

Celebrating Life!

Liz Adamshick

Manager, Volunteer Services



At two places in the volunteer team member onboarding process, we pose the question “What have your losses taught you, and how will this make you a better volunteer?” It’s on our online application, and then we circle back to it at the initial interview, inviting the applicant to elaborate on their response. They never disappoint.

Our loss histories are rich, varied and ever-present. They give us a powerful lens through which to view our lives, our choices and decisions, and the relationships we establish and maintain. All of these are important elements of a volunteer applicant’s motivations for pursuing a volunteer position with us, and we respect the depth of context they bring to the onboarding conversation. What we’ve found most enlightening (and encouraging over the years), is how consistently the applicants’ responses land on their desire to celebrate life, to enjoy what’s in front of them and how this approach honors the loved ones they’ve lost.

When people outside our walls first learn of our affiliation (paid or unpaid) with end-of-life care, they often say they would find it too sad to work in hospice care. It can be hard for these folks to imagine being present to the dying. But there is such joy in our hospice setting, and it’s often our patients and their families who remind us of this. We have the privilege of celebrating someone’s life every day, not just in spite of the struggles and challenges, but because of them. Our patients teach us that each moment, each breath, each touch is pure gift and not to be taken for granted. They show us the

importance of forgiveness and gratitude, family and faith. If we’re paying attention, we carry these lessons into our after-work lives, and the ripple effect continues for as long as we tend to it.

As we enter these final months of the calendar year, and the approaching celebrations that unfold within them, let’s remember the everyday opportunities to celebrate the life we get to live, with all its troubles and accomplishments, its triumphs and heartaches. We have love and friendships and moments of peace and learning to keep us tethered to what matters most. And isn’t that worth celebrating every day?

Our Mission:

To provide every family a compassionate and personalized end-of-life experience that exceeds their expectations.

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.

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Volunteer Staff are Hospice Ambassadors

Stacy Geller, VP of Philanthropic Development

As a Hospice of Central Ohio volunteer staff member, I know you find it an honor to interact with our patients and their families, and the community. The care you provide with your presence, your assistance and your compassion gives you a deep sense of gratification. You give of yourself to lighten another’s burden.

Likewise, families are often overcome with gratitude as, with our team’s help, they provide comfort during their loved one’s death — beyond what they could do alone. Therefore, it is natural that they want to thank you for the gift of your time and your heart, whether you were bedside or not.

When a family goes further and wants to offer something more tangible or of value, a meaningful and fitting response is to direct them to our Development team. Gifts to our organization from grateful families helps us to meet the needs of others who come to us in the future. Directing individuals to Hospice of Central Ohio — the experts in how people can give — is just as important as referring them to another care team professional. We are here to meet the needs of those we serve, including their need to express gratitude. Most importantly, the act of giving is often healing for those who are grieving.

How you might do this? Do you feel uneasy when facing a situation in which you sense the best thing for the family would be to direct them to Hospice of Central Ohio? We are a resource for you. We are happy to share several ways you might have a conversation that will steer grateful families to give to help future patients:

Example Situation #1

A patient’s caregiver thanks you for the hours you spent with her loved one and hands you a gas gift card as a token of appreciation. “Please accept this small gift — I am so thankful for

the time you spent with my spouse!”

Here’s a response we encourage you to use:

“It was my privilege to serve you and your family. Thank you for the kind gesture; how wonderful that you would

like to give back! Did you know that Hospice of Central Ohio coordinates the many ways that grateful families can give back to help future families? I would love to connect you with them. May I give Stacy Geller from our foundation office your name and number?

Notice the absence of language like “I can’t,” and “I’m not allowed to accept gifts.” Even though this is true and according to our organization’s gift policy, the more positive verbiage and a ready-to-hand option that points them to the Development office moves the conversation forward to a solution that educates them about this aspect of our work, and without putting the caregiver in an awkward position.

Example Situation #2

A friend in your social circle has recently lost his wife who was in our care for several months. While you’re having coffee with him a few weeks after the memorial service, he wonders out loud, “Now that she’s gone, what will I do with my life insurance policy? It was meant to provide for her future needs.”

Here’s a way to gently offer him an option he may not have considered:

“I’m so glad Hospice of Central Ohio was able to provide comfort to you and your family. There are several ways you can help pay it forward without putting undo stress on your current budget. Did you know that you can name Hospice of Central Ohio as the beneficiary of a life insurance policy? It’s not difficult. I’d be happy to ask Stacy Geller in our Development office to walk you through the process. She can also explain other estate planning options.”

We engage with grateful families every day in a respectful compassionate manner. Our role is not to judge a person’s wealth but, instead, to measure his/her gratitude and find an outlet for it. Our mission is carried out with the help of donor support. Every gift matters. With each gift, donors acknowledge that the people we care for matter, too. As an ambassador, you can be the bridge between someone’s gratitude and the next patient plan of care needs.

No gift is too small — we are grateful for all.

Happy Birthday!

October

Amy Wolfe	Cinny Pettibone
Marlita Miller	Becky Lawrence
Carol Stoffel	Alex Cash
Mike Havens	Chanda Frenton
Laura Evans	Gretchen Minton
Kody Metzger	

November

Cathy Beatty	Becky Randall
Lea Bidwell	Cathy Johnston
Bob Allen	Jim Wagner
Joseph Machado	Kerry Warburton
Bill Gockenbach	

December

Fran Morris	Stefanie Manley
Alena Dush	Deb Willis
Rick Rieser	Bonnie John
Brian Haught	Carole Wachtel
Beth Conidi	Michelle Turner
Darlene White	Mel Brown

Your Volunteer Services Team

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My Time With You

Christin Gallant, Volunteer Services Administrative Assistant

I wanted to reflect on my time here with Hospice of Central Ohio, as my one-year anniversary will be coming up in November. I have been privileged to work with so many wonderful people. I am lucky to call them my co-workers, and friends. I hope you know this is the way I feel about all of you as well. You have made my transition here wonderfully smooth and less scary. I can't express how much you have made me feel at home here — thank you! I have had the opportunity to meet many of you through the New Volunteer Training Sessions, phone calls, walking through the lobby door and working with you side by side. I don't think many people can say that they have been able to work with over 150 amazing individuals like I have and been able to share wonderful stories, hugs, smiles and tears. I am forever grateful for each and every one of you and your creative talents.

We are well on our way to finishing this year strong! So many of you have been quick to reply to our compliance documentation needs and I want to thank you for that, as it makes the process for tracking much more efficient. I will send out notifications to help keep everyone on track, but please feel free to contact me at any time to see where you stand with your compliance requirements. We are a team and working towards the same mission. I am here to help and if I don't have the answer, I will find it for you. As I write this, I'm looking forward to seeing many of you at our fall conference — "How We Help." I hope you enjoyed your summer and made many memories with your loved ones.

The next compliance topic coming up in October is infection control. We will learn about how the flu is spread, and what we can do to prevent infections. Infection prevention is the most effective way to treat any condition and it's essential for each of us to remain diligent about clean hands this flu season. Did you know that we provide flu vaccine at no cost to you? You are welcome to get your flu vaccine at another location, but please remember to send us documentation for our records. Once we have additional details regarding the flu vaccine, we will be sure to share that information with you as well. Stay tuned, there is more to come.

Continuing Education and Learning Opportunities— Topic Focus: Celebrating Life at End of Life

There are so many reasons to celebrate our lives every day, no matter what our situation or circumstance. And if a full-out celebration feels out-of-reach, we can start with some simple gratitude exercises to open the door to better days. We'd like to offer the resources below to help you incorporate more celebration into your life. And be sure to read your fellow volunteer team members' responses to the last issue's Quarterly Question: "What have your life's losses taught you?" Lots of good lessons there, my friends.

From the Internet

21 Ways to Celebrate Life

Nancy H. Rothstein, MBA
The Sleep Ambassador®, Director CIRCADIAN®
Corporate Sleep Programs™
https://www.huffpost.com/entry/21-ways-to-celebrate-life_b_9711134

100+ Best Celebration of Life Ideas

Love Lives On
<https://www.loveliveson.com/100-best-celebration-of-life-ideas-2/>

5 Proven Truths About Finding Happiness

Melanie Greenberg Ph.D., The Mindful Self-Express
<https://www.psychologytoday.com/us/blog/the-mindful-self-express/201609/5-proven-truths-about-finding-happiness>

Ten Ways to Start Living and Loving Life Now

Rohit Sood
<https://tinybuddha.com/blog/10-ways-start-living-loving-life-now/>

TED Talks

Helping Others Makes Us Happier — But It Matters How We Do It

Elizabeth Dunn
https://www.ted.com/talks/elizabeth_dunn_helping_others_makes_us_happier_but_it_matters_how_we_do_it

The Hidden Power of Smiling

Ron Gutman
https://www.ted.com/talks/ron_gutman_the_hidden_power_of_smiling

Why Are We Happy?

Dan Gilbert
Dan Gilbert, author of "Stumbling on Happiness," challenges the idea that we'll be miserable if we don't get what we want. Our "psychological immune system" lets us feel truly happy even when things don't go as planned.

https://www.ted.com/talks/dan_gilbert_asks_why_are_we_happy

Want To Be Happy? Be Grateful

Brother David Steindl-Rast
https://www.ted.com/talks/david_steindl_rast_want_to_be_happy_be_grateful

Books

Celebrating Life: Finding Happiness in Unexpected Places

Jonathan Sacks
Following the painful loss of his father, Chief Rabbi Jonathan Sacks began to learn how to celebrate life in a new way. He discovered where happiness lives, often in unexpected places, through family, community, friendship and responsibilities. He also found it through a renewed relationship with God who speaks to our deepest needs. Drawn, in part, from his columns in The Times newspaper, "Celebrating Life" is for people of all faiths and none. It shows us how to be more human and, in becoming so, how we can touch the Divine.

The Book of Joy: Lasting Happiness in a Changing World

Dalai Lama, Desmond Tutu, Douglas Carlton Abrams
In April 2015, Archbishop Tutu traveled to the Dalai Lama's home in Dharamsala, India, to celebrate His Holiness's 80th birthday and to create what they hoped would be a gift for others. They looked back on their long lives to answer a single burning question: How do we find joy in the face of life's inevitable suffering? They traded intimate stories, teased each other continually, and shared their spiritual practices. By the end of a week filled with laughter and punctuated with tears, these two global heroes had stared into the abyss and despair of our time and revealed how to live a life brimming with joy.

New Volunteer Training as Continuing Education Credit!

If you're wondering how to fulfill your continuing education requirement, you could join an upcoming New Volunteer Training series by attending one of the sessions listed 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:** **R.E.L.A.T.E.: People-Centered Communication**
- Referral-to-Bereavement: An Overview of the Hospice Experience**
- 2nd night:** **Interdisciplinary Group Panel Discussion**
- Active Listening**
- 3rd night:** **Introduction to Bereavement**
- Building a Culture of Philanthropy**
- HIPPA & Infection Control**
- 4th night:** **Boundaries & Self-Care**
- Music & Memory Companion**
- Caring Presence Vigil Companion**
- Serving Veterans at End of Life**
- Volunteer Involvement Basics: Policies & Procedures, Compliance Requirements**

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.

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!

Summer Issue Quarterly Question: “What Have Your Losses in Life Taught You?”



Editor's note: Each quarter, we ask our volunteer staff members to send in their responses and reflections on a question that touches an aspect of our end-of-life care work and mission. Here are some of those responses.

“Take care of those in need and LOVE with ALL your heart!”

~Cinny Pettibone,
Patient Companion

“I've learned that life is precious and far too short. This is one of the reasons I retired this year — I wanted time to volunteer with Hospice and other organizations.”

~Peggy Streby,
Handmade Items Team, Foundation Support, Kindness Committee

“That tomorrow is not guaranteed, so make the most of today.”

~Anonymous

“The losses in my life have taught me to not take a single second for granted. Tell those you love that you love them today, take the trip, dance the dance, and mark items off your bucket list now!”

~Heidi Plavecsky, ICC—OSUWMC

“Loss comes in many forms. My biological father passed away in 2013 suddenly from a heart attack! It was devastating not having the chance to say goodbye. Recently, my mom was diagnosed with early onset Alzheimer's. It started with small things like losing her purse, keys, or money ... I've lost my mom as she used to be, but I can now celebrate the new her with Alzheimer's! She is still my beautiful mom with the same loving heart!”

~Chanda Frenton,
Foundation Support

“The losses in my life have taught me God’s faithfulness. One loss in particular I thought I’d never be able to endure, but the Lord mercifully prepared me for it and gave totally supernatural comfort to me. He also placed a song in my heart at that time, and it ministered powerfully to me in the early days of my grief: “Great is Thy Faithfulness.” It will forever be my favorite hymn.”

~Kerry Warburton, Patient Companion

“The sudden loss of our son in 2004 changed us in many ways. We experienced our grief very differently. While my husband withdrew, suffered internally and wept easily, I needed to be with people and spoke of our son to anyone who would listen. We attended a small support group twice but sharing our loss was not for my husband. I continued with my church and social relationships while my husband forced himself to return to work. We learned that assets and material possessions fell short. Family and sharing ourselves with others give us true joy.”

~Carole (and Zane) Wachtel
Foundation Support, Golf Outing, Event Support

“Enjoy moments with family and friends. Tomorrow is not promised. Hug often. Love with excitement. Live with enjoyment. Belly laughs are the best. Take those trips and eat desserts. But most of all, express to your loved ones how much they mean to you. Let God handle the rest.”

~Loretta Frenton,
Foundation Support, Handmade Items Team

“The losses in my life have taught me to utter the often-unspoken question or comment now, before the moment passes. I believe everyone in my life was there to teach me something, whether or not I wanted to accept it. Everyone shows you something about yourself, them, or someone else, leaving you with the option of digging deeper to understand the purpose of life and those you have shared it with. You will never lose wisdom nor the lessons made along the way.”

~Anonymous

“Who Cares?”

— Profile of an Active Volunteer:
Kody Metzger, Patient Companion,
ICC-Newark

Pam Scanlon, Volunteer Services Coordinator



Kody Metzger
Patient Companion

What is your volunteer role?

Patient Companion.

Tell us a little bit about yourself.

I grew up on a farm in Perry County, where I took pigs to the county fair, and was a member of 4-H. I went to school at The Ohio State University for a degree in Biology, and I hope to one day attend medical school. I am a huge history buff. Most

of my favorite movies and books are history-related. I also have taken classes on Latin and ancient Greek.

What brought you to Hospice of Central Ohio?

When I was in seventh grade, my grandfather suffered from Alzheimer’s disease. Near the end of his life, Hospice of Central Ohio took care of him. Seeing the wonderful, compassionate care that the volunteers and staff gave my grandfather drew me to want to give back.

What drew you to want to become a hospice volunteer?

I have volunteered with a variety of organizations, and I truly believe in Hospice’s mission. The work that its volunteers are able to do, and the things that I am able to accomplish in this role are unlike any other volunteer work I have ever done. I love doing it, and I am eternally grateful to have been a part of it.

What keeps you coming back?

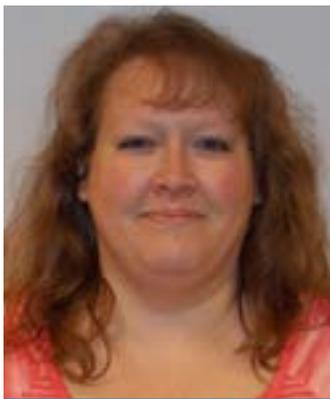
The desire to keep making a difference every single visit that I have with my patients, whether getting them to smile, laugh or open up. I am grateful to be a part of the amazing healthcare team that takes care of these very special people in their time of need.

How does it feel to be part of this organization?

It feels absolutely spectacular to be a part of Hospice of Central Ohio. From the top to the bottom, this organization is filled with some of the best people I have had the honor of working with.

Autumn Quarterly Question: “What Brings You Joy?”

Please send your responses to
ladamshick@HospiceofCentralOhio.org



Respiratory Etiquette

*Pam Scanlon, Coordinator,
Volunteer Services*

As we dive head first into cold and flu season, it only seems right to discuss respiratory etiquette. What does that mean you ask? Basically,

it means being kind and doing what you can to minimize the spread of your germs to others. Here are a few ways to make sure you do not share your germs and are practicing good respiratory etiquette.

Cover coughs and sneezes

Cover your mouth and nose every time you cough or sneeze. We recommend using a tissue or by coughing into your elbow. Did you know that according to MIT Researchers a single cough can result in 3,000 droplets of saliva that can fly out of the mouth at speeds of up to 50 miles per hour? Sneezes can produce around 40,000 droplets and can fly out at speeds of up to 100 miles per hour! Wow! Just imagine how far those germs would have spread if you hadn't covered your mouth and nose.

Dispose of/clean contaminated products

You don't want to hang onto dirty used tissues once you've blown your nose or sneezed. Find the nearest trash can and get rid of it before it can further contaminate you or others. Germs can remain on inanimate objects for up to 2 hours so make sure you disinfect objects that may be contaminated before you touch them.

Wash your hands

As you all know handwashing is crucial in the fight against spreading germs and micro-organisms. The CDC recommends you wash your hands for at least 20 seconds with non-antimicrobial soap every time you touch your face, or any potential contaminates.

Avoid contact with others while sick

Nobody wants to be the one who makes everyone else sick. If you are feeling ill, stay home or take precautions to prevent the spread of your germs by wearing a mask. It is also perfectly acceptable to warn others that may be coming to visit that you are feeling under the weather so that they have the option to visit at another time, to decline shaking hands or putting on a mask to protect themselves.

With everyone working together and looking out for each other we can minimize the spread of colds and flu this year and hopefully enjoy an infection free holiday!

References:

https://www.preventdisease.com/news/14/040914_MIT-Show-Coughs-Sneezes-Travel-200-Times-Further-Than-Previously-Thought.shtml

<https://www.cdc.gov/flu/professionals/infectioncontrol/resphygiene.htm>



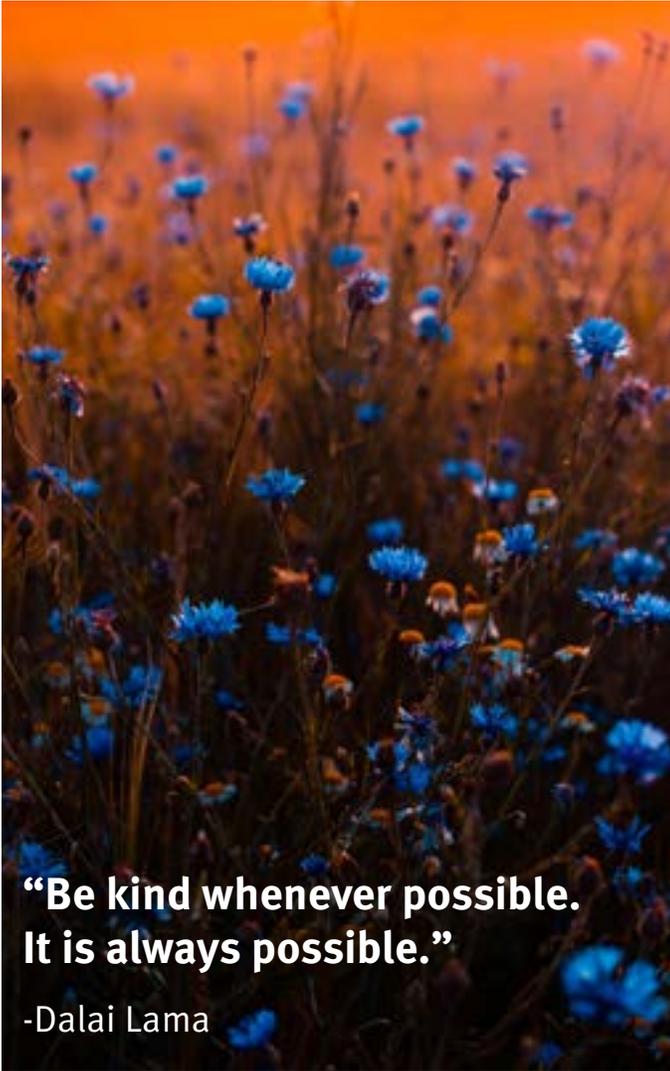
Volunteer Timesheets and Patient Visit Reports

Remember to please submit your volunteer hours as soon as you complete your shift or visit. *Please don't submit hours a month at a time.* 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!

The Kindness Connection



**“Be kind whenever possible.
It is always possible.”**

-Dalai Lama

**“Everyday may not be
a good day but there is
good in every day.”**

-Alice Morse Earle



**“Keep your face always toward the sunshine —
and shadows will fall behind you.”**

-Walt Whitman



Editor’s note: To help us create and sustain a culture of kindness here at Hospice of Central Ohio, 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.