

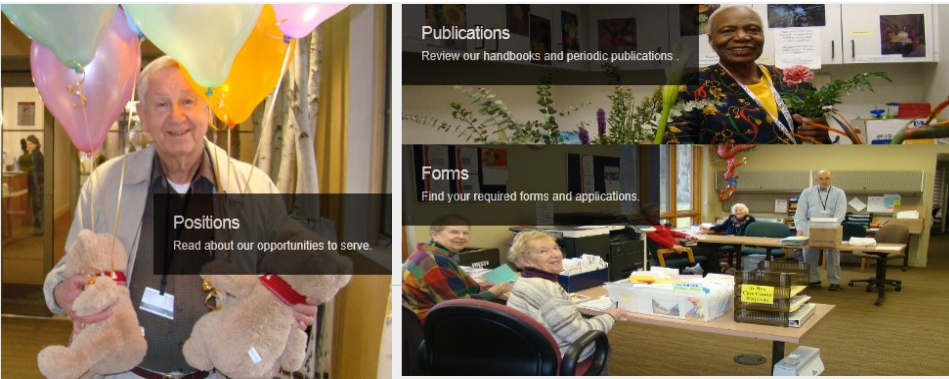


VOLUNTEER VISION

Volume 7, Issue 3, Summer, 2013

Intranet Site to Launch to Increase Volunteer Communication for Positions

Volunteer Services is pleased to announce the launch of a new intranet site for volunteers the week of July 1, piloting this with ambassadors and receptionists. The password-secure site will be www.hodvolunteer.net.



To help volunteers with their service, the departments of Volunteer Services and Informational Technology created this volunteer intranet site to communicate the latest information, monthly schedules, announcements, news, and continuing education through articles. For those without internet, pertinent information will continue to be mailed.

There are three main sections on the home page: Positions, Publications, and Forms. When “Positions” is clicked, it will have sections with each volunteer position. Within the Position listing will be current news, schedules, a manual if used by that position, copy of the position description, and any articles of interest.

Publications will have downloadable volunteer recruitment brochures. The Forms section will have the forms used by volunteers.

Following the introduction to ambassadors and receptionists, other volunteer positions will be added. By the end of the year, all positions will have a section.

Registration Procedures


Ambassadors and receptionists will receive an e-mail from Linda Corey Simpson with the website, www.hodvolunteer.net. The volunteer will click on the site and **Register**. The volunteer completes required information on e-mail and password and submits for approval. Once approved, the volunteer receives an e-mail and can begin using the site regularly for the latest information.

Volunteer Services Invites Volunteers to Picnic July 16

It’s picnic time at the Volunteer Forum for volunteers **Tuesday, July 16, 5:30 p.m.** in the gardens by the labyrinth at the back of the Dayton Hospice House, 324 Wilmington Avenue. Parking is available behind the Colp Building.



Volunteers will enjoy grilled chicken, German potato salad, five-bean casserole, and frozen fruit dessert, compliments of Chefs Miriam and Jay Morrison.

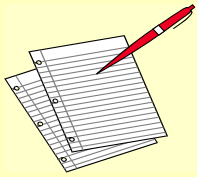
Caitlin Kauffman, HOD Music Therapist, will present **“A Few Notes  on Hospice Music Therapy.”** By the end of the presentation, volunteers will be able to define music therapy and identify the benefits for hospice patients and families. In this presentation, Caitlin will speak about the field of music therapy and its implications within the hospice setting, including relevant research. Real life stories will be used to illustrate various applications, and volunteers will be able to experience hands-on music making. Come with questions and an open mind!

Breakout sessions will be held for the latest information on your position.

RSVP through the electronic invitation or call 937-258-5536

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Director's Discussion

Miriam Morrison, Director of Volunteer Services

Volunteers “Blanket” Patients with Loving Care

Charles Schultz, the Peanuts comic strip creator, has endeared his characters to us throughout the years. There isn't a major holiday that does not have a seasonal Peanuts special. In fact, in our household we still have VHS tapes of everything from Valentine's Day to Christmas Peanuts specials that were watched over and over by our two children and now our five grandchildren.

Of course, one character we all love is Linus, pictured in all the scenes, sucking his thumb with his blanket. Now it's time I come clean about one of my childhood habits. I was a thumb sucker! I absolutely could not go to sleep without my thumb in my mouth, cuddling my blanket.



The thumb was given up when I went to kindergarten, but I still love blankets, especially those knitted for me as gifts. They not only keep me warm, but there's a comfort under the blanket, protecting me from a chill.

It reminds me of the story that I shared with you several years ago in the Volunteer Services holiday greeting. A breast cancer patient, Mary, had been released from the hospital after a mastectomy. Her dog, Lucky, had missed her terribly. When she came home from the hospital, he never left her side until one afternoon when she drifted off to sleep on the couch.

When Mary awakened, she couldn't understand what was wrong. She couldn't move her head, and her body felt heavy and hot. Panic soon gave way to laughter when Mary realized the problem. She was covered, literally blanketed, with every treasure Lucky owned! While she had slept, the sorrowing dog had made trip after trip to the basement bringing his beloved mistress all his favorite things in life. He had covered her with his love.

Then too, I think of the wonderful group of volunteers, Blankets of Love, which started with one blanket knitted by Judi Green, the founder of the group, in 2006. Seven years later, over 20 volunteers achieved a milestone of knitting/crocheting 10,000 blankets that have touched thousands of lives beyond the 10,000 patients, who were blanket recipients. (See picture on p. 3) These not only have physically warmed patients, but they also warmed their hearts, knowing that someone made this blanket for them. Many have been buried with this special blanket.

As volunteers, you blanket patients and families with your love no matter how you serve. Like Lucky, you blanket them with your caring compassion and give them some respite as you walk with them during their end of life journey. You help patients live every day to the fullest. You are the special gifts we treasure at Hospice of Dayton and Hospice of Butler & Warren Counties.

Fall Stepping Stones Seminar Presents Jewish Hospice Care

Volunteer Services has scheduled the Fall Stepping Stones Seminar for Thursday, October 17, 6:30 p.m. in the Shaw Community room of the Dayton Hospice House, 324 Wilmington Avenue.

Lisa Rucker, Inclusion and Access Coordinator, will present *Caring for Jewish Hospice Patients.*



Hospice of Dayton is in the accreditation process for Jewish hospice care that reflects Jewish culture, values, and traditions. Lisa was trained by the National Institute for Jewish Hospice last Fall and is currently working with the Jewish community in Dayton.

All staff members are now completing this required course in care. Volunteers, who are serving in direct patient care positions, are urged to attend so they can better serve their Jewish patients.

By the end of the presentation, volunteers will be able to:

- Gain enhanced understanding of Jewish culture and religion and their impact on death and dying.
- Integrate understanding of Jewish medical ethics into hospice care.
- Discover unique aspects of Jewish grief and mourning.

The class will provide an overview of Jewish heritage, relationships of Jewish patients and health care workers, priorities of the Jewish family, the meaning of Jewish hope, the Sabbath, major Jewish holidays, Jewish medical ethics, and funeral customs.

This additional certification, focusing on culture and religion, will support our commitment to superior care and superior services as we provide comfort care, dignity, and respect to all of the people we serve who are facing a life-limiting illness.

In response to changing referral patterns and reduced reimbursement rates, Hospice of Dayton has made some staffing adjustments in leadership roles. Staffing adjustments were limited to leadership positions, not affecting care at the bedside, maintaining our commitment to superior care and superior services.

Pathways of Hope is now a part of Patient and Family Support Services reporting to Director Lisa Balster, who supervises social workers, chaplains, music therapists, and grief counselors.

Yvonne Turner, Director of Coming Home, is now also leading the Dayton Hospice House and Lorelei's Place teams.

Referrals and Admissions now is supervised by Jan Andrews, Director of the Care Coordination Center.

Volunteer Services reorganized from five to four positions.

- Maureen Swarts is now the Volunteer Resourcing Specialist and responsible for the applications process, training, and annual volunteer updates.
- Betsy Bown continues as the Volunteer Placement Specialist, filling the requests for home and nursing home patients with the addition of scheduling Quality of Life Care Assistants and drivers.
- Linda Corey Simpson continues as Hospice Houses Volunteer Specialist, supervising all volunteer positions for the in-patient units.

The Volunteer Services reorganization has gone smoothly since key volunteers have taken on monthly projects, formerly done by staff.

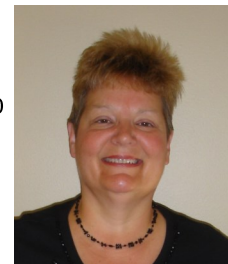
Director Miriam Morrison has now assumed all the recruitment and outreach responsibilities in addition to the oversight of the department in meeting the Medicare Conditions of Participation requirements for volunteers.

Thanks to the department staffs for supervising their workroom requests and working directly with volunteers.

Three Volunteers Receive Above and Beyond Award

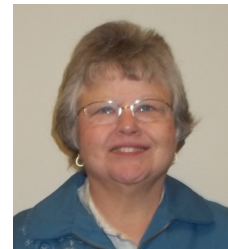
Volunteer Services honors volunteers for going beyond their position description. Each month staff members nominate volunteers for the Above and Beyond Award and draw names for this recognition in collaboration with First Watch, donor of a \$20 gift card. Volunteer Services honored three volunteers second quarter, April-June.


Winner of the April drawing was **Peggy Spoerke**, who stepped up to help with a last minute request for a time-consuming report for another agency and put in hours to get this done. She also single-handedly did the department end-of-the-month reports for April for the Volunteer Workroom. Others nominated in April were Connie Bruce, Pat Engelbrecht, Jill Newman, Bob Patrus, Sue Rutherford, and Loretta Smock.



Winner of the May drawing was **Susan Spencer** for sitting 8 hours with a patient on Saturday, last minute for the family. Others nominated in May were Mollie Cummins, Charles Douglas, Wavey Erhard, Debbie Harber, Bunny Joseph, Sandi Landis, Jo Ann Orihood, Jim Sauerbrey, Donna Schaser, and Joan Wagner,

Winner of the June drawing was **Sue Rutherford** for the successful coordination of the Outreach Caller program in which volunteers made over 1,800 calls to loved ones. Others nominated in June were Debbie Harber, Bunny Joseph, June Mahaffy, Belinda Post, Joe Radin, Dottie Reid, Rae Ann Sapp, Jim Sauerbrey, and Susan Sundermeyer.

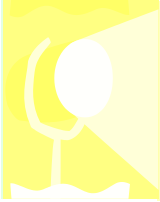


Thank You to  **FirstWatch**
Where Breakdown People Breakdown

Blankets of Love Celebrates 10,000 Blankets

Blankets of Love has celebrated a milestone of 10,000 by presenting a framed sample of these blankets at the 2013 Volunteer Recognition Banquet in April. It is proudly displayed in the Volunteer Workroom.





Spotlight on Volunteers

HOSPICE OF DAYTON

Jan Binegar Provides Office Support

When Jan Binegar's husband passed away in 1997 under Hospice of Dayton's care, she was so impressed with the care he received that she wanted "to give back" to other hospice families. A year later, she took the Orientation classes.



Her first volunteer position was office support in medical records for five years. The last 10 years have been serving the Human Resources Department three days a week.

"I don't know what I would do without Hospice of Dayton in my life," said Jan.

"It's the reason I get up in the morning. I have thoroughly enjoyed my 15 years of volunteering here."

Jan's office experience comes from managing her husband's insurance office for 28 years. She has grown as electronic records have been added. She said she was "computer illiterate" when she started and now is learning how to do entry.

A resident of Kettering, Jan is a mother of two children and one grandson, and visits her children in Phoenix each winter.

Each quarter, volunteers and their special services are highlighted.

HOSPICE OF BUTLER & WARREN COUNTIES

Jody Akers Touches Lives as Visitor/Caregiver

When Jody Aker's parents relocated to Ohio to be closer to her, she became a volunteer for Hospice of Dayton to "better prepare myself for caring for my aging parents."



As a visitor and caregiver, Jody has served hundreds of patients and families in the 15 years she has served in Butler, Warren, and Montgomery Counties. She serves 4-6 patients a month.

She was also active with the Hospice of Butler & Warren Counties program,

"Light Up a Life" for the holidays by decorating trees for families to dedicate an ornament in memory of a loved one.

"I was able to be a better, caring daughter thanks to all my hospice training, reading, and various conferences I have attended," said Jody. "Being with my mom six months ago as she took her last breath and having had hospice there throughout, made her transition for me and my family so beautiful and poignant."

Living in Middletown, Jody has raised six children and now enjoys being a grandma to three grandchildren.

Volunteer Opportunities

NEW

Hospitality Assistant Position

With the creation of the team centers at Lorelei's Place in Franklin, Centerville, Wright Dunbar in Dayton, and Huber Heights, there is a need for light housekeeping one time a week. Volunteers are needed to empty the trash, dust, vacuum, wipe off meeting tables, and clean the bathrooms as needed.

Ambassador

Visit patients at the Dayton Hospice House and fill one of the shifts of 2-4 p.m. or 4-6 p.m. on Friday, Saturday, Sunday, or Monday.

Caregivers

Consider giving a family caregiver some respite time to run an errand or even have time for sleep. Volunteers are needed to provide caregiving in all our service areas. Flexible hours/days.

Guest Escorts

Consider driving the golf cart for any four hour shift that fits your schedule, 11 a.m.—7 p.m. on Thursdays, Saturday and Sunday.

Maintenance

- **Bird Feeders at Dayton Hospice House**—fill birdfeeders any time during midweek .
- **Maintenance Checks** at Lorelei's Place a couple times a month to be completed volunteer's convenience. Training by the Maintenance Manager.
- **Flower Bed Maintenance** at Lorelei's Place.

Receptionist

Be the smile that greets visitors Tuesday evening, 4:30-7:30 p.m. or two Saturdays a month, 12:30-4:30 p.m.

If interested in these positions, please call Linda Corey Simpson, 256-9507 x1163 or Betsy Bown x1162.