

Look What You've Done

In past years, the summer issue of the Volunteer News has included a special section featuring highlights of our annual Volunteer Appreciation Dinner. We've postponed that event until it's safe for us to gather together again, but that doesn't mean we've forgotten the impact you've made in the past year as valued members of the Hospice of Central Ohio team.

2019 was another year of your selflessness, your creativity and ideas, and your generous gift of time given to support the people in our care and the different services we provide. The difference you made stretched far beyond the data.

By the numbers alone, here's what your work looked like in 2019:

131 active volunteer staff
8,292 hours worked
1,573 patient visits

Because you showed up for your weekly shift, we had enough admissions packets ready for our nurses to take to their appointments with new patients, and they could quickly find the information they needed because you assembled them so carefully. Our patients' medical records were sorted, filed and distributed to the various facilities where our patients live, giving our nursing home and assisted living partners additional information that helps them provide better care.

Because you sat with your patient, her husband was able to get outside and cut the grass, do some weeding that had been bugging him for weeks.

For those two and a half hours, he felt a sense of accomplishment, something he hadn't felt in a long time. You also responded to call lights, helped clean rooms after patients had been discharged, and directed visitors by escorting them down the hall instead of just pointing to the room where their loved one was resting. You helped soothe that worried look from their faces. You let them vent and grieve and be scared, without being judged or analyzed or abandoned.

Because you kept current with your knowledge of hospice care, you were able to redirect a conversation away from the myth that we only care for cancer patients, or that we only come in when someone is breathing his last breath. You told them how anyone can make a referral, and that our support wraps around the individual's family — however s/he defines that — and continues long after their loved one has passed. You enlightened, reassured and encouraged someone to rethink her perceptions about death and dying, and you listened.

All the data tracking in the world can't begin to convey the depth of that impact you made in 2019 or any year you've been part of the Hospice of Central Ohio team. And that's OK. We'll continue to report all that we can because those data are really stories that make our mission more real, more alive, and more accessible to the people who need it most.

Your selfless service is the constant around which our gratitude revolves. Year after year, we're so glad you said "yes" to the invitation to be involved in our collective good work. We look forward to the day that we can tell you that in person.

With Gratitude and Respect,
Liz Adamshick, Manager, Volunteer Services

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.

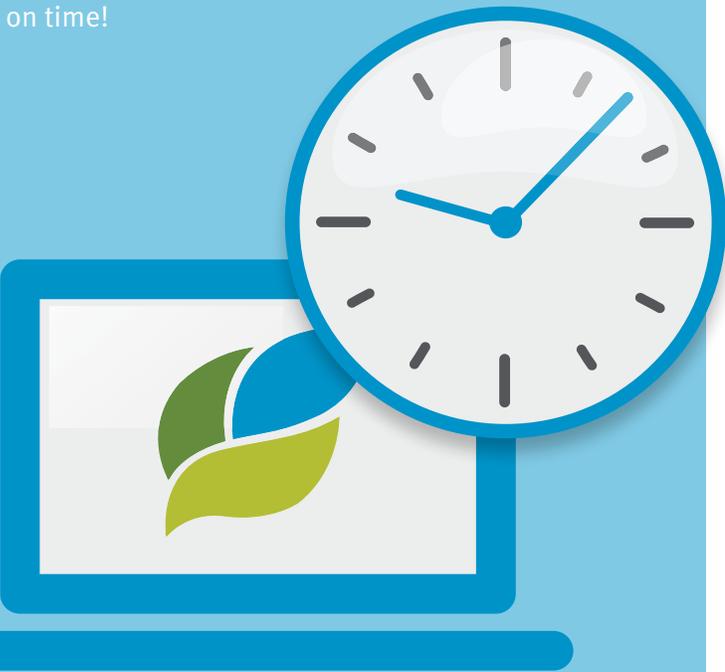


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Volunteer Timesheets and Patient Visit Reports

Remember to please submit your volunteer hours as soon as you complete your shift or visit. Please remember to submit your volunteer hours for any cards or letters of encouragement you wrote for paid staff, facility patients and/or patients at The James. These hours count as service!

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



Your Volunteer Services Team

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Volunteer Birthdays

July



Peggy Streby
Eleanor Smith
Beth Steinberg
Sharon D. Fuller
Angie Chickowski
Jo Streby
Renee Baker
Jane Walker
Marilyn Dresser
Rita Cochran
James McGrew
Gayle Mock
Bernadette Tippie
Eve Arnold
Nicholas Shkolnikov



August



Katherine Bettis
Robert Stafford Sr
Linda Smith
Raygene Brodie
Hayley Quinn
Becky Meigs
Hannah Cianciola
Kendra O'Reilly
Beth Annarino
Jonna Carney



September



Jody Deck
Molly Kurtz
Brian Gregory
Jiaqi Li
Sandra Mead
Lisa Ritzer
Jalal Siddiqui
Karen Kinlin
Lottie Hicks





Words From Your “Happy Compliance Tracker”

Christin Gallant, Administrative Assistant, Volunteer Services

You’ve done an amazing job keeping up on the requests for compliance documentation that I’ve been sending to you, especially during these challenging times. I can’t thank you enough for completing these requirements on time.

Everyone has been affected by the pandemic in some way. I’ve found our RELATE™ tool useful in helping me manage my own response. For those of you who may not be familiar with it, RELATE is a method for practicing more people-centered communication, one that incorporates compassion and active listening. Recently, I’ve experienced some opportunities to use this tool. I’ve had moments that I’ve handled well, and others, not so much. In these times, it’s important to remember that we are all human, and sometimes it’s hard to shelter our feelings of frustration, hurt and anger. We aren’t always going to have those days that we feel like the “glass is half full.” When I reach out to others and do things for others, that reminder helps me tremendously.

Here’s a situation where using the RELATE method would be helpful.

You work at the local grocery store restocking inventory. People are panic-buying on a daily basis, and you witness some of the worst of human behavior. One customer is looking at the empty shelves where the toilet paper is usually stocked. She’s been to four other stores trying to find some for her mother, but

with no luck. Tired and scared, she becomes frustrated and takes it out on you near the end of your 10-hour shift. You yell back saying, “You and everyone else are looking for it, and I don’t know what to tell you!” This customer doesn’t know that you feel like you just can’t do anything right, and that keeping toilet paper on the shelves is out of your control. This is an opportunity to use RELATE. You could “Reassure, Explain and Listen” by saying, “I am sorry you are frustrated that we are currently out of toilet paper.” Then “Answer and Take Action” by stating, “We normally get 10 skids every day to put away and they go really quickly. I suggest you try coming in when we first open, as you may find it at that time.” Then you can express appreciation by simply saying, “Thank you for your patience and understanding. These are challenging times for all of us.”

Using the RELATE method can help us de-escalate a tense situation with empathy and kindness. Everyone is going through something. We will have good days, and bad days, and that’s OK. Just keep showing everyone the big hearts you all have. Thank you for being you!

Continuing Education and Learning Opportunities

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 your active status. Be 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!

And please remember to submit a Volunteer Timesheet for the learning opportunities you complete. That’s how you receive credit!

For more details and a copy of our full Continuing Education policy, contact Christin Gallant, Volunteer Services administrative assistant, at CGallant@HospiceofCentralOhio.org or 740.788.1406.



Continuing Education Summer Quarter Topic Focus: Unique Aspects of Hospice Care

The hospice experience is a rich and diverse one for all those involved, from patients and their families to the team members who provide support at the end of life. Below are some resources to help you learn more about some of the unique layers of hospice care — serving populations with unique needs, approaches to grief management, pediatric hospice care and more. We hope you find these interesting and enlightening!

From the Internet

Where Should a Child Die? Hospice Homes Help Families with the Unimaginable
<https://www.nytimes.com/interactive/2019/05/15/magazine/child-hospice.html>

Palliative care for homeless people: a systematic review of the concerns, care needs and preferences, and the barriers and facilitators for providing palliative care
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5914070/>

As Vietnam Veterans Age, Hospices Aim to Meet Their Needs
<https://www.nytimes.com/2019/11/11/well/live/veterans-hospice-care-end-of-life.html>

Complementary Therapies Can Build Hospice Market Share
<https://hospicenews.com/2019/10/15/complementary-therapies-can-build-hospice-market-share%EF%BB%BF/>

End-of-Life Care in Prison
<https://www.socialworktoday.com/archive/ND18p16.shtml>

Editor's note: a related resource: National Prison Hospice Association: <https://npha.org/>

TED Talks

Compassion and the True Meaning of Empathy
https://www.ted.com/talks/joan_halifax_compassion_and_the_true_meaning_of_empathy

We Need a Heroic Narrative for Death
https://www.ted.com/talks/amanda_bennett_we_need_a_heroic_narrative_for_death

What Really Matters at the End of Life
https://www.ted.com/talks/bj_miller_what_really_matters_at_the_end_of_life

Stories from a Home for Terminally Ill Children
https://www.ted.com/talks/kathy_hull_stories_from_a_home_for_terminally_ill_children

There's a Better Way to Die, and Architecture Can Help
https://www.ted.com/talks/alison_killing_there_s_a_better_way_to_die_and_architecture_can_help

The Journey Through Loss and Grief
https://www.ted.com/talks/jason_b_rosenthal_the_journey_through_loss_and_grief

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? A four-part series, the New Volunteer Training covers the topics listed below in an engaging and interactive setting.

Contact Volunteer Services to register. 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!

Volunteer Training Topics

R.E.L.A.T.E.: People-Centered Communication Referral-to-Bereavement — An Overview of the Hospice Experience
Meet the Interdisciplinary Group
Active Listening
How to Support People who are Grieving
Building a Culture of Philanthropy
HIPAA & Infection Control
Boundaries & Self-Care
Music & Memory
Caring Presence Vigil
Serving Veterans at End-of-Life

Who Cares?

Hospice of Central Ohio's Handmade Items Team: Keeping Us in Stitches

Using their diverse skills and talents, these members of the larger HOCO team provide items of comfort, beauty, and in some cases, dignity to the people in our care. They make positioning pillows, hand grips, catheter bag covers, shirt savers, busy blankets, lap quilts and afghans, and other items upon request.

Throughout our pandemic response, they've been the ones making cloth masks for our clinical team to use. We'd like you to meet a few of them.



Jan Farran

I am the mother of two grown children, three grandchildren and one great-granddaughter. I've been a widow for 24 years. I'm from Indianapolis, Indiana, and have lived in Ohio 22 years. I'm a "fabriholic," and I've been sewing on the same machine for 24 years. I'm a quilter. I love

flowers and have been a gardener since I was a child. I try to put God at the head of my life and am active in a small local church. I'll be 85 in June.

After I moved to Ohio, I felt the need to do something worthwhile. My husband was a cancer patient in Indiana. I couldn't have kept him at home if it hadn't been for the local hospice. They were such caring people and helped me through a very hard time.



Jonna Carney

During a "catch up" lunch with Liz about five years ago, I mentioned my love of volunteer work. Our discussion led to sewing and baking, which sparked ideas for cakes. I now sew and bake cakes for patients' special occasions. I love

being a part of this organization. They are open to ideas and suggestions.

Volunteering has fulfilled a sense of purpose for me. I like opportunities that get me thinking "outside of the box." For anyone who isn't sure about volunteering in a hospice setting, I'd tell them "Don't hesitate! There are

plenty of "behind-the-scenes" opportunities if you are not comfortable working directly with patients.



Jo Streby

I'm a retired kindergarten teacher and a Christian active in my church. I love music. I serve as the co-coordinator of the Handmade Items Team, alongside my sister, Peggy. We oversee the Denison University student work group as part of the Handmade

Items grant project.

I love to sew and quilt for Hospice of Central Ohio, for family, and for a group called "Snuggled in Hope".

Hospice of Central Ohio cared for both my precious parents and my wonderful husband. I wanted to say thank you for the wonderful care that they received, and to do my small part in helping you continue this service for others going through similar situations. I'm honored and blessed to be a part of this very caring group of people. You make me feel valued and appreciated.

Becky Randall

I am the mother of two grown daughters, a wife and a new first-time grandma. I have a cat and a retired service dog. I have been practicing minimalism for a few years. I enjoy the concept of less is more. I love the thought of leaving a cleaner Earth for future generations.

My daughter volunteered here and was very impressed with the quality of the organization. She encouraged me to become a volunteer. I wanted to contribute to the quality of someone's end-of-life experience and be a part of a "village" that cares and makes difference. Because of my volunteer work with Hospice of Central Ohio, I'm feeling more assured that when I pass there will be a quality team available to comfort me.

We are grateful to all the members of our Handmade

Items Team: Becky Randall, Beth Conidi, Bonnie John, Cathy Beatty, Debby Andrews, Jan Farran, Jo Streby, Jonna Carney, Linda Smith, Lorretta Frenton, Molly Kurtz, Peg Olson, and Peggy Streby. Thank you for offering comfort, beauty and dignity to our patients and their families.



Responses to Spring Quarterly Question: “What Do You Find Rewarding About Your Volunteer Work with Hospice of Central Ohio?”

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.



I like being able to bring a brief whisper of solace to families that are hurting. To be able to once again see a loved one in a better light is priceless, but costs nothing. Others “couldn’t do that”, but I can. So I do.

~Joe Kennedy, Patient Companion, American Pride® Team

Knowing that I’m doing something that might make someone’s day a little brighter and in the process, I’m doing something I love to do (sewing). I’ve also met some very nice people.

~Jan Farran, Handmade Items Team

I find it rewarding to help others. It is an honor to be there at the end of someone’s life. It is a precious time with the opportunity to give to those in need. It is also a time to learn what works well and what counts.

~Becky Randall, American Pride® Team, Handmade Items Team

The most rewarding aspect of volunteering with HOCO is knowing that what I do in the hospital is making a positive impact on another person’s life. It’s a great

feeling being able to make a tangible difference in my community. It’s something I look forward to every week!

~Barlow Wagner, Inpatient Care Center-Newark

As a volunteer supporting the Hospice of Central Ohio American Pride® recognition program, one of the most rewarding aspects for me is helping each Veteran we recognize — and their families — respond to the usually unspoken end-of-life question: Was what I did with my life worthwhile? When we recognize each hospice Veteran in the presence of their family members, our words of recognition and gratitude and the emotional response of each Veteran and their family are testimony to the value of what we do. Even though it’s a small gesture, its impact is magnified coming from a team of fellow veterans. I am grateful to be one part of such an impactful event in a well-organized and important program focused on some of our greatest and most unrecognized Americans.

~Joe Machado, American Pride® Team

**Summer Quarterly Question:
How do you think the pandemic will change the way we look at health care?**



Self-care in the Midst of a Pandemic

Pam Scanlon, Coordinator, Volunteer Services

Today’s reality is vastly different than the one we were used to just a couple of months ago. COVID-19 has changed everything, from the way we interact with each other to how we move about during our new “normal” day. Something as simple as going to the grocery store is now a precarious adventure — waiting in line to just enter the store, seeing people wearing masks and/or gloves, and avoiding getting too close to others around them.

I never really thought of myself as an extremely social person. While I enjoy spending time with people and having conversation, I also enjoy some “me” time. When the stay-at-home order was implemented, I thought, “This will be easy. It’s only for a couple of weeks. I’ll get to enjoy some peace and quiet.” Boy, was I wrong. I didn’t think the stay-at-home order would last long. I also didn’t consider that I had a teenager in my home who gets bored easily and, as with some teenagers, becomes rather annoying when she’s bored.

The first couple weeks of lock-down were great. I had a lot of time to just relax and unwind. I also was going to the office every day. So that gave me a little break. I started to get antsy by the end of the third week and shortly, I became stir-crazy, even though I had my niece to keep me company. We were both growing tired of each other, craving interaction with other human beings. While I am very grateful and blessed to have my niece with me (she is a great kid and is a joy to be with), she is a teenager. She needs time with her friends, away from the TV, phone and computer. We both started getting cranky. Neither of us wanted to do anything other than sit around feeling sorry for ourselves.

I frequently talk to our volunteer staff about the importance of self-care. It seems I had forgotten to do that myself. I wasn’t getting the exercise I needed, and I wasn’t eating right. I would come home from work and not want to do anything. My solution to the boredom and isolation? I took time off work to stay

home with my niece. Sounds crazy right?

Let me explain.

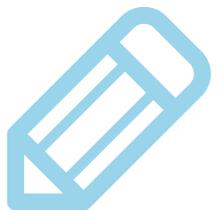
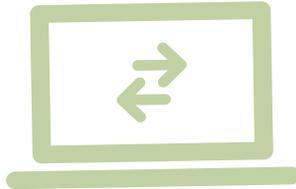
I took time to get us both out of the house. We worked outside. We planted flowers, built new fencing, cleaned the house, stained the front porch and reseeded my lawn. The physical activity was the perfect solution. We spent a lot of time away from our phones and the television. I stopped watching the news about COVID-19. For one week, I completely disconnected from work. My niece and I both needed that break. After the first day of being outside, working up a sweat and not interfacing with social media, we were so much happier. We slept better that night. We were refreshed and at the end of the week, I found I was ready to dive back into work and tackle tasks that I dreaded before.

It got me thinking about our staff, paid and volunteer alike, and how they must be dealing with the isolation and changes in the world. Not everyone has someone at home to talk to and spend time with. My niece and I are lucky that we are healthy and not considered “at risk.”

Perhaps I can pass along the good lessons I learned, in case some of you are struggling with quarantine-related loneliness and boredom. Here are some possibilities for you:

- Call or video chat friends and relatives.
- Take a walk outside in the fresh air.
- Declutter. Sometimes a good cleaning session is the perfect medicine.
- Turn off electronics.
- Take a break from the news.
- Try out new recipes.
- Journal.
- Focus on what you can control.
- Meditate.

During all the craziness in the world right now, we need to remember how important we are. We are ALL essential and can’t forget to take care of our needs. In our work, we tend to put everyone else ahead of ourselves. Please remember, you are worth the time and effort, pandemic or not.



The Kindness Connection

Liz Adamshick, Manager, Volunteer Services

Just a five-minute glance at the daily news makes it easy to assume that kindness in any form is largely absent from the world. But away from the headlines, stories of compassion and respect fill our daily lives and sustain us. Maybe it's just a matter of context, of the company one chooses. If that's the case, we encourage you to consider joining your fellow Ohio's Hospice co-workers, paid and unpaid, in one of the scheduled weekly Cope & Hope conversations.

Convened by Mark Curtis, director of integrative care at Pure Healthcare—OHI, Cope & Hope gives us all the opportunity to support one another, share our struggles as we work our way through the COVID-19 pandemic, and find inspiration in one another's company. If you haven't had the chance to participate, I encourage you to do so.

Here's how it works:

1. Select one of the scheduled sessions
 - a. Tuesdays, 4:00-5:00 PM
 - b. Wednesdays, 12:00-1:00 PM
 - c. Fridays, 8:30-9:30 AM
2. Send Mark Curtis an email to pre-register: MCurtis@PureHealthcare.org
3. Mark will send you an email in return with the call-in information.
4. Join the call and enjoy!

I've attended three sessions so far and have found them quite helpful. Mark and his team who help facilitate the conversations are supportive and encouraging. I hope you'll consider taking advantage of this unique resource. It's far better than the daily news.



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.

Newark

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

Columbus

1565 Bethel Rd., Columbus, OH 43220
August 18, 20, 25 & 27

Zanesville

1166 Military Rd., Zanesville, OH 43701
October 13, 15, 20 & 22

Lancaster

1585 E Main St., Lancaster, OH 43130
November 10, 12, 17 & 19

Please contact volunteer services to learn more:

740.788.1404

or apply online:

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.