



VOLUNTEER NEWSLETTER
February 2010

JANUARY BLITZ WENT WELL

Our January Blitz at the beautiful Commission on Aging Building went very well. We got lots of paperwork done and TB test taken, but many of you were unable to attend. So, we need you to come into the office and fill in all those forms and get a TB test. Bring your driver's license and proof of insurance to copy. Call ahead to make sure a nurse is available to do the TB test---call directly to the nurses' station 956-9990. Thank you. Let's get this done as soon as possible and we can put all this paperwork behind us.

FEBRUARY IN-SERVICE

The February In-Service is scheduled for Feb 18th at 5:30 pm in the Woodland Hospice Conference Room. The topic is "Driver Safety" presented by Keith Allen. This is another topic that has to be done for our insurance carrier. The presentation will be first with dinner and fellowship following. Please mark your calendars and hope to see you there.

VOLUNTEERS CANNOT IMPOSE THEIR WAYS ON CLIENTS AND FAMILIES

We think it is important to remind volunteers that we **must not impose our ways on our clients or their caregivers**. The house may seem messy or in need of a good scrubbing; **THAT is not for volunteers to decide**. Our nurses and social worker make initial visits to discuss the needs of the client and family, and if they wanted help with housekeeping or dishes or laundry it would come out during that discussion. **NEVER** assume that your help in this capacity is wanted, and some of our families would find it offensive that you would even suggest it. Be very careful to ask in a non-judgmental way if you could perhaps do dishes if you see the need, but do not go beyond that. We take our clients where they are; we do not try to fix what they don't see as broken. Any questions about this call and talk to Char.

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

A LESSON LEARNED ABOUT COMMUNICATION

If you read last month's newsletter and myriad emails where we emphasized the need to call us if you could not keep an appointment, **please read the following article again as we did some changes to better clarify an appropriate time to call the on call nurse.** I do apologize, but sometimes we have to go through the use of a procedure to work out the bugs in the wording. To clarify the on-call nurse is not on duty at the house; the on-call nurse is one who is home; who in the middle of the night is sleeping unless awakened by the answering service to respond to a message or call or client need. So if you need to cancel an appointment for the next morning, if you call the answering service around 7:00am-7:30am, that nurse will be up and around getting ready to come to work; she will respond by contacting the service person and that will set in motion the work to find another volunteer. How did we know we were not really clear in communicating our procedure? A volunteer who became ill wanted to do the right thing, so she called at 3am to let us know she needed a replacement. The on-call nurse was awakened at 3am with the message. So.....7am to 7:30am will be soon enough for us to work on finding a replacement for a 9am to 10am planned visit.

WHAT TO DO WHEN YOU CANNOT KEEP APPOINTMENT WITH CLIENT

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.** The office at Woodland is open from 9am to 5pm Monday through Friday. If you need to cancel your appointment with a client after 5pm you must call the answering service---just dial 773-6137 and they will take your call. Example: If you are expected at a client's house in the morning say 9:00am or 10:00am, if you called the answering service at 7:30am that morning, the message will get to the Volunteer Coordinator with time to call to find another volunteer. At night and on the weekends the answering service will notify the on-call nurse who will notify the on call service person---she has 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 please call 956-9990. If you have any questions about these procedures please discuss with Char or Seral.

Marketing and Development News for February---From Sheral

I am very excited to share with all of you that I have taken a new position at Woodland Hospice. I am now the Marketing Coordinator and will start somewhere in early February. The start date is not really clear as I am helping Char to finish up training for volunteers that goes until the 3rd. I want to also express how much I have enjoyed working with Char---she is so special. We have become great friends and we hope to continue our weekly dinner dates together. It has been such an honor to work with all of you as well. What a terrific group of people---our clients and their families are so lucky to have you.

It is because I have become so passionate about what it is we do here, I want to use my "talent to talk" to get the message out. I hope that I can count on you to take every opportunity that comes your way to let your family, friends, neighbors, congregation, civic organizations, clubs, doctors know what a wonderful organization this is. If you belong to any group that would like to have a presentation on hospice, take a tour of the house, learn about Advance Directives or Medical Power of Attorney just let me know. If you have a place you can put our brochures or flyers just let me know. Together we can let others know who we are, what we do and how beneficial this program is. The very best advertisement or marketing tool is WORD OF MOUTH---personal testimonies of the great work going on here. Don't be afraid to stop by and offer any ideas you have for fund raising or marketing---I value your input.

Sincerely,
Sheral Simon

HEARTS FOR HOSPICE AT ALL BLODGETT OIL SHELL STATIONS FEBRUARY 8TH THROUGH 26TH

Calling all cars; calling all cars---Blodgett Oil is once again sponsoring our "Hearts for Hospice" campaign for Woodland Hospice. It will run from February 8th to February 26th (these dates have changed since entered in the last newsletter.) Be sure to stop in and fill up in support of Blodgett Oil for their dedication and support; and be sure to buy a heart for Woodland Hospice. When you purchase a heart in memory of a loved one or to show your support for Woodland Hospice you will receive a \$5.00 off coupon for an oil change from Kraphol Ford Fast Lane, a Blodgett Tag that will give you discounts on gas all year, a \$1.00 coupon for general merchandise, and a pint of free milk. My goodness, they have gone out of their way to offer gifts back to you to get you to buy a \$1.00 Heart for Hospice. Tell your friends and neighbors about this Woodland Hospice Campaign.

Some of you may wonder just where Blodgett gas stations are---here is your list: They are Shell stations in Shepherd, on Mission and Pickard in Mt Pleasant, Keith's ON THE CORNER OF Broomfield and Mission in Mt Pleasant, Village Grocery in Oil City, Shell stations in Weidman and Coleman, M-46 in Vestaburg, Winn, Rosebush and Harrison. They are in so many locations we hope you will help to make this a successful campaign for Woodland Hospice.

PS Any Lighthouse Liaisons---this is a great information to drop in your church bulletin!

WE NEED HELP FROM OUR VOLUNTEERS

I have told you many times how great you are and how much we appreciate all you do for us. BUT we need more help than we are getting. We still need help with home visits for client respite. We need help in the Hospice House, on the Reception Desk and on the Switchboard. There are 120 volunteers on the active list and only about 40 that are being utilized. If you have 3 or 4 hours you can spare in a week, every two weeks, a month, please check in with us and see where we can schedule you.



Dozen Roses – Great Job in January

Thanks goes out to all of you that volunteered at the Hospice House, Reception Desk and Switchboard. **Tammy Smalley, Leah Jacobs, Ashley Aultman, Lou Ann Rank, Barb Houghton, Vicky Schafer, Terri Krafft, Amanda Aultman, Renee Pascouau, Andrea Johns, Kellie Holland, Nancy Walworth, Heidi Zweilgheisen**, who all helped the nurses and aides in the Hospice House. **Mary Lee, Lois Curtiss, Nancy Hyder, Terri Krafft, Julia Schmalbach, Ella Strauss, Vicky Schafer, Monica Treadwell, Katie Rundle, Samantha Minotas, Judy Neely, Sherrel Lee Haight**, all your friendly faces and smiles for our families and visitors. **Jo Redman, Maggie Foote, Rebecca Brown, Kathy Preston, Cheri Haas, Kathy Gordon, Lynn Zeiter**, without you the phones have to be answered by staff who are already very busy.

We also want to thank all of you that have done client care this past month. Catherine Backus, Bob Kerns, Audrey Rock, Julia Schmalbach, Lori Lickly, Lynn Zeiter, Kelsie Olkowski, Dee Kohrman with Tipper and Pepper (pet therapy), Heidi Zweilgheisen, Cindy Havens, Meghan White, Dana Vasquez, Andrea Johns, Mary Davis and Chuck Swartz.

February Birthdays

Volunteers

Diane Thomas	2-1
Jannelle Vincent	2-3
Ashley Aultman	2-4
Kristyn Heins	2-8
Autumn Cooper	2-11
Monica Treadwell	2-11
Jerry Bierschbach	2-13
Dana Vasquez	2-13
Maggie Foote	2-14
Elizabeth Kemm	2-19
Aba Alghali	2-23
Jessica Weitala	2-23
Cheri Haas	2-26

Staff Members

Briana Brighton	2-8
Sheral Simon	2-10
Susie Heath	2-14
Edwin Schalm	2-27