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Hospice Care is a Family Affair

ANYONE WHO HAS CARED FOR A PERSON AT the end of life knows that being a caregiver is a demanding job that can change your role in a relationship. The opportunity to be a son, daughter, sibling, or spouse instead of a caregiver is a priceless gift. That gift is given each day at Jocelyn House Hospice.

On a sunny afternoon in July Jocelyn House welcomed a producer and cameraman from the CTV National morning show, *Your Morning*. A segment was taped for the CTV series *Canada 150* which tells stories of Life in Canada. Jocelyn House was chosen to represent hospice care in Canada which host Ben Mulroney described as, "groups of people who are there when life is at its hardest to help manage pain, symptoms, needs and wishes... giving their friends and family the support they need."

Julie Holliday, daughter of former resident, Kay Sidebottom was interviewed for the piece. Julie shared that her Mom was the caregiver for her Dad for eight years and when Kay was given the news that she would require increased support she knew right away that she didn't want Julie to be her caregiver telling her, "It's going to be so tough, you don't even know how tough it is." So Kay came to live at Jocelyn House. At first Kay was quiet, taking time to adapt to life in her new home. Worried, Julie spoke to the staff and they said, "give us a week and she'll be a lot better, and the turnaround happened within two weeks. She was joking with the nurses and she started sharing her life with them...she was a humorous person", Julie shares with a smile.

The daughter of another resident shared that it was a difficult transition to go back to being a daughter after being her Mom's caregiver for many years. The support and care her Mom received at Jocelyn House

gave her the opportunity to bring her granddaughter to visit her great-grandmother, plan a birthday party for her Mom and even teach her Mom to knit. This was a welcome change from the daily routine of looking after her mother's physical, emotional, spiritual and demanding medical needs.

Jocelyn House offers bereavement support to families after the death of their loved one. A Celebration of Life is held in the living room of the house quarterly. This is a chance for families, staff and volunteers to gather together to remember the life of our deceased residents through the sharing of memories and stories which are told with love and

accompanied by laughter and tears. It was at a Celebration of Life that Julie expressed her gratitude for the role that Jocelyn House played in her mother's life. A sentiment that she echoed in the CTV segment, "I have no words for what they did here; thank you isn't enough for what they did for my Mom. I come back

here today and I well up again because I remember what they did for my Mom. I don't think thank you is enough for what they are doing here."

The effect of the gift of quality time allowed to families at Jocelyn House is seen long after the death of their loved one. The daughter of a woman who lived at Jocelyn House this spring stopped by recently to drop off marmalade and say hello to her Mom's "Jocelyn House friends". She sat for a while in the sunroom and reflected on her mother's life, death and funeral. "It was perfect" she said while tears filled her eyes, "We couldn't have wished for it to go any better!"

At Jocelyn House we don't just look after the resident, we also care for their families because hospice care is a family affair.



DEVELOPMENT REPORT

I KNEW FROM THE MOMENT I HEARD THE NAME JOCELYN HOUSE HOSPICE THAT IT WAS A SPECIAL PLACE, AND I WAS RIGHT.

I first came to Jocelyn House as a family member looking for quality end of life care for my grandmother and following her death I decided to become a volunteer. In May of 2017 my role changed as I accepted the position of the Manager of Volunteers, Spiritual Care and Development for Jocelyn House Hospice and the Jocelyn Hutton Foundation.

Many people are surprised by the combination of my three roles, but I think they are the perfect blend. I see the value added to the lives of our residents and their families by spiritual support, music, pet and art therapy and the celebratory events throughout the year in my role as the Manager of Spiritual Care. I am familiar with the generosity of our volunteers and know they contribute a significant amount of time to ensure that our residents are supported and their home and yard are well maintained in my role as the Manager of Volunteers. So when I speak to people about Jocelyn House Hospice, in my role as the Manager of Development, I can share first hand stories of how their donations will directly impact the lives of our residents. Since I started my new role many people have asked me, "How can I support Jocelyn House Hospice?" Here are some of the ways I share with them...

- Volunteer your time or services
- Set up a pre-authorized monthly donation
- Host a 3rd Party event on our behalf
- Talk to your employer and friends about supporting Jocelyn House, many companies will match donations made by their employees
- Choose to leave a legacy by including a gift to Jocelyn House Hospice in your will
- Attend a Jocelyn House fundraising event (Band Together is coming up soon!)
- And...tell people about us! Like our Facebook Page and posts to spread awareness of Jocelyn House Hospice and the importance of access to quality end-of-life care.

I would be pleased to meet with you to discuss how you, your company or organization can contribute to life at Jocelyn House Hospice. I can be reached at jbouvier@jocelynhouse.ca or 204-799-6130.

A special thank you

to these recent

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donors of \$1000+:

.....

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Kevin Walsh

Thank you to the St. Gianna's Church Knights of Columbus for choosing Jocelyn House Hospice to receive the proceeds of the Manitoba State Golf Tournament on August 23.



Darlene Maxwell from The Catholic Women's League of Canada St. Bernadette Parish Council stopped by Jocelyn House to present Manager of Volunteers, Spiritual Care and Development, Jacqueline Bouvier with a donation from the collection at the "12 Hours of Palliative Care" prayer vigil they hosted.



EXECUTIVE DIRECTOR'S REPORT



Jackie Stephen

SINCE JOINING JOCELYN HOUSE HOSPICE JUST OVER 3 YEARS AGO, there have been many times when I've been asked where I work and when I say Jocelyn House, people look at me with a puzzled expression. Many have heard the name Jocelyn House, but are unsure what it is or what we do. It's become quite clear to me that we are

suffering from a bit of an identity crisis, even though the hospice has been operating for almost 32 years.

Another point of confusion for many people is the term hospice. Wikipedia's definition is *Hospice Care is a type of care and philosophy of care that focuses on the palliation of a chronically ill, terminally ill or seriously ill patient's pain and symptoms, and attending to their emotional and spiritual needs.*

The definition on the Canadian Hospice and Palliative Care Association's website from the CHPCA Norms of Practice says, *Hospice Palliative Care aims to relieve suffering and improve the quality of living and dying.*

Many of us don't know about palliative care until we are facing a life threatening situation with a loved one and our experiences can vary greatly. With only 16 hospice beds in Winnipeg, (12 at Grace Hospice and 4 at Jocelyn House) very few of our loved ones have the opportunity to experience hospice care and the home-like environment we provide.

At Jocelyn House, our patients are **residents**, and the hospice is their **home**. The staff and volunteers ensure that the needs of the residents are addressed, while also providing support for their family members. Our mandate is to **add life to final days** and we do that by treating physical, emotional and spiritual symptoms and issues and encouraging our residents to enjoy life and all Jocelyn House has to offer...good food, a sense of community, companionship and tranquility.

Dame Cicely Saunders, Founder of the hospice concept said, "You matter to the last moment of life, and we will do all we can, not only to help you die peacefully, but also to live until you die."

It is our hope that in the not too distant future, our name becomes more familiar and our work of hospice care becomes better known, as we continue to strive to expand our operation and increase access to quality end of life for more people in our community.

Summer at the Hospice



Dusty and Riana celebrate in style with volunteer Ken and Nurse Manager RoseMarie

Long-time dedicated volunteers Shirley and Joan celebrate with Sister Jo-Ann

Two bittersweet celebrations were held at Jocelyn House Hospice to honour two very special women, Sr. Jo-Ann Duggan and Jocelyn Hutton, this summer.

On May 30, residents, staff, volunteers and board members attended a tea party to express their gratitude to Sr. Jo-Ann Duggan for her years of dedication to Jocelyn House. Sr. Jo-Ann's warm smile, gentle voice and compassionate spirit were a blessing to the residents and families of Jocelyn House Hospice. She will be missed and we wish her all the best!

A party was held at Jocelyn House Hospice on June 14, 2017 in honour of Jocelyn Hutton's 55th Birthday. The current residents gathered on the patio to celebrate the life of the courageous young woman who inspired their home. The residents sang "Happy Birthday" to Jocelyn and enjoyed birthday cake and ice cream. Just as the cake was cut it began to rain, but that didn't dampen the spirits. Our maintenance volunteer Ken proved that he really is a "jack of all trades" when he stood in the rain holding an umbrella so that one resident could enjoy her cake and not get wet. Another resident commented that the "little sprinkle just adds to the fun of this party" and everyone agreed. Jocelyn's spirit truly lives on in Jocelyn House Hospice.

Special Events



Staff and volunteers surround Sister Jo-Ann with gratitude and love.



Riana enjoys the birthday party under shelter provided by volunteer Ken



Sunday Supper

Life at Jocelyn House Hospice was celebrated at the 8th Annual Sunday Supper on April 23, 2017 at The Gates on Roblin hosted by emcee Caroline Hunter.

The evening which included music by Mark Lefabvre and Joëlle Brémault, a tribute to outgoing Manager of Volunteers and Spiritual Care Sr. Jo-Ann Duggan, stories of life at the House by Dr. Mark Kristjanson and a delicious meal, raised over \$50,000 for Jocelyn House Hospice.

This is such a special event because it mirrors Sunday suppers at Jocelyn House which are an integral part of life at the House. Residents, family members, staff and volunteers gather around the table to enjoy a home-cooked meal and visit. The 2017 Sunday Supper was an opportunity for attendees to support Jocelyn House Hospice through the purchase of surprise bags and participating in a silent auction, grocery auction or an exciting live auction by auctioneer, Dan Wachniak.

The success of this event is due to the generous support of our sponsors.

Behind Closed Doors

Jocelyn House is pleased to be participating in St. Vital Centre's 8th Annual Behind Closed Doors on Saturday, November 18, 2017 from 7:00-10:30 pm. There will be great deals and in-store sales throughout the mall, plus you can enter to win amazing door prizes. When you purchase your tickets to this event from us, 100% of the proceeds will go towards Jocelyn House Hospice. To order your tickets please call 204-253-5898 or visit our website. Thank you to St. Vital Centre for their support of Jocelyn House Hospice through this event!

ST. VITAL
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Band Together



BAND TOGETHER
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WEST END CULTURAL CENTRE
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TICKETS \$50 \$10

TICKETS AVAILABLE AT JOCELYNHOUSE.CA OR CALL 204-253-5898



STAFF PROFILE

Kerri Poiron

I started working at Jocelyn House Hospice just over three years ago. I was feeling a little under challenged in my previous workplace so started looking at what else was out there that interested me. I saw a job posting for JHH and jumped at the chance to be a part of the team and it was the best move I could have made! It is an emotional but very rewarding place to work. I leave after every shift

knowing I have made a difference in my resident's lives, by a smile, a hug, a "thank you, you're an angel".

I am a mother of two beautiful young women who are my pride and joy, my 4 year old grand-daughter who lights up a room when she walks in & I have a husband who is always there to offer me support on those really rough days. My family is my rock!

I have also been mama to countless fur-babies over the years who help fill the void when my girls moved out to start their own lives.

When I'm not taking care of my JHH family I enjoy spending time with my ever growing family, and traveling to warm, exotic locations in the winter. I also maintain a casual position at a local animal hospital where I provide care to our furry family members & their people.

It is very rare to see my nails with no polish, painting different designs is my own personal therapy & the ladies at JHH enjoy seeing my creations! (I think that's part of the reason why I continue to do it).

Providing quality, compassionate, dignified care is the best feeling in the world. The residents become my family & I wouldn't have it any other way! If I can make a difference in some way and make someone smile I know I have done my job to the best of my abilities.

The best part of my day is supper time; when we all gather around the dining room table to enjoy a beautifully prepared meal by our fabulous volunteers. It reminds me of family dinners at home, with lots of chatter & storytelling & laughter, filling the house with so many warm, fuzzy feelings, and it's just the best!! We all come from different walks of life & those differences are what make us all unique!

"Providing quality, compassionate, dignified care is the best feeling in the world. The residents become my family & I wouldn't have it any other way!"

- Kerri



177 Egerton Road, Winnipeg, MB R2M 2W7
t 204.255.1781 • f 204.256.8157
inquiries@jocelynhouse.ca
www.jocelynhouse.ca

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By giving my email address I consent to receiving information from Jocelyn House Hospice.

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VOLUNTEER PROFILE

DORCAS AND ROGER BROWN

ABOUT SEVEN YEARS AGO I read an article in the Lance about Jocelyn House and it said they were looking for volunteers to help maintain the garden. This was a great opportunity and it didn't take a lot of thinking about as Dorcas and I were retired and both very involved in horticulture. We had a meeting with the Volunteer Coordinator, Sister Jo-Ann and we were on board.

Spring arrived and we were looking for plants, both annual and perennials. During my working career I had a good relationship with T & T Seeds Ltd., so my first call to solicit donations of plant material was to Kevin Twomey. His response was "What do you need?" and T & T Seeds Ltd. have continued to donate plant material every year.

Over the years with the help of hard working volunteers we have spent many happy hours making changes to the landscape at Jocelyn House, but the big change was this year when we made the flower beds wider, and installed log edging and rock mulch. It

is very gratifying to see the residents, visitors and staff enjoying a walk around the garden or sitting and relaxing in the lovely natural setting at Jocelyn House.

We are grateful to Dorcas and Roger and their helpers Frank Kriz, Guy Fenez, Jim Grey, John Rowluk and Roger Bouvier for transforming our front yard into a welcoming oasis for our residents, their families and visitors. Thank you to T and T Seeds for their donation to this project and ongoing support of Jocelyn House!



At Jocelyn House Hospice, we have a very clear idea of the role we play in our residents' lives and a vibrant vision for what our future holds...

Our Mission

To carry on the dream of Jocelyn Hutton: adding life to final days for the terminally ill, and their loved ones, by providing care and comfort in a home-like setting.

Our Vision for the Future

To enhance and expand Jocelyn House Hospice to meet the increasing needs for end-of-life care, while ensuring the mission and values on which our organization is founded are never compromised.