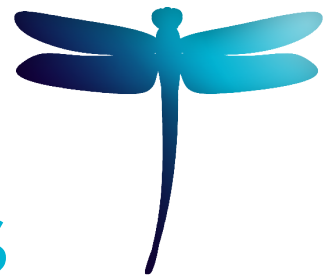




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Hospice Happenings

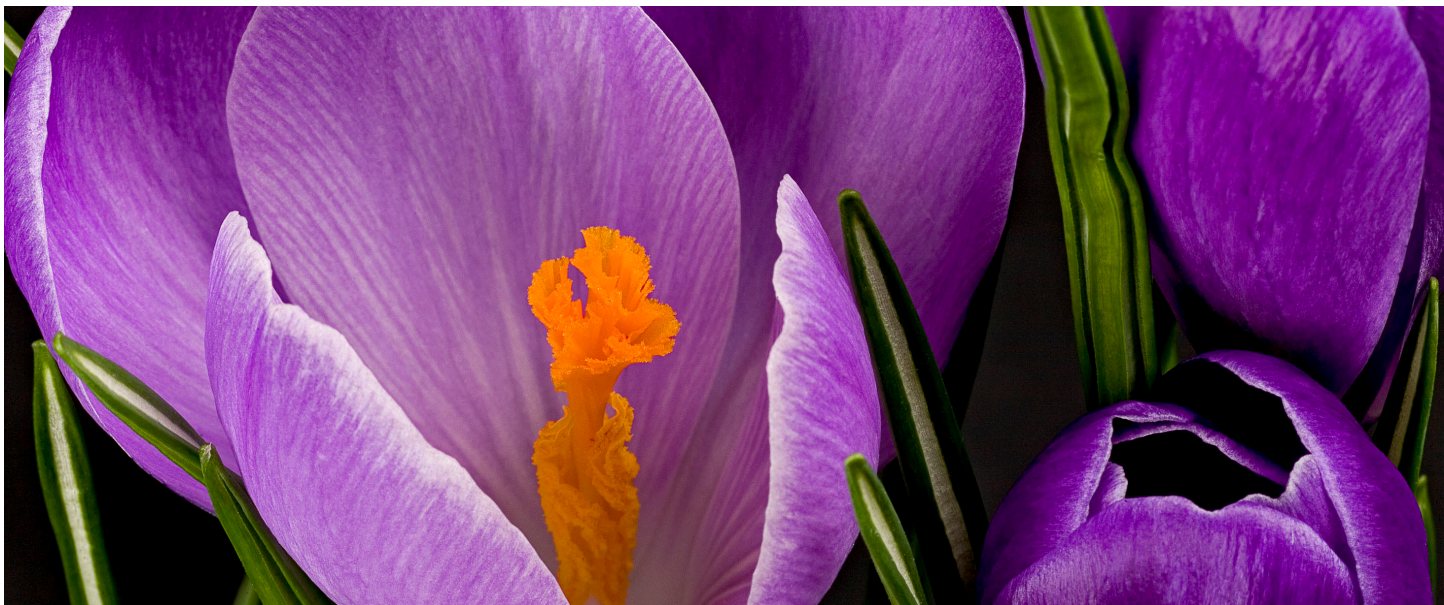


ARCH Hospice Newsletter

Summer 2014

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A Hospice Family Story

ARCH was privileged to serve Mr. Glen Conway and his family during the final months of his journey the winter of 2013. Nearly a year later, approaching the first anniversary of Mr. Conway's passing of April 6, 2013, I had a wonderful chat with Mr. Conway's daughter Janice Gregoire about their family experience with ARCH Hospice.

Faced with the initial distress family and individuals commonly feel before arriving, Janice described the helpfulness and calming effects of staff, beginning at the initial intake assessment in her home, through to the departure experience after passing.

She attributes the homelike atmosphere to the quality of the staff. "You felt you were home, from the minute you walked through the door...and your staff make it that way."

The weeks went by quickly as staff and volunteers got to know Glen, a most genuine and loveable character. Glen had worked as General Foreman in the coke ovens at the Steel Plant and "people loved him", he was very well-liked.



Still able to walk for weeks while with us in hospice, Glen's quality of life greatly improved. He was able to get around and explore the hospice, walking the halls, dining with others, and enjoying the grand fireplace in the family room during those cold February days. As Janice puts it: "he got here and got better!" Glen was one of our residents whose health improved once his pain and symptoms were well-managed and family were able to focus on being just that; FAMILY, relieved of the burden of physical care. Janice is grateful Glen lived as long as did, defying all odds, living twenty years longer than anyone expected. Janice is especially grateful for the high quality of life Glen experienced throughout his stay at ARCH Hospice. Glen also kept his sense of humour right to the end. On one occasion, while holding steady and devoted vigil, Janice returned to her father's bedside after a brief moment away, to hear Glen mumble: "Why did you leave? I'm dying!"

Janice found the staff attitudes and work ethic superb: "Everybody knew what you needed, when you needed it, all the time! Staff were efficient and would just know not to bother me during those times I was feeling stressed."

Janice was particularly impressed by our hard-working Personal Support Workers asking: "What is your hiring criteria? You have the best PSW's in this city."

Looking back a year later, Janice describes life without Glen is not really without him: “We’ve kept him alive in our memories. Every day we talk about the ways Dad would have responded or acted. He’s still very much with us.”

Always the consummate über-positive resident, Mr. Conway’s signature response to the comfort care, even when he was unable to speak from his bed, was his body language: he always gave us the “two-thumbs-up”, his unique way of acknowledging and expressing his gratitude for the quality care he received. Staff loved when he did that!

When Glen finally passed April 6, Janice recalls two particularly poignant examples of the little extra touches staff offer, serving to humanize and personalize the grief and loss experience, taking a bit of the edge off the deep sense of anguish at losing one’s father and final parent: “It was during the night around 3:30 in the morning when dad passed. After our farewells, and collection of personal effects, I prepared to depart the hospice. I offered my deep sense of gratitude to the staff for all they had done. As I walked down the hall and passed the staff for the last time, they were all standing by out of respect, offering the same signature “two-thumb-ups” of my father. Janice notes: “That’s the level of staff you have. They knew what was important to me. That allowed me to walk away, knowing my Dad was okay and that I’d be okay.”

It was important to me after death that Dad’s room light be left on while he was still there. It comforted me knowing Dad was safe, even in death, so I asked staff this favour. As I drove away for the last time, my eyes trained on his room...the light remained on until I could no longer see his room...



“This place is awesome! And Tom’s [our Chef] Apple Crisp is just the best!”



Spotlight On A Volunteer - Dale Dumanski



Many of our volunteers are probably unaware that, prior to ARCH's official opening, there was a core team of volunteers working diligently behind the scenes in order to ensure that the dream of a hospice for Sault Ste. Marie was realised. A key member of this team was Dale Dumanski. Many years ago Dale was approached by Shannon McLeod, a former classmate from high school and nurse accredited in palliative care. A working board was being created with the idea of fundraising and approaching government in order to facilitate the creation of a hospice in Sault Ste. Marie, would Dale be interested in serving? Having lost her mother to cancer at a very young age, Dale was more than willing to be part of this group.

Dale served as a board member and Treasurer of ARCH for six years. Location for the work commenced at Algoma Steel's training office, and later to a small office in King Street. During this time Dale worked diligently on fundraisers for the Hospice and also handled all the receipting for this small but enthusiastic embryonic organisation.

A further stage was developed when Dr. Walde requested that a Day Hospice be started up. Weekly gatherings were held in the Punch Auditorium at St. Andrew's United Church. Palliative patients were invited and a number of willing volunteers worked at Day Hospice. One of these volunteers was Dale, who provided a gourmet lunch for all attendees one day a month.

When ARCH opened its doors, Dale continued as a board member and Treasurer; having undertaken special training Dale also became a palliative volunteer and continues doing that on an "on-call" basis. Dale has cooked for ARCH and although she no longer does this regularly, when Tom, ARCH's much loved chef takes a holiday or break, Dale comes in to prepare meals.

Outside of ARCH Dale has a busy life with her husband John, her son Robert (a local solicitor), his wife Laurie and their daughter Elisa, the light of Dale's life. Dale is always on tap to drive Elisa to swimming and other activities, take her on holiday, and teach her to cook and bake, they have a ball together.

As a trained esthetician, Dale works regularly with the "Look Good Feel Better Team" which volunteers monthly at the SAH. This group provides tips on make-up, general grooming, head wraps, and wigs to cancer patients

In addition to all of the above, Dale is a regular volunteer at the Art Gallery of Algoma where she waitresses and tends bar at various fundraising events.

Dale is a very hard worker with a vibrant personality and this community is very lucky to have her so involved in such worthwhile pursuits.

Volunteer Information

A big shout out to our new volunteers – Welcome ladies and gents!

- Sara Desimon
- Carmela Novello
- Doris Welz
- Randy Ritter
- Mark Caccamo

We would like to welcome our newest volunteers. Volunteers are exceptional people who make a meaningful difference in the lives of our residents and families. Thank you!

We are currently seeking volunteers for the following areas:

- **Palliative Volunteers:** Week day mornings, afternoons, evenings and weekends
- **Maintenance /Grounds Keeping Volunteers:** Mondays and Fridays mornings and afternoons
- **Kitchen Volunteers:** 12:00 p.m. - 4:00 p.m. on Tuesdays, Wednesdays and bi-weekly on Thursdays
- **Reception Volunteers:** Evenings and weekends
- **Events/Special Projects Volunteers:** Various days/hours

If you are interested please contact Raelyn Hojem (705-942-1556 ext. 261) or hojemr@archhospice.ca



You are all truly amazing! Thank you for taking such great care of our mother and comforting her during her final weeks. Also, thank you for making us, her family, feel at home and providing us with as sense of comfort and relief knowing she is well taken care of. What an amazing place!

- A Hospice Family



Annual General Meeting

ARCH’s Annual General Meeting was held June 23, 2014 with 35 members in attendance. Highlights from the meeting include:

- Approval of revisions made to the Corporation By-Laws, which reflect governance best practices.
- Re-election of the following Board members completing their 1st term: Fr. Hamish Currie and Mickey Naccarato.
- Election of new Board member Loretta O’Neill.
- Election of Diane Hilderley following a one year leave of absence to take on duties of Interim Executive Director.
- Launch of ARCH’s official Strategic Plan publication.

At the Board meeting that immediately followed the Meeting of the Members of the Corporation, the following officers were elected:



Board Chair	Kelly Weeks
Vice Chair	Diane Hilderley
Treasurer	Philip Virene
Secretary	Carole McPhee

Strategic Plan

This year marked the first full year of implementing our three-year Strategic Plan and by all accounts it was a successful one. At the heart of our Plan is:

- Our vision to provide comfortable end-of-life experience for all;
- Our mission to provide quality compassionate care through end-of-life; and
- Our values of service, compassion, respect, collaboration and excellence.

Our Strategic Plan centres on four key action areas:

- Care is the priority
- Compassionate people
- Commitment to value
- Collaboration for quality

For more information about our Plan please request a copy from Nicole Pearce who can be reached at pearcen@archhospice.ca or visit our website at www.archhospice.ca.

News



Sandi Wheeler the new
Marketing & Events Intern

Effective April 1, Registered Practical Nursing (RPN) staff were introduced to ARCH's model of care. There is now one Registered Nurse (RN), RPN and Personal Support Worker (PSW) on the day shift. We welcome Kaitlin Brandenburg, Nikki Farrell and Ruth Dinelle to the ARCH team.

Our new Marketing & Events Intern Sandi Wheeler joined our team in May. She will be instrumental in organizing this year's Golf Tournament and Hike for Hospice that will take place in September.

Our Executive Director, Theresa Mudge, returned from maternity leave in late April. We wish to extend our thanks to Diane Hilderley who served as Interim Executive Director since March 2013.

A project scoping report was completed for a potential expansion to ARCH. The Board is currently reviewing the functional plan. Stay tuned for further details.



When visiting ARCH we ask that you please be aware there are bears and other wildlife in the area. Do not leave food out or in your vehicle and please do not feed the wildlife.



Past Events

Thank you to the organizers and volunteers who made the following possible:



Champions celebrating at this year's Charity Hockey Classic!

The St. Paddy's Pub Night was back this year! Held on March 16th, the event raised \$1,880 in total.

The Annual Charity Hockey Classic held this year on March 7th through 9th, organized by Albert Williams, which raised a total of \$19,892.

Searchmont Resort and The Searchmont and Area Freestyle Association teamed up this year to raise \$1,172 at ARC for ARCH on March 22nd.

Meadow Park Montessori School ran a beautiful gala event at the Comfort Suites & Conference Centre on March 22nd in honour of Rick MacLeod. The event included a Vernon Bailey auction, raffle, dinner, and live music. The event raised over \$15,000 for ARCH Hospice.



Dress down days at Sutherland Global Services raised a whopping \$2000 for ARCH!

Sherry Walsh's "Dance to Celebrate a Life", held at Kiwanis Community Centre on April 16th, raised over \$9,000. Dancers finished the show with beautiful piece while wearing ARCH Hospice T-shirts. A memory tree, Kelsey Hroch and Sarah Bug Sweet Treats were also there raising funds for ARCH.

The Open Ice 3-on-3 hockey tournament, on April 24th through 27th, raised approximately \$24,000.

Sutherland Global Services raised funds during dress down days and donated \$2,000 to ARCH.

Marilyn Maki made a beautiful handmade quilt for a Quilt Raffle fundraiser for ARCH. The raffle raised \$2,300 and Susan Febbraro was thrilled to have won the beautiful quilt.



The winner of the quilt raffle, Susan Febbraro, on the right.

Agero, with its second annual employee-run fundraising campaign, donated \$2,300 on May 28th.

Once again we thank everyone for their continued support!

Upcoming Events



11th Annual Hospice Golf Classic

Date: Friday, September 5, 2014

Summary: ARCH Hospice is holding its 11th Annual Hospice Golf Classic on Friday, September 5th, 2014. We will be golfing at the Sault Ste. Marie Golf Club in a scramble-style tournament. Following the golf tournament, we will move on to Northern Grand Gardens for a delicious banquet dinner.

This prestigious event raises funds to support ARCH Hospice. It costs \$150 per participant to enter a four-person team, which includes 18 holes, golf cart, three complete meals, golfer's gift, and prize.

Shotgun start is at 8:30 a.m. This event fills up quickly so make sure your team is registered soon!

Pledge forms are available [here](#). Please see the [brochure](#) or contact us for more information at skinnerl@archhospice.ca or 705.942.1556 ext. 222



RBC Royal Bank Hike for Hospice

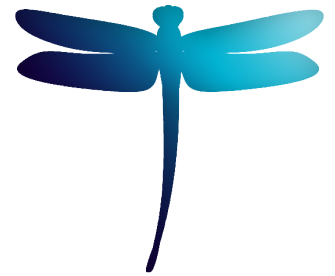
Date: Sunday, September 21, 2014

Summary: ARCH Hospice's Annual RBC Hike for Hospice will take place this year on Sunday, September 21st at Hiawatha. This much-anticipated event includes our Celebration of Life: a BBQ, live band, entertainment and family fun activities. The 5km Hike will also include an accessible Memorial Trail featuring each resident we have served at ARCH Hospice since our opening in 2008. New this year, our Memorial Trail will also have ribbons that you can remember other lost loved ones by. This event is open to anyone who supports ARCH, has lost a loved one, or is just interested in an afternoon of family fun and hiking.

Raise a minimum of \$25 in pledges to participate in this event – but raising more will qualify you for great prizes! All proceeds go towards providing services at ARCH Hospice. Registration takes place from 1:30 p.m. to 3:00 p.m. Hike registration at Bible Fellowship Church. The Hike will commence at 3:00 p.m. beginning with a Memorial Balloon Release. Pledge forms are available at our website at www.archhospice.ca or by contacting Lee Skinner at ARCH at 705-942-1556 ext.222 or skinnerl@archhospice.ca.



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ARCH Hospice provides palliative, end-of-life care to Algoma residents and their families. ARCH is committed to the belief that life is meant to be lived fully with dignity and comfort to the end. Dedicated staff, volunteers and community partners provide compassionate care to meet the physical, emotional, social, and spiritual needs of those we are privileged to serve. ARCH is partially government funded, requiring \$750,000 annually in external funding, as well as the generosity of nearly two hundred dedicated staff and volunteer members to provide its services to the community.

Please visit our website at www.archhospice.ca, our [Facebook page](#), or call ARCH at 705-942-1556 to learn more.