice Care Ottawa Volunteer Services Team: Laura Lafantaisie, Jennifer Lockyer, Janet Bowes and Paulette Hammell

Missing all of our incredible volunteers

A message from Volunteer Services

COVID-19 has affected the way we offer all our Hospice Care Ottawa programs and services. Volunteers and staff have had to rethink everything. Phone support instead of home support, virtual group gatherings instead of Day Hospice, kitchen support instead of direct client care, virtual bereavement care instead of walks, and masks instead of smiles. Our teams persevered through technical online frustrations, quiet kitchen shifts, long phone calls, and working under layers of personal protective equipment.

Many things look different at hospice, but the care and compassion we share for each other and those we serve remains intact and stronger than ever. Team members who had to step away, continue to send messages of support and hope.

We are strong at Hospice Care Ottawa because of our people, we are thankful for you!



Jim Whitehead and his late wife, Pat.

The Love Story Continues

When Jim Whitehead speaks of his beloved wife Pat, his eyes light up. Pat died in 2018 after a long struggle with Alzheimer Dementia. During those years, Jim lovingly cared for Pat at home.

Before she became ill, Pat was a dedicated member and fundraiser for the May Court Club of Ottawa. Pat was a talented artist, musician, designer, architect, singer and making marionettes was what she enjoyed doing most. Her famous marionette of Lady Aberdeen,

created for the centennial of the May Court Club, still resides in Jim's home.

Over the years, Jim and Pat had spoken of the bequests they would make after their deaths to organizations dear to their hearts. As Pat had helped to raise funds for hospice through the May Court Club, Jim included Hospice Care Ottawa in his Will.

Pat's memory will live on through this loving gift.

Jim asks that others consider a legacy gift. He feels it is a way of keeping alive the memory of beloved family members, while doing good for someone else and helping Hospice Care Ottawa to provide quality care to others.

The love story will continue through Pat and Jim's bequest.

For more information about leaving a gift to Hospice Care Ottawa through your estate, please contact Susan McIntosh at 613-260-2906 ext. 224.



Holes for Hospice raises \$33,000

On September 2, Kelly Funeral Homes hosted this annual golf tournament. The rain held off as many golfers (safely!) enjoyed a day on the greens at Loch March Golf & Country Club. A big thank you to John Laframboise and his team at Kelly Funeral Homes by Arbor Memorial Inc.

Over the past five year this tournament has raised \$183,772 for Hospice Care Ottawa.



Your support is truly appreciated!

With roughly 60 percent of our funding provided by the government, we must raise over \$2 million each year to ensure programming continues. Thank you to those who have supported our virtual events and/or made a donation this past year. We are so grateful! With COVID-19 still upon us, we are continuing to find creative ways to raise funds. Please mark your calendars for our upcoming events and if you would like to host your own special event in support of Hospice Care Ottawa, please contact Martha Beltran at 613-591-6002 ext. 232.

Cycle for Arlene raises \$4,580

To honour his late wife, Arlene, Carl Spano planned a special event to raise funds for Hospice Care Ottawa. Carl collected donations and on September 12 cycled from Carleton Place to Ottawa with friends.

Arlene spent her final days at the May Court Hospice and he wanted to give back to the organization as a token of appreciation for the care and comfort provided to his family.



Nearly \$1000 raised at Heartstrings Virtual Concert

Amica The Glebe, a senior lifestyles residence, wanted to do something special for Hospice Care Ottawa residents and families. They sponsored a benefit concert on September 20 that was live-streamed from our tranquil May Court Hospice Gardens.



Thank you to Amica the Glebe for hosting the event, to Alexandra Sullivan and Seth Allison for the beautiful music and to those who made a donation.

Upcoming Special Events

Mark your calendar!

Virtual Homes for the Holidays

This annual, festive tradition continues! Tour exquisite homes, beautifully decorated for the season, from the comfort of your own home. There will even be a chance for holiday shopping!

Giving Tuesday

Tuesday, December 1, 2020

Our goal this national day of giving is to raise \$60,000 to ensure end-of-life care can continue to be provided during the holiday season. An anonymous donor will be matching Giving Tuesday gifts up to \$25,000!

Virtual Shine A Light of Remembrance Ceremony

Join us as we remember people in our lives who have died. This online event will include peaceful music, readings and time for reflection. An ornament with your loved one's name will be hung on our Memory Wall and a beautiful tree will be lit in their honour.

For the most up-to-date event information visit www.hospicecareottawa.ca or follow us on social media (Facebook, Instagram and Twitter).

YES! I would like to support Hospice Care Ottawa

DONOR INFORMATION for charitable tax receipt:

Name: _____

Address: _____

City: _____ Prov.: _____

Postal Code: _____ Tel.: _____

Email: _____

I want to stay informed about Hospice Care Ottawa with email updates

I wish to make a tax-deductible contribution of: \$ _____

METHOD OF PAYMENT:

My cheque is enclosed, payable to **Hospice Care Ottawa**

Please charge my Credit Card: Visa MasterCard AmEX

Credit Card #: _____ Expiry Date: _____

Name on Card: _____

PLEASE DIRECT MY DONATION TO:

Hospice Care Ottawa Programs & Services

Shine A Light of Remembrance

(Please fill out the information below if you wish to have an ornament hung at Hospice Care Ottawa this holiday season)



My Shine A Light of Remembrance donation is in honour of: _____

On behalf of (list of all names to be displayed): _____

Thank you!

Please mail to **Hospice Care Ottawa, 114 Cameron Avenue, Ottawa, ON K1S 0X1**

You can also donate online at www.hospicecareottawa.ca

or by calling Lesley Doucette at **613-260-2906 ext. 222**

Charitable Registration # 11896 3701 RR0001