

VOLUNTEER NEWS

Summer 2019 | Volume 7 | Number 3

Thank
you!

We're grateful to each and every one of our volunteer staff members for everything you did in 2018, and the difference it made.

You touched lives, soothed frazzled nerves, kept us organized, eased burdens, and fulfilled our mission to over 1300 patients and their families. Whether you were bedside or in the office or at an event, your talents and compassion made it possible for the people we serve to receive superior care at a most poignant time in their lives. *Thank you.*



Our Mission:

Our mission is to celebrate the lives of those we have the privilege of serving by providing superior care and superior services to each patient and family.

The Volunteer News is a quarterly publication for all Hospice of Central Ohio volunteers and the community. Its purpose is to **inform** readers about upcoming events, volunteer opportunities and organizational updates, as well as **educate** about how to support those involved in providing end-of-life care. Copyright © 2019 Ohio's Hospice, Inc. All rights reserved.



an affiliate of Ohio's Hospice

Highlights from our Volunteer Appreciation Dinner!

It was our genuine pleasure to once again honor all of our dedicated volunteer staff members at the Volunteer Appreciation Dinner on April 25, 2019. The event was held at The Grove by The River in Newark, Ohio, and catered by Doug's Far Side Catering.



Kerry Hamilton, President & CEO and Stacy Geller, VP of Philanthropic Development, co-presented awards at the dinner and conveyed messages of gratitude for the volunteers' dedication and service.

In 2018, volunteer staff members spent 7,500 hours listening to our patients and

their caregivers, and applied their skills to a wide range of tasks such as: sorting and filing our patient's medical records, working at our special events, making gowns and other items of comfort, baking cakes for our patients and supporting veterans in our care by providing pinning ceremonies to thank them for their service. All of these tasks help Hospice of Central Ohio provide superior care for patients and families in our communities across a nine-county service area.

At the dinner, volunteers and their guests were able to stop at four Appreciation Stations throughout the room.

A team of DoTerra essential oils specialists provided hand massages to help pamper the volunteers. The volunteers were also given hugs or handshakes, a flower with a message of gratitude from a patient's family member, and were offered the opportunity to receive a hand blessing from one of our chaplains.



We started this year's program with a new award named The **Volunteer Champion Award**. This award is given to a paid staff member who provides effective coaching, encouragement and guidance to the volunteer team member. This year's recipient was Maria Johnson, Manager of Patient and Family Support Services, of Nashport, Ohio. Maria was nominated by Marilyn Dresser, Office Support volunteer and Kids' Grief Camp Assistant Director.



The following volunteer staff members were honored for reaching these milestone Years of Service with Hospice of Central Ohio:

5 Years: Angie Chickowski, Linda Dennis, Gladys Lawrence, Michelle Turner, Judy Wagner and Mary Wilson

Your Volunteer Services Team

Liz Adamshick
Manager

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Coordinator

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10 years: Jan Farran, Cathy Johnston, Becky Lawrence, and Rick Rieser

20 years: Sandra Mead

The **Spirit of Hospice “Rookie” of the Year Award**, which is given to an active first-year volunteer who has embodied the spirit of giving his or her time and talents to Hospice of Central Ohio, was presented to Lottie Hicks, Patient Companion and Caring Presence Vigil Companion of New Albany, Ohio. Lottie was nominated by Susan McGarvey, RN Care Manager, Columbus Team.



The **Essence of Teamwork Award**, is a new award this year and given to an active indirect volunteer who has demonstrated a high level of consistency, dependability and flexibility. They are also an integral part

of the organization’s infrastructure. Fran Morris, Forms Management Team member, of Newark, Ohio was this year’s recipient, nominated by Heather Futrell, Clinical Services Administrative Assistant.

The **Center of Care Award**, which is given to a volunteer who is active in direct patient or family care and exemplifies the care offered to the patients and families of Hospice of Central Ohio, was presented to Joann Baker, Inpatient Care Center Team member, of Newark, Ohio and was nominated by Julie Patton, Inpatient Care Center Team Lead.

The **Kathleen M. Brown Leadership Award**, is given annually to an active volunteer who has consistently demonstrated strong leadership abilities, whose service involves multiple levels of involvement, and who has made a positive impact in



the fulfillment of the organization’s mission. Robert Allen, Veteran Support Team member, of Powell, Ohio was this year’s recipient, nominated by Ruth Robson, MSW, Zanesville Team.



The evening culminated in the presentation of the organization’s **Selma Markowitz Lifetime Achievement Award**, for lifetime service to one active volunteer with multiple years of service, who has demonstrated commitment over time to the organization’s mission, and who has made a positive impact on that mission as well the organization’s growth. Molly Kurtz, Patient Companion, Music & Memory Companion, Handmade Items Team member, and Scented Comforts coordinator, of Newark, Ohio was this year’s recipient. Molly was nominated by Valerie Guerin, RN Care Manager, Newark Facilities Team.

We’re grateful to our Lead Sponsor, Park National Bank, and our Awards sponsors: Criss-Wagner Hoskinson Funeral and Services, Inns Management, Bricker & Eckler Attorneys at Law, Kendal at Granville, and The Granville Investment Group, Inc. Friend level sponsors for the event included: Alphaslink, Tectum, Inc., Thorpe Automotive, Healthy Center Massage and Acupuncture, and Scoop O’ Granola.



From the Foundation



Foundation

Quick Facts: Did You Know...



- 71% of Baby Boomers volunteer locally, and 58% attend fundraising events.
- 88% of the Greatest Generation gives to charity.
- Most (70%) of the charitable giving in the US come from individuals.
- 49% of Baby Boomer donors are enrolled in a monthly giving program.
- The majority of gifts to hospice are from retired individuals on fixed incomes.
- Women are more likely to give a bequest to religious, health, human services, and environmental organizations than men.

Tomorrow's gifts matter, too!

- Only 5.3% of those over age 50 have made a charitable bequest commitment.
- No need to be a millionaire to designate a charity in your estate plans! The average US charitable bequest is \$32,000.
- Designating a charity in your will is the easiest planned gift to make to a charity you care about.
- A charitable bequest does not impact your current cash flow but rather allows you to make a gift now that is realized in the future. The easiest way to do this is to designate in your will that Hospice of Central Ohio receives a specific amount or certain property at your death. If you already have a will, your attorney can easily amend it through a codicil.

*No gift is too small –
we are grateful for all.*

Volunteer Birthdays

July

Ellie Smith
Sharon Fuller
Angie Chickowski
Renee Baker
Jane Walker
Rita Cochran
Marilyn Dresser
Donna Taylor
Gayle Mock
Bernadette Tippie
Eve Arnold

August

Beverly Puckett
Jillian Flowers
Linda Smith
Hayley Quinn
Kendra O' Reilly
Linda Ailes
Jonna Carney

September

Jody Deck
Molly Kurtz
Sabrina Amin
Sandra Mead
Tovey Nederveld
Jalal Siddiqui
Lottie Hicks

Continuing Education and Learning Opportunities

While being involved in hospice care doesn't automatically grant someone emotional immunity to life's many losses, it does provide a context of continuous learning about how we grieve, and how we can help others cope with the losses in their own lives. It's common for volunteer staff to relay stories of how neighbors and friends gravitate toward them for this kind of support, especially once they know these volunteers work in an end of life care setting.

This quarter, we're focusing our Continuing Education resources and offerings on how to support someone who is grieving. Since each person's grief experience is unique to him/her, the ways in which we offer support need to be customized as well. There is no "one-size-fits-all" fix or solution, so the more we learn, the greater our capacity to help people in our lives who are struggling to move through the grieving process.

Here are some great resources to add to your growing hospice support toolkit. Please let us know what you think!



Help Someone In Grief

<https://www.centerforloss.com/grief/like-help-someone-grieving/>

Center for Loss & Life Transition

This article offers suggestions and resources for helping different groups of people cope with loss (i.e., children, teens, co-workers, family members). Check it out!

What Can I Say That's Actually Helpful in Times of Grief? by Melanie Pinola

<https://lifelifehacker.com/what-can-i-say-thats-actually-helpful-in-times-of-grief-5941009>

Ways to support someone who is in grief

<https://www.health.harvard.edu/mind-and-mood/ways-to-support-someone-who-is-grieving>

How to Help Someone Who Is Grieving: What you should do when someone you love is suffering. by Jen Kim

<https://www.psychologytoday.com/us/experts/jen-kim>

The Sweetness of Holding Space for Another by Lynn Hauka

03/28/2016 05:43pm ET | Updated December 7, 2017
Huffington Post: Life

https://www.huffpost.com/entry/the-sweetness-of-holding_n_9558266?guccounter=1&guce_referrer=aHRocHM6Ly93d3cuZ29vZ2xLmNvbS8&guce_referrer_sig=AQAAAL6ZycxS7GafyAn_BZ7EYk8eBTO2zXHK_8WtJv2u5-HJXWRl5fPGzA-SF2FZKYv4t13qeOmOotTTZFh_otAcS4ZN1NpQYJYemrKNVHiWGX8aFGowfAZTmmisLQfVhTfGygm9ib38tbvrhXKyV2vFAIfWbDK-gqLgD3CUNxR-1co

Ring Theory Helps Us Bring Comfort In And "dump" our own stuff out.

<https://www.psychologytoday.com/us/blog/promoting-hope-preventing-suicide/201705/ring-theory-helps-us-bring-comfort-in>

Elana Premack Sandler L.C.S.W., M.P.H

Group Sessions

SAVE THE DATES!

Continuing Education Cookouts
in Newark and Columbus

“Positive Changes to Promote
Health and Healing”



Creating a soothing environment, engaging patients and family members in care decisions, enabling patients to have the support of family members and other loved ones at times of great stress and ensuring that patients feel supported and informed are not just the right way to care for someone, they have also been shown to promote healing. Come to this interactive session to find out more about how to incorporate these and other strategies into the care setting.

We're pleased to once again welcome Julie Olds, Director of Community Relations and Education Schoedinger Funeral and Cremation Service, as our facilitator for both dates/locations. Please mark your calendars for the date/location most convenient for you, and plan to join us!

July 18, 2019 at 6:30 pm

Columbus office:
1656 Bethel Rd, Columbus, OH 43220
Please RSVP by July 11, 2019

July 31, 2019 at noon

Newark office:
2269 Cherry Valley Rd., Newark, OH 43055
Please RSVP by July 24, 2019

The Kindness Connection

To help us create and sustain a culture of kindness here at HOCO, we've created The Kindness Committee. Would you like to join this group in helping shape our organization's commitment to this core value? For more information, please contact Liz Adamshick at 740.788.1404.

As children, my siblings and I would play a game where we'd look around a room in our house for two minutes, then close our eyes and try to remember what we saw

(imagine a house that held five children, two parents, and a wonderful grandmother who moved in with us when I was thirteen, and all of our stuff. That's a LOT to remember!). It was fun and cost us nothing, and it taught us how to notice things. I'd like to say that I improved as I practiced this game over time, but as children often do, I was taken up with other distractions pretty much until after college. Sigh.

Fast forward to the privilege of working alongside all of you, and our paid staff team members, in this emotionally-rich and multi-faceted end-of-life care setting, and, well, I think it would be good for me to start practicing again, this “noticing things” game. We're all so busy, so focused on doing our jobs well, whether we're paid or unpaid, and it's all too easy to become immersed in our own world to the point that we forget to look up and around at the people next to us, or the co-workers walking past us.

When we do look up, and around, what do we notice? A face filled with struggle or fatigue? Someone trying to work out some complicated problem or question? Whatever it is, maybe just the act of noticing is enough to cheer someone or ease her burden. Perhaps you're familiar with Plato's wisdom “Be kind. Everyone is fighting a hard battle.” It's so true. And we hunger for validation, for someone to notice that we've got a lot to deal with today, that the load we're carrying is maybe more than our strength would allow. Just one knowing glance from someone who understands... wouldn't that be lovely?



Be the person who notices someone else today. Be the one to look around the room and take it all in, then close your eyes and try to remember what you saw. Let those faces fill your heart and draw forth the compassion that led you here to volunteer in the first place.

We need each other. And we need to notice each other.

Here's a wild idea: New Volunteer Training as Continuing Education Credit!

If you're wondering how to fulfill your Continuing Education requirement, why not join an upcoming New Volunteer Training series, attending one of the sessions offered as scheduled below? It's a great way to meet your newest fellow volunteers and get a refresher course on the basics of volunteering with Hospice of Central Ohio. A four-part series, the New Volunteer Training covers different topics each night:

1st night: Referral-to-Bereavement — An Overview of the Hospice Experience

Boundaries & Self-Care

2nd night: Interdisciplinary Group Panel Discussion

Active Listening

3rd night: Introduction to Bereavement

Building a Culture of Philanthropy

HIPPA & Infection Control

4th night: Music & Memory Companion

Caring Presence Vigil Companion

Serving Veterans at End of Life

Volunteer Involvement Basics: Policies and Procedures, Compliance Requirements

Just contact Volunteer Services to let us know you plan to attend. We'll provide training materials and other resources to help keep you current with what it takes to become—and remain—an active volunteer staff member. Join us!

And if you've come across an article, film, documentary or other resource helpful to your volunteer work with Hospice of Central Ohio, we'd love to hear about it! Please send your learning suggestions to: LAdamshick@HospiceofCentralOhio.org. We'll gladly share them in our next *Volunteer News* newsletter!

Note: all active Hospice of Central Ohio volunteer staff are required to complete two (2) hours of Continuing Education credits in a 12-month period to retain active status. Please refer to the Continuing Education policy, found when you log into your HOCO web site account (where you find the Volunteer Timesheet and Patient Visit Report forms).

For more details contact Christin Gallant, VS Administrative Assistant, at 740-788-1406, CGallant@HospiceofCentralOhio.org.

2019 New Volunteer Series Schedule

Note: All sessions run from **6:00—8:30 pm**
Application and initial interview required
in order to register.

Attendance at all four sessions in a series required
prior to placement.

NEWARK

2269 Cherry Valley Road • Newark OH 43055
September 9, 10, 16 & 17

LANCASTER

1585 E Main Street • Lancaster OH 43130
July 8, 9, 15 & 16

COLUMBUS

805 Hillsdowne Road, Suite A • Westerville OH 43081

August 6, 8, 13 & 15
November 5, 7, 12 & 14

ZANESVILLE

1166 Military Road • Zanesville OH 43701
October 7, 8, 14 & 15

Please contact Volunteer Services to begin the
application process:

740.788.1404
VolunteerServices@HospiceofCentralOhio.org

Schedule is subject to change.
Please contact VS for updates!

Spring Issue Quarterly Question

“What Are You Grateful for in Your Life?”

Just look at all this gratitude!! Here’s what you said:

I am eternally grateful for the opportunity to experience the world through the wonder of my grandchildren’s eyes. And for having a supportive, secure, and loving family. And for peanut butter. Fresh ground peanut butter.

~Ann Kloss, *Patient Companion, Columbus Team*

FAMILY!! Good health!

~Cinny Pettibone, *Patient Companion, Newark Team*

As a healthcare professional, I’m thankful for the many and varied options available in our community. From our Licking Memorial Hospital, skilled primary care physicians, myriad medical specialists, a LifeFlight nearby, numerous facilities for extended care and assisted living, to excellent in-home care choices, two active Senior Centers for support for our active elder population and last, but not least, superb options for end-of-life care. As a Grandma, I’m grateful for those precious voices that call me “Nanny”.

~Carole Wachtel, *Foundation Support*

First, for my family of course and secondly, that my energy is still holding up so that I can continue to do the things I want to and love to do. I am forever grateful for those dear ones that keep checking on this ol’ gal and that don’t treat me like an ol’ gal! I am truly blessed!

~Bonnie John, *Handmade Items Team, Bereavement Support*

I am grateful for the sun because it gives so much life, joy and vitamin D :)

~Veronika Danchine, *Inpatient Care Center, Newark*

I’m grateful that I live in a country where I can freely worship God. I’m also grateful that I’m in good health for my age and can still do a lot of things that I enjoy, sewing for HOCO being one of them.

~Jan Farran, *Handmade items Team*

I am especially grateful for my life right now. I am expecting my first grandchild in the fall. I feel beyond

blessed. This baby will be a little boy in a family full of females. As we prepare for him to arrive we gather around and spend quality time together. I love this time of my life.

~Becky Randall, *Handmade Items Team, Veterans Support/Pinnings*

That the computer worked right when I was in today to work. ;) But really for my great Family and the support they give to me every day.

~Stefanie Manley, *Office Support, Newark*

My beloved family!

~Anonymous

Wow, there is just SO MUCH to be grateful for EVERYDAY! Aside from God and my AMAZING mother, I am most grateful for those momentous encounters in life where you make truly meaningful and deep connections with another person which can only be credited to "The gifts of The (Holy) Spirit!" It's that bond where you feel like your souls are connected and you've been bathed in the blessing to meet your kindred spirit!

~Anonymous

Quarterly Question:

“What have your own life’s losses taught you?”

Please send your responses and reflections to Liz Adamshick at

LAdamshick@HospiceofCentralOhio.org



Hand Hygiene and YOU!



Pam Scanlon - Author

I think this whole handwashing observation stuff is dumb. You've trained me how to do this and should be confident in that training and that we [volunteers] will follow basic procedures such as handwashing. I don't need someone standing over me, watching me wash my hands.

We hear this sometimes, and we understand. It seems to border on ridiculous, asking for this level of education and scrutiny. But did you know that according to the Centers for Disease Control (CDC), keeping your hands clean is one of the most important steps we can take to avoid getting sick and spreading our germs to others? Think about how often we touch our eyes, nose and mouth. Did you wash your hands first? Or how about this—did you touch the door handle that was just touched by someone who has a stomach virus and then greet your patient by shaking her hand without first washing your hands? It all happens so quickly (and innocently), this chain of transmission...

Our hands are the perfect mode of transportation for germs, and for our patients who have compromised immune systems, this migration of our germs to their environment could be disastrous. Consider these statistics from the CDC about handwashing to help put things into perspective.

Proper handwashing:

- Reduces the number of people who get sick by 23-40%
- Reduces respiratory illnesses in the general population by 16-21%
- Reduces diarrheal illness in people with weakened immune systems by 58%
- Reduces absenteeism due to gastrointestinal illness in schoolchildren by 29-57%
- And perhaps most chilling from an infection control perspective, this statistic: It is estimated that global rates of handwashing after using the toilet are only 19%. Ewww.

How long ago has it been since you received your



hand hygiene training? How often in the day do you wash your hands now compared to when you were first trained? Do you remember the seven possible opportunities for hand hygiene at a patient visit? Studies have shown that direct observation of actual practices has remained the best way to encourage long term compliance. It has nothing to do with your intelligence or good character. We know you want to do your best. Hand hygiene protocols in a hospice setting have much more to do with evidence-based best practices in the presence of medically fragile people in our care. And human nature is an ever-present element in our care setting. Even with the right training, proper technique, and the best of intentions, we don't always hit the mark. One study showed that if instructed to spend 30 seconds washing their hands, the majority of participants managed to make it to 15 seconds.

Our goal is to make sure that we are all practicing good hand hygiene—paid and unpaid staff alike—for the sake of our patients, our families and friends and anyone else we may encounter throughout our daily lives. With your help and understanding, we can achieve this goal!

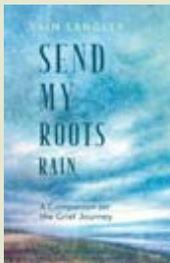
We've Moved!

New Columbus Office Location



1565 Bethel Road

Summer Book Recommendation



Send My Roots Rain: A Companion on the Grief Journey
by Kim Langley

Langley offers comfort and encouragement to those struggling with recent loss or grief, helping them find language for complex emotions, and open their hearts

through poetry. *Send My Roots Rain* is a companion full of stories—sometimes wry and funny, always observant and accepting—for letting grief unfold and teach us. Langley invites a keen awareness that the passage through grief is the navigation of a narrow strait, requiring patience, skill, and worthy companions. These poems can be those companions on the journey.

Volunteer Timesheets and Patient Visit Reports



Remember to please submit your volunteer hours as soon as you complete your shift or visit (no more “month at a time” submissions, please!). Our reports must be accurate and timely, and it’s amazing how a few hours of your hard work can make a difference on the reporting side of things!

Thank you for getting your Volunteer Timesheets and Patient Visit Reports to us on time!

“My husband received the finest care from all of the hospice team. thank you so much, from the heart.”

“Hospice was wonderful. His nurse was so understanding and was always ready to listen to us.”

“Who Cares?” — Profile of an Active Volunteer: Pegi Lobb and Kylo



Pam Scanlon - Author

Meet Pegi Lobb, one of our Pet Therapy Companions, and her dog Kylo! We'll let Pegi tell her story, in her own words. Enjoy!

Tell us a little bit about yourself!

I have four exceptional adult children and four equally extraordinary grandchildren. I am grateful for every single moment I am able to spend with

them. In my professional life, I am an Environmental Psychologist and have taught psychology for twelve years at a private Liberal Arts University. Before teaching, I worked in the veterinary field for ten years in specialty medicine. I also worked for Battelle doing pre-clinical toxicology and cancer research.

My dog, Kylo, a Labrador and Pit Bull mix breed, was rescued by my daughter in March 2018 after two weeks of determined pursuit. He had been living on the streets, close to highways in Columbus. I adopted him, obtained veterinary care, and then enrolled him in training courses. His gentle temperament and perceptive nature made him a perfect candidate for Therapy Dog International. We have been visiting hospitals, clinics, medical centers, facilities and schools since September 2018.



Pegi Lobb

What brought you to Hospice of Central Ohio?

During my teaching career, I taught coursework in Lifespan Development. The curriculum focused on the life stages from conception until death. I became interested in the “quality of life” and “dignity in death” discussions and the necessity of providing resources, support, quality care and companionship to those in their final stage of life. Hospice care seemed the obvious answer. A social worker acquaintance mentioned that Hospice of Central Ohio was looking for therapy dogs, and after researching the organization, I applied. I was immediately impressed by all of the members of the organization. Their dedication, skill and commitment to providing the highest quality of care and compassion is outstanding and humbling at times. Now, Kylo and I volunteer exclusively with HOCO.



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Kylo

What keeps you coming back?

We love our patient engagements and interactions. For me, it is one of the most meaningful involvements that I have had in my life.

How does it feel to be part of this organization?

I feel privileged to be a part of Hospice of Central Ohio and the team that I am a member of.

How has volunteering with Hospice of Central Ohio affected your outlook on life?

I believe strongly in volunteering for the betterment of others, human and otherwise. I have volunteered with many organizations in my life, from wildlife rehabilitation, to preventing the school to prison pipeline, to environmental restoration, to the prevention of sexual violence. Volunteering with Hospice of Central Ohio has further solidified my belief that caring for others is an obligation that we all share.

What do you like to do to help you unwind?

Kylo and I love taking walks, especially “walks in the woods” (per Bill Bryson!). We take a lot of them. I love to work with plants, listen to classical music, read, bike, visit art museums. Kylo LOVES playing with balls, learning new “tricks”, doing dog interactive puzzles and playing with his stuffed squirrel (He would prefer a real one!). We both love spending time with my grandchildren.

What have you learned about yourself as a result of your volunteer work with us?

Being of service to others is rewarding, humbling and deeply meaningful.

What advice would you give to someone who is hesitant to volunteer in a hospice setting?

People are hesitant to let their guard down and establish a rapport with those who are in their final stages of life. For those volunteers that will be involved in direct patient care, my advice is to be open to getting to know the person, and their family members if appropriate, to listen to, talk with, engage with, take direction from and learn to enjoy their time with their patients. I have learned so much from my patients and have developed a deep respect for the lives they have lived and the wisdom they hold.



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**It's about
living.**