

**April – May 2020**

# **TOOWOOMBA HOSPICE NEWS**



**Top left: View from O'Quinn Street**

**Above: View walking up to the Hospice**

**Left: View from Fifth Avenue**

**What a lovely welcoming look we have for those who come to the Hospice or even for those who drive past - Toowoomba Hospice Management Committee and Staff would like to acknowledge the wonderful care our Volunteer Gardening Team have and continue to put into of our gardens and grounds for the enjoyment of our Clients, Families, Staff and their fellow Volunteers. Thank you Gardening Team!**



## *From the chairman's desk*

**Graham Barron OAM**  
**Chairman**

Hi and welcome to the Autumn edition of Toowoomba Hospice News. I start on a sad note mentioning the passing of Garry Kirstenfeldt from COVID-19.

Garry's wife Jenny is one of our loyal PCAs who has been on staff since our very beginning. On behalf of the Management Committee, staff and volunteers, I offer Jenny and her family our sincere condolences at this very sad time.

While on the subject of COVID- 19, we have had to make decisions which will impact on the daily functioning of the Toowoomba Hospice. Firstly we have had to suspend the services of our much appreciated volunteers. The only volunteers we have at the moment are our gardeners as they are required to keep the gardens in order thus keeping the exterior inviting as well as keeping the grounds clean and tidy. We certainly miss the remainder of our volunteers and we will be keeping in touch with them via a VIP (Volunteer Information Page) and phone calls as required. We want them to all return as soon as this virus has been conquered. At the moment it is very important that we keep the numbers visiting the Hospice to a minimum.

Also COVID-19 is having an effect on our fundraising and social events. The following events have so far been cancelled for 2020: Mother's Day High Morning tea; Palliative Care Week Breakfast; and the Camellia Show, with Hang Ya Boss Out To Dry and Trivia Night postponed to later in the year.

I believe we are well and truly on top of things. This is due to all the hard work carried out in recent years with policies and procedures which we continue to build on. On behalf of the Management Committee, sincere THANKS to the ENTIRE team for their efforts, support and commitment during this testing time. However we must not let our guard down as we conquer this major challenge and continue to provide very professional palliative care. As the saying goes, we are all in this together and if we continue to remain positive as well as abiding by the regulations set down by the Government and Queensland Health we will conquer this monster.

In conclusion, on behalf of the Management Committee, Staff and Volunteers, I offer our sincere condolences to Cheryl Morrish, who is a member of the Management Committee, on the recent passing of her father. Our thoughts are with Cheryl and her family at this sad time.

Until next time,

*Graham*



## Mark Munro Administration and Fundraising Manager



### Welcome to Autumn!

Dear Toowoomba Hospice Supporters,

Due to COVID-19 the Toowoomba Hospice has made the decision to cancel our upcoming Mother's Day High Tea and Palliative Care Breakfast (we will refund the monies to those who have booked tickets). Hang Ya Boss Out To Dry has been postponed to a later date in 2020. In regard to the Camellia Show, we have had to cancel it for 2020. I am aware the working committee (which I spoke about in the last edition of the Hospice News) are keen to make sure 2021 will be a 'BLOOMIN' Success! Our Race Day is looking like it will be our first major Fundraiser post COVID-19 so I shall continue to work on this behind

the scenes. Whilst the Hospice is disappointed by this, we know it's the right decision for the safety, health and well-being of our wonderful community. In saying this, our thoughts go out to all local businesses, venues, community groups/clubs who are all doing it tough. Please adhere to the National Cabinet advice notices and alerts as we are all in this together and will make it through this. On behalf of all the Management Committee, Leadership Team, our staff and volunteers, we want to say thank you for your understanding.

By the way, keep your eyes and ears out as we will be running a couple of online raffles and your support would be greatly appreciated as we are still providing safe, quality palliative care for those with a terminal illness.

### Mother's Day Online Raffle

Win a Luxury Pamper Hamper for your Wife, Mum or Grandmother... includes Wine, Chocolates, Candles and plenty more! (even WIN it for yourself ladies)



Drawn 11am on 6th May 2020 at Toowoomba Hospice & Winner will be notified by email/phone

Thank you for your support



Tickets \$2 each online please go to...  
<https://24827.floktu.com>

If you are interested in hosting an online fundraiser for the Hospice, please let us know so we can place it on our Facebook and Website.

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

*Mark*



## Eugenie Corbett Director of Nursing

This year is a Leap Year, a calendar year containing an additional day added to keep the calendar year synchronised with the astronomical or seasonal year. I am not sure if anyone else feels like they can't seem to get enough hours in the day, even with a Leap Year. Being mindful of every moment and being present is the only way we can stay focused and care for our clients at the Toowoomba Hospice; without losing sight of what is important at the end of the day.

Heather Plett, an International speaker, writer, coach, and facilitator, speaks about her "delight in holding space for people as they discover their courage, challenge their limitations, and grow their ideas". She has had a personal journey alongside palliative care nurses, in caring for her mum. Holding space for others means we are willing to walk alongside them in whatever journey they're on without judging them, making them feel inadequate or trying to fix them or impact their outcome. When we hold space for other people, we open our hearts and offer unconditional support and let go of judgement and control. At the Toowoomba Hospice, our clinical staff, pastoral carers and volunteers hold space for our clients and their families for growth, grief support, healing, learning, and transformation. This is a privilege for all of us, who walk alongside them.

Readers of our Newsletter may not be aware that at our hospice we partner with our clients and their loved ones, in respecting their legally documented wishes expressed in advanced care planning documents. We facilitate the completion of these documents, with the guidance and assistance of their General Practitioners, and Darling Downs Social Workers, working alongside us in Palliative Care. This year we have commenced the implementation of a document called a Statement of Choice, which outlines their wishes at end of life. Throughout their journey with us, we ensure these wishes, whether an advanced health directive or statement of choice, are respected. If you are interested in more information about advance care planning, you can go to the Advance Care planning Australia website: <https://www.advancecareplanning.org.au>. There is no better time to complete your advance care planning than the present, when you still have capacity, even if you are well.

We have been updated daily on the progress of the COVID-19 Pandemic by Queensland Health. Our readers can be reassured that the Management Committee and Management Team, in consultation with our quality and risk management members, have everything in place to ensure the safety of all our clients and their visitors, volunteers, and visiting clinicians. We have policies in place, which are updated, as required. All stakeholders are informed. Anyone entering the hospice, including contractors, are updated and screened. We minimise risk, prepare as required and respond according to updates.

Every year we provide educational opportunities for all our staff and volunteers to ensure we keep up to date with the latest developments in Palliative Care, Legislation, and that the training aligns with requirements of The National Safety and Quality Health Service (NSQHS) Standards, to provide a nationally consistent statement of the level of care consumers can expect from our health service organisation. We will be assessed by ACHS, the Australian Council on Healthcare Standards, on these National standards, in September. Where possible, clinicians with expertise in their specific clinical field provide education; and we provide in-house education, provided by our Clinical Nurse, who is a qualified trainer and assessor. One of the healthcare standards is Preventing and Controlling Healthcare Associated Infections, which includes access to e-learning modules, such as infection control, cleaning and disinfection and hand hygiene, which is mandatory for all staff and volunteers. We perform daily audits on many clinical procedures, including hand hygiene to assess competency.

Did you know that annually Kev Distant, from Top of the Range Training, kindly provides free CPR training to all our staff and volunteers? Some of our other mandatory training is also kindly donated by educators from the Darling Downs Health Service, such as mandatory manual handling training that is provided by the Senior WHS Advisor (Ergonomics) Workforce Division, and wound training by the Clinical Nurse Consultant, Wound Management Stomal Therapy, Toowoomba Hospital. An educator from the Southern Queensland Rural Health has also provided free clinical supervisor training to our Registered Nurses. Our credentialed aromatherapist provides free training to our staff in the safe use of aromatherapy oils. Some of our Medical Advisory Committee members have also provided free education for our clinical staff.

One of the many quality improvements this year is our annual food safety training, with an emphasis in 2020 on the IDDSI Framework, International Dysphagia Diet Standardization Initiative. All our volunteers and staff who are food handlers are undergoing their annual training to provide safe, nutritious, quality meals to our clients, with emphasis in IDDSI. Meals at the hospice can vary from regular meals such as lamb chops and vegies to pureed diets, smoothies, and regular liquids to thickened liquids, depending on their capability to swallow safely, dietician and speech pathologist recommendations, and preferences.

In conclusion to my newsletter, I was privileged to attend a lunchtime session at Carbal Medical Services, to gain a better understanding of the Aboriginal and Torres Strait Islander Community, and to continually strive to ensure their journey through the hospice meets their medical, health, social and cultural needs. It was a privilege for me, and one of our nursing staff members, to meet Uncle Colin and learn more about the history of The Jarrowair and Giabal people, the Traditional Owners on which the Darling Downs resides.

## Sharene Gosley Volunteer Coordinator



Well, what can I say, this is definitely not the original article I had planned to write when I was thinking about this a month ago. A month ago, I was full of excitement and about ready to head off on a four week holiday to Tassie, and to be there to help with all the last minute arrangements for my daughter's wedding, which was planned for the 28th of March.

My last day in the office before I left was the day I first heard about this Covid-19. What an odd name for a virus I thought, didn't sound too scary to me. Little did I realise how quickly our world was about to change because of this virus I had never heard of before.

We are looking at a very different world to the one we have all been familiar with. But as I write this, I am encouraged by the voices I have spoken to over the phone these past couple of days. They are all full of hope, full of love and concern for others and there is an overwhelming sense of, we just can't wait to get back out into the world and continue to help others, perhaps in even bigger and better ways than they had been in the past. Yes, our world may be changing, but let's all make it a change for the better. Finally, the world now knows how to wash their hands properly...this is a good thing indeed. We know we need to help those who are less fortunate than ourselves, we need to take care of others, check in on people, wave at a stranger, we are all in this together and we stand a better chance of a better world if we do it together.

While we may be isolated by distance, let's be sure to connect with others via phone/email/text or whatever other means possible, write letters, send funny videos. Stay connected.

And the Hospice will definitely still need your help when we are through the other side, we will come back stronger than ever, having learned a lot and perhaps making some changes to the way we do things. In the meantime, stay home, keep safe, wash your hands and look after one another.

I miss you all, thank you to everyone for being understanding and adjusting to all the changes.

By the way.... after replanning about four times trying to keep up with the government's changes, two cancellations of venues, air B n B cancellations, flight changes and with multiple guests and half of the bridal party unable to attend, the wedding did go ahead, with a very limited guest list and a few days earlier than originally planned. We were able to put together a very small, beautiful, backyard ceremony. *Sharene*



Introducing Mr & Mrs Daniel & Caitlyn Pastoor.....



## Sue Thönnell Pastoral Care Coordinator

*Dust if you must, but wouldn't it be better to paint a picture or write a letter, bake a cake or plant a seed, ponder the difference between want and need.*

*Dust if you must, but there's not much time, with rivers to swim and mountains to climb, music to hear and books to read, friends to cherish and life to lead.*

*Dust if you must, but the world's out there, with the sun in your eyes, the wind in your hair, a flutter of snow, a shower of rain. This day will not come around again.*

*Dust if you must, but bear in mind, old age will come and it's not kind.*

*And when you go – and go you must – you, yourself, will make more dust. – Author unknown.*

*Sue*



# Yes Please!

We have had people contact us about how can they still support the Hospice since we are now not hosting any 'face to face' Fundraising Events due to COVID-19.

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

57B O'QUINN STREET, TOOWOOMBA  
P O BOX 6463 CLIFFORD GARDENS QLD  
4350

PHONE: 07 4659 8500 FAX: 07 4659 8511

[www.toowoombahospice.org.au](http://www.toowoombahospice.org.au)

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



## Our Team!



Some of the wonderful Clinical Team who were able to attend our lunch for International Year of the Nurse and Midwife to acknowledge their professional care and service they provide to our clients and their families. Thank you Clinical Team!



Chairman Graham presents certificates of service to some of the clinical staff.







every little  
bit helps

thank  
you!



To help with our Fundraising efforts, we like to run raffles at most of our events. If you can help contribute to our prizes that would be wonderful. Gift Cards, Vouchers, Hampers — anything that you think would make a great prize to win!



There are such beautiful and community minded people - Thank you Jess from Lulu and Jess Handmade and Tracey from The Last Leaf End of Life, Doula and Lyn Rendle-Short for supporting us with these wonderful masks. The Clinical Staff loved the masks so much that they've asked for 30 more. So Jess got extra busy on the Lulu & Jess sewing machine! PS: Good to see those social distancing measures girls...



2020

by Hospice Volunteer Margaret Green

We welcomed the new year as we always do and had dreams and plans that we hoped would come true.

But, we didn't know what lay ahead and our dreams and plans were shattered instead. Australia for years has been stricken with drought with access to water fast running out.

We prayed for rain, but it didn't come God in his plan has more to be done.

Then came the bushfires that burned day and night But as Australians, we didn't give up the fight. Lives, properties and livestock were lost.

We could only imagine what it would cost.

Then came the rain and the fires were quenched with some parts of Australia completely drenched.

Just as we thought all was good

Coronavirus entered our neighbourhood.

This invisible enemy crossed our shore with massive destruction never seen before, Our world had to change as it marched through our land

"Just stay at home" was the Prime Minister's command.

Shops had to close and workers stood down, we couldn't believe it could happen to our town.

Still claiming lives as it stomped across land now, meetings in groups is completely banned.

For now, whilst we know not what to do I'm sure God will guide us for we know this is true,

We are Australians and we stick together,

So our strength and faith will be with us forever.

These times will change, but we don't know when, But God will be with us until we are able to meet again.

### *Celebrating Birthdays in ...*

**April:** Perry, Desley, Maree, Natasha, Fran, Jan, Ian, Michael, Robyn, Aaron

**May:** Richard, Pat, Simon, Jodie, Sue, Eugenie, Katrina, John

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





# THANK YOU!

In Partnership with the  
Community...

## PICTURE PAGE



A BIG thank you to Kev from **Top of the Range Training** who recently conducted our annual CPR training. Eugenie thanked Kev for his time and willingness to come over to the Hospice to train our Hospice team. This is just another wonderful example of our 'Partnerships in the Community'.



The Lions Club of Toowoomba Wilsonton Inc. recently had the privilege of having a social meeting at the Toowoomba Hospice. It was a thoroughly enjoyable night supplied by the Hospice and by Chairman Graham Barron and Mark Munro.

We were treated to a sumptuous BBQ for our supper and Chairman Graham gave us a talk on the Hospice and its history from the beginning. Mark also had set up a Video presentation on the Hospice which was interesting and informative for our members. The whole night was an enormous success and a great time for our members and partners, and I received many positive comments about the night from members and their partners.

Our Lions Club has been a big supporter of the Toowoomba Hospice and the social night there at our last social meeting just reinforced our thoughts on how important the facility is to the community and we were proud to have been a part of the Hospice from its humble beginnings with Sister Frances, Graham, and Mark.

Please accept our heartfelt appreciation and thanks for a great evening.  
- Lion Bob, President - **Lions Club of Toowoomba Wilsonton Inc.**

Recently the **Warwick Groovy Grannies** popped in to have a cuppa and to introduce their new members and to see where their money (they raise) goes. Chairman Graham said it was a lovely morning with plenty of laughs and thanked them for their ongoing support.



And the Winner is... **Pam Crawford**

Thank you to all those who supported our Easter Online Raffle. Please keep an eye out for our Mother's Day Pamper Hamper Raffle.



Simon accepting the prize for Pam from Katrina.