



VOLUNTEER NEWSLETTER

August 2009

August 20th In-Service---Dementia

Our in-service for the month of August is on the topic of dementia. This is something that affects each and every one of us on some level---friends, family, friends of family, and, of course, our clients and their families. So, this is a topic that you may find pertinent to your life and your work. Remember, volunteers are expected to attend at least 4 in-services each year. In-service starts at 5:30pm with dinner following presentation. Please call or email to sign up or if you are in the building, the sign up sheet is on the frig in the conference room. Hope to see many of you there!

2009 Volunteer Training Fall Session

The Fall Volunteer Training Sessions are **October 5, 6, 7, 12, 13 & 14**. 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. If you would like flyers to post in your church, club or school there are copies in the foyer and on the website. **This would be a great one for our Lighthouse Volunteers to get into their church bulletins. Thank you.**

Food Service Training

Chef Edwin will be conducting **Food Service Training on August 11th, 5:30 pm – 8:30pm** in the conference room. If any of you want to take this training to work in our kitchen, please mark you calendars. This is another great way for volunteers to help out at the house. Just let us know if you want to sign up---call (989) 773-6137 or e-mail us or sign up is on the frig in conference room if you are in the building.

Lou Wants to Thank Volunteers

From the desk of Lou Howard: I want to take a minute to express my personal gratitude to volunteers who work in the hospice house. We have been open for a full year and other than having the floors professionally cleaned, the care of the house belongs to staff and volunteers. I have to say the house looks as beautiful today as it did the day we opened, and that is primarily because such loving care and commitment has been given by the volunteers who walk through the door. Thank you so much for your passionate commitment to hospice, our clients and families, and our fantastic facility.

News from Jennifer Cotter

“Rock On for Woodland Hospice” Signature Fund Raiser

Get your Rocking Chair Team Together to participate on Saturday October 3rd. This 10 hour Rock On for Woodland Hospice is our signature fund raiser. It will take place at Chipp-A-Water Park in Mt. Pleasant from 8:00a.m. – 6:00p.m. We would love to have every volunteer participating in some way.

What you need to do:

1. Put a team together of as many members as you can. Your team can consist of family members, friends, co-workers, golf partners, bowling team, etc.
2. Each team member is responsible to go out and get people to sponsor them---give them donations-- for their rocking efforts. See how this spreads out across many people to get donations? The more involved the merrier!
3. Designate a team leader and come up with a fun name for your team.
4. Set a goal for the amount your team wants to collect.
5. Bring one rocking chair per team to the event.
6. You can split the rocking times up according to how many team members you have.
7. Contact Jennifer Cotter at jcotter@woodlandhospice.com or call her at 989-773-6137 for additional information and for a Team Registration Packet.
8. If you would like to participate and don't want to put a team together, we are looking for volunteers for the day of the event. Just let us know.

We currently have 10 teams ready to rock; our goal is to have 50!!!! Please come and rock to honor the past, current, and future patients and family members of Woodland Hospice and Bereavement Center.

Woodland Hospice and Isabella Commission on Aging Golf Outing

CALLING ALL GOLFERS!!!!!!

The Central Michigan National Association of Insurance and Financial Advisors are putting on the 2nd Annual 4 Person Scramble Golf Classic to benefit Woodland Hospice and Isabella Commission on Aging.

When: Tuesday, August 25th, 2009

Where: Bucks Run Golf Course

Time: 9:00 a.m. Shotgun Start

Cost: \$75.00

Contact Jennifer Cotter at jcotter@woodlandhospice.com or 989-773-6137 for registration form or with questions.

THE FIRST ANNUAL SERENITY & BROADWAY CUSTOM'S "ROCKING FOR WOODLAND HOSPICE"

Enjoy a day watching and listening to local musicians and bands on **Saturday, August 15th**.

Where: 565 South Wise Road (Free Camping Provided)

Time: Gates open at 2:00pm with music beginning at 4:00pm

Cost: \$10.00 at the gate with proceeds going to Woodland Hospice

Interested musicians or vendors please contact Lee Williams at (989) 621-9993

Contact Jennifer Cotter for a flyer and directions at jcotter@woodlandhospice.com or (989) 773-6137.

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 tables---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 summer 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.

These are just some ideas about how you might bring Woodland Hospice to your congregation. If you are interested in the Lighthouse Program please contact Jennifer Cotter at jcotter@woodlandhospice.com. Or (989) 773-6137.

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

A SHARED THOUGHT

"Compassion is that innate capacity that enables each of us to sensitively open to suffering. Part of the beauty and function of compassion is how it establishes a trustworthy connection, supports mutual well being, companions what we fear is intolerable and allows us to stay present in the territory of unanswerable questions. The relationship with those we serve, the practice of compassion is equally important to good pain management or symptom control. Yet, rarely is it

acknowledged as our most available and effective resource, offering immeasurable value to all interventions. Without the presence of compassion care giving becomes a series of mechanical or technological efforts that exhaust everyone and heal no one.”

Frank Ostasaski founder of Zen Hospice Project in 1987—first Buddhist hospice in America.

Volunteer Progress Reports

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. Thank you.

BE ON THE LOOKOUT FOR A SURVEY FROM THE VOLUNTEER COMMITTEE

Soon there will be a mailing done by Kathy Gordon and Beth Miller on behalf of the Volunteer Committee (they will be sending it out and it will be returned to them as well). We are asking each of you to return the survey---PLEASE. They assure us it will be short and sweet and quick to do. The information they are asking for will cover how we can interact more effectively, what works best for you, etc. in fulfilling the many requests for various volunteer opportunities...and we want to make sure we are not bugging you or overwhelming you with requests. The committee is making every effort to gather data from you to assist us in making volunteering the most positive experience possible for you. So please be candid---let them know what is working and what is not. They will compile the results to help us to be better Coordinators. THANKS!!!

Oh, by the way---look for the surprise in your envelope---it almost never happens to a volunteer!!!!

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. We hope this is just another service we can provide to our families. Thank you.

Thank You to Kate Lucas

We want to thank Kate Lucas for her hard work and dedication in getting a booth for us during July's Arts and Crafts Fair in downtown Mount Pleasant. The booth space is donated to her because she gives all the proceeds to Woodland Hospice. Volunteers who helped her----Lauren, Sheral, Kara, Judy and Sherrel Lee---thank you for helping out. Kate also had a friend of hers, Linda, who worked some hours at the booth. We want to also thank Cindy at The Mole Hole for letting us keep our supplies inside her store at night during the 3 day event so that Kate did not have to haul everything home each night. Although the weather tried to put a damper on the event, folks did come out, buy some items and make donations to Woodland Hospice. Thank you Kate and volunteers!

Special Thank You

We want to give a special thank you to Bob Kern whom we often call upon for client care with just a few hours notice and he is there. He seldom turns us down; sometimes seeing two different clients each day. He worked in the house when the floors were being done, and on down time used the brush hog to clear out lots of tall weeds on the grounds. He also mows the lawn weekly at our old hospice house. Mandi Morse also put many hours into client care, working in the house and helping when the floors were being done. Thank you.

Thanks to Bob Kern, Don Mirrielees, Roy Burlington, Ron Shuert Woodland Hospice volunteers for your many hours of help with the landscaping project. It is a huge job and your help is certainly putting a dent in it. Thanks to Jim from JBS Construction for the use of the Bob Cat and the dump truck. Thanks to Mike Simkins for brushhogging, it looks so much better and for doing the floors and carpet at Woodland Hospice.



Dozen Roses - Great Job

Autumn Cooper, Maggie Foote, Mike Ross, Kim Dickens, Audrey Rock, Bob Kerns, Molly Mehalko, Lynn Baca, Steven Witte, Amanda Anton, Kim Trentacostsa., Lori Lickly, Kara Pifer, Pat Coen, Vicky Schafer, Nicole Lohr, Jessica Block, Ella Strauss, Julia Schmalbach, Ewa Gorski, Kathy Preston, Nancy Roberts, Nancy Kinny, Marjie Evans, Beth Miller, Kathy Gordon, Kelsi Olkowski, Karelin Schrock, Molly Mehalko, Emily Yurga, Mandi Morse, Meghan White, Sherrel Lee Haight, Marjie Evans, Carol Kennett, Emily Dongeville, Jessica Block, Beth Miller, Jerry Bierschbach, Ron Schafer, and Christine Fowler 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, Sarah Hays, Nancy Hyder, Shirley Gallandt, Sherrel Lee Haight, Kathy Preston, Lois Curtiss, Julia Schmalbach, Julie Ellis, Jo Redman, Kathy Gordon, Joyce Schafer, Geri Bierschbach, Carol Grossa, Judy Neely, Mary Lee, Mary Kaechele, Alice Burlington, Mae Shuert, Ella Strauss and Vicky Schafer** for your great help at the Reception Desk and Switchboard.

July Volunteer Hours		July Census	
Clients Served	19	Beginning	24
Client Care	435	Admissions	18
Reception/SB	392	Discharges	2
Maintenance	59.5	Re-admits	0
Administration	78.5	Deaths	19
		Ending	21
Total Hrs.	965		

August Birthdays

Volunteers

Carolyn Swart	8 - 1
Erin Nelson	8 - 6
Kara Pifer	8 - 7
Vicky Schafer	8 - 11
Donna Hinks	8 - 15
Sue Maness	8 - 20
Lyndsey Hjelmstad	8 - 27

Staff

Sandy Hayward	8 - 2
Kelly Heifner Clark	8 - 23