



VOLUNTEER VISION



Winter 2016

Compassionate Callers

As a team, staff and volunteers come together every day to give the best end-of-life care to those we serve. Clinical staff make patients comfortable and support staff make sure all the other needs are taken care of such as billing, ordering medical supplies and answering incoming calls from families and patients. As volunteers, you provide the TLC a patient needs—a comforting touch, a soft blanket in the hospice house, someone to talk with or even someone to deliver those medical supplies. The list goes on!



But what happens after a patient passes? Not only does the care team make a bereavement call to the family of the patient, but we have a wonderful team of volunteers that make individual calls to each family member that cared for the patient. As part of the Pathways of Hope bereavement department, this team made 6,867 calls in 2015. The number of calls doubled from 2014!

This brave team is lead by volunteer Sue Rutherford. Sue volunteers in the office three days each week to make sure the calls are dispersed to each volunteer outreach caller. Sue also makes sure the questions and concerns of the bereaved are answered in a timely manner and she organizes the information so it can be entered by our data assistant Lois every Monday! Some volunteers make their calls at the hospice house

and others at home and we are so thankful for every loving call that is made. As a result of those calls, in 2015, 24 referrals were made to Pathways of Hope for bereavement follow up with a counselor.

Lisa Balster, Director of Patient, Family and Support Services loves to see the results of the program and knows the difference our volunteers make on a daily basis.

“The volunteers made thousands of calls in the past year in order to reach out to grieving family members of persons served by our hospice program. Their goals are to offer support, let people know that we have not forgotten them, and to invite them to participate in our Pathways of Hope bereavement program in whatever ways they choose. I often hear them as they speak so kindly and with so much care to people who have had a recent death in their family. Because of their diligent efforts, many more people receive support and caring, and many more people are familiar with how to access grief support services. I am very thankful that we have volunteers working with us who offer these gifts to our community each day.”



Thank you to all of the volunteers involved in this program for your continued support, your professionalism on the phone and your dedication to the mission. You are appreciated!

Time is not measured by
the years that we live. But
by the deeds that we do
and the joys that we give.

- Helen Steiner Rice



Save the Date:



2016 Volunteer Banquet
Thursday, April 14th; Mandalay Banquet Center

Invitations will be mailed to those who had at least 25 hours of service
in 2015! We look forward to seeing you!

Take Good Care

Most of us say this phrase when we get off the phone with someone or as we say our goodbyes at the end of lunch with a friend. When we say this, what do we really mean? I'm on the phone A LOT (the visitors and caregivers are laughing because you often get my voicemail) and I do use this phrase during every phone call. When I start to think about it, I realize I say this phrase for many reasons.

First, is for physical and mental reasons. To care for others, you must first care for yourself and be well in body, mind and spirit. I love to hear how volunteers are taking yoga, going on daily walks, hiking, playing with their grandkids, or just walking around the office throughout the day. Some of you even take classes at UD or go to seminars to keep your minds sharp. Our Tuesday morning receptionist does crosswords each week and another volunteer writes poetry! All these things help you to **'take good care'** of yourself.

Secondly, I think of **'taking good care'** of others. We have many volunteers who are going through health concerns right now. So many of you have become good friends with them and you ask about them all the time, you pray for them, you send them cards and you call them on the phone. You are **'taking good care'** of them. We are a team and I love seeing you support each other. Some of you have stepped up and taken on extra volunteer positions so those volunteers with health concerns know that things are covered while they are away. It makes me smile just thinking about the care and support you give each other. As volunteers and support staff, we know the needs in the community are large. It's our duty to help others and be the best we can be. All the volunteers are just amazing at **'taking good care'** of others. One volunteer delivers coffee cakes all the time to funeral homes, neighbors and those in need. I've learned recently of several volunteers that provide transportation to those in the community and nursing homes so they can get to appointments and other outings. Others not only volunteer for hospice but for several other agencies.

*You are the world to someone...
So take good care of yourself!*



Lastly, you are the reason we are here. You are the reason our mission continues. You are the reason we smile each day. You are our blessings! Please **take good care** and know that you are loved.

-Betsy Bown

Changes and Updates

- You may have noticed the advertisement that was in the Dayton Daily News on February 14th. The advertisement contained a letter to the community highlighting Betty Schmol's vision and provided education about our non-profit hospice and the changes we are making. We are continuing to expand our services and partnerships and now are proud to call ourselves "Ohio's Hospice." As you introduce yourself to those in the community as a hospice volunteer, be proud to say you are a volunteer of Ohio's Hospice of Dayton! If you would like to read the letter, we have a copy of it in the Volunteer Services department. We also hope you've had the chance to view our television advertisements!
- For volunteers using the monthly time form (the green sheet): please add up your hours and turn in promptly at the end of each month. This ensures that the numbers we are reporting are accurate and that we can give you recognition for your time. Sheets can be faxed, emailed, mailed or dropped off to Volunteer Services.
- For direct patient care volunteers that use the patient client contact form (the white sheet): please make sure you turn in your visit forms within 7 days of each visit. This ensures that each patient plan of care is accurate and we are prepared for audits. Please fill out a separate sheet for each patient and for each visit. Sheets can be faxed, mailed or dropped off to Volunteer Services.





Education Spotlight

Knowledge is power. –Francis Bacon

Test your knowledge on the following safety codes. Answers to the questions are on page 4 of this newsletter.

1. If there is a missing patient at the hospice house, what code will you hear over the intercom?
A. Code Stat B. Code Grounds C. Code Pass
2. What code should be called if there is a threat of violence at the hospice house?
A. Code Emergency B. Code Threat C. Code Shield
3. If there is a hostage situation on our grounds and you hear CODE HOLD, you should do all the following except:
A. Tell visitors/patients B. Notify staff C. Push the panic button
4. The acronym RACE helps us remember what to do in case of a fire. Which of the following is NOT a part of this procedure?
A. **Rescue** all from immediate danger
B. **Alert** visitors and patients
C. **Contain** the fire by closing all doors and windows
D. **Extinguish** fire if practical and **Evacuate** to your gathering place

A Healthy Tip

Handwashing is the #1 way to prevent infections! According to the Center for Disease Control, wash your hands for 20 seconds with warm water and soap using friction motion. Always turn off faucet and open the door with a paper towel. If water isn't available, use an alcohol based antimicrobial agent or waterless antiseptic. After using 3 times, you must wash your hands with soap and water.



It's Time to RELATE!

RELATE is an evidence-based model for consistent two-way conversation with patients and families. This simple model ensures consistent, impactful, interpersonal communication with every patient and family. In order to RELATE to all patients and families, our organization has incorporated this model to take excellence to the next level and support our mission. RELATE teaches us to:

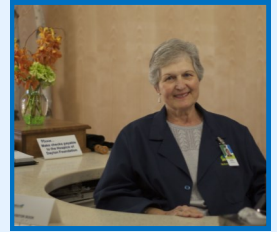
Reassure, Explain, Listen, Answer, Take Action, and Express Appreciation

If you have not taken RELATE training and would like to learn how, please contact Volunteer Services at (937) 256-9507 ext. 1161.

Opportunities to Serve

It's a busy time at the Dayton Hospice House! We have many open positions to fill. If your plate is full, refer a friend! If you give us their contact information and interests, we will contact them to begin the process. Volunteers interested will receive training before making a commitment.

Foundation Receptionist: Volunteers are needed to assist the Foundation staff at the Kettering Tower offices (downtown) Monday-Friday between 9a-5p. Days and times can vary based on your availability.



Gift Shop Cashier: Volunteers are needed to fill the following cashier shifts:

- Monday: 9:30a-12p; 12p-2:30p; 2:30p-5p
- Wednesday: 1:00p-3p; 3-5p
- Thursday: 12-2:30p; 2:30p-5p
- Friday: 1:00p-3p; 3-5p
- Every other Saturday: 12p- 5p

Heirlooms Shop Clerks: Volunteers are needed Monday-Friday between 10a-5pm to assist in the Dayton and Centerville resale shops. Most needed are Mondays and Wednesdays.



Office Assistants: Volunteers needed Monday-Friday between 8a-5p to assist with office projects which include assembling packets, mailings and supply kits.

QOL Assistant: Attend twice monthly meetings to discuss patient care. Open teams include:

- Every other Thursday from 1pm-3:30p at the Wright Dunbar office (W. 3rd Street)
- Every other Wednesday from 11a-1:30p at the Wright Dunbar office (W. 3rd Street)
- Temporary fill-in every other Tuesday in Centerville from 9a-11a.



Receptionist: Volunteers are needed to fill the following reception shifts:

- Saturdays morning backup needed 8:30a-12:30p at Family and Friends desk
- Saturday evenings from 4:30p-7:30p
- Sunday evenings from 4:30p-7:30p

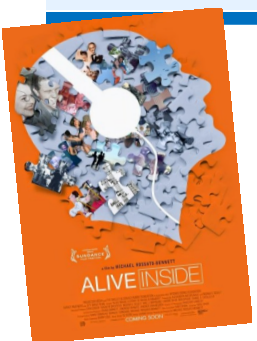
Room Service Ordering: Volunteers needed daily from 10a-2p and 4p-8p to assist with answering and recording room service orders.



Supply: Volunteers are needed to assist the Supply Staff on the following days:

- Dayton: Monday mornings-stocking supplies
- Dayton: Thursday mornings-stocking supplies
- Butler/Warren: Flexible days and times-ordering and stocking supplies 2x weekly (can be split between 2 people)

We could use more direct patient care volunteers as ambassadors, visitors and caregivers. Various days, times and locations open.



MOVIE DAY: *Alive Inside*

Date: Thursday, March 31

Time: 6pm-7:30pm

Location: Community Room at Ohio's Hospice of Dayton, 324 Wilmington Avenue

RSVP: By March 28th; Call 258-5536, option 2

Light Dinner will be provided.

Answers to Safety Code Questions (page 3)

1. B-Code Grounds
2. C- Code Shield
3. A- Tell visitors/patients
4. B- Alert visitors and patients

Please visit www.aliveinside.us to learn more about this documentary.