

# Compassionate Connections

Sage Centre | Rosedale Hospice | Children's Grief Centre

Hospice Calgary Newsletter • Summer 2021 • [hospicecalgary.ca](http://hospicecalgary.ca)

## Accreditation at Hospice Calgary

Hospice Calgary undergoes accreditation every four years and we have our next review scheduled for November 2021. The process is a way to measure our programs and services against national standards. While Alberta Health Services requires all of its contracted agencies to be accredited, we believe that the accreditation process also helps us to develop systems focused on providing exceptional care to our clients and stakeholders.

We are audited by Accreditation Canada, a not-for-profit, independent organization with an external peer review process to assess and improve health care services based on standards of excellence.

The entire organization is involved in the accreditation process from the board of directors to frontline staff and volunteers as well as members of the community including patients and families and community partners.

The standards that are assessed relate to governance, leadership, infection prevention and control, medication management, and hospice end of life care. The preparation and auditing processes help us to:

- ✓ assess and improve quality of services,
- ✓ identify gaps in services and systems,
- ✓ improve workplace health and safety,
- ✓ identify best and leading practices,
- ✓ find efficiencies, and
- ✓ identify and manage risks.

At the end of each four-year cycle, we get to find out what we are doing well and what needs to be improved. It's an excellent opportunity to learn from the accreditors and find out what other similar organizations are doing. Past accreditation feedback has shown Hospice Calgary to "walk the talk" where the "language of values comes off the walls and staff and volunteers are actively engaged in living the values out on a daily basis".



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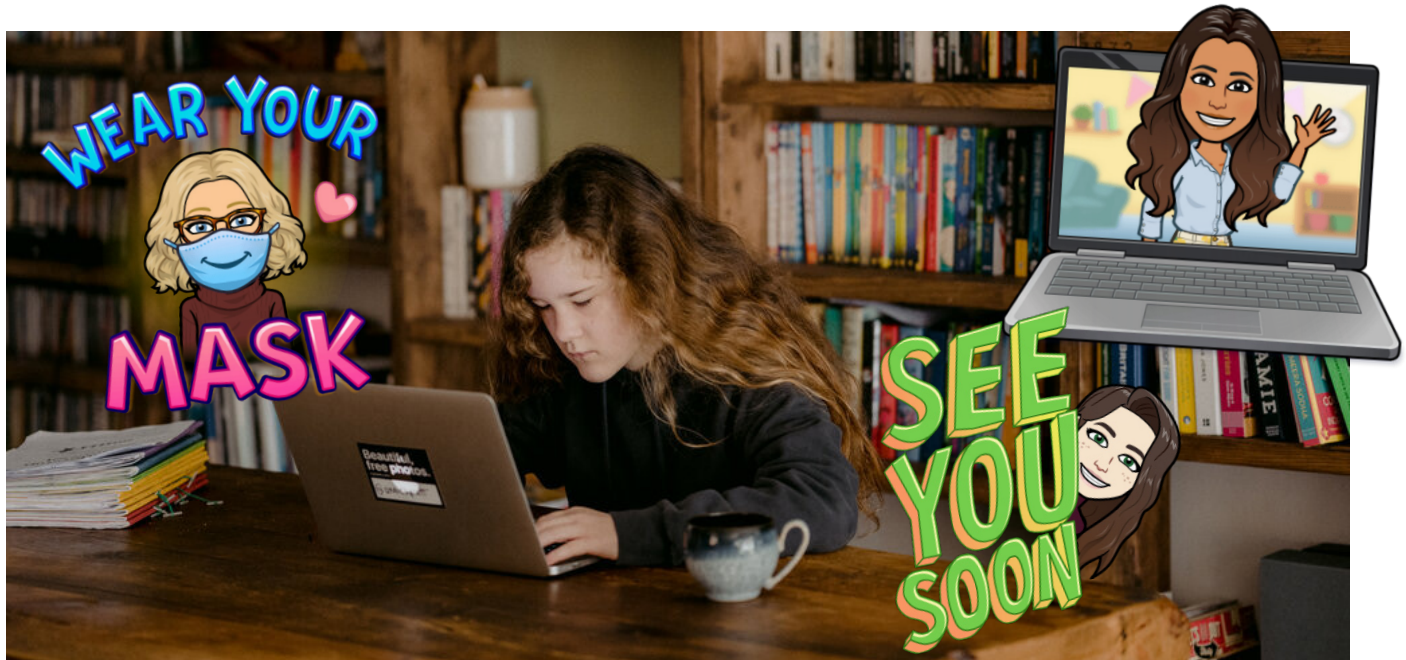
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## Bitmoji: An Unlikely Counselling Tool for Young Clients

When the Children's Grief Centre closed last year due to pandemic restrictions, our counselling team was busy working at home to provide children and teens therapy and support through technology. Hospice Calgary and the Children's Grief Centre have always leveraged technology to help connect families to the support they need, and this year was no exception.

Some families are now very familiar with virtual appointments, but for others, these type of appointments are quite new. To make this a smooth and successful option for families, counsellors decided to utilize an unlikely tool – *Bitmoji*. *Bitmoji* is an online app that creates avatars, miniature cartoon versions of yourself for use on social media. Counsellors use *Bitmoji* to connect in a fun and creative way, and help their clients navigate virtual counselling. All our grief counsellors have created *Bitmoji*'s.

### One Donation, Up to 150% Impact



Hospice Calgary is excited to announce that we are once again participating in *Shaw Birdies for Kids* presented by Altalink. **All donations made through Shaw Birdies for Kids will be matched up to 50% and 100% of donations**

will go to support the children, teens, and parents of our Children's Grief Centre.

To donate, visit: [shawcharityclassic.com/donatenow](http://shawcharityclassic.com/donatenow) and select Hospice Calgary as the donation recipient. Donations will be matched from now until August 15, 2021. Watch your emails for more updates about this exciting opportunity.

When first reaching out to a client, counsellors share their *Bitmoji* along with an infographic of what clients can expect during a virtual session (e.g. confidentiality, wearing headphones, and tips on finding a quiet place to talk).

Our counsellors have also used their *Bitmoji* to create a guide on what to expect during in-person counselling sessions.

Serena Shokar, one of our Children's Grief counsellors, says that *Bitmoji* "make it more personable, and give the kids and teens a sense of familiarity. *Bitmoji* help us support our clients differently than we have in the past."

*"Bitmoji helps us support our clients differently than we have in the past."*

Since implementing the use of *Bitmoji*'s, our counsellors have received a lot of positive feedback from parents and caregivers. One parent of a 10-year-old girl shared, "This will make my daughter feel more comfortable connecting with counselling online."



Each year, *Canada Cares* by the Canadian Abilities Foundation, celebrates the selfless and often heroic efforts of Canadian caregivers with their *One Wish and Caregiver Recognition Awards*. Last year, Director of Community Hospice Services, Elaine Munce, nominated Stephanie Koke, a caregiver from our *Living with Cancer Program*. We're proud to share her story below:



## Stephanie: A Caregiver Story

In November 2020, Stephanie was recognized as one of the eight recipients of the *One Wish Award*. This award is well-deserved!

Stephanie Koke's husband Jeff was diagnosed with metastatic, Stage IV colorectal cancer in 2014. Due to his rapidly failing health, Jeff had to leave his job in the technology industry and the family subsequently moved from Calgary to a rural farm closer to Stephanie's family. Stephanie has taken on responsibility for the upkeep of the farm while caring for her husband and their two young daughters.

Stephanie has rallied the family through Jeff's numerous surgeries, ongoing financial hardships, physical demands, and emotional suffering. She recently started restoring furniture and selling their farm eggs to help with expenses.

When she has time to attend our *Living with Cancer Program* (now on Zoom) with her husband, she is soft spoken, loving, tired and at times, emotional. Stephanie's compassion, perseverance, and courage while she struggles to make sure Jeff has the best possible quality of life, are truly inspiring and heartwarming.



## Volunteering in Full Bloom

Have you seen the beautiful tulips that herald spring each year at Rosedale Hospice? Spring has sprung when the tulips arrive.

Dawn and Susan Sharpe have been volunteer gardeners with us for 20 years. Each year, the Sharpe's order hundreds of tulip bulbs, then over winter and plant them, waiting until the flowers are ready for replanting. They then load up their truck from their SW Calgary acreage with tulips, and lovingly deliver them to Rosedale Hospice where the flowers are planted in window boxes and pots.

The tulips always brighten the day of patients, families, visitors, and staff. You can say that without the Sharpe's generous green thumbs, our days, and our window boxes, would be a little less colourful.

We are happy to share that for their contribution to Rosedale Hospice, Dawn & Susan Sharpe were celebrated with a *Noble Neighbour* citation - a new award by **Top 7 Over 70**, that recognizes the contributions of seniors during the COVID-19 pandemic. Congratulations!

## Together for Rosedale Hospice

Story is a powerful tool which can capture the hearts and minds of many.

On August 2nd we will be launching our *Together for Rosedale* Campaign. During this time, we invite you to share your story of connection to Rosedale Hospice and help fundraise for other individuals who need end of life and grief support. By sharing your story, you will be advocating for both the operational and capital needs of our hospice. With your help, together we can ensure Rosedale Hospice is ready and waiting with open doors for those in need today, tomorrow, and in years to come.



Keep an eye on social media and your email inbox this summer for more information.

To find out more about how you can share your story and help fundraise, please email Ava Russell at [ava.russell@hospicecalgary.ca](mailto:ava.russell@hospicecalgary.ca).

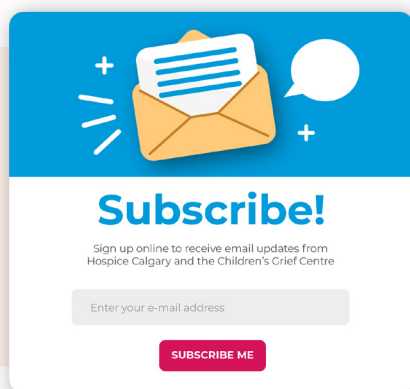
Reduce.  
Reuse.  
Recycle.  
Donate.



Hospice Calgary has partnered with **Skip the Depot** for a new fundraising opportunity to turn your empty recyclables into donations!

**What is Skip the Depot?** It is a door-to-door bottle collection service that makes refundable recycling and fundraising easier than cracking open a cold one. Better yet, it's free to use! Just follow these simple steps:

- 01 Head to [app.skipthedepot.com/hospicecalgary](https://app.skipthedepot.com/hospicecalgary) to download the *Skip the Depot* app and schedule your pick-up
- 02 Place your recyclables in bags outside
- 03 Choose to direct your refund to Hospice Calgary! Use promo code **DONATEHOSPICE** and 100% of your refund will go to us
- 04 Spread the word by sharing our *Skip the Depot* posts when you see them on social media!



## Subscribe to our Email List

Don't miss the opportunity to be among the first to hear Hospice Calgary and Children's Grief Centre updates.

Subscribe on our website to begin receiving the Hospice Calgary tri-annual newsletter by email: [hospicecalgary.ca/newsletter](https://hospicecalgary.ca/newsletter).



# THANK YOU for supporting our clients with the 2021 Virtual Hike for Hospice Calgary



In normal times, we would have gathered together at Fish Creek Provincial Park for our 5 km hike to raise funds and awareness for the clients, patients, and families of Hospice Calgary. Instead, for the second year, Hike for Hospice Calgary participants walked 5km in their neighbourhoods or on their favourite trails whenever it was convenient during the event's ten days.

Many clients got creative about how and where they hiked. One Hospice Calgary client who had to delay his wife's Celebration of Life due to gathering restrictions, so he decided to honour her by hiking up Prairie Mountain on May 1st.

On behalf of the clients we serve, we want to THANK YOU for participating in the 16th Annual Hike for Hospice Calgary. Because of the generosity of more than 300 hikers, sponsors and supporters like you, we've raised \$110,000 to date.



**Special thanks to our 2021 Sponsors!**

## Tune into our AGM this June!

Register today as a guest for Hospice Calgary's annual general meeting.

Hospice Calgary's Board Chair, Michael Waite, the Board of Directors, and Executive Director, Fiona McColl will look back at our year, share stories of resiliency of our clients, and review our financials. We'd love for you to join us virtually on **June 15th** at 12:00 pm.

Register on Eventbrite: [hospicecalgary-agm.eventbrite.com](https://hospicecalgary-agm.eventbrite.com)



¶Addressee  
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¶City ¶Prov ¶Postal Code

We promise to journey with you, through end-of-life and grief, for as long as you need us.

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# Together for **Rosedale**

*Coming soon to your inbox!*

All you  
need to know

**1** Share your  
story 

**2** Collect  
donations 

Support  
Rosedale Hospice  
**3** 

