



DHH Volunteer

NEWS



VOLUNTEER APPRECIATION DINNER
and ANNUAL GENERAL MEETING 6:00-9:00
The SHED - 600 Stonehaven Ave. (off Bayview)

INSIDE:

- ✚ DHH happenings and ways YOU can help!
- ✚ Catching up - after a *HOT* summer!
- ✚ Upcoming workshops
- ✚ Policies, Procedures and Accreditation...what for?
- ✚ Thanks to our Sponsors & List of Links



Hopefully you've enjoyed the summer with all its hot, humid days.
Hello FALL and the return of this monthly e-newsletter!

Just as the last e-news reached your in-box, golfers teed off at our 14th Annual Golf Tournament FUNdraiser. It was a glorious day in which we *exceeded* our targeted goal! Now, our efforts turn to the 4th annual **NewRoads to Hope Car Raffle**. As you know, this has become a major fundraiser - with great odds of winning since ***only 3,000 tickets are printed!*** Selling out could bring in \$50,000 - \$60,000, which would allow us to fund sought-after programming. We could offer 2 Oasis day programs each week. This is a group that continues to grow, exponentially. 21 individuals are currently registered! We could also increase our small group (6-week) art therapy support for children and youth who cope with anticipatory grief or bereavement.

DHH is grateful to the efforts of some awesome Volunteers and Community Partners who have sold tickets for us in the past. It's a 'matter-of-math' calculation that finds - **IF EVERY VOLUNTEER sold a minimum of two books each**, we would be halfway to our goal.

YOUR HELP in promoting and selling our car raffle tickets is SO APPRECIATED! \$20.00 each or 6 for \$100. Starting OCTOBER 5th.

There's a lot of info in this e-news to get you up-to-date on all DHH-related things, ways you could help out and upcoming workshop info.

Enjoy reading! Hope to see you, (next Tuesday) at the Shed!

Susan

Volunteers Needed

*Will You Lend
a Hand?*



Doane House Hospice



IS LOOKING FOR 2 BOARD MEMBERS

with fundraising, social media and/or marketing experience

If you are interested in giving back to the community and joining the volunteer team please contact us: 905-967-0259 and visit our website: doanhospice.org

Supporting those coping with life-threatening illness and those who are bereaved

The new Board Members will be sworn in at the Annual General Meeting on Sept 13th, 2016. Please visit doanhospice.org for details.



Expert Volunteer Seamstress Needed!



Are you interested in contributing your sewing skills to a worthy cause? Through the Doane House Hospice Memory Bear Program, we are entrusted with loved ones' clothing, transforming it into a precious memory bear, a wonderful (and adorable) keepsake. Please call 905-967-0259 for details.



DRIVERS WANTED

for our OASIS DAY PROGRAM

We URGENTLY NEED drivers for clients EVERY Thursday:

9:30 – 10:30 to pick up and drop off at DHH then 1:15 – 2:15 to pick up and drive home.

WANTED VOLUNTEERS

Here's how you can help!

ADMIN VOLUNTEERS NEEDED
Morning/afternoon shifts - contact JEAN

We need YOU!

Ready!
Set!
Go!

GET READY FOR THIS YEAR'S NewRoads to Hope Car Raffle



We're SO GRATEFUL for the continued support of our Community Partner, NewRoads Automotive Group for their help as we get ready to launch our 4th Car Raffle FUNdraiser!!

TICKETS on SALE starting  More details to come!!

Draw to take place in the New Year
What a GREAT way to start 2017!!



NewRoads
Automotive Group™



LUNCH & LEARN



COMING SOON - WATCH for INFORMATION



on LUNCH n' LEARN sessions at DHH's heritage table. There's plenty of downloadable webinar links we can view together, discuss afterwards, all while munching lunch!

Core Concepts in Palliative Core 1 Program Dates

Begins September 20 2016
Town of Aurora, Victoria Hall
27 Mosley Street, Aurora



VOLUNTEER TRAINING

Visit

www.palcarenetwork.org

to register for educational programs.

For more information, contact Linda Hochstetler, Program Lead, Education & Training
education@palcarenetwork.org
or 905-895-3268 ext. 73142.

Thank you!
Volunteers!

COME AND JOIN US



Volunteer Appreciation Dinner & Annual General Meeting



6:00pm on Tuesday, September 13th
at The Shed
600 Stonehaven Ave., Newmarket

6:00pm-7:00pm: Buffet Dinner
7:00pm-7:35pm: Annual General Meeting
7:45pm-9:00pm: Laughter Yoga with Lillian

4th Symposium

Date: Friday, September 23, 2016



STAYING PERSON-CENTRED IN PALLIATIVE CARE

Time: 9:00am—4:00pm
8:30—9:00am Registration
& Continental Breakfast

Location: Monte Carlo Inn,
705 Applewood Crescent,
Vaughan (Hwy 400 / Hwy 7)

Cost to attend:
Early Bird Affiliate: \$45
Early Bird Non-Affiliate: \$55
Early Bird before Sept. 1
Regular Affiliate: \$65
Regular Non-Affiliate: \$75
Same day: \$100

Includes lunch and free parking.

Funded in part by Central LHIN.

Speakers

Dr. Kerry Bowman—Ethical Considerations in Medical Assistance in Dying; Mount Sinai Hospital / University of Toronto

Ms. Nora Spinks—Leveraging Generational Diversity in Palliative Care; Vanier Institute of the Family

Ms. Linda Hochstetler—Holding the Space at End of Life; PalCare Network

Ms. Deb Walko/Ms. Breanne John/ Ms. Laura Pye/Ms. Carolyn

Donaldson—Working Together: The Interface of Palliative Care with Mental Health, Addiction, & Social Determinants of Health Needs; LOFT

Registration form available at

www.palcarenetwork.org.

For questions, contact Linda at 905-895-3628 ext. 73142 or education@palcarenetwork.org



...as of July we are able to offer HPCO CORE CONCEPTS TRAINING on line!

This is a great tool and a refresher course for 'seasoned' volunteers. Ask Jean or Juliet about it!

Update

RESIDENTIAL HOSPICE UPDATE

The shovels are in the ground at the Queen St. residential hospice site with planned opening by end of 2017. DHH will be engaging with Better Living and the hospice collaborative as things develop over the coming months.



Our **GRATITUDE** to DHH Supporters: Murray Ogilvie and Joanne Brown.

They have a beautiful butterfly garden themselves and raise monarch butterflies. Last year, they gifted us this garden and now maintain it.

HELLO and WELCOME



A warm DHH **WELCOME** to **KERRI LEIBOVITCH RN!**



Kerri comes with a wealth of knowledge in the palliative care field, and

understands the value of psychosocial, and spiritual care encompassing the whole family. She has been working in the community for five years, as well as covered a maternity leave as a clinical nurse consultant for the Hospice Palliative Care team at Southlake Hospital. Kerri will be working two days a week, addressing intake and assessment and facilitating the Oasis day program with her team of volunteers. Please feel free to drop by and say hello to Kerri, or, meet her on Sept. 13th at the AGM/Volunteer Appreciation Dinner.



Canada Summer Jobs...

provides funding to help employers create summer job opportunities for students. It is designed to focus on local priorities, while helping both students and their communities.



Enter Jess and Pippa! Pippa came back after working with us last year.



It was great to have them BOTH full time ALL

summer! It really made an impact on our fundraising and these two saw the fruits of their labours. **FAREWELL!**



After 9 years of driving for the Oasis day program, **ROBERT BRADLEY** has hung up his keys!

The Oasis Group, Volunteers and Staff, thanked him for all his years of caring, humour and banter and wished him safe travels in his retirement.

THANKS Robert.
You'll be missed.





DID YOU KNOW?



POLICIES and PROCEDURES provide framework for organizations, like Doane House Hospice. They define what DHH does and how we do it. Clear policies and procedures support effective decision making and delegation because they provide guidelines about what staff and volunteers can and cannot do, what decisions can be made and what activities are appropriate. Having a clear policy framework means fewer misunderstandings or debates about what to do in particular situations. DHH Policies and Procedures ensure we realize our *Mission Statement* with transparency and consistency and make decisions as an accredited hospice within the HPCO.

DHH's Policy and Procedures are being updated.
Volunteers can always find DHH Policy and Procedures by logging into the VOLUNTEER CAFÉ



Updating DHH Policies and Procedures is integral to our receiving **FULL HPCO ACCREDITATION** - a clear sign that DHH continues to work at meeting national standards of quality and the provision of safe care.



ACCREDITATION CANADA
Better Quality. Better Health.



What's it all about?

HPCO Accreditation is an indicator of compliance with *Hospice Palliative Care Ontario's Standards for Visiting Hospice Services (2014)*. Accreditation assures the delivery of consistent, high quality hospice palliative care among accredited programs and services located throughout the province. It notifies health professionals, the public and funders that an organization, institution or program is in

compliance with industry standards and has been recognized by HPCO based on a rigorous review of overall performance by industry peers. Accreditation also serves as an indicator of a VHS program's commitment to continuous learning and improvement. Working towards accreditation benefits our clients and DHH as a whole. Meeting recognized standards of excellence shows we are a culture of quality, safety, and client and family-centred care. For YOU, it is an indication of your dedication and the combined-pride and goals of all who work towards the support and services we offer to our community. Our accreditation achievements help to make DHH the sort of place in which it 'feels good' to give your time.



DHH was the first hospice in York Region to receive the (then) Hospice Association of Ontario (HAO), Level One (2006) and Level Two (2007) certified accreditation through the HAO's Visiting Home Hospice Volunteer Accreditation Program.

This year, HPCO has introduced a new level requiring evidence for Peer review. Submitting our application has meant a need to update our Bylaws. We will be voting these Board-proposed changes to the Bylaws at the AGM on Sept. 13th.

Please review the redline changes proposed in a PDF document sent to you by email (Juliet: dated Aug. 26th). If you need further clarification or have feedback please feel free to contact Juliet.



Thank You To Our Sponsors!



DO YOU KNOW any of THESE BUSINESSES?

If so, let them know
 HOW GRATEFUL we are for their SUPPORT



WELCOME to **TEE-OFF FOR HOSPICE**



NEWMARKET TITLE SPONSOR

THANK YOU for JOINING OUR TEAM!




2016 SPONSORS




In-Kind

| | |
|------------------------------|---------------------------------|
| Barks & Bubbles Grooming | Cobs at Upper Canada Mall |
| Cineplex Odeon Aurora | Cineplex Odeon East Gwillimbury |
| Eddystone Meats | Face Painting 4 U |
| Global Pet Foods | Home Hardware Newmarket |
| Innovative Spine & Wellness | John Abel |
| La Z Boy Furniture Galleries | Newmarket Camera Club |
| North Newmarket Lions | Pizza Pizza |
| Starbucks | St. Elizabeth Reflection Wall |
| Ted DiCerbo | |

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SILVER SPONSOR



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PROGRAM SPONSORS



GENERAL SPONSORS



i LINKS >>

- FROM PAGE 3 - PalCare education programs <http://www.palcarenetwork.org>
- FROM PAGE 5 - DHH MISSION STATEMENT: <http://www.doanehospice.org/our-mission>
- FROM PAGE 5 - More about accreditation: <http://www.hpcoc.ca/?s=accreditation>