



VOLUNTEER VISION



Summer 2016

"To be inspired is great. To inspire is incredible." –Anonymous

At Ohio's Hospice of Dayton, our volunteers inspire us to be the best people we can be. They inspire us to love more, give of ourselves and to make a difference every day.

Every two weeks, our workroom is filled with sounds of laughter, enjoyment and lots of positive energy. The voices filling our workroom every other Wednesday are part of a community group from Capabilities, Inc. Several months ago, a relationship formed with this passionate group in order to provide its members with community integration and social recreation and for Ohio's Hospice of Dayton to have more volunteer helpers. Capabilities, Inc. strives to provide people with differing abilities the maximum support needed to successfully achieve and sustain their goals.



By volunteering at Ohio's Hospice of Dayton, the members are learning skills that could lead to community employment. However, we are the lucky ones! Volunteer Services is blessed with their service. The members of this group create kids care packs, assemble packets for staff, prep items needed for our birthday bouquets and help with mailings and other projects going on in the workroom. Their smiles inspire us, their passion is contagious and they are teaching us to be good stewards of our mission.



Jessica Whitaker is the Community Consultant Manager for Capabilities, Inc. Along with Jasmine Gates, Community Consultant, they bring a total of 10 members to Ohio's Hospice of Dayton two times monthly. The organization serves Montgomery and Greene Counties as well as 52 counties statewide.

"The best part of our trips to Hospice is seeing how the members work together as a team and build relationships with the Hospice staff. The members are so proud to volunteer!" says Whitaker.

Whitaker feels the members are building skills for employment through their volunteer activities.

"My favorite part is being able to build relationships with the members, their families and the community. I feel that every day I am making a difference!"

Capabilities, Inc. members also volunteer at the Dayton Food Bank, the Humane Society and the Dayton Regional STEM School. Whitaker feels that the members will continue volunteering at Ohio's Hospice of Dayton for the foreseeable future. Capabilities, Inc. plans to open a new service called Career Exploration Station and Volunteer Services may gain more volunteers through this program.



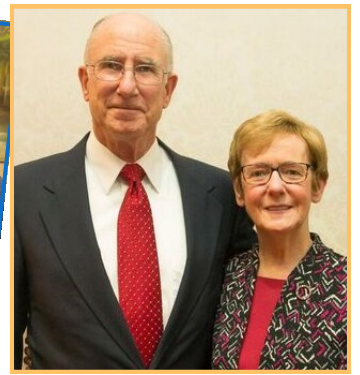
"Thank you Hospice staff for all you do! The Volunteer Department is amazing and we are very proud to be a part of it."



Volunteers A World of Difference



It was an adventurous night of celebration, laughter and love at the 2016 Volunteer Banquet held at the Mandalay Banquet Center in Moraine on April 14. Volunteers and their guests filled the banquet hall to enjoy a delicious meal and hear about all the wonderful accomplishments from 2015. Gold chocolate coins and beautiful mint boxes covered the tables and 'hot air balloon' centerpieces reminded us of the wonderful travels and adventures we've taken over the years. Thank you all for your service! For those that serve 25 hours or more in 2016, we hope to see you at next year's banquet!





694 VOLUNTEERS
67,000 HOURS

2015 Volunteer Accomplishments

- 🌐 **49 volunteer groups** provided services, completing 80 projects at Ohio's Hospice of Dayton.
- 🌐 Veteran volunteers recognized **500** patients who are veterans!
- 🌐 Outreach callers made **6,867 calls** to bereaved family and friends.
- 🌐 Volunteer drivers made **681 medical supply deliveries!**
- 🌐 Volunteer office assistants completed **417 workroom projects** for staff.
- 🌐 Volunteers created **203 Memory Bears** providing comfort to **90 families.**
- 🌐 Distributed **4,584 handcrafted patient comfort items** to patients and families in both Hospice Houses.
- 🌐 Musicians played **music for 598 hours** for our patients and families.
- 🌐 **37 Pets** visited our patients as part of our Animal Assisted Therapy Teams!
- 🌐 Volunteers made **1,956 patient visits** and provided **414 caregiver relief visits!**

Education Spotlight

Do you use RELATE in your volunteer activities at our Hospice Houses or in the community? Here's a little refresher for all of us, to make sure we are being the best representatives of the Ohio's Hospice mission.

Reassure: to put somebody's mind at ease

- This is the first step to a successful visit with patients, families and when working with community members
- Maintain eye contact, acknowledge the person by name, introduce yourself by name, title and experience, 'manage up' your colleagues

Explain: to make plain or clear

- Ask questions to determine people's understanding and explain what you will be doing and why
- Avoid 'talking down' to people
- Explain things in different ways to make the person understand

Listen: to give attention closely

- Sit down with the person and actively listen for questions and concerns
- Empathize with feelings-use touch if appropriate
- Ask clarifying questions

Answer: to respond with reply or action

- Summarize what the patient said
- Answer questions, address concerns and check for understanding

Take Action: to perform a task

- Take time to complete your appropriate tasks effectively and if asked, offer positive explanations on policies, safety and comfort
- If the task isn't in your area of expertise, take the initiative to contact and work with the appropriate person

Express Appreciation: to show gratitude or give recognition

- Offer additional support, provide information on the next caregiver and say 'thank you' or 'it's my pleasure'

Can you share with us a time when you used RELATE with a patient, family member or someone you interacted with in the community in regards to hospice care? We'd love to hear from you! Please submit all stories to us by Friday, July 29th and you will be entered in a drawing to win a \$25 gift card!

Join us for the Volunteer Picnic!



We'll have great food and time to socialize with your fellow volunteers!

When: Saturday, August 6 from 12-2pm

Where: Ohio's Hospice of Dayton Community Room

RSVP: By August 3rd; (937) 258-5536, option 2

Save the Date: Volunteer Education Days!

Saturday, September 10th OR

Wednesday, September 28th

Education Days will be held in the Community Room at Ohio's Hospice of Dayton and will run from 9a-3pm with lunch included.

Attend sessions and visit booths to learn more about Ohio's Hospice of Dayton, socialize with other volunteers, meet with staff to ask questions and give us a chance to learn more about you!

Join us at the 3k/5k Remembrance Walk!



When: 10.22.2016

Where: Ohio's Hospice of Dayton Campus

Registration 8:30a; Walk starts at 10am

Registration: www.hospiceofdayton.org/walk OR (937) 222-WALK

Volunteer Openings

Barbers/Beauticians: cut patient's hair in homes, nursing homes and our hospice houses. Must be licensed.

Drivers: 'on call' and subs needed to deliver medical supplies and birthday bouquets to homes and nursing homes.

Gardening: homes and at hospice houses.

Office Assistants: Monday-Friday between hours of 8a-5pm.

Receptionist: on call receptionists needed for weekends and 4:30p-7:30p shifts open on Saturdays and Sundays.

Be Mindful! Be Respectful!

When at the hospice houses or in the community representing Ohio's Hospice, please remember to be mindful and respectful. Since we are healthcare, there are private conversations happening in the offices and workrooms between staff and volunteers. If you see someone on the phone or talking with someone in their office, please be respectful and either see another staff member or stop back later. This is important for HIPAA purposes and also to continue our good relationships with others!

Thank you for your understanding!

Be Mindful Today!