



VOLUNTEER NEWSLETTER

March 2010

March In-Service

The March In-Service will be held on March 18th at 5:30 pm. The topic is “Dementia and How to Work with our Clients.” It will be presented by our intern, Jackie Radwan.

Jackie is working for me this semester, and one of her objectives is to develop an activities program for our clients. Mark your calendars for this important topic.

In-Service is also about fellowship and Chef Edwin's food and Sheral's cakes!

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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.

Marketing Notes

Hi everyone, as you know by now I have moved from Volunteer Coordinator to Marketing Coordinator for Woodland Hospice. I am trying to get settled and organized and get the word out about us and our wonderful services. I truly need the help of every volunteer, every staff member, every nurse and every aide. **We have to be a marketing team** to keep our name out there, to remind people that we are here for them. Deanna told me that 75% of our referrals come from family and friends. What does that mean? It means the staff and I have much work to do with the medical profession, but it also means that we must keep our efforts up in the communities we serve. I am going to make an assumption here—I believe you volunteer for Woodland because you want to give back to your community, but also because you believe in what it is we do. So I assume you are passionate about our services and our house—your house—the community's house. Please, at any opportunity you have to talk about us, please do so. As compassionate and caring as Woodland Hospice is, it is still a business and we are competing for clients with 5 other hospices in our area! They are corporate entities—they have huge marketing budgets; they are for-profit businesses. How do we compete with that? We have to communicate how we are different from them in the service we give our clients and families. **WE WANT TO BE THE HOSPICE OF CHOICE IN OUR SERVICE AREA.**

Ways you can help:

1. **Let your church family know** that we would be happy to do workshops or meetings on “Thinking about the End of Life Decisions Before a Crises” or informational meetings on hospice and what it is; dispelling the myths about hospice; Medical Powers of Attorney and Advance Directives. You name it and we are open to presenting. Quilters groups, men’s groups; prayer Groups---whatever it might be---let them know about us.
 2. **Make sure you have passed on our flyer on monthly meetings and tours here.** Email it to friends and family in our service area. **Encourage friends and family** to attend one of our tours and meetings.
 3. **Place our flyers on monthly meetings and tours in places of business that you frequent.** Most businesses are so generous about this if you only ask. It is a quick and simple way for you to help market.
 4. **If you belong to a club or organizations**—a sorority, a fraternity, Lions, Moose, Elk, American Legion, VFW, PTA, etc. If they would be interested in a speaker, we would love to share. Just give me a contact name and I will take it from there.
 5. **I need a strong marketing team of volunteers.** I need volunteers who are willing to give some volunteer hours to marketing. What will you do? Perhaps make delivery of brochures or flyers to physicians’ offices, churches, or businesses; make sure our display materials are neat and filled. How about going into area banks and stores and asking if you could put our info in their business. Perhaps you would accompany me to a presentation so you can share your volunteer experiences.
- Together** we can keep Woodland Hospice in the minds of the communities we serve.

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 March 25th at 7:00 p.m.

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

Cookies for Clients

I have been thinking about cookies for our clients and thought we could tie that in with the cookies Sheral needs. I would like to start a Baking Committee! We can package them here and staff or volunteers can deliver to 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

Volunteers who do client visits in homes or at Hospice House, **please do your progress reports.** 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. The Board and Deanna pay close attention to these hours, and I like to have them be correct. In January we missed several hours of client care because progress notes were not turned in by the end of the month. Progress notes

need to be turned in or e-mailed as soon as you can, but must be in by end of the month. 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 continue to have a low census both in the house and community, but with that said, we had 12 clients who have requested volunteers in February, and many of them, multiple times a week. We had two clients in the house who needed vigils throughout the night. I really need your help to fill these needs. There are some volunteers doing multiple assignments a week to help us out, and then others of you who are not doing anything. It takes all of you to make this work. Please try to set aside 2-3 hours a couple times in a month. If the time requested does not fit your schedule, the time may be flexible and I might be able to work something out. There are many open shifts at the Hospice House that need to be filled. We are preparing for Medicaid certification. If that goes through, we will have more clients. We need to gear up for that and be prepared for a full house. **I appreciate all you do. We can't do what we do without all of you!**

Need Your Help

Volunteers and Staff--We are looking for a church to hold our Volunteer Appreciation Banquet on April 17th or 18th, for about 4 hours in the middle of the day. We cannot use the Commission on Aging this year, and with our limited resources we cannot hold it at a conference center or restaurant. The dinner Chef Edwin made for us last year was fantastic, and he is willing to prepare the meal again. We would like to find a church that will hold up to 100 people with oven, fridge, and possibly a commercial dishwasher. If we could find one with dishes, stemware, and utensils, it would be even better. Please contact me if you belong to a church or know of one that meets the need.

Mt. Pleasant Chamber of Commerce Eagle Award

Each year volunteers are chosen from service organizations throughout the community to receive the "Eagle Award." For 2009, one of our own was chosen for this prestigious award: **Maggie Foote**. Maggie volunteered 300-plus hours doing client care, working the switchboard, and helping with administrative duties. She, along with the other volunteers, was honored at the banquet that was held at Buck's Run Feb 20th. CONGRATULATIONS MAGGIE!



Dozen Roses - Great Job

Welcome to our new group of volunteers. We have 4 CMU students and 11 community members. Thanks to the volunteers who fed us during training: **Sheral Simon** with her famous cakes, **Ginny Maney** for her delicious meatballs, **Vicky Schafer** for the yummy cheese ball and veggie pizza. Thanks also to **Chuck Swartz**, who bought pizza for our last night of training. Everyone really enjoyed the treats.

Julia Schmalbach, Renee Pascouau, Ashley Aultman, Lou Ann Rank, Amanda Atkinson, Diane Hash, Carissa Schultz, Sarah Cavanaugh, Daniel Cater, Becky Bennett, Amanda Anton, Jackie Radwan, Bob Kerns, Catherin Backus, Heidi Zweilgheisen, Jannelle Vincent, Danielle Dickenson, Lynn Zeiter, Kelsie Olkowski, Lori Lickly, Vicky Schafer, Beth Miller and, Edie Allen provided many visits to the 12 clients that you served in February -- 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 clients received visits from **Margy Reimer** with **Murphy** and **Baxter**, and **Dee Korhman** with **Tipper** and **Pepper**. We are so fortunate to have these wonderful volunteers and their amazing, lovable dogs.

Thanks to **Lois Curtiss, Katie Rundell, Vicky Schafer, Keith Allen, Nancy Hyder, Judy Neely, Julia Schmalbach, Ella Strauss, Sherrel Lee Haight, Mary Lee, Ashley Aultman, Linda Mead, Beth Miller, Jannelle Vincent, Leah Jacobs, and Monica Treadwell** 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, etc: **Jo Redman, Maggie Foote, Kathy Preston, Lynn Zieter, Margie Henry, Rebecca Brown, Barb Valek, Marlene Taylor and Sue Switzer.**

A special thanks to all of you who spent the nights with Lyn and Danny in the Hospice House this past week: **Andrea Johns, Linda Mead, Lou Ann Rank, Renee Pascouau, Karlee Cederquist, and Rebecca Brown. Vicky Schafer and Bob Kerns did above and beyond, they both put in many hours during the night and early morning.** The staff and families are very grateful for your vigil.

March Birthdays

Volunteers

Staff

<i>Mallory Roggerbuck</i>	<i>3-1</i>	<i>Sally Angelos</i>	<i>3-3</i>
<i>Melissa Tucker</i>	<i>3-2</i>	<i>Sharla Tomko</i>	<i>3-13</i>
<i>Meghan White</i>	<i>3-13</i>		
<i>Nicole Lohrer</i>	<i>3-24</i>		
<i>Virgie Owen</i>	<i>3-24</i>		
<i>Nancy Kinney</i>	<i>3-25</i>		
<i>Ron Schafer</i>	<i>3-29</i>		