



Coronavirus (COVID-19) NEWS and UPDATES



Ohio's Hospice Takes Measures to Protect Those We Serve During Outbreak of Coronavirus

Please be assured that we are working diligently to ensure the safety of our patients, families, volunteers and employees during the outbreak of the coronavirus (COVID-19). We are closely monitoring information being provided by the Ohio Department of Health (ODH) and the Centers for Disease Control and Prevention (CDC) to ensure we are implementing the most up-to-date recommendations for screening procedures and the delivery of care of this rapidly evolving outbreak.

Coronavirus Resources

Coronavirus Information: www.cdc.gov

Ohio Department of Health Coronavirus Portal:
<https://coronavirus.ohio.gov/wps/portal/gov/covid-19/>

Ohio Department of Health COVID-19 questions:
1.833.427.5634

We ask that you check your email and our website for updates as this situation continues to change.

www.HospiceofCentralOhio.org

Thank you for your help during this challenging situation!

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 © 2020 Ohio's Hospice, Inc. All rights reserved.

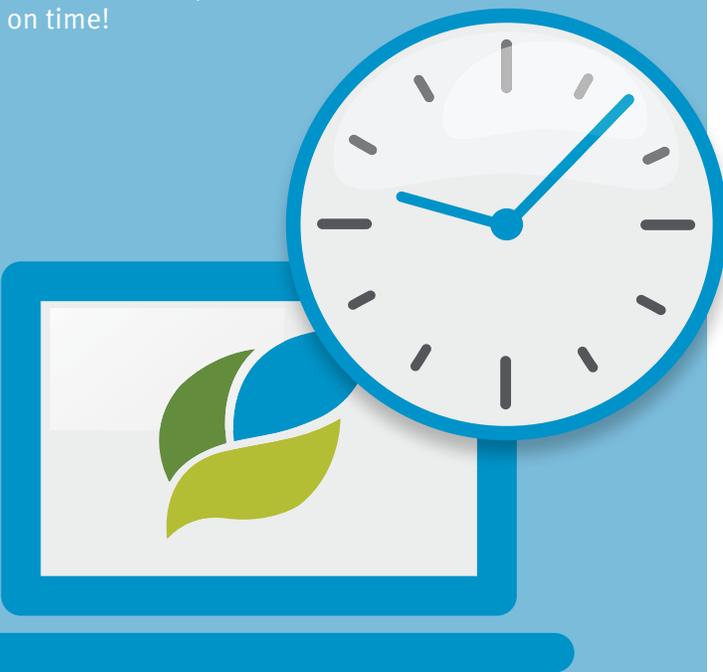


an affiliate of Ohio's Hospice

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. 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!



Your Volunteer Services Team

Liz Adamshick
Manager

740.788.1404
LAdamshick@HospiceofCentralOhio.org

Pam Scanlon
Coordinator

740.788.1416
PScanlon@HospiceofCentralOhio.org

Christin Gallant
Administrative Assistant

740.788.1406
CGallant@HospiceofCentralOhio.org

Volunteer Birthdays

April



Ann Robinson
Rita Garrett
Joe Kennedy
Judy Wagner
Stephanie Johnson



May



Zane Wachtel
Heidi Plavecsky
Dee Frederick
Philip Gariety
Debby Andrews
Barlow Wagner
Rosie Rieser
Logan McLaughlin
Kathy McMillen
Kristy Anstaett
Holly Smithhisler
Pegi Lobb
Nadine Fuller
Debra Shelly
Aayush Sharma



June



Sierra Cooper
Jan Farran
Janice Foster
Sally Casey
Pat Oakey
Lynda Wagner
Beth Morris
Wendy Klein
Peg Olson





Words From Your “Happy Compliance Tracker”

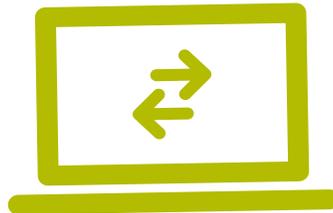
Christin Gallant, Administrative Assistant, Volunteer Services



Hospice Learning Lasts a Lifetime.

One word: Wow! I am so happy to share that January’s annual compliance knowledge check submission was at an all-time high of 96% completion by the deadline. Thank you all for embracing compliance so well and wanting to learn about why it is important for us to remain compliant as an organization. I am excited to see what the rest of 2020 has in store for all of us and if we exceed the Annual Compliance submission percentage.

Volunteer Services has made a minor adjustment to the tracking of your Continuing Education requirement. We are moving to a rolling calendar based on your start date, rather than a calendar

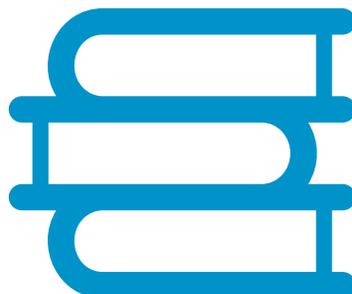


year of January to December. We will give you plenty of notice as the expiration date comes due. We will continue to provide suggestions for ways that you can fulfill your Continuing Education requirement. In this issue, and all of our newsletters, we include a Continuing Education section providing different suggestions that may help you. We will continue to provide Continuing Education sessions along with our fall conference



later in the year. There is an abundance of videos and articles out there pertaining to end-of-life care. The internet and library offer easy access to so many learning opportunities. Feel free to share those “must see/read” items as well; we will be grateful in passing along that information in our next column.

Again, thank you for being so diligent and helping me track everything so seamlessly. I am extremely grateful to work with you all and look forward to an amazing 2020!



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 hours of Continuing 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 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, contact: Christin Gallant, VS Administrative Assistant, at 740.788.1406, CGallant@HospiceofCentralOhio.org

Continuing Education Spring Quarter Topic Focus: Hospice Skills — The Basics

If you've ever told someone that you work in hospice care, it's likely you've heard the following: "Oh, I could never do that!", "You're an angel! I don't know how you can do such hard work...", or "It takes a really special person to do what you do." They're right, of course, on that last point. But I suspect most people downplay their hospice-related skills and abilities and would actually get along quite well in our setting. I get what's beneath their words, though: fear of death and dying, of crying or crumbling in the face of such an emotionally charged and often intense situation, and perhaps having to face their own mortality for the first time. What we've found, and what we continue to see, is that the people in our care — patients and their families alike — often simply want to be heard, seen and reassured. They want to know they're not alone, and that we will be there for them.

This quarter, our Continuing Education learning opportunities focus on the essential skills that make the hospice experience so meaningful for everyone involved. And when we say essential, we mean it. These skills are not optional; they comprise the core of who we are as paid and unpaid professionals and demonstrate how we support the entire end-of-life care movement. We hope you'll take the time to reacquaint yourselves with the "tools" in your hospice toolkits, claim the ones you do well and sharpen the ones that you want to improve. Wherever you land on the skills continuum, and whatever roles you fill here at HOCO, please know how grateful we are to each and every one of you for all the talent you share so beautifully, so selflessly. Like the skills you bring, you are an essential part of our mission.

From the Internet

What To Say to Someone With Cancer

<https://www.nytimes.com/2020/01/13/well/live/what-to-say-to-someone-with-cancer.html>

Recommended by Laura Evans, Patient Companion, Kindness Committee member.

5 Things That People Who are Dying Want You to Know

<http://www.oprah.com/inspiration/kerry-egan-5-things-that-people-who-are-dying-want-you-to-know>

Recommended by Molly Kurtz, Patient Companion.

Holding Space: The Art of Being Present With Others

<https://chopra.com/articles/holding-space-the-art-of-being-present-with-others>

How Not to Say the Wrong Thing

<https://www.latimes.com/opinion/op-ed/la-xpm-2013-apr-07-la-oe-0407-silk-ring-theory-20130407-story.html>

Editor's note: the following are not articles, but great resources. We encourage you to check them out!

Compassionate Communication Center of Ohio

<https://www.speakingpeace.org/>

Sidewalk Talk

<https://www.sidewalk-talk.org/>

What is Self-Awareness and How Do You Get It?

<https://www.psychologytoday.com/us/blog/click-here-happiness/201903/what-is-self-awareness-and-how-do-you-get-it>

TED Talks

10 Ways to Have A Better Conversation

https://www.ted.com/talks/celeste_headlee_10_ways_to_have_a_better_conversation

Editor's note: an EXCELLENT talk that has immediate relevance in our hospice setting! The one to watch...

5 Ways to Listen Better

https://www.ted.com/talks/julian_treasure_5_ways_to_listen_better

Everything Happens for a Reason, and Other Lies I've Loved

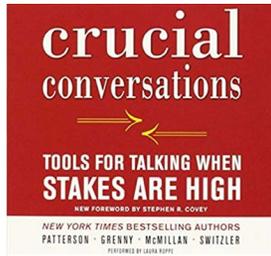
https://www.ted.com/talks/kate_bowler_everything_happens_for_a_reason_and_other_lies_i_ve_loved

My Journey to Thank All the People Responsible for My Morning Coffee

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

Continued from page 4.

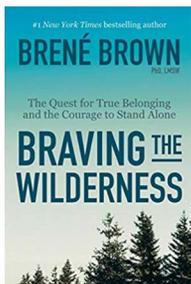
Books



Crucial Conversations

“[Crucial Conversations] draws our attention to those defining moments that literally shape our lives, our relationships, and our world.... This book deserves to take its place as one of the key

thought leadership contributions of our time.” — From the Foreword by Stephen R. Covey, author of *The 7 Habits of Highly Effective People*



Braving the Wilderness

Brené Brown

True belonging doesn't require us to change who we are. It requires us to be who we are.” Social scientist Brené Brown, PhD, LMSW, has sparked a global conversation about the experiences

that bring meaning to our lives — experiences of courage, vulnerability, love, belonging, shame, and empathy. In *Braving the Wilderness*, Brown redefines what it means to truly belong in an age of increased polarization. With her trademark mix of research, storytelling, and honesty, Brown will again change the cultural conversation while mapping a clear path to true belonging.



Holding Space

Amy Wright Glenn

As a hospital chaplain, Amy Wright Glenn has been present with those suffering from suicide, trauma, disease, and unforeseen accidents and has been witness to the intense grief and powerful insights that so often accompany loss. She weaves together memoir, philosophical inquiry, and cutting-edge research on death/dying to chronicle how we, as individuals and as a culture, handle everything from grief to mortality.

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:

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!

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**



Who Cares?

Meet Shivani Patel, Patient Companion for the Columbus team!

I am a native of Columbus, and I come from a family of Buckeyes. I graduated from The Ohio State University in 2019 with a degree

in math biology. While at OSU, I enjoyed being involved with student organizations, research and going to football games. Since graduating, I have been working as a scribe in a hospital. I am hoping to eventually pursue a career in healthcare. In my free time, I enjoy watching Netflix, spending time with my family and friends, and trying new places to eat in Columbus (especially good dessert places).

What brought you to Hospice of Central Ohio? I was drawn to volunteer for HOCO because the values and mission of the organization strongly resonated with many of my own values. There was such authenticity and dedication to being there for the patients that they serve while constantly seeking to improve how to better support them. Through a better understanding of HOCO's mission, I knew there was so much I could learn from being a part of the organization, and it was something I would thoroughly enjoy giving my time for.

What drew you to want to become a hospice volunteer?

A big factor that drew me towards hospice volunteering was witnessing my grandfather in his end-of-life setting. He was someone who I was very close to and looked up to. When I visited him overseas, it was very difficult to see him in that setting and he often did not respond well when nurses and family members tried to care for him. However, when my brother and I just sat with him and talked to him, he responded well to that. Such moments made me realize the importance of also providing emotional support, in addition to physical support. Although I could not spend too much time with my grandfather due to the distance, I was motivated to serve and support those in my own community back home.

What keeps you coming back? The patients keep me coming back for sure! They have so much insight and knowledge. I absolutely love hearing about their experiences and learning from their perspectives.

How does it feel to be part of this organization? I am deeply honored to be a part of an organization that trusts me to work with patients in a close setting. I also appreciate the support HOCO provides to its volunteers. Whenever I have any questions about anything at all, I always feel so comfortable that I can ask someone from HOCO and I am the type of person who is not always comfortable asking questions.

How has volunteering with Hospice of Central Ohio affected your outlook on life? I would say the idea that emotional health is just as important as physical health has been strongly reinforced by volunteering with HOCO. As I continue in my profession and in life, I hope to advocate for emotional health and continue to build meaningful connections with patients and people that can allow me to do just that. Volunteering with HOCO has also taught me the importance of being present, active and engaged in whatever I do.

What do you like to do to help you unwind? Some things that help me unwind include running outside, drawing, and spending time with my family and friends.

What have you learned about yourself as a result of your volunteer work with us? I've learned not to be afraid to try something new! Initially, I was afraid that I might not be qualified to work with patients in such a significant period of their life, but I learned to trust myself and trust my training. I also realized that I really enjoy interacting directly with patients and learning more from their experiences, especially as they may be going through some challenging times. This further affirmed my desire to pursue a future career in healthcare.

What advice would you give to someone who is hesitant to volunteer in a hospice setting? Don't be afraid to try something that may be outside of your comfort zone. I was initially a bit hesitant to work in a hospice setting and doubted whether I would be qualified enough. But HOCO really does a fantastic job of training you. There is also so much you can learn about yourself by volunteering in an end-of-life setting, and I really do believe that it helps you feel better connected to the community. Finally, there is such a diverse array of volunteer opportunities that you are bound to find something that fits your personality and interests. I know I did!

Responses to Autumn Quarterly Question: “What Are You Looking Forward To In 2020?”

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.

To maintain good health so I am able to care for those in need.

~Cinny Pettibone, Patient Companion

Looking forward to hearing kids playing outside and their infectious laughter!

~Beth Annarino, Patient Companion

I am looking forward to our volunteer numbers increasing so we can serve even more patients with the great things we do for them and their families.

~Peg Olson, Handmade Items Team, Volunteer Recruitment Consultant

I’m looking forward to making it to my 85th birthday in June, spending time with my great granddaughter, and making more gowns and quilts.

~Jan Farran, Handmade Items Team

Mostly looking forward to my youngest grandson graduating from high school in May, then my oldest granddaughter will be married in August.

~Stefanie Manley, Volunteer Services Office Support

More than anything...enjoying my family!!

~Becky Meigs, ICC-Newark team member

Grandbaby #5 in early March and a 10-day Alaskan land/sea cruise!

~Jonna Carney, Handmade Items Team

I am looking forward to the arrival of TWO brand new grandbabies in 2020!! One is expected in June, and one in September!

~Kerry Warburton, Patient Companion

I am looking forward to honoring as many veterans as I can under our American Pride program. I am also

looking forward to taking care of my own health by participating in the Department of Veterans Affairs (VA) Weight Management (MOVE) program so that I have the energy to support Hospice of Central Ohio.

~Joe Machado, American Pride Veteran Support

I am looking forward to working with the Denison students as we walk through the grant together.

~Jo Streby, Handmade Items Team Co-Coordinator

Well, I thought my immediate response to this question had little to do with Hospice – what I am most looking forward to is the birth of my granddaughter, within the next few weeks, and then, looking forward to watching both my granddaughter and two-year-old grandson twice a week.

Upon reflection, it does have something to do with Hospice. It is the beginning of the circle of life, and for me, remembering again when my babies were this age ... and when I think about it, with almost all of the patients I have been with, there has been some reminiscing of when their babies were little, or recalling fond memories of when they were younger and doing things they enjoyed/were proud of ... as a volunteer, it is my honor to hear their stories and delight in their memories with them. I have come to understand that looking back over your life is part of the dying process. This is something I thought I knew intellectually but witnessing it firsthand is a different experience altogether.

~Molly Kurtz, Patient Companion, Music & Memory Companion, Scented Comforts team

Continuing my journey with minimalism. Purging items that are not useful. Creating moments of serenity and peace.

~Becky Randall, American Pride team, Handmade Items Team



**Spring Quarterly Question:
What Do You Find Rewarding About Your Volunteer Work with Hospice of Central Ohio?**



Timesheet and Visit Report Basics

*Pam Scanlon, Coordinator,
Volunteer Services*

Are you ever confused when entering your volunteer hours? Not sure if you should use the Patient Visit Report or the Volunteer Timesheet? Let me help.

Patient Visit Report form



If you are a patient companion, music and memory companion, caring presence vigil companion, animal-assisted therapy companion, or American Pride/Veteran support companion, you'll use the Patient Visit Report form to submit your hours. Here's how:

- Go to www.HospiceofCentralOhio.org. Click on the "Volunteers" link.
- Scroll to the bottom of the page and click on the Log In link.
- Do NOT login using the WordPress link! Use the one below it that reads "Log in with username and password").
- Open the "Patient Visit Report" link.
- On the Patient Visit Report form, you'll see these "Type of Visit" options:

Please note that the "Caring Presence" option is ONLY used for when you are bedside with an actively dying patient.

NOTE: If you fill out a Patient Visit Report, you do NOT need to fill out a Volunteer Timesheet for the same visit. We'll have all the data we need from your Visit Report to track your volunteer hours. Save yourself some typing!

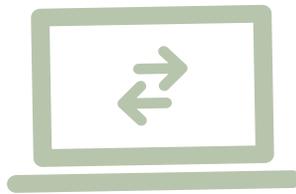
Volunteer Timesheet form

If you work on one of our inpatient units, in one of our offices, at a fundraising event, or want to receive credit for completing a Continuing Education opportunity, you would fill out the Volunteer Timesheet. Simply click on the link and fill out the form.

When you get to the Services tab you will see the following options:

Some helpful notes for selecting the right Service option from this drop-down menu:

- Continuing Education: enter the date and number of hours, and in the Comments section, a few words about the learning opportunity you completed.
- Inpatient Care Center: We've got two Inpatient Care Centers now! Please be sure to select the one where you work.
- Veteran's Recognition: if you attend a group pinning ceremony (for example, at a nursing home or assisted living facility), you would choose this option.



Documenting your volunteer hours is critical. We need the information in a timely manner so can meet our mandatory report deadlines. It can be difficult to remember what happened at a visit if you wait a month or longer to turn in your reports. We also need to make sure you are using the correct form and service type when you enter your times. We appreciate all that you do for us and we hope this information helps to clarify some of the questions you may have and reasons behind waiting to submit your reports. Please reach out to Liz, Christin, or me if you have any questions about this aspect of your work. We're happy to help you!



The Kindness Connection

Liz Adamshick, Manager, Volunteer Services

The image still rests vividly in my mind.

1989. A young Chinese student carrying a satchel and a bag, standing in front of a line of 18 tanks in Tiananmen Square. Each one weighed somewhere in the neighborhood of 65 – 70 tons. *Tons.*

When the lead tank attempted to drive around him, he ran to stand in front of it again. And again. And again. A world watched in tense anticipation as this news story unfolded in front of us, any number of outcomes horrifically possible.

There were a million protesters in the Square that day. He was one. In a million.

The metaphors from the iconic photographs from this historic event are rich and plentiful. One in particular keeps surfacing for me: the importance of confrontation.

It's not a word that gives us any sort of warm and fuzzy feelings. Confronting people or difficult situations is hard work, and often the result of "no more options left to consider" to resolve a situation. It can be uncomfortable, and there's a lot at stake when we do it — relationships, self-confidence and self-worth, control and emotions.

But it can also be an indication of just how important something, or someone, is. When we are willing to walk into that fire of uncertain outcomes and risk, it's usually because we care deeply. I believe that young Chinese student cared a lot about why he was at the square in the first place. Was he afraid? Well, only he would know that. If he was, he brought that fear along with him and didn't let it deter him.

Sometimes, being committed to a culture of kindness requires that we care enough to confront. That means that we choose our words carefully, lovingly, with a deep regard and respect for the people we're confronting and stand with courage to be vulnerable in front of those whose opinion matters most to us. Such compassionate confrontation means that we will stay in the thick of it until solutions are identified. And we'll leave people whole and intact, not shredded or in pieces at our feet.

No, it's not easy. Yes, it's worth it. And it's one more reminder that we need each other in the tough times as well as the triumphs. To confront is to care. Let's remember that in our kindness practice.

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
August 18, 20, 25 & 27

Lancaster

1585 E Main St., Lancaster, OH 43130
June 2, 4, 9 & 11
November 10, 12, 17 & 19

Newark

2269 Cherry Valley Rd., Newark, OH 43055
July 14, 16, 21 & 23

Zanesville

1166 Military Rd., Zanesville, OH 43701
May 5, 7, 12 & 14
October 13, 15, 20 & 22

Please contact volunteer services to learn more:

740.788.1404

or apply online:

www.HospiceofCentralOhio.org/Volunteers/



an affiliate of Ohio's Hospice

*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.