

Toowoomba Hospice Association Inc

NEWSLETTER

DECEMBER 2017-JANUARY 2018

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CELEBRATING 14 YEARS OF PALLIATIVE CARE!



TOOWOOMBA HOSPICE
ASSOCIATION INC

On behalf of the entire team
at Toowoomba Hospice

MERRY CHRISTMAS

and sincere best wishes
for the New Year



57B O'Quinn St, Harristown. Phone 4659 8500

A Merry Christmas!



Graham Barron OAM Chairman

Another year has flown by and it is once again time to look back and reflect on the past 12 months, and at the same time prepare for the Festive Season. On Sunday 26th of November we celebrated the start of the season at the Toowoomba Hospice when we held our annual Christmas Carols evening.

Our good friends from the Toowoomba Municipal Band and High Altitude Harmony once again led us in the carol singing. Sincere thanks to both groups for their involvement and also to Pat and Chris Dwan for providing the transport that brought Santa to visit. Sincere thanks as well to our valued friends who provided food, drink and stalls for the evening.

This event continues to be popular with many families, friends and supporters joining in the singing of traditional carols. A great evening was had by all and I thank Mark Munro, Sharene Gosley and the team of staff and volunteers who helped make this evening a success. I am sure all who were in attendance would agree with me that we left the Hospice Christmas Carols with a great feeling and enthusiasm for the Festive Season.

It is always very pleasing to receive many positive accolades for the Toowoomba Hospice and we value the new friends we have made throughout 2017. I am very proud to be the Chairman of a very professional health care facility with the support of a great team. The 2017 year has been very rewarding as we continued on our journey of providing professional and loving care to our clients and their families.

On behalf of the Management Committee, I wish to acknowledge Allison, Mark, Eugenie, Sharene, Jodie, Sue, our nursing staff, volunteers, supporters and our many friends for their dedication and support throughout 2017. It has been greatly appreciated.

I also want to take this opportunity to wish everyone a Merry Christmas and all the best for 2018.

In conclusion, I hope you can spend quality time with your family over the Festive Season. This time of year is very special and Marlene and I are looking forward to enjoying our second Christmas with our grandson, Hayden, and our family. As you can see in the photo, Hayden is very happy to get into the spirit of Christmas by placing the star on the family Christmas tree.

Until next year

Graham and Hayden!





FUNDRAISING?

Mark Munro

**Administration and
Fundraising Manager**

Welcome to the Festive Season!

We kicked off the Christmas season with our 15th annual Hospice Carols on Sunday 26th November with over 200 people attending. It was very enjoyable! Our thanks to everyone who helped in any way from making goodies for the craft stall, putting out over 200 chairs, printing carol booklets to running food stalls. A special thank you to High Altitude Harmony and the Toowoomba Municipal band for leading the sing a long of our carols

This time of year can be tough on some families especially for those who have lost a loved one! We at the Hospice fully understand what that is like and if you need to talk to someone, please touch base with our Pastoral Care Team and ask for Sue (07 46598500). We are here to help our Hospice family...

The Toowoomba Hospice is a wonderful local organisation which lives up to its Values...the Hospice has 8 Core Values:

1. *To offer quality palliative and respite care*
2. *To deliver multi-disciplinary, holistic care*
3. *To engage and foster the services of staff and volunteers*
4. *To acknowledge and enhance community support*
5. *To provide a centre of excellence in palliative care*
6. *To facilitate education in palliative care for those who seek it*
7. *To offer bereavement support to clients, families and friends*
8. *To ensure service excellence through the development and implementation of policies and procedures*

I personally see these values being put to work by our staff and volunteers every day.



***Finally, I would like to wish you all a memorable and safe
Festive Season and 2018!***

Mark



We have a few Questions for you...

Do you have organisational skills that you can lend to the Hospice?

Do you have an interest in raising funds? and

Can help on the administration side of what it takes to host an event?

If so, we need you!!

The Management Committee is looking for ways to assist Mark and his team to take the pressure off the ever-consuming task of fundraising. If you have some experience in what it takes to organise events, and would like to be part of the newly formed *fundraising sub-committee*, we would love to hear from you.

Enquiries: please contact Cheryl Morrish on mor89@bigpond.com
or phone 0407 463522.





Allison Leech

Director of Nursing

Like Dr Seuss' "Grinch" I know that Christmas is coming, but I'm wondering who has stolen 2017? The year (like all years) seems to have disappeared again...

By Christmas we will again have provided, through the year, care to about 100 families on their palliative journeys.

I recently stumbled upon an article – "*Sacred Ground at the Bedside – The Hospice Caregiver and Divine Compassion*" by Elizabeth A. Johnson (Abounding in Kindness, 2015, pp. 150 - 154).

She writes: Whether or not patients have faith, each one has the dignity of a human person and needs respectful care as their death draws near...Merely by being there they give caregivers the privilege of serving them.

Hospice caregivers are replete with riches to give. Their medical expertise relieves pain and soothes jangled bodies. Even more, their own human compassion is the medium that reaches patients at the deepest level of personal need. At the same time, caregivers also have a full range of human emotions that must be respected, including the need to get away and to protect themselves from drowning in too much sorrow.

Hospice principles ... (ask) caregivers to relate to patients on a more person-to-person level. In this relationship both can grow and be more fully and maturely themselves in different ways, provided

they honour their own and each other's human dignity.

The bedside is sacred ground. Caregivers ... come to deliver patients from pain, but even more profoundly to share in their suffering in a compassionate relationship that sustains human dignity and sees them and their families through to the end ... Hospice work is a profession that is also a vocation. Caregivers ... embody in a beautiful and real sense the mystery of divine compassion.

I am very grateful to all who stand on the sacred ground of the Toowoomba Hospice - our exceptional team of staff and volunteers, the members of our Medical Advisory/Credentials and Clinical Privileges Sub-Committee and our Management Committee, who give their time and talents so generously. Thank you, also, to all of our visiting Doctors, therapists and the staff at Scott Street Pharmacy who are valuable members of our multidisciplinary team, along with our Palliative Outreach Network partners. So many wonderful people who provide care and dignity in a variety of ways to the clients, their families and carers.

Once again the end of year calendar is getting fuller by the second. Don't forget our Staff and Volunteers Hospice Christmas Party on Saturday 16th Dec at the City Bowls Club!

Wishing everyone a Very Merry Christmas, and a Happy and Safe start to 2018.

Allison

Pastoral Care

Sue Thönell



Our Pastoral Care Team received an email recently from a daughter whose Mum died here in our Hospice Care. Her precious words are a reminder as to how important it is to live in the moment and to cherish what we have. Memories are created in those spontaneous moments and remain in our hearts forever.

"Just wanted to let you know that after we chatted in the garden today and you gave me the device with pre-recorded hymns to play for our Mum I went inside and played the music for her. She went to Heaven with us all by her side and as she took her last breath, her favourite hymn – How Great Thou Art – had come on. Thank you for this precious memory. We are eternally grateful to you and all the staff for their support during this time of vulnerability and grief."

This is truly the heart and soul of what we strive to provide at Toowoomba Hospice.

Wishing all our readers well for Christmas and The New Year. A time to create memories.

Sue

Sharene Gosley

Volunteer Coordinator



Wow, our very last newsletter for 2017!!

And what a busy year it's been. I'm sure we manage to pack more and more into each year that goes by.

Don't miss Toowoomba's Christmas Wonderland which is being held in the Botanical Gardens from Saturday 2nd December right through to the 24th December. This wonderful event is a great night out for families and helps raise much needed funds for several local charities including the Hospice. If you would like to volunteer at Wonderland, please go to the website www.christmaswonderland.com.au

We are heading into that time of year where many of our regular volunteers go "awol", if you are staying home and can take on an extra shift or 3, please get in touch and let me know, I will be very happy to take your call.

Celebrating birthdays during....

December – Cathy W, Muriel, Jodie S, Cathey L, Sue T, Joe, John D, Gabrielle, Ray P

January – Les, Pam, Mark, Dave C, Bev H, Kathy M, Claire, Janet

Thank you to all our volunteers who have given of their time so freely and so often during the year. It is so inspiring working alongside you all. You have so much to give and we love that you are here at the Hospice giving to those who need it most.

I wish you a safe and Happy Christmas and I look forward to working with you all again in the new year.

Merry Christmas!

Sharene

PS Even the BIG kids got a Hug from Santa



'Toowoomba's Christmas Tree Festival' is on again at Middle Ridge Uniting Church, Stenner Street during December. This year the theme is the music of Christmas. We have chosen "Ding Dong Merrily On High" for the tree. A BIG thank you to 2 of our dedicated staff Joyce and Erle and one of our great volunteers Margaret who have put together this beautiful tree so we can be part of this special Christmas Tree Festival. Thank you Ladies!

Hospice Happenings



- Jazz Breakfast - A Lovely Morning
- Santa arrives at our Carols
- High Altitude Harmony and Toowoomba Municipal Band - Music to our ears!
- CLO Lawyers winners of this year's Hang Ya Boss Out To Dry - Congratulations...
- Backyard Basement Op Shop at Withcott donating money to the Hospice -Thank you!



Spotlight on Staff and Volunteers



Alison Hunter

I'd been donating to Toowoomba Hospice through my pay at USQ before I retired in 2016. Soon after I had practical experience of a wonderful hospice in Albuquerque where my husband spent his last day. So when I decided I wanted to give back to my community in retirement, the Hospice was a natural place to look. But what could I do? My skills as a librarian didn't seem too relevant...

I was quickly reassured! I've been volunteering on the front reception desk since early 2016 and also contributing to the fundraising team. I just love it! I found my skills were sometimes useful but that working in a team, laughter, readiness to volunteer for almost anything, and going with the flow in a varied environment were much more important!

I have been in the fundraising game since I was President of the Student Council in Cairns State High School, receiving the Leadership and Citizenship Award on Speech Night. My first job was at Calvary Hospital and after five years I became Volunteer and Fundraising Coordinator at the Cairns Base Hospital.

In 1996 I moved to Toowoomba and started working for Guide Dogs Qld as their Fundraising Manager and then in event management for Australian Events for a couple of years. On 14th April 2003, I started work at the Toowoomba Hospice and have not looked back since!

At the Hospice, I oversee the Administration, working closely with the Director of Nursing and the Volunteer Coordinator alongside our Administration Assistant who offers wonderful support as well as other staff and volunteers. I spend a great deal of my time (inside and outside the Hospice, and with my colleagues) raising funds to enable us to provide quality care in partnership with the community for those with a terminal illness.

Since my school days I have been involved with many charity or youth organisations. (I was awarded the Cairns Junior Citizen award on Australia Day 1992.) I have been involved in several community based organisations since arriving in Toowoomba and I am currently a member of the Lions Club and the Masonic Lodge in Clifton.

Relaxing? I like to cook, enjoy travelling, listening to music, popping down to my local, for a couple of ales whilst having a few laughs and the odd in depth conversation!



Mark Munro

International Volunteer Day is celebrated worldwide on 5 December, in recognition of the positive solidarity of volunteers around the world who answer calls in times of crisis, helping save lives today and supporting those who want to continue living their lives with dignity tomorrow.

The Toowoomba Hospice is extremely proud of our volunteers, and the amazing contributions they make to our Hospice. Unfortunately, we were unable to celebrate on the day however we will celebrate in the New Year. On behalf of all the Staff thank you for all you do for us we truly appreciate it.



P PAGE

Pictures Puzzles Promotions



These drawings can be duplicated and used to entertain children, grandchildren and others during the holidays!

