Are you interested in volunteering?

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—guiding visitors, preparing wound dressings, listening to patients, comforting families, teaching crafts, or conducting recreational activities. Additionally, you can help identify patients in need of our services in the community and be a link between patients and the hospice unit.

We guarantee that the time spent here will be very gratifying and meaningful for you. Why don’t you give us a call if you would like to put a smile on their faces?

Team Ave Maria

Ave Maria Palliative Care

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

Mangala Nagar, Kudupu Post, Via Vamanjoor, Mangalore- 575 028
Phone : 70226 20186 (C)
E-mail: ampalliativecare@yahoo.com Website : www.avemariapalliativecare.org
Our Motto

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

नमस्कार, सावधानीमयः

“धीरे धीरे चिंतन करने के बाद कमजोर होने वाले, अंधचित्र जीने का मुख्य कार्य”

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

- 9 years of in-patient care
- 8 years of Health Assistants’ Training
- 7 years of Home Care
- 50 Internships (6 international)
- 596 lives touched

Dear Friends,

With an immense sense of fulfillment we present our ninth annual newsletter portraying the activities and our receipts and payments from April 1, 2017 to March 31, 2018.

We are deeply indebted to Devine Providence for enabling us to serve the end-stage terminally ill for the last 10 years. Our 15-bedded hospice, functioning as a unit of Centre for Development, Studies, and Education (Regd.) since 2008, has been a ‘home away from home’ for 596 patients and their families.

Through our “Palliative Care on Wheels” program, we have been able to provide home-based care to patients in the comforts of their own homes. Our compassionate team of nurses, doctor, social worker, chaplain, counselor, housekeepers and administrative staff continue to toil tirelessly to add life to the days of patients in our care.

The cancer awareness and screening camps conducted in association with Indian Cancer Society, A.J. Hospital, and Rotary Club Midtown have been able to reach the needy in and around Mangalore. More than 225 people have benefited from screening for oral, breast and cervical cancers.

We gratefully acknowledge the dedication and commitment of our volunteers who render their services selflessly at the hospice unit, be it in accounting, teaching Health Assistants or in patient care. On behalf of patients and their families, we acknowledge the continued benevolence of our big-hearted donors for making it possible to offer our services free of cost.

We assure you that we will continue to do our very best in reaching out to many more with quality care and comfort.

On behalf of Team Ave Maria,
Dr. Lavina M. Noronha
Director
Services to Patients:

Between April 1st, 2017 and March 31st, 2018, 112 patients with advanced terminal illness received personalized care at our hospice unit and breathed their last pain-free and with dignity, out of which 63 have been male and 49 have been female. Home-based care was provided to 12 patients by our ‘palliative care on wheels’ team. Of the total number of patients served, 76 had cancer diagnoses and 36 had terminal but non-cancer diagnoses.

Free Training in Patient Care:

We have been training young women from rural and low-income groups for the past 8 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 uniforms, free board and accommodation at the hospice unit and, a stipend of Rs. 2,000/- per month for the first six months and Rs. 3,000/- per month from the seventh month.

Once trained, the Health Assistants are either absorbed at the hospice unit or are deployed as caregivers to families who need assistance. In addition to elevating their standard of living, this training has helped many young women to reach out in compassion and also have a rewarding career.

The Twelfth batch of training is scheduled to commence on 10 January, 2019.

Women aged 18-35 years with a minimum qualification of IX standard and an interest in patient care are eligible to apply. Kindly contact us for more information.

Golden Glimpse at Ave Maria

“Experience is not what happens to a person, but it is what one becomes with what happens in life.”

Here we are the tertians of Ursuline Franciscan Congregation with a unique and new experience of life for few days with the terminally ill residents at Ave Maria Palliative Care, Vamanjoor. On the first day even though it was a hesitant encounter with suffering, the days that followed gave meaning to the suffering enabling us to see the Lord in the suffering humanity. We admire their spirit of endurance and how they surrender to the Will of God.

“How human life is beautiful and wonderful. One cannot grasp the depth of it. One can choose to live for other.”
We are inspired by the life chosen by the director of the hospice Dr. Lavina Noronha to live for others, the dedication, simplicity and selfless care provided by the staff irrespective of gender, religion and language. Each patient is helped to experience the dignity of human life at the evening of their life that they feel loved and cared for. We appreciate the oneness and the family spirit of all those who provide service at the institute.

“Gratitude is the homage of heart rendered to God for His goodness.” We are grateful to the Congregation for providing this opportunity. We thank Dr. Lavina and her team, all the staff who guided, encouraged, helped and gave us many opportunities to see the realities of life and to grow. We are indebted to all the organizers and all those who supported us in every way possible. We are all enriched to offer dedicated, selfless service and care to our neighbours in our given apostolate.

Srs. Charlotte, Janet, Navita, Precilla and Prethvi
(Ursuline Franciscan Sisters)

Palliative Care on Wheels

Team Ave Maria has been serving patients living within a 10 kilometer radius in the comforts of their homes. The team visits homes of patients with terminal illness and offers holistic care—pain management, wound care, symptom control, and psycho-social support as needed. Additionally, family caregivers are trained in providing quality care to their loved ones. This financial year 12 patients and their families received palliative care on wheels. If you would like to avail this service, kindly get in touch with us on 7022620186.

It’s celebration time ...

Merry Christmas & Happy New Year
Services from Physiotherapy Colleges:

Our hospice patients have benefited immensely from physiotherapy provided by the students of College of Physiotherapy, Yenepoya University, Deralakatte; Laxmi Memorial College of Physiotherapy, Balmatta; and M.V. Shetty College of Physiotherapy which has enhanced their quality of life. We are grateful to the team of students and the management of these institutions for their contributions.

We Salute our Eye Donors!

It has been estimated that in India, there are approximately 11 lakh people who are blind waiting for corneal transplantation. One person’s donation can give sight to two people who are deprived of eyesight. The families of following persons have been very thoughtful and benevolent in donating the eyes of their deceased members despite their grief.

1. Mrs. Fatima Sequeira  
2. Mrs. Shrimathi Mallya  
3. Mr. Suresh Kumar N.  
4. Dr. Somasunder Adyanthaya  
5. Mr. Ashok D’Souza  
6. Mr. Alexander D’Souza  
7. Mr. Padmanabha S.  
8. Ms. Clara Irene Vas  
9. Mr. Harish Kumar Shetty  
10. Mr. Royal D’Souza  
11. Mr. Sathya Narayana  
12. Mr. Mark Pinto  
13. Mrs. Monica  
14. Mr. Sripriyan D’Souza  
15. Mr. John Monteiro  
16. Mrs. Shobha D. Bhandary  
17. Mr. Shivappa  
18. Mr. Gilbert Pinto  
19. Mrs. Eunice Fernandes  
20. Mrs. Mohini  
21. Mr. Henri Menezes  
22. Mr. Albert Cardoza  
23. Mr. Valerian Miranda  
24. Mrs. Prabhavathi Sumithra  
25. Ms. Lilli Montheiro  
26. Mrs. Susheela  
27. Mrs. Jessy Salins  
28. Mrs. Alice D’Souza  
29. Mr. Lancy D’Costa  
30. Mrs. Emily Sarojini Samuel  
31. Mrs. Millian Monis  
32. Mr. George Maben

64 persons have been able to see the light of day because of your compassionate gesture. Thank you!!

Cancer Awareness and Screening:

We have partnered with Indian Cancer Society to conduct cancer awareness and screening camps in Dakshina Kannada. A.J. Hospital and Research Centre and Rotary Club, Midtown have been collaborating with us in our efforts to spread the message about cancer prevention and early detection. In the four screening camps held about 250 persons have benefited from screening for head and neck, breast and cervical cancers.

Love is greater than life

Great are your works O, Lord! I am happy to pen down my experience at Ave Maria Palliative Care. Two years ago I completed my training as a Health Assistant at Ave Maria after which I joined this hospice as a full-time Health Assistant. Working with the terminally ill patients was a challenge for me in the beginning. I was afraid to be with patients who were suffering but as the days passed by, I got courage and was comfortable caring for cancer patients.

I have never seen a place like this where the staff render their services with a smile and help patients accept the reality of life. Quality care with a lot of love and compassion in a quiet, peaceful environment is a trademark of Ave Maria hospice. Here the patients are helped to spend their final days in comfort and breathe their last without much struggle. The staff work in unity as members of one family for the welfare of the patients and are very supportive to each other. From the bottom of my heart I thank the Director and the Governing Council for giving me an opportunity to work in this peaceful place. May God bless us all.

Punam Jyoti Lakra
Senior Health Assistant

Community reaches out
Staff in lighter moments!

End-of-life care comes with its share of challenges for the staff which often leads to care-giver stress and emotional burn-out. We make every effort to strengthen their minds and boost their spirits by organizing training, recreation, picnics, birthday celebrations, and a host of other team-building activities.

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 IFSC Code: ORBC0100966
Oriental Bank of Commerce
St. Joseph’s Engineering College, Vamanjoor, Mangalore- 575 028

**Please Note:** If you are making a direct transfer to our bank account, kindly e-mail us at mpaillacare@yahoo.com and let us know your name and address so that we can mail you a receipt and acknowledge your contribution.

**All donations to Ave Maria are tax-exempt under 80 G of IT Act 1961.**
The pie-chart below provides a glimpse into how we spent your benevolent contributions in the financial year 2017-2018.

**Donations via Will:**
We are grateful to the loved ones of Late Mr. Joseph Albuquerque and Late Mr. Daniel D’ Souza for honoring their last Will and Testament and for contributing to Ave Maria. We pray that the souls of the dearly departed rest in eternal peace.
World Hospice and Palliative Care Day

World hospice and palliative care day was celebrated on October 14th, 2017. Mr. Mohiuddin Bhava MLA, Mangaluru North was the chief guest on the occasion. Fr. Liguory Crasta, OCD from Infant Jesus Shrine presided over the solemn candle-light vigil held as a mark of remembrance of the dearly departed patients. All the helping hands of Ave Maria – the donors and the volunteers were recognized and felicitated with a fruit-bearing sapling as a token of appreciation. Prof. Rita Noronha welcomed the gathering and Mrs. Veronica Pinto proposed a vote of thanks. The program was compered by Mrs. Judith D’Silva.

Visitors to the hospice unit said..........

“Work done at Ave Maria is most noble work anyone can do. Giving hope and taking care of people in the last stage of their lives is something angels do. All staff here are angels of God. God bless them always.”
- Indigo Airlines Team

“Highly inspirational and mind-awakening. Truly God is present here.”
- Ms. Rukhsana

“Beautiful people, amazing environment. The patients are loved and are taken really good care. Overall it was a wonderful experience.”
- Students of Father Muller’s Medical College

ಆವೇ ಮೈರಾ ಪಳಲಿವಿತೆ ಸೇವೆ / Feedback from Beneficiaries

“ಆವೇ ಮೈರಾ ಪಳಲಿವಿತೆ ಸೇವೆ ಆತ್ಮಾರಸ ಆತ್ಮಕೀಯ ಬೇರೆ ಬೇರೆ. ಅನ್ನ ಆಶ್ರಯ ಪ್ರದತ್ತ ಪ್ರದತ್ತ, ಸೂತ್ರಕರ್ತೆಯು ಎದೆ ಎದೆ ಎದುರು ಎದುರು.”

“Ave Maria Palliative Care is a heaven on earth. Each and every staff is full of love & compassion.”

“ಆವೇ ಮೈರಾ ಪಳಲಿವಿತೆ ಸೇವೆ ಆತ್ಮಾರಸ ಆತ್ಮಕೀಯ ಬೇರೆ ಬೇರೆ. ಅನ್ನ ಆಶ್ರಯ ಪ್ರದತ್ತ ಪ್ರದತ್ತ, ಸೂತ್ರಕರ್ತೆಯು ಎದೆ ಎದೆ ಎದುರು ಎದುರು.”

“Ave Maria Palliative Care is full of love & compassion.”

“ಆವೇ ಮೈರಾ ಪಳಲಿವಿತೆ ಸೇವೆ ಆತ್ಮಾರಸ ಆತ್ಮಕೀಯ ಬೇರೆ ಬೇರೆ. ಅನ್ನ ಆಶ್ರಯ ಪ್ರದತ್ತ ಪ್ರದತ್ತ, ಸೂತ್ರಕರ್ತೆಯು ಎದೆ ಎದೆ ಎದುರು ಎದುರು.”

“Ave Maria Palliative Care is a heaven on earth. Each and every staff is full of love & compassion.”

“Ave Maria looked after my mother when I no longer could do so. They gave me time to ‘say goodbye’ and even took care of the body with respect & tenderness.”

“Ave Maria Palliative Care is a heaven on earth. Each and every staff is full of love & compassion.”

“Ave Maria Palliative Care is a heaven on earth. Each and every staff is full of love & compassion.”

“Palliative Care services at Ave Maria were much more than anticipated- courteous and devoted service with sweet smiles and soft voices 24 hours a day.”

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 volunteer accounts officer who continues to help us maintain accuracy and transparency in our accounts.
- Mrs. Neily Colaco for training our Health Assistants in nursing skills.
- Fr. Liguory Crasta OCD, our Chaplain, Fr. Wilfred Rodrigues, OCD, Superior, Deacons Julius Goncalves, Rayan and Masson Dabre and the entire Carmelite Community from Infant Jesus Shrine for their pastoral care of our patients and their loved ones.
- Brothers from St. Joseph’s Seminary, Jeppu and Jesuit Scholastics from Asha Kiran for their pastoral ministry at Ave Maria.
- MSW students from Aloysius College, M.Sc. Students from Roshni Niliya and St. Agnes College for their assistance during their placement.
- Novices from Ursuline Franciscan Congregation for their ministry and care of our patients for three weeks and also the Apostolic Carmel novices for their service.
- Students from Sahaya project, St. Aloysius College, Mangalore for their help.
- Col. John Serrao, Mrs. Lita D’Silva, Mr. Joseph D’Silva, Mrs. Judith D’Silva, Mr. Kenneth Serrao, Ms. Priya D’Souza, Mrs. Austin D’Souza, Mrs. Helen Lobo, for being there whenever we need them.
AVE MARIA PALLIATIVE CARE
Income & Expenditure for the year ending 31st March 2018

<table>
<thead>
<tr>
<th>Expenditure</th>
<th>Rs</th>
<th>Income</th>
<th>Rs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Expenses</td>
<td>1,10,224.00</td>
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<td>25,59,867.00</td>
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<tr>
<td>Audit Fees</td>
<td>17,334.00</td>
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<td>8,29,142.00</td>
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<tr>
<td>Postage, Printing &amp; Stationary</td>
<td>66,813.00</td>
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<td>3,87,191.00</td>
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<tr>
<td>Boarding Expenses</td>
<td>4,61,825.00</td>
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<td>71,145.00</td>
</tr>
<tr>
<td>Bank Charges</td>
<td>1,284.00</td>
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<tr>
<td>Repairs &amp; Maintenance</td>
<td>1,87,050.88</td>
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<td></td>
</tr>
<tr>
<td>Physician Consultation Fees</td>
<td>1,44,000.00</td>
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<tr>
<td>Salaries &amp; Allowances</td>
<td>12,73,349.00</td>
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<tr>
<td>Health Assistants' Stipend</td>
<td>4,62,395.00</td>
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<tr>
<td>Staff Uniforms</td>
<td>28,817.00</td>
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<tr>
<td>Staff Welfare Fund Management</td>
<td>46,837.00</td>
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</tr>
<tr>
<td>Utilities &amp; Taxes</td>
<td>3,22,821.17</td>
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<tr>
<td>Conveyance</td>
<td>73,292.00</td>
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<tr>
<td>Miscellaneous</td>
<td>14,123.00</td>
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<tr>
<td>Books &amp; Periodicals</td>
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<tr>
<td>Transportation</td>
<td>9,700.00</td>
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<tr>
<td>Garden Maintenance</td>
<td>20,380.00</td>
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<tr>
<td>Registration Fees</td>
<td>11,558.00</td>
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<tr>
<td>Patients' Medical Expenses</td>
<td>7,27,377.00</td>
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<tr>
<td>Medical Waste Disposal</td>
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<tr>
<td>Travelling Expenses</td>
<td>40,883.00</td>
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<tr>
<td>Staff Christmas Gift</td>
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<tr>
<td>Staff Medical Insurance</td>
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<tr>
<td>Staff Immunization</td>
<td>9,500.00</td>
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<tr>
<td>Cleaning Supplies</td>
<td>15,863.00</td>
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<tr>
<td>Palliative Care Day Expenses</td>
<td>71,145.00</td>
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<tr>
<td>Cancer Screening Camp</td>
<td>64,035.00</td>
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<tr>
<td>Depreciation</td>
<td>4,66,704.20</td>
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<tr>
<td><strong>Total Expenditure</strong></td>
<td>47,41,617.23</td>
<td></td>
<td>47,41,617.25</td>
</tr>
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</table>

AVE MARIA PALLIATIVE CARE
Balance Sheet As On 31st March 2018

<table>
<thead>
<tr>
<th>FUND &amp; LIABILITIES</th>
<th>Rs</th>
<th>PROPERTY &amp; ASSETS</th>
<th>Rs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capital Fund</td>
<td></td>
<td>Cash &amp; Bank Balances</td>
<td></td>
</tr>
<tr>
<td>As Per Last B/Sheet</td>
<td></td>
<td>Cash on hand</td>
<td>27,860.00</td>
</tr>
<tr>
<td>Add: Donations Received</td>
<td>28,07,948.72</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lesser: Excess of Expenditure over Income</td>
<td>9,03,272.25</td>
<td></td>
<td>1,90,11,084.23</td>
</tr>
<tr>
<td>Staff Welfare Fund</td>
<td></td>
<td>Fixed Deposits</td>
<td></td>
</tr>
<tr>
<td>As Per Last B/Sheet</td>
<td>95,145.00</td>
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<td>48,00,000.00</td>
</tr>
<tr>
<td>Contribution from Staff</td>
<td>94,834.00</td>
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<td>48,00,000.00</td>
</tr>
<tr>
<td>Less: Paid</td>
<td>57,270.00</td>
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<td>24,00,000.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>Total</strong></td>
<td></td>
</tr>
<tr>
<td>Fixed Assets</td>
<td></td>
<td>As Per Schedule</td>
<td>61,01,027.28</td>
</tr>
<tr>
<td>Security Deposit</td>
<td></td>
<td>As Per Last balance Sheet</td>
<td>850.00</td>
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<tr>
<td>Deposit with BSNL</td>
<td>1,91,43,893.23</td>
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<td>1,000.00</td>
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<tr>
<td><strong>As Per Last balance Sheet</strong></td>
<td></td>
<td><strong>TDS</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Less: Refund</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>Total</strong></td>
<td>32,173.00</td>
</tr>
</tbody>
</table>

Our Governing Council

Ms. Aruna Gojer  Rev. Fr. Charles Serrao, OCD  Prof. Clement D'Souza  Dr. Jessica Serrao (Medical Officer)  Rev. Fr. Wilfred Rodrigues CCO

Our Advisory Committee
Dr. M.R. Rajagopal  Ms. Obelida Showkath  Mr. M.P. Noronha (Legal Advisor)  Ms. Ophelia Fernandes  Prof. Joselyn Lobo

Sd/- Dr. Lavina Noronha  Sd/- Prof. Rita Noronha  Sd/- Mr. Sunil J. Goncalves
Director  Managing Trustee  Chartered Accountant
Ave Maria Palliative Care  Centre for Development, Studies and Education®

Our Accounts Officer (Honorary)  Mr. Aloisius D'Silva