

THE HOSPICE OF DAYTON

# Volunteer VISION

THE HOSPICE OF BUTLER & WARREN COUNTIES

Volume 5, Issue 1, Winter 2011

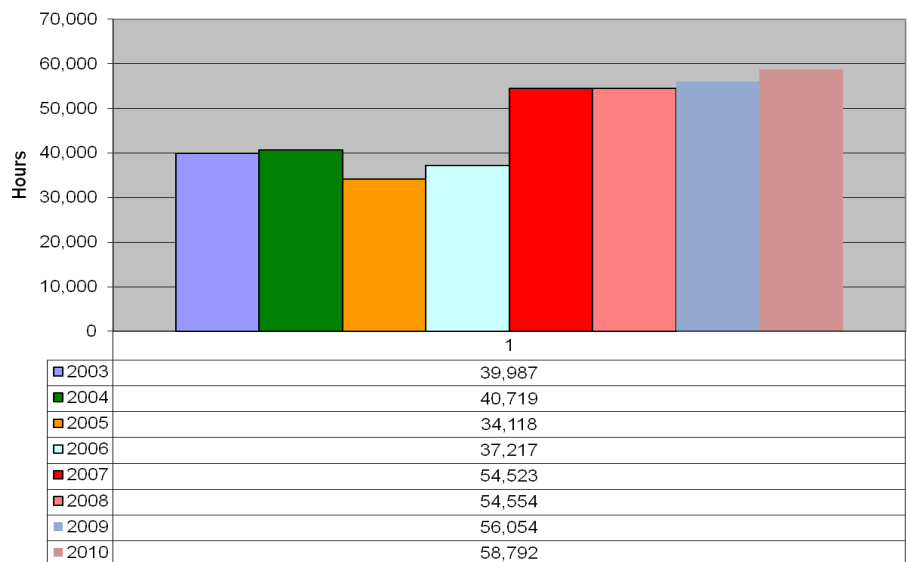
## Thank You, Volunteers, for Serving a Record-Breaking 58,792 Hours

Over 500 volunteers served a record-breaking 58,572 hours, completing 14,664 day-to-day services for patient care and support services in 2010.

Medicare requires that volunteers serve 5% of paid staff hours. In 2010 volunteers achieved 9.1%, the highest percentage ever for one year!

Worth almost \$1.2 million to our care services, volunteers filled another record-breaking 1,717 requests. In 2008 it was 336 and in 2009, 722, doubling each year!

The Hospice of Dayton and The Hospice of Butler & Warren Counties Volunteer Hours



### The Hospice of Dayton Becomes First US Hospice To Achieve Level 3 for We Honor Veterans Program

The Hospice of Dayton is the first hospice provider in the nation to achieve Level 3 qualification with the *We Honor Veterans* program, a pioneering campaign developed by the National Hospice and Palliative Care Organization and the Department of Veterans Affairs.



Volunteers have been a part of the Hospice Veteran Partnership since 17 were pinned in 2008. In 2010 over 25 volunteers who are military veterans

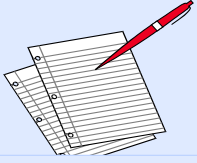
honored 369 hospice patients who are military veterans in a special ceremony, thanking them for their military service and pinning them with the Hospice Veteran Partnership pin.

*We Honor Veterans* campaign provides tiered recognition to hospices that demonstrate commitment to improving care for Veterans.

New Masthead debuts for Volunteer Vision, emphasizing the **Vision** of service in the Plan of Care for patients and families.

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## Director's Discussion

Miriam Morrison, Director of Volunteer Services

### Excitement Exuberates Everywhere in 2011!

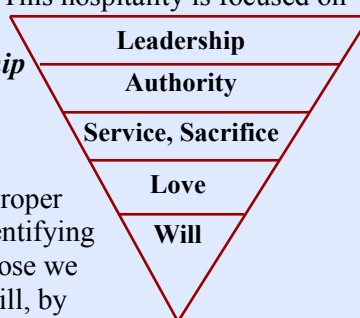
There goes the English teacher in me again, using an alliteration to capture your attention and a vocabulary word that isn't used every day. Anyone coming into the Care Centers feels the *exuberance*, high spirits, of employees and volunteers as exciting changes are beginning to happen.

It's a new year with "*newness*" permeating the air. We have a new President and CEO, Kent Anderson, who is directing our focus on Access, Care, and Stewardship in everything we do to serve patients and families. As part of this emphasis, Volunteer Services is under Access, and Brenda Humfleet, VP of Development and President of The Hospice of Dayton Foundation, is my new supervisor. She also supervises the Community Outreach Department, formerly Marketing. Departments under Access insure easy access to our hospice services.

Looking around the Dayton Care Center, newness abounds.

- The new Carole's Café serves sandwiches, salads, and soups.
- The remodeled dining room has new floors, furniture, and wall decorations, giving the feeling of being in a New York café.
- The Great Room has expanded with a children's corner, a small library, and new furniture with sitting areas. As the fireplace provides warmth to the room, accented by new lighting, volunteers often provide music on the grand piano or play instruments.
- New planters now adorn the hallways and lounges after volunteers Patrick Gavin, Matt Kelly, and Jay Morrison transplanted over 30 plants in the last two months. Thank you for helping beautify the Care Center.
- A meditation labyrinth is being built in honor of former President and CEO, Deborah Dailey, outside the Great Room entrance.
- Resident Therapy Dogs (see next article) are the newest care team members.

At the heart of this *newness* is an emphasis on hospitality for our guests as they temporarily reside in their hospice home. This hospitality is focused on servant leadership, an exciting Leadership Model in a wonderful book, *Servant Leadership* by James Hunter. Hunter points out that "leadership begins with the will, which is our unique ability to align our intentions with our actions and to choose our behavior. With the proper will, we can choose to love, which is about identifying and meeting legitimate needs, **not** wants, of those we lead. When we meet the needs of others, we will, by definition, be called upon to serve and even sacrifice. When we serve and sacrifice for others, we build authority or influence. And when we build authority with people, then we have earned the right to be called leader."

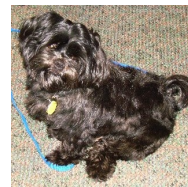


In 2011, as you volunteer, may you be blessed as servants in our hospice family as your intentions + actions = will, and you touch lives in the various positions you serve.

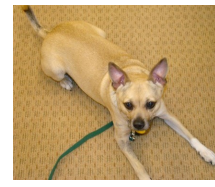
### Resident Therapy Dogs Join Care Team at Dayton Care Center

Wagging tails, soft fur, and excited eyes have been a part of the Animal Assisted Therapy Program here for almost 10 years. Currently, we have 25 dogs, two cats, and their owners who visit patients at the Care Centers and occasionally in homes.

Three additional dogs, Sheldon, Paco, and Madonna, joined the care team as residents of the Dayton Care Center on January 27 and already have won the hearts of staff, patients, and families. Sheldon's new home will be Colp, and Paco's is Shaw.

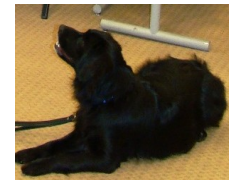


Sheldon



Paco

Madonna will be placed in homes of patients who live alone and would benefit from the companionship of a pet.



Madonna

They are qualified disability service animals and have gone through extensive training. These therapy dogs were adopted from the 4 Paws for Ability program in Xenia to help provide supportive listening and socialization for patients and assist with symptom management, helping to dispel fear and anxiety.

"Man's best friend" can also be good medicine. Numerous studies have demonstrated the value of animal assisted therapy in healthcare. Patients who feel isolated receive comfort from the touch of petting an animal. A patient with dementia can feel positive validation through such touch, and may find pet visits a doorway to reconnect to positive past experiences.

# Volunteer Opportunities 3

## Volunteer Services Offers New Opportunities to Serve Patients in 2011

Volunteering at The Hospice of Dayton has new opportunities to serve in unique ways...driving a golf cart, serving in Carole's Café as a cashier, flipping pancakes and serving at the Day of Caring Pancake Breakfast. Due to increased service to patients and families, there are increased opportunities for visitors, caregiver relief, ambassadors, drivers, crafters, seamstresses, knitters, Life Celebration Assistants, and Office Assistants. For the new opportunities listed below, please call Linda Corey Simpson, Care Centers Specialist, 256-9507 x1163.

### Carole's Café Cashiers



With the opening of Carole's Café on January 17, volunteers are needed to help the kitchen staff as a cashier in serving a two-hour shift once a week – 8-10, 10-12, or 12-2. Training will be provided. Benefits are a complimentary meal before or after your shift, an opportunity to serve a family member, staff member, and fellow volunteer, and lots of smiles.

### Pancake Flippers, Servers

Join President and CEO Kent Anderson as a pancake flipper at the Day of Caring Pancake Breakfast on Sunday, February 27, in the Community Room at the Dayton Care Center, 8:30 a.m.-1 p.m.



Over 30 volunteers are needed to help on shifts-8:30-10:00, 10-11:30, and 11:30-1:00. This is the first time The Hospice of Dayton has been a site for this community outreach effort to benefit area food pantries.

## Each One Reach One

One of the best ways to recruit a volunteer for hospice is a personal invitation to a family member or friend. Do you have a spouse, son, daughter, sister, brother, or friend who you could recommend to volunteer? Some positions need no training—baking a cake or cookies, making a craft, knitting a lap blanket, sewing aromatherapy sachets, or making a Memory Bear.

### Drivers

Due to expanded services for transportation and delivery needs, drivers are needed. Volunteers need to provide a driver's license and proof of insurance and submit to a check from the Bureau of Motor Vehicles, proving no moving violations.

### Outreach Callers

Pathways of Hope needs additional Outreach Callers to commit to at least 10 phone calls a month to loved ones of patients at various intervals following a death. These can be done in your own home. Pathways of Hope provides training to help make these calls.

### Guest Escorts

Any golfers out there? Anyone who wants to drive a golf cart? Now is your chance to serve family members by driving the new golf cart to escort guests from the parking lot to the Roll Entrance for visitors. Two-hour shifts are available one time a week 10 a.m. to 8 p.m.



Linda Corey Simpson wants you to enjoy serving in this golf cart.

### Ambassadors

Hospitality is expanding at the care centers, and ambassadors are needed on all two-hour shifts, especially M-TH, 4-8 p.m. and on weekends.

Ambassadors are making additional visits with Caring Carts, giving patients special moments with gifts, food treats, and hand massage.





## Spotlight on Volunteers

Each quarter volunteers and their special services will be highlighted for The Hospice of Dayton and The Hospice of Butler & Warren Counties

### Schulte Animal Assisted Therapy Team Gives Smiles, Wagging Tail to Patients at Lorelei Place

A smile and a wagging tail greet the patients when the animal-assisted therapy team of Cindy and Nadia Schulte visit at Lorelei's Place in Franklin. Cindy and Nadia, an Australian Shepherd mix, have been visiting patients since 2009.



"Nadia loves visiting the patients. She is a conversation starter and an icebreaker for me," said Cindy. "People forget why they are here at hospice even if it's just a little while! They start talking about their dogs they've had through the years."

She helps with special theme days for patients at Lorelei's Place, serving special treats. She also volunteers at St. Leonard's, reading short stories to the residents in Rehabilitation Services, and for the Voices of Mammosite, reaching out to women who are facing breast cancer and trying to find out treatment options.

When not volunteering, she is a Home Meal Replacement display case setter at Dorothy Lane Market in Springboro and helps customers with deli selections. She is a mother of two grown children.

### Menus, Bricks, and Lots of Love for Patients Mark Marjorie Sawyer's Service of Two Decades

Every time a patient sees a menu at one of the Care Centers, they are touched by the loving hands of Marjorie Sawyer, who helps Food Services duplicate the menus each week, color coding them for each day.

Since 1991, Marjorie has served as a volunteer in various capacities. She has helped at the Pathways of Hope Memorial Services and Brick Dedications, greeting family members who have lost a loved one, passing out programs, and serving refreshments. She also takes care of the Wishing Tree in the Shaw lower area by the stairs, where family members tie a "wish" on the tree in memory of their loved one.



"Volunteering all these years has been a special part of my life," said Marjorie as she humbly reflected on two decades of service.

She worked 15 years at Wright Patterson Air Force Base as a clerk and at the Dayton City Schools Media Center for 15 years. She is the mother of one son.

## IN MEMORIUM

### Volunteers Remember Dorothea Adkinson



Dorothea Adkinson, volunteer since 2008, passed away at the Dayton Care Center, where she served as a Memory Bear Creator, receptionist, and Interdisciplinary Team Assistant. One of her last rides was in a wheelchair to see the Volunteer Services staff, surrounded by her family. She put her heart and soul into volunteering and will be missed. One of her sister volunteers is making a Memory Bear for her family.



### Gift of Love

As you give a gift to someone you love on Valentine's Day, please donate a skein of yarn to make lap blankets, new or used bud or small vases, small puzzles or games, beanie babies, a deck of cards, and crayons for kids packs.

### 2011 Volunteer Banquet

**Tuesday, April 12, 6 p.m.**  
**Mandalay Banquet Center**

All volunteers who served 25 hours will receive invitations in March.