



Greetings—Time for breakfast!

This is always one of my favorite times of the year. One reason is that it's a time to focus on you, the volunteers. The helium in my attitude starts to circulate again and it raises me up with a grateful heart.

Don't we need a good reminder once in a while about why we are here, doing what we are doing?

For me, your volunteer involvement in accomplishing the Hospice of Spokane mission is like a Sufi Zikr. Zikr comes from the Arabic word "to remember" or to "commemorate." Zikr is to the Sufi as the Rosary is to a Catholic. Anyway, volunteers are the reminders of the original spirit of hospice work. You are the embodiment of the saying, "It is better to give than to receive," or "It is in giving that we receive." I often find paid staff aspiring to be volunteers; to do those things volunteers get to do. It's kind of a wish list: I wish I could drive her to her appointment; I wish I could spend 3 hours a week with this client; I wish I had time to join a book club; I wish I could take time for the journaling session; I wish I didn't have this agenda when visiting but just had the time to get to know this person.



Of course volunteers have their challenges, too, and every encounter isn't something you would put on a "wish list." But a grateful heart feels good. So, another reason to say "thank you" volunteers!

What a year to reflect on! Two wonderful people who were hospice volunteers died this year. Noya Bayne and Penny Glaesemann are missed and remembered fondly for their years of hospice volunteer service, and for their good hearts freely shared with others. They became our reminders once again, that just this one day is such a gift. Also, that on any given day, a person can move within that circle of love and face with added strength whatever comes suddenly knocking at the door.

Kim Predisik, our hospice Pied Piper and gifted musician has spent this last year battling leukemia and is now focusing on getting better. Kim, whose spirit has always been an inspiration to those who have been lucky to know him, will be joining us at the **Hospice Volunteer Appreciation Breakfast May 15!** Kim will be sharing a couple of songs with us. Kim became a source of strength

HOSPICE OF SPOKANE

MISSION STATEMENT:

Hospice of Spokane embraces its role as a model for excellence in end-of-life care. We are a not-for-profit, non-denominational, community based organization that: affirms life and intends neither to hasten nor prolong death; honors the dignity of the terminally ill; strives to alleviate suffering—physical, emotional, social and spiritual; provides comprehensive hospice care and services; educates the community about hospice services and end-of-life issues; offers bereavement counseling services and support; embraces all cultures. Our client-centered care is provided by Interdisciplinary Teams comprised of physicians, nurses, social workers, nurse aides, volunteers, spiritual and bereavement counselors and other professionals. (Adopted and Revised November 2000)

MAY— JUNE 2008

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Greetings, continued

to many folks dealing with cancer in his numerous stays at hospitals and other treatment centers. It is so encouraging to have him recovering and able to share the gift he is with everyone once again.

Yes, that's right, Hospice of Spokane staff appreciates you so much we want you to get up at 6:00 a.m. and get yourself down here in time for our 7:00 a.m. breakfast on Thursday, May 15. We will end exactly at 8:30 or thereabouts! The staff will be cooking, the coffee will be hot and the acting will once again be downright ridiculous! We will have a couple of redemptive "serious" moments, however. Don't blink though, you might miss them. I hope you will plan on making the trek. Oh yes, I almost forgot, the early birds will get the worms! This celebration will definitely be "down to earth."

CONGRATULATIONS TO MERI ELLEN!

VOLUNTEER MERI ELLEN DILUZIO WINS THE ANNUAL UNITED WAY VOLUNTEER OF THE YEAR AWARD — Individual Category.

Here's a special news flash, hot off the press. Our fabulously available Vigil volunteer, Meri Ellen Diluzio was voted United Way's 2007 Volunteer of the Year for the individual category! We were not allowed to nominate the whole Vigil team of volunteers because our office support volunteers won the team award last year but as a key member and representing our Vigil program, Meri Ellen has done an exceptional job!

Last year was our first year implementing the Vigil program. Usually the nurse or social worker will call when it appears that a client has 48 hours or less to live. The family or client has requested that they not be alone at this time. We had 63 referrals & 84 volunteers scheduled to see a client, for a total of 893 Vigil hours. Many dedicated folks stepped up and gave valuable hours so our client or family member would not have to be alone. There was a core group of volunteers who did the majority of the hours and Meri Ellen was in that group. Meri Ellen was able to provide a lot of our overnight Vigil time. Her usual shift was 11:00 pm until 7:00 am. I suppose we should award her a new pillow and blanket for all the sleep she missed. She gave around 275 hours and was scheduled for 33 of the 63 vigils! Pretty amazing statistics!

But, like so many of our volunteers it was how she approached this opportunity of "sacred presence," that is remembered. Thank you, Meri Ellen, for your remarkable year of Vigil service! And yes, you can take the before midnight shift, but for this year only.

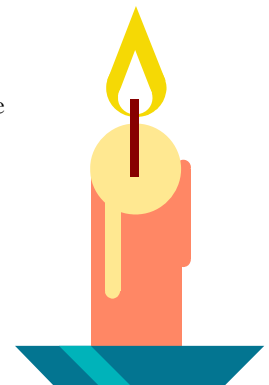


The VIGIL— When is Death of the Body?

It was my privilege and honor to be with Mrs. R. at the time her husband "died," or "passed." But I wonder just when that death or passing occurred. When was the moment? It was recorded on the death certificate as the time breathing and pulse stopped. And how do I (or we) know if "life" was still there when respiration and pulse dropped several minutes prior to when they actually stopped? Were the breaths and heartbeats automatic responses after being a functioning body for more than 60 years? These and many more questions are mine to ponder at this time.

What I do know is how comforting it was to another human being to be there for them while they were suffering loss and a life-altering situation. And I know how fulfilling it was for me to be that person. I have witnessed birth and death --all part of our lives. And thanks to being a Hospice volunteer, I get to be a support person in the latter.

At 7 p.m. I called Mrs. R. to tell her I was going to be a few minutes late. She informed me she was really exhausted and just wanted to rest with her husband and really didn't need me. I said to her that I understood and asked her to remember that I am a volunteer and this is what I do. I said, "take my number and call me if you want me to come. I am a night owl, so it doesn't matter how late." Within 15 minutes she called me distraught and said, "please come. I think he may be dying now." I went immediately, and he passed or died within one-half hour. We wanted to believe this was another time he would rally. It was not. She begged him to breathe again. He took one more breath.



Continued, top of next page

There seemed to be a long list of people to call and details to attend, which she started that night (perhaps in a state of shock). She did take a few photos knowing she could delete later if she doesn't really want them. I was able to be a support in suggesting she remove her husband's jewelry before he was transported. She had heard that Hospice does the transporting to the funeral home. What I learned is that Hospice does not transport, but we do need to call them. The Hospice nurse on call comes to certify death and take care of details prior to the arrival of the funeral home service. I helped dress the body and watched the nurse dispose of narcotics.

When friends arrived, I felt comfortable to leave the situation. I did call Mrs. R the next day. She said she would "never forget me." I, too, think of her a lot. I attended the memorial service.

Submitted by Marlene Torrison

A VIGIL VIGNETTE

It was Sunday morning about 11:30AM. My phone began to ring.

As volunteer coordinator for weekend vigil, I could expect to be called for one of two reasons, the death of a client already receiving vigil support, or the request to initiate vigil support.

As the on-call nurse filled me in on the anticipated client details I retrieved my phone list for probable volunteers. I wondered how many calls it might take to get even one volunteer. I perused phone numbers hoping to select individuals who would find it convenient to fill this need on the north side of the city.

Ring, ring, ring. More than once there was no answer or only a voice mail response. I left messages hopeful some might return the call – even to say no – so I would not disturb them again.

Grateful for three positive answers we scheduled Gerry, Marianne, and Marlene to be with this 62 year old gentleman and his wife. We had our first volunteer in place at 1PM, only an hour and a half after I received the request.

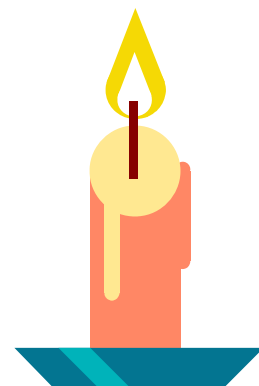
There was continued dialogue throughout the afternoon and evening as the family seemed uncertain about the need, even unsure that the client was so near death. Conversation continued amongst those involved, the on call nurse, another Hospice nurse, the volunteers, the wife, and me as we defined our presence and our goals of comfort and care for the client and his wife.

About 8PM, the client slipped away with our volunteer Marlene at his side. She remained with his wife until Hospice staff arrived to attend to paper work and final disposition.

Vigil care works. Though I was not personally present, I feel quite certain that without our volunteers in place the final hours for our client and his wife would have been fraught with extreme distress, confusion, and even fear.

Thank you again – Gerry, Marianne, and Marlene – for answering the phone when it rang and for your willingness to give your time and your presence on what could have been a relaxing Sunday.

Wilma Engstrom, Vigil Coordinator



WELCOME NEW VOLUNTEERS!

Stacey Borunda, Heather Shea, Megan Wheeler, Sara Koch, Kim Conarro, Jennifer Crouch, Janet Howe, Dr. Kristina Rice-Erso, Karen Thompson and Willa, Linda Hathaway, Dana Brown, Kathy Dondero, Lindsey Dewey, Richard Kapelke, Keith Mercier, Vivian Wendt, and Sparky Jensen.



CALLING ALL VOLUNTEERS WHO LIKE TO WALK!



We are working on a new walking program, The Wellness Walking Club, to assist those who are grieving.

This will help them to get out into the fresh air and exercise! We need 5 or 6 volunteers who would like to lead this walking group from 9:00 – 10:00 am **ONE** or **TWO** Saturdays starting in May. We are co-hosting this walking program with Fairmount Memorial Association. The walks will be rotating at the following locations: Fairmount Memorial Park, Riverside Memorial Park, and Greenwood Memorial Park. Anyone interested in this volunteer opportunity, please contact Andrea Flanigan at 456-0438 or email at aflanigan@hospiceofspokane.org. WE REALLY NEED YOUR HELP!!! We can't do this program without you!!!

Special thanks from the Development Department to the following volunteers for their assistance with assembling a large mailing project: **Rose Bennett, Bill Campbell, Mari-Pat Corrigan, Kim Davis, Meri Ellen DiLuzio, Cathy Garber, Susan Larson, Arleen Morton and Marilyn O'Bannon.**

Thank you

Thank you to **Bill Barber, Julie Zink, and Sharon Murphy** for sharing your knowledge and passion for your subjects with our new volunteers. We are very fortunate!

Thanks to everyone who agreed to be interviewed by the Whitworth Communications student!

Thanks **Debbie Plante, Britta Hulbert, Mary Dawson, Marilyn O'Bannon** and **Wilma Engstrom** for your short notice help for clients.

Thank you **Dean Duncan, Wilma Engstrom, Nancy Childre, and Maureen Stevens** for sharing your volunteer experiences with the new volunteer class.

Thanks to **Ted Ketcham** for editing and formatting this newsletter.

Thanks you **Rachel and Sharry Seeman, Meri Ellen Diluzio, Bob Goodwin, and Janet Howe**, for getting our newsletter ready for mailing.

Thanks to **Barb Krueger** for her short notice client support in a very challenging setting.

Thank you to **Greg Renner** and **Janet Howe** for their extra help on the Blue Books. (Hurry back Harry!)

Thank you **Derek Policani** for taking the initiative to clean the tables before and after our Cultural Inservice!

Thanks **Ted Rail** and **Conrad Bagley** for moving out a bed to make room for a hospital bed.

Thanks to Vigil volunteers who were scheduled since last time. **Meri Ellen Diluzio, Marilyn O'Bannon, Roger Imes, Dean Duncan, Donna Blair, Barb Krueger, Shirley Singleton, Rachelle Grossman, Judy Herda, Barbara Lien, Donna Hallgreen, Judy Ransom, Carol Cressey, Liz Regan, Sharon Murphy, Melonie Glaesemann, Judy Tulleners, Nancy Childre, Carlatta Lavagetto, Debbie Plante, Catharine Scherer, Megan Bohanek, Mary Dawson, Heather Leveque, Charlotte Billow, Rita Everstine, and Sarah Dhatt.**

Thank you to the Vigil Coordinators for taking a weekend Vigil scheduling assignment: **Richard Dudley, Rita Everstine, Audrey Holm, Maureen Stevens, Dean Duncan, Nancy Childre, Wilma Engstrom, Martha Schwab, Sherry Messinger** and **Heather Leveque.**

Thank you **Heather Leveque** for stepping in for **Penny Glaesemann** in scheduling the Hospice House volunteers and keeping the Vigil roster updated.

Thanks to **Gina Drummond**, (200 times!), for reserving out of her pocket the extra table at the United Way Volunteer Luncheon!

Andrea Flanigan would like to send out a big thank-you and hug to the volunteers who helped during the Living with Grief teleconference: **Jean Hein, Wilma Engstrom, Derek Policani, Heather Leveque, Ruth Palnick, and Emily Koren.** What would we do without you? It's too horrible to think about! So, thank you for your kindness.

CALENDAR



May 2, Friday, 11:45-1:00 pm, Reflective Writing/Journaling Workshop. We are learning a practical and insightful way to process our hospice experience. These ongoing first Fridays of the month sessions are open for all staff and volunteers. Our volunteer writer in residence, Sharon Murphy, continues to be our kind and gracious facilitator.

May 7, Wednesday, 8:45-9:00 am, Light & Life: Honoring and Remembering Ceremony. Every Wednesday at this time, volunteers and staff gather to remember our clients who have died the previous week.



May 15, Thursday, 7:00-8:30 am, Volunteer Appreciation Breakfast! The hospice staff hopes you can join us for breakfast! Our small way to say "THANKS!" for all you do. Hope you can join us for the "Early Bird Specials." Drawings, special music, "SKIT," and recognition ceremony. Please RSVP so we can cook up a storm. Hope to see you.

May 19, Monday, 5:45-6:00 pm gathering, 6:00 pm Program begins. Spring Memorial Service. Light supper following. Mukogawa Ft. Wright Institute Commons, 4000 West Randolph Road. Volunteers, staff and families of clients are encouraged to attend. Please RSVP to the Development Department by Monday, May 12.

May 20, Tuesday, 10:30-11:30 am, Sage Meeting. For those contacted for peer support.

June 13, Friday (YIKES!), 9:00-11:00 am Volunteer Inservice with Dr. Dave Erb, a Spokane psychologist. Title of Inservice: Dealing with Loss: A Volunteer's Gift to Hospice Clients. "This volunteer training experience will focus on transitions and how we cope with what is triggered for us in our own experience when we join others who are in transition. Come early around 8:30 for coffee, snack, and time to say "hi." Please RSVP. Dave comes highly recommended and I'm thinking this will be an exceptionally helpful inservice. Hope you can make it.

August 21, Thursday, 5:30-7:30 pm, Annual Volunteer/Staff and Family Picnic at the Manito Park shelter. The food and beverages are on hospice! Special music from Kim Pre-disik and crew. Drop by for a relaxing time! Please RSVP.

September 19, Friday, 9:30-2:00 pm, Annual Volunteer Retreat at Immaculate Heart Retreat Center. Wisdom Works will be presenting. Remember the film, "Celebrate What's Right With the World?" There is a new film out by the same National Geographic photographer that we will be previewing. Plus an encouraging theme.

TRI-COUNTY HOSPICE

Ferry, Stevens, and Pend Oreille Counties

TEN YEARS IN PEND OREILLE COUNTY

Our Volunteer Appreciation Luncheon in Pend Oreille County on April 22nd was special this year. It's been 10 years since we admitted our first hospice client in Pend Oreille County, and three pioneer volunteers instrumental in bringing hospice to Pend Oreille County still continue to serve as volunteers: **Lois Langdon, Juanita Savage** and **Pat Timblin**. They were honored and acknowledged for their contributions and service. Also specially acknowledged for years of service were **Butch Griswold** and **Tom Jewett**, both volunteers with the program for 8 years, and five-year volunteers **Bonnie Adams, Jane Emrick, Julius Gage**, and **Eileen Williams**.

A special award was given to **Lois Langdon** in recognition of her lifetime of work addressing the needs of the grieving and the dying. She has been instrumental in bringing hospice services to Pend Oreille County; has been an ever-present voice for hospice in the community; and has endlessly and tirelessly cared for so many.

Julius Gage received a special award for hours of service in 2007. He did 337 hours in client visits and community education and drove 2950 miles on behalf of hospice in 2007. Wow!

FIVE YEARS IN FERRY COUNTY

The March 25th Volunteer Appreciation Luncheon in Ferry County was a warm reunion of volunteers. Recognized for five years of service were the volunteers who did the first-ever volunteer training in Republic 5 years ago - **Jane Corbett, Kenneth Coyle, Karen** and **Lyn Edgel, Nancy Hamilton, Julia Hershberger, Ann Keogan, Carol Lievense, Shilah Moores, Rosalie Parr, Darlene Pearson**, and **Carla Wert**. Special recognition was given **Sarah Wilson** for the most hours of volunteer service in 2007.

SPECIAL THANKS

For recent work with clients, a special thanks to **Jane Corbett, Ann Keogan, Delores Quick, Karin Brazda**, and **Sarah Wilson** in Ferry County; **Glen Potter, Fauna Allen, Bonnie McDonald**, and **Maggie Wallstrom** in Stevens County; and **Julius Gage** in Pend Oreille County.

CALENDAR OF EVENTS

FERRY COUNTY

Tuesday May 13 **Volunteer INSERVICE**– Noon to 2 PM
LIGHTS OF PASSAGE, Exploring Dying and Spirituality
with William Miller, DMin, CT
Hospital Conference Room, Ferry County Memorial Hospital

PEND OREILLE COUNTY

Tuesday May 20 **Volunteer SUPPORT**– Noon to 1 PM
Sandifur Room at Newport Community Hospital

Tuesday June 17 **Volunteer SUPPORT**– Noon to 1 PM
Sandifur Room at Newport Community Hospital

STEVENS COUNTY

Thursday May 15 **Volunteer APPRECIATION LUNCHEON** Noon to 1:30 PM
Location to be announced.

Thursday June 19 **Volunteer SUPPORT** 10:00 AM to 11 AM
Library of Parish Hall at St. Mary of the Rosary Catholic Church
502 East Main Street, Chewelah

May 15, Thursday, 7:00-8:30 am

Volunteer Appreciation Breakfast!



The hospice staff hopes you can join us for breakfast! Our small way to say "THANKS!" for all you do. Hope you can join us here for

"Early Bird Specials."

Drawings, special music, "SKIT," and recognition ceremony. Please RSVP so we can cook up a storm. Hope to see you.

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