



VOLUNTEER NEWSLETTER

April 2010

Volunteer Appreciation Banquet April 18th

April is Volunteer Appreciation Month and the Staff at Woodland Hospice would like you to be their guests to thank you for the hours, dedication and kindness you have given our clients and families. The banquet will be held April 18th at The First United Methodist Church, 400 South Main, Mt. Pleasant, MI. Dinner at 1:00 p.m. catered by Chef Edwin with award presentations and entertainment following. Please mark your calendars for this event. Please RSVP by April 12th.

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Marketing News from Sheral Simon

ABATE

ABATE, the motorcycle group, will host its annual auction for Woodland Hospice on Saturday, April 17 at noon. The auction will take place at the Eagles Club 1440 S. Isabella Rd. Live music, silent auction 1-4 pm and live auction at 5pm.

Seed Packets

Linda Mead suggested we make up small seed packets to handout at various events, she brought in the seeds and little zip bags, made up the cards that went on them and furnished the ribbon. We handed them out at the Home Show and will continue to use them at festivals, parades, and booths throughout the year. **If you are working the switchboard or reception desk, these can be worked on at any time.** We need lots of help keeping the supply up. It is simple but effective and less costly than other types of information distribution.

Distribution of Brochures

We have volunteers who are making calls at doctors' offices to give out information and share our story. Thank you **Meghan White** and **Rick Messick**. We need more assistance and I am looking for volunteers who will distribute our materials and information to assisted living and nursing homes in our service area. If you are interested please contact Char.

Popcorn, Cotton Candy Machines, Fairs, Festivals and Parades

Marge Henry has donated to our use a commercial popcorn and cotton candy machine. Volunteers are thinking up ways to use these to get our name out there. We will be handing out small bags of popcorn at the Maple Syrup Festival along with our seed bags and bookmarks.

We will be attending as many festivals, parades and fairs as we get permission. We are looking forward to many of you being involved wherever you can.

We are an entry for the Maple Syrup Parade April 25th at 2:30 pm in Shepherd. We need walkers for the parade and volunteers to make popcorn the day before in the conference room here. Let Char know if you want to help. Margy Henry is going to help out with a sharp car for the Parade. Thanks Margy for the donation.

We would like to construct a permanent float that fits on a double wide snowmobile trailer. Margy also donated this. We need float ideas from you and we are looking for a home to store it when not in use.

Relay for Life

We are seeking a Captain or Co-captains to take charge of the Woodland Hospice Relay for Life Team for the American Cancer Society. Anyone interested in doing this please contact Sheral or Char.

Lions Club donates \$5000 a year to Woodland Hospice

We are so grateful to the Mt. Pleasant Lions Club for their commitment to Woodland Hospice through the annual Chicken BBQ. So, we are encouraging all volunteers and employees to show our support for them by purchasing tickets. **The dinner is May 2nd at Island Park from 11:00am to 2:00pm.** Tickets are \$8.00 in advance from any Lions Club member or from these local merchants: Culvers, Pickard Street Citgo, Rics or Robaire's. Tickets are \$10.00 at the gate. Let's show our support to this great organization that supports us!

Tours and Meetings

We are doing tours and meeting once a month at the hospice house. Please continue to let people know about this opportunity, encourage them to come to it or bring them with you. We would like to see the numbers go up on this opportunity. Many people do not have their Power of Attorney for Medical Care or Advance Directives in place. This meeting is a great place to pick up those forms and get information on why they are so important. Thanks so much for helping to get the word out.

I am willing to make a presentation on Woodland Hospice to any club, organization, or religious affiliated group. If you belong to some of these kinds of organizations, invite me; get me your agenda.

Golf Balls

We want to thank Keith Allen for involving us in his golf ball collecting business. For years Keith has collected used golf balls and sold them to golf courses. He has kindly turned the profits of this business over to Woodland Hospice. So we are in the market for golf balls. Tell your friends, family and neighbors, and, of course, golfing friends, it is for a good cause. Just collect and drop them off at the hospice house and Keith will sort and sell. Let's show our support for this project and come in with a whole lot of golf balls! Thank you.

Cookies for Woodland Hospice Open House

I would like to provide cookies for the visitors that attend the Open House. This month's will be April 29th at 2:00 p.m.

For more information contact Sheral at 773-6137 or sheral@woodlandhospice.com

Woodland Hospice Interns

Jackie Radwan, Client Services Intern, THANK - YOU!

Jackie started her internship in January. She began with Volunteer Training and keeping us organized. From the beginning she has contributed a lot to Woodland Hospice. Jackie has a great deal of knowledge about Alzheimer's and from that she did an In-Service about dementia and activities we can do with dementia clients. She wrote the policy and set-up monthly activities for clients in the Hospice House to become Medicaid certified. Jackie accompanies me on client visits to assess volunteer needs. She set up and is working on the data base for the new volunteer software program. These are just some of her accomplishments during her internship. Jackie will be going to New Zealand for her graduate work in Neuro Science to do research to find a cure for Alzheimer's. She is graduating from CMU May 8th with a B.S. in Neuro Science & Child Development. Congratulations, Jackie, we wish you luck in your endeavor, safe travels and that you find a cure for this dreaded disease. I am going to miss you! (Char)

THANK YOU, Melissa Tucker, Marketing Intern

Melissa Tucker has been a real asset to the Marketing Department at Woodland Hospice. I do not know what I would have done without her as I tried to make the quick transition from Volunteer Coordinator to Marketing Coordinator. While I was getting organized, Melissa was creating flyers, sending faxes, creating a doctors' newsletter, preparing announcements for all area churches, radio and television stations. Whatever task I asked her to do; she did so with a smile on her face and efficiency in her work. Jokingly, I have told her I want her clone to be ready to work the day she leaves! I will miss her terribly. Melissa has earned a BS in Integrated Public Relations and Advertising from CMU. Congratulations, Melissa, your future is filled with possibilities. (Sheral)

Shauna Whetstone, Bereavement Counseling Intern, THANK YOU

Shauna is a Michigan State University intern who began working with Woodland Hospice in July 2009. Shauna is completing her Master's degree in Social Work. She has a strong interest in working with senior populations. She also enjoys working with Hospice and has been a volunteer with Woodland Hospice since 2005. Shauna's internship experience includes following up with individuals and families with bereavement needs. She continues to facilitate our support group twice a month. Shauna will be graduation in May of 2010. We at Woodland Hospice would like to thank Shauna for all of her help over the year and we wish to congratulate her on her accomplishment! (Shelly)

Food Service Training

Edwin has scheduled Food Service Training for volunteers on **April 22nd at 5:30.** With Medicaid Certification, we will need volunteers to help in the kitchen mostly

evenings and weekends. This training takes 2-1/2 hours. Please contact me if you are interested.

Cookies for Clients

Two volunteers have responded to bake cookies for our clients. If we could get two or three more, I can create a Baking Committee. It would be providing treats once a month for the open house and our clients. Anyone interested, please contact me.

char@woodlandhospice.com or 773-6137

2010 Volunteer Training Spring Session

The Spring Volunteer Training Session will be held May 17, 18, 19, 24, 25, 26. Please tell your friends, neighbors, family, classmates, church and club members how much you **love** being a **Woodland Hospice Volunteer** and encourage them to join the team. There are flyers at the office, please pick some up and post.

Volunteer Progress Reports

PLEASE I AM BEGGING YOU...DO YOUR PROGRESS NOTES! If there is no documentation, the visit did not happen and the hours cannot be counted toward the necessary 5% that is required in order for Woodland Hospice to receive Medicare payment. **I cannot make this message any louder and clearer, we have to have your Progress Notes within 48 hours of the visit.** You may think that the hour or two you did this week, month won't make a difference, but many of you must think that way!! I have tried to figure out and log the hours, but if the surveyor doesn't find the progress note to go with the logged hours; we are out of compliance. This is such an important part of client care; we need to know what happened during your visit. It is part of the plan of care. We are not going to get the 5% that Medicare requires if most of you don't do your progress notes. A few sentences is fine, that is all it takes, you can do it via e-mail, you were all taught this in training. Getting the notes for the whole month, a month late will not count, the reports are done monthly. Please make it part of the visit and get them in by mail, drop off or e-mail. If you are working in the house or offices, remember to log your hours in the "**Black**" binder in the volunteer center.

Volunteer Opportunities

We have many openings in the Hospice House and when our census rises those assignments will be need to be filled. We have serviced 16 clients in March, and many with multiple visits. When the students leave for the summer the assignments becomes harder to fill. Please consider Client Care if you are not already doing it. You can do a buddy visit for the first couple of times until you feel comfortable. As I preach so often; **Client Care is our priority, and we cannot support our clients and families without your help.**

Message to Students

I need to know if you are going to be here this summer, and if you are going to return in the fall. If you are staying and changing address, please update your information. Contact char@woodlandhospice.com

Dozen Roses - Great Job



Julia Schmalbach, Renee Pascouau, Ashley Aultman, Lou Ann Rank, Carissa Schultz, Sarah Cavanaugh, Daniel Cater, Becky Bennett, Amanda Anton, Jackie Radwan, Bob Kerns, Keith Allen, Nancy Walworth, Karlee Cederquist, Sarah Hays, Catherin Backus, Heidi Zweilgheisen, Jannelle Vincent, Lynn Zeiter, Kelsie Olkowski, Samantha Minotas, Audrey Rock, Lori Lickly, Vicky Schafer, Beth Miller, Andre Johns, Lisa Vonommeren, Pat Coen, Mary Davis, and, Kathy Preston provided many visits to the 16 clients that you served in March -- in their homes, at assisted living, and at the Hospice House. It's a great team effort. I thank you all for being so responsive to my requests and providing this outstanding service to our clients and caregivers.

Our Hospice House and assisted living clients received visits from **Margy Reimer** with **Murphy, Boomer** and **Baxter**, and **Dee Korhman** with **Tipper** and **Pepper**. We are so fortunate to have these wonderful volunteers and their amazing, lovable dogs. Tipper and Pepper have found the dog treat stash under my desk, so of course they insist that treats are part of the Woodland Hospice experience.

Thanks to **Lois Curtiss, Vicky Schafer, Keith Allen, Nancy Hyder, Judy Neely, Julia Schmalbach, Sherrel Lee Haight, Mary Lee, Andrea Johns, Linda Mead, Beth Miller, Kathy Gordon, Marlene Taylor, Carolyn Swart, Lisa Vanommeren, Jannelle Vincent, Linda Mead and Sue Needham** for your help greeting families and guest at the reception desk.

We also want to thank our switchboard operators who help the staff answering phones, making copies, stuffing envelopes, seed packets, etc: **Jo Redman, Maggie Foote, Lynn Zieter, Margie Henry, Rebecca Brown, Barb Valek, Marlene Taylor, Linda Mead, Kathy Gordon and Sue Switzer**.

Thank you to **Edwin Schalm, Lisa Vanommeren, Barb Valek, Linda Mead, Judy Neely, Margy Henry, and Kathy and Paul Preston** for all their assistance at the Home Builders Show. At the last minute the Home Builders Association donated a booth for our use. We pulled it together and volunteers manned the booth all weekend sharing their knowledge and experience with many people who stopped by to ask questions and gather information. Thank you so much.

April Birthdays

Volunteers

Chuck Schwartz	4-4
Tracy Henry	4-10
Brooke Reese	4-13
Carole Kennett	4-18
Frederic Messick	4-20
Jill Zimmerman	4-21
Barbara Valek	4-21
Nancy Walworth	4-23
Susan Carey	4-27

Staff

Ryan Brant	4-1
Kathleen Ash	4-8
Lou Howard	4-11