

September - October 2020

TOOWOOMBA HOSPICE NEWS



We still need \$28,000!



We launched our Birthday Fundraiser to raise \$40,000 towards Solar Panels and we are delighted to say we have raised \$12,000 and with your help we could get to our goal. Please jump on board and help the Toowoomba Hospice become more energy efficient for the environment and help reduce the costs of electricity so we can put it back into our mission in providing quality care in partnership with the community for those with a terminal illness.

You can donate by going to one of these two links:

www.givenow.com.au/hospice-17th-birthday OR www.gofundme.com/f/tn6bmu

We are aware that many people are not comfortable buying online so if you want you can contact the Hospice on 07 46598500 or events@toowoombahospice.org.au and we can help you arrange a donation towards our Birthday Gift!



From the chairman's desk

Graham Barron OAM Chairman

Hi and welcome to the Spring edition of Toowoomba Hospice News.

As we all know COVID-19 has certainly changed our lifestyle and how we go about things. We have had to cancel many social and fundraising events, however Mark has had online activities associated with these events to raise funds. One important function we did not have was our annual Founder's Day where we gather and celebrate the dream of our founder Sr Frances Flint csb OAM and I am sure she would be very happy with everyone continuing to carry on with the delivery of professional palliative care. Those of us who knew Sr Frances will always remember her for her sense of humour and willingness to have a celebration with a BBQ or a nice meal. It was eight years on 28th August since we lost our Founder and friend. THANKS to Sr Frances for her friendship and most importantly her dream of establishing a hospice in Toowoomba.

Our 17th birthday promotion, the installation of a solar system, has been completed and we look forward to long-term savings of electricity and at the same time being friendly towards the environment. We should have this capital investment paid for in two and a half to three years. If anyone wishes to make a donation towards this project please go online or contact the Hospice office.

While things have been a little different in the past few months, there have been a lot of good things happening. We have taken delivery of a new Mazda CX5 purchased through a grant of \$34,000 received from the Gambling Community Benefit Fund. Thanks to the GCBF for the grant and Wippells Autos for the service provided with the purchase. I thank Ray Pern for his work in submitting this grant application. Also thanks to Wilsonton Lions and the Australian Lions Foundation who, combined, gave us donations and grants totalling \$12,493 to upgrade our IT equipment. Thanks to Management Committee member and Lion Bob Goldsworthy for arranging this funding in appreciation of the service and care we provide to the community.

In conclusion, I wish to thank our leadership team of Eugenie Corbett and Mark Munro and their staff for going over and above during the past few months; it has been very demanding and the team has worked together to ensure that we continue to provide the professional care which is greatly appreciated by the community.

Until next time,

Graham



Management Committee Member Ray who arranged the GCBF Grant Application joined Mark and Chairman Graham in picking the Car up from Wippells Autos.

Mark Munro
Administration and Fundraising Manager



Welcome to Spring!

Over the last couple of months I received feedback on the comments made on our front page of the July/August Newsletter...

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!

I am delighted to say it was all positive and thanked us (Hospice) for what we do and encouraged us to keep up the wonderful work in being our own Hospice (a home-like environment and not too clinical like a hospital).



Not many of our readers/supporters would know, we still receive calls from other groups/organisations wanting to know what we do and how we do it, as they want to set up a hospice. Most of these people have been referred to us by Queensland Health as they helped and guided us right from the beginning. Our model works for us and this is a wonderful testament to Sr Frances, our Founder and the original management

committee of that time for instilling this model of excellence not only in clinical care but also in the running of the Toowoomba Hospice from management, administration right through to our volunteers. That is something we all should be proud of!

As you will have noticed, we are not promoting or conducting any face-to-face fundraising events due to COVID-19. The restrictions have been tough on many organisations, clubs, groups, individuals, families and businesses. Whilst our income from fundraising and special events etc. is down, we continue to provide safe, professional care to our clients and support to their families and this is because of YOU, our wonderful supporters, who continue to donate to us. For this we thank you sincerely.

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

Mark

PS Have you checked out our website? Go to **www.toowoombahospice.org.au** OR scan our QR Code





Eugenie Corbett Director of Nursing

In my previous newsletter, which I wrote in June, I reflected on the fact that “old roadmaps” do not work anymore. I do believe that we are moving into a time in history where our actions as society and leaders will define the future. Similarly, to our elders before us, we have an amazing opportunity to leave behind a legacy for future generations. Wisdom is so essential to make informed decisions in every area of the Toowoomba Hospice, namely clinical governance and quality improvements, patient-centred client care, bereavement support, capacity and retention of staff, and financial stewardship.

2020 was introduced by the World Health Organisation as the Year of the Nurse and Midwife. “Throughout history of war, famine, fire, floods and now a pandemic, nurses have selflessly sacrificed with nobility and humility. As economies crumble and familiarity fades nurses find courage and conviction to fulfil our professional responsibilities” (Adjunct Professor Kylie Ward RN FACN Chief Executive Officer Australian College of Nursing, 7 August 2020). I can concur with Professor Kylie Ward that nurses will always step up to the plate and provide professional care.

I cannot praise our clinical staff enough for their dedicated support, working additional shifts, and performing additional duties usually performed by our volunteers. The biggest impact has been felt in the preparation of meals and housekeeping. In addition to this, they have implemented an extremely high standard of infection control practices to minimise risks and screened every single person entering the facility. Since March 2020 to June 2020 we screened over 1200 people to the facility, as per our policies and procedures. This has been done in both administration and clinical areas. We have continued the screening and continued our auditing of infection control practices.

Our administration team has been wonderful in assisting the clinical team with additional duties and our Pastoral Care Coordinator has provided much needed emotional and spiritual support to our clients, their loved ones, staff, and students. Our Administration and Fundraising Manager, and other members of the administration team have worked closely with the clinical team to maintain the high standard of care provided. We could not achieve all that needs to be done in a day without your assistance.

The greatest risk from the clinical point of view is our capacity and retention of staffing impacted by COVID-19. COVID-19 screening is maintained at an extremely high standard to minimise risks. Although many of our staff work in other facilities, they maintain safety, using appropriate Personal Protective Equipment, as required across facilities. Fatigue is monitored and additional staffing has been implemented; including a previously employed RN who is currently on the AHPRA pandemic register. We have welcomed resources provided Nationally to nurses such as the Pandemic Kindness website and compassionate self care resources provided by Palliative Care Queensland and Palliative Care Australia. Since the beginning of 2020 we implemented a monthly Action for Happiness calendar, with daily inspirational quotes.

All meetings are performed via zoom, or other web-based streaming. Support has been provided for the Queensland SE Hospices with support from PCQ, The Queensland Private Regulation Unit and Community Funding Branch of Queensland Health. We are truly blessed in Australia and Queensland for the amazing people implementing changes to keep us as safe as possible.

The Queensland Private Regulation Unit (PRU) has provided support and supervision in different formats. Evidence of the COVID-19 policies and procedures, contact tracing, and other quality improvements and regulatory evidence was provided in a desktop report to the PRU in August 2020. We have been awarded the renewal of our private licence with Queensland Health, which can be viewed at the entrance to the facility. We had a successful QFES (Queensland Fire and Emergency Services) inspection and have maintained our Water Risk Management, with laboratory tests negative to Legionnaires Disease.

The September survey against the second version of the National Safety and Quality Health Service Standards (NSQHS), usually audited by the Australian Council on Healthcare Standards (ACHS), has been put on hold, a decision by the Commonwealth, but we continue to make improvements as a normal part of our business. As per the definition, International Association of Hospice and Palliative Care (IAHPC), Global Consensus based palliative care definition (2018), Houston, TX - retrieved from <https://hospicecare.com/what-we-do/projects/consensus-based-definition-of-palliative-care/definition/> - end of life “Palliative care is the active holistic care of individuals across all ages with serious health-related suffering due to severe illness, and especially of those near the end of life. It aims to improve the quality of life of patients, their families and their caregivers.”

Visiting hours are governed by the Chief Health Officer (CHO) directions at the time, and if in doubt please contact the Registered Nurse on duty as to the requirements at the time. Exemptions to families are only granted on compassionate grounds if approved by the CHO and local Public Health Unit. All safety measures are implemented to ensure the safety of everyone.

I leave you with this final message, as quoted in the August 2020 newsletter from the International Association for Hospice and Palliative Care: as additional workload has been a result of the serious health related suffering across the world, “we need to take time to recuperate our energy and do some self-care in order to provide support for our membership. We hope that all of you are able to put aside some time to rest and recharge. As many have said, this is a marathon, not a sprint.”

*Eugenie**

Sharene Gosley Volunteer Coordinator



Hello to all our Hospice friends and supporters.



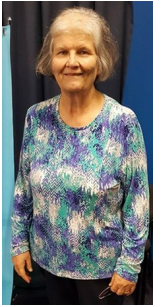
Welcome to our Spring edition, aren't we being spoilt with these beautiful first days of Spring weather. Time to dust off the joggers and get outside and enjoy these warm, sunny days.

I hope you are all doing well. I have been spending time checking in with some of our volunteers over the past couple of weeks. It has been lovely chatting with them and catching up and just staying connected. Some people are struggling with the changes that COVID-19 has brought to their lives, others are enjoying slowing down a bit. If you are struggling with feeling isolated or disconnected, may I encourage you to reach out to someone, catch up for a coffee with a trusted friend or neighbour. It's ok to feel all sorts of feelings during times of change or uncertainty in our lives. There are many great resources available online for anyone struggling with the changes, check out <https://coronavirus.beyondblue.org.au/> or give the Hospice a call and we'll get some resources to you.

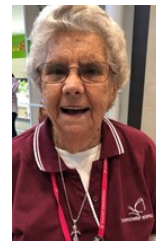
I would like to introduce to you one of our long serving volunteers Lyndall, a.k.a Lyn or Lynnie. Here is her story.....

I finished full time work in 2008, and looking for something to do, I saw an ad for volunteering at the Hospice. I started volunteering at the Hospice on reception. Had a couple of breaks from the Hospice in 2009 and 2010 due to other commitments but have been volunteering once a week since then. I stayed on front reception for a while and then started helping with accounts which I still do. I enjoy helping with the accounts very much, even if Graham thinks I spend too much money. LOL Other than volunteering at the Hospice, which I can do from home now, I enjoy spending time with my husband Campbell and our fur babies, two Cairn Terriers. I also enjoy reading and scrapbooking.

Thanks Lynnie for all that you do for us in the accounts department, you keep us all on track, are super organised and very detailed in all that you do, finding the little things we may have missed, like when we forget to sign a payment voucher, or allocate an expense account....I may have been guilty of this a couple of times...oops!! You make sure everything adds up....and you don't even need to use your fingers and toes to count, now that's impressive, numbers are definitely your thing. Thanks for being so dedicated to your volunteering position, we appreciate you, and thanks so much for adapting to working from home during COVID-19 to ensure all our accounts are paid on time. Couldn't do it without you!



At the end of August another of our lovely volunteers celebrated a wonderful milestone birthday. This amazing lady, Eve Steger, has been a part of the Hospice fundraising team for over 10 years. She can often be found rattling the buckets and collection tins or selling raffle tickets in shopping centres. We appreciate all you have done for the Hospice in helping us to raise much needed funds over the years.



Eve, we hope you had a wonderful day on your 90th Birthday and got to enjoy a lovely celebration with family and friends.

Others celebrating birthdays during **September**

Kath, Doug, Cheryl, Carolyn, Tricia

October

Deb, Janice, Vanessa, Robbie, Judy, Alison, Loretta, Carol, Bob, Kayla

Until next time, stay well and keep smiling.



Sharene



Sue Thönnell Pastoral Care Coordinator



During my time working from home, since April, I have had to embrace change and be creative in finding new ways of providing Pastoral Care to our clients and their families.

The biggest challenge has been to accommodate our 4-monthly Remembrance Service when we invite families to join us at Hospice

for a time of reflection, honouring and refreshments. Always a heart-warming experience when we can share time together.

With the present circumstances we are unable to do this. Instead, it is our intention to invite families to join us in a live streaming of the event. It will be different with anxious moments as we learn and adapt. Let's be creative and use technology as a different way of offering support. Blessings and keep safe.

Sue



We are still offering our service to those who need us and our operating costs are going to be slightly higher than usual due to COVID-19.

For those who would have joined us at our Annual Race Day or Jazz Breakfast, you can still donate money in lieu of 'attending' our cancelled events via our Website, Facebook, GiveNow, or Mail.

Please call our Administration team and they will be able to assist you with your donation.



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

info@toowoombahospice.org.au

OUR WINNERS!

Camellia Show Online Raffle

Winners:

1. M Logan
2. K & J O'Connor
3. W Ross
4. J Say
5. K Riddle
6. C Taylor

Father's Day Online Raffle

Winners:

1. Joan & John
2. Joan & John
3. Terrie
4. Erin

Founder's Day

Every September for the last 8 years we have celebrated Founder's Day as a time to reflect and honour those who had the vision, idea and dedication to establish and maintain the Toowoomba Hospice.

Our founder, Sr. Frances Flint csb OAM, who died suddenly in August 2012, was the visionary and driving force behind this project. We acknowledge her legacy as a gift that she has left us.

We honour this gift and those who have accepted the challenge.

To our Chairman, Management Committee, staff and volunteers who maintain and continue to develop the Hospice in meeting the challenges and remaining relevant in the service we provide, we say 'thank you' for a job well done.

Due to COVID restrictions we are unable to celebrate it like Sr Frances would have liked (with a BBQ), so this year we celebrate Founder's Day with fond memories of our journey to where we are today.



Boundless Love Dedicated Care

(the above logo and motto were the original ones designed for the Hospice)

Did you know Sr Frances was a Brigidine Sister?



<https://brigidine.org.au/>

THANK YOU!

In Partnership with the
Community...

PICTURE PAGE

A BIG thank you to the **Gambling Community Benefit Fund (GCBF)** who kindly awarded the Hospice a Grant to purchase a new Hospice Vehicle - Mazda CX5. We would also like to thank **Signarama** for donating the sign writing on the vehicle. This is just another wonderful example of the great partnerships the Toowoomba Hospice has in the Community. Thank you **GCBF** and **Signarama**.



Wilsonton Lions have been supporting us for over 17 years with donations. This year at their recent 'Change Over Dinner' they kindly made a donation and Mark as always was very grateful to be invited not only to receive the donation but also to win a couple of Raffles! Best wishes to 2020/2021 **Wilsonton Lions** Committee.



Thank you to the **Karen and Al from Coffee Cruiser** for coming each Tuesday and bringing coffees, not only do our staff enjoy it, but family and friends of clients have popped out to grab a coffee or two!

Our Entire Team, at the Toowoomba Hospice would like to say a **BIG THANK YOU** to the families, visitors and contactors who come to the Hospice for their cooperation and understanding due to the strict conditions we have to adhere to and implement due to COVID-19. The Hospice is very conscious of the conditions we have had to change during these challenging times. We are all in this together. Please stay safe and help stop the spread!

