



WINTER □ 2014

ROGER'S HOUSE

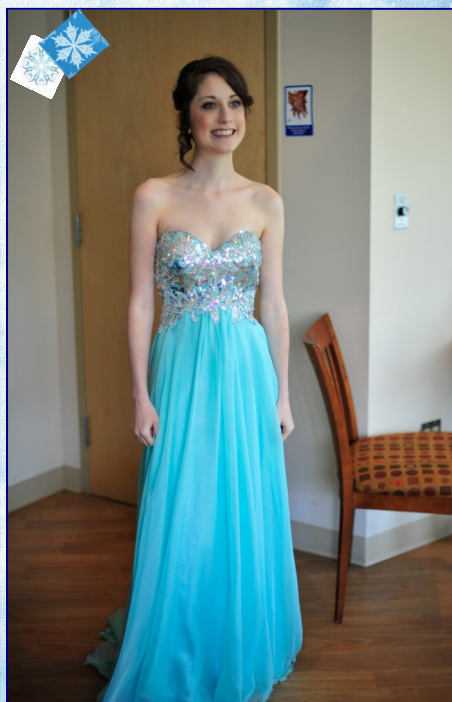
Chronicles



Upcoming Events:

Roger's House Holiday Memorial
Dec 7th 1:30pm-3pm

Family Christmas Party
Dec 14th 2pm-4pm



Hi, my name is Kelli Hill. I was diagnosed with Ovarian Cancer when I was 15 and at 17 was told that I had received all the treatments and surgeries that I could and there was nothing the doctors could do to get rid of the cancer. I had heard about Roger's House and what they provide for children, but I never considered myself sick enough to go there.

My first experience at Roger's House was for my Prom. They went above and beyond to make it the magical day it was for me. My room was decorated beautifully with the colours of my dress, I had my hair and makeup done, and they even brought in professional photographers to capture the special day. It was amazing. I couldn't have asked for a better prom experience.

All of my stays at Roger's House since then have been good experiences. Although coming to Roger's House means Pain and Symptom Management, I look forward to my stays there. The nurses and staff are all so great and they always make sure I'm comfortable and taken care of. I'm so thankful for Roger's House and everything they do.

Kelli Hill



A Message from Chris and Caitlin

Over the past few years as honorary co-chairs of Roger's House we have been repeatedly amazed by the courage and grace demonstrated by the children and families who use the house. We are so thankful that Roger's House has opened its doors to us and because of that we have had our lives blessed by the families and staff.

Roger's House is a real home. You are always welcomed by a wonderful volunteer with a smile, and it always smells like something delicious is cooking. We are always impressed by the staff and volunteers who care so well for all the children and families. We are so thankful that we can be a part of such a great community that supports an incredible place like Roger's House.



Chris and Caitlin Neil

A Message From Megan and Ruth

Since coming on board this spring Megan immersed herself in the routines of the house, learning everything there is to know

about its structure. Please come and say hi if you see her walking around the house!

We would like to extend a formal welcome to our new Administrative Assistant Sonja Marshall. Sonja does an amazing job of keeping the staff organized so that they can attend to our guest and families' needs. We are lucky to have her. We would also like to introduce you to our new board members, Mike Lupiano and Ian Hendry. Mike's experience as a partner with the executive search firm that led Roger's House through its Executive Director search so impressed him that he decided to become a part of the organization. Ian is past chair of the board and brings with him a great deal of financial experience and corporate memory.

The past 7-8 months at the house have been busy as summer continues to be a popular time for families to take a break and leave their precious kids in our care. We hit a new record this July and August; occupancy was above 100%. The most important measure of our success remains the extent to which we meet the needs of the children and families we serve. You play a critical role in that effort. To that end we are excited to announce the launch of our new patient and family satisfaction survey. Please take the time to give us your valuable feedback. We will listen! We are looking forward to the New Year, when we will be adding additional programs to support our patients and families. We will also be rolling out a new communications strategy using social media and other vehicles to ensure our families and community partners get timely information. Stay tuned!

As always, we are extremely grateful to our primary community fundraising partner, the Ottawa Senators Foundation. The support they provide helps fund staff positions, programs and special events. We could not do our work without them. Most importantly we would like to thank our staff, volunteers, board and committee members. The work you do is very important and we are grateful for your dedication. It is a privilege to work with the Roger's House team. We wish you all a very happy holiday season.

Megan Wright; E.D. and Ruth Hartanto; Board Chair



Admissions to Roger's House in 2015: Nancy Graham

The Roger's House team endeavors to ensure that we meet the needs of all children and families in our care in a fair, equitable manner. High priority admissions such as end-of-life-care, pain and symptom management and emergency respite have been on the rise. This summer we were at or above 100% occupancy in both July and August. It is becoming increasingly difficult to provide guaranteed respite; regrettably, we have had to cancel guaranteed respite on numerous occasions in the last 2 years.

With this in mind, our team has decided to make the following changes effective January 1, 2015:

- We will no longer use the term guaranteed respite. It provides a false sense of security and expectation which is unfair to our families.
- We will decrease the amount of days for pre-booked respite to 28 days for each child every year. While we will make every effort to honor these bookings, it is important that families have a contingency plan in the event these admissions need to be cancelled due to a higher priority need. We strive to never cancel and will continue to do so.
- We will continue to offer 10 days of pre-booked respite to each family over the summer months (June 15-Sept 1), 2 holiday weekends each year and either the Christmas holiday or March break each year.

We will continue to offer emergency respite to those families in crisis through our normal processes. We hope these improvements and changes will enable us to provide better services to all of our families. Over the next year we will monitor their impact on both our families and service delivery. Please do not hesitate to contact me if you would like to discuss these changes.

Nancy Graham: 613-523-6300 ext619

A Message from our Recreation Therapist: Katt Brooks

Happy Holidays everyone! Activities and adventures have been in full bloom at Roger's House over the past couple of seasons. This summer the children packed up their bags and headed to summer camp here at RH. The upstairs residence was converted into a summer camp scene with a cabin for each child. The children enjoyed visiting outdoor camps, sport camps, adventure camps, cooking camps and so much more. We had the real summer camp experience here at Roger's House this summer.

Our next adventure had us traveling through different board game story lines. We played life size versions of board games. We played Life, Operation, Scrabble, Candyland, and Clue! Each week was full of scavenger hunts, costumes, challenges, and mysteries! But now the weather outside is getting colder and colder, and you can just feel that there is going to be more and more of that white stuff coming... Brrrrrrr!

Well... at least there will be at Roger's House!!

This winter at Roger's House, the Therapeutic Play Volunteers will be using their beautiful creative ability to turn the upstairs area into a winter wonderland! We will be exploring all things to do with winter this holiday season. So get ready for the cold, because it will be here at Roger's House!



In Remembrance of...

We honour the following children from Roger's House who have died since February 2014:

Nevaeh Connor	Asha Hilton	Aaron Rabishaw
Weston Klingner	Josée Leduc	Mathieu Marciel
Jhade Poulin	Jordan Thomas	Molly Robillard
Qavague Tunnillie	Chiara Scornaiencki	
Gilles Guy Migneron		

A Message from Dr. Vadeboncoeur

Practicing in pediatric palliative care, every day is different. On some days, unusual things happen, or I get asked a question I have never heard before. These are days when I sometimes think to myself "now I've seen (or heard) everything". Then a day or so later, a new situation or question comes up, and I know that I will keep seeing new things. I have noticed 2 things since joining the Palliative Care Program at CHEO. The first thing is that patience makes the days much easier. Sometimes I think I know what is best, or what is going to happen, but others do not see things in the same way. Sitting back and observing will often resolve differences of opinion where direct discussion sometimes results in an impasse. The other thing I have learned from the children is the fact that every unique child will have their own path to follow, and it is often better to let the child show us the path than to try to make the child follow ours.





Merry Christmas and Happy Holidays from all the staff and volunteers at Roger's House



Volunteer Update



Events:

Palliative Care training for staff and volunteers: Monday evenings January 5th to February 9th 2015 5:00-8:00pm

Register today at volunteers@rogershouse.ca or lbeauchemin@cheo.on.ca

The registration deadline is Wednesday December 17th.

This is mandatory training for Play and Learn volunteers in their first year of volunteering.



The First Roger's House Annual Memorial Event



The Roger's House Bereavement Program continues to grow, and this year we are pleased to announce that we will be holding our first annual Holiday Memorial Event on December 7th from 1:30 to 3pm. We know how difficult the holiday season can be after losing a child, and how many memories are wrapped up in holiday events. It is important to the Roger's House team that we be able to offer a time of reflection and good company, to allow bereaved parents and siblings an opportunity to share memories with others who understand. We will have a special holiday Remembrance Tree to allow parents an opportunity to memorialize their child in a special way, and a craft activity for the children. Please note that to be able accommodate all those interested in coming, this event will be reserved for bereaved parents/caregivers and siblings.

Goodbye to the Salt Water Fish

Roger's House has been extremely fortunate to have benefited from a beautiful Salt Water fish tank for over 7 years. Children, youth, families, volunteers and staff enjoyed spending time observing the fish and plant life. Everyone found the fish tank area to be soothing and calming.

We had received the aquarium as a gift. The tank required a very specialized care plan: salt water enthusiast volunteers to offer regular maintenance, special food and equipment. For several years, the most generous contributors to the care of the tank came from Reef Wholesale. The owners of this company, Trina and Patrick, were the most generous donors and supporters. They would offer help whenever Roger's House needed it. Thank you!

In addition, a big thank you goes out to the fish tank maintenance volunteers: Pierre, Alanna and Christina. We appreciate your dedication to keeping the fish as healthy as you did.



Phone: 613-523-6300 ext 600

Address: 399 Smyth, Ottawa, ON K1H 8L2

Email: info@rogershouse.ca

