



VOLUNTEER VISION

Volume 7, Issue 1, Winter, 2013

Volunteer Services Thanks Volunteers for Outstanding Year of Service in 2012

At the end of 2012, a record-breaking number of 795 volunteers served 68,435 hours, completing 18,783 requests for services to patients and families, compared to 61,124 hours in 2011. At 8%, we exceeded the Medicare requirement of 5% for volunteer hours.

Over 130 volunteers served patients in their homes and nursing homes. 616 patients were served in 98 Care Partners facilities with 4,741 services. An average of 37% of the patients was served with ongoing volunteers, compared to 31% in 2011. 488 patients were served with 2,201 patient services. An average of 15% of the patients was served with ongoing volunteers, compared to 12% in 2011.

In the American Pride Program, 590 military veteran patients were pinned. Of these patients, 514 were pinned by Volunteer Pinning Assistants.

Forty ambassadors served an average of 175 shifts a month for 4,429 hours. A record 26 ambassadors were trained.

Twenty-nine receptionists filled an average of 102 shifts each month for 3,843 hours. Those serving at the Roll Family and Friends Entrance greeted 25,692 visitors. Those serving at Shaw greeted 5,913 visitors.

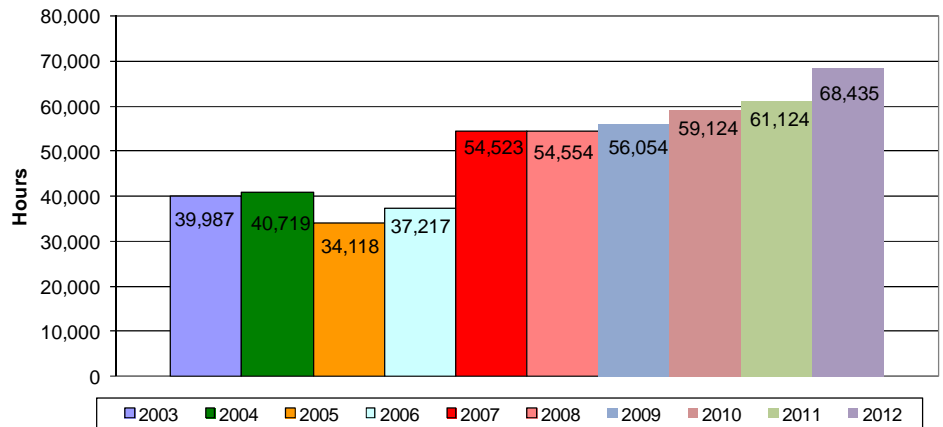
Thirty Animal-Assisted Therapy teams of 29 dogs and 1 cat made 2,802 visits for 546 hours. This was an 11% increase from 2011.

Musicians had 579 visits for a total of 498 hours.

Four "Gifts from Loving Hands" groups in Dayton (2), Lebanon, and Middletown made 4,348 patient comfort care items.

Forty-five groups from various businesses and organizations

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



completed 63 projects, including a trellis, several newly landscaped areas, and hundreds of comfort items.

An average of 30 volunteers per month processed 716 workroom requests as compared to 469 in 2011, a 66% increase.

Nine drivers logged 25,684 miles, transporting patients and loved ones and delivering supplies to patients.

Twenty-eight classes for orientation were held in 10 cities with a record 274 in Orientation and 240 in Caring Angels.

Continuing education included two Volunteer Forums with 133 attending; RELATE training, 177; and Stepping Stones, 38.

Thank you to all volunteers!

"Volunteers Create Magical Moments" is the theme of the 2013 Volunteer Recognition Banquet on Thursday, April 25, 6 p.m. at the Mandalay Banquet Center, Dayton.

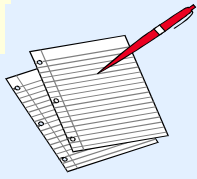
Volunteers who served 25 hours or more will receive invitations by mail or e-mail in March. Volunteers will be receiving awards from 3 to 30 years.

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Director's Discussion

Miriam Morrison, Director of Volunteer Services

Volunteers to RELATE and RESPECT in 2013

Recently Pauline Phillips passed away. To most of us, the name might not ring a bell, until I mention that she was the well-known columnist, Dear Abby. For years, her daughter Jeanne has been writing the column of advice. Each New Year's Day she reprints the often-requested list of New Year's Resolutions, which were adapted by Pauline from the original credo of Al-Anon.

As I looked at these again, I thought how appropriate to adapt these to the volunteering you do for Hospice of Dayton.

JUST FOR TODAY: I will live through this day only and focus on the patients and families we serve.

JUST FOR TODAY: I will use RELATE principles in my volunteering.

Reassure—restore confidence to those I serve.

Explain—help people understand what is happening.

Listen—give my full attention to whomever I am talking.

Answer—make sure they have their questions and concerns answered.

Take Action—make sure what was asked is done.

Express Appreciation—thank the person for the privilege of serving them.

JUST FOR TODAY: I will RESPECT those who I serve.

Recognize the inherent worth of all human beings.

Eliminate words and phrases that do not work in communication.

Speak *with* people, not *at* them, or *about* them.

Practice empathy. Walk awhile in others' shoes.

Earn respect from others through respect-worthy behaviors.

Consider others' feelings before speaking and acting.

Treat everyone with dignity and courtesy.

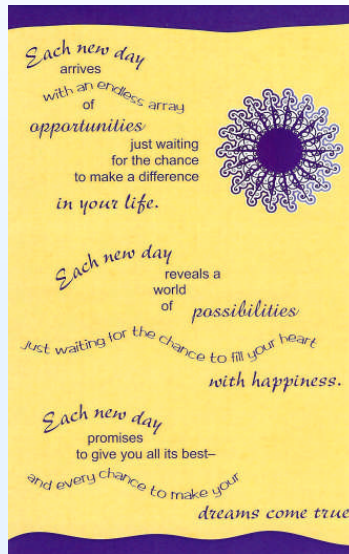
JUST FOR TODAY: I will give thanks that I am able to volunteer and serve with my time and talents for all my tomorrows.

As you begin a new year of service, always remember:

Carry a Heart that Never Hates.

Carry a Smile that Never Fades.

Carry a Touch that Never Hurts.



Pathways of Hope Changes Focus of Outreach Caller

Beginning February 15, there will be a change in direction and service for the Outreach Caller program.

In the past, Outreach Callers received a list of family members referred by the family's hospice social worker and called them over a period of time.

All hospice families will now receive one call. This follow-up call will be made 3-4 weeks after the death and will provide



us with an opportunity to express appreciation for the privilege of service to their family and remind them of the continuing support available through Pathways of Hope.

"We have held a strong belief in the importance of follow-up calls to grieving family members," said Nancy Gardner-Messer of Pathways of Hope. "Instead of providing follow-up calls for up to one year when requested by a family member, Outreach Callers will now make one courtesy call to every surviving family member for whom we have contact information."

A letter was e-mailed to volunteers on January 14. Several Outreach Callers called to continue their commitment to make calls.

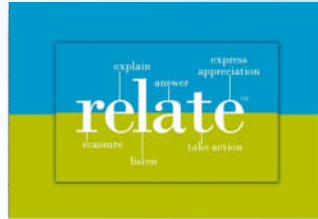
Volunteers wishing to have a new opportunity to serve should consider becoming an Outreach Caller. This can easily be done in your home or you could come into the Hospice House and use the phone in the Volunteer Workroom. Please call Maureen Swarts, 937-256-9507 x1161, if interested in serving.

Outreach Callers will have a sample script and will receive a list each month. Outreach Callers will return the list with dates and any notes on the phone calls made so this can be documented in the database.

RELATE Home Study Debuts February 1

In addition to the monthly RELATE classes offered, Volunteer Services announces the debut of a home study for volunteers who have not been able to complete RELATE training.

In 2012 all staff and 177 volunteers were trained in these communication principles to reflect and support our organization's mission, vision, and values.



Volunteers, who have not been trained in RELATE, will receive a copy of the 10-page home study and a test. A score of 80% is needed to show completion. Copies will be sent by mail or e-mail, and volunteers can complete the test electronically or return by mail.

RELATE classes are still offered monthly on the following Wednesdays, 8:30-10:30 a.m., at the Dayton Hospice House, Community Room, 324 Wilmington Avenue, Dayton: February 20, March 20, and April 17. To register, please call 937-258-5536. Other dates will be announced.

"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.

Volunteer Services to Recognize Volunteers For "Above and Beyond" Service

Many times volunteers go *Above and Beyond* the requirements of their positions.

Some take a last-minute shift within an hour for receptionist or ambassador. Others take on another patient and are willing to drive more miles to make a difference. Some clear their planned schedule to accept a last-minute caregiver relief. Some stay past the 5 p.m. hour to get a workroom project completed for a department.

Volunteer Services appreciates all of these services of going beyond their position description and is pleased to announce a monthly *Above and Beyond Award* in collaboration with First Watch. In appreciation of the services of Hospice of Dayton to one of their managers, First Watch is donating a \$20 Brunch Bucks card to Volunteer Services each month for 2013.



Volunteers will be nominated each month for this award by Volunteer Services staff and other staff members. One name will be drawn per month from the nominees, and this person will be recognized with the gift card and in the next Volunteer Vision. Volunteers can achieve this once a quarter.

Volunteer Forum on February 11 Features 3 Speaker, Networking, Heart Healthy Dinner

Valentines Day is around the corner, and we think of love and hearts. The Volunteer Forum on Monday, February 11, 5:30-8:30 p.m. in the Shaw Community room at the Dayton Hospice House, 324 Wilmington Avenue, will feature "heart healthy" foods of vegetarian lasagna, mixed green salad with a variety of toppings, whole wheat bread, grape juice punch, and cherry torte.



The featured speaker will be Renee Denton, RN, Referrals Manager, whose presentation will be **Opening the Door to Hospice of Dayton Care**, detailing how a person becomes a patient and how their care team is assigned.

Roundtable discussions will update volunteers on the latest information and changes on positions by the Volunteer Services Staff.

If you have not given your RSVP by the electronic invitation that was e-mailed, please call 937-258-5536 by February 8.



Stepping stones are often on a path in a garden. They give us sure footing as we walk from one point to another. Volunteers are on a path of stepping stones in their journey in serving patients and families. Each experience or class helps volunteers with more support or sure footing. Stepping Stones seminars are offered twice a year.

Alzheimer's Association Representative To Be Stepping Stones Speaker March 14

Unzipping the Dementia Mind: Connecting at the End of Life is the theme of the Stepping Stones Seminar on Thursday, March 14, 6:30-8:00 p.m. in the Shaw Community Room at the Dayton Hospice House, 324 Wilmington Avenue.

Laurel Kerr, Associate Director of Programs at the Alzheimer's Association will be our speaker. Laurel has been with the Alzheimer's Association for 13 years. Volunteers will benefit from her experience with this interactive training as they receive conversation starters and activities to use with patients during visits.

RSVP by March 11 by calling 937-258-5536.





Spotlight on Volunteers

Each quarter volunteers and their special services are highlighted.

HOSPICE OF DAYTON

Myrtis Howard Serves 10 years As Visitor, Caregiver, Office Assistant

Almost every Monday morning, Myrtis Howard can be found in the Volunteer Workroom at the Dayton Hospice House. She is busy with a team of volunteers, assembling together Crisis Care packets.



After the experience of sharing her brother's end of life journey here at Hospice of Dayton, she wanted to become a volunteer. Serving for 10 years, Myrtis also is a patient visitor and provides caregiver relief.

"I grow close to the patients as I find out what they like," said Myrtis. "My visits mean so much to them, and it brings a smile to their faces and mine."

Myrtis was a Practical Nurse at Montgomery County State Hospital for 15 years. Then she worked for General Motors engineers as a data clerk for 32 years. She retired from John Hancock Insurance Company in 1999.

She and her husband Earl have four children and five grandchildren. Earl also volunteered at the Dayton Hospice House, providing music with the Kings Mill Chorus.

HOSPICE OF BUTLER & WARREN COUNTIES

Jerry Gump Serves Middletown Area 8 Years As Visitor, Caregiver, Veteran Pinner

Following the death of his wife in 2004 under the care of Hospice of Dayton, Jerry decided to help others by becoming a volunteer.

For eight years Jerry has served the Butler and Warren Counties as a patient visitor, caregiver, driver, and Veteran Pinning Assistant in the American Pride Program.

"I have had the experience of meeting such wonderful people as patients," said Jerry. "They all have stories to tell, and I like to listen to them."



Jerry retired in 1999 after 30 years with the City of Middletown as a housing inspector and rehab specialist.

He has three step children, two sons and a daughter, six grandchildren, and three great grandchildren.

He is an avid fisherman and enjoys fishing trips each year.

Volunteer Opportunities

Guest Escorts—Indoor Cart at Dayton Hospice House

Hospice of Dayton purchased an indoor electric cart to transport visitors needing help getting to the room of the patient. Volunteers are needed to be on call as they serve in other positions at the Dayton Hospice House. This is open to Ambassadors, Receptionists, Office Assistants, and Maintenance Assistants who serve at the Hospice House. Volunteers will be on-call while serving in other positions.

Heartfelt Gifts Shoppe at Dayton Hospice House

The Shoppe needs volunteers willing to serve a shift to assist customers at the Dayton Hospice House. Various 3-hour shifts are available. Monday-Friday, 9:30 a.m.—5:30 p.m.

Feature Writers

Hospice of Dayton is committed to celebrating the lives of patients and is developing a Story Garden display that will highlight the unique, interesting, and inspiring lives of our patients. Volunteers are needed to meet with patients and develop short feature stories that can be used in publications, on the website, and in our Story Garden display. Volunteers will work with the Mission & Public Information Department.

Medical Records Assistant—Dayton Hospice House

Volunteers are needed at least one day a week to assist with filing for about three hours at the Dayton Hospice House.

If interested in these volunteer opportunities, please contact Maureen Swarts, 937-256-9507 x1161.