Hein House at the Ruddy-Shenkman Hospice

We’re Open!
After countless years of dreaming of and fundraising for a full-service hospice in Ottawa west, the Ruddy-Shenkman Hospice is finally a reality.

On September 25, we hosted an Open House at Hein House, the residential wing at the Ruddy-Shenkman Hospice. We welcomed 500 people through the doors for our Open House and Annual General Meeting. The ribbon was cut officially opening our newly completed full-service hospice in Kanata. The following day staff and volunteers welcomed our first resident and her family to Hein House.

Hein House
The new wing is named ‘Hein House’ in honour of Roly Hein, who along with his wife Barbara, have given so generously to Hospice.

“At the time of his passing in 2013, my late husband Roly Hein was on the Campaign Cabinet to raise funds for a much needed hospice in the west end of Ottawa. Now, four years later, thanks to the effort of many individuals and community groups the dream has become a reality. Hein House will offer comfort and compassion for those at the end of their life’s journey.”

— Barbara Hein
Our Mission
We provide compassionate high-quality care to individuals and their caring community, from the time of diagnosis through their palliative and end-of-life journey. Our goal of care is focused on comfort and is neither to prolong life nor hasten death.

Our Vision
We are part of a dedicated, caring and inclusive community where everyone has access to compassionate, high quality palliative and end-of-life care when and where needed.

Our Core Values
Compassion and respect guide all of our actions and decision-making.
We are inspired by the courage and strength of those we serve.
Excellence in person-centred care is integral to all our work and relationships.
Our work is grounded in our community. We embrace and encourage collaboration, partnership and diversity.

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Hospice - “A Fabulous Place to be”
Marni Crossley—A volunteer & donor profile

Since moving to Ottawa in 1975, Marni Crossley has seen palliative care evolve in the city.

Throughout her nursing career she worked in a variety of roles but it wasn’t until she took a refresher course in 1986 that she was introduced to palliative care.

“In the ‘80s nursing became very high-tech with pumps and machines...I didn’t want to do that,” says Marni. “Palliative care is hands on, compassionate care. It is really the kind of nursing I learned early on as a student in the hospitals. It is bedside nursing where we look after the whole person.”

Throughout the ‘80s and ‘90s Marni, an active member of her Anglican Church, watched as hospice in Ottawa developed. “It was at that time that The Hospice of All Saints came into being.” Marni saw The Hospice of All Saints grow from two employees working out of a small office at The All Saints Church to what Hospice Care Ottawa has become today - three hospice sites across the city that provide community and residential hospice care programming.

After her retirement from nursing in 2006, Marni went right into the volunteer training program at the May Court Hospice, and has been volunteering ever since.

Initially she volunteered in the residence and still helps out with an occasional shift, but Day Hospice is her passion. “I really love the Day Hospice program. It’s upbeat and a fabulous place to be,” says Marni. “It’s just a privilege beyond words for me to be a part of their end-of-life journey.”

“For me, I don’t fear death.” Marni has experienced many losses throughout her life, including the death of her dear husband Richard. In 2015, Richard was at The Perley and Rideau Veterans’ Health Centre, a long-term care residence, where he spent eight days in palliative care. “He was surrounded by compassionate care and they provided me with the support I needed. The standards at The Perley are amazing and Hospice Care Ottawa provides the same quality care.”

“It isn’t that we die, it’s how we die,” adds Marni. “When we are in the loving company of the people at Hospice it makes it so much easier to go through that journey.”

Marni is a strong advocate for hospice and palliative care and feels that the government should fund it at 100%. Until then, she is an ongoing donor and has left a gift in her Will to support Hospice Care Ottawa. “It’s a privilege to be there and I want to see the work continue at the highest quality that we have.”

If the future of hospice programming is important to you, please consider leaving a gift in your Will to Hospice Care Ottawa. For more information, please contact Susan McIntosh at 613-260-2906 ext. 224 or Susan.McIntosh@hospicecareottawa.ca
Support Through The Most Difficult Journey
A letter of gratitude to the many angels at Hospice Care Ottawa

By Maxine Kossy

December 8, 2014 is a day I will never forget. We had spent the previous seven months filled with medical appointments and tests. But that day in December was the day the neurologist told my partner, Rosa, that she had ALS.

Rosa and I spent many following days and nights crying. We soon made the decision that we would embrace each day that we had and we would continue to live life and do the things we enjoyed together for as long as we could. We pledged to each other that we would look for the good that each day brought and that for as long as possible we would be committed to doing something each day that brought us joy. Many times a week we shared what we had that we were grateful for in spite of this illness. And one of the constant things we were grateful for was the people we met and the people who cared for us.

As time went on, and the illness progressed we realized we needed more help. Hospice Care Ottawa became an invaluable resource to us. Rosa met with the Family Support Counsellor and we received In-Home Volunteer Support. Rosa was matched with a volunteer who came every Friday giving me time to go out and do errands and not be overly worried because Rosa was not alone. The volunteer always came with a smile on her face and was happy to do what Rosa wanted, whether that be sitting to watch Netflix, chatting or just sit and do her own thing when Rosa wanted to be in bed and rest.

I had the opportunity to attend a few Caregiver Night Out evenings during which I felt so incredibly pampered. They provided snacks, dinner, complementary therapies and more. For the two hours I was there I was totally taken care of. The entire evening was a breath of fresh air at a time when I could have been drowning.

The Hospice Community Care Coordinator called periodically to check in on us. She truly showed care and concern and would listen and offer more supports for both Rosa and me. She arranged for another volunteer to come to our home to provide Reiki or reflexology once a month. Unfortunately, Rosa passed on before she was able to enjoy more than one session.

After Rosa passed, I received a condolence card from Hospice Care Ottawa which included a list of the numerous services or activities that were available to help support me through my grief. I have been seeing the Family Support Counsellor who Rosa met with, which has been very helpful as well as complementary therapies.

What deeply struck me was that once Rosa had died, I was not forgotten and there was continued support for me.

Hospice Care Ottawa is truly not just about services offered. It’s about the caring people—the staff and the volunteers; the smiles, the encouragement, the understanding and the incredible support.

There are no words that adequately express my gratitude. Thank you from deep within my heart to the many angels that helped us on this most difficult journey.

Are you or someone you know coping with a life-limiting illness and still living at home?
We can help.

All of our programs and services are provided at no charge and anyone can make a referral to our Community Hospice Care programs. For more information or to make a referral call 613-591-6002 ext. 299.
Upcoming Special Events

Mark your calendars!

Delivery of our services is made possible through the support of a small dedicated staff, over 1,000 volunteers and generous donors like you. With roughly only half of our funding provided by the government, we need to raise the rest to ensure our programming continues. Please consider making a donation or supporting one of our upcoming special events.

Tickets on sale now! $50 per person

Homes for the Holidays is a festive three-day tour of eight beautiful homes that have been decorated for the holiday season by local florists and designers. Homes for the Holidays provides an opportunity to walk through and tour these exquisite homes.

Included in the tour is our PopUp Shop at the Official Residence of the Irish Ambassador to Canada and our Gingerbread Village at The May Court Club / Hospice.

Tickets are $50 each and support Hospice Care Ottawa.

For more information or to purchase ticket booklets, visit www.hospicecareottawa.ca or call 613-260-2906 ext. 222.

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Shine A Light of Remembrance

Please join us as we gather to remember people in our lives who have died. Shine A Light card ornaments will be available at our events. The name of your loved one can be written on the card that will be hung on our Memory Walls. A beautiful tree will be lit in their honour. These serene evenings include peaceful music, readings and friendship.

December 4, 2017, 7-8:30 p.m.
May Court Hospice, 114 Cameron Avenue

December 11, 2017, 7-8:30 p.m.
Ruddy-Shenkman Hospice, 110 McCurdy Drive

Everyone is welcome to share in this time of remembrance. Donations are welcome but not required.

To RSVP or to have a Shine A Light ornament personalized and displayed, please fill out the form below and mail to us by November 28 or call Lesley at 613-260-2906 ext. 222

Thank you for your support!

Please mail to Hospice Care Ottawa, 114 Cameron Avenue, Ottawa, ON K1S 0X1
You can also donate online at www.hospicecareottawa.ca
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