



## Newsletter No: 1 July 2015

### Welcome to this our first newsletter aimed at keeping our volunteers and stakeholders engaged with all that's going on with Elk Valley Hospice.

The Board listened to feedback and we recognise that there has been a disconnect between us the Directors and our Volunteers. For us to be successful as an organisation we understand that Hospice is only as strong as the people who are connected with it and that those people need to believe they are valued, respected and listened to. It is my personal goal to have a newsletter following each Board Meeting. This will contain a shortened account of our Board Meeting and other relevant information and a section highlighting all of the great work our Administrator, Chrisy Hill continues to do.

Our Board members create the solid foundation of our organisation. We are excited that we have attracted three new Directors and I am pleased to be able to introduce your Board to you:

- Sarah Parry** – President (returning)
- Elizabeth Bailey** – Vice President (returning)
- Premita Saran** – Treasurer (new to the Board)
- Lesley Blunt** – Secretary (returning)
- Elke Webber** – Client Intake (new to the Board)
- Sharon Switzer** – Director (returning)
- Dr Paul Michel** – Director (returning)
- Diane Souccar** – Director (new to the Board)

**Client Intake** is a new Directors position that has been created. Client Intake is a vital role and always has been. The Board is very grateful for all of the hardwork and dedication Patti Ohm brought to this responsibility and we want to take this more formal opportunity to thank her. We are confident that by having a Director link, Client Intake with the Board will only be a positive. Client Intake is currently being performed by Elke Webber and she also sits on our Board now as the Client Intake Director.

The Directors set our organisational vision and goals, which guide our work, yet at the heart of our organisation is our team of volunteers. As well as a skilled group of people who are exceptionally flexible and accommodating they have demonstrated outstanding care and compassion this year to support our clients and their families.

**Training** new volunteers and supporting existing volunteers has been the responsibility of Carol Holder. With her gentle guidance we have been able to keep many volunteers connected to our organisation for long periods of time. As volunteer expertise grows, so does our ability to provide excellent care and expand our organisation. Whether they work directly with our clients or support us through board, committee or event participation our volunteers are the face of hospice care in our community. Carol has made the decision that she will step down as key Trainer during the next year or so. Thankfully she has agreed to coach and mentor a replacement and we are currently working together to ensure that the best possible fit is found. Please do let us know if this is an area you would be interested in. We take this opportunity to thank Carol for her commitment and dedication.

**Geographical Boundaries** – we continue to be in contact with Jeanne Davidson of Cranbrook Kimberley Hospice to develop our relationship and ensure that Hospice Organisations can provide the best service to our communities. Understanding and setting geographical boundaries does not mean that these areas are mandated - more a sharing of information with other hospice organisations about client location and availability of volunteers and resources. We will be in a position to share the details shortly.

**New Volunteers** – accepting Volunteers for Elk Valley Hospice requires careful consideration. We appreciate Carol Holder takes this responsibility very seriously when training and know that our volunteers are professional, trust worthy and represent us all. We have been approached by a number of people interested in becoming a volunteer and the Board has made the decision that each application will be discussed at our Board Meetings. To some this may appear a negative however, we all value the integrity of Hospice and we each understand how easy it would be to destroy our reputation.

**Administration** – I am confident that you will agree Chrisy Hill has done a tremendous job of raising our profile throughout the community. The Board would like to take this opportunity to congratulate Chrisy on being awarded an additional 3 month contract. Chrisy will continue to work on ideas and initiatives raised by the Board and she will continue to work on her own initiatives with fund raising and building community profile. Chrisy would love to hear from you if you have feedback or ideas.

Thank you Sarah Parry - President

### **Chrisy's Corner**

Have you heard of the Elk Valley Hospice?



If you are reading this, you have heard of Elk Valley Hospice and, have most likely helped us. Thank you.

Since the administrator position began, the Elk Valley Hospice has made many advances and accomplishments. Public awareness is at a new height. Collaboration and communication is

stronger. The Organisation has developed, and revenue has become more consistent. I have been working to make sure as many people have heard of the Elk Valley Hospice as possible. With help from many of you, I have made connections with other organisations, businesses, professionals, and people of influence. Hospice has secured strong communications with Rocky Mountain Village, Lilac Terrace, and Elk Valley Hospital.

Through numerous events and projects Hospice has had over nine published press releases in four different publications. Some of these events include the Fernie Lantern Festival, Old Time Dance and Social, Twilight Craft Fair, Art Station Bar Service, Griz Days Most Wanted, and more. Most recently Elk Valley Hospice has been hosting a free photo booth at events throughout the valley. This fun activity gives us a reason to be at community events and offers an unintimidating excuse for people to approach us. During these events, I have been approached by people wanting to help, wanting to share their story, and even by people asking how to access our services.

The latest and greatest news is the kiosk in the hospital. A task force has already begun working towards opening the kiosk as a central point for hospice. This again will aide greatly to inform the public of our organisation.

**The more people who know about us, the more people know to ask for our help.**

**The more people who know about us, the more people are likely to volunteer.**

**The more people who know about us, the more donations we could receive.**

**The more people who know about us, the more lives YOU change.**

**Please, spread the word about Elk Valley Hospice.**