



VOLUNTEER

SPRING, 2009, ISSUE 2, VOLUME 14

HOSPICE EVENTS

16th Annual National Bereavement Teleconference:

“Living With Grief:
Diversity & End-of-
Life Care”

Hosted by Hospice of
Spokane at the Lincoln
Center, 1316 N. Lincoln St.
Wednesday, 10:00 AM
-2:00 PM
April 29, 2009,

.....

Volunteer Breakfast

Thursday, 7:00 AM.
May 14 at Hospice of
Spokane

.....

**Bi-annual
Memorial Service,**
5:45 PM, May 18 at
Lincoln Center, 1316
N. Lincoln St.

A Special Thanks to Everyone

This month's Thank You section does not name specific names. In the future I will often continue that part of our newsletter. Individual Thank Yous are important. However, I wanted to pause and give another perspective. In updating our system I was amazed at the number of wonderful volunteers who have been quietly volunteering on a consistent basis at different locations. Although statistically most of Hospice clients' length of time with us is days rather than months, I was amazed that some volunteers have been assigned a specific client for months.



Many volunteers persistently provided respite, house cleaning, reading, shopping and emotional support. I want to truly say, “Thank You to each and every volunteer, this means YOU!”

I want to thank all the volunteers at the Hospice House who have covered regular shifts, urgent needs, sat quietly with someone, visited with families, provided hands-on support, cooked, cleaned, laughed with, cried with, held, and loved staff and residents. Thank You!

I want to thank the volunteers who at all hours and all days have responded to Vigils in homes, hospitals, Hospice House and care facilities. You provided comfort beyond what medicine can provide! Thank You.

Thank You to the volunteers who help set up vigils and are on call on weekends, Thank You! I want to thank the tremendous office support volunteers who keep this place going so we can be supportive to families and clients. Thank You!

Thank You to the volunteers who help with public outreach, including mailings, so we can provide education and reach people in our community who don't know about our wonderful agency and our mission. Thank You.

Thank You to the volunteers who help with our bereavement program, our chaplain department and other office support beyond what I observe. Thank You!

Thank You to our board members who spend countless hours contributing to the well being of Hospice of Spokane and our community. Thank You!

Thank You for Volunteers on multiple committees. Thank You.

Thank You to the pet therapy volunteers, the handlers and the coordinators. Thank You!

Volunteers, whatever your task, Thank You.

Yes, you know your name. Thank You!

Dave McDougall, MSW
Volunteer Manager

Volunteer Time Sheets - the “New & Improved” Version



You can see in this newsletter a new time sheet we will be using. “How did this come about?” you may be asking. One of the challenges I faced right off in this new position was the frustration of time sheet data entry’s that took up much volunteer and, to be honest, my time. Our compliance officer April Hansen RN worked with Sandee and me to develop a time sheet that we hope is easier to use and only captures information we need for meeting quality assurance and Medicare volunteer guidelines. Keeping an accurate account of direct client support hours is vital to our meeting Hospice Medicare conditions of participation. Your Hospice support matters both in direct client needs and also in meeting the general mission of Hospice. So Thank You in cooperating in using this new time sheet. See opposite page to see how it works. Thanks.

- Time sheet is for only three visits
- One time sheet per client
- Hospice House Volunteers who go to the house and help wherever asked

do not need to write a client name on time sheet. If you have a regular client, or are providing Vigil support write client name on one form.

Let’s do a run through on a time sheet, ready, go..

- Write your name, if doing client visit put client’s name on form.
- Inside box put visit date, under that start time, then end time.
- Put in total round trip travel time.
- Round trip mileage.
- Contact with Team, circle Yes or No.
- Brief visit note if desired, i.e. Emotional support, light house keeping. Circle all appropriate types of visit. For example pet therapy would circle Pet Therapy and Client Visit. Phone call would pertain to volunteers who make calls, for example to set up Vigil, or. let’s say you were helping at a community education fair you would circle Community Ed. If you are not sure what to circle, just circle Other and write a brief note describing what you were doing.

Please initial bottom of the page.

In near future we are hoping to set up for time sheets to be emailed using only client IDs without clients’ names on forms.

Thank You,

Dave McDougall, MSW
Volunteer Manager

Volunteer LaVeta G. Thompson Remembered

LaVeta died in Spokane on February 14, 2009 after struggling with multiple serious physical challenges the last several years. LaVeta was born in Vale, Oregon and eventually lived and worked in Spokane for 33 years. LaVeta began volunteering for Hospice of Spokane in April 2003 and provided much comfort for many of the clients we served. LaVeta assisted with Hospice Paws for Comfort program as it was first getting started.

She not only went on many visits to assist handlers of the dogs but also visited many terminally ill patients in a multitude of settings. She was a member of South Hill Bible Church where she also volunteered in the Stephens Ministry program. LaVeta also volunteered at Sacred Heart Medical Center.

All who knew LaVeta expressed what a truly kind, gentle person she was towards others. Her essence enriched the lives of all who knew her. She loved animals as well as people. Besides all her volunteer work, she loved to be with family. Our hearts go out to them also during this time of loss. Hospice of Spokane appreciated her support. Those who had the privilege of knowing her have expressed sadness on hearing of her death.



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VOLUNTEER TIME/ACTIVITY REPORT

- If you are at the **Hospice House** and are seeing multiple clients that you are not assigned to, please complete one section for each day and circle Hospice House, no client names needed.
- Do not use one sheet for more than one client. If you are assigned to more than one client please use a separate sheet for each client.

Volunteer Name: _____ **Client Name/ID:** _____

Visit Date:	/ /	Visit Types (Circle all appropriate types for this visit)			
Visit Start Time:	am/pm	Client Visit	Pet Therapy	Vol Training	
Visit End Time:	am/pm	Charting	Massage	Vol Support	
Total Travel Time:	Hrs Min	Vigil	Music	Comm Ed	
Mileage:		H House	Reflective Wr	Bereavement	
Contact With Team:	Yes No	Phone Calls	Office	Fund Raising	Other
Visit Notes:					

Visit Date:	/ /	Visit Types (Circle all appropriate types for this visit)			
Visit Start Time:	am/pm	Client Visit	Pet Therapy	Vol Training	
Visit End Time:	am/pm	Charting	Massage	Vol Support	
Total Travel Time:	Hrs Min	Vigil	Music	Comm Ed	
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Contact With Team:	Yes No	Phone Calls	Office	Fund Raising	Other
Visit Notes:					

Volunteer Initials: _____ Manager Volunteer Services Initials: _____ MSW Initials: _____

Thank you for being part of Hospice of Spokane. We appreciate the support that you have given.



Hospice of Spokane needs help at the information table on the 4th of July at Riverfront Park. We need volunteers that are able to contribute large blocks of time in the hours of 8:00am to approx 10:30pm. Please call Dave McDougall or Dale Hammond to learn more.

Hospice House Volunteer Guidelines

As volunteers, our roles at Hospice House will be varied and always appreciated by clients, families and staff.

Feel free to step forward with helpful ways you see along with the suggested assignments recorded below.

It would be beneficial for you to familiarize yourself with the Hospice House Family Handbook along with the blue book "Gone From My Sight".

1. On arrival, please identify yourself to the staff and inform them of your time commitment for that day. Wear your name tag.
2. As with home care, our first concern is being with and providing support for clients and their families. Be ready to be at the bedside as staff requests.
3. Familiarize yourself with the residents by "making rounds." Friendly introductions are appropriate and smooth the way for your presence.
4. Bedside visiting and vigil assignments are very important.
5. Assist with feeding clients as necessary with guidance from staff.
6. Assist with office tasks including telephone help as requested.
7. Assist with laundry of quilts or personal items. (Housekeeper will know if this is needed).
8. Provide tours of Hospice House for client families and other visitors.
9. Do you have a food handler's permit? If so, you may help with meal preparation when there is a need. Other helpful kitchen tasks include keeping the coffee pot and snack area tidy and the coffee pots full.
10. Be available for children, as they may need special attention in the playroom.
11. Feel free to let the staff know if you are uncomfortable with a suggested assignment.
12. Complete the Volunteer Time Report. When visiting a regular assigned client providing Vigil support put client name on time sheet.

If you are providing general support which may include visiting several clients you do not put name of client on time sheet. Write your name and put HH in line that says Client name. Be sure to complete visit date, start time of your visit to HH and end time. For example if you were at Hospice House three hours put total time and only fill out one time sheet. Always include your round trip travel time and round trip miles. Thank you.

There are also some seasonal assignments for willing volunteers, primarily during pleasant weather, which includes tending to the window boxes and pulling weeds from the garden beds.

Thank you for your willingness to serve in this very special setting. The staff does appreciate you and wants you to feel you are a welcome addition at the Hospice House.

North Volunteer Coordinator Joins Hospice of Spokane

Hospice of Spokane welcomes Sharon Angle, whose new role as Hospice Volunteer Coordinator for Pend Oreille, Stevens, and Ferry Counties parallels that of her supervisor, Volunteer Manager Dave McDougall in Spokane.

A resident of Chewelah, Sharon has done children's advocacy, parent training, and child abuse prevention in Colorado, California, and Washington. She is also an Associate Broker for Coldwell Banker of Colville.

Like many other Hospice employees and volunteers, she came to know and appreciate Hospice through the death of a family member.

This is very much a defining time for her and Dave McDougall, Sharon explains, as they are both new to their respective positions. Sharon sees their challenge in the tri-county area as twofold: to expand the base of Hospice volunteers, and also to help spread the message that Hospice services are available to families in the regions north of Spokane. The marketing plan is to frequently address civic groups, churches, and service organizations so that people will recognize that Hospice of Spokane's services do not stop at the Spokane County line.

Bi-Annual Memorial Service, Monday, May 18



As volunteers, you often form meaningful relationships with the clients we serve. In that spirit, we invite you to attend our bi-annual memorial service. The service takes place on Monday, May 18 at The Lincoln Center. Please note this is a new venue for this event. The Lincoln Center is located at 1316 N Lincoln St. There is an ample amount of free parking available. There will be a gathering at 5:45 PM, followed by the 6:00 PM service. A light supper will follow the event. If you are interested in attending the service, please call Jackson in the Outreach Department at (509) 456-0438. Thank you for the service you provide our organization!

Dear Volunteers,

During the last month I have been able to meet many of you on the phone or in person. Attempting to step in Jim's footsteps has been both exciting and at times left me briefly trembling.

As many of you have observed I have taken new paths in areas I feel confident my expertise would be helpful. On this new journey in providing volunteer services to Hospice of Spokane clients I have never felt alone and have always felt encouraged by volunteers, staff and administration. My hope is that we can all be purposeful in working as a team so we can provide great services even when very challenging situations arise. I desire for the volunteers to feel supported as needed and comfortable calling the team or me when necessary.

Our clients face multiple issues and it has been proven that timely Hospice support can really ease suffering.

I have often heard from clients how they were less afraid, more confident and more relaxed when any of the Hospice team is involved. Our walking with our clients helps guide them in areas they are unsure of and we can give support while recognizing we are unique individuals. In working with many volunteers I am truly in awe of the service we provide wherever we are needed in this community.

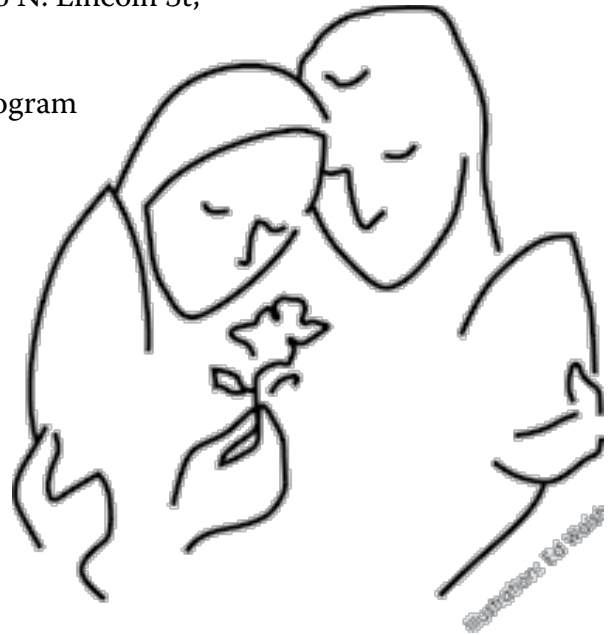
Although Hospice offers tremendous expertise in pain management in end of life care we all know the human touch, the supportive listening, and active compassion is part of what helps our clients and families feel so supported.

Thank you,
Dave McDougall

16th Annual National Bereavement Teleconference: “Living With Grief: Diversity & End-of-Life Care”

Hosted by Hospice of Spokane at the Lincoln Center, 1316 N. Lincoln St,
Spokane, Wednesday, April 29, 2009

The Living With Grief: Diversity and End-of-Life Care program will focus on ways of understanding how cultural histories, traditions, and beliefs can affect end-of-life care. Panelists will discuss how diversity influences end-of-life decision making and the impact that culture has at the time of death and during bereavement. The program will also discuss the challenges that may occur when culture considerations may cause ethical concerns or moral distress. To RSVP or for more information contact Andrea Flanigan at (509) 456-0438 or by email at aflanigan@hospiceofspokane.org.



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