



SUMMER ■ 2008  
**ROGER'S HOUSE**  
**Chronicles**

**Message from the Board**

**I HAD THE GREAT PLEASURE OF ATTENDING THE ANNIVERSARY BAR-B-QUE FOR STAFF AND VOLUNTEERS THIS PAST MAY.** I brought greetings from the Board and our heartfelt thanks for everything the staff and volunteers bring to Roger's House. It is difficult for me to believe that it is five years since Roger Nielson's passing and when the first dream for Roger's House was presented to CHEO. I have had a tremendous opportunity to be a part of the House since its inception. As a Board, we are entrusted

with the governance of the house. We do not manage on a daily basis the operations, nor are we entrusted with the fundraising that is necessary to maintain the house and expand our programs. Roger's House is in the envious position of having CHEO and the Sens Foundation as our partners and as well the support of the CHEO Foundation. We are truly fortunate, as we have seamlessly integrated clinical



and professional expertise and with stable funding from the Senators Foundation we can focus on our development as an internationally recognized pediatric hospice. We look forward to the future and all that it entails to fulfill our vision to enrich the lives of children, youth and their families facing progressive life-limiting illnesses.

Julie Tubman, Chair

*Upcoming Events:*

**NHL SCOTIABANK DINNER  
 BEHIND THE BENCH**  
 Brookstreet Hotel  
 JUNE 18, 2008

**OTTAWA DRAGON BOAT  
 RACE FESTIVAL**  
 Mooney's Bay  
 JUNE 21, 2008

**Hospice Association of Ontario Accreditation**

In 2008 the Board of Directors plan to apply for accreditation level I with the Hospice Association of Ontario (HAO). This will show that our services are meeting provincial expectations. Accreditation will also show evidence that we are committed to quality of service and will demonstrate accountability to our many



stakeholders. Preparing for accreditation provides us with an opportunity to review our services and improve what we do. Accreditation addresses all aspects of our services including informing the public, polices and procedures, risk management and client centered care. An accreditation committee has been formed and has started the process for preparing for

level I accreditation. We are presently familiarizing ourselves with the standards and criteria, gathering the relevant information and assessing for compliance. We will be presenting to the Board of Directors who will then apply to the Hospice Association of Ontario. We plan to apply for level II accreditation next year. Anne Jones, RN

## House News

### Message from the Executive Director

Quality, quality, quality.....a word that is used a lot - so much so it can lose it's meaning. But here at Roger's House quality is something we take very seriously. We use a variety of means to assess the quality of our services.

The annual family survey is now out and if you have received services from Roger's House in the past year, you should have received the survey.

**"...quality is something we take very seriously"**

This is a very important source of quality information for us. We appreciate the compliments and follow up seriously on suggestions for improvement. Please take a few moments to complete the confidential survey

and return it to us.

We have also surveyed staff and volunteers this spring to gather their perspectives on what we do well and what could be improved. We expect those results by July.

Our work with Ron Higgins from the Wren Group continues. Ron is helping us identify our key

processes, streamline them and measure them. This detailed work will benefit us for years to come and we

thank Ron and his team for their generous work with us.

Finally, we are preparing for our first accreditation through the Hospice Association of Ontario. Under the capable leadership of

Anne Jones, RN, we are preparing responses to each of the standards for review by the Board (see Anne's report in this newsletter). We plan to complete the preparation by year-end.

All of these initiatives should help us continually improve our services. I hope all of you take the opportunity to provide us with



your perspective and feedback.

As we embark on our third year of operation, I would like to thank our Board for their ongoing support and direction and our staff and volunteers for their dedication to our families and Roger's House.

I wish all of you and your families a healthy and happy summer.

Lloyd Cowin  
Executive Director

## Foundation News

### Message from the Sens Foundation

IT'S BEEN A VERY BUSY AND FULFILLING YEAR FOR THE SENS FOUNDATION. From the successes of our major Foundation fundraising and community-partnered events, the support for Roger's House, and what this facility means to families in our communities, continues to grow.

One of the major highlights was the success of the 5<sup>th</sup> Annual Sens Foundation Telethon for Roger's House, presented by the OutCare Foundation. A record \$1,019,000 was raised through a combination of donations received during the telethon through online and in-game contributions, and cheques presented

through fundraising by various organizations over the last calendar year. Senators owner Eugene Melnyk also matched \$25,000 of pledged funds. This year's event paid particular attention to giving focus to the wonderful respite services that Roger's House provides.

There has been at least one community event every week supporting the families of Roger's House. The Sens Foundation has been very privileged to be a part of events like Bear Hug II - the Force is back! where 11,000 students from 10 National Capital Catholic Schools joined together and raised an incredible \$310,000, for which Roger's House is one of three designated charities. Not to mention Emma's Dream, where Emma McFarlane, assistant captain of the Nepean Raider minor boys competitive team, raised \$8,985 with the idea of cutting and donating her hair, which

she had spent a lifetime caring for. The Sens Foundation continues to work hard with our community partners to bring more awareness and funds to Roger's House.

Coming up we are excited to bring news of the annual Walk, Roll & Run for Roger's House! The event, which traditionally has been held in September, has a new season....June 2009! The re-positioning of the date will allow the event to engage the youth in our schools to participate with ample time to put teams together and fundraise. We will be contacting past participants with more information and exact dates soon.

For up-to-date listings for upcoming events supporting Roger's House please visit our website at [www.sensfoundation.com](http://www.sensfoundation.com).

Jennifer Graves, Donor Relations and Stewardship Coordinator, Sens Foundation

## Staff & Volunteer Thank You Celebration BBQ



Marion Rattray

On May 7<sup>th</sup> a barbecue was held at Roger's House to celebrate the second anniversary and to say thank you to all staff and volunteers who make the hospice the wonderful place that it is. The house was beautifully decorated in spring décor by the volunteer floral crew Judy, Pam, Kathy, and Yolande. The eighty attending the celebration included guests who were staying at Roger's House at the time, Board members, and community business partners who graciously contribute their time and expertise to Roger's House.

Julie Tubman, Chair of the Board, and Lloyd Cowin, Executive Director of Roger's House, both expressed how much the hard work and dedication of all staff and volunteers is appreciated and how it does not go unnoticed. The barbeque skills of volunteers Sylvain and Marc were much appreciated as was the culinary expertise of Joann in preparing and organizing the rest of the menu.

Thank you to Maple Leaf foods for donating the hotdogs for this occasion.

Marion Rattray, Manager

## Volunteer News

### Message from the Coordinator of Volunteer Services



Roger's House is extremely fortunate to work with a dedicated team of volunteers. There are a variety of ways that individuals can assist in the provision of services offered by our pediatric palliative care hospice. A volunteer position I would like to highlight is the Speaker's Bureau position.

Volunteers from Speaker's Bureau help in educating and promoting Roger's House to the community. These articulate people conduct tours of the house. Visitors may include: groups hosting fundraising events on behalf of Roger's House, nursing students or other medical

personnel and members of the community that want to see the facility.

Speaker's Bureau volunteers will go off site to speak to participants at golf and hockey tournaments raising funds for Roger's House and to social groups wanting to learn more about the services offered by Roger's House.

We are seeking more francophone volunteers to join this team. If you are interested in this position, or any other volunteer opportunities, please contact Lise Beauchemin, Coordinator of Volunteer Services.

Roger's House is strongly committed to offering training to its volunteer care

team. The annual Palliative Care Training for Volunteers will be offered at Roger's House, Thursday evenings, 6:30-8:30pm, September 11<sup>th</sup>-December 4<sup>th</sup> 2008. This 13-week course is mandatory training for Family Support Volunteers. The training is free; however, space is limited to 40 participants. Priority is given to existing volunteers of Roger's House.

To all the volunteers: Thank you for your time and commitment, you make a difference!

Lise Beauchemin  
Coordinator of Volunteer Services  
613-523-6300 ext. 605  
lbeauchemin@cheo.on.ca

### New! Admissions Coordinator

For a 6-month trial period beginning June 2, 2008, I will be assuming the role of admissions coordinator at Roger's House. The position was created to streamline the admissions process, simplifying the process for the guest and family and ensuring all necessary information is received by the nursing team to permit optimal care of each guest during their stay



Nancy Graham

with us. I plan to begin in my new role by looking at improving the distribution of admissions from day to day to match the needs of each guest with available staff (nursing, volunteer and child life). This will involve assigning a priority score to the admission (urgent end of life care receiving the highest priority) and a guest classification score for each guest (reflecting the amount of nursing and non-nursing care required by each of our guests). In doing so we

hope to meet the needs of all of our guests and families in a fair and timely fashion.

Once proposed prioritization scores have been clearly defined by the Roger's House team, they will be shared with the Board of Directors and the Family Advisory Committee for input and then communicated to guests and their families in an updated Family Manual. The objective is to provide each guest and family with equal access to pre-planned, secured respite visits each year for a period of time yet to be determined. Yearly reminders of this pre-booking process will be

communicated to each guest and family likely at the beginning of each new year. Visits which are not pre-planned will also be available but may be more open to cancellation due to other higher priority admissions.

At the end of the 6-month period, the admissions coordinator role will be evaluated and a decision made regarding its future. I look forward to this new challenge. Effective June 2, 2008, I can be reached at 613-523-6300, extension 619.

Nancy Graham  
Admissions Coordinator

### Bereavement Program Update

#### Adult Bereavement Group

The Adult Bereavement Support Group meetings take place at Rogers House and consist of caregivers who have lost a child. It is facilitated by a Social Worker and Registered Nurse. Since the start of this group, a total of 23 individuals have utilized the service. Some of the topics for discussion include: parenting surviving children, getting pregnant again, and ways of saying goodbye. Many of the parents have positive feedback about the group and how it has helped them through such a difficult life experience. They commend the work and support of Roger's House staff.

#### Sibling Bereavement Support Group

The Sibling Bereavement Support Group meets at the same time as the parent support group. The Child Life Specialist and the Coordinator of Volunteer Services facilitate sessions with the

support of volunteers. The sibling support group offers children an opportunity to share their experiences and feelings with peers. Age appropriate activities to promote healing are offered at each session and focus on coping with grief, understanding feelings, sharing memories and dealing with stress. Childcare supervised by volunteers was offered after a request from families with children under the age of 4. Childcare continues to be offered as long as there is a separate space available.

#### Individual Counseling Services

Individual counseling services continue to be offered to caregivers whose child passed away at Roger's House. Bereavement follow-up also continues. Follow up generally lasts for a about a year and includes check in phone calls, cards and anniversary acknowledgements.

### Family News

#### Bereavement Working Group

A group of CHEO and Roger's House staff meet monthly with the goal to create a Bereavement Package that is offered to all families who have lost a child at either Roger's House or CHEO. This package is not quite complete, however, some of what it will include are a memory box, small trinket boxes for lockets of hair and 'Remembrance Hearts', plaster foot/hand prints (if the family should choose this), literature about grief, planning a funeral, and community resources. We are hoping this project will be complete by the end of the summer.

Yvette Goodland, Social Worker

integrative link for families of Roger's House, the Board and employees. It provides families a formal opportunity to share their views regarding the services of Roger's House and contribute to the development of the programs at Roger's House.

We are looking for additional members, so if you are interested in joining, please contact Nora Ulyot at ULLYOT@cheo.on.ca or 613-523-6300 ext 607.

The FAC is currently working on a Family Faculty, whose members Roger's House could call upon to speak at public events and information sessions for staff and other professionals. We would like to compile a list of parents, siblings and others who would be interested in speaking to others about their experiences at Roger's House. Please

contact Nora if you would like to participate in the Family Faculty. If you have spoken in the past at a Roger's House event and would like to continue to do so, please let Nora know as well so that we can have a complete list.

Relaying your personal story to a large group can be a very emotional, not to mention nerve-racking, experience for some. If this is keeping you from being part of the faculty, we can provide some training and support. The FAC is organizing 'key messages' to help speakers tell their story as well as information about Roger's House.

Ruth Hartanto  
Board Member & Chair, Family Advisory Committee

### Roger's House Board of Directors

Julie Tubman (Chair)  
Ray Byrne  
Erin Crowe  
Ruth Hartanto  
Ian Hendry  
Sylvie Lamoureux  
Tamera Mlakar  
Susan Richardson  
Chad Schella

Earlier in the year, Roger's House's Family Advisory Committee (FAC) was officially formed and held its first meeting in February. Our members are:

**Francois Dumond**, Parent  
**Osama Abdali**, Parent  
**Mathoni Samson**, Youth  
**Sylvie Lamoureux**, Member, Board of Directors  
**Nora Ulyot**, Palliative Care Team Rep  
**Nancy Graham**, Nursing Rep  
**Georgina Neville**, Parent and Vice Chair  
**Ruth Hartanto**, Chair and Member, Board of Directors

As mentioned in the previous newsletter, the FAC is an important

## SUPPORT CHILDREN AND FAMILIES!

Roger's House is the charity of choice for the Sens Foundation. The Sens Foundation has made a commitment to cover an important portion of the annual operating budget for Roger's House and to help build an endowment fund to provide for its future financial stability and growth.

The Sens Foundation handles all of the fundraising/charitable receipting activities of Roger's House and invites you to support them in continued endeavors for Roger's House. Through the Sens Foundation you can make a **donation** or **host an event** to benefit Roger's House.

### For fundraising inquiries, please contact:

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## Roger's House Founding Sponsors



Eugene Melnyk  
— & Family —

