



# Volunteer Vision

Hospice of Dayton  
Hospice of Butler & Warren Counties  
Volunteer Newsletter



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Summer Edition

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## Volunteer Services and Clinical Operations Create New Volunteer Positions

To expand services for the 600 patients we serve each day, Volunteer Services and Clinical Operations announce the creation of two new volunteer positions of Personal Care Assistant and Professional Volunteer Chaplain. These positions will help meet the needs of our patients and families.

### PERSONAL CARE ASSISTANT

Caregivers need time away from their loved one to relax and rejuvenate. Volunteers provide this respite care to give family members time for errands, church, appointments, and even time to sleep.

The new volunteer position of Personal Care Assistant will expand caregiver relief to include help with activities of daily living.

The clinical staff will provide the additional training for volunteers, who will be able to assist patients in toileting needs, eating, bathing, hair and skin care, shaving and oral hygiene.

The first class is scheduled for Saturday, September 26, 9 a.m.—1p.m. in the Shaw Community Room. Call 258-5536 to register.

### PROFESSIONAL VOLUNTEER CHAPLAIN

A major part of hospice care is spiritual care. Hospice of Dayton has two chaplains at the Dayton Care Center and five chaplains, who serve patients in the homes or nursing homes.

To maximize the capacity of the spiritual care for patients, the Professional Volunteer Chaplain position was created.

The volunteer chaplain will help address the spiritual needs of an assigned patient with visits, attend occasional Interdisciplinary Team meetings, serve in an on-call capacity one evening a month, and help provide memorial/funerals, when asked.

Recruitment is beginning for certified chaplains, ordained clergy

from an accredited seminary, lay ministers with special training such as Stephen Ministry, Lay Pastoral Ministry Program from the Athenaeum of Ohio, or various orders of Catholic nuns.

The first Professional Volunteer Chaplain training will be scheduled in the Fall. If interested, please call Miriam Morrison, 256-4490 x1160

## Lorelei Place to Open July 15 as Care Center

Lorelei Place, the new 14-bed Care Center in Franklin, will open its doors to its first patients for Hospice of Butler & Warren Counties on July 15.

Kate Little will be the Director of Clinical Operations, and Dr. Jules Sherman will be the Medical Director.

Volunteers will be serving as Receptionists/Ambassadors, Office Assistants, Drivers, Pet Therapy, Musicians, Maintenance Assistants, Event Night volunteers, and Interdisciplinary Team Assistants.

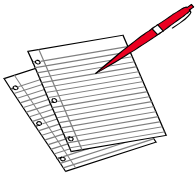
At the beginning of July, the volunteers in Warren and Butler Counties will be contacted to set up a schedule for the various positions and a time for a brief orientation to on the procedures for the facility.

Beginning July 20, volunteers will begin serving in Receptionist/Ambassador for shifts 12-3 & 3-6.



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## Director's Discussion

Miriam Morrison, Director of Volunteer Services

### Give the Gift of a Hug to Make a Difference in a Life

As many of you know, we became grandparents almost two years ago. Our grandson, Noah, is the joy of our lives. We just returned from a trip to South Carolina to see him, and he has become a little “hugger.” This makes Grammie and Grampie feel so-o-o good. Between our trips there and their trips to Ohio, the feeling of his hugs warms our hearts when we think of him.

In working with our licensed staff massage therapists and our two new volunteer licensed massage therapists, I have learned that touch is therapeutic. The physical and emotional well-being of a person is stimulated by touch. We all can't be massage therapists, but as visitors and caregivers to patients and families, we have the power of touch at our fingertips.

Touch can relieve pain, depression, and anxiety. It can enhance a child's development and IQ. It is even a nurturing factor in premature babies. Therapists know that a simple hug has the power to strengthen the immune system, reduce stress, assist sleep, lower blood pressure, and be an antidote to depression.

Any volunteer who has visited a patient knows that a hug or squeeze of a hand can alleviate loneliness, ease fear of the end-of-life journey, and open doors to buried feelings. Hugging builds self-esteem and enhances the feeling of belonging.

Recently, I read an article, saying that people need four hugs a day for survival, eight for maintenance, and 12 for growth. Wow! Are you a survivor or have you grown today? This really makes us think about what a hug can do.

At Caring Angels, the course for direct patient care, we use the anonymous poem to open the course.

*Hugs  
are practically perfect:  
they are  
low energy consumption,  
high energy yield,  
no monthly payments,  
non-fattening,  
inflation proof,  
no pesticides,  
no preservatives,  
non-taxable,  
non-polluting,  
and, of course, fully returnable.*

Hugs are part of caregiving, so don't be afraid to give a hug with permission of the patient or family member. One warning: they are addictive!

### Hospice of Dayton Introduces Vendeteria Service

#### Volunteer Lunch Coupon Program to End

Our current cafeteria service limits the amount of time people have access to food service. To better serve families, visitors, staff, and volunteers, we will be changing from our current mode of food services to an expanded self-serve vending format, called a vendeteria, that will include an ATM and a change machine.

As a result of this, volunteer lunch coupons will no longer be available as of July 10.

The vendeteria area will be open 24/7 in order to give everyone availability to food services when needed. The food choices will include fresh items supplied by the 18th Street Deli, healthy choice and other hot and cold items.

Our current cafeteria services will end July 10, enabling us to concentrate our dietary staff and resources where they are most important – toward the dietary care of patients in both Care Centers. We hope to have the vendeteria open before August 3.

As part of this process, we will also be eliminating free coffee services. We have reached an agreement with our vendor to keep the pricing at our cost. Machines will remain throughout the building, and regular coffee and decaf will be available at 25 cents a cup while flavored coffee and hot chocolate will be 40 cents a cup. As always, there will be coffee available in the IPU for our patients.

We appreciate your patience during this change to improve access for food services for families, staff, and volunteers.

## Volunteer Forum

Volunteers & their families are invited to a



### Summer Picnic Foods Around the World

**Saturday, August 22, 4 p.m**

**Indian Riffle Park-Shelter #1 - Kettering  
Signs will direct you.**

**2801 E. Stroop Road**

Come and enjoy a relaxing Saturday afternoon with volunteers and their families.

- Bring a favorite ethnic dish from your family to serve 12 and your recipe for a cookbook.
- Bring lawn chairs

Drinks and table service provided

**RSVP – 258-5536 by August 17**

with number of family members coming and what you are bringing - salad, vegetable, meat dish, or dessert

## Mileage Reimbursement Changes To 48 Cents a Mile

Effective July 1, mileage reimbursement will be 48 cents a mile for those who serve as Transportation Assistants, Delivery Assistants, Visitors, or Caregivers to the home or nursing home, and Life Celebration Assistants. For other volunteer position mileage, volunteers are encouraged to track it for an IRS deduction.



It is very important to give the basic information of the trip. e.g. Visit to Smith at Bethany in Centerville OR Delivery of supplies to Jones in Englewood.

These are to be submitted by the 10th of the month. Direct deposit is the preferred method for reimbursement. Volunteers need to provide checking account information on a special form for Finance. Please call 256-4490 x1160 for the form.

## Volunteer Services Reorganizes

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Since May 1, the Volunteer Services Department has reorganized responsibilities.

**Maxine Tieber**, Volunteer Placement Administrator

- Filling direct patient care requests (caregiver relief, visitors, Life Celebration, Helping Hands, transportation, deliveries)
- Representing or assigning volunteers to all interdisciplinary team meetings at both Care Centers

**Christine Palmer**, Volunteer Matriculation and Care Centers Administrator

- Volunteer application process and placement of volunteers at both Care Centers (ambassador, receptionist, IPU support, crafters)
- Database management

**Care Center Request Assistants-** Jack Schimer, James Gillispie, Kandi Howard, Judy Cole, and Carole Larson-coordinate requests from staff members for workroom volunteers.



*Stepping stones are often on a path in a garden. They give us sure footing as we walk from one point to another. Volunteers are on a path of stepping stones in their journey in serving patients and families. Each experience or class helps volunteers with more support or sure footing. Stepping Stones seminars are offered twice a year.*

## Caring for the Caregiver

**Monday, November 2**

6:30-8:30 p.m.

Dessert will be served.

Taking on the responsibility of caregiving is a rewarding but challenging and costly experience. This seminar will examine the warning signs of caregiver stress/burnout and ways to care for yourself while caring for others.

**Presenter**—Deborah Holt, MS, LPCC-S, Bereavement Counselor with Pathways of Hope



## Spotlight on Volunteers

Each quarter volunteers and their special services will be highlighted.

### Sally Frost Marks 50th Anniversary With Epsilon Lambda Chapter of Sigma Phi Gamma

In 1954 Eisenhower was president, Bill Haley & the Comets recorded "Rock Around the Clock," the TV dinner hit the grocery stores, and Sally Frost was a charter member of Epsilon Lambda chapter of Sigma Phi Gamma International Sorority.

This sorority, which has 22 members, was created to promote true friendship among women throughout the world; to work for higher standards among young people, and to perform service work.

Sally and her sorority sisters have volunteered at various fund raisers such as Starry, Starry Night, The Image Fashion Show Luncheons, 5 K Walks, and Brick Dedications "We organize the silent auction basket items, act as hostesses and do registrations. In the fall of each year the group makes and sells candy such as caramels, fudge, buckeyes, and various assortments. The money earned is \$3,000 - \$5,000, which is donated to HOD," Sally explains.



Sally started volunteering at Hospice of Dayton in 1991 for a short time and returned in 2003. She has served in various positions, answering phones in the IPU area, Speakers Bureau, Ambassador, Helping Hands Guide, and currently working in the Foundation for various fundraising efforts, most recently as co-chair for Image 2009 Committee.

Before retirement, she was an Eligibility Specialist for the Department of Human Services, in the Nursing Home Unit which provides Medicaid for those persons needing assistance. She has four children and seven grandchildren.

### Bert Shock Creates New Mail Distribution System

Working for the US Postal Service for 28 years enticed Bert Shock to volunteer for the Mail Distribution Assistant position.



Bert quickly designed and built a sorting system to easily distribute the mail to each department.

Bert has been a volunteer for HOD since 2007 and has helped put together admissions, patient handbook, and bereavement packets. He's also assisted in putting together the various medical supply kits for the clinical staff.

A lifelong resident of Dayton, Bert was a letter carrier with the same route around Neil's Heritage House during his tenure with the Post Office.

His wife passed away in June 2007 at Hospice of Dayton, and Bert said he was drawn back to serve. He has two children and six grandchildren.

In addition to being a grandpa, he enjoys remodeling, woodworking, and making latch-hook rugs with native American designs.

## Volunteer Opportunities

### Receptionists Needed

Receptionists are needed to reopen Shaw Desk for the shift of 4:30-7:30 p.m. Receptionists are also needed for various shifts each month while volunteers are on vacation and when a volunteer can't come in at the last minute. To help, please call Christine Palmer, 256-4490 x1161.



### Maintenance Assistants

Lawn Maintenance and keeping the sidewalks clean from the geese droppings are just a few of the volunteer needs to help us care for the grounds at Hospice of Dayton. Ken Forrer, Director of Procurement and Support



Services, can always use volunteers to help in:

- Mowing both push mower and riding mower
  - Hedge trimming, edging, power blowers, hand shoveling
  - Walk sweeping, cleaning, power washing, hose cleaning
  - Outdoor sweeping, clean up, miscellaneous yard maintenance
  - Pond maintenance/cleaning and edging
  - Sweeping and cleaning curbs and traffic islands and removing weeds
- If interested, call Christine Palmer, 256-4490 x 1161.

### Caregiver Relief Volunteers

Caregiver relief for family members is a big need. Family members need time to run errands, go to church, attend a meeting, or even get some sleep. To help, please call Maxine Tieber, 256-4490 x1162.