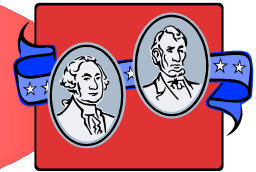


Volunteer Vision



Volume 1, Issue 1

Hospice of Dayton Volunteer Newsletter

February, 2007

Hospice of Dayton Welcomes Miriam Morrison as New Manager

Hospice of Dayton welcomes Miriam Morrison as the new Manager of Volunteer Services. She is both a volunteer administrator and an educator in secondary schools and colleges.

She recently returned to Dayton after helping start a new high school called the Performance Learning Center in Charlotte, NC, for the Bill and Melinda Gates Foundation. She was in charge of their English curriculum and helped coordinate their service learning and internships.

For the last seven years she was Director of Volunteer Development at the Girl Scouts of Buckeye Trails Council, where she was responsible for 4,500 volunteers in an eight-county area.

Prior to that she had her own consulting business and was the Assistant Director of the Summer Graduate School for teachers for the Department of Educational Leadership at Wright State University.

Besides her education certifications, she is a Certified Volunteer Administrator (CVA), Instructor of Trainers, Facilitator, and Peer Mediator. She has been active in Miami Valley Association of Volunteer Administrators (MVAVA), serving as president in 2006 and secretary in 2004-2005; in the national organization of Association of Volunteer Administrators; and



Miriam Morrison sits at her desk in her office.

in the American Society for Training and Development. She was honored as the Outstanding Volunteer Administrator of 2006 for the Miami Valley.

She lives in Washington Township with her husband Jay, who is a Project Manager in photogrammetry at Woolpert, Inc.

They have two married children. Their son Nathan and his wife Sharon are in Charlotte, NC, and their daughter Amy and her husband Marc are in Chicago, IL.

Volunteer Vision Debuts

Published by the Volunteer Services Department, **Volunteer Vision** debuts with this winter issue.

This newsletter will cover the “vision” of the volunteer program at Hospice of Dayton, which is giving, sharing, and serving patients and families.

This quarterly newsletter will feature department news, service of volunteers, and special events. With the exception of this first issue, it will be published in January, April, July, and October.

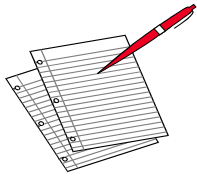
Those with Internet access will receive this via e-mail and all others via the mail. Please send your e-mail address to mmorrison@hospiceofdayton.org.

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Volunteers are cordially invited to an
Open House in the Great Room
Tuesday, February 27, 4-6 p.m.

to meet Miriam Morrison, the new Manager of Volunteer Services
(This was rescheduled due to inclement weather on 2-14)



Manager's Memorandum

Miriam Morrison, Manager of Volunteer Services

Manager Reflects on Beginning, Progress, Success

One of my favorite quotations comes from the great automaker, Henry Ford. I see this and other favorite quotations every time I work on my home computer.

As I write this, I am in the beginning of a new administrative position. My staff, the volunteers, and I are coming together, bringing our beliefs, experiences, and philosophies. We are forming a team and are learning about our talents, strengths, and gifts.

Another part of this process of coming together is studying the procedures of the department through an audit. (See p. 4 for audit priorities.) As an administrator, I am studying where the department is and where it needs to go in order to experience progress and success.

The audit results sometimes will lead to change. Mention change, and fear often kicks in. Five fears drive us and lead us in certain thoughts.

1. **Fear of the unknown.** We don't know what the change will bring. We're uncomfortable with what we've got, but it's familiar, and it's difficult to give up the familiar for the unfamiliar.
2. **Fear of failure.** What if the change we make isn't for the better? If we fail, we'll be a laughingstock, right? So maybe it's better not to change!
3. **Fear of commitment.** If we commit to something, then it will mean work to complete it. We'd rather not commit than to compromise our integrity by failing to keep our word.
4. **Fear of disapproval.** Other people may not like the change we've made, even if that change is better for us.
5. **Fear of success.** As much as we want to be the best, we're afraid that if we actually become better, others will dislike us, shun us, think we're stuck-up, and all that! So we limit ourselves by our fear of being above average!

Tackling our fears together will help us through the process of change. With change comes improvement. With improvement comes increased service.

Thanks for coming together with me now in this beginning. As we change and grow, we will keep together and progress and will work together for success.

Coming together is a
beginning;
Keeping together is
progress;
Working together is
success.

—Henry Ford

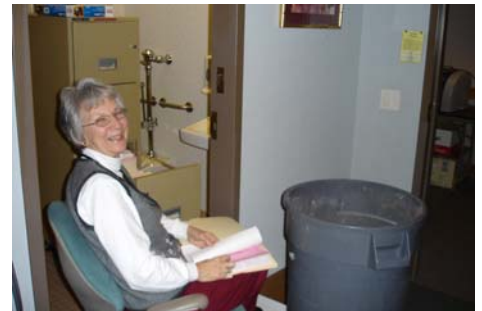
Volunteer Services Experiences R & R

R&R? Is that rest and relaxation? Staff members and volunteers might like that definition, but the R&R in this case is **Reorganization and Remodeling!**

The office of the Manager of Volunteer Services is continuing reorganization as unneeded furniture was removed, making room for a conference table for staff meetings and more efficient arrangement of the office.

The files in the bathroom are now gone thanks to volunteers Pat Engelbrecht and Judy Cole.

The workroom now has an additional large shelving unit for storage and completed work.



Pat Engelbrecht helps clean out the files stored in the bathroom in the office of the Manager of Volunteer Services.

Mark your calendars for the
Annual Recognition Banquet

April 17, 2007, 6-9 p.m.

Hope Hotel

**Invitations will be sent in
March.**

Volunteer Services Department Receives Gift for Caring Cart, Care Packs 3

The Volunteer Services Department is the recipient of a gift of money from the family of Rita Arnold for supplies for the Caring Cart and Care Packs for children of patient's families.

"It is our way of thanking you for taking such great care of Rita and making her visits a little brighter," said the Arnold family in their note. "Her time with Hospice of Dayton was truly comforting to both her and her family."

The Caring Cart was started 10 years ago by Helen Fornes, 15-year volunteer. Special notes, candy, and small gifts are given to patients, families, and staff each Monday.

The Caring Packs are for children visiting patients. These help make the visitation time easier by providing activities for children.

The Volunteer Craft Group assembles these packs once a month from donated items from the community. Volunteers are encouraged to donate any items from the list.

Items Needed for Care Packs

For Kids

- decks of cards
- individually wrapped candy
- stuffed animals (beanies to medium size)
- crayons
- pens
- pencils
- pads of paper
- activity/coloring books
- stickers
- beaded necklaces, bracelets
- small toys like slinkies, bouncing balls, hand-held toy maze with floating ball
- scarves

- bandanas
 - chapstick
- Please no whistles or other noise makers or toys that require batteries

For Pre-Teens/Teens:

Items listed above and...

- trial size lotions
- nail polish
- journals
- lip gloss

Donations are accepted in the Volunteer Services Department.

Wilmington Volunteers Attend Open House

Volunteers in Wilmington enjoyed an open house at the Hospice of Dayton Clinton County office on January 24. Hosted by Volunteer Coordinator Judy Gentry and Manager Miriam Morrison, this open house gave volunteers an opportunity to meet a nurse, social worker, and a chaplain, who serve in that area.



L to R - Volunteers Mary Bumgarner, Barbara Bayless, Fran Unger, and Gloria Camp enjoy the open house.

Crafters Enjoy Making Gifts for Patients, Families

"Crafty" volunteers meet the second Thursday of the month to work on various projects for patients and families. Volunteer Coordinator, Christine Palmer, supervises this group.

The crafters prepare make-a-card kits, design game boards/pieces, and coloring/activity books. They assemble the care packs for kids.

They sew items like lap throws, comfort pillows, walker bags, and chemo hats. They also crochet and knit lap throws and prayer shawls.

These 28 crafters also enjoy making seasonal tray favors for the patients.

Projects can be completed at home if the time is not convenient.

The group meets from 5-9:30 p.m. with a light supper provided.

- March 8
- April 12
- May 10

Please call 256-4490 x1161 to verify the dates.



Mary Jane Johnson assembles Valentine hearts for patients.



Jane Painter and Nancy Guido make St. Patrick's Day tray favors.

4 Volunteer Services Department Staff Sets Priorities for 2007 Improvements

Following a department audit by new manager, Miriam Morrison, the Volunteer Coordinators Judy Gentry, Christine Palmer, and Maxine Tieber, and the Activities Coordinator, Brenda Cobbs-Allen, are meeting weekly to plan changes to improve the volunteer management system for Hospice of Dayton.

Volgistics

The staff is exploring a new online database management system, Volgistics, and is inputting sample entries for a 30-day period to get reports. This will replace the Access 97 database.

Training

A training audit is being conducted to reduce the 18-hour training to a general 2-3 hour orientation and separate courses, depending on the volunteer position.

New Position Descriptions

New position descriptions are being written for each volunteer area.

Revised Application Process

The application and volunteer agreement are being revised to capture more information.

New Volunteer Brochure

Once the courses and training schedule are established, a new volunteer recruitment brochure will be designed.



Volunteer Services Staff - front -Brenda Cobbs-Allen, Maxine Tieber; and back Christine Palmer, Judy Gentry, and Miriam Morrison meet in Miriam's office.



Spotlight on Volunteers

Each quarter volunteers and their special services will be highlighted in pictures and articles.

Three Volunteers Film Video Histories

One of the unique volunteer opportunities is the filming of video histories of patients as a keepsake for their families. Over 77 histories have been recorded.

Many thanks to Howard Burger, Dot Crider, and Sharon Phelps for this special service.



Howard Burger copies tape of an interview of a 99 year old patient.

Briana Generates Smiles

Besides "human" volunteers, we have special "animal" volunteers, which generate big smiles. Briana, complete with nametag, is ready for her volunteering!



Fran Unger Stocks Supplies

Fran Unger, 4-year volunteer, stocks the shelves with supplies for the nurses at the Clinton County office.



New Volunteer Opportunities

Supply Order Coordinator

In an effort to help nurses have more time with patients, the Volunteer Services Department and Supply Department are partnering to create the new volunteer position of **Supply Order Coordinator**.

We need 2-4 interested volunteers who will fill orders for nurses in bags to be picked up on team meeting days. The Supply Department will train these volunteers in February to begin a trial of five nurse's orders on March 1. Orders will be received by 5 p.m. on Thursday, filled on Mondays and Fridays., and delivered to a Colp storage area.

Care Partners Office Help

Volunteers are needed in 2 areas:

- Print notes from Misys twice a week.
- Check nurse's aids' time sheets and visits on Mondays, 8 a.m.

Call 256-4490 x 1162 to volunteer for any of these 3 opportunities.

