



VOLUNTEER NEWSLETTER
December 2009

Holiday Party from the Staff to Volunteers

Mark your calendars---our Holiday Celebration Potluck for Volunteers served by Staff is scheduled for Thursday, December 17th at noon and all are invited to attend. Our staff prepares a wonderful potluck that they share in fellowship with volunteers. Please call, email or sign up on the sign in sheet in the conference room to assist us in planning. Hope to see all of you there.

NEXT VOLUNTEER TRAINING DATES ARE SET---SPREAD THE WORD

The next volunteer training is set for January 25, 26 & 27 and February 1, 2 and 3. Be sure to let friends, family members, colleagues or neighbors know. Tell them how the process works---they can pick up an application at the hospice house reception desk or download it from our website. Deadline for applying is January 18th. And always tell people you are a Woodland Hospice volunteer not just a hospice volunteer.

IT SEEMS LIKE I FINISHED TRAINING AND THEN NO ONE IS CALLING ME TO VOLUNTEER

We want all of you to know how much we appreciate you being a part of the Woodland Hospice team---volunteers are vital. Yet, it can happen that you finish training and you begin to wonder if we forgot you. **NEVER.** We first of all want to honor your request for what it is you want to do for volunteering; we need to be able to match you with the hours you said you could give; we try to match you up with clients if you asked to do client care; and a big one for us, when census is down at the hospice house we do not need to bring in volunteers---we want you to feel useful when you give of your time; we don't want you to just sit around wondering what you could do. November's census has been incredibly low. The last of November to the first of this month we were completely empty at the house and community numbers were down, too. Please be patient with us; we are not ignoring you; we just have not had the need we had in October. It is the nature of our business and we hope you will stay with us and be available when the census goes up.

College student volunteers---don't forget to send us your new availability based on next semester's classes if it differs from what you gave us before. Thank you.

NOTES FROM COMMITTEE ON THIS PAST FALL'S VOLUNTEER SURVEY

Once again, we'd like to thank you all for participating in our volunteer survey. We have prioritized and discussed your many excellent suggestions with the Volunteer Coordinators.

One of the suggestions many of you made was to have a checklist of duties to be done at the House as well as a way of signing-off when the chore was last done---that way you could just look at a glance and know what needed to be done. This is now **DONE.** It was a big project, and thanks to Lou and Sheral all this is now in a binder entitled, "**Cleaning Protocol Notebook,**" kept in the nurses' station. Thank you. (By the way, this is a new document so there may be changes and tweaking needed. If you have ideas for improving the notebook let Sheral know.)

Another suggestion/request was to know a little more about the situation in-home volunteers would be walking in to---the coordinators will be working on the most effective way to do that.

Individual comments (needed more training, wanted a refresher, etc.) have been forwarded to Volunteer Coordinators.

We think we have also identified some volunteer software which will help the coordinators deal with scheduling, who wants to do what, distribution lists, etc. We have an anonymous donor who will purchase this for us and will hopefully make the coordinators' lives as well as **YOUR** lives easier.

Again thank you for your thoughts and suggestions; they were very much appreciated.

Volunteer Personnel Committee.

SEWING VOLUNTEERS GET ORGANIZED

We have a group of volunteers who have started a sewing group for hospice needs. They make our "Damn It" dolls; "burden" bears, fidget aprons or blankets and crochet or knit our prayer shawls. They have decided they will meet once a month at the hospice house to see what is needed; perhaps share the projects; bring new ideas to the table; and have a little fellowship as the real plus. If you would like to join this group they meet again January 14th at 6pm in the Family Café at the House. The second Thursday of the month was their chosen meeting time, but should probably look for another time because the board meeting is always at that time in the conference room and the family café would not be available regularly if we have house clients.

Also, for those of you who do not sew, but who would like to donate to their sewing needs here is the list: zippers any size, buttons any kind, beads, old jewelry, buckles, cording, Velcro any color, scraps of fabric with different textures---no size requirement---used to make pockets and "feeling" patches on the fidget blankets and aprons. Again fidget aprons or blankets are to help dementia patients to have something to do with their hands, so if you have other items or ideas for what could be sewn on them, just drop them by the office. We need bright colored cloth for bears and dolls; poly fiber fill for stuff these items; yarn for prayer shawls---colors can vary---like to have some for feminine and masculine. You may drop these donations at the volunteer office. Thank you!

Progress Reports and Volunteer Hours Log Book

Volunteers that do client visits in homes or at Hospice House, **please do your progress reports**. E-mailing them to us works very well, just **do not use** the client's last name. Include first name, date of visit, time of visit and mileage if you want us to record that. **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. Those of you that work at the Hospice House facility, kitchen, grounds and office; please drop by the volunteer office and record your time in the maroon book on the table---again this can be done by email or phone so we record the date and amount of time you donated if you forget to record while you are here.

COOKIE MAKERS AND PACKERS MAKE THE JOB GO SMOOTHLY

A big "thank you" to Meghan White, Tammy Smalley, Sarah Hayes, Carole Kennett, Lynn Zeiter, Sandy Hayward, Nancy Walworth, Terri Krafft, Elaine Riggie, Catherine Backus, Becky Brown, Nancy Kinney, Mary Lee, Hilda Sharp, Geri Biersbach, and Karlee Cederquist for baking nearly 70 dozen cookies for distribution to our area doctors. Also a big thanks to Hilda Sharp, Mary Lee, Karlee Cederquist and Carole Kennett for packing all the boxes of cookies.

MARKETING NEWS FOR DECEMBER

THANK YOU!!!! I would like to thank each and every volunteers who took the time to bake cookies and help package them for our referral sources. It was a big project and I greatly appreciate all your hard work. They were delivered the week of Thanksgiving, the office and staff are very appreciative. Thank you for making it happen!

Looking for that perfect gift; have a person on your gift list who is hard to buy for?

Why not give a donation to Woodland Hospice on behalf of the person you are shopping for? Contributions to Woodland Hospice provide critical financial support needed to cover the cost associated with delivering high quality care, family support and community outreach to those in the community that need it.

If you are interested in donating on behalf of another individual please contact me at jcotter@woodlandhospice.com or at 989-773-6137. A perfect gift that will help so many!

Lighthouse Program: We are in need of Woodland Hospice Lighthouse Liaisons!

Role: To educate people in your congregation about the services Woodland Hospice and Morey Bereavement Center provides. The goal of the Lighthouse program is to have a Woodland Hospice representative in as many area churches as possible to act as a liaison between Woodland Hospice and members of the congregation.

As a Woodland Hospice Lighthouse Liaison you can:

- Schedule educational programs in your church and community.
- Communicate events and services through church bulletins, newsletters, bulletin boards and information tables.
- Answer questions about services provided by Woodland Hospice and Morey Bereavement Center.

If you are interested in the Lighthouse Program please contact Jennifer Cotter at jcotter@woodlandhospice.com.

Marketing or Development Ideas:

Just a reminder, my door is always open if you have marketing or development ideas please don't hesitate to contact me. I am always looking for different fundraisers and marketing suggestions. If you would like to help with these efforts please contact me at jcotter@woodlandhospice.com

I thank each and every one of your volunteer time does not go unnoticed.

WHAT TO DO WHEN YOU CANNOT KEEP APPOINTMENT WITH CLIENT ON THE WEEKEND

Volunteers are a vital part of the plan of care for our clients. If you are doing client care at any time; it is so necessary for you to call in if you cannot keep an appointment. There is a system and if we all follow the procedure we will stop disappointing our clients with no shows---**not covering our clients is not an option. DO NOT WAIT.** Whatever the reason, we want you to call the answering service---if there is time so that you do not have to make a middle-of-the-night call just use your best judgment. However, if you are scheduled to be there in the morning, you need to call answering service with enough lead time to find you a replacement. At night and on the weekends the answering service will notify the on-call nurse who will notify the on call service person---they had the list of volunteers to work from. Given enough time, the on-call person will be calling volunteers to try to replace you. **DO NOT HESITATE TO CALL.** Then, it is important that you call the client and talk to the caregiver as soon as it is an appropriate time to make this call. Apologize and let them know you have notified hospice. It is possible by the time you call the client the on-call person would have found a replacement. During the week, if time allows just notify volunteer coordinators, **you need to phone in do not leave an e-mail---it does us no good to get an email from the night before at 9am the next morning when we get to work if you were supposed to be there at 10am.** Please call 773-6137 and if you are scheduled for the Hospice House call 956-9990. If you have any questions about this procedure, please call and discuss with Char or Sheral.

NEW HOURLY RATES FOR WOODLAND HOSPICE

Woodland Hospice has a new daily rate for the hospice house starting in November. The daily rate is now \$190 a day and there is no sliding fee scale for a reduced rate. Prior to this change, the daily rate was \$250 a day and we used a sliding fee scale for those who could not afford \$250 a day. Since we have had our first clients in hospice house, we have reviewed the daily rate polices and tweaked them as needed to reflect what we learned. This latest change reflects our work to become Medicaid certified. In approximately six months we hope to be able to bill Medicaid for the daily rate for clients receiving Medicaid. Medicaid will pay Woodland Hospice around \$190 a day, so our daily rate for all clients will be the same or close to it. When people ask you about the costs to be at the Hospice House, now you can confidently reply "\$190 a day."

DONATIONS TO WOODLAND HOSPICE GRATEFULLY APPRECIATED

Woodland Hospice has a wish list like most non-profits. There are many needs and wants for a facility like this. We want to gratefully thank Dennis from Sumner, Michigan for the donation of a lawn mower, gas trimmer and 20# propane tank. All of these items will make the job of keeping our grounds serene and peaceful for our clients and families. Thank you, Dennis.



Dozen Roses – Great Job in October

Edie Allen, Kathy Preston, Renee Pascouau, Sarah Cavanaugh, Mary Lee, Hilda Sharp, Amanda Atkinson, Pat Coen, Audrey Rock, Julia Schlambach, Daniel Cater, Vicky Schafer, Lori Lickly, Bob Kerns, Maggie Foote, Beth Miller, Catherine Backus, Jannelle Vincent, Carissa Schultz, Victoria Zegler, Amanda Anton, Meghan White, Tammy Smalley, Samantha Minotas, Ashley Aultman, Lou Ann Ranck, Barb Houghton, (and many more signed up to help in the House but with the census low volunteers were called off) gave of their time to the care and comfort of our clients and their families in the hospice house, nursing homes, assisted living facilities and private residences. Thank you all. **Maggie Foote, Geri Bierschbach, Jo Redman, Rebecca Brown, Shirley Walden, Joyce Schafer, LouAnn Ranck, Bonnie Billock, Lynn Zeiter, Sherrel Haight, Elizabeth Kemm, Hilda Sharp, Mary Lee, Ramika Looney, Lois Curtis, Alice Burlington, Judy Neely, Mae Shuert, Katie Manihik, Nancy Roberts, Vicky Schafer, Donna Hicks** kept our switchboard and reception desk going---greeting families and friends and making sure calls and messages were taken with professionalism, and helped with administrative duties.

November Birthdays

Volunteers

Ruth Morley	12-11
Shaune Whetstone	12-15
Sandy Coty	12-20
Mary Lee	12-21
Sarah Cavanaugh	12-26
Christine Fowler	12-27

Staff Members

Deb Hoops-Feusse	12-6
Julia Paradine Rice	12-6
Linda Vogel	12-10
Dawn Duffield	12-22