

The BRIDGE HOSPICE

A HOME • A BRIDGE • A JOURNEY

Care and compassion at end of life.

Hospice hits home for new director

When Kerri-Anne Wilson took the helm as the new Director of Clinical Services & Operations last September, she was no stranger to the hospice. Among the first crop of specially trained volunteers, Kerri-Anne had helped welcome the first resident back in June 2013.

Her weekly volunteer shifts sparked a passion for palliative care that would, three years later, lead the registered nurse back to The Bridge in a professional leadership capacity.

A day in the life of The Bridge is never routine, and Kerri-Anne is engaged in every facet. She coordinates admissions and oversees the care of residents, working closely with Saint Elizabeth staff. She connects with and supports families, leads the volunteer team, develops policies and procedures to accord with provincial standards, communicates with donors, and manages all aspects of the home. On the right day, she might play a fiddle tune for a resident or trouble-shoot a flooded-out rubber duck race.

Beyond hospice walls, Kerri-Anne is a strong advocate on local and regional committees for the value of small hospices in rural Ontario. Recently she and Lynn Park of Saint Elizabeth were asked to address a provincial conference about rural hospice care, based on the unique model and success of The Bridge Hospice. Kerri-Anne says it's exciting to move things forward on a strategic level – for current and future rural hospices.

"There's new momentum behind hospice palliative care. Thanks to the reputation of The Bridge Hospice, we're

able to advocate for the uniqueness of rural Ontario's needs, and the appropriateness and benefits of small residential hospices. It is important to have a seat at the table to ensure new provincial standards are realistic for our setting – and it's rewarding to be part of the decision-making."

While her extensive professional and volunteer experience helped Kerri-Anne hit the ground running, she had no idea that within a few weeks, someone in her own family would be admitted to hospice. Suddenly she was doing a deep dive into what families at hospice experience.

"I myself am a nurse and I know how to provide care, and I still couldn't do it all at home. It's not just about time – it's the emotional resources. Your training goes out the window when it's your loved one. I really understood how you have to give yourself permission to get help.

"Once my father-in-law came to hospice, I saw and experienced the relief and comfort the hospice provides – to him, to my mother-in-law, and the rest of the family. The support we all received helped so much. While it is still very difficult, we were supported every step of the way. It is a lasting consolation to all of us."

That experience served to redouble her efforts in advocacy and on the hospice frontlines.

"Time is a gift we give the people we're supporting. Whether our residents are with us a few short hours or a month,



Kerri-Anne Wilson
Director of Clinical Services
& Operations

the impact and benefit can be just as significant. We're here 24/7 for comfort and support, to help our residents celebrate life and fulfill their wishes, and let loved ones make the most of precious time.

"You know there isn't a single person who volunteers or works here who doesn't want to be here. This is unique in healthcare. It's never just a job. We all believe in what we do. I've been that family member, so personally it makes it all that much more meaningful."

Meet our new board chair, Dr. Jan Hux



Jan is the Chief Science Officer at Diabetes Canada where she provides scientific and strategic input to the research, educational and communications activities of the association. She is an Adjunct Professor of Medicine at the University of Toronto, and has practised both general

internal medicine and palliative care at Sunnybrook Health Services Centre. Jan is now semi-retired, and she and her husband (Edwin Martin) live near Hastings.

Board of Directors

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Jan Hux, Chair

Jill Hutcheon, Past Chair

Gerry Hutcheon, Treasurer

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Retiring chair reflects on past year, continuing community support

The year 2016 was one of continuing growth at The Bridge Hospice. We welcomed the very capable Kerri-Anne Wilson as Director of Clinical Services and Operations in the early fall. As well, we began to receive financial assistance from the Government of Ontario to support our direct health care costs for residents, augmented by health care funding from Saint Elizabeth.

This year we are accelerating our fundraising efforts. As you know, the health care funding we receive does not cover any capital or operating costs of maintaining the hospice for the use, comfort and safety of our residents. These are critical needs and cover things like electricity, heating and cooling systems, telecommunications and wages.

We need your continuing financial support through a variety of avenues, including your support and participation in our annual fundraising events and your ongoing donations as organizations, individuals and those sponsoring third-party events. We appreciate and depend on your continuing belief and support of the hospice, which strives to provide

compassionate palliative care in a most special residence here in Northumberland County.

We are always inspired by the incredible work that is done by our volunteers. They serve the hospice on so many fronts – assisting in resident care, organizing and helping out at events, supporting hospice operations, helping with maintenance, participating on committees and the board of directors, and bringing great ideas and solutions to critical matters.

Altogether from when The Bridge Hospice opened in mid 2013 to March 31, 2017, close to 100,000 hours of volunteer time have been logged. And that does not include the incredible number of hours and years of volunteer work to turn a dream into a reality by those who developed this hospice.

What a truly a remarkable example of community vision and collaboration — please continue this journey with us.

Jill Hutcheon – Past Chair, Board of Directors

Questions?



We're here to help. To learn more about the admissions process, please call Kerri-Anne Wilson, Director of Clinical Services & Operations.



Seeing is believing! Take a virtual tour via our video, available on our website.

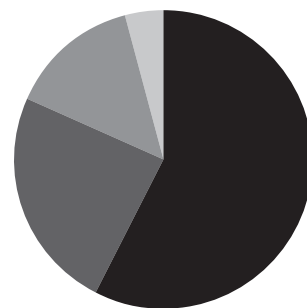


Would you like us to speak to your group about The Bridge Hospice? We'd love to meet with you.

705-924-9222 • info@thebridgehospice.com
www.thebridgehospice.com
www.facebook.com/thebridgehospice/

Hospice by the numbers

To date we have served over 100 individuals and their families. Here's where they came from:



■ Northumberland County
57%

■ Belleville & Quinte West
24%

■ Peterborough County
14%

■ Other
4%

Perspectives on resident care: teamwork at its best

The Bridge Hospice is here to help make each of our residents' final days as fulfilling and comfortable as possible. In fact everything we do – whether we're holding hands at bedside, organizing a fundraising golf tournament, planting flowers, or making a presentation – circles back to supporting the care and comfort of our residents and their families.

For them, the constant presence of skilled, compassionate and familiar caregivers offers reassurance and solace during an anxious time. Our hospice is professionally staffed 24/7 by Saint Elizabeth healthcare workers with specialized training in and passion for palliative care. Personal support workers (PSWs) are here at all times, as well as a daytime visiting nurse and an overnight nurse.

Integral to our team are remarkable volunteers, many of whom have been with us since we opened. They support our residents, family members and staff with a helping hand and sympathetic ear.

Here are two reflections on working together at The Bridge Hospice.

Tammy, Saint Elizabeth PSW

Working in a hospice is not a job for just anyone. Some think we couldn't possibly have emotions because we stay so "strong" and "professional".

I'm here to tell you that we (my wonderful co-workers and I) at the hospice all have our moments. Honestly I've cried at work in our small charting room. My heart feels the pain of the ones not ready to go, the pain of the family losing their loved one, even the pain of the pets losing the one they trust. I feel this pain and sometimes it almost feels like it's too much.

Sometimes I need a minute in our little charting room to remember why I'm here. I am grateful for all the volunteers who don't mind holding down the fort so I can recoup and carry on – and I in turn do the same for them.

I love the work that I do. Our residents and families tell us what a difference our efforts make, and that means the world.

Rosemarie, Volunteer

I found out about the hospice in the local paper while riding to work with my husband. Last September I dropped in and spent two hours meeting staff and volunteers. I was

so impressed, I applied that same day – I knew right away that this is where I wanted to volunteer! After completing a 30-hour palliative care course online, by November I was doing my first shift. I couldn't wait to start caring for residents.

I love to help the Saint Elizabeth PSWs do the bed baths and reposition residents to make them comfortable. I love to go the extra mile any way I can. There are so many duties at the hospice – not only for the residents but the visiting family as well. We make them tea or coffee or just sit with them for company.

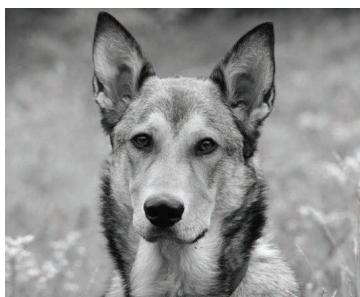
At times they need a nice warm hug, and we as volunteers know exactly when they are needed.

I do one shift every week. At the end of it, I feel as if I'm floating right to my car. It is the most satisfying feeling that you could imagine.



Volunteer Rosemarie (centre) teams up with Saint Elizabeth Personal Support Workers Tammy (left) and Kim (right) to offer care and company to our residents and their loved ones.

For more information about a range of volunteer opportunities, call us at 705-924-9222 or email info@thebridgehospice.com



Meet Walter

Walter, a St. John Ambulance Therapy Dog, visits the hospice weekly. Walter is a 5-year-old poodle/shepherd mix, whose kind and empathetic nature led his owner Leslie to get him involved in the Therapy Dog Program.

He loves to visit the residents, families and staff, and somehow seems to know whether people need a wiggly fun visit or just a quiet companion to lie by their side. Walter's presence alone can help residents smile, relax, or even settle into sleep. He knows that to be a friend, words are not necessary – you just have to be there.

Please support The Bridge Hospice

The Bridge Hospice provides care at no cost to our residents and their families. How do we do it?

Approximately 60% of our costs are related to the provision of health care by our nurses and personal support workers. These costs are now funded through the Central East Local Health Integration Network (CE LHIN) and augmented through a partnership with Saint Elizabeth.

The remaining 40% of our expenses are not covered, and include vital day-to-day operational costs. These funds are raised through donations, grants and special events. Please consider giving – all donations are treated with great care!

Direct Health Care · 60%



Saint Elizabeth
Well beyond health care

Operational · 40%



Join us for fun, fresh air & fundraising!



Saturday, July 15, 2017 – Noon
OAKLAND GREENS GOLF & COUNTRY CLUB, NORWOOD

How your donation helps

Donations ensure that our residents and families have all the conveniences and comforts of home during their stay at The Bridge Hospice.

For example:

- \$20 = 1 week of natural gas
- \$30 = 1 week of coffee/tea/beverages for our guests
- \$40 = 1 week of personal care supplies for our residents
- \$50 = 1 month of cleaning supplies
- \$100 = 1 month of water and sewer charges
- \$500 = 1 month of hydro

The Bridge Hospice



8-Miler, 5K, Kids 1K
Saturday, October 21, 2017 – 9 am
WARKWORTH ARENA

For event info & registration forms:
thebridgehospice.com/events
705-924-9222

how to donate

Donor's name: _____

Donor's mailing address: _____

Please include box number if needed, and postal code

Cheque \$ _____ Cash \$ _____

Online donations can be made through Canada Helps: www.canadahelps.org

Credit card \$ _____ Credit card type: VISA MasterCard AMEX

Credit card number: _____ Expiry date: ____/____/____

Charitable tax receipts issued for all donation of \$20 or more.
Canada Revenue Agency – www.cra-arc.gc.ca/charities
Registered Charitable Organization #829872969 RR0001

Optional: if donation is in honour of an individual, please note name

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