

VOLUNTEER VISION

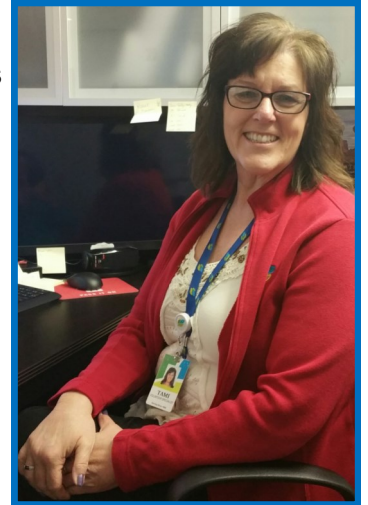
Spring 2017

Quarterly Newsletter
for Ohio's Hospice of
Dayton Volunteers

New Partnerships, New Team Member

By: Maureen Swarts

Volunteer Services welcomes Tami Clark as our newest team member! Tami is serving as our Volunteer Specialist for Ohio's Community Mercy Hospice in Springfield. Tami is such a wonderful addition to our team and brings over 33 years of experience and wisdom as a Social Worker in the health care industry. Tami is originally from Springfield so she brings a strong sense of community to the position. "Helping people help themselves is how I assess individual's strengths and needs," says Tami. This skill will serve her well as she works with people of all ages and cultures in the Volunteer Specialist role. Tami has also worked with volunteers as she served as interim Volunteer Coordinator for Community Mercy Hospice from 2013-2014 and was the Director of Social Services for a Springfield nursing home which also included the volunteer department from 1989-1993, managing one full time Volunteer Coordinator and 30 active volunteers. Tami understands the vital role volunteer's play in support of our patients and families. Tami says, "This layer of hospice support is so important to patients, families, and staff. I want to help motivate, recruit and retain our hospice volunteers."



Tami and her husband Steve have been married for 30 years and they have two children, Hannah age 27, who is a Marine Biologist in Maine, and Hunter age 23, who works in accounting and finance in Beavercreek. Tami enjoys sports of all kinds, especially baseball and softball. She likes hiking, learning about lighthouses, visiting Indianapolis where she graduated from college, taking Myrtle Beach vacations and most importantly, loves being with her family. She has a Norwegian Elkhound named Lucee and a 19 year old cat named Misti.

Tami says, "I truly am blessed and I cannot praise everyone enough for their knowledge of their job, passion for working with each other, and their genuine kindness to me. I am thankful for my new peers and friendships."

When you see Tami, please introduce yourself and welcome her to our Volunteer Services family!



More information on each event will be given closer to the day of the event.

DAY	TIME	EVENT
Monday, April 3	6pm-7pm	Pet Therapy Dogs Night Out at Ritter's
Sunday, April 23	1pm-3:30pm	Annual Recognition Banquet *Must have completed 25 hours in 2016
Thursday, May 4	9am-3pm	Education Day
Thursday, June 29	4pm-6pm	Bingo
Saturday, August 5	12pm-2pm	Summer Picnic
Friday, September 29	9am-3pm	Education Day
Tuesday, December 12	TBD	Holiday Luncheon

A LETTER OF APPRECIATION

Dear Volunteers,

What a privilege it is to work with each of you. In the limelight or behind the scenes what you do makes a huge difference. I can't tell you what an impact you have on our patients and this organization- whether you are making teddy bears, blankets, miniature shadow boxes, neck pillows, crafts, helping with flowers, gardening, stocking the cabinets, delivering mail, shoveling snow, cutting hair, baking, welcoming, sorting, separating, caring for bird feeders, veteran pinning, visiting patients, driving, selling popcorn, working in the gift shop, and so much more!! One of these areas is amazing, but you put them all together and you make us FABULOUS!!

There is no way that we could repay you for all you give here, but it makes me very happy to be able to say thank you, Thank You, THANK YOU!! I brag about you constantly to patients, family and friends. There are not enough words to say to let you know the impact you make on a family in crisis. Many of you have been that family in crisis, and the impact was so great that you came back here to serve.

Each of you is very special and I am so glad you have chosen to share your time and talents here at Hospice of Dayton. Because of you, we provide the best hospice care in Dayton. Honestly, no one can beat the service and compassion that you help provide at Hospice of Dayton.

I am so very proud that I am on your team!!

Blessings,

Wendy Schmitz, MD

Director of Inpatient Services

Ohio's Hospice Announces Plans to Expand Services in New Building

By: Vicky Forrest, Media Content Editor



To meet the demands of growth for Ohio's Hospice, the organization will locate mission support services and administrative offices to a new building located in Centerville.

In announcing the new location at 7575 Paragon Road in Washington Township, Ohio's Hospice President and CEO Kent Anderson indicated the new location will ease the current burden on space demands at Ohio's Hospice of Dayton Hospice House location, 324 Wilmington Avenue, enabling the Hospice House to better serve patients and families as originally intended.

The new location will serve as mission headquarters for the affiliate hospices that are members of Ohio's Hospice. Established in 2013 to strengthen and preserve the mission of community-based, not-for-profit hospices, Ohio's Hospice is a 501(3)(c) not-for-profit, tax-exempt organization. The affiliation positions not-for-profit, community hospices to compete more efficiently with investor owned for-profit hospices that have expanded significantly into the hospice market. When the affiliation was announced four years ago, the group committed to maintaining headquarters for the organization in the Dayton region.

Welcome, Jodi!

Please join us in welcoming Jodi Howard to the Volunteer Team at Ohio's Hospice. Jodi is the Volunteer Coordinator for Community Care Hospice, an Ohio's Hospice affiliate in Wilmington, Ohio. Jodi graduated from Community Hospital School of Nursing and has been an RN for 24 years, most of which has been in the hospice setting. She's been the Volunteer Coordinator at Community Care since October 2015.



"I am truly blessed to be a part of Ohio's Hospice. I work with some amazing people. I am so humbled by the volunteers I serve with," says Jodi.

She and her husband Roger will celebrate 24 years of marriage this year. They have 3 children together. Their oldest son Ben is a junior at University of Cincinnati, Rich is a senior in high school and Rachelle is a freshman in high school.

In her free time, Jodi enjoys playing cards, watching football and basketball. Her family has a summer home at Put-N-Bay and she teaches preschool kids at her church.

We are blessed to have Jodi on our team!

Caring Corner

"Do what you can to show you care about other people, and you will make our world a better place." -Rosalynn Carter

What ways can you show kindness today? Here are some ideas:

- When you go through the drive thru to get coffee, pay for the person behind you. It will make them smile!
- On the bus, give up your seat for someone else.
- Offer to watch someone's children so they can have a night out.
- Pick up groceries for your neighbor.
- Leave a note for your significant other or friend to find with a kind word, a thank you, an offer of prayer.
- Give food to the homeless, but take the time to talk with them too.
- Let someone else have the parking spot close to the building.
- Tell a joke-laughter is the best medicine!

Thank YOU for being the caring person in our lives!



OSHA UPDATES, AGAIN?

BY: THERESA ZELINSKI

It happens every year. That big white envelope that arrives at your house in the mail from the Volunteer Services Department. You know what's inside. More paperwork to fill out and return. It's so easy to throw it in "the pile" intending to get to it tomorrow or sometime soon. But the "tomorrows and sometimes" are soon gone. Now the paperwork is late and you are non-compliant. So what does this all mean and why do volunteers have to fill out all that paperwork? All they really want to do is volunteer! Let me help explain.

Every year the Hospice of Dayton Volunteer Services department is required, by law, to demonstrate that its volunteers have met competency requirements set by the Occupational Safety and Health Administration (OSHA). By completing the forms received on a yearly basis, volunteers remain compliant and when an OSHA audit is performed, there are no discrepancies. However when paperwork is not returned a volunteer becomes non-compliant and if an OSHA audit were performed, Hospice of Dayton could be penalized.

It's also important to make sure you turn in your timesheets as requested, according to the volunteer position you hold. For those in direct patient care, your patient client contact forms must be turned in promptly after each visit as this is part of the patient's record and is needed to show compliancy. For those filling out the monthly form, it's important that you document all hours in the month and calculate your total on the front of the form so we can properly report our numbers to our Leadership Team.

So when that OSHA envelope arrives, rip it open with renewed enthusiasm. After your visits, fill out those timesheets and send them in. This becomes your ticket to compliant volunteering. It doesn't take much time to complete and your volunteer staff is always happy to assist you with any questions you might have.

Best Practices!

Recently, Ohio's Hospice welcomed two Joint Commission surveyors on our campus. We did really well on the survey and we got some great news! The surveyors were impressed by our volunteer timesheets and have recognized them as a 'best practice!'

What does this mean? The 'Leading Practice Library' is a complimentary tool for those accredited by Joint Commission. The documents in the national library have been successfully implemented by health care organizations that support safety and quality health care and can be used as a resource to aid other accredited organizations.

Our department should feel honored to be asked to include our forms in this library!

Playing the Cards

By: Robert Flavin, Volunteer

Play the cards dealt to you,
a cliché,
although often meaningful,
reserved especially for the most dismal of times,
when the hands are weak
and the aces are scarce.
Yet sometimes the cards are strong.
Your bids must then be aggressive,
else your play earns minor victories
rather than the major triumphs
implicit within the hands.
Playing the cards dealt to you
now means something new.
The excuse is now a challenge,
a responsibility.
The cliché no longer gives comfort,
but now demands
the most vigorous of actions.
Yes, always play the cards,
but also please remember
you are occasionally dealt
the most fantastic of hands.

Open Volunteer Positions

Looking for more ways to get involved? Look no further! Read below for available positions. Referral bonus! If you share this with a friend and they become a volunteer, you'll receive a gift card! We appreciate your help!

- Barber/Beautician— seeking licensed stylists and barbers to provide haircuts for patients who aren't able to get out of their homes. Mileage is paid when you provide haircuts in homes/nursing homes.
- Visitors/Caregivers— to visit and/or provide respite to families; needs in each of our counties served and generally visits are 3-4x monthly.
- Quality of Life Team Meeting Assistants— needed for our Wright Dunbar office in Dayton and our Butler Warren office in Middletown. Commitment is 2 hours every other week and you would listen in for volunteer needs during the meeting and report back to the staff on these needs.
- Ambassadors— needed on weekends from 6-8pm at the Dayton Hospice House to visit with patients and assist staff and needed anytime at our Butler Warren Hospice House in Middletown.
- Receptionists— needed on weekends from 4:30-7:30p to answer phones, greet guests and assist the ambassadors as needed.
- Veteran Recognition Assistants— to provide veteran recognition ceremonies to our patients and families in all counties served. Must be a veteran.
- Pet Visitation Teams— to serve in our hospice houses as well as facilities and homes; must have certified animal to volunteer.
- Gardening Assistants— at our Dayton Hospice House; assist staff with taking care of our grounds.



Attention Volunteers:

Would you like your artwork, photography, poem or short story featured in the Volunteer Vision? We'd love to share your talents with others! Please send us your creative pieces to: ebown@ohioshospice.org. You can also drop off a copy in our office. Thank you!