

Corporate Social Responsibility

Heart House Hospice Partners with Mississauga and Brampton Corporate leaders



"Heart House Hospice provides a valuable service to help local families cope during trying times," said Craig Fleming, Enersource President & CEO. "As part of our Spirit of Giving campaign, Enersource is pleased to have the opportunity to support this outstanding organization."



Board Chair, Chuckie Shevlin accepting a generous donation from Enersource.



Since 1997, GSK have focused substantial energy and resources from the GlaxoSmithKline Foundation on hospice palliative care. GSK employees selected this cause to help make a strong impact on. In addition to hosting our Annual Volunteer Appreciation evening this year they gave us their marketing expertise during their Day of Caring to help us grow our awareness in the community

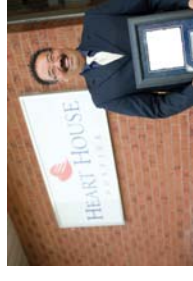


GSK Executives and Staff provide marketing training to Heart House Hospice



ARAMARK has been a vital supporter of Heart House Hospice. Not only do they contribute financially to our Annual Golf Tournament. Rodney Shiga, Vice President of Operations has participated on the Golf Tournament Committee for the past 3 years and has played a critical role in the tremendous growth of this event.

"Part of our success is the tremendous support from local corporations and small business supporting a great cause like Heart House Hospice" - Rodney Shiga



Rodney Shiga, VP at Aramark Canada Ltd. receiving a The 2009 Leadership Award for Community involvement.

Three Ways Business and Professional People Volunteer

Signature Events

(Hike For Hospice, Annual Golf Tournament, Soiree)

The Fund Development Team could not successfully conduct any of their fundraising initiatives without the amazing group of volunteers they work with. From office assistance, to committee work and special event volunteers, this group of talented, hard working individuals brings a varied arrangement of skills and expertise to Heart House Hospice. We would like to thank each and every one of you. Your commitment to Heart House Hospice is vital to the existence of this organization. To find out more information on how you can become a part of the Hike for Hospice (May) Annual Golf Tournament (Aug) and Soiree (Oct) please contact us at 905.712.8119



Approximately 50% of our funding comes from the Government and United Way. This means the remaining 50% comes from generous individuals, groups, corporations and foundations.

Contact Heart House Hospice today to find out how you can help. Phone: 905-712-8119 or visit: www.hearthousehospice.com and click on "How You Can Help".

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Heart2Heart is a Heart House Publication

Help Make A Difference In Our Community! Volunteer Opportunities

At Heart House Hospice our volunteers make all the difference. In partnership with the staff team, our volunteers provide much needed support in all our programs to assist us in serving our clients in-home, at our day program, through the provision of spiritual support, in the bereavement program or assisting us "behind the scenes" in the office. on committees, or at the many fundraising initiatives and events. We couldn't do it without volunteer support.

Volunteers are the heart and backbone of hospice. Volunteers are an integral part of our organization and as such are treated as valued members of the team. Our agency encourages the teamwork of staff and

volunteers so that we can offer our clients the best service possible - frontline and behind the scenes.

Research indicates four main reasons why Canadians volunteer. They want to:

1. Support a cause they believe in
2. Make a contribution to society
3. Share their skills
4. Do something meaningful with their friends and colleagues

We are here to help you make that difference!

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Charitable Registration No. 132155011RR0001

visit www.hearthousehospice.com for more information

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Signature Events:

- *The Annual Hike for Hospice – May*
- *The Annual Charity Golf Classic Presented by Maple Lodge Farms – August*
- *The Annual Soirée – October*



Heart House Hospice Volunteer Appreciation Evening hosted each year by Glaxo Smith Kline.



Ontario



Volunteering At Heart House Hospice

How We Make it Fulfilling!

What can you do:

- ~ Make those in need aware of Heart House Hospice services.
- ~ Host a fundraising event to benefit Heart House Hospice.
- ~ Request a Hospice presentation to your company group or club
- ~ Raise Funds
- ~ Administration/Accounting/Professional Services support
- ~ Enable Heart House Hospice to provide services free of charge.



2010 Volunteer Appreciation Evening - Award given to group of individuals for over 5 years of volunteering service

Heart House Hospice

Thirty Hour Professional Training Course

Our 10 week course provides a 30-Hour hospice palliative care volunteer training program for all volunteers who wish to provide direct care to our clients. This is second to none.

Sessions Include:

- * Orientation to Hospice
- * Overview of the Volunteer and Staff Partnership
- * Policies and Procedures
- * Communication Skills
- * Physical Issues in Palliative Care
- * Ethical Issues
- * Emotional, Psychological and Psychosocial Elements
- * Diversity
- * Spirituality
- * Grief & Bereavement
- * Self-Care & Complementary Therapies

* Contact us to find out when the next 10 week course begins.

Heart House Hospice Our Volunteer Pledge To You:

- To respect your schedule
- To develop opportunities that matter
- To treat you as a colleague
- To be organized and professional
- To train with relevance.

In the last 5 years over 1/4 of a million hours of service have been given right here in our community for compassionate care!

“Family At Home” Volunteers



Client Volunteers - are individuals who provide front line support and assistance to individuals and their family living with a life threatening illness. Volunteer support and assistance may include: placement in-home to visit clients once a week to provide physical, emotional and spiritual support, provide respite care for the family members, Day Hospice Program and complementary therapy. Client volunteers attend volunteer orientation and receive ongoing support and mentoring.

“Work Skills” Volunteers



“Work Skills” Volunteers - Reception and administration functions are supported each day by volunteers who answer the telephone, provide administrative support, assist with mailings, special projects, and accounting

“Transportation” Volunteers



Transportation Volunteers: Providing transportation for clients attending our Hospice Day Program!

Compassionate Action - Volunteering With Heart!

“As you live through their life, you learn to fully live yours!”

After many years as an executive at Canadian Pacific, Cameron Muir had a decision to make. What should he do with the years stretching before him? Scores of individuals and the hundreds who loved them are grateful he became a volunteer with Heart House Hospice. The following is an excerpt of a recent interview of his volunteer experience.

HHH – You had a long and successful career. Why then volunteer with Heart House Hospice?



HHH – A lot of what you do Cameron is allowing a caregiver to take a break for a while. How does that work?
Cameron – “After one or two visits, the caregiver usually builds up a trust with me so they feel comfortable to leave for an hour or so. It’s then in those private moments that the client and I become close. One younger man told me he was just staying strong for the family... but with me he could be real.”

HHH- What would you say is the best thing that you have learned from the training and your experience?



Cameron – “After working what seemed a 24/7 life, I wasn’t exactly prepared to golf every day! Then, having rushed my father-in-law to emergency several times for life-threatening situations, I became very impressed with how the staff calmly dealt with all of us. When I saw the 30 hour training course offered by Heart House Hospice I signed on. I decided I could both golf and give back and be rewarded at each!”

HHH – Can you remember your first visit to a client 11 years ago?



Cameron – “Ironic, but the very first gentleman turned out to be a former champion golfer and upon seeing all his trophies and pictures I asked him: ‘Are you a golfer?’ For weeks thereafter, we covered the world and he rarely mentioned his ailments. I found that at the end of his life, he had the need to re-live his life and I was honoured to live it through his eyes.”

Cameron – “Listening, listening, listening! I attach my eyes to my ears and seek to feel with my heart. One fellow who was diagnosed with a brain tumor had a very hard time speaking. All summer long we would go for a walk and for some reason he could talk a blue streak during the walk. I never interrupted.”

HHH- At the very heart of it Cameron, what is volunteering at Heart House Hospice to you?



Cameron – “We are not there to help them die. We are there to help them live. And I get so much more than I give. I have been enriched with wonderful friendships and so fortunate for each day of my “life after work.” By volunteering I can discover the joy of living through the gift of giving.”