



# Langley Hospice News

Volume 16 Issue 1

20088 40A Avenue, Langley, B.C. V3A 2Y6

March 2009

Langley Hospice Society, a community-based, non-profit organization, provides compassionate support to help people live with dignity and hope while coping with grief and the end of life.

## National Volunteer Week HOORAY FOR VOLUNTEERS!

National Volunteer Week is April 19<sup>th</sup> to 25<sup>th</sup> and to celebrate we are dedicating this newsletter to all our hard-working and fabulous volunteers!

Volunteers are, in many ways, the heart of any organization. With over 180 active volunteers at Langley Hospice Society, our volunteers are definitely the driving force behind our organization. Whether you work visiting clients, in the thrift store, the office, the children's program, the quilter's group or special events, your contribution is vital to us.

**Volunteers at Langley Hospice collectively contributed 26,000 hours in 2008. That is the equivalent of 13 full time jobs!** There are many reasons why individuals choose to volunteer - from making a contribution to the community to being affected by the cause. Whatever the reason, volunteers are the key contributors to Hospice.

Volunteering does not solely benefit the organizations. There are many health and social advantages to volunteering as well. Volunteering creates a social network which not only enhances the support available to the individual but may also promote health by positively affecting thoughts, emotions and behaviour (Public Health Agency of Canada, *The Office of the Voluntary Sector*). An increase in social contacts and stronger networks has been shown to result in lower premature death rates, less heart disease and fewer health risk factors. It has also shown to increase self-confidence, well-being, sense of purpose and personal growth (Public Health Agency of Canada, *The Office of the Voluntary Sector*).

To get a glimpse into how our volunteers contribute to Langley Hospice and what they get out of their volunteer work, we have included write-ups from volunteers who work in various aspects of Hospice. A big, heartfelt thank you to all the volunteers that contributed!

Adrienne Wong Barnett  
Volunteer Coordinator



## One Hospice Volunteer's Viewpoint

I've been working as a hospice volunteer now since December, 2007. It was a choice that surprised many of my family and friends - my youngest son even said, "Mum, you won't be able to do that - you're too emotional!" But, that's what I'm doing, and I love it.

It all started with my own grieving process ten years ago. My Dad, a vital, intelligent man, was struck down by a stroke during heart surgery. For three months he lingered in hospitals, while the family watched his body and mind slowly shut down. We felt helpless - unable to understand what was happening, unable to assist our father in his final leave-taking. The nursing staff was always changing. No one gave us the information we needed and we were unaware that hospice support existed. Nothing would have made my father's death easier to accept, but knowledge and support could have made his passage less fearful for him and less agonizing for us.

After that experience, and ever since I learned hospice care services existed, I had it in the back of my mind to take training. So, in the fall of 2007, I enrolled in the Langley Hospice Society training and met a wonderful caring group of women. The two months of lessons and exercises were extremely intense, touching as they did on our own personal grief and spiritual beliefs. But, there was lots of laughter as well, which often brought a kind of cathartic release from the painful memories in each of us. We needed to understand ourselves first, before we would be capable of assisting others.

At the beginning of my volunteer service, I was fearful. My professional skills as an employment counselor meant that I often gave advice or solved problems for my clients. In hospice, however, the problems were ones I could not solve. Would I be able to just sit quietly and listen as I should? Could I stop myself from getting tangled up in family dynamics? These would be my major tests.

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Over the past year, I've learned a great deal; most of it from the patients themselves. Where I felt I was ineffectual and useless, I was told I was caring and thoughtful. How did that happen? My fumbling insensitivities were forgiven because I just took an interest in someone. How could I not? These patients were all amazing people. I saw such courage and acceptance. I witnessed gratitude and serenity in the face of death. Even with those who fought back, I found a love of life that came from a deep core of inner strength.

There are days when I leave my shift at the hospice feeling deeply saddened, or thinking of things I should, or should not have done and worrying about it. But, more often, there are days when I feel totally uplifted by everything I have seen and heard – the love of family, the dedication of the nursing staff and always the courage of the dying.

Yes, I guess I am an emotional person. But, if I want to assist people and their families in the dying process, then I need to care a great deal and sometimes crying can be part of that caring. But the rewards from this work are inestimable. They warm the heart and nourish the soul.

Wendy Francis  
Client Volunteer



**A Volunteer's Perspective on Second Story Treasures – "The Store"**

Volunteering at Second Story Treasures has made a tremendous difference in my life. I feel a real connection to the community and I've gained immeasurably from the support I've received from my fellow volunteers. We are a team – and it feels like "family".

Our thrift store relies on members of the community to bring us "good stuff" that they no longer use. Our team sorts-tests-steams-packages-polishes and hangs the donations for sale in our store. Through this effort we are able to provide quality items at low cost to those who are on limited budgets. As well, we often have unique items that are either collectibles or conversation pieces. We have

been known to harbour unique "treasures". The proceeds of our efforts fund Langley Hospice.

Our manager, Diane Boyd, has gathered a group of very talented individuals to display our best "stuff" and transform our thrift store into a "boutique". It is absolutely amazing to walk through the store each morning and admire the displays created by our talented crew who sort through donations and come up with coordinated rooms and attractive displays. Most mornings there is a lineup at the door – waiting for the 10am opening – and a lineup at the till for most of the morning.

If you have thought about volunteering in the community, check us out. Our operation is very organized and therefore, very productive. We complete every shift with a feeling of accomplishment and satisfaction – well, almost every one!!! Being part of a successful operation is very rewarding.

If you don't have TIME to give – make a point of packaging up any items that you no longer use and send them along to us. Your DONATION will help us to continue our good work.

When you can – drop by and check out our store – we're very proud of it.

Joyce King  
Thrift Store Volunteer



**Being a Hospice Volunteer**

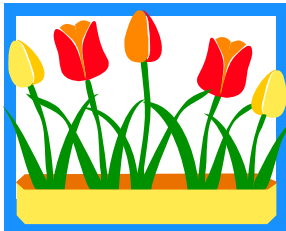
When my beloved husband was dying of colon cancer in 1998, after an almost five-year struggle, Dorcie Paterson from Langley Hospice Society reached out to me, in Langley Memorial, and made me aware of this wonderful group. Each evening when I returned home from the hospital, there was an encouraging message from Dorcie that really helped ease my pain and grief... I decided then that I wanted to know more about and become involved with "this Hospice stuff". After taking the hospice training, my first job as a volunteer was working in the office, answering the phones, and running off thousands of pages of Hospice Brochures to be distributed throughout the community.

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From there I started doing "One on One" visiting in the home with our bereavement clients. This led me into Palliative Care in the Hospital, and then into our beautiful Hospice Residence visiting the patients.

The years have flown by and I have met the most delightful people along the way, including the patients and their families, the wonderful volunteers themselves, whom I consider my dear friends and extended family, and the great Hospice and Medical Staff at the Residence. Right now, I am back working with the bereaved, which I find very comfortable, and hope to continue with for as long as I am able to feel helpful. As it seems in most forms of volunteering, I honestly feel that I receive far more from doing it than I give. I consider it a real blessing.

Barbara McInnes  
Client Volunteer



### The Hospice Experience - From An Office Volunteer

When I retired two years ago this month, I knew I wanted to continue to contribute to my community in some way. Having worked as a Public Health Nurse for 30 years, I had experienced the satisfaction and rewards of working with people to make a difference in their lives. At the same time, I wanted to do something that I didn't have to "carry home with me".

Langley Hospice Society office receptionist is the perfect answer. I know I am making a difference each Wednesday afternoon when I answer the phones, type articles, enter data, put together folders for group sessions, fold brochures and even take out the recycling. I enjoy working with the staff who are always friendly and appreciate whatever I do.

Learning new skills on the computer and mastering the simple phone system has been fun. I am also surprised each week to learn how rich and deep the Hospice services are and how many families and individuals who are suffering from loss are served. The staff are caring and creative in their work, and it feels good to be contributing to such a worthwhile organization.

Joan Morris  
Office Volunteer

### A Poem about the Hospice Thrift Store

YOU should come and visit us in our Hospice Store

It might be secondhand to you but you'll find so much more

Nice clothes, dishes, pots and pans,  
Toys for boys and girls

Hats, gloves and jewellery MAYBE even pearls

Listen to the volunteers, all friends, working and having fun  
There are so many things to do – the work is never done

So bring a friend and spending some time  
strolling through our store,  
And you will find it is really so, so MUCH MORE...

Gerry Jarvis  
Thrift Store Volunteer



### My Hospice Volunteering Experience

In 2002, I spent a month with my sister in a Duluth, Georgia Hospice. Gail was diagnosed with sporadic Creutzfeldt-Jakob disease (rare, degenerative brain disorder) in mid-July and died in September. We shared a room growing up, as young women before we married and shared a room on her final journey. We had gone full circle. The Hospice was a warm caring environment for all family members and patients. It was this experience with my sister that eventually led me to look into what I could do for hospice here in Langley. I became a Hospice volunteer almost 6.5 years ago; I started off by helping with the newsletter. Then when a sewing group started, I was asked to join, although at the time I was not a sewer. I took sewing lessons and then quilting lessons. We make quilts for children going through the grieving process. When a child goes through bereavement support, either individually or in a group, he/she receives a comfort quilt at the end of their program. I also help out with special events such as Celebrate-a-Life at the mall during the Christmas holidays.

I then decided to take the Hospice training to be able to accompany the dying and their families and first started volunteering at Langley Memorial, then the Hospice facility when it opened in June, 2005. Volunteering at the Hospice facility has been such a rewarding experience. The staff have become friends and I admire what they do. Each time I visit as a client volunteer I receive much more than I give.

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We initiated a tea cart a few years ago and I was fortunate to be involved. It brings smiles from the patients, their families and the staff. It has been a blessing to be able to accompany so many wonderful people on their last journey. Sometimes it has been very personal as a good friend was in Hospice as well as a friend's mother. If you volunteer with Hospice your heart will be touched in many wonderful ways.

Nancy Walker  
Client/Newsletter/Quilting Volunteer



### You Volunteer at Hospice?!

You volunteer at Hospice?! Isn't that depressing?? These are statements that I hear often. To me volunteering at Hospice is an honour. Do I find it depressing? Absolutely not!!

It is an honour to be part of one's journey. Life has a beginning, middle, and an ending. There are no exceptions. As a volunteer I become part of the final journey. It is not my place to grieve, for their death is not my personal loss. It is my place to provide comfort, a listening ear and a gentle touch. It is my place to be available for family members – to provide a hug when requested and a hand to reach out and hold while they express their sorrow and loss.

To the dying I am available with a smile and undivided attention. I listen to stories of lives lived, the challenges fought and won or lost, the joys of family and accomplishments and the sorrow of mistakes and missed opportunities. The dying share thoughts that they need to speak of, to release burdens they have carried and cannot divulge to their loved ones. They share knowing instinctively that I will not speak to others of their secrets. I listen to them speak of their loved ones that have gone before them. I listen to them speak to the angels that wait for them.

I am there to gently caress their hands to assure them they are not alone. I join them in whatever beliefs they hold, for it is their beliefs that hold the importance in this final journey, not mine. I am there to smooth their foreheads and tell them I care.

How can all this be depressing? The honour and the joy that I get from being a volunteer are insurmountable. To be a part of the final journey, to be a tiny part of their lives knowing I give comfort and support is all I need to continue to be a Hospice volunteer.

Maureen Airen  
Client Volunteer

### Hospice Volunteer Experiences

1. One evening I sat with a man who appeared to be sleeping. I stayed for a few minutes, quietly watching, before moving on to visit others. When I returned later, he was awake. I told him that I had come in earlier. He said, "I knew you were there". It made me realize that my presence was important to the people in care, even if not always acknowledged.
2. One time, I sat with a woman while her visiting daughter shared memories of her mother. The stories revolved around the everyday actions of a mother. The mundane deeds and loving functions that showed how much her mother cared for her family. It was the little things that mattered most, in the end, and the daughter wanted me, and her mother, to know how much they meant to her.
3. On another shift, I met a woman who had just arrived from England to be with her father. Once here, she was reluctant to leave the hospice, even for a short time, to get settled into her accommodation. Finally, she asked me if I would stay with her father while she was gone. She needed to know that her father would be cared for in her absence.
4. One of the highlights of my time in hospice occurred after one particularly busy night. As I was about to leave, one of the nurses hugged me goodbye. It made me feel that I was needed. I knew that I was a part of the team.

I operate a small daycare. I spend my days caring for new lives but my time as a volunteer has taught me that everyone matters, regardless of their stage of life. The last moments are just as important as the first – maybe even more.

Sherry Young  
Client Volunteer



### Thanks, Volunteer!

Thanks for all the little things,  
The "done-and-then-forgotten" things,  
The "oh-it's-simply-nothing" things  
That make our days much brighter.

With unobtrusive, friendly things,  
And "never-mind-the trouble" things,  
And "won't-you-let-me-help-you" things,  
You've made our hearts much lighter.

Author Unknown



**Volunteering with the Children’s Group**

Personal experiences and dealing with loss has enabled me to become a hospice volunteer for the past 2.5 years. The grieving journey was sometimes difficult and confusing. I am grateful to be able to share my knowledge and understanding with others as I continue to learn and experience new things.

While supporting grieving clients, I have discovered the inner strength of human beings as they struggle through the processes of their personal journeys. During these fragile times, I feel honored to be welcomed into the clients’ lives as support through listening, reflecting and learning.

“What makes our group so special?”

It is most important that children also receive guidance as they grieve for the loss of someone they love. I have been volunteering with the children’s groups and am currently facilitating a group of younger children. What an amazing program we have for them! Sharing their stories, feeling the feelings, remembering the special things about the person they loved provides an opportunity to assemble skills and techniques for them to use, if they wish, as they grieve. Children are so unique and resilient. I have watched as they attentively listen to each other as they share their personal stories. They support one another so naturally and in their own way.

I feel so blessed to be a small part of their search to understand their loss by offering some tools to use in their young lives and to possibly carry through adulthood.

The training by the Hospice staff has been very thorough and they continue to teach, guide and support me. The teaching and learning are ongoing.

Lois Burton  
Client Volunteer



**My Gift to Langley Hospice**

Donated by \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

Postal Code \_\_\_\_\_

Telephone (\_\_\_\_)\_\_\_\_\_

**Memorial or Honor Gift:**

In Memory of \_\_\_\_\_

In Honor of \_\_\_\_\_

Notification of my gift to:  
\_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

An acknowledgement of your gift will be sent to the family.

**Amount of gift: \$** \_\_\_\_\_

Type of payment:

Cheque       Visa

Visa Card No.: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Please make your cheque payable to:  
Langley Hospice Society  
20088 - 40A Ave.  
Langley, BC V3A 2Y6  
Charitable Registration:  
#11900-5353-RR0001

Donations over \$10.00 will receive a tax receipt.

**Your generous donation helps support hospice care and bereavement support in your community.**

## DIGNITY MEMORIAL FUNERAL HOMES

Henderson's Funeral Homes  
Woodlawn Funeral Homes  
45901 Victoria Avenue  
Chilliwack, BC V2P 2S9  
[www.dignitymemorial.com](http://www.dignitymemorial.com)



HFA'S 16<sup>TH</sup> ANNUAL NATIONAL AWARD-WINNING TELECONFERENCE, "DIVERSITY AND END-OF-LIFE CARE"

Hospice Foundation of America's 16<sup>th</sup> Annual *Living with Grief* Teleconference

## *Diversity and End-of-Life Care*

*Live-via-satellite*

Moderated by Frank Sesno

*Professor of Media and Public Affairs at*

*The George Washington University and Special Correspondent with CNN*

**Panelists include:** Samira K. Beckwith, LCSW, FACHE • Sandy Chen Stokes, RN, PHN, MSN • Kenneth J. Doka, PhD, MDiv • Wanda H. Jenkins, MHS • Richard Payne, MD • Paul Rosenblatt, PhD • Carlos Sandoval-Cros, MD

**Review Committee:** David Gentner, MPA • Ruth Kershner, EdD, RN, CHES • William M. Lamers, Jr., MD  
Patricia S. Singleton, MDiv, BCC

Hosted by

### Dignity Memorial Funeral Homes

Wednesday, April 29, 2009

10:00 a.m. – 3:00 p.m.

The Salvation Army Cascade Community Church –  
35190 Delair Road, Abbotsford

#### **This is a no cost event**

All attendees will receive the Teleconference Grief Companion Book. Donations may be made to the Hospice Societies in the Fraser Valley.

Complementary continental breakfast & lunch provided.

HFA's 2009 teleconference, *Diversity and End-of-Life Care*, will examine how diversity influences end-of-life decision making and the impact that culture has at the time of death and during bereavement. One of the goals of the teleconference is to increase sensitivity by helping professionals acknowledge how their own cultural values and assumptions influence the delivery of care. The program will include a special examination of hospice care and diversity, including how hospices are reaching out to diverse groups and incorporating traditional practices and alternative therapies. The program will also discuss the challenges that may occur when culture considerations may cause ethical concerns or moral distress.

**RSVP BY FRIDAY, APRIL 17<sup>TH</sup> 2009**

By email: [hendersonschilliwack@sci-us.com](mailto:hendersonschilliwack@sci-us.com) Telephone: 604.792.1344 Fax: 604.792.1342

Please provide names of those attending, name & address of your organization, and a contact person with phone number.



To reserve a place or for more information, please call  
**Henderson's Funeral Home**  
**604.792.1344**



## MARK YOUR CALENDAR

### Volunteer Appreciation Dinner

As part of our celebration of National Volunteer Week, Langley Hospice will be hosting our annual Volunteer Appreciation Dinner on **Thursday, April 30<sup>th</sup>** to celebrate our tireless volunteers. An invitation with more details will follow. We hope to see you all there!

### Upcoming Children’s Camps

**Children’s Day Camp** ~ Friday, May 1st at Campbell Valley Park, weather permitting.

**Camp Chrysalis Grief Camp** ~ Thursday, August 20th to Sunday, August 23rd at Camp Elkgrove: Langley Hospice will once again be offering a Child and Teen weekend retreat this summer from Thursday August 20 to Sunday, August 23 at the beautiful Camp Elkgrove which borders Aldergrove Lake Park. This camp is offered to children ages 7-14, in addition to a leadership program for youths ages 14-20. There is no charge for participation in this program.

For information about these and other upcoming children’s program activities, please contact Jane at 604-530-1115.



★ ★

### ★ Thank You! ★

★ Many thanks to **Eleanor Haddow** and **Rita Raun** of ★ the Langley Quilters' Guild for each donating a quilt to ★ our Hospice Caring Hands Quilters' group. These quilts ★ are donated to children who are going through the ★ grieving process. ★

★ Our sincere appreciation goes out to all those volunteers ★ who worked at the Langley Bingo Palace in February, ★ representing Langley Hospice. Thanks so much for ★ your participation! ★

★ ...and, as always, an enormous thank you to all of our ★ many dedicated volunteers. We simply couldn't ★ accomplish what we do without you! ★

★ ★

## WELCOME—NEW VOLUNTEERS

A heartfelt welcome to the following new volunteers:

- ♥ **Second Story Treasures**

Dianne Antonsen	Augusta Babs-Ishola
Cheryl Burtini	Emily Jessen
Rita Kooner	Judy Potts

- ♥ **Office**

Adrienne Davidson	Mary Knall
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- ♥ **Client Volunteers**

Jennifer Fitzpatrick	Ann Hall
Margaret Johnson	Sharon O’Shea
Anita Schmidt	Debbie Schmidt
Izuru Tabana	

## FAREWELLS

We bid a sad good-bye to **Judy Ferris**, a long-time volunteer and Board member with the Langley Hospice Society. Anne Morrison, a close friend and fellow volunteer with Judy from past years at hospice, had the following words to say about her:



“Judy was a beautiful, generous, serene, humble, gentle, deeply wise, and compassionate spiritual being, in a human body, whose life has had a huge impact on our community. I first got to know and love Judy when we worked together with Hospice bereavement groups some 15 years ago. Through all of these years, and numerous community initiatives, I have been privileged to witness Judy’s spirit, grace and loving kindness and the impact they had on those she touched. As one person put it: ‘Judy was a humble servant—who served with Love.’ She left her footprint on our lives and those we serve in many ways.”



We also bid a very sad farewell to **Muriel Ward**, who died on March 7th. Muriel was a faithful member of our Newsletter Team, lending a hand to get out our newsletter for the past 13 years, as well as helping out at community and seasonal events during that time. She will be missed by all of us here at the Society office.

Second Story Treasures staff and volunteers express their condolences to the family of **Tom Jones**, who died on March 20th. Tom was a valued volunteer at the store for many years.

**December 2008—February 2009  
Donations Made in Memory of:**

<i>Derek Alder</i>	<i>Judy Ferris</i>	<i>Archie McDermid</i>
<i>Margaret Anderson</i>	<i>Tim Fournier</i>	<i>George McPhee</i>
<i>Leslie Helen Andrews</i>	<i>Robert Gavin</i>	<i>Roy Newman</i>
<i>Leo Barnard</i>	<i>David Giuriato</i>	<i>Margaret Patterson</i>
<i>David Barski</i>	<i>Barbara Hann</i>	<i>Margaret Peters</i>
<i>Joshua Bates</i>	<i>Lou Hansen</i>	<i>Ceridwyn Post</i>
<i>Harriet Berry</i>	<i>Maureen Harwood</i>	<i>Ivan Ruzic</i>
<i>Karen Bordignon</i>	<i>Cornelis Hoekstra</i>	<i>Raymond Sampson</i>
<i>Lise Bradley-Dupuis</i>	<i>Victor Holloway</i>	<i>Fred Schiefke</i>
<i>Jean Burton</i>	<i>Robert Hurtubise</i>	<i>Mrs. Schultz</i>
<i>June Cameron</i>	<i>Stanley Kiyon</i>	<i>Les Seymour</i>
<i>Marge Campbell</i>	<i>Amelia "Millie"</i>	<i>John William Sheehan</i>
<i>Douglas Clarke</i>	<i>MacDonald</i>	<i>Jacob Sorba</i>
<i>Laura Donaghy-Smart</i>	<i>Walter Masuk</i>	<i>Debra Taylor</i>
<i>Thelma Dyson</i>	<i>Beatrice Masztalar</i>	<i>Ruby Williams</i>



**Volunteer Hours**

**September 1, 2008—February 28, 2009**

♥ Client Volunteers	3,189 hours
♥ Store Volunteers	8,483 hours
♥ Office, Events, Board, Newsletter & Other	1,440 hours

**Thanks to all of you for your generous  
commitment to Langley Hospice!**

**Connect With Us**

**We encourage our readers to submit articles and to provide us with their feedback. If you no longer want to receive our newsletter, please notify us. Thank you!**

**Ph: 604-530-1115 Fax: 604-530-8851  
Website: [www.langleyhospice.com](http://www.langleyhospice.com)  
[info@langleyhospice.com](mailto:info@langleyhospice.com)**

**We're Going Green...**

**We are still trying to reduce the numbers of newsletters we print and mail out. If you would be willing to receive your copy electronically, please send your e-mail address to: [info@langleyhospice.com](mailto:info@langleyhospice.com), and help us to reduce our mailing costs and save a few trees!**

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Langley Hospice Society

20088—40A Avenue

Langley, BC V3A 2Y6

Phone (604) 530-1115

Fax (604) 530-8851

[www.langleyhospice.com](http://www.langleyhospice.com)

