



Woodland Hospice

Morey Bereavement Center
Your Home or Ours

VOLUNTEER NEWSLETTER
November 2009

Nov 19th In-service – Message Therapy

The In-service for the month of November is Message Therapy, presented by Pat McDonald.. The In-service starts at 5:30 pm with dinner following the presentation. Please call or email, the sign up sheet in on the refrigerator in the conference room, and be sure to indicate whether you will not be eating with us--this helps Edwin to calculate how much to fix for us. For all of our new volunteers, we hope you will make the monthly in-services a priority in your volunteering for Woodland Hospice. You gain valuable information on many, many topics. It might be a topic that will help you care for clients or taking care of yourself; it might be meeting state requirements for hospice volunteers and lastly you get to share socially with other volunteers and their experiences. Hope to see many of you there!

Christmas Party from the Staff to Volunteers

Mark your calendars---our Christmas Party 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.

THANK YOU, THANK YOU, THANK YOU, AND THANK YOU SOME MORE

Char and I are of the opinion that you can never have too many thank-you notes. It is vital that we recognize in our volunteers and our staff just what they accomplish, what they do for our clients, for our families and caregivers and our fantastic facility. So in our newsletter we try to acknowledge the achievements of the month. We hope that you are inspired and awed by what this group of volunteers accomplished.

THANK YOU FOR BECOMING A WOODLAND HOSPICE VOLUNTEER

You are beginning a phenomenal journey---the reasons you have for becoming a hospice volunteer are your own---but there is no doubt it will be a profound journey. There will be times when it will be as mundane as washing windows, doing laundry or sweeping patios---you may wonder or question---is this what I signed on for---washing windows? Take a moment to reflect on your hands---the comfort, the beauty and the ability of those hands to serve in **any** capacity. Then there will be times when the work is deeply spiritual, profound, to be providing comfort and

care to the dying, to their caregivers and family---sometimes to be in the most humbling and the most honored of experiences---the actual death of a client. It is our work.....and we hope you are ready to jump in whenever and wherever you can. Remember, the staff is here to support you, to answer your questions, to get you going. If you are interested in the buddy system, do not hesitate to let us know.

Now having said all that, we must acknowledge that you are stepping up to your commitment. WOW, our November calendars filled up in no time---all of our volunteers---those who are experienced (I won't say older) and our new slate are at this time fulfilling the needs of our clients and our house. It is a good feeling and you should be proud---we are.

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.

OUR SPECIAL THANKS TO THE VOLUNTEER COMMITTEE FOR HELPING WITH TRAINING

It was new territory---the Volunteer Committee playing a role in helping our trainees learn about the role and responsibilities of being a Woodland Hospice volunteer. They were terrific! Vicky Schafer, Beth Miller, Kathy Gordon and Chuck Schwartz shared their hopes, their fears, their joys and their profound connection to clients as they walked the journey of being a volunteer. Our trainees responded with very positive feedback on the sharing that took place. It was a winner.

Also, we wish to thank the Volunteer Committee---Vicky, Beth, Chuck, Kathy, and Ginny for their fantastic goodies. Our refreshments gave us nourishment and time to be social with our fellow volunteers. A big thank you also to Edwin for his great lasagna dinner and help with each night's refreshment needs.

SPECIAL THANKS FOR THE HELPING HANDS OF VOLUNTEERS

Char and I want to thank Kathy Gordon for doing all the revised typing and copying and prepping of training materials. It was a huge undertaking---as all volunteers know---you use up an ink pen's worth of ink signing your name during training!! Thank you, Kathy. We also thank Shirley Walden for putting together all of the handbooks used in training. Thank you, Shirley.

Steve Witte, thank you for planting flowers and cleaning patios at the house.

Ron Shuert, thank you for mowing the big hospice house lawn on a regular basis---you keep us looking fit and trimmed.

Daniel Cater and friend Hannah, Lou Ann Ranck and husband Jim, Edwin and Annie, thank you for planting our donated shrubs.

The night staff of the house has asked us to give a big thank you to Bob Kerns for helping with Orville and staying with him through the night.

Thank you to all the hospice house volunteers who have made the administrative side of the building and the house shiny and clean while our census has been down. It is a huge house---a home---and it needs cleaning and care just as any home does.

THANK YOU STAFF MEMBERS FOR YOUR EXPERTISE IN TRAINING VOLUNTEERS

Kim for her expertise in nursing and palliative care outside the house; Lou for her expertise in nursing and running of the house; Jennifer for her expertise in marketing and our image to the public; Rosemary and Jennifer for their expertise and instruction in nursing for non-nurses; Martha for her expertise in social

work, bereavement, and boundaries; Chieko for her expertise in dietary needs; Deanna for her expertise in the dying process and personal experiences; Edwin for his expertise in the building safety; and Nancy for her expertise in spiritual care. Separately they each brought to the table their expertise, but when put together as a team---they are more than the sum of their parts---the synergy of teamwork. Thank you all.

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.

Marketing and Development News for November

Rock on for Woodland Hospice!

On October 3rd 13 teams Rocked to honor our past, present and future clients and family members of Woodland Hospice. This event was a large success due to our staff and volunteer commitments, we raised over \$22,000! Thank you for the time that was put into this event and we are looking forward to the next year and hope we can grow the event to be even more successful.

Also, a special thank you to the Fundraising Committee, without your time commitment, ideas and efforts this would not have been possible.

ROCK ON!

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.

We need cookies please: I am going to provide cookies to our physicians, assisted living and nursing homes this month. It is National Hospice and Palliative Care month and the month for giving thanks. We are in need of **65 dozen** cookies which I am going to deliver 11/24 and 11/25 right before Thanksgiving. If any of you can bake cookies and deliver them the morning of the 23rd, please help us. We will need to know as soon as you can if you can help and how many cookies you will be providing. Thanks so much for helping with this project.

Jennifer

REMINDER

Volunteers, we know that there are a lot of bugs already this fall, but there have also been a lot of no-shows, with Clients, Hospice House and Switchboard. It is **very important** that you let us know as soon as possible that you cannot do your scheduled assignment. We need to fill these openings. It is best that you call in rather than e-mail. Please call 773-6137 and on the weekends if you are scheduled for the Hospice House call 956-9990. You may think that not fulfilling your assignment for 3 or 4 hours is no big deal, but it is especially when 7 or 8 of you do it in the same week. We really do depend on you!



Dozen Roses – Great Job in October

Christine Fowler, Bob Kerns, Ron and Mae Shuert, Lori Lickly, Carole Kennett, Cindy Havens, Beth Miller, Vicky Schafer, Maggie Foote, Chuck Schwartz, Julia Schmalbach, Jerry Bierschbach, Sarah Cavanaugh, Keri Strudevart, Autumn Cooper, Pat Coen, Kelsi Olkowski, Catherine Backus, Victoria Zegler, Molly Mehelko, Kristyn Heins, Daniel Cater, Ella Strauss, Mary Lee, Barb Houghton, LouAnn Ranck, Tammy Smalley, Karlee Cederquest, Crystal Higginson, Amanda Albert, Amanda Anton, Terri Krafft, Nancy Roberts, Staci Wood, Renee Pascouau, Sara Hayes 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. **Julia, Schmalback, Nancy Roberts, Carole Kennett, Lois Curtiss, Judy Neely, Mae Shuert, Alice Burlington, Vicky Schafer, Sara Hayes, Sherrel Haight, Jo Redman, Mary Lee, Joyce Schafer, Shirley Walden, Maggie Foote, Geri Bierschbach, Kathy Gordon, Karlee Cederquest, Mary Kaechele, Becky Brown, and Ella Strauss** 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. **Jessica Weitala, Meghan White, Emily Durga and Lauren Pierce** kept the kitchen running on the weekends. Dedication, ladies, thank you.

October Volunteer Hours

Clients Served	15
Client Care	323
Reception/SB	362.5
Facility	37.5
Administration	48.25
Kitchen	14
Training	580
Total Hours	1365.25

October Census

Beginning	32
Admissions	18
Discharges	2
Re-Admits	0
Deaths	22
Ending	26

November Birthdays*Volunteers*

	Bob Kerns	11-1
11-5		
	Becky Brown	11-4
11-5		
Fulton 11-19	Staci Wood	11-6
	Daniel Carter	11-9
11-27		
	Ramika Looney	11-10
	Kathy Gordon	11-20
	Sherrel Lee Haight	11-20
	Mary Kaechele	11-30

Staff Members

Kim Williams
Belle Linton
Nancy Casey
Martha Riggs