



VOLUNTEER NEWSLETTER

October 2009

Oct. 22nd In-service – Driving Safety

The In-service for the month of October is Driving Safety: Now before you reject this as not one you need---we need you to attend!!! It is required by our insurance for our Risk Management Program. Even though we do not transport clients, volunteers and staff need to have this refresher. There is a 10 minute video we must watch and then we will have an officer here to talk about the common sense of good driving. It should be rather painless. All volunteers are asked to attend at least 4 in-services each year, but you are welcome to attend them all. Many of our in-services are on topics of interest to volunteers to help them with their volunteer experiences, but in-service time is also a great time to meet other volunteers and share your stories. The In-service starts at 5:30pm with dinner following the presentation. Please call or email, the sign up sheet in on the refrigerator in the conference room. Hope to see many of you there!

Lighthouse Program

We are in need of Woodland Hospice Lighthouse Liaisons!

Role: To educate and inform 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 may:

1. Schedule educational programs in your church and community---you would arrange for a hospice representative to offer the program. Be sure to give presenter plenty of lead time.
2. Communicate events and services through church bulletins, newsletters, bulletin boards and information, sometimes a simple email or phone call to get information in the church bulletin. **Does your church have a place for our brochures? Please stock them for us.**
3. Does your church have a fall festival activity where we could offer an informational booth? You could make arrangements for us to have a table there.
4. Answer questions about services provided by Woodland Hospice and Morey Bereavement Center.

5. Would it be okay for you to hang flyers in the vestibule of your church for people who are interested in learning more about volunteer training? Then you could get the list to Char and Sheral.

Remember to Say "Woodland Hospice"

Remember when you say you are a volunteer for hospice to say you are a volunteer for Woodland Hospice. With the competition becoming stronger and stronger, we need to set ourselves apart and make sure Woodland Hospice is known in our community. If you would like brochures or information to take to places you frequent, please feel free to come and get them from my office---dentist's office, doctor's office, your bank or credit union, your church, places that have community bulletin boards---anywhere you can think of that people might pick one up and think about us in their time of need.

Thank you all for your volunteer efforts.

Jennifer Cotter

VOLUNTEER BADGES

A couple of months ago we put out a notice for volunteers to let us know if they needed a name badge and you responded in large numbers, but many of them have never been picked up. They are available to you in the office. They are on the counter by the "big burgandy book" where your hours are recorded. It is important for you to wear your badge when volunteering. Stop in and pick yours up please. If you did not request one then and still need one, let Char or Sheral know.

Your Hours of Service Did Not Count

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. **There are still some that do not get turned in.** Those of you that work at the Hospice House facility, kitchen, grounds and office; please drop by the volunteer center and record your time in the maroon book on the table. If you forget to record your times, you can always give us a call or email and we will get those times recorded for you. Remember---client care must have a progress report. Thank you.

Awesome Job

I am usually one who is never lost for words, but I have to say I am struggling to find words to express the appreciation and pride Char and I have for the volunteers of Woodland Hospice. The demands for our services this past month have been unprecedented---client care, respite care, ramp building, step building, prayer and readings, pet therapy, and much more and the house was filled to capacity. It was a dizzying time for the volunteer office, but as we sent out the word that you were needed you answered the call to serve. You gave of your time and yourself to comfort and to feed the souls and the bodies of clients and their families. You worked morning, noon, night and weekends wherever you were needed. Thank you so very much---as you see, I did find some words---I just hope they convey to you how much you are appreciated. Thank you. Sheral

MOUNT PLEASANT DIRECTORY NOW AVAILABLE FOR CLIENTS' FAMILIES

We now have available a Mount Pleasant Directory for families to use who have loved ones at Woodland Hospice House. Inside they will find information on restaurants, hotels, parks and shopping. One directory will be kept at the reception desk, one in the lounge and one in the nurses' station. Those volunteers who work in the house need to know that this is available to families who need these services. This is one small way that we can help our families with their basic needs for food, shelter or recreation.

RECEPTION DESK/HOSTESS (HOST)

The Woodland Hospice House is just a little over a year in operation, so we still experience growing pains and continue to make changes that will help to smooth out some of the wrinkles. One of those changes involves the volunteer station at the reception desk. We are asking our Reception person to act more as the hostess/host to the guests at the house. So, the additional duties we are asking of you are to care for the Family Café during your shift checking it once each hour for the following: keeping a fresh pot of coffee going; wash up any dishes and put them in the cupboards; wipe counter and tables as needed; make sure there is ice in the ice bucket and drinks in the carafes (if need filling you can get that from the kitchen); if a guest requests decaf coffee you can make a pot and put it in a warmer carafe from the kitchen. Your role has always been to meet and greet guests of our clients and now we are just extending that to include the services of their café. If you have any questions about this, just let us know.

Volunteer Survey Update

For those of you who returned the volunteer survey, we wanted to say a bit THANK YOU!! We have received a great deal of valuable information from you and are working our way through how to catalogue all of it, incorporate it, and utilize it. There were many helpful comments and suggestions as well – again, a big thank- you!

Some information can be put to immediate use, other pieces of information and plans will take some time to implement...so hang in there with us.

If you haven't returned your survey yet, please feel free to do so – we'd like to hear from as many volunteers as possible and your input will be helpful.

We really appreciate all of you taking your valuable time to fill out this survey – it is our intention to make the most of it!

Thanks again, we are very grateful for all you do!!

Kathy Gordon and Beth Miller

On behalf of the Volunteer Personnel Committee



Dozen Roses – Great Job

Autumn Cooper, Maggie Foote, Kim Dickens, Bob Kerns, Molly Mehalko, Amanda Anton, Kim Trentacostsa., Lori Lickly, Kara Pifer, Pat Coen, Vicky Schafer, Julia Schmalbach, Ewa Gorski, Kathy Preston, Nancy Kinny, Beth Miller, Kathy Gordon, Kelsi Olkowski, Molly Mehalko, Emily Yurga, Mandi Morse, Sherrel Lee Haight, Carole Kennett, Beth Miller, Jerry Bierschbach, Ron Schafer, Joyce Schafer, Sara Cavanaugh, Cindy Haven, Marjie Evans, Staci Wood, Lauren Pierce, Brenda Gaeth, Mary Lee, Keith Frank, Dee Kohrman and (dog) Pepper and Christine Fowler,

Jessica Weitala, Chuck Schwartz, Keri Studevart, Brooke Reese, Audrey Rock, Meghan White, Kelli Holland, Crystal Higginson and Vicky Schafer. You have provided many visits and client care to several clients in their homes, at assisted living and at the Hospice House. It's a great team effort. We thank you all for being so responsive to our requests and providing this outstanding service to our clients and caregivers.

Thanks to **Sally Angelos, Maggie Foote, Nancy Hyder, Shirley Gallandt, Sherrel Lee Haight, Kathy Preston, Lois Curtiss, Julia Schmalbach, Jo Redman, Kathy Gordon, Joyce Schafer, Geri Bierschbach, Judy Neely, Mary Lee, Alice Burlington, Mae Shuert, Carole Kennett, Barb Houghton and Vicky Schafer** for your great help at the Reception Desk and Switchboard. **Ron Schuert** has been mowing our lawn here every week and **Bob Kerns** has been mowing the lawn at the old house every week, thanks guys!

October Volunteer Hours

Clients Served	18
Client Care	310
Reception/SB	362
Facility	68.5
Administration	41.5
Kitchen	263
Total Hours	1045

October Census

Beginning	33
Admissions	15
Discharges	2
Re-Admits	2
Deaths	16
Ending	32

October Birthdays

Volunteers

Cathy Schafer	10-1
Kelli Holland	10-2
Roy Burlington	10-2
Jessica Block	10-3
Debra Jensen	10-4
Shirley Gallandt	10-7
Marie Blake	10-10
Krista-Jo Bishop	10-13
Audrey Rock	10-14
Pamela Vogel	10-14
Donald Mirrielees	10-18
Ewa Gorski	10-19
Kelsi Olkowski	10-19
Michael Richards	10-19
Dee Kohrman	10-25
Ron Shuert	10-25
Patty Richie	10-27
Lauren Pierce	10-28
Linda Longuski	10-29
Mae Shuert	10-29

Staff

Rosemary Middleton	10-2
Erica Whitlow	10-3
Deanna Heath	10-25