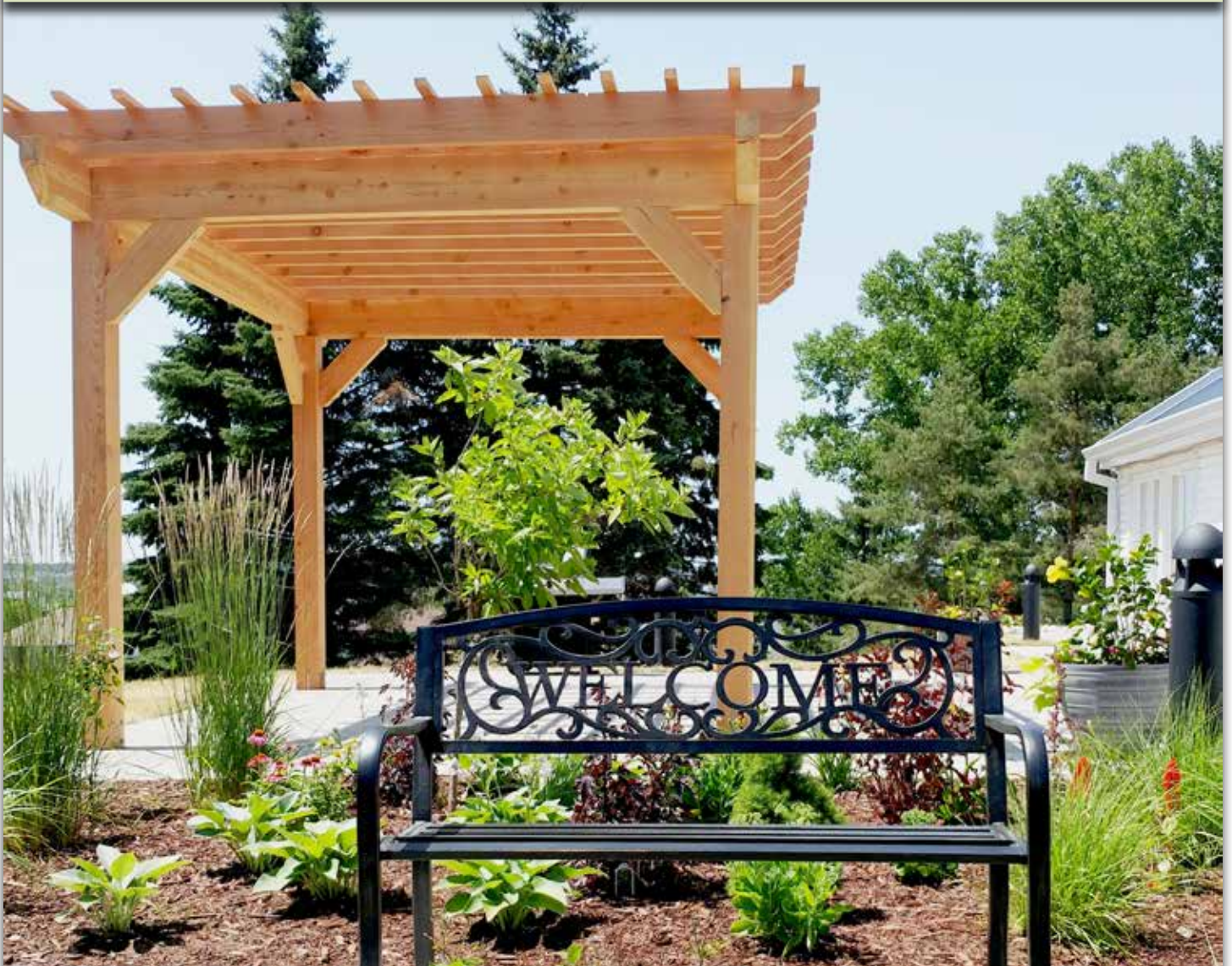




HONOURING VOLUNTEERS for Years of Contribution | 2019



Honouring Our 2019 Long-Service Volunteers

Hospice Care Ottawa's volunteers come from all walks of life and bring with them different personal and professional experiences. Regardless of their unique history, hospice volunteers all have one thing in common – they give freely of their time and talents to comfort and care for others.

Hospice volunteers contribute to both direct and indirect client care roles, and each role influences our goal to provide high quality end of life care. This fifth annual special issue of the Hospice Bulletin honours our dedicated, long-service volunteers. Volunteers who have provided the hospice with 5, 10, 15, 20, and 30 years of volunteer service are highlighted within. Their stories of why they devote their time and energy to hospice and what brought them here are compelling. These stories are wonderful, as are the people who tell them.

Congratulations to everyone who received a 2019 long-service award. You have our heartfelt thanks, and we look forward to many more years of you continuing to be part of the wonderful community of volunteers that make hospice care possible.



Christine Wilson, 10 years of volunteer service with Hospice Care Ottawa.

This edition is dedicated to our volunteer Christine Wilson who died unexpectedly on July 24, 2019.

Christine Wilson's father, who was deaf, died when she was 14 and did not have access to interpreters during his hospitalization. As a student nurse, Christine had the opportunity to attend a lecture by Elizabeth Kubler-Ross and reflected that her father had not had access to the palliative care Dr. Kubler-Ross spoke about. She knew at that time she would try to make things better for the deaf community when they were nearing the end of their lives. Christine was involved in establishing the Ottawa Deaf Health Care Team in 2009 and six deaf volunteers took the Hospice Palliative Care Training. More volunteers took the training in 2013 and 2018. This team supports deaf persons wherever they are served: hospice, hospital, long term care, home. Christine also volunteered in the residence for a number of years on a regular bi-weekly shift. Christine told us that helping in the residence renews her desire to be ready to serve the deaf community. She arrives to every volunteer shift without any expectations and always leaves with a sense of peace and awe at how much one gets in return for volunteering.

Hospice Care Ottawa greatly misses Christine and her many contributions to our organization.

Thank you,
Lisa Sullivan
Executive Director

Andrea Jones	22	Liane Carmel	22
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Ann MacCrimmon	22	Linda Steingarten	8
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Ann-Marie Mackey	22	Martin MacLeod	22
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Barry Sims	4	Mary McLaren	22
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Joan Rogers	22	Stephen Whitehead	19
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Kathy Green	16	Valerie Maude	6
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Lee Sullivan	22		
Leslie Jones	22		

30 years



HEATHER DAVIS could not be with her grandmother when she became ill and died. Around the same time, she heard about the new Hospice of All Saints and was immediately drawn to it. "If I couldn't help her family, then perhaps I could help those of others". Heather has been involved in just about everything at Hospice. She has been a Board member; always worked as a home support volunteer and occasionally at day hospice and the residence; appeared in the original hospice video; helped with hospice sailing day; hiked for hospice; spoken to groups as part of hospice outreach; helped at garage sales; and has gardened, cleaned, and painted. She also worked on different committees, including the Strategic Planning Committee, when the move from All Saints Church to 18 Blackburn Avenue happened. This Committee worked on long range plans for the future of the Hospice, including the move to MCH. It was an exciting time. Heather continues because she believes in the value of Hospice, being part of a dedicated, well-trained team and seeing the difference good palliative care makes. A few years ago, a client in the residence told Heather of her gratitude to the staff and volunteers: "I feel as if I'm in my mother's arms". What could possibly be better? Being part of an organization that offers that level of care, love and support at the end of a life is what brings Heather back.

20 years

BARRY SIMS was working at the Hope Beach Volleyball Tournament and the Hospice at All Saints (the former name of the Hospice at May Court). He met Megan Doyle, who provided so much information about the hospice that he started volunteering to do handyman work at All Saints, and then helped with the renovation of MCH when the hospice moved there. Barry has continued since then as a handyman. He thoroughly enjoys his time at the hospice because of its very friendly atmosphere and he looks forward to continuing his association with HCO.



"Volunesia" (noun) that moment when you forget you're volunteering to help change lives, because it's changing yours...

—Anonymous

Prior to retirement, **BETTY-JEAN BONE** was considering future options. Therefore, it was truly providential that she read in the Citizen's "Our Town" of the training program in palliative care offered by Sylvia House which, on graduation, provided the opportunity to be a caregiver/visitor, driver, receptionist, and gave her the impetus to enrol and complete Algonquin College's 3-year certificate program, 'Working with the Terminally Ill', which culminated in a field placement at The Mission. Presently, she is a receptionist at RSH, an at-home visitor, a driver, and until recently she periodically assisted with the day-away program in Richmond and was responsible for the team of bakers who provided the morning treats and desserts to the clients of the Richmond program. "The enriching experience associated with HCO is truly enhanced by the wonderful and very meaningful friendships developed over the years with other volunteers, clients and staff."



About 20 years ago, Madelyn Connolly recommended **BEVERLY HYDE** for hospice volunteering because of her music and art abilities. Beverly has loved it ever since, sharing her art and music, which the clients seem to enjoy. She has had, and continues to have, so much admiration for these clients who are strong, intelligent, interesting to talk to, and everyone has a different story. She hopes to make a small difference in their lives. Beverly never tires of walking into that wonderful bright space, seeing the clients laughing, talking and interacting with each other, in what becomes in some cases a very meaningful and special relationship. She has also enjoyed being part of a wonderful group of volunteers.



CAROLINE IVES has been a volunteer in the MCH residence on Monday evenings for twenty years. She cannot imagine starting her week without her volunteer shift. The wisdom and the joy she has been a part of during these many years has enriched her life in ways she cannot even begin to describe. The kindness of the staff and the emotions they display when caring for residents continues to move her. She is honoured to be a part of a family as they help their loved one complete their journey. There is no greater gift than being able to volunteer in this capacity.



MELINDA NEWMAN'S path to palliative care volunteering began in 1992 after she had helped care for her father who was dying at home with cancer. She first volunteered at two Ottawa hospital cancer clinics, greeting newly-diagnosed patients and their families, explaining procedures and answering questions. When she learned a new hospice was opening, Melinda knew that this was the direction her volunteerism would take. She has enjoyed contributing to the well-being of hospice clients and their families in the residence, through the provision of client care and as an administrative support volunteer. "The reason I came to the hospice, and the reason I continue to volunteer, is the interaction I have with individuals and their families. It is important to me that I am supporting people at a time of great need." She values the relationships and friends she has made with the committed professional and volunteer staff at Hospice. "What I find so meaningful is that Hospice offers those in their final days an environment of peace, dignity and compassion, surrounded by the love of their family and caring staff."



VALERIE MAUDE asked to attend the Hospice Volunteer course, not because she was planning to volunteer (discussed at the time of her interview), but because she had not "done well" when her father died and wished to "do better" when the time would come for her mother to die. At this time, the course and programs were in the beautiful old house in Sandy Hill. Valerie really enjoyed them and was inspired by each of the sessions and learned so much. (She took the course again as a refresher several years later - by then at MCH). When the course finished, she was asked to help out in day hospice over the Christmas period. She agreed and subsequently moved into the home support program, where she visited many truly amazing people in several parts of the city. During this time she took several certificate courses in Complementary Therapies which included Reflexology and Reiki, which led to her joining the family support program and to seeing clients in the residence. Valerie ultimately returned to home support. She attends as many of the volunteer educational sessions as possible and has assisted with driving for day hospice and participated in Homes for the Holidays and Hike for Hospice for several years. Valerie has been truly humbled and inspired by the many clients that she has met, has learned so much from them, and is hugely grateful to them for this.



.....15 years.....

BARBARA MACKAY moved into the neighbourhood in 2001, and walked past the hospice often. After the deaths of her father and father-in-law in 2002, and her recent breast cancer surgery, she started to wonder about the hospice. One day she walked in and after a wonderful talk with Anne, one of the staff, she signed up for the course in the fall of 2003. She also volunteered on reception, flower arranging and care of the indoor plants with Plaisie. During the volunteer course they brought in volunteers from the different programs. After hearing Katherine Arnup speak, Barbara knew she wanted to be a residence volunteer. Volunteering at MCH has been very special in her life. She is grateful to have worked with and got to know so many wonderful volunteers, staff and especially residents and their loved ones. It has truly been rewarding.



In 2003, **CAROLYN KIPP** was chatting with a neighbour who was a May Court Club volunteer and they discussed hospice palliative care. That September, Carolyn started on reception at MCH and one year later, after deciding she wanted to interact with clients, completed the training program, and graduated in December 2004. Carolyn then began volunteering in residence. She has also volunteered with home support and enjoyed a few day hospice shifts but kept returning to the residence - moving to CWH and then to RSH. Carolyn keeps coming back as she enjoys spending time in this caring, peaceful environment while experiencing meaningful client and family interactions plus working alongside a wonderful, dedicated health care team.'



After making a donation to Hospice in honour of her friend, Grete Hale, **GILLIAN HUNTLEY** started to receive the Hospice Newsletter. In the spring of 2004, she noticed a request for garden helpers and volunteered. Since then, most Saturday mornings during the gardening season, she has been in the beautiful garden at MCH, tending to it, expanding it, and being creative with a team of fellow garden enthusiasts. In the fall of 2004, she was asked if she could help once a week with maintaining the indoor plants and doing some flower arranging. That sounded like fun and so Gillian has come to be known as the "Friday flower lady" and has developed creative skills that she didn't know she had. The rewards from this "job" are great. The positive feedback from staff, volunteers, residents and their families is heartwarming. She knows her work is appreciated and that she has made a difference. She enjoys her days at the Hospice. The camaraderie with other volunteers is terrific and the friendly, caring atmosphere nurtured by everyone with a connection to the Hospice makes it a lovely place to volunteer.



LINDA STEINGARTEN was influenced by her long-time friend, Judy Sorensen, to consider volunteering at MCH. Judy thought Linda would fit well into its values and work in the community. At the time Judy was not a volunteer, but she knew about Hospice, and she later became a volunteer herself. Linda contacted Ali Black and immediately began as a driver due to a shortage. She subsequently took the training and started in the residence. She has also volunteered with home support and day hospice. The variety of programs has been very fulfilling for Linda and she has learned much. She has continued over the years because she realizes how important this service is to individuals and to families. It is also part of the range of services that helps to mark us as a thoughtful caring society. It has been an honour and pleasure for her to work with the staff and volunteers.



MARTHA NIXON'S sister was able to be at MCH for her final week of life in 2002. This was Martha's introduction to this wonderful place. Her Hospice Board career began in 2004/5, and she was a member of the Board for six years and Chair of the Board for two years. In that time, she served on many committees, assisted in the first certification process, did a lot of advocacy with the Ontario government and others and gained knowledge about the need for more palliative care and hospices. At the close of her Board experience, she wished to continue volunteering with Hospice, and as she had begun an active art practice, she was happy to accept an offer to work with the art aspects of Tuesday day hospice. It has been a huge pleasure and privilege to work each week with those who find doing some art work a great way to forget their pain, engage in a new skill, create something they never dreamed they could create and often take home pieces that will be gifts for their loved ones long after they are gone. Martha loves what happens at the art table each week and what volunteers can learn from our guests.



MARY JONES joined the May Court Club in 2002, and in 2004, she decided to join the team of May Court members who volunteer to help at the hospice. She didn't have the training needed to work directly with the residents, so Mary started taking part in reception duties. She had no idea how rewarding it was going to be! She gets to greet all the people who visit the hospice or who come for bereavement support. Hearing their stories is both heart warming and heart breaking. Being a "good ear" has been so rewarding for her. She also expanded her time at reception to the evenings. She spent some time on the job at CWH and is thinking of joining RSH, very close to her home.



Retirement presented **MARY MCALLISTER** with extra time and opportunities. Having experienced many losses personally, volunteering at a hospice seemed an ideal choice. Over the years, she been involved with the residence, the gardening team, Hike for Hospice and Homes for the Holidays. It has been rewarding for her to be a member of the gardening team for fourteen years as they created a sanctuary for residents and families to enjoy solitude and beauty. She has found her fifteen years in the residence most satisfying. It has been an honour to be a quiet participant as we accompany people through difficult days. She has witnessed such courage and kindness. It has been a privilege to do her small part within an amazing team of dedicated caregivers at MCH.



PAT ROBSON started volunteering with Hospice at MCH when she answered a call for volunteers for the first Homes for the Holidays event. Then, when she went from full-time to part-time employment and had some time to spare, she was happy to be able to join the the admin volunteers at Hospice. Over the years she has continued with administration, helped in various positions with fundraising events, and now also does shifts at reception. Pat feels very fortunate to be a part of HCO.

PATRICIA SANDERS joined Hospice through her membership in the May Court Club fifteen years ago. She volunteers at the desk, has completed the Hospice Palliative Care Core Training and volunteered with day hospice. She supports many fund raising events, like Homes for the Holidays, Hike for Hospice and others. She enjoys being part of the warm, welcoming, caring environment Hospice extends to guests and their families in need of palliative care.



**“Volunteers comfort with their presence.
One does not need to know all the right words
to say but the ability to just be present.”**

—Gina Davis

.....10 years.....

ANNE BRACKSTONE had the honour of meeting Dr. Cecily Saunders, the founder of Palliative Care Hospices in England and has visited St Christopher's, the first Hospice. This inspired her to become involved in caring for residents and families. She has been involved in day hospice, residence, home support and reception. She has also assisted in Hike for Hospice and Homes for the Holidays. Anne has been a member of the Volunteer Council and orients new volunteers to reception. Volunteering in palliative care has given her increased knowledge, the opportunity to meet new friends and the knowledge that she can make a difference.



Following a personal experience at MCH with the death of a neighbour, **BARBARA DAVIDSON** knew right away that she had to give back. She has been involved in home support, and day hospice, as well as grief and bereavement. However, most of her time has been in the residence where she has a regular shift every two weeks. As a member of the Resident Volunteer Advisory Committee she was directly involved in the development and implementation of the Residence Volunteer Mentoring Program, which has since been adopted by other HCO programs. It is extremely rewarding mentoring new volunteers in the residence twice a year. Along with another volunteer she monitors the daily needs and activities of the MCH kitchen. She is now a member of the HCO Residence Volunteer Committee (RevCom) which provides a vehicle for communication, discussion and resolution of issues and improvements to the HCO residence volunteer role. In 2019 she participated in her 10th consecutive Hike for Hospice. She has raised over \$20,000 for HCO. For nine years she has organized a monthly Pub Night, providing an opportunity for volunteers to socialize and share stories of travel, hobbies, family etc. She is thrilled to say that Pub Nights in the West and East ends have been added. Always a caring and compassionate individual, hospice provides Barbara with the perfect opportunity and environment to continue to dedicate her time and make a personal contribution to the community.



BONNIE HARNDEN joined HCO when she retired, having read about the excellent work at MCO in the Citizen some years before. Her volunteer journey turned out quite differently than expected. She visited one client in her home for over eight years, providing her with a beautiful friendship to cherish and remember. She now serves HCO through minute-taking for a number of groups, including the Board, and volunteering at Homes for the Holidays.



When **JOHN BLACK** was contemplating retirement from the federal government, Alison Black approached him with the idea of considering Hospice as a volunteer possibility. He knew it was important to have a number of outside activities to replace working hours and the Hospice proposal intrigued him. Aware of the pressures on our health care system, pressures which will only mount with the aging of the baby boom generation, it seemed to him that baby boomers collectively could make a difference by volunteering. So he took the course in the fall of 2009. John volunteered for four years in the Residence at MCH usually the last volunteer shift Friday evening, and made himself available if there was need for a quick volunteer replacement. There was a real sense of team work with the volunteers working with the medical staff, making it a worthwhile experience. But most important of all, was the interaction with the clients themselves, who provided such insights into the human experience. While volunteering at the residence, John started to volunteer with home support, which he has done for the last seven or so years, usually with one client at a time, but at other times with two. Clients have been very gracious in welcoming him into their homes. They have been very willing to share their life experiences, lessons and strength. It has been very enriching and indeed fascinating.



In the late nineties, **KATHY MCCLURE** was impressed and touched by the volunteers at Bruyère who were supporting people and their families in their last days. She knew then that someday she would like to do this too. In 2008, she was retired and saw an ad in the paper for Friends of Hospice training. It was meant to be! Kathy has been a home support volunteer, helped out at fundraisers and day away programs for caregivers, but her main Interest has always been day hospice. She has received, from both guests and fellow volunteers, much more than she could ever give. Just knowing that in some small way, she can help to bring joy into our guests' lives and support them in their voyage, has meant so much to her. They keep her grounded and focused on what is really important in her life and she will continue to be a part of this program for many years.



PATRICIA RUSSELL became interested in palliative and end-of-life care while working in policy development in that area at Health Canada. She was responsible for organizing the first international workshop on the subject. Through this work, she met exceptional professionals dedicated to helping patients and families deal with end of life care with compassion and sensitivity. She found her niche and wanted to work on the level of care as a volunteer. As a volunteer she has been the beneficiary and received far more than she has given. The work has been enriching and rewarding.



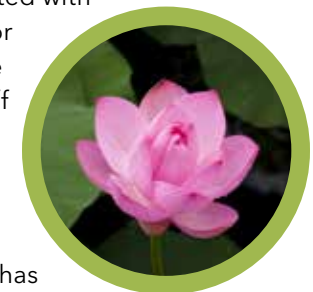
POLLY HORDAL was drawn to volunteer at Hospice after a career in nursing. She volunteers in residence, is a back up driver and occasionally does a shift for day hospice. She looks forward to her time at Hospice. As a volunteer, she feels valued and a part of the team providing excellent end of life care to clients and their families.



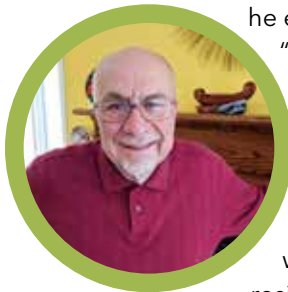
A recommendation by a volunteer with the day hospice program brought **RACHEL PLOUFFE** to the flower arranging team. "My friend was quite right in suggesting that I might be a good fit. After many years of involvement with various school committees, it's the little things that I prefer doing." These many years later, she continues to find pleasure in her shifts at Hospice. "It is touching how appreciative the guests are for the welcoming touch that fresh flowers provide." Rachel has also volunteered with Hike for Hospice and Homes for the Holidays. "I feel very lucky to be able to support Hospice in these small ways and to meet so many kind, considerate and caring people."



SUSAN BELL'S involvement in volunteering at Hospice started with helping a friend to organize the Pop-up Shop for Homes for the Holidays, which was held at Colonel By Residence. Like many, she was impressed with the caring, professional staff at May Court, the various programs and services, and the warm atmosphere created for residents and their families and friends. She wanted to continue to support Hospice in some way. Working at reception allows her to see how appreciative visitors are of the home-like atmosphere that has been created to provide excellent end of life care for their loved ones.



When **TONY GREIG'S** father was dying in a palliative care facility in Montreal, he experienced a very poignant moment that has stayed with him. "During one of my visits, I noticed he had headphones on, which must have been placed by a volunteer or staff member. When I lifted them, I heard the sound of bag pipes. To put this in perspective my father was born in Scotland and had a very strong Scottish accent. It was at this moment that I thought if ever given an opportunity I would repay this act of kindness." This opportunity was given to Tony by MCH. He is currently involved in day hospice, residence care and grief and bereavement support. These activities have given him a greater perspective on all aspects of the end of life journey. The past decade of volunteering at the Hospice has brought to light the importance and effect human connection, love, caring and dignity have on him. In addition, as a former employee of CN Railway over the past five years, he has qualified to receive monetary grants in the amount of \$2000 which went directly to the hospice.



After her dad died in a hospital, when **TRUDY GOLD** “didn’t know much but did know that receiving palliative rather than acute care would have been a kinder option”, she began seeking out more compassionate options for death and dying. A friend told her about the Hospice at May Court, and upon leaving her day job several years later, she started on reception before taking the training course in 2004. She has spent time in the residence, with home support, supporting caregivers at Caregiver’s Night Out and the bereaved on monthly Grief Walks. She continues because HCO is a community space where dying and death are openly accepted and talked about in the normal cycle of life and that’s worth supporting. She believes it is both an honour and a gift to be a volunteer for hospice, to be among like-minded others who do what they are able to support people at a very vulnerable time in their lives, to alleviate and normalize many of the fears and circumstances of dying and death in our current culture.



.....**5 years**.....

ANGELA BETTINO saw a notice in the Kanata Kourier that HCO was recruiting volunteers. She saw it as an opportunity to give back to the larger community in a meaningful way. Angela has been a volunteer at CWH and in the RSH residence as well as helping out with Homes for the Holidays and Girls Night Out. She is inspired by the courage, strength and grace of residents and their families, as well as by the staff, whose patience and knowledge helps volunteers grow into their roles. She finds it a privilege to work alongside her fellow volunteers providing comfort and care for people at the end of their lives.



As **ANNE ARNOTT** began to plan for her retirement she knew that she had to find some volunteer activity to get her out of the house and started thinking about hospice. One of her colleagues had become very involved in the hospice after her retirement and she thought “I could do that”. Both her parents died in hospital years ago of long-term illnesses. A hospice would have been so much better for them and for her family. Anne and her siblings were still in school when their mother died and the more relaxed and welcoming atmosphere of a hospice would have really benefited them all. Since joining the Hospice team, Anne has been a receptionist at Central West and she currently works in the residence at May Court, as well as being involved in two hospice committees. Being welcomed as part of a caring team is what keeps her coming back.



CALLI DEKOLD became interested in volunteering for Hospice Care Ottawa because of what happened when her grandfather passed away several years ago. It was really nice for her family and him in the last days to receive hospice care at home so he could pass on comfortably. Thanks to her five years of volunteering for Girls Night Out and Hike for Hospice, she has an even better appreciation for why these services are so important. She has really enjoyed meeting everyone in the community and thinks the annual events are a great celebration for all of our hard work as well as a great way to raise funds for a worthwhile cause.



CATHERINE CODY'S interest in volunteering for Hospice was influenced by a number of factors: turning 60, dealing with health issues and sensing a deepening spiritual awareness. She found herself thinking about her own mortality and that of all the people she loved. Being with Hospice residents has helped her to understand her fears, and has given her insight into how to be with those facing the last stage of life. More than anything, it has provided her with the opportunity to help residents and their families, in small ways, as they make this end of life journey together. What an honour and a privilege!

What brought **CATHERINE SHAW** to Hospice was an interest in volunteering within her community as well as a desire to contribute knowledge gained through her personal experiences as a caregiver. She is currently on leave from residence volunteering, however looking forward to returning in the future. Meanwhile she has continued to volunteer with the gardeners at May Court and feels that it is an equally rewarding experience. What keeps her coming back are the people she has met along the way.

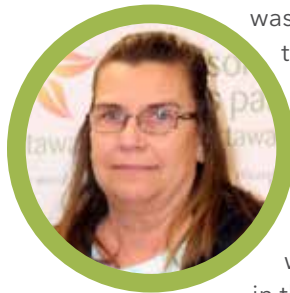


DEBORAH MACARTNEY has always been interested in palliative care, especially after taking the palliative care courses at Algonquin many years ago. After retiring, it was a natural progression to volunteer at the hospice residence. "It is a privilege to know you have helped clients and families in a small way during their time at hospice."

DIANA CONNER came to HCO after retirement because she wanted to be part of a caring community. She volunteers in Home Support and Day Hospice. The clients she has met have taught her to appreciate her past and to focus on now; to be present and to live life fully. She finds it a privilege to volunteer with HCO and has found that helping others has helped her, something you do not expect but it comes to you as a gift.



GAIL LAMBERT'S Mom went to MCH on December 22nd 2010. She passed away on Christmas Eve. The compassion and care shown to Gail and her family was something they were not expecting, this being their first exposure to the hospice. Needless to say this turned their Christmas upside down forever. But, she will always remember the compassion that was shown for her Mom and family. She thought to herself "if I could ever volunteer, this is where I would love to go". So, Gail ended up volunteering at reception for the last 5 years, first at CWH and now RSH. She loves knowing that most Wednesdays she will be sitting at reception. Having lost both her father and brother in the fall of 2018, she wishes they would have had an opportunity to experience all the compassion of the nurses and volunteers, but that was not meant to be. She also lost her Great Dane, Roxy, at the same time she lost her father. "Now we just need to have a hospice for all our pets who are family members as well."



One day five years ago, **JAMES FITZGIBBONS'** wife Joanne, an HCO volunteer, mentioned there was a need for volunteers to pick up bakery donations from Panera Bakery. He became the "Man with the Truck". In addition to bakery goodies, he was in a position to pick up and deliver donations, as well as transport items for various events such as Hike for Hospice. In addition, James became a team member for set up and take down at the Richmond Day Hospice. He has witnessed first hand how HCO has been a great assistance to family and friends. The care and dedication provided by staff and volunteers keep him coming back.



**"My wife had another good day with you and has now completed her first painting! I wonder what will be next? It is always a "good day" at "Hospice Care Ottawa" for her —thank you for all that you do for your guests / clients."
—Caregiver**

A few years ago after many light hints from Inge which turned into loud suggestions, **JOHN KELLY** agreed to give this volunteering business a try. He soon discovered that working with dedicated volunteers was most enjoyable and as he looks back he can see it has provided all he needs for a “thank you”.



As a nurse since 1979, it seemed natural for **JUDI MALLETT** to look for volunteer opportunities in a healthcare setting. She started by volunteering in the day hospice program in Perth, Ontario in 2012-2013. In 2014 she responded to a newspaper ad looking for people interested in being involved with HCO. She has served on reception at CWH and as a residence volunteer at CWH and RSH. She is proud to be a small part of such a dedicated team who all work towards providing for our clients and their families in the best way possible.

JUDY SORENSON came to Hospice as a result of the profound gratitude she felt toward the volunteers and nurses who helped care for her father when he was dying many years ago. She had known volunteers helped out but she discovered how essential they were to him, especially when he could no longer drive to appointments. She wanted to give something back in return for all their efforts. When Judy joined the volunteer team she was first involved in Home Support and then Day Hospice. She cherishes the Tuesday Day Hospice Program because week after week, in all kinds of weather, she sees people appear who are eager to relax in the company of new companions and friends, feel a little bit pampered, listen to music and discover - or rediscover - the joy of art. And more often than not, they leave uplifted by their experience. In addition she loves working with volunteers who are simply superb at seeing what needs to be done, who are great fun, and great friends. “I feel we are learning all the time with the help of our nurse coordinators and from one another.”



During **KATHY GREEN'S** years of clinical practice she had the honour and privilege to work with clients and their families as they passed through their end of life journey. She was consistently amazed by their love, grace and desire to live life to the fullest until the very end. She came to see working with these clients and their families as tremendously uplifting and fulfilling which is why she made the decision to join HCO as a volunteer board member. Over the last five years, Kathy is proud to have played a small role in this organization's growth towards serving an increasing number of clients and their families across our region.

In 2011, when **LINDA HEARTY** retired from a full time career, she decided she wanted to begin a volunteer opportunity introduced to her by Sue Taylor, a volunteer for many years at HCO. Hospice volunteering has enriched Linda's life, bringing the joy and appreciation of family and caregivers and a deep sense of making a difference to those facing the closing moments of their lives.



MARY TRAINOR has always been interested in palliative care and when volunteer Brendan spoke to her about volunteer opportunities at Friends of Hospice, she signed up. Mary spent four years supporting special events and working closely with fundraising. Then life hit and Mary found herself immersed in caregiving for her mother. Mary came away from that experience driven to support families who are taking care of loved ones and ensuring they are cared for as well. Mary shares "it is the little things that we do, like answering a question or offering a cup a tea, which makes all the difference". She looks forward to taking the Hospice Palliative Care Training in the future.



NADINE BADETS came to Hospice because her grandmother had passed away in one, and she wanted to give back to the community in a compassionate way. She has worked at reception for five years and recently started soup, residence and home support. Nadine loves volunteering with HCO and finds it a pleasure to work with the staff, volunteers and our residents and families.



The reception desk at Maycourt definitely is within **NANCY GAGNE'S** comfort zone which includes meeting, greeting, and lending an ear when necessary. So many visitors react so positively to the setting where their loved ones are. They really appreciate everything that Hospice provides and often like to voice their feelings. She also found it great fun to participate in and support the gay pride parade last summer. Nancy's other love is to raise funds for HCO at the May Court Bargain Box. Customers come from every age and facet of life and love to share stories. Knowing that profits go to HCO makes this position ever so satisfying. Every shift at Hospice and at Bargain Box is a positive adventure. Nancy experiences so much pleasure from both venues and always leaves her shifts with a smile, looking forward to the next one.



Volunteering is an important component in **NANCY LAFFIN'S** life. She volunteered at other organizations, but took a break as she wanted to find the populations she could best serve. The adage "like souls travel together" brought her to May Court. Upon her initial interview with Rebecca, the vibe was good for her, and she knew she was in the right place. Nancy volunteers in Day Hospice, Homes for the Holidays and on reception. The camaraderie of the volunteers at the Hospice and the staff keep Nancy coming back. At the end of Day Hospice on Tuesday, she leaves so fulfilled. The clients have much to share with the volunteers, and Nancy feels it is an honour to help them through their journey.

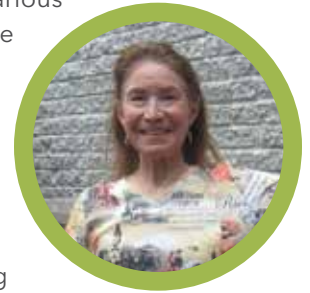


When **RENÉE GALIOTO** was asked, "what brought you to Hospice?", her answer was "to help the dying". In her life, Renée had been exposed to experiences that made her want to help people leave this earth in a more dignified way and with loved ones by their side. She knew when the time was right she would like to share her time and talents in a palliative care environment. Renée has been a faithful Friday receptionist for 5 years, and more recently has taken on flower arranging. Renée says volunteering at Hospice, in the presence of empathy, love and kindness, she is given peace from a chaotic world.

As a neighbour, **RICHARD CARON** saw the property in front of his house transformed from a church to a hospice. When the transition started he was still working, but had retirement soon to be scheduled. He had the opportunity to meet hospice staff and soon discovered that volunteering was a possibility. Since Richard knew property management and was also a skilled "handy man", good in many trades, he volunteered in the house and garden group, a good fit. Since his retirement, he has been involved in this role when time and proximity allowed. He hopes to continue as he likes being able to help a good cause, keep busy, and be with the other cheerful volunteers and hospice staff.

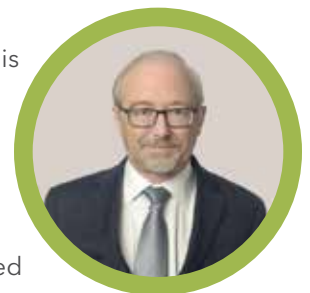


In 1999, **SANDRA POWELL** began work for a wonderful law firm called Johnston and Buchan. The kind people there helped out various organizations in need such as MCH. When Sandra met some of the people at May Court, she was overwhelmed by their insight and warmth while responding to those in need. When she retired, Sandra missed the purposefulness she once enjoyed, and sought to make herself useful - immediately thinking of HCO! She started at CWH reception and continued, after a short break, volunteering in the same position at RSH. She finds her time volunteering at hospice enables her to appreciate the enduring kindness of humankind. It seems that hospice allows a humbleness and keen appreciation be given to each moment. By embracing this thought, each moment expounds on the art of gentleness and thoughts for peace in the hearts and souls for all those involved. Sandra counts her blessings for being part of this amazing organization.



SHARON BAIRD started her HCO volunteer work at Embassy West with weekly visits with her harp. Personal experience inspired her to go on to become a home support volunteer with the Beth Donovan Hospice (CWH) in Kemptville 3 1/2 years ago. In addition to being actively engaged as a home visitor for the CWH, Sharon is also a part of their bereavement peer support team. She regularly provides musical entertainment at day hospice programs and community events for HCO, CWH, and the Dundas County Hospice. In 2018, she was awarded the June Callwood Award.

STEPHEN WHITEHEAD volunteered for HCO for a number of reasons. The May Court Hospice had provided important bereavement support to his mother when his father died. His former partner in his law firm, Robert Buchan, had served as a director and the Chair of the Board of May Court Hospice, and had introduced Stephen to the organization. His law firm had a sponsorship relationship with May Court Hospice, and through this he gained knowledge that he could use to advance the interests of HCO. Finally, Lisa asked him to get involved, and "how could I say no"? Stephen is a member of the Board and various committees, formerly served as the Chair of the Communications & Fund Development Committee, and currently serves as Chair of the Board and of the Governance Committee. He loves participating in Hike for Hospice and attending Homes for the Holidays whenever he can. He keeps coming back because he feels enriched by volunteering for a good cause. "I receive more than I give."



When **SUSAN KILLEEN-RAMSAY** witnessed first-hand the angels that cared for her parents in New York with in-home hospice care, she just knew she had to get involved in Ottawa. For the past five years, she has volunteered with fundraising events and as a receptionist at May Court. Retired since 2012, Susan began her career in New York as a Phys. Ed. teacher for students with disabilities and an athletics coach. She transitioned to high tech sales and management in NYC, then Ottawa when she moved here to marry “a local guy”. She has always been involved as a volunteer with her church and in her community. Susan has been married for 30 years and has an awesome daughter who will be heading to university in the fall. Her family has a Bernedoodle and Black Lab and she leases a horse named Ethel. Her interests include Adventure Travel, gardening, outdoor sports (5 marathons, several tri’s and she now prefers the pace of golf!!), and horseback riding (a member of the Capital Cowgirls Mounted Drill Team). She belongs to 2 book clubs; attempts to knit and plays the piano.



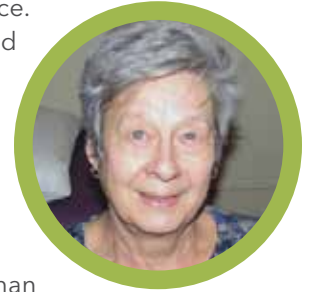
TERRI MORGAN came to HCO as her mother had died of multiple system atrophy in Vancouver. She was back and forth helping her stepfather with her mother’s care over three years. Because of his hard work, her mother never had to move to a long term care unit and she died peacefully at home. Terri saw how much work it was to provide full time care for someone and knows full well that the caregiver can’t provide care when he or she is tired or stressed. As a certified yoga therapist, Terri provides yoga for caregivers at RSH in honour of her mom and stepfather. She previously volunteered for Meals on Wheels Ottawa as a driver and as a Director for over 20 years. Terri values organizations that allow people to stay at home where they feel comforted and safe. She has taken the full hospice training and hopes to begin supporting families at home.



THOMAS WALKER joined Hospice to give back to the Ottawa community and has been at MCH for 5 years. He keeps coming back for the people: the staff, the volunteers, and our residents and their families. It has been a blessing and a comfort for him to have been lucky enough to be involved with the Hospice for this long, and he hopes to give 5 more years!



URSULA WILLIAMS learned of May Court when her husband was sick with brain cancer in 2008/09. When he was released from hospital, they had to make the decision to take him home or have him admitted to a hospice. After some family discussion, they decided on the latter, and were fortunate to find a bed at May Court. Ursula and her family were very impressed by the care Ross received there by doctors, staff and, last but not least, the wonderful volunteers. After her husband died, she knew that at some point she would want to volunteer for HCO. Initially she helped with the gardens, then took on driving, and in 2014 completed the training course. She visited a very nice German gentleman once a week for about 15 months, and has been taking a lady shopping once a week for about two years. She is an occasional driver, participates in Hike for Hospice and had fun walking in the Pride Parade. Ursula finds it appalling that HCO does not get more support from the government. For her it is rewarding to know how much these people, who are dealing with a lot because of their illness, appreciate volunteers so much.



Why I Volunteer



*It's not for money, nor for the fame,
It's not for any personal gain,
It's just for love the of fellow man,
It's just to lend a helping hand,
It's just to give a tithe of self,
That's something you can't buy with wealth,
It's not for the medals won with pride,
It's just for the feeling deep inside,
It's that reward deep in your heart,
It's the feeling you have been a part
of helping others far and near
That makes you be a Volunteer!*

Anonymous

..... **Long-Service Volunteers**

The following are HCO volunteers for whom we have neither biography nor photograph but who were honoured this year for faithfully providing long-standing service.

5 Years

Ann-Marie Mackey	Leslie Jones
Esther Paul	Liane Carmel
Frances McGovern	Lisa Sadler
Grace Hashimoto	Martin MacLeod
Helene Kruidenier	Mary McLaren
Holly MacDougall	Michelle Frame
Janet Bowes	Myraim Lavoie
Joan Rogers	Peggy MacLeod
Joyce Gibson	Peggy Robinson
Kaitlyn OConnor	Rhea Daniels
Kathryn Culliton	Susan Killam
Lee Sullivan	Tara Phillips

10 Years

Andrea Jones
 Ann MacCrimmon
 Anne Dickason
 Frances Banta
 Mary Nute
 Mary-Lou Bienefield
 Scott Jordan
 Susan McKinley
 Victoria Gordon-Orsini

15 Years

Donna Haynal
 Judy Stephanson
 Karen Swinburne
 Polly-Ann Sobier
 Rosemary Timlin

20 Years

Helen Chambers
 Joanne Lochhead
 Margot Growing

Acknowledgements

Hospice Care Ottawa wishes to acknowledge the volunteers whose talents made this special edition of the Hospice Bulletin possible.

Bonnie Harnden, 10 year hospice volunteer who has an expertise in writing and editing.

Berrin Sun, 3 year hospice volunteer, who is a graphic designer by profession.

Also a Special mention to Richard and other reception volunteers who took the time to review the materials.

We thank them for their ongoing dedication, creativity, and many hours they spent to make this bulletin a filling tribute to volunteers.