

## *Ave Maria Palliative Care*

(A unit of Centre for Development, Studies and Education Regd.)

**AVE MARIA**  
CENTRE FOR PALLIATIVE CARE  
(A UNIT OF CSE)



## Our Motto

**When cure is impossible, the possibilities for care are endless**

## Our Goals

- ❖ Offering holistic comfort care to patients with incurable, life-limiting conditions and providing relief from distressing symptoms.
- ❖ Training compassionate caregivers for in-home care of the terminally ill.
- ❖ Empowering patients' families with short-term training in caring for patients in their own homes.
- ❖ Enhancing community awareness on cancer and other debilitating conditions.
- ❖ Facilitating internships and international exchange programs.
- ❖ Educating professionals by conducting training programs on end-of-life care.

## Our Accomplishments

- ❖ **5 1/2 years of In-Patient Care**
- ❖ **5 years of Health Assistants' Training**
- ❖ **3 years of Home Care**
- ❖ **19 Internships (5 international)**
- ❖ **220 Lives Touched**

## Our Governing Council



Ms. Aruna Gojer



Rev. Fr. Archibald  
Gonsalves, OCD



Prof. Clement  
D'Souza



Mr. Naveen  
D'Souza



Rev. Fr. Pius James  
D'Souza, OCD



Prof. Rita  
Noronha



Ms. Veronica Pinto



Dr. Jessica Serrao  
(Medical Officer)



Dr. Lavina Noronha  
(Director)

## Our Advisory Committee

Dr. M.R. Rajagopal  
Ms. Obeida Showkath  
Mr. M.P. Noronha

Ms. Ophelia Fernandes  
Prof. Joselyn Lobo

Dear friends,

We feel privileged to publish our fifth newsletter to let you know what we have been doing from December 2012 to November 2013. We are deeply indebted to Devine Providence and our Blessed Mother for all the graces bestowed on us and for blessing us with hands that heal and hearts that feel.



Many patients with varied terminal diagnoses have come through the doors of our hospice unit and we have made every effort to add life to their days. Our compassionate team of doctors, nurses, health assistants, social workers, chaplains, administrative staff, house-keepers, interns and volunteers strives uncompromisingly to provide holistic comfort to our patients and their loved ones surpassing the divides of gender, economic class and religion.

With an immense sense of gratitude we acknowledge the benevolence of our patrons and well-wishers for enabling us to offer our services free of cost. Truly, we could not have done it without you! We hope you will continue to partner with us as we tread forward exploring new avenues to reach out to many more in need of our services.

From truly humble beginnings in 2008, we have come a long way. With Providence on our side and consistent support from you, we assure you that we will continue to do our very best and put into action what Dame Cecily Saunders, the Founder of Hospice Movement said, "You matter because of who you are. You matter to the last moment of your life, and we will do all we can, not only to help you die peacefully, but also to live until you die."

**Glory to God in the highest and peace to His people on earth!**

**We wish all of you a blessed Christmas and a happy, healthy 2014.**

**Dr. Lavina M. Noronha**

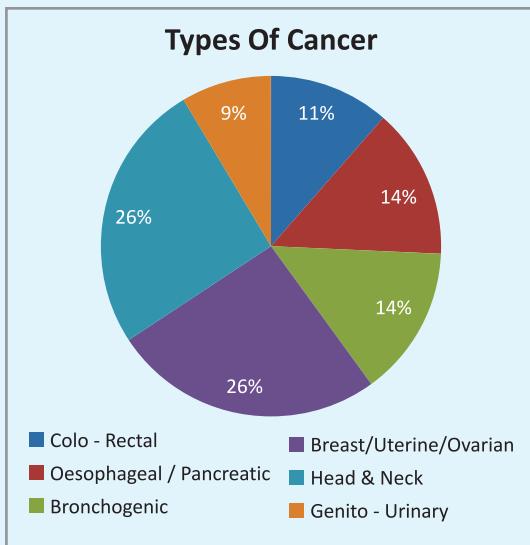
Director

(On behalf of the Governing Council)

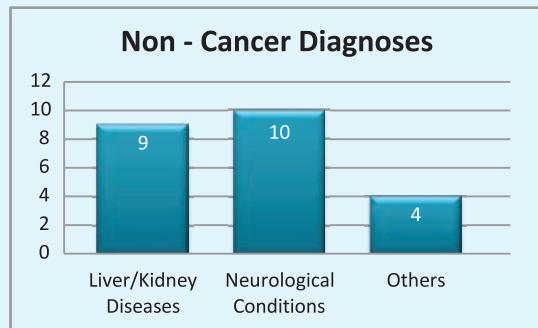
## In-Patient Hospice Unit:

Between December 1, 2012 and November 30 2013, 58 patients received care at the hospice unit of which 32 were male and 26 were female. One patient was provided home-care by our home care nurse. 35 patients had cancer diagnoses and 23 had terminal but non-cancer diagnoses.

The following pie-chart provides a bird's eye view of different types of cancer patients served:



The chart below depicts the total number of non-cancer patients served between 1/12/2012 and 30/11/2013:



## Dr. Jessica Serrao, Our Medical Officer with Patients



## Social worker Cenita and intern Sigrid facilitating patient support group



## Making their days count



## Fr. Deepak Tauro, our Chaplain with a patient



## Training Health Assistants

We have been training young women from rural and low-income groups for the past four years in patient care. This one year course encompasses basic nursing skills, wound care, housekeeping, nutrition, feeding, bathing and grooming of end-stage patients. During the tenure of their training, the trainees are provided free board and accommodation at the hospice unit and a stipend of Rs. 2,000/- per month.



Once trained, the Health Assistants are either absorbed at the hospice unit or are deployed as caregivers to families who need assistance. Our health assistants are the pillars of Ave Maria whose tender touch and gentle ways go a long way in relieving the distress of our patients and in comforting families.

**The eighth batch of training is scheduled to commence on January 6<sup>th</sup>, 2014.** Women aged 18-35 years with a minimum qualification of IX standard with an interest in patient care are eligible to apply. Kindly contact us for more information.

## Memories at Ave Maria

Dr. N.R. Shetty hoisting the tricolor flag on Independence Day. Dr. Shetty, an ayurvedic physician diagnosed with Motor Neuron Disease spent the last nine months of his life at Ave Maria Palliative Care. He breathed his last on 3<sup>rd</sup> October 2013 at the age of 84.



Patient Mr. Roque Noronha celebrated his 56<sup>th</sup> birthday at Ave Maria.

**Below is a poem written by Mr. Roque who passed away on 26<sup>th</sup> of November, 2013.**

### Life Is Not What It Looks Like

Everything that is born has to eventually die  
Things of the dawn sometimes do not see the night  
One day all that is young and new has to get old  
Items that are hot will have to get cold.

What is right for me, may be wrong for you  
What is white, might have been black, it's true  
It's right to say, 'all that glitters is not gold'  
Expecting other things, life is what happens to you.

When things that are young become mature  
Many of them are pruned during life's tenure  
Life is a time, our personal character to mould  
We learn from myriad of mistakes, we are told.

What's life if it's not filled with a touch of our love?  
A pat of encouragement and blessings from above  
We are contemptible cowards in this mysterious world  
Need to gather courage, to cross the threshold.

## Greatest gift of all : Eye Donation

We salute the families of the following patients for their generosity in donating the eyes of their loved ones. Because of their benevolent gesture, many who were in darkness are able to see the light of day. Thank you!

**Mr. John D'Souza**

**Mrs. Angelina D' Silva**

**Mr. Gregory Gonsalves**

**Mr. Roque Noronha**

**Mr. Joseph Crasta**

**Mr. Reginald Lobo**

## Cancer Awareness

We have joined hands with Rotary Club Sunrise and have successfully conducted four cancer awareness programs in different parts of the city. A team of oncologists and doctors from a variety of specialties have made themselves available for interactive sessions on causes, prevention, early detection, treatment and palliation of cancer.

Let us know if you would like to host a program in your neighbourhood. These programs are conducted free of cost. Together, we can make a lot of difference.

## Caring for those who care

Caring for those with life-threatening illnesses is not always easy. Stress and burnout are understandably high in hospice settings. In order to assist the staff in coping with stress and provide support, recreation, picnics, socialization and other team building activities are conducted periodically.



## Would you like to help us serve better?

If you would like to make a donation, kindly use the details below:

- Cheques may be drawn in favour of **CDSE-Ave Maria** and sent to:

### **Ave Maria Palliative Care**

Mangala Nagar, Kudupu Post  
Vamanjoor, Mangalore- 575 028

- Details for direct electronic transfer to our bank account:

Account Name : **CDSE-Ave Maria**

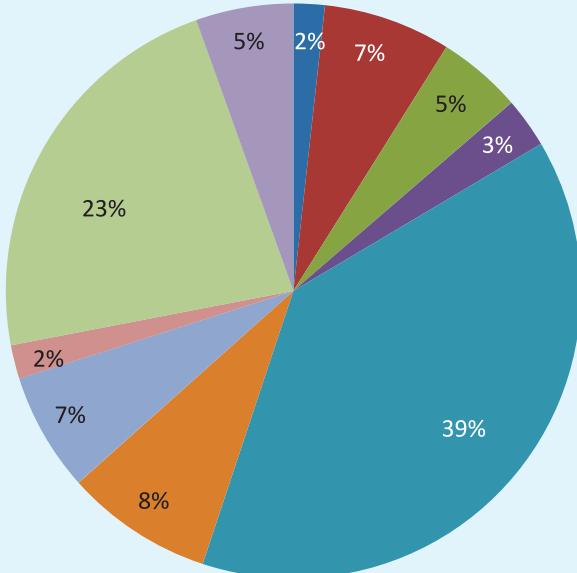
**SB A/C # 0966219 1005540 Code: ORBC 0100966**

**Oriental Bank of Commerce**

St. Joseph's Engineering College, Vamanjoor, Mangalore- 575 028

**All donations to Ave Maria are tax-exempt under 80 G of IT 1961.**

### Where do your contributions go ?



- Administrative Expenditure 50
- Building Expenditure 204
- Boarding Expenditure 135
- Furniture & Fixtures 80
- Loan Repayment 1100
- Medical Expenditure 236
- Repairs & Maintenance 190
- Printing & Stationary 54
- Salaries and Allowances 642
- Utilities 156

## My mother's last days

My family and I are indebted to you and your team for having taken care of my mother Mrs. Philomena Anthony who passed away on the 29<sup>th</sup> of July 2013 after being ill with a terminal brain tumor. Words can't express our gratitude for having stepped in to take my mother into your care when she was in the last throes of her life.

Ave Maria Palliative Care provided the much needed dignity and succor to my mother, helping her to combat the disease within and alleviated her pain. Kudos to the entire team –you were collectively a saving grace for me at the time of deep distress and anguish. My grief at her demise was lightened by the staff and I thank all of you.

**Mrs. Jayanthi** (Patient's daughter)



## ನೂರರಿಳ್ಳ ಒಬ್ಬ ಮೋಹನ ಸುವರ್ಣ

ಯಾವುದೇ ದುಕ್ಕಿಟಗಳಲ್ಲಿದ್ದರೂ ನೂರು ಜನರಿಳ್ಳ ಒಬ್ಬರಿಗೆ ಕ್ಷಾಸ್ಸರ್ ಬರುತ್ತೇದೆ ಎಂದು ಕೇಳಬೇಕೆ. ಅಂತಹ ದುರದೃಷ್ಟಕ್ಕೆ ಒಂದಾದ ನಮ್ಮ ಸಂಘದ ಸದಸ್ಯರಾದ ಮಂಗಳೂರಿನ ಉರುಂಡಾಡಿ ಗುಡ್ಡೆಯ ಪತ್ರಕರ್ತೆಗಳ ವರ್ಷದ ಮೋಹನ ಸುವರ್ಣರು ಕೆ.ಎ.ಸಿ ಮತ್ತು ಫಾದರ್ ಮುಲ್ಲರ್ ಆಸ್ತ್ರೆಯಲ್ಲಿ ಜಿಸಿನೆ ಪಡೆದು ಫಲಕಾರಿಯಾಗದೆ ಅಂತಿಮವಾಗಿ ತಾ.ರ-11-2013ರಂದು ಆವೆ ಮರಿಯ ಶಾಮಕ ಆರ್ಥಿಕ ಕೇಂದ್ರಕ್ಕೆ ದಾಳಿಸಲಾಯಿತು. ಅಲ್ಲಿಯ ನಿದೇಶಕಿ ಡಾ. ಲವಿನಾ ನೋರೋನ್ ಮತ್ತು ಅವರ ಸಿಬ್ಬಂದಿಗಳು ಬಹಳ ಅತ್ಯೇಯತೆಯಿಂದ ನೋಡಿಕೊಂಡು ಹೊನ ಭರವಸೆಯನ್ನು ಮೂಡಿಸಿದರು. ಸದಾ ನಗುಮುಖದಿಂದ ಸೇವೆಮಾಡುವ ದಾದಿಗಳು, ಅಲ್ಲಿಯ ಅಜ್ಞಕಟ್ಟಿತನ, ಶಿಸ್ತ, ಹೊನ ಹೊನ ಆಶ್ರಮಕ್ಕೆ ಭೇಣ ನೀಡಿದ ಅನುಭವವಾಗುತ್ತದೆ.

ಜೀವನದಲ್ಲಿ ಬಹಳಷ್ಟು ನಾಧನೆ ಮಾಡಬೇಕೆಂದು ತುಂಬಾ ಆಕಾಂಕ್ಷೆಯನ್ನು ಇಟ್ಟಿಕೊಂಡಿದ್ದ ಮೋಹನ ಸುವರ್ಣರು ತಾ. 22-11-2013ರಂದು ರಾತ್ರಿ ಕೊನೆಯುಸಿರೆಳಿದರು. ಯಾವುದೇ ಜಾತಿ, ಧರ್ಮವನ್ನು ನೋಡಿದೆ ಮಾನವರೆಲ್ಲರೂ ಒಂದೇ ಎಂಬ ಭಾವನೆಯಿಂದ ರೋಗಿಯ ಮನೆಯವರು, ಆಪ್ತರು ಮಾಡಲಾಗದಂತಹ ಸೇವೆಯನ್ನು ಅಲ್ಲಿಯ ದಾದಿಗಳು ಸದಾ ನಗುಮುಖದಿಂದ ಅತ್ಯೇಯವಾಗಿ ಮಾಡಿ ತಮ್ಮ ಕುಟುಂಬಸ್ತರಂತೆ ನೋಡಿಕೊಂಡರು.

ಮೋಹನ ಸುವರ್ಣರಂತಹ ನೂರಾರು ಜನರ ನೋವನ್ನೆಲ್ಲಾ ಶಮನಮಾಡಿ ಬಹಳ ಶಾಂತಿ, ನೆಮ್ಮೆದಿಯಲ್ಲ ತಮ್ಮ ಅಂತಿಮವನ್ನು ಕಾಲುವಂತೆ ಶ್ರಮ ವಹಿಸುವ ಆವೆ ಮರಿಯದ ಎಲ್ಲಾ ಸದಸ್ಯರಿಗೂ ನಾವು ಜಿರಿಯೆಯಾಗಿರುತ್ತೇವೆ.

ಆವೆ ಮರಿಯ ಶಾಮಕ ಆರ್ಥಿಕ ಕೇಂದ್ರದ ಮಾನವೀಯ ಸೇವೆಯನು ಸ್ಕೃಸುತ್ತಾ ತಮ್ಮ ಆಶ್ರಮವು ಇಡೀ ಪ್ರಪಂಚಕ್ಕೆ ಮಾದರಿಯಾಗೇ ಎಂದು ದೃಷ್ಟಿ ಕನ್ನಡ ಜಲ್ಲಾ ಬೌದ್ಧ ಮಹಾಸಭಾ (ರಿ) ಮಂಗಳೂರು ಇದರ ಶುಭ ಹಾರ್ಡ್‌ಗಳು.

ಇತಿಲ್

ಎನ್. ಆರ್. ಲಕ್ಷ್ಮಣ  
ಅಧ್ಯಕ್ಷರು, ಡ.ಕ. ಜಲ್ಲಾ ಬೌದ್ಧ ಮಹಾಸಭಾ (ರಿ)  
ಮಂಗಳೂರು.

## "Helping Hands Evening"

First annual 'helping hands' event was held on 15<sup>th</sup> December 2012 on the premises of Ave Maria to thank all the benefactors; memorialize the departed and support their loved ones; motivate the care givers and to celebrate life's blessings.

Most Rev. Dr. Henry D'Souza, Bishop of Bellary, Dr. C.P. Habeeb Rehaman, Medical Director, Unity Hospital and Brahma Kumari Vishveshwari presided over the inter-religious memorial service. Loved ones of deceased patients took part in the candle light vigil that followed. Benefactors of Ave Maria were felicitated with saplings of fruit-bearing trees. The program ended with a fellowship meal.



## *A tribute of love to Ms. Ida Pais*



*"I have fought a good fight  
I have finished the race  
I have kept the faith."*

2 Timothy, 4:5-8

Eternal rest grant unto her O' Lord, May perpetual light shine upon her and may her soul rest in peace. Amen.

{We are grateful to Late Ms. Ida Pais for donating her movable assets and fixed deposits to the tune of Rs. 32,45,957- through her last will and testament. A corpus fund of Rs. 25,00,000.00 has been established as a fixed deposit as per her wishes and the interest will be utilized towards patient care expenses.}

## **I have truly grown.....**

On 10<sup>th</sup> April 2011 I joined Ave Maria Palliative Care and have been working part time as a night supervisor. I am pursuing my graduate studies and am busy during the day. Before coming here, I did not have a clue about palliative care but now I can say that working with patients here has been a unique experience and I have learned a lot about life and death.

In the beginning it was difficult for me to see the suffering of the patients but as days went by, I was able to cope and strengthen myself with prayer. Many a times I have put myself in their shoes and have realized that my difficulties are nothing compared to the pain they endure.

The first death I encountered at Ave Maria was that of a young man who had stomach cancer. He was sinking but was unwilling to depart from this world as he had two young sons. He told me to hold his hand and not to leave him. His family was around him, I was quite emotional when I saw the wife and children crying and all of us held his hands as he bid farewell. This incident made me realize that one day I too will have to leave this world but each day that I live is important for making a world of difference.

In college, I try to spread awareness on cancer among my friends every chance I get. I tell them about the impact of tobacco and alcohol. There are times I got so carried away that I forgot to prepare for my exams. I am sure our patients pray for me and that is why I am able to cope with my studies. I feel privileged to work at Ave Maria Palliative Care and as my Patroness St. Teresa of Child Jesus says "I will spend my heaven doing good on earth."

**Teresa Hmar**



## Visitors to Ave Maria hospice unit said.....

"You all have been doing such noble service for the terminally ill patients and have been specially gifted by God to serve them and bring smiles on their faces in spite of their intense suffering, hopelessness and helplessness. May God bless the team abundantly to carry out and continue the amazing work you have been doing."

**Merlyn Gonsalves,**  
Mumbai

"We were surprised to see such a wonderful place. The serene atmosphere and the comfort given to the patients here is ultimate. Again it goes by the saying it is not just medicines which cure the disease, it is the healing touch that cures the disease. May God bless you all with health and happiness."

**Dr. Salauddin Arif K.**

"We are touched by your selfless and dedicated service to the terminally ill and also by the special attention given to hygiene and maintenance of the facility. We can say that this is one home where love abounds."

**Members of PTA**  
St. Theresa's School

## A big 'Thank You' to OUR HELPING HANDS - Our volunteers!

Dr. Jessica Serrao, our medical officer for catering to the medical needs of our patients and for guiding our nursing staff.

Mr. Aloysius D' Silva, our accountant whose meticulous attention to detail helps us maintain accuracy and transparency with our receipts and payments.

Fr. Deepak Tauro, our Chaplain, Fr. Pius D'Souza, Superior and the entire Carmelite Community from Infant Jesus Shrine for their pastoral care of our patients and their loved ones.

Jesuit Scholastics from Asha Kiran -Brother Patrick Kiro and Brother Nithin Coelho for their ministry.

Astrid and Sigrid, our international social work interns from Volda University College, Norway for their valuable service to our patients in the last four months.

Rashmi and Radhika, MSW students from SDM College, Ujire and Anusha, Bindu, Jennifer, Jayashree and Priyadarshini, M.Sc. Clinical Psychology Students from Indian Institute of Psychology and Research, Bangalore for their help during their placement at Ave Maria hospice unit.

Nishain Fernandes who uses art to bring joy to our patients and makes them forget their pain.

Col. John Serrao, Mrs. Violet D'Souza, Mrs. Nelly Colaco, Sr. Helen, Mr. Kenneth Serrao for being there whenever we need them.

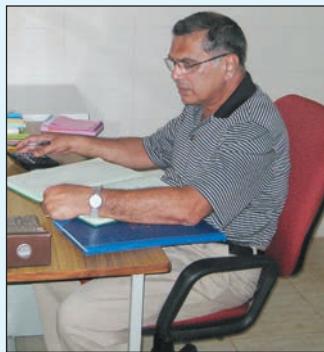
## AVE MARIA PALLIATIVE CARE

**Receipts & Payments Account for the year ending 31<sup>st</sup> March 2013**

<b>RECEIPTS</b>	<b>Rs</b>	<b>PAYMENTS</b>	<b>Rs</b>
To Opening Balances		By Administration	94,323.00
Cash on hand	52.89	" Auditor Fees	4,500.00
<b>Cash at Bank</b>		" Bank Charges	236.00
Vijaya Bank	70,680.60	" Cable Charges	8,500.00
Oriental Bank of Commerce	3,32,748.00	" Boarding Expenses	1,34,793.00
Fixed Deposit	3,00,000.00	" Cleaning Expenses	9,858.50
	<b>7,03,481.49</b>	" Garden Maintenance	3,870.00
		" 'Helping Hands' Expenses	1,04,578.00
" Advertisements	20,000.00	" Loan Repayments	10,98,700.00
" Bank Interest	45,976.00	" Medical Expenses	2,10,639.64
" Building Fund	13,60,381.00	" Medical Waste Disposal	18,327.00
" Donations Received	13,64,409.99	" Miscellaneous Expenses	2,085.00
" Home Care Fees	60,750.00	" Postage	6,152.00
" Mortuary Fees	9,100.00	" Printing & Stationary	53,220.00
" Registration Fees	4,000.00	" Repairs & Maintenance	1,74,389.00
" 'Helping Hands' sponsorship	1,94,000.00	" Salary & Allowances	4,68,980.00
		" Staff Uniforms	12,418.00
		" Staff Welfare	3,844.50
		" Trainee Stipend	85,440.00
		" Transportation	6,760.00
		" Utilities, Taxes etc	1,47,816.00
		<b>Capital Expenditure</b>	
		Building A/C	2,04,634.00
		Furniture & Fixtures	62,220.00
		Machinery	7,000.00
		Sign Board	10,600.00
			<b>2,84,454.00</b>
		<b>Closing Balance:</b>	
		Cash on hand	16,452.25
		Fixed Deposit	300,000.00
		Oriental Bank of	
		Commerce	4,00,206.00
		Vijaya Bank SB	1,11,556.59
			<b>8,28,214.84</b>
	<b>37,62,098.48</b>		<b>37,62,098.48</b>

**AVE MARIA PALLIATIVE CARE**  
**Balance Sheet As On 31<sup>st</sup> March 2013**

FUNDS & LIABILITIES	RS	PROPERTY & ASSETS	RS
<b>Loans &amp; Advances</b> As Per Last B/Sheet Less: Repaid	14,98,700.00 <u>10,98,700.00</u>	<b>Cash &amp; Bank Balances</b> Cash on hand	16,452.25
<b>Capital Fund</b> As Per Last B/Sheet Less: Excess of Expenditure over Income Add. Transferred From Building Fund	22,41,830.56 <u>2,65,043.28</u> 19,76,787.28 <u>44,66,381.00</u>	<b>Cash at Bank</b> Vijaya Bank SB 16669 Oriental Bank of Commerce SB 5540 Oriental Bank of Commerce – FD	1,11,556.59 4,00,206.00 <u>3,00,000.00</u> <b>8,28,214.84</b>
<b>Maintenance Fund</b> As Per Last B/Sheet		<b>Fixed Assets</b> As Per Schedule	67,13,760.44
<b>Building Fund</b> As Per Last B/Sheet Add During The Year	31,06,000.00 <u>13,60,381.00</u>	<b>Security Deposit</b> As Per Last balance Sheet	2,650.00
Less: Transferred To Capital Fund	44,66,381.00 <u>44,66,381.00</u>	<b>Deposit with BSNL</b> As Per Last balance Sheet	1,000.00
	<b>75,45,625.28</b>		<b>75,45,625.28</b>
<b>Sd/- Lavina Noronha</b> Director Ave Maria Palliative Care	<b>Sd/- Rita Noronha</b> Managing Trustee Centre for Development, Studies and Education ®	<b>Sd/- C.T.J. GONSALVES</b> Chartered Accountant	



Mr. Aloysius D'Silva  
 Our Accounts Officer

## Would you like to volunteer?

We would love to have a few more hands to help us serve better. If you would like to spend a few hours on a weekly basis or on occasions at our hospice unit, we could use your services for attending to the phones, guiding visitors, preparing wound dressings, listening to patients, comforting families, teaching crafts, conducting recreational activities and much more depending on your skills.

We guarantee that the time spent here will be rewarding and meaningful for you. Why don't you give us a call if you would like to put a smile on their faces, even if it is for a few moments ?

### Engrossed in coloring:

Patients with artist and volunteer Mrs. Nishain Fernandes



## Ave Maria Palliative Care

(A unit of Centre for Development, Studies and Education Regd.)

Mangala Nagara, Kudupu Post, Via Vamanjoor, Mangalore- 575 028

Phone: (0824) 2262994, 2016629

E-mail: [ampalliativecare@yahoo.com](mailto:ampalliativecare@yahoo.com)

[www.avemariapalliativecare.org](http://www.avemariapalliativecare.org)