

## Living the Hospice Vision

*(c'mon — it's 2020! You knew we were going to do something with that...)*

Liz Adamshick, Volunteer Services Manager



Whenever or however you came to Hospice of Central Ohio, I want you to think back to that moment when you approached us with your interest in joining the team as a volunteer staff member (you might want to grab a cup of something warm and have a seat...).

What was your experience of hospice care at that point? Were you part of that 90% of applicants who experienced hospice first as a family member? Were you a career path-focused student? A compassionately curious good human being and recently retired? A community-minded small business owner wanting to add meaning and purpose to the bottom line?

What did you imagine your presence, your role, your impact would be? How did you envision your place

in our end-of-life care setting? What made you nervous? Inspired? Eager to start?

Whether these reflections are new for you within the last few months or have years of your precious volunteer service behind them, something drew you to the vision, the movement that is hospice care. Something nudged you in the direction of helper, companion, advocate, and educator. One of our values resonated and connected with one of yours and took root in your heart. You filled out the application, determined to honor the loved one you lost by comforting someone else as you had been comforted.

You imagined the ripple effect of your selfless desire to be of service to someone, to ease a burden if only for an hour or two. You saw yourself as necessary to our mission, and

**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 Hospice of Central Ohio volunteer staff members and the communities we serve. Its purpose is to inform readers about upcoming events, volunteer opportunities and organizational updates, as well as educate about the many aspects involved in end-of-life care. Copyright © 2019 Ohio's Hospice, Inc. All rights reserved.



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you listened carefully throughout the training for clues to give your new hospice calling shape and direction.

You agreed to be trustworthy within the framework of our commitment to confidentiality. You washed your hands while we took note and read articles about how to support children who were grieving. You hung memorial doves on trees in December and drove a beer cart across a golf course in June, bearing pretzels and smiles for our event patrons. You sewed gowns and hand grips, a loving thought in each stitch.

You held medical records in your hands, each one a story, each one a page of some dear soul's last chapter. You unpacked boxes of Depends and put away Macy catheters so the nurses could find them on their way out the door to a visit. You let us thank you with dinner and applause each April.

And something has kept you here. Thank you for listening to that still, small voice deep within your heart.

Thank you for claiming your part of the vision that end-of-life care can be nurturing, positive and peaceful. That people who are living until they die need dignity, comfort and peace. Your dignity. Your comfort. Your peace.

In the fresh months of 2020 that are stretched out in front of us all, what do you see? What's your vision for living a life enriched by the lives you're going to touch?

And how can we help make that vision more real?

## Your Volunteer Services Team

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## In Grateful Memory

As we step into the new calendar year, it's good and right to remember upon whose shoulders we stand as we recommit ourselves to our mission: 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 following individuals truly embodied a giving spirit, dedicating their hearts and time in the service of others.

**Norma Harris**

Date of birth unknown - 5/6/2019

**Eric Cook**

9/22/1968 - 12/22/2019



**John Heller**

4/22/19 - 6/18/2019



**Kay (Kathleen) Rugg**

Date of birth unknown - 11/18/2019



“Thousands of candles can be lit from a single candle, and the life of that candle will not be shortened.”

– The Buddha

These precious team members gave so much more than just their “free time”. They gave their hearts and talents in service to our mission. Hospice of Central Ohio offers our sympathy to the families and friends that grieve their absence, and our deepest gratitude for all that they have done, not just for Hospice of Central Ohio but for the community as a whole.



## A Look Back... A Look Ahead

*Christin Gallant, Volunteer Services Administrative Assistant*

Now that 2019 is gone, it's time for me to reflect. As each year goes by, it seems as if the time just keeps going faster and faster. While I am excited to see the wonderful adventures that await, I'm also a little worried that I might miss out on some things. This past year brought me a new career with amazing people, new friendships and even several losses. I want to thank you for being so warm and welcoming in response to all of my emails and ongoing requests for compliance documentation. I truly appreciate you helping me keep our records up-to-date so effortlessly. You have hearts of gold; we are extremely lucky to have such a great group of people working side by side with us.

Here is a snapshot of what this year's compliance requirements will look like:

January	Annual Compliance Training
February	Direct Patient Competency Performance Reviews — Direct Patient Care
March	Emergency Preparedness Training
May	HIPAA Training
June	Performance Reviews — Indirect Patient Care
July	OSHA Training
August/September	Annual Policies Sign-Off
October	Infection Control Training Influenza Education/Vaccine Declaration



I also will be collecting auto insurance cards throughout the year as they typically expire every six months. Watch your email for those requests! The Continuing Education credits cycle will begin again starting January 1, 2020. You will have until December 31, 2020, to complete your required two (2) hours. Be on the lookout for announcements about group sessions and take time to read the column in each issue of the Volunteer News for helpful suggestions on getting those hours completed.

I am looking forward to learning more about each one of you and how I can further assist in your compliance requirements. Again, I am so happy to be working with you all, and I am here if you ever have any questions. I hope you all have an amazing 2020. Thank you for being on this journey with us; we couldn't do it without you!

# Volunteer Birthdays

## January



Fatemeh Kodaei  
Tracy Gerber  
Mary Goebbel  
Dalene Pivetta  
Barb Chapman  
Carmel O'Connor  
Anna Chee  
Elizabeth Tamborski  
Sharon Whitson  
Betty Logan  
Ann Kloss  
Brittany Randolph  
Billie Deck



## February



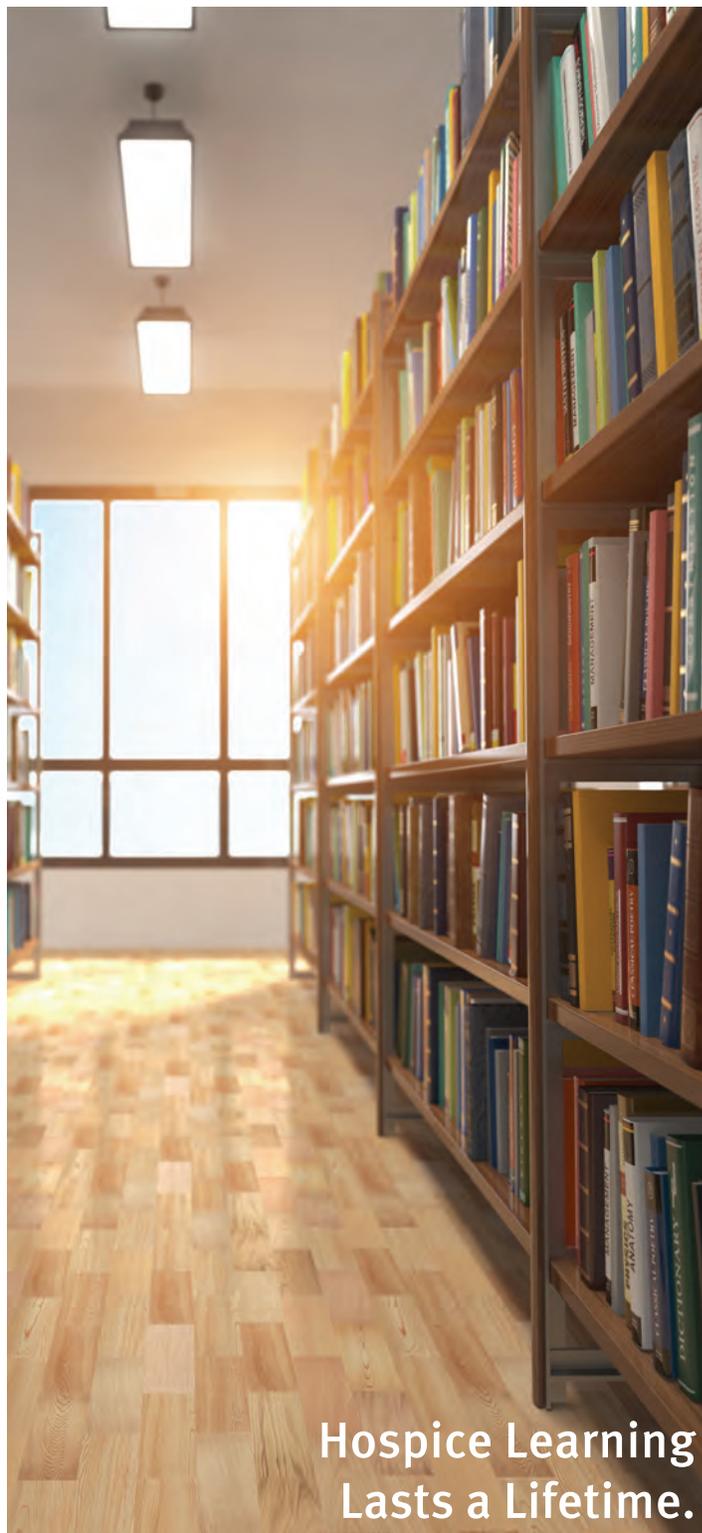
John Frederick  
Ruth Ann Church  
Gretchen Davis  
Eliza Smith  
Lorretta Frenton  
Thelma McCurdy  
Allyson Beechy  
Lori Brown  
Sylvia Braunbeck



## March



Monica Stell  
Joann Baker  
Veronika Danchine  
Martin Stires  
Connie Sherer  
Linda Dennis  
Lashonda Payne  
Jody Myers  
Phyllis Shomaker  
Erin Bentz



Hospice Learning  
Lasts a Lifetime.

## Continuing Education and Learning Opportunities

Staying current with our ever-changing hospice healthcare system is just one of the ways we earn and maintain the community's trust. We are compassionate experts in end-of-life, grief and self-care; people who seek our support expect this, and we're here to help. That's why we require all active Hospice of Central Ohio volunteer staff to complete two (2) hours of Continuing

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Education credits in a 12-month period to retain your active status. You're most likely the smartest person in just about any room when it comes to hospice care and the services we provide. Thank you for the knowledge you share with the communities we serve!

Not sure what "counts" toward these credits? Here's a helpful list of options (lifted right from our Continuing Education Policy!):

- Attending a Hospice of Central Ohio volunteer affinity group meeting.
- Attending a Continuing Education session presented by Hospice of Central Ohio.
- Attending a community workshop presented by another program/entity which has relevance to hospice services.
- Reading/viewing books, films, articles, documentaries related to end-of-life care.
- Attending all or part of the New Volunteer Training series as a refresher course for current active volunteer staff.

And please remember to submit a Volunteer Timesheet for the learning opportunities you complete — that's how you receive credit!

For more details, or, contact Christin Gallant, VS Administrative Assistant, at 740.788.1406, cgallant@hospiceofcentralohio.org.

## Continuing Education 1st Quarter Topic focus:

The Evolution of Hospice Care and End-of-Life Services.

### From the Internet

#### Hospice in Historical Perspective

David Clark

An article outlining the evolution of the modern hospice movement.

<http://www.deathreference.com/Ho-Ka/Hospice-in-Historical-Perspective.html>

## 20 Books to Help You Navigate Grief

A list reviewed and compiled by Eliza Smith, newest member of the HOCO Community Engagement Team. Gives insights into how people grieve differently, how you can help, and why this is such a flagship service provided by hospice organizations.

<https://www.readitforward.com/essay/article/books-on-grief/>

### Dying Well: TED Radio Hour

National Public Radio (NPR)

Is there a way to talk about death candidly, without fear ... and even with humor? How can we best prepare for it with those we love? This hour, TED speakers explore the beauty of life ... and death.

<https://www.npr.org/programs/ted-radio-hour/645334275/dying-well>

### 5 Trends That Reveal the Hospice Opportunity in Senior Housing

by Jack Silverstein

for the Senior Housing News, October 14, 2019.

<https://seniorhousingnews.com/2019/10/14/5-trends-that-reveal-the-hospice-opportunity-in-senior-housing/>

## Books



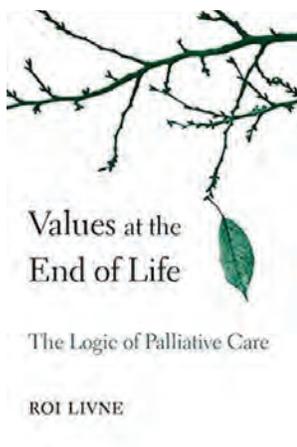
### Hospice Social Work

Dona J. Reese

The first text to explore the history, characteristics, and challenges of hospice social work, this volume weaves leading research into an underlying framework for practice and care. A longtime practitioner, Dona J. Reese describes the hospice social work role in assessment and intervention with individuals, families, groups, organizations, and the community, while honestly confronting the personal and professional difficulties of such life-changing work.



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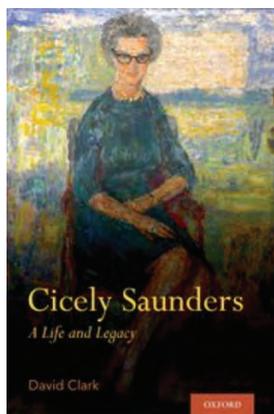


## Values at the End of Life: The Logic of Palliative Care

Roi Livine

This insightful study examines the deeply personal and heart-wrenching tensions among financial considerations, emotional attachments, and moral arguments that motivate end-

of-life decisions.



## The Hospice Team: Who We Are and How We Care 1st Edition

Chaim Wender, D.Min. (Editor), Patricia Morrison LCSW (Editor)

An interdisciplinary team perspective on caring, presented by 21 veterans of hospice service — physicians, nurses, certified nurse

assistants, social workers, chaplains, music therapists, bereavement counselors, a volunteer coordinator, and a volunteer of more than 26 years. Contributors share professional and personal experiences that encompass the medical, emotional, intellectual, spiritual, interpersonal, social, cultural, and economic dimensions of dying and bereavement.



## Cicely Saunders: A Life and Legacy

David Clark

David Clark draws on interviews, correspondence, and the publications of Cicely Saunders to tell the remarkable story of how she pursued her goals through the complexity of her personal life, the skepticism of others,

and the pervasive influence of her religious faith. When she died in 2005, her legacy was firmly established in the growing field of hospice and palliative care, which had now gained global recognition.

# Need a Refresher? Why Not Attend a New Volunteer Training Series!

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:** **R.E.L.A.T.E.: People-Centered Communication**  
**Referral-to-Bereavement—An Overview of the Hospice Experience**
- 2nd night:** **Meet the Team! Interdisciplinary Group Panel**  
**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**

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](mailto:ladamshick@hospiceofcentralohio.org). We'll gladly share them in our next Volunteer News newsletter!

# Who Cares?

Meet Nicholas Shkolnikov, ICC-OSUWMC  
Volunteer Team member



## What is your volunteer role?

Volunteer and volunteer trainer at the Inpatient Care Center at OSU Wexner Medical Center.

## Tell us a little bit about yourself

I am a senior at OSU wrapping up my undergraduate studies in pharmaceutical sciences. Until recently, I was pursuing medical school, but have found

that my passion lies in research and am planning to attend graduate school! I am the son of two Russian immigrants who fled the Soviet Union to find a better life for their children. I grew up in a suburb of Cleveland.

## What brought you to Hospice of Central Ohio?

I was looking to get involved with volunteering in a healthcare-related setting and the career-services adviser in my college suggested hospice, specifically HOCO, as one of the options. Hospice stuck out to me and I wanted to know more about it, so I searched up HOCO and their powerful message of compassionate end-of-life care drew me in.

## What drew you to want to become a hospice volunteer?

I had never experienced the loss of someone close to me, however when I was young my maternal grandmother (who I had never met due to her living in Russia) died. My mom is the rock of our family and has this unwavering optimism and reassuring presence that lifts our spirits whenever we're going through a stressful time. Up until the death of my grandmother I had never seen my mom express sadness, let alone cry; I remember going up to her and just hugging her while she cried. This experience has shown me that the death of a person has a ripple effect that touches the lives of many people, including those who had not known the individual. It taught me that life is precious, and it inspired me to become a hospice volunteer, where I could fulfill my desire to care for those who were dying and their families.

## What keeps you coming back?

The interactions that I have with patients and families. Being able to provide even a modicum of comfort to either a patient or their family makes volunteering at the OSUICU more than worth it.

## How does it feel to be part of this organization?

As cliché as it sounds, I feel like I am a part of something greater than myself. Being a volunteer at HOCO, I feel genuinely appreciated and that I am making a difference. I know that I am surrounded by people who care about providing comfort and peace to patients and families. Ultimately, I feel fulfilled.

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

Volunteering at HOCO has made me value my interpersonal relationships more and not take them for granted. I have always had a close relationship with my family and many of my friends, but having the reminder that life is precious, and finite has encouraged me to put more effort into expressing my appreciation and gratitude for the people who bring joy into my life.

## What do you like to do to help you unwind?

I like to spend time catching up with friends and family when I have the chance. Reading and meditating also help me unwind!

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

I have never had any formal experience of teaching before I became a volunteer-trainer at the Inpatient Care Center and I found out that I really enjoy teaching!

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

I think that it's natural to be nervous about entering a new setting and hospice may seem especially intimidating due to it being an end-of-life care setting. However, hospice is multi-faceted and there is a place for any volunteer that is passionate about providing comfort to people who are dying and celebrating their lives. Even if a person is not comfortable seeing or talking to a patient, there are equally important roles that do not require direct-patient interaction that are integral to the functioning and success of HOCO.





## Responses to Autumn Quarterly Question: “What Brings You Joy?”

**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. As you read these, think back to the pre-holiday season ... lots of inspiration from that special time of year.

The priceless gifts of life bring me the greatest joy... A sense of accomplishment, a beautiful sunrise or sunset, a bird singing, the laughter of a child, a cup of tea with a friend, being surrounded by family and hugs. Lots of hugs!!

~Marilyn Dresser, Kids’ Grief Camp, Forms Management Team,  
*Light Up A Life, patient companion*

Watching my children’s faces as Christmas time begins to fall upon us! The lights, the music, the gathering of family and friends...to watch it through the eyes of my children melts this Mama’s heart!

~Beth Annarino, *patient companion*

God, caring for those in need, family friends and my baby chihuahuas!

Cinny Pettibone, *patient companion*



**Winter Quarterly Question:  
What are you looking forward to in 2020?**

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Even though I will never meet the patient, I get great joy making the best quilt I can for someone, knowing it will probably be their last blanket of comfort and caring.

*~Peg Olson, handmade items team,  
volunteer services advisory support*

Bringing a smile to someone's face brings me joy.

*~Tracey Gerber, patient companion*

I'm always my happiest when I'm with my family!!

*~Becky Meigs, Inpatient Care Center—Newark team*

My family brings me the most joy — especially my grandchildren. Volunteering for Hospice and others brings joy and purpose to my retirement.

*~Peggy Streby, handmade items team, Foundation support*

The dawn of each new day because the opportunities for joy are endless!

*~Sue Danhauer, volunteer services advisory support*

My family brings me joy, and our tiny little baby grandson that arrived in October!

*~Becky Randall, Veterans' Support/American Pride,  
handmade items team*

It would be difficult to describe all the things that bring me joy. Some days it's as simple as looking out the window to see a fawn with its mother, noticing the sun in droplets of water on the flowers, or watching our cats at play. It is reading a compelling book, creating from yarn or fabric, or learning a new skill. Holding hands with or hugging my husband brings me joy.

During the holidays, it is seeing the grandchildren arrive and having a little time to hear what brings them joy and playing with them. Throughout the year, it is the welcoming smiles at the beginning of yoga classes and seeing the relaxation of participants at the end. Daily, it is my own yoga practice. It is anytime I feel I've contributed to making someone's day a little better and may be as simple as a smile and a hug.

*~Sally Casey, patient companion*

## From the Bedside

"I just wanted to inform the volunteer staff members the effect one of their blankets had on a patient. I was visiting an elderly woman at a facility here in Newark last week and decided I would take her a blanket. When I unfolded the blanket and held it up for her to see, her eyes lit up. I asked, "Would you like it on your lap, your chair, or your bed?" She stated, "You mean you are giving this to me?" When I explained the blanket was for her, she had the biggest smile on her face, gave me a hug, and told me she loved me. She could not stop talking about how beautiful the blanket was. I informed her that one of our wonderful volunteers made it.

Tonight, I was visiting a different patient at the same facility and was going to stop in to visit the patient if she was still awake. Unfortunately, she was sleeping, however she was covered up with that blanket. One of the residents also mentioned they saw her in her wheelchair, and she had the blanket on her lap. She definitely loves it! Thanks for making a difference in our patients' lives!"

*~Kaley Yeager, RN*

**Editor's note:** Stories in hospice care are often the element that keeps us going on the rougher days, and touching reminders of why we do what we do, and for whom. We hope this new feature in the Volunteer News will lift your spirits and anchor you even more deeply in the good work you do every day. It's all about the patient and family.



## 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!

# From the Foundation: A Day in the Life Series

## The HOCO Kindness Committee Presents: What is it Like to be Diana Hutcheson?

Development administrative assistant

**What time does your day usually begin?  
Any helpful morning routines that get you  
started off right?**

4:45 am workout, lots of coffee, commute to work from Zanesville.



**Tasks waiting for you when  
you get to work?**

Emails, deposits/donations, additions/  
changes to donor records in database,  
assisting with coordination of  
special events.

**What hobbies, skills or  
other interests do you have?**

Running 5k races with friends, making  
greeting cards and diaper cakes for  
baby showers.

**What are some of the  
“curveballs” your job  
sometimes hands you?**

When the donor database  
software decides not to work.

**What helps at the end of the work day?**

My commute always helps to get me geared  
up for the morning and gear down in the  
afternoon/evening by either listening to music  
or using it as a time to reflect on the day/plan  
for the next day.

**What are some of your favorite  
foods, books or movies?**

Seafood, chocolate and anything by  
Danielle Steele or Nicholas Sparks.

**What do you like the most  
about your work?**

Getting to work with a wonderful  
team and to hear the gratefulness  
from patients and families of the  
superior care we provide.

**Editor’s note:** In 2019, the Hospice of Central Ohio Kindness Committee’s launched its “Day in the Life” initiative. Paid staff were invited to share more about what their workdays look like so we can extend even more kindness and understanding. We all do such great work every day, and sometimes we lose sight of the challenges and accomplishments our fellow team members experience. This year, we’d like to share a few of the profiles with you — get to know some of your paid staff team members!



## The Kindness Connection — Can you RELATE™?

Think back to a time when you were treated with kindness. Go ahead — I’ll wait (cue the on-hold wait music ... )

Got that memory? Good. What were the key elements of that experience for you? Perhaps one of these:

The other person’s smile.

Good timing — your life intersecting with someone else’s...someone who noticed that you needed help, or kindness. Intention and attention.

The tangibles of that experience: helping pick up the papers you dropped, holding the door for you while your hands were full, slowing down to let you over in traffic so you could make your exit.

Or maybe a whole bunch of other elements too specific to your life and that precise moment to mention here...

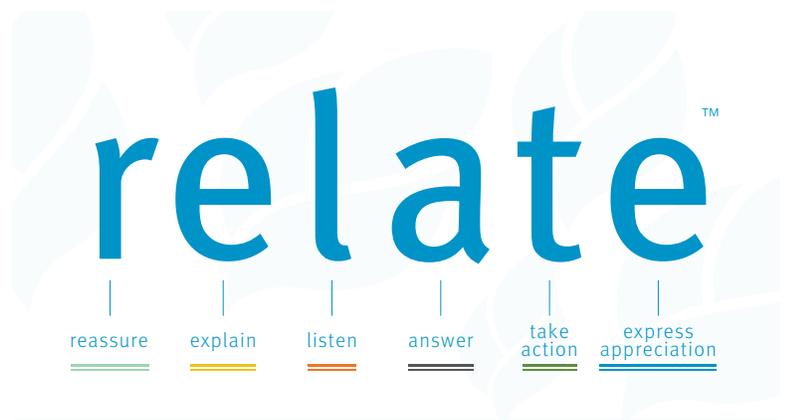
Whatever happened, how did you feel afterwards? How inclined were you to want to move that kindness forward to someone else in your life?

We’ve recently adopted a new practice in our hospice work, based on a tool called the “RELATE<sup>SM</sup> Model for People-Centered Communication”. The acronym stands for “Reassure, Explain, Listen, Answer, Take Action, and Express Appreciation”, all essential components of communicating in a kind, compassionate and

fully present way. We rolled out the accompanying training at our 2019 Annual Fall Conference to great acclaim—if you missed that event, fear not! We’ll be sharing the training with you again this year, ensuring that every active volunteer team member knows, understands, and can begin to incorporate this tool into your encounters with patients, families, co-workers, event patrons, and everyone touched by your work. We’ve already added it to our New Volunteer Training curricula; you’re most welcome to attend that session in any of the series we offer this year. It kicks off the first night of each series, so check the 2020 New Volunteer Training series schedule on page [page # here] and select the date that works best for you!

Our world has enough dissension and division. Let’s make the way we support and talk to one another a healing and powerful remedy.

Be kind to someone today! (Yes, that includes yourself)



Wait till you hear their stories ...

Once upon a time ...

## 2020 New Volunteer Training Series Schedule\*

Application and initial interview required in order to register.  
Attendance at all four sessions in a series required prior to placement.

### Columbus

1565 Bethel Rd., Columbus, OH 43220

January 21, 23, 28 & 30  
August 18, 20, 25 & 27

### Newark

2269 Cherry Valley Rd., Newark, OH 43055

March 3, 5, 10 & 12  
July 14, 16, 21 & 23

### Lancaster

1585 E Main St., Lancaster, OH 43130

June 2, 4, 9 & 11  
November 10, 12, 17 & 19

### Zanesville

1166 Military Rd., Zanesville, OH 43701

May 5, 7, 12 & 14  
October 13, 15, 20 & 22

Please contact volunteer services to learn more at [740.788.1404](tel:740.788.1404),  
or apply online at [www.HospiceofCentralOhio.org/Volunteers](http://www.HospiceofCentralOhio.org/Volunteers).



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\*All sessions in each series take place on Tuesday and Thursday evenings from 6-8:30 p.m. Schedule subject to change.  
Please contact volunteer services for updates.