



# Hospice Happenings

Providing Unconditional Love and Acceptance To  
Individuals Living With A Terminal Illness

VOLUME 3

SUMMER 2008

## SPECIAL POINTS OF INTEREST:

- Agapé to launch implementation of the Caring for the Caregivers Project
- Missy wins Volunteer Calgary Award
- National Hospice & Palliative Care Week
- A private performance by the legendary Patty Page

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## A Message From the Executive Director

It has been one year since I moved into the role of Executive Director of the Salvation Army Agapé Hospice. The year has presented a number of challenges as well as opportunities. As I get to know the Leadership and Management teams, I am assured that Agapé provides comprehensive end of life care of the highest quality and devotion.

Our mission and mandate is the provision of quality end of life care for every resident and family. This is accomplished through the dedication and commitment of our multi-disciplinary team of caregivers and support staff. It is further supported by the work of our committed and competent Community Council which is comprised of members of our community who share their expertise and experience so willingly.



Along with other Calgary health care facilities, Agapé has been affected by today's labor shortages and rising costs. As an integral part of the continuum of health care in Alberta, Agapé is working to respond to these challenges through our successful partnership with various educational institutions such as the University of Calgary, Mount Royal College and Bow Valley College. Agapé provides a professional and caring environment for placement of students to gain clinical practicum experience in the field of hospice palliative care. As a result, Agapé has been successful in recruiting a number of these students upon completion of their education. A win-win situation for all!

Equally important is the retention of qualified staff in this competitive workforce. One of four research studies currently being conducted at Agapé is the *Caring for the Caregivers Project*. This project will provide recommendations to enhance a working environment for all staff and volunteers that emphasizes wellness. Agapé's entire interdisciplinary team have contributed to the development of the project's recommendations which, with the continued support of the University of Calgary and the Calgary Foundation, will be implemented this Fall. I look forward to reporting more on the progress of this project in our next newsletter.

The announcement of the recent amalgamation of the nine Alberta Health Regions has created much interest in the media and our community. Agapé is pleased that we will continue to work in partnership with the new health administration and, with your support, to offer the quality of care we have set as our standard. We are most grateful for the support of our funding partners and the many donors who have been so instrumental in Agapé's continued success.

With the warm summer months upon us, our Dr. Geggie Memorial Serenity Garden is blossoming with a spectacular show of color. We look forward to the long, hot sunny days ahead and wish you all a very happy, safe and relaxing summer.

Blessings to you all!

*Major Penny Lang*

Executive Director



Missy, Agapé's Therapy Dog

*Hospice palliative care is an important element to consider in any advance care plan. All Canadians have the right to die with dignity, free of pain, surrounded by their loved ones, in a setting of their choice.*

*Canadian Hospice Palliative Care Association  
May, 2008*



Legendary Patti Page serenades Agapé residents with her Tennessee Waltz

## Missy Awarded Pet Volunteer of the Year

A valued member of the Agapé Hospice team was recently awarded the prestigious Volunteer Calgary *Pet Volunteer* of the Year Award.

Missy, a black and white King Charles spaniel, is a seizure dog and plays an important role in ensuring the safety of her owner. She is trained to sense the onset of a seizure and can alert her owner so that she may seek assistance or to find a safe place before a seizure occurs.

Missy and her owner have been a popular part of Agapé's Volunteer Program for many years. Many of our residents, look forward to the weekly visits from Missy.

The site of her in her pink doggy stroller with her big, warm brown eyes and long floppy ears creates smiles of delight and anticipation as she makes her way through the halls. She is very gentle and senses the needs of the individuals, responding lovingly to the attention.

Residents who are well enough are comforted by holding Missy, while some others are happy to just watch her as she explores.

Missy truly provides support to both our residents and their loved ones in their journey of grief. This is quite evident by the numerous letters received and that Missy is often invited to attend the funerals of residents whose hearts were so touched by her. Congratulations Missy!

## National Hospice & Palliative Care Week

National Hospice Palliative Care Week May 4th to 10th, provided an opportunity for all Canadians to reflect on the importance of quality of life in the last stages of life.

This year's theme "Advance Care Planning - Let's Talk About It" focused on encouraging Canadians of all ages, in all states of health, to talk about advance care planning with their health care professionals and their families.

"An advance care plan can help you receive the care you prefer, including hospice palliative care, even if you

can no longer communicate your wishes," stated Dr. Larry Librach, President of the Canadian Hospice Palliative Care Association.

He continued to say, "All Canadians, even the young and healthy, should talk with their doctor about what kinds of health care choices they might face and their wishes and preferences for care. They should create an advance care plan that details their wishes, and share that plan with their family."

The Canadian Hospice Palliative Care Association

estimates that each death in Canada affects the immediate well being of an average of five other people, or 1.25 million Canadians a year. The report also stressed the need for more and improved facilities as only a reported 15% of Canadians requiring hospice palliative care have access to these specialized services.

For more information visit [www.chpca.net](http://www.chpca.net) or speak with a qualified Agapé Hospice Social Worker at 282-6588



## Legendary Patti Page Performs At Agapé

On April 19th, legendary Patti Page made a surprise visit to Agapé Hospice. Miss Page was in Calgary to perform to a packed house at Jack Singer Concert Hall. Following the concert she announced that she was wrapping up her stay with a very special private performance for Agapé Hospice residents.

To the delight of Agapé staff, residents and their families, Miss Page sang several of her classic hits, including Tennessee Waltz. She confided that she was compelled to visit Agapé because she personally has a strong belief in the benefit of compassionate hospice palliative care.

Several residents expressed how much they enjoyed the performance, and their appreciation for the opportunity to have enjoyed some musical memories!

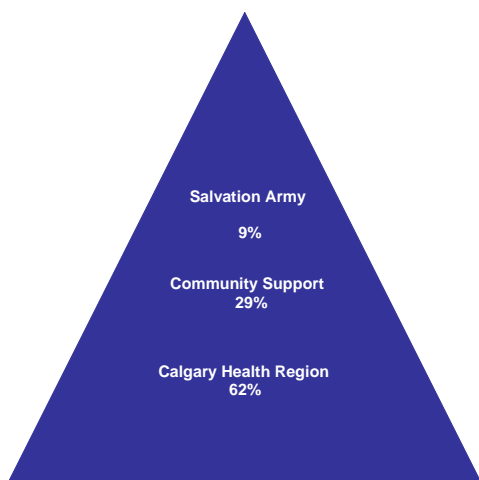
### Mission Statement

The Salvation Army Agapé Hospice provides unconditional love and acceptance to individuals in need of end of life care.

Agapé is a leader in giving individualized physical, social, emotional and spiritual care.

Residents and their loved ones are assured of dignity, respect and hope in a home like, welcoming setting.

## Report To The Community



The months since our last newsletter have been very busy. There have been many advancements and we are particularly pleased to report on the progress of our Agapé Caregiver Wellness Project. As previously reported, this project has been developed in three phases.

Phase One undertook a Caring for the Caregivers study. Research explored the understanding and use of coping skills by caregivers, volunteers and staff to identify the personal impact of providing hospice palliative care.

Phase Two enabled the design of the Wellness Project, based on recommendations made in Phase One, and incorporated the strengths already present in our organization.

Phase Three, the implementation of the Wellness Project recommendations will take place this Fall. Individual and group educational strategies and improvements will examine such things as admission and documentation practices and policies; developing a shared ethical bond; conflict resolution practices; providing access to educational opportunities and to activities and facilities which will promote good self-care.



## A Special Thanks Our Generous Donors

Anonymous Donors \* Herron Charitable Foundation

Calgary Poppy Fund \* The Flames Ambassadors \* The Calgary Foundation \* Privatbanken Holdings Inc.

Encana Cares Foundation \* Sandy Tan & Siu Ly \* Herb Corbett

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I.S.C.C.A. SA \* Royal Bank of Canada \* Jim Scott \* Alex Shlanka \* Cathie & Lea Walle \* Herbert Wiesenbergl \* James V. Newman

**Agapé Hospice is extremely grateful for each and every donation. Unfortunately, the availability of space limits recognition to donations of \$2,500 or more made subsequent to our October 2007 newsletter.**



## The Flames Ambassadors Support Agapé Hospice

The Calgary Flames have been a valued part of the Agapé Hospice family for many years, always ready and willing to provide support when called upon.

Many compassionate bedside visits by Flames President and CEO, Ken King, to present a cherished jersey and offer heartfelt expressions of thanks to loyal fans nearing the end of their life have given so much pleasure, and reduced the strongest to tears.

On March 20th, Agapé Hospice received the greatest gift of all when the Flames Ambassadors provided a major donation to the Salvation Army's Area Commander, Major Ron Cartmell. During a break in a lively game between the Calgary Flames and the Colorado Avalanche, Mr. King, along with Natasha Guillot, the Flames Foundation's Executive Director, Rollie Cyr, the Flames VP of Sales and Ticketing, and Ambassadors Steve Majors and Lyle Edwards presented Major Cartmell with a cheque in the amount of \$22,500.



This support will go a long way in enabling Agapé Hospice to continue to offer quality hospice palliative care and we are most grateful! We are also very pleased to recognize the Ambassador's with a butterfly on our Major Contributor Wall!

# Agapé's Programs & Services

## Physical Care

Agapé Hospice provides private rooms and nutritious meals in a home-like environment for residents, enabling peace, privacy and comfort. Medical and resident care staff see to the physical needs of each resident, providing expert care as well as a caring heart and listening ear.

## Spiritual Care

Agapé is the only faith based hospice in Calgary and offers 24 hr spiritual care to all denominations. The prayer shawl ministry provides physical and spiritual comfort to residents and family members. Monthly remembrance services honor those who have passed away.

## Volunteer Resources

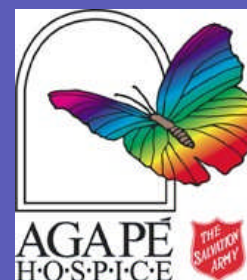
Agapé offers a comprehensive volunteer program. Some 90 volunteers give many hours daily to provide a variety of warm and caring support, such as; life enriching activities such as Wednesday High Tea, pet visits, card making and peaceful walks in the garden, a Fine Arts Program and special musical guests.

## Bereavement Counseling

Is provided during a resident's stay, and for loved ones following death, through a variety support programs that are available.

## Social Work Assistance

Emotional support is offered to both residents and their loved ones by providing coping strategies, grief counseling, transition and advocacy. The Elephant Club strives to make a safe and supportive environment in which children can explore their thoughts and feelings and Mary's Beary Patch playroom.



We wish to express our sincere thanks and appreciation for the many donations and bequests that we have received.

*"Bear one another's burdens and in this way you will fulfill the laws of Christ".*  
Galatians 6:2

## Community Council

Stephen Carter, Chair  
Debra Bray  
Don Brownie  
Heather Hankins Bruce  
Major Toni Cartmell  
Tom Dixon  
Charles English  
Howard Gorman  
Carol Graham  
Richard Horne  
Elva Jolly  
Cherryl Wares  
Keith Wellon

## Management Team

Major Penny Lang,  
Executive Director

Peta Collings  
Brien Cushmen  
Ardell Dubber  
Rev. Marilyn Evans  
Dr. David Falk  
Kathleen Fee  
Michelle Peterson Fraser  
Aurora Leang  
Development &  
Communications Manager  
Colleen Clancy

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Web: [www.agapehospice.ca](http://www.agapehospice.ca)

Charitable Registration  
#10795 1618 RR0395

## How Can I Make A Difference?

How Can I Make A Difference And Ensure That Compassionate End Of Life Care Is Available So That Others May "Live Until They Die"

- ◆ Complete and return the enclosed donation card
- ◆ Registration or Sponsorship of Special Events
- ◆ 3<sup>rd</sup> party events
- ◆ Large or small gifts of cash
- ◆ Bequest and legacy gifts through estate planning, wills or life insurance
- ◆ Corporate Employee matched donations



*Your gift will be gratefully accepted in cash, cheque or credit card which may be received in person, by telephone, by mail or designated to Agapé online at [www.agapehospice.ca](http://www.agapehospice.ca). Our Fund Development Manager will also be happy to assist you to determine a monthly or annual giving plan that would best*



Agapé Hospice was very pleased to have been selected once again, along with Lead Foundation, by Kensington Business Revitalization Zone to benefit from the sale of bottled water and salsa chips during their hugely popular Sun & Salsa Festival.

On July 20th, 2008, some 90,000 people converged on Kensington to bask in the sun and enjoy a great outdoor party with music and dancing, a salsa tasting competition, entertainment and sampling the wares of our great Kensington neighborhood shops.

A small army of devoted Agapé and Lead volunteers provided organizational support by setting up the event, assisting the event vendors and participants, handled street traffic and clean up throughout the day. With the support of the Kensington Safeway, volunteers sold thousands of bottles of water and salsa chips, resulting in an astounding \$34,000 in sales. In addition, Bernard Callebaut Chocolaterie raised \$1,000 in proceeds from the brisk sales of their decadent ice cream. All proceeds are split between Agapé Hospice and the Lead Foundation.

**Muchas Gracias** to KBRZ, Safeway, Bernard Callebaut Chocolaterie and all of our hardworking volunteers!