



*Rose Cottage Visiting Volunteers Community Hospice* continues to provide support services to clients during the Covid -19 pandemic through "*Tele-visits*" program.

This program was developed over two years ago, seeing the need to connect with our clients should volunteers need an alternative to in person visits due to inclement weather, outbreaks in facilities, other illness, or vacation time. The Tele-visits program has become an essential part of our program delivery and lends to "*Ears*" in the home vs "*Eyes*" in the home!

Our office may be closed; however, our team is busy everyday providing support services to our clients in the West Niagara region living in their own home or care facility. From our *Visiting Volunteer* program, staff and volunteers are proving much needed "*ears*" in the home by connecting with clients via the phone, or computer!

Our *Bereavement* support program continues through *Tele-visits*, as well as any participant from our *Drop-in* and *Caregiver* support programs. Having regular check-in with our clients ensures that they are well and know they are not alone during this difficult time.

This has been a remarkably busy month assisting clients with their "*Personal Legacy*"! Our unique "*Legacy*" program is a perfect activity to be working on during isolation, staff and volunteers can work through their computers with clients, keeping with social distancing measures.

We have been truly fortunate to have community sponsors provide meals from *August Restaurant* and care packages from *Life Coach Financial* to our clients.

As a small but mighty charity, we continue to embrace our clients in the community and provide an essential support service! We have seen an increase in referrals and connect with those to assist in providing "*Tele-visits*". If they may require more support, we connect them with other appropriate community partners.

We will continue to provide this service to our clients and to anyone in the community that may feel alone or isolated and need to hear a friendly voice!

On behalf of the Staff, Volunteers, and Board of Directors we thank the community for the continued support! Our wish is that everyone continues to stay healthy and safe!