



VOLUNTEER VISION

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Volunteer Services Welcomes Maureen Swarts As New Staff Member

Volunteer Services welcomes **Maureen Swarts** as our new Recruitment and Training Specialist. She started the week of October 15 with New Employee Orientation and was introduced to volunteers at Volunteer Forum on October 18, her first day in the office.

Maureen comes to us with 15 years of education/training experience, curriculum development, sales presentations, public speaking, photography, and software computer education.

She has a BA in Communication/Business Minor from Wright State University and a MA in Communication from University of Dayton.

Currently, she is an instructor for Clark State Community College, teaching classes in Interpersonal Communication, Public Speaking, and Small Group Communication.

She brings a wide variety of experience from her previous employers of IBM, Interstate Studios and Publishing, and LOGTEC.

This Fall Maureen was honored for her leadership abilities and community involvement by being chosen for the Leadership Institute at Clark State Community College.

"I am so excited to be joining the Hospice of Dayton family. I have already felt so welcomed by the staff and volunteers!" said Maureen about her first week. "It truly shows that each volunteer shares in the mission of Hospice of Dayton, and their dedication is so heartfelt. It has been a pleasure meeting those of you that I have met, and I am excited about meeting the rest of you! Thank you for making me feel welcomed...it puts a huge smile on my face and in my heart!"

Maureen and her husband, Ron, live in Vandalia with their four children, Amanda, Oliver, Sarah, and Grace. Besides watching her children in sports, she enjoys playing volleyball, sewing, and taking hikes.

Due to her contract with Clark State, she will be working part time, Tuesday, Thursday, and Friday afternoon, until December 17. Her office is located in the Volunteer Services suite of offices next to the Director's office. Her contact information is



Volunteer Services Breaks Records

Volunteer Services announces new records for this year as of 9-30-12:

- 769 volunteers, serving in 8 counties
- 204 new volunteers completed Orientation
- 197 new volunteers completed Caring Angels
- 31 new ambassadors

Thank you, volunteers, for serving in so many ways to make a difference in the lives of patients and families.

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Director's Discussion

Miriam Morrison, Director of Volunteer Services

Volunteers Serve on "Heaven's Front Porch" As Families Experience Firsts and Lasts

Recently one of my staff members shared a conversation she had with a family member of one of our patients. She told her that Hospice of Dayton is "heaven's front porch."

Families greet guests on their front porch and enjoy each other's company. In essence, it is an outdoor living room. When you think about the significance of the porch, it is actually an area between the public and private. It is an area that can be shared between the sanctity of the home and community outside and where interaction with the community can take place.

When I heard the thought of hospice being "heaven's front porch," I thought of a volunteer, who becomes part of the patient's Plan of Care. As a volunteer stands at the door on the porch or front stoop of the patient's house or the patient's room at the Hospice House or nursing home, he/she is beginning a very sacred time in the life of a patient, sharing the end of life journey.



As new grandparents five years ago, Jay and I were thrilled with the firsts of Noah's life: his first smile, his first giggle, his first bite of food, his first tooth, the first time he sat by himself, his first steps, and now his first day of school.

However, these firsts of a new life are different from the firsts during the end of life journey: the first time loved ones have to use a walker, the first time someone has to feed them, the first time a caregiver has to bathe them, the first time an adult brief has to be worn, and the first time they leave their home for an extended care facility, away from the familiarity of a home they've known for most of their life.

Then there are the lasts that the patient shares with their families: the last birthday, the last wedding anniversary, the last Thanksgiving, the last Christmas, the last conversation, and the last breath of life.

My family and I marked the anniversary of my father's death September 21. It was a years of firsts for us. The first holidays without him, his birthday, and other special family days were hard for us, but our memories and celebrating his legacy helped us. Now we are going through the firsts and lasts with my mother, who has been in hospice care in Columbus for three months. After an 18-year fight with cancer, she welcomed hospice to help with her final days.

Volunteers, when you accept being part of a Patient's Plan of Care, you will stand on their front porch and will be invited to become a caregiver, helping a family like mine go through these firsts and lasts with their loved one with your caring presence.

New Monthly Time Sheet Reorganizes Hours

A new monthly time sheet debuted in September to insure better tracking of volunteer hours.

Medicare requires that volunteers must serve 5% of all staff hours in direct patient care. Medicare Conditions of Participation states that we can count direct patient care hours and the administrative support to fulfill direct care in the day to day activities.

The new form is divided into three parts—Direct Care, Administrative, and General. The biggest changes are the recording of travel time for each specific area and creation of patient crafts and patient comfort items.

Please use only the new Monthly Time Sheet. If you have questions, please call Krissy Barker, 256-9507 x1164.

TB Testing Moves To New Office Area in Colp

New and continuing volunteers who need a TB test or reading of a test need to enter at the Shaw entrance.



Then turn left and go down the hall to the new Employee Health offices. To gain entry, press the buzzer.

TB testing is provided only on Monday, Wednesday, and Friday, 7:30-4:30.

The test needs to be read within 48-72 hours after the injection. So if it is done, on Monday, come back on Wednesday. On Wednesday, come back on Friday, and on Friday, come back on Monday.

New volunteers need to get two TB tests within 21 days of Orientation, making sure there is a week between the first and second test.

Continuing Volunteers need to have only one test during their update process just prior to the anniversary of their Orientation class.

Vic Fornes to Be Inducted into the Ohio Veterans Hall of Fame

Vic Fornes, 20-year volunteer with Hospice of Dayton, is one of 15 veterans, who will be inducted into the Ohio Veterans Hall of Fame on Thursday, November 8, at the National Museum of the U.S. Air Force.

Vic will be honored for his service in the United States Marines and his community service. He has served his church, his children's schools, his family of biological and adopted foster children, boys and girls sports teams as an athletic director, Boy Scouts as a cub master, the Dayton community at the Retired Seniors Volunteer Program, and the patients of Hospice of Dayton.

Vic has served Hospice of Dayton since 1992 after he experienced the care of a hospice in Los Angeles for his niece, who was dying of cancer.

"We were amazed at the dedication of that hospice, and we decided to check to see if there was one in Dayton," said Vic. "When we found Hospice of Dayton, we wanted to be a part of this caring and loving organization."



Over the years, Vic has served in the office of Medical Records, assembled packets, provided fall clean-up for maintenance, transported patients, delivered patient supplies, greeted people as a receptionist, pinned veterans with the Hospice Veteran Partnership Pin, and popped popcorn for patients each Friday.

One very special service has been the annual *Fornes Family Christmas Team*. His son is Santa Claus, and Vic, his wife, Helen, and grandchildren are elves who deliver gifts and holiday cheer to the patients in December. The Fornes family has made a difference in the lives of hundreds of patients.

Personal Care Items, Playing Cards Needed for Patient Care

Volunteers are asked to consider donating the following items. Personal care items can be bottles of any size.

- ◆ Soap
- ◆ Hand and body cream
- ◆ Toothpaste and brushes
- ◆ Antiperspirant
- ◆ Shampoo, conditioner
- ◆ Playing cards

Bring to Volunteer Services in Shaw and complete an in-kind donation form.

New RELATE Home Study to Debut

Beginning in 2013, those volunteers who have not completed RELATE training will be able to complete it through a home study. There will be a guidebook and short test to take.

The yearly volunteer update test will have two RELATE questions in 2013.

Staff members and over 170 volunteers have completed the RELATE training and are implementing the communication principles to reflect and support our organization's mission, vision, and values.



"When all is said and done, with all of the initiatives and plans, I think the RELATE/patient-centered training will have the greatest impact on our service delivery in shaping the patient and family experience," said Kent Anderson, President and CEO.

There are two remaining RELATE seminars, Wednesdays, **November 14 and December 12**, 8:30-10:30 a.m. at the Dayton Hospice House, Shaw Community Room, 324 Wilmington Avenue. To register, please call 937-258-5536.



Volunteer Holiday Luncheon

Tuesday, December 4, 2012

11:30 a.m.—1:30 p.m.

Food by the Culinary Chefs of Hospice of Dayton

Invitations will be sent in November with RSVP information



Spotlight on Volunteers

HOSPICE OF DAYTON

Judy Clymer Drives the Miles for Patients

Driving to Hospice of Dayton from New Lebanon for 18 years has become a way of life for Judy Clymer.

Serving as an Ambassador at the Dayton Hospice House has touched Judy's life.



"We try to meet the needs of patients and families," said Judy. "It is a privilege to be a part of the Hospice of Dayton team."

Retired as assistant treasurer for the New Lebanon Schools, Judy experienced hospice care for her mother and her husband.

Judy also has served as a visitor in homes and nursing homes. One of her most memorable patients was a 23-year-old man, who was paralyzed from his neck down. She helped him for three years in writing his books. He dictated as Judy wrote.

She is a mother of four sons, 14 grandchildren, and one great grandchild.

Service Recognition Hallway Honors Staff and Volunteers

The Service Recognition Hallway, the bridge between Colp and Shaw Buildings, has just been completed.

Staff and volunteers are honored with their years of service to Hospice of Dayton, beginning with 5 years.

Volunteers are encouraged to visit this area and find their name with the years served.



Both staff and volunteers are displayed together with volunteers in blue and staff in green with their number of years. As the increment in years changes, such as 5 to 10 years, the plaque will be updated.

Each quarter volunteers and their special services are highlighted.

HOSPICE OF BUTLER & WARREN COUNTIES

Brian Kest Trains New Volunteers

Experiencing hospice care for his parents at the Hospice of Northwest Ohio in the Toledo area was the beginning of Brian Kest's appreciation of the end of life journey in hospice.

Brian has served for three years as an ambassador at Lorelei's Place, a visitor in homes and nursing homes, a trainer of new volunteers, and a member of the Volunteer Advisory Committee.

"Whatever small comfort I can render on a given visit always touches me," said Brian. "Hospice volunteering and my lay ministry work have transformed my life. There is no greater gift we can give to others than our time."

Brian retired from Mead Corporation as a Sales and Marketing Executive in the School and Office Products Division. He has been a Stephen Ministry Leader at his church and has served on the Greater Dayton Stephen Ministry Network of Churches.

He and his wife live in Springboro.



Volunteer Opportunities

Decorating Christmas Trees in the Patient Lounges on Nov. 14-16—Volunteers are needed to assist staff. 

Guest Escorts—drive the golf cart and escort visitors from and back to their cars. Morning shifts 8-11:30 a.m.—Wednesday, Friday, and Sunday.

Receptionists—Be the smile that greets visitors at one of our desks. Available shifts—Roll -Wednesday and Thursday evening, 4:30-7:30 p.m. Shaw-Thursday, 11:00-3:00.

Heirlooms Shoppes and Heartfelt Gifts Shoppe at Dayton Hospice House—need volunteers willing to serve a shift to assist customers.

If interested in any of these opportunities, call Linda Corey Simpson, 256-9507, x1163.