

July - August 2020

# TOOWOOMBA HOSPICE NEWS



## Happy Birthday!



On 1st July 2003 the Toowoomba Hospice officially admitted our first client and on the 1st of July 2020 we will see our 1,550th admission.

Seventeen years later, much has changed economically, socially and environmentally, but not how we operate here at the Toowoomba Hospice, we continue to provide dedicated palliative care based on mutual respect, trust and individual needs.

Our Staff and Volunteers, some of whom have been here for many years, will attest to the way we put our clients and their family's needs first, in a professional clinical way whilst offering a beautiful home-like environment where they can receive care, meals, visitors and other special needs/requests at any time that suits them.

We are not like any other Hospital or Hospice - we are the Toowoomba Hospice and are proud to continue the ethos of what we were founded on - boundless love and dedicated care. Our Hospice Culture is like no other! Join us, embrace us, but don't change us!



## *From the chairman's desk*

### **Graham Barron OAM Chairman**

Hi and welcome to the Winter edition of Toowoomba Hospice News. I am sure you would agree the past months have been very trying with all of us having to change how we go about our daily lives.

At the Toowoomba Hospice we have suspended the services of our volunteers with only the gardening team carrying out their weekly activities. We have certainly missed their smiling faces, friendship, commitment and special individual qualities they bring to the Hospice. We are looking forward to their return when we are able to. And of course this has left a major void in our daily activities, however with the guidance of our team leaders, Director of Nursing Eugenie Corbett and Administration and Fundraising Manager Mark Munro, our dedicated Clinical and Administration staff have taken on extra duties to ensure the successful functioning of the Toowoomba Hospice. On behalf of the Management Committee I offer our sincere thanks and appreciation for everyone's efforts which are very much appreciated.

Over the years the Toowoomba Hospice continues to receive ongoing support from clubs and community organisations. The Order of Saint John of Jerusalem Knights Hospitaller who conducted a major fundraising event in the very early stages of our fundraising to construct the Hospice have again hosted another very successful event at the Empire Theatre raising a total of \$120,000—\$60,000 being in kind for the construction of the Family Support Centre/Barbecue area in the Hospice grounds and \$60,000 in a cash donation to assist us with our operational costs. It was very pleasing to see many businesses and individuals support the Order with the fundraising venture in appreciation of the service that the Toowoomba Hospice provides. The BBQ area is certainly of a high standard and enhances our already beautiful grounds and I know it will be appreciated by clients, their families and friends, as well as our staff and volunteers. On behalf of the Management Committee and the entire team at the Toowoomba Hospice, I thank Dr Jeff Prebble OAM, Prior and members of the Order of St John for their support in choosing the Toowoomba Hospice as the beneficiary of their gala event, it is genuinely appreciated.



Dr Jeff Prebble OAM, Prior of the Order of Saint John of Jerusalem Knights Hospitaller with Chairman Graham.

Photo from the Toowoomba Chronicle

As Chairman it is always an honour and privilege to acknowledge the outstanding achievements of members of the Toowoomba Hospice community. I would like to make special mention of one of my fellow Management Committee members in Bob Goldsworthy who was recently entered into the Lions HALL OF FAME for his outstanding contribution to Lions and the community. Bob was one of 45 members of the community who attended a meeting convened by Sr Frances Flint csb at City Hall in October 1997 to gauge what support was there to establish a hospice in Toowoomba. At that meeting Bob joined with me and seven others to form a committee to pursue Sr Frances' dream. Over those years starting from the extensive fundraising campaign, the construction of the Hospice and as it is today, Bob has always been an active member of our Management Committee that provides good sound governance. On behalf of the entire team at the Toowoomba Hospice I offer our congratulations to Bob on his recent, well deserved recognition, and I thank Bob and Carmel for their ongoing support, commitment and friendship.

In conclusion, I would like to acknowledge and thank the community for their ongoing support enabling us to achieve our goal in providing very professional palliative care; we are not able to achieve this without everyone's support and friendship.

Until next time, stay safe and warm.

*Graham*

## Mark Munro Administration and Fundraising Manager



### Welcome to Winter!

I am delighted to advise our readers of Toowoomba Hospice News we have revamped our Website and encourage you all to have a look and send some feedback...

We have added to our donation page where you can make a general donation or you can put it towards communications, refreshments, pampering, utilities, pastoral care or/and flowers; by doing this it will help with our ongoing costs ensuring we continue to offer our service to the clients free of charge.

To celebrate our 17th Birthday we will be having our annual 'Birthday Present Fundraiser'. This year it will be for Solar Panels. We are wanting to raise \$40,000. More information will be sent to those on our mailing/emailing lists. Keep an eye out on our Facebook page too.

### Now, talking about Birthdays....

#### *Celebrating Birthdays in...*

**June:** Cassie, Tony, Pat T, Sally, Jane, Narelle, Cheryl M, Dale, Malcolm, Mike, Klaudia, Lesley, Alison

**July:** Denise, Anne, John, Anita, Ray, Enid, Natasha, Terry, Priyenka, Connor, Jan, Marlene, Graham

**August:** Josh, Alphons, Paul, Beth, Barb, Dave S, Margaret S, Donna, Lyn W, Dorothy, Dave T, Marilyn, Eva, Margaret G, Fran, Kevin, Thea

Happy Birthday to you all  
from all of us at the Hospice.



Our wonderful friends Annie and Mark from Parisiann jumped onboard to support the Hospice during the month of May by donating \$3.00 from every pizza sold. Thank you to everyone who purchased pizzas, you have helped raise over \$300!

To help Celebrate our Birthday, Parisiann will be donating a percentage of sales from meals sold during July. Please support Parisiann – look them up on Facebook and help raise money towards our Solar Panels!



Until next time, keep on putting the FUN  
back into FUNdraising!

*Mark*





## Eugenie Corbett Director of Nursing



To all our readers, I wish to draw your attention to **National Palliative Care Week 2020** last month, from **Sunday 24th to Saturday 30th May 2020**, with the theme “Palliative Care: It’s more than you think!”. This theme seeks to broaden the community’s perceptions and understanding of Palliative Care, demonstrating its role in supporting the physical, emotional, spiritual, or social needs of people living with a life-limiting illness, their families, and their care team. You can view their website and resources on <https://palliativecare.org.au/national-palliative-care-week-2020>.

Covid-19 has seen the cancellation of many public events such as our Annual Palliative Care Breakfast. This year we had invited ethicist Dr Daniel Fleming as the guest speaker, to speak on a very applicable topic during COVID-19, “**Ethics in End of Life Care: Continuing a Beautiful Legacy in Uncertain Times**”.

Similarly, to individuals and organisations across the globe, the Toowoomba Hospice has had to accept that “Old maps no longer work”, as I was reminded this week by a poem written by Joyce Rupp. As so many Pilgrims before us, we have had to navigate new waters. Fortunately, we have not had to do it alone and cannot thank enough the Federal Government, Queensland Health, Palliative Care Queensland, and Private Hospitals Association Queensland, and our other stakeholders, for providing daily updates, clinical resources and connecting with us via zoom and phone calls. I wish to thank our Clinical Nurse for supporting the Registered Nurses in all these changes.

The biggest impact on our wonderful facility has been the emptier and quieter corridors, as we had to restrict numbers in the clinical area, as per legislative requirements. As an organisation we made several decisions to ensure the safety of all clients, visitors, and staff. This included a temporary suspension of all volunteers, and our volunteer Pastoral Carers. Not seeing some of their smiling faces or hearing the usual laughter in administration, is sorely missed. We have kept volunteers up-to-date via our volunteer newsletters, emails, phone calls, and zoom. Our Pastoral Care Coordinator has provided support to our clients and their families via telephone support.

Our clients and their loved ones have adjusted to the restricted visiting hours and number of visitors at a time, but the clinical team assess each case individually and grant compassionate visits during the terminal phase. Screening of anyone who wishes to enter the facility is done by our clinical staff to ensure the safety of everyone. We do not want to become complacent to the detriment of our hospice. If you have any queries regarding visiting hours, please call the hospice and speak to any Registered Nurse. At this point in time, for the safety of our current patients and staff, we are unfortunately unable to facilitate personal tours of the facility. You are welcome to view photos of the facility on our website at [www.toowoombahospice.org.au](http://www.toowoombahospice.org.au)

To paraphrase the well-known grief counsellor, Alan Wolfelt, Centre for Loss, in an article dated the 22nd of April, 2020: similarly to the difficult “liminal time” ‘between the transition from life before the death of a loved one, to life after the death of a loved one, which is difficult, so too we all struggle through the “threshold” space between and betwixt, during the pandemic. Significant loss creates this threshold which forces us through a dark passageway we do not want to go through. We cannot see what life will be like on the other side, which unsettles us. Our daily routines and core beliefs have been shaken, forcing us to reconsider who we are, why we are here, and what life means’. So, in conclusion, I encourage you to search for the light within you and to navigate the stars as many pilgrims did before us, ‘be present in the moment with a sense of gratitude, and then we will be privileged to experience the miracles in every moment’. Stay safe and do not become complacent.

*Eugenie\**

## Sharene Gosley Volunteer Coordinator



Well, here we are, fast approaching the middle point of the year. Even with the slower pace of life and limited things we have been able to do, 2020 is still managing to zoom past. In Administration we are all being kept busy with lots of paperwork, updating policies and procedures, cleaning, sending and receiving masses of emails, preparing for future events, and disinfecting everything, among other things.

Recently, one of our long-serving volunteers celebrated his 90<sup>th</sup> Birthday. Thomas (known as Pat) McGovern turned 90 on the 7<sup>th</sup> of May. Pat volunteers his time in the Hospice kitchen every 2<sup>nd</sup> Saturday to prepare and serve lunch to our clients. Pat tells me he enjoyed his day and had a couple of visitors who all observed the social distancing rules and regulations. Happy Birthday Pat from all of us at the Toowoomba Hospice and thank you for your dedication and your willingness to serve others. We love that you're a part of our Volunteer team.



Happy 90<sup>th</sup>  
Birthday Pat  
Congratulations on  
this wonderful  
milestone!

Meet Donna...



Donna moved to Toowoomba back in 2017. A friend mentioned she should volunteer at the Hospice until she could find paid work. She has been with the Hospice now for 3 years. Donna says, "I have met some lovely people here. I do the housekeeping on Fridays and dinner once a month on a Friday evening." In Donna's own words... "if anyone has any free time, I recommend you give it a try. It's so rewarding knowing that you are doing something for people in need. I have gained a lot from my volunteering."

Thanks Donna, we have gained a lot by having you here too, always so bright and cheery. And a super fast worker too, look out if you get in her way while she's cleaning.... you may get dusted or polished. Thanks for being a part of our team Donna.

*Sharene*



## Sue Thönnell Pastoral Care Coordinator

At some point you just have to let go of what you thought should happen and live in what is happening.



During these past months I have heard lockdown referred to as LIMINAL SPACE. I can relate to that as I am in that space. It means threshold, transitional, transforming – a waiting area. In this space I feel betwixt, between, destabilised and disorientated. I am grieving

the normal that was and unsure what normal will be once I can safely emerge. Life as I knew it will not be the same and yet there is hope and promise in the future. There is so much to look forward to. The greatest cost in all of this is the mental, emotional, physical and spiritual wellbeing of us all. Be creative, ask for help and reach out to others.

Let's emerge together and embrace the new normal. All will be well!

*Sue*



# Yes Please!

The Hospice encourages our supporters and those who can, to donate money in lieu of 'attending' the (cancelled) events via our Website, Facebook, Phone, GiveNow, or Mail. We are still offering our free service to those who need us and our operating costs are going to be slightly higher than usual. Please call our Administration team and they will be able to assist you.



## STAY IN TOUCH!

TOOWOOMBA HOSPICE

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[info@toowoombahospice.org.au](mailto:info@toowoombahospice.org.au)

## Our Team!



Chairman Graham and the Hospice Leadership Team, Eugenie and Mark, saying thank you to all Staff and Volunteers as part of National Palliative Care Week.

Narelle (below) is missing our kitchen Volunteers!



Mark dropping off items during a courier run to Sue who is in self ISO.





# Camellia Show



## Online Raffle

**6 Multi Draw Prizes to be won!**

1. A Single bed multi coloured Quilt - Handmade by Toowoomba's Quilters Club
2. A Homewares Hamper
3. Potted Plant - Donated by Dr. George & Margaret Tucker
4. A Luxury Hamper
5. Framed Tapestry - Aussie Bush Theme
6. "Starry Night" - by Dust to Dawn Photography and Professionally Framed Photo by Downs Framing Studio

**Tickets \$2 each**

**Go to <https://24828.floktu.com>**



# THANK YOU!

In Partnership with the  
Community...

## PICTURE PAGE

A BIG thank you to the members of our local **Toowoomba Quilters Club Inc.** who have kindly donated a beautiful Patchwork Quilt towards this year's Camellia Show Multi Draw Raffle which will be run online due to COVID-19 as the show has been cancelled for 2020. This is just another wonderful example of our 'Partnerships in the Community'. Thank you TQC Inc.



**Toowoomba's Inner Wheel** have been supporting us for over 17 years with donations. This year Sue and Sheryl popped in for 5 minutes to have a quick snap with Mark and Graham when handing over their donation. Thank you to all involved with Inner Wheel Toowoomba.



And the Winner is... **Darryl Nicholson** →

Thank you to all who supported our Online Auction for Palliative Care Week — Katrina was delighted to hand over 12 bottles of wine, including glasses and a yummy hamper of savoury goodies!

Our **Leadership Team**, Mark and Eugenie, send out a huge thank you to the whole community for their cooperation and understanding due to the strict conditions we have to adhere to due to COVID-19. The Hospice is very conscious of the conditions we have had to change during these challenging times. We look forward to a return to normal, whenever that may be.

