



VOLUNTEER VISION

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First Virtual Volunteer Conference To Be Held for Volunteers on August 2

For the first time in its history, the National Hospice and Palliative Care Organization (NHPCO) has planned a virtual volunteer conference, *Ignite the Future*, for volunteers on August 2, in the Shaw Community Room at the Dayton Hospice House.

Volunteers from Hospice of Dayton/ Hospice of Butler & Warren Counties will join thousands of volunteers from around the United States for this online event, which offers all the benefits of an in-person experience without the added time and expense of travel.

Volunteer Services staff will be in the conference July 30-August 3 for specific sessions to teach volunteer administrators how to best recruit, support and engage volunteers to ensure maximum benefit to patients and families.

Thursday, August 2, 10 a.m.—6 p.m., is designed specifically for volunteers to enhance skills and participate in a national hospice event.

The day opens with an address, *Volunteers-The Heart of Hospice* by Donald Schumacher, President and CEO of NHPCO. This will be followed by an address, *Volunteers: Exceptionalism in Care and Practice* by Gary Gardia, a nationally known speaker on hospice volunteerism, and Danae Delman, a volunteer with Capital Caring in Falls Church, VA.

Sessions will cover such topics as spirituality at the end of life; survival through change, loss, and self-compassion; reaching the cognitively impaired patient; and ethics.

The schedule for the volunteer day is enclosed with information on the keynote presenters.



Registration Procedures

Register by July 25 by one of three convenient ways:

1. Call 258-5536 with your name and conference on August 2.
2. E-mail Miriam Morrison mmorrison@hospiceofdayton.org.
3. Sign the Conference Registration list in the Volunteer Workroom.

Volunteer Services Plans *Visitors Extraordinaire* For Volunteers in Direct Patient Care on July 19

Volunteer Services invites all volunteers who provide care to patients to a special continuing education event, *Visitors Extraordinaire*, on Thursday, July 19, 5:30-8:30 p.m., in the Shaw Community Room at the Dayton Hospice House, 324 Wilmington Avenue, Dayton. Dinner will be served and includes pulled pork, potato salad, baked beans, and cake.

Guest speakers will be Massage Therapist, Amanda Banaszak, on the benefits of aromatherapy, and Occupational Therapists, Casey Haper and Angelene Moore on ideas to make your visits more interactive with patients.

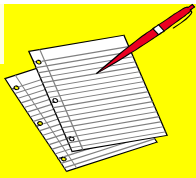
Volunteer Services staff will be introducing the use of Skype with patients and families. Volunteers will be receiving the first Patient Care Manual.

New Patient Care Manual Debuts for Volunteers

Volunteer Services staff members Betsy Bown, Miriam Morrison, and Linda Corey Simpson have written a new manual to support and mentor patient care volunteers with procedures and ideas to better serve patients and families. Volunteers will receive one at Visitors Extraordinaire.

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Director's Discussion

Miriam Morrison, Director of Volunteer Services

Canadian Geese Teach Us Life Lessons

When I first came to Hospice of Dayton 5 years ago, I noticed flocks of Canadian geese on the grounds. When Spring came, I saw a mother goose sitting on her eggs in the flower bed outside my window. She peered in at me each day. As time went by, the eggs around the facility, even on the roof, began to hatch. Little furry goslings added to the number in the flock.

As we were over-run with geese, we purchased a goose dog, Molly, and now the geese make their home in other parts of the city.

Not too long ago I came across an article, *The Legend of Geese*. According to psychologists, this legend has a powerful message for us.

When you see geese heading south for the winter flying along in a "V" formation, you might be interested in knowing what scientists have discovered about why they fly that way. As each bird flaps its wings, it creates an uplift for the bird immediately following it. By flying in a "V" formation, the whole flock adds at least a 71 percent greater flying range than if each bird flew on its own.



Basic Truth #1: People who share a common direction and sense of community can get where they are going quicker and easier, because they are traveling on each other's trust. Whenever a goose falls out of formation, it suddenly feels the drag and resistance of trying to go it alone and quickly gets back into formation to take advantage of the lifting power of the bird in front of them. As caregivers, we share in the end of life journey with patients and their families. We need everyone on the care team for "lifting power."

Basic Truth #2: If we take a tip from the geese, we will stay in formation with those who are headed the same way we are going. The geese honk from behind to encourage those up front to keep up their speed. Words of comfort and encouragement can be heard every day as we serve.

Basic Truth #3: We respond to encouragement from others. When a goose gets sick or is wounded by gunshot and falls out of formation, two geese fall out with him and follow him down and protect him. They stay with him until he either is able to fly or until he dies. Then they launch out on their own or with another formation to catch up with their group. Being at the bedside of dying patients gives them the comfort that they are not alone.

Basic Truth #4: If we follow the example of the geese, we will stand by each other through difficulties and challenges.

As we strive to support our mission of providing superior service and superior care to those we have the privilege of serving, may you fly in "V" formation.

Volunteer Services Breaks Records in First Half of 2012

Volunteer Services has broken a record with the highest number of volunteers in Hospice of Dayton's 34-year history—**757** as of June 30. This includes 455 trained volunteers, 286 consultants (those on committees, fundraising, and working in their homes), and 16 teen volunteers. We've come a long way since two volunteers and one nurse started Hospice of Dayton in 1978.

Volunteer Services received 1,296 volunteer requests in six months. Thank you to all the volunteers who filled these requests and served patients. Betsy Bown, Volunteer Placement Specialist, filled all but 19, due to patient deaths before placement. What a great accomplishment! To show our growth, there were 336 requests in 2008.

In six months, a record-breaking 159 volunteers have gone through Orientation and 153 for Caring Angels. In 2007 we trained 132 in nine months with the new training program started in March by Miriam Morrison. The year before Miriam came as Director (2006), only 48 new volunteers were trained.


As a result of the work of Tish Kemp, Recruitment and Training Specialist, training sites were increased to seven from two last year, and 22 trainings were scheduled for 2012 with the addition of three additional ones since January.

A record breaking 24 ambassadors were trained as of June 30 this year by Linda Corey Simpson, Hospice Houses Volunteer Specialist! In second quarter, she covered 430 ambassador shifts at Dayton Hospice House and 89 at Lorelei's Place Hospice House, giving increased service to patients.

The workroom services have grown under the direction of Krissy Barker, Volunteer Data and Office Specialist. In six months 236 volunteers have served almost 5,000 hours!

Thank you for making our volunteer program so successful!

Volunteers have an exciting Fall line-up of special events and classes to help support them in the services they provide to patients and families, to network with staff and volunteers, and to have fun around an array of delicious food.



Stepping Stones seminars are offered at least twice each year to give volunteers additional support for serving patients and families.

Volunteers are invited to

Nurturing Yourself

Thursday, September 6
Shaw Community Room—6:30-8:00 p.m.

**Presenter: Karen Schindler,
Community Care Liaison**

RSVP – Call 258-5536 by September 3.



Volunteer Forum

October 18
5:30—8:00 p.m.
Shaw Community Room
Dayton Hospice House

Bratwurst, sauerkraut, German potato salad, spaetzle, apple cake, root beer

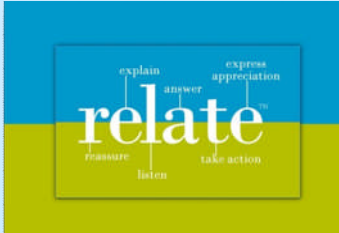
Presentation—Except for Six Networking Sessions by position

**RSVP – Call 258-5536 by October 12
Volunteers ONLY; no guests, please**

RELATE Classes Continue for Volunteers, New Class Scheduled Sat., July 21

RELATE classes are continuing for volunteers, who have NOT been trained in 2012. Beginning in 2013, the required yearly update home study and test will have questions covering this important area of communication.

Staff members and over 150 volunteers have completed the RELATE training and are implementing the communication principles to reflect and support our organization's mission, vision, and values.



"When all is said and done, with all of the initiatives and plans, I think the RELATE/patient-centered training will have the greatest impact on our service delivery in shaping the patient and family experience," said Kent Anderson, President and CEO.

The following RELATE seminars are offered 8:30-10:30 a.m. on Wednesdays at the Dayton Hospice House, Shaw Community Room, 324 Wilmington Avenue.

July 18	October 17
August 22	November 14
September 19	December 12

Saturday classes will be planned as needed. A class has been scheduled for **Saturday, July 21, 9-11 a.m.** at the Dayton Hospice House. Please register by Monday, July 16 by calling 258-5536, including what session you will attend.

Hospice of Dayton Benefits From Boy Scout Eagle Projects

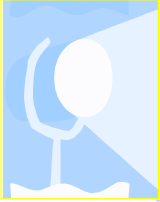
One part of the Boy Scout Oath is "to help others at all times." Four teen Boy Scouts chose Hospice of Dayton for their Eagle project. Two were completed in May and June, and two others will be completed this summer.

Kunal Gupta, a volunteer with Hospice of Dayton for the past year, transformed an overgrown honeysuckle and weeded area across from the Roll Family and Friends entrance. into a shaded resting place with a bench, bird feeder, and plants He created the design and recruited a group of 19 volunteers, who served 230 hours to complete the project.



Kevin Haney designed new landscaping behind the fence outside the Shaw Buckeye Wing. Patients now benefit from the beauty of the plants and bird feeders. He and his group of 15 served 184 hours.

Joey Ritter and Colin Bramble are working with Miriam Wolf, Hospice of Dayton horticulturalist, on two other areas.



Spotlight on Volunteers

HOSPICE OF DAYTON

Charles Douglas Drives Miles for Smiles For Special Deliveries, Transportation

When stopped at a light with a car full of balloon bouquets, Charles Douglas does get a few looks from motorists.



Charles has been a volunteer for a year and has driven 4,668 miles since January, delivering patient supplies, birthday and anniversary cakes, and balloon bouquets. He also transports patients to appointments and loved ones to visit at the Dayton Hospice House. As a Guest Escort, he enjoys driving the golf cart to pick up visitors from their cars.

"People just light up when I bring them a cake or balloon bouquet," said Charles. "Sometimes I get a hug, and that makes me feel special."

Charles is retired from the City of Dayton Waste Water Treatment Plant after 25 years.

He has one daughter and lives in the Belmont area of Dayton.

Volunteers Can Purchase Career Wear

In collaboration with Champion Apparel, Hospice of Dayton and Hospice of Butler & Warren Counties are pleased to give volunteers the opportunity to purchase career wear with our logo.

Various shirts, blouses, shrugs, and jackets are available with the logo. Selections must be made carefully as items cannot be exchanged or returned. Items are "true to size" and sizing charts are available. Orders are completed in 2-3 weeks.



Miriam and Tish with sweater and shirt with logo.

The catalog and order form will be e-mailed to those on the Internet. A catalog and order form will be mailed when requested by calling 258-5536. A catalog and order forms will also be available in the Volunteer Workroom.

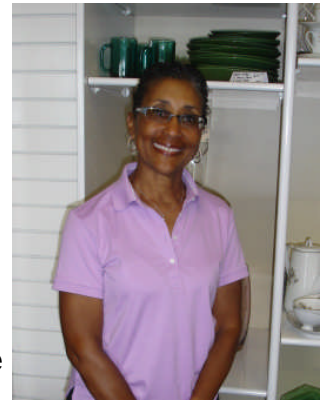
Each quarter volunteers and their special services are highlighted.

HOSPICE OF BUTLER & WARREN COUNTIES

Darlene Ferris Serves at Heirlooms Shoppe, Visits Patients, Provides Caregiver Relief

Grocery shopping for a patient, visiting with patients at their bedside, providing caregiver relief, and serving at the Heirlooms Shoppe in Centerville have touched Darlene Ferris's life for the 11 years she has served as a volunteer.

Both her parents died under hospice care, and this made a difference for her. "My life has been blessed to have known such wonderful staff, so kind and compassionate," said Darlene. "I just love Miriam and her staff for making the volunteers feel special with calls and dinners. My gifts are special keepsakes."



Darlene retired after 32 years in drafting and as an engineering clerk at AT&T and eight years at a tool repair shop. She works part time as a greeter for Heatherwoode Golf Course.

Darlene has one son and one grandson. She and her husband live in Springboro.

Volunteer Opportunities

Guest Escorts—drive the golf cart and escort visitors from and back to their cars. Morning shifts 8-11:30 a.m.—Wednesday, Friday, Saturday, and Sunday.

Ambassadors—visit patients at the Dayton Hospice House. Recruiting for all shifts, especially Monday and Wednesday afternoons and evenings and all weekend shifts.

Receptionists—Be the smile that greets visitors at one of our desks. Available shifts Sundays a.m. and p.m., Monday 4:30-7:30 every other week, Tuesday 4:30-7:30, and Thursday 1-3.

Heirlooms Shoppes—Dayton and Centerville—need volunteers willing to serve a shift to help with pricing and display and serving customers.

Heartfelt Gifts Shoppe at Dayton Hospice House—various afternoon shifts are available.

If interested in any of these opportunities, call Linda Corey Simpson, 256-9507, x1163.