



VOLUNTEER NEWSLETTER

January 2010

Happy New Year to All Woodland Hospice Volunteers and their Families

May your lives be enriched throughout 2010 as you continue to serve as a volunteer for Woodland Hospice. Char and I want to thank you so much for all you have done and are doing to make our program of volunteering successful. You are a giving and caring group of individuals who share your time and talents with the terminally ill and assist in the house and on the grounds to keep our business of palliative care running smoothly. Thank you and may 2010 be a year of joy and growth for each of you.

IN-SERVICES FOR 2010---WHAT DO YOU THINK?

It is time for us to schedule for volunteer in-services for 2010, so we are looking to you for what you see as needs or wants from your perspective. You are the ones in the field and working here in the house. Are there topics of interest to you that we could address through in-service for you? Just let Char or me know what you have in mind.

VOLUNTEER & STAFF HOLIDAY PARTY OF 2009 GREAT FUN

It was wonderful to see such a great turn out for our volunteer-staff holiday party. It is a time when staff offers a big "THANK YOU" to volunteers for all that they do for our clients and families. The staff recognizes you as a vital part of the team and the support and care you give is tremendous. We had a fantastic meal, friendly chatter, great door prizes, and Christmas music and singing that followed. Thank you to Julia and Elizabeth for playing the piano for us. We wish all of you could have attended, but if you didn't make it this year, you can always plan for next.

January Blitz for Volunteers & Staff January 21st from 5:30pm until 8:30pm MANDATORY MEETING

Each year we are required to update volunteer & staff records---it is mandated by law. It includes documentation of certain items **AND** a review of some areas of training. **It is vital that volunteers & staff take responsibility for seeing this activity is done at the beginning of each New Year.** So even if you received your training this past May, you are obligated to redo some of the paperwork and then it will be January of each year that we go through this again. **(If you trained in November you are not required to attend, but we would love to have you join us**

anyway!) Please bring your driver's license and proof of insurance with you that evening. If you have other licenses or certification you want us to have on file please bring such and we will copy those, too. If you need a TB test they will be given at this time.

We make this an evening to enjoy by having a potluck dinner---yummy. Char and I hope you will want to share one of your favorite dishes with us---Chef Edwin will prepare the meat and the rest of the potluck is provided by staff and volunteers---it is usually one of the best meals you'll ever have!! We hope all volunteers & staff will make a real effort to come to this important meeting---otherwise it is something you have to make an effort to do on your own time by coming to the house to get everything done. The Blitz is held at the beautiful Commission on Aging building at 2200 S. Lincoln---past Lux Funeral Home and drive back in off the road.

We make the review a quick one and the paperwork is done in stations so you can move right through. It is a much bigger facility than our conference room, so we can spread out and really enjoy the time and fellowship with each other. Please contact us by phone or email to let us know you will be there and what dish you will bring so we can plan accordingly. We are also going to have a sign up for clean up afterward, so if any of you can stay a little later to help us clean up and put the rooms back in order that would be greatly appreciated. Deadline for signing up January 18th. Please put this on your calendar as a MUST DO.

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.

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. 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. Also, don't forget to log hours for lawn work, planting shrubs, raking leaves or assisting clients in ways that do not require a progress note.

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 or Seral.

I FINISHED TRAINING BUT 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. Our census has been incredibly low. Please be patient with us; we are not ignoring you; we just have not had the need we have had at other times. 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 availability based on your new semester classes if it differs from what you gave us before. Thank you.

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. DO NOT WAIT.** 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. 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---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 Sheral.

Marketing and Development News for December

It is with sadness we announce that Jennifer Cotter, the Marketing and Development Director for Woodland Hospice, left December 23rd to take a marketing and development position at CMU. It is a wonderful career opportunity for Jennifer and we wish her well. She will remain an active volunteer and we look forward to seeing her in this capacity in the future.

HEARTS FOR HOSPICE AT ALL BLODGETT OIL AFFILIATED STATIONS!!!! Calling all cars; calling all cars--Blodgett Oil is once again sponsoring our "Hearts for Hospice" campaign Woodland Hospice. It will run from January 25th to February 14th. 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. Tell your friends and neighbors about this Woodland Hospice Campaign.

WELCOME INTERN TO VOLUNTEER OFFICE

Char and I want to welcome Jackie Radwan as an intern to our office starting January 12th. Jackie is a student at CMU in the field of Human Environmental Studies. She will be working 10 hours a week with us. She has developed a project on "delaying the effects and progression of Alzheimer's disease" and hopes to work on some of her ideas while she is with us. Please help us welcome Jackie to our staff.



Dozen Roses – Great Job in December

Gerri Bierschbach, Jo Redman, Joyce Schafer, Lynn Zeiter, Kathy Gordon, Kathy Preston, Rebecca Brown, Maggie Foote, Julia Schmalbach, Mary Lee, Hilda Sharp, Nancy Roberts, Sherrel Haight, Lois Curtiss, Alice Burlington, Tammy Smalley, Ewa Gorski, Vicky Schafer, Judy Neely, Katie Manihik thank you for taking care of the reception desk and switchboard. Tammy Smalley, Meghan White, Terri Krafft, LouAnn Ranck, Barb Houghton, Victoria Zegler, Mary Davis, Amanda Anton, Kim Dickens, Ella Strauss thank you for your service to the hospice house. Nancy Kinney, Renee Pascouau, Edie Allen, Kathy Preston, Roy Burlington, Ewa Gorski, Audrey Rock, Pat Coen, Sara Cavanaugh, Hilda Sharp, Mary Lee, Lori Lickly, Amanda Atkinson, Catherine Backus, Char Birgy, Maggie Foote, Cynthia Aguire, Beth Miller, Bob Kern, Cindy Havens, Amanda Albert, Elizabeth Kemm, Ella Strauss, Heidi Zwyghuizen, Julia Schmalbach, Vicky Schafer, Daniel Cater, Brenda Gaeth, Staci Wood thank you for your client care in the community.

January Birthdays

Volunteers

Cynthia Aguire	1-4
Julia Schmalbach	1-4
Hilda Sharp	1-7
Vern Owen	1-7
Judith Neely	1-17
Keith Frank	1-18
Craig Smith	1-18
Kim Dickens	1-21
Lori Lickly	1-23
LouAnn Ranck	1-23
Maragret Riemer	1-25
Samantha Minotas	1-30

Staff Members

Shelly Vallee-Roy	1-6
Jill Steffke	1-10
Heidi Zwyghuizen	1-20