

## Year After Year

By Ashley Faun



Recently I sat down with several long-time volunteers to discuss what it is that keeps them coming back to serve Ohio's Hospice of Dayton year after year. It was a true pleasure to talk to each volunteer and get to know them a little bit more. Although each person's story is very different, their reasons for volunteering are similar. Here are a few of their comments:

### Our patients and families

A volunteer of over 20 years said, "Volunteering at Ohio's Hospice of Dayton has been a gift to me that continues to energize and feed my soul. It is a gift to serve beside a dedicated and compassionate staff, in order to be present for patients and families during their time of great need. The connection you make with people is so special and something I will carry with me for a lifetime."

### Personal experiences

A volunteer of more than 19 years said, "When my husband was first diagnosed with a brain tumor and given only six to eight years to live, I was lost. He did fine for the first six years with only having seizures, but then his cognition began to fade, and I had no idea how to deal with it; especially with a six-year-old daughter. I struggled with trying to find help to take care of him. I struggled with trying to deal with my own emotions. I needed help, yet found I really had no place to turn. After he passed, I learned about hospice and what it did. It provided everything I had so desperately searched for during my husband's illness and realized through the experience, I was being called to provide that support to others."

### The volunteer department at Ohio's Hospice of Dayton

Several long-time volunteers agree that: "The staff create an environment that is inviting and loving. It is obvious that the volunteers are valued, respected and appreciated. There are several educational opportunities throughout the year and wonderful banquets to celebrate volunteer accomplishments."

As an organization, we serve thousands of people from very different backgrounds. It is a joy to exchange conversation and stories with people that you would not typically meet throughout your everyday life. Volunteering at Ohio's Hospice is an endeavor that impacts the volunteers as much as it impacts the organization, patients and families receiving the volunteers' time and dedication.

Our mission is to celebrate the lives of those we have the privilege of serving by providing superior care and superior services to each patient and family.

The Volunteer Vision is a quarterly publication for all volunteers and the community. Its purpose is to inform readers about upcoming events, volunteer opportunities and organizational updates.

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# SAVE the DATE!

## Annual Volunteer Recognition Banquet

### Sunday, September 20, 2020

Invite with minimum 25 hours served in 2019. Look for a formal announcement coming soon!

We want you to see the bulletin boards since most of you are not here to enjoy them!



## Kudos!

We are grateful for the kind thoughts and expressions for our volunteers at Ohio's Hospice of Dayton, from the families and patients we are privileged to serve!



Fatima R. got up at 5 am to bake an apple pie because she wanted it to be warm and fresh when she delivered it to our patient. She said the tin pans are too thin to make a good apple pie, so she bought a glass pie pan for the patient to keep.

Mike F. visited with a patient for some time. The patient's wife spoke about how wonderful Mike is and mentioned that he had added happiness to her husband's life.

Three interdisciplinary team (IDT) members shared that Rita W. is very respectful, professional and kind at IDT meetings. Rita recently provided respite care for a family and the daughter of the patient said, "I just want to thank you for making my mother





so comfortable the days you came to our home. I really appreciate your kindness and I know she did too. What you provide is a peaceful hour of relaxation that lasts ... God bless you!"

Dr. Danielle G. is our volunteer audiologist. The gift of hearing for our patients is huge. It adds another layer of happiness to our patients' lives.

Tammy P. wanted her patients to know that she has not forgotten about them during the COVID-19 visitor restrictions. She wrote letters to her patients and included self-addressed stamped envelopes with paper so they could write back if they would like.

Maxine S. always goes above and beyond to serve our patients. In January, Maxine escorted a patient and her friend to Ohio's Hospice of Dayton for a spa day. Her dedication to providing superior services to our patients is cherished.

Kathy B. received a shoutout from our supply department. Kathy shows up ready to work and stays late whenever she is needed. Her dedication to supply is very appreciated.

Art C. is a fantastic guitarist for Ohio's Hospice of Dayton. Art played music for a patient last month, and the patient's wife said, "The music that was shared with my husband was beautiful. He really enjoyed it in his final days."

Volunteer coordinators assembled a bouquet for a bride to carry down the aisle during her Ohio's Hospice of Dayton wedding. The bride said, "The bouquet was something I had wanted but did not have time to get. I was shocked that the kind people at hospice arranged it for me."

Jane A. and Storm are a part of our animal-assisted therapy team. The daughter of a patient said, "Jane is so wonderful. She was so patient and caring toward my mother. My mom would beam when Jane and Storm arrived. They both brought so much happiness to my mom in her final days."



## Say It Better

When someone dies, the first steps are usually pretty clear — you fill the family's refrigerator with meals, go to the funeral, and send bereavement cards. After the initial period, the process tends to go off script. We don't want to remind a person of their loss and the fact that they are grieving. So, in response, we tiptoe around talking about it.

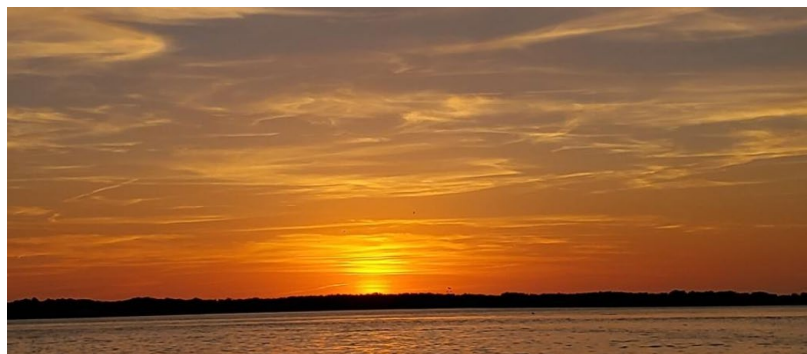
Although well-intended, we might say things that are hurtful or not helpful because we are focused on getting through the uncomfortable moment rather than being present for the grieving person. Below you will find helpful phrases you can use to communicate effectively with a grieving person.

Rather than say ...	You can say ...
How are you doing? They're in a better place.	It is good to see you today. I'm sorry you're suffering.
I know how you feel. They wouldn't have wanted you to be sad.	I can't imagine what you are going through, but I am here to listen. It is OK to feel the way you are feeling.
You must be strong for your family.	How is your family doing? Do you have concerns about your family?
Patient	Guest
They are in a better place.	He/She was a wonderful person and they will be missed. I know how much you miss them here with you.
Give it time. It will get better. Have a good day.	I know that missing them will be forever. Let's talk about the memories you shared. Take care of yourself. It was good to see you today.

## Spring Cleaning!

Are you doing some spring cleaning? Do you like to bargain shop? If so, we could use the following items:

- Crayons and coloring books
- Beanie Babies
- Small stuffed animals
- Medium-sized baskets



## Welcome back, Snowbirds

We missed the many volunteers that traveled to warmer weather during the winter. Look at this beautiful Florida sunset sent to us by Barb Puhala.

We are glad to have all of you back and hope you brought the warmer weather with you!

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: [AFaun@OhiosHospice.org](mailto:AFaun@OhiosHospice.org). You can also drop off a copy in our office. Thank you!

# Volunteer Opportunities:

## Ohio's Hospice of Dayton Open Positions

- Café
- Gift Shop – Saturdays
- Heirlooms Shoppe – Saturdays
- Ambassadors – Weekends
- Art Cart Assistant
- Receptionist – Weekends
- Caregiver Relief
- Visitors
- Veteran Pinners
- Outreach Callers
- Supply Quarterly Inventory – September 9, December 9
- IDT Meeting Volunteers
- Licensed Hairstylist

## United Church Homes Open Positions

- Visitors
- Ambassadors
- Veteran Pinners
- Outreach Caller

## Ohio's Community Mercy Hospice Open Positions

- Visitors
- Veteran Pinners
- Outreach Caller
- Licensed Hairstylist
- Caregiver Relief
- Music at Bedside
- Pet Therapy

## UPCOMING EVENTS

### Ohio's Hospice of Dayton

#### Education Day

May 22, 9 am-3 pm

CANCELED

#### Therapy Pets' Night Out

June 1, 6-7 pm

#### Summer Picnic

August 15, 12-2 pm

#### Education Day

September 15, 9 am-3 pm

### Ohio's Community Mercy Hospice

#### Education Day

May 22, 9 am-3 pm

CANCELED

#### Summer Picnic

August 14, 11:30 am-1 pm

## Upcoming Volunteer Orientations

- Tuesday, May 5, 8:30 am-noon  
Ohio's Community Mercy Hospice **CANCELED**
- Saturday, May 16, 8:30 pm-2:30 pm  
Ohio's Hospice of Dayton **CANCELED**
- Tuesday, June 2, 8:30 am-noon  
Ohio's Community Mercy Hospice **CANCELED**
- Wednesday, June 17 - 8:30 am-noon  
Ohio's Hospice of Dayton **CANCELED**
- Saturday, July 11, 8:30 am-2:30 pm  
Ohio's Hospice of Dayton
- Tuesday, August 4, 8:30 am-noon  
Ohio's Community Mercy Hospice
- Monday, August 10, 8:30 am-2:30 pm  
Ohio's Hospice of Dayton

Thank You  
For Your Service!

OHIO'S  
*Hospice*  
OF DAYTON

