

# Hospice Happenings



## 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.

## A Message From the Executive Director

As we enter this festive holiday season we take time to celebrate the successful activities and memorable moments of the year past, and to look forward in anticipation of what lies ahead in the New Year.

When 2008 began, few of us anticipated such a tumultuous year end. The rapid decline of the global economy has left corporations, governments, individuals and non-profit organizations alike whirling as we address the issue and make necessary adjustments.

However, we remain optimistic that at a time like this our communities will find a way to come together to ensure that our shared priorities are sustained. We are most grateful to the many corporations and individuals who have personally or financially invested in Agapé's success.

As we reflect back in our Report to the Community, we are pleased by the many achievements that have established Agapé as a leader in hospice palliative care and look forward to fulfilling our mission to continue to provide quality compassionate care, and to further developing a culture of wellness and retention for our caregivers.

As we look forward, we pray that each of you will have the strength to persevere through challenging times and that all of life's blessings will be with you on this Holiday Season, as well as throughout the New Year!

*Blessings,  
Major Penny Lang*

## Reflections On My Papa



Watching a loved one suffer in pain for eight months as they slowly slip away is a very emotional and stressful event, one that ultimately brought my family closer together. This life altering experience gave me the privilege of spending time with my Papa, who I was very close to, as well as an opportunity to say goodbye.

Agapé Hospice was a wonderful place as the staff and volunteers provided an exceptional level of care and support that no hospital could ever offer. During the time that I spent with Papa at Agapé, I met many interesting people. Yet there was one who stands out in my mind as she altered my perception of death and life after death.

We discovered that Agapé receives a portion of their support from the Alberta Health Services and the Salvation Army but they rely heavily on private, corporate and foundation donations to meet their \$4.1 million budget so we decided to make a family donation in honor of Papa.

Donating to Agapé not only allowed my family to express our appreciation, it helped our community as a whole as it will ensure that other families will also benefit from Agapé's peaceful, compassionate care and support. In return for our support, we received a butterfly plaque and have left a lasting legacy in Papa's name at Agapé.

*We are grateful for the inclusion of this excerpt from a school project prepared by Laura Paige Austin, the granddaughter of former resident Gilbert Beatson.*

Now There's An  
Easier Way To  
Change The World!



For More Information  
Visit Our Website  
[www.agapehospice.ca](http://www.agapehospice.ca)

## Global Economic Market Gives Charities The Big Chill

As auto dealers plead for aid, investor's dividends continue to fall, crashing commodity markets cause the Alberta government to drastically shrink its surplus projection, local charities are carefully watching the downturn in the global economy and bracing for a taxing Christmas season.

Charitable organizations, businesses and corporations are busy restructuring their business plans to weather the storm over the coming months. Many individuals are carefully reviewing savings portfolios and re-evaluating their ability to meet current obligations and still maintain their retirement objectives. At a time of year when our community generously opens

their hearts to share their simple abundance with those in need, many are questioning how you can meet your own needs and continue to support those organizations you strongly believe in.

Now there is an easier way to change the world! In November, a group of forward thinking philanthropists and investors launched an innovative new program that will empower giving, while simply seeing to your own everyday needs... gas, clothes, groceries.

In this uncertain economy, the no-fee thruYou™ MasterCard donation rewards card provides card members with a way to continue supporting causes without

having to reach into their pockets to do so.

**We are pleased to partner with thruYou™ in offering you this exciting alternative. Simply register for your no-fee card and designate the Salvation Army Agapé Hospice to receive your donation credits each month. In return you will receive a charitable tax receipt and the reward of having made a difference in the lives of those in need of end of life care and a lasting legacy for their loved ones.**

We invite you to visit **[www.agapehospice.ca](http://www.agapehospice.ca)** or call Agapé Hospice at (403) 282-6588 ext 243 for more detail.

## 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"

- ◆ Large or small gifts of cash are gratefully accepted by completing and returning the enclosed donation card or call (403) 282-6588 to make your donation
- ◆ Apply for a Thru You™ Credit Card and designate The Salvation Army Agapé Hospice as your charity of choice to receive your donation credits
- ◆ Designate your United Way or Salvation Army donation to The Salvation Army Agapé Hospice
- ◆ Make a Memoriam, Recognition or Special Occasion Gift in honor of a loved one
- ◆ Register to attend or provide sponsorship of Special Events
- ◆ Host a 3<sup>rd</sup> party event
- ◆ Pledge a monthly or annual gift
- ◆ Designate stocks, real estate, 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 suit your philanthropic requirements.*

## Join Us in Song & Remembrance

**7:00 p.m. to 8:30 p.m. December 1st**

An Evening of Song with recording artist Michael Hope

**1:30 p.m. to 3:30 p.m. December 23rd**

Agapé's Christmas Service & Tea

Entertainment Provided By

Shari Chaskin, Corinne Buschmeyer and Diane Castle

RSVP to Agapé's Reception at (403) 282-6588



## Getting Through the Holidays



The holidays are a joyous time for most, but for those who have experienced a loss, the usually festive time of year can be a painful reminder that their loved one is no longer around.

"Traditionally, it is a time of family, friends and laughter, but for people who are in the grieving process, the holidays can enhance feelings of personal grief and separate us from what used to make us happy," Cynthia Bozich-Keith, a clinical assistant professor at Purdue University School of Nursing, said in a prepared statement.

She offered the following suggestions to help people cope with the holidays:

1) Be sure to eat a nutritious diet, exercise, get adequate sleep and avoid alcohol.

2) Talk about your feelings with people you love and who love you. Allow yourself the right to talk about the person who died. The process of sharing memories may help with the healing process.

3) Set limits. Be realistic about the difference between what you want to do and what you can do vs. what you should do.

4) "The *shoulds* will get you every time," Bozich-Keith says. "It's important to let go of the need to be perfect or doing it all. If you're used to doing all of the shopping, cooking and decorating around the holidays, perhaps this is the year to share those things with others."

5) Don't feel guilty if you find yourself enjoying yourself around the holidays. "It is not disrespectful to the memory of your loved one if you have a good time," she says. "Your loved one would

be happy to know you are enjoying yourself.

6) Embrace your memories and find comfort in them. "This is the bittersweet part," she says. "Our memories often bring us to both tears and laughter, but they are what sustain us through the years."

7) Celebrate life. Attend a holiday or religious service if faith is part of your life. Some people find comfort in acts of remembrance such as donating a poinsettia in memory of a loved one at church or making a donation in their name to a charity. Also, recognize that it is acceptable to create new traditions.

If you find yourself having difficulty dealing with your grief this season, remember that you are not alone.

Agapé Hospice has a variety of individual and group counseling programs that may be helpful. For more information, call Agapé's Bereavement Program Coordinator at (403) 282-6588 ext 271.

## Report To The Community

As we review the events of 2008, we are pleased to report on some of Agapé's many achievements.

As we mentioned in the Summer issue of our newsletter, with the support of the University of Calgary, the Calgary Foundation and Agapé's interdisciplinary team, we began implementing the Caring for the Caregivers Project this Fall. This project will enhance a working environment for all staff and volunteers that emphasizes wellness and retention.

We have also established an enhanced Education Program that will provide continuing education to ensure that the care we provide our residents is best practice and the highest quality of care.

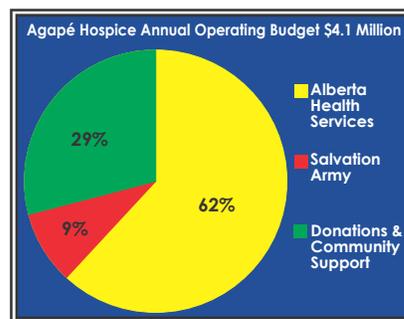
This Fall we also welcomed the recent addition of a new Bereavement Coordinator and have expanded our

Bereavement Program. This enhanced program will enable Agapé to provide post-death counseling and grief support.

This program will enable Agapé to provide one on one counselling and a variety of grief support services after the death of a loved one.

On November 24th, Agapé Hospice launched our new website. This creative and informative website will enable Agapé to have greater communication with those constituents currently invested in Agapé, as well as provides a vehicle for which we can better communicate the valuable services that Agapé provides on a far broader scope.

This type of marketing will also bring Agapé to the forefront of a younger demographic via inclusion on viral marketing vehicles such as YouTube.



It will also enable Agapé to establish cross-promotional opportunities, such as the new thruYou™ Mastercard program, with various corporate stakeholders, providing greater return on investment for Agapé, and for those invested in our success.

We invite you to visit our new website [www.agapehospice.ca](http://www.agapehospice.ca), share it with your friends, and we look forward to your feedback.





## Agapé Hospice Comfort Cookies Program

At the end of a life, Agapé's volunteers and staff immediately attend the resident's room to provide caring support and a loving embrace for the resident's family and loved ones.

A *Comfort Cart* with an array of tea and cookies is prepared and lovingly served on fine china to those who remain to pay their respects, handle arrangements and adjust to their loss. This activity provides a sense of normalcy and enables Agapé to provide comfort and sustenance at time when it may be difficult for those suffering a loss as they begin their grieving process.

We are most grateful to the many dedicated volunteers and organizations who bake dozens of cookies for us each year to have on hand. However, from time to time our supply runs short and we welcome donations of cookies from those who may wish to help out. Should you wish more information, please call Volunteer Resource Coordinator, Peta Collings, at (403)282-6588 ext 230.

## 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.

## A Special Thanks To Our Generous Donors

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Herbert Wiesenberg \* James V. Newman \* Rose Grenon

*Agapé Hospice is extremely grateful for each and every donation. Unfortunately, the availability of space limits recognition to donations of \$3,000 or more received in 2008.*



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

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Michelle Peterson Fraser  
Aurora Leang

Development &  
Communications Manager  
Colleen Clancy

The Salvation Army  
Agapé Hospice  
1302 8 Avenue NW  
Calgary, Alberta T2N 1B8  
Tel : 403 282 6588  
Fax: 403 284 1778

Email: [colleen.clancy@agapehospice.ca](mailto:colleen.clancy@agapehospice.ca)  
Website: [www.agapehospice.ca](http://www.agapehospice.ca)

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