

**Remember: You can live well with osteoporosis!**

**National Volunteer Week in Canada: April 21 to 27, 2013**

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## Fracture Fact:

Fewer than 20% of fracture patients in Canada currently undergo diagnosis or adequate treatment for osteoporosis.

Now in its 71<sup>st</sup> year, National Volunteer Week, sponsored by Volunteer Canada, is all about paying tribute to the millions of Canadian volunteers who donate their time and talents to our communities. We are proud to say that over 1,000 of that group of dedicated Canadians are volunteering right here at COPN and Osteoporosis Canada. They work (and they work very hard!) at all levels of the organization. Osteoporosis Canada's Board of Directors, the Scientific Advisory Council, and the executive committees of COPN, Chapters and Branches are all made up of volunteers. Our volunteers advocate for improved care for those with osteoporosis, they organize fundraising events, they provide counseling and comfort to the newly diagnosed, they give presentations and staff booths at wellness events, and they perform a myriad administrative tasks.

If you have ever called our 1-800 line to ask a question, express a concern, or request information, your call was answered by a volunteer. It might even have been Sheilagh Hickie, who was one of the first people to volunteer for the 1-800 line. After almost 20 years of service, Sheilagh has decided to retire. In this Volunteer Week issue of *Coping*, we bid a fond farewell to Sheilagh.

**Osteoporosis Canada Bids Fond Farewell to Sheilagh Hickie, 1-800 volunteer extraordinaire!**



In 1994, Osteoporosis Canada established a bilingual toll-free information line with access to knowledgeable and understanding volunteers who answered questions, sent information and referred callers to available resources, such as a local Chapter of Osteoporosis Canada. Although not all of these volunteers had osteoporosis, they had all taken (and still take) an intensive training program to learn the essentials of the disease:

- What is osteoporosis and how is it related to fractures?
- How is osteoporosis diagnosed?

- What are the risk factors for osteoporosis and fracture?
- What drugs are used to treat osteoporosis?
- What type of nutrition and exercise is important in osteoporosis?
- How does one live well with osteoporosis?

Over the years these 1-800 volunteers have handled close to 10,000 calls per year, many of which are in-depth counselling calls. The feedback from callers has been very positive with comments such as:

- counsellor was “knowledgeable, answered questions directly, was very professional,”
- information “well put together, very important for someone without knowledge of osteoporosis,” and
- “thanks to everyone at Osteoporosis Canada – it is a fantastic service.”

One of the first people to volunteer for the 1-800 line was Sheilagh Hickie, who started in the fall of 1994. Sheilagh was also a founding member of the Speakers’ Team in Toronto, and has delivered many presentations on osteoporosis. In 2010, Sheilagh received a Backbone Award for her excellent service to Osteoporosis Canada. Now after almost 20 years, she has decided it is time to retire. Sheilagh, we will miss you and we cannot thank you enough for all your years of dedicated service. Here is Sheilagh’s farewell message.

*I didn’t realize it was over 18 years ago that I first volunteered for the 1-800 information line at Osteoporosis Canada until Tanya Long reminded me by asking me to write this piece. Apart from making me feel really old (not hard since I am), it brought back memories of the very early days when we set up the volunteer line. Back then, we were located at Laird and Millwood in the east end of Toronto in an old industrial building where you went up and down stairs and around corners and never quite knew where you were. In those days, osteoporosis was something only the Society (Osteoporosis Society of Canada, as we were then*

*called) seemed to know anything about, apart from a few younger doctors. So we got lots of calls from panicked women who had just been diagnosed and imagined that they were about to have a break in their spine and spend their days in bed or a wheelchair. We did not get many calls from men, as they didn’t think they could get osteoporosis, until about five years ago when men started to understand that they could also be affected.*

*There were many calls in those early days because the website didn’t exist and information wasn’t available elsewhere. There were two information counsellors on every four-hour shift, two shifts a day, and we often had a very hard time keeping up! Now, there is a lot more information about osteoporosis (not all of it accurate) on the Internet and in the media generally, and people use email and social media to ask their questions. As a result, the phones don’t ring quite as often.*

*I was glad to have this chance to be of help to people, not having been involved in any of the other caring professions. Indeed, I came to Osteoporosis Canada not long after retiring from The Financial Post in the advertising department, a cut and thrust kind of occupation. I even managed to use my bad French (I was born and educated in Montreal in the days when French was so badly taught) before others more proficient appeared on the scene. I am retiring before I totally forget all the names of the medications, which still elude me from time to time. When I started, there was hormone therapy and Didrocal®; now we have a whole range of treatments, many of which have difficult-to-pronounce names (I have heard many variations on “bisphosphonate” over the years, and have you ever tried to say “teriparatide?”).*

*All in all, it’s been great fun. Being a volunteer on the 1-800 line is a good experience for anyone who enjoys helping people understand the disease and what they can do about it. I’ve been rewarded by feeling that I’ve helped others, and by the fact that OC has been good about thanking volunteers and making us feel appreciated. I want to thank everyone with whom I’ve worked over the years.  
Ciao, Sheilagh*

# FUNNY BONE:

Age has its advantages. Too bad I can't remember what they are.

## A Recipe from our Sponsor



### Calzones with Canadian Swiss Cheese

Course: *Main Dishes*      Preparation Time: *15 mins*  
Cooking Time: *30 mins*      Yields : *6 calzones*  
*3/4 milk product serving(s) per person*

#### Preparation

6 five-inch (12 cm) rounds of pizza dough, about 1 lb (450 g)  
1 can (7 1/2 oz/213 mL) pizza sauce  
1 red bell pepper, cut in thin strips  
2 tsp (10 ml) **butter**  
4 stalks celery, diced  
1 cup (250 ml) mushrooms, thinly sliced  
1 head broccoli, cut into flowerets  
6 sprigs thyme, stems removed  
6 basil leaves, thinly sliced

#### Instructions

Preheat oven to 400 °F (200 °C).

Place rounds of pizza dough on a non-stick baking sheet. Spread sauce on half of each round, leaving a 1/2 inch (1 cm) edge.

In a large skillet, melt butter over medium-high heat. Add mushrooms and broccoli and cook until lightly softened, 6 to 8 minutes.

Evenly divide pepper, celery, mushrooms and broccoli among rounds. Sprinkle with thyme, basil and Canadian Swiss. Fold each remaining half over toppings, making half moons. Pinch dough around edges and fold up to seal well. If desired, decorate top of calzones with dough cutouts.

Bake for 25 to 30 minutes, or until calzones slide off baking sheet.

#### Tips

Add any diced, cooked meat, like ham, pepperoni, wieners, etc., that children like.

For a change of taste, use Canadian Emmental or Gruyère.

#### For more information about this recipe:

<http://www.dairygoodness.ca/getenough/recipes/calzones-with-canadian-swiss-cheese>

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