



VOLUNTEER Newsletter

SUMMER 2011, ISSUE 2, VOLUME 16

PO Box 2215
Spokane, WA 99210-2215

Upcoming Hospice Events

**Thursday, August
11th, 2011.**

**Volunteer/Staff Picnic at
the Manito Park Pavilion
5:00p.m.-7:30p.m.**

- Immediate family/partner welcome to attend.
- Relax on a summer evening
- connect with others
- enjoy food provided.

**RSVP by Aug. 8 with a count
of people including yourself.**

**• Reflective writing with
Sharon Murphy first Friday
of the month
11:45a.m.-1:00p.m.**

**Hospice House Meeting
Tuesday, August 30th
10:00a.m.-11:30a.m.
Hospice of Spokane Board
Room
Light snacks provided**

**The Power of Stories
August 31 & Sept. 7
11:30 - 1:00**

**Dr. Joe Albert will be doing
a two-part lunchtime series
(see page 3) for more info.**

RSVP TO Carey Butler

From a flat tire to a father's epiphany



A flat tire and a family bike ride might not seem like Hospice of Spokane Volunteer news, but I believe you will appreciate my connection. My son wants to earn his bike-riding scout "patch" and one of the requirements was to go on a family bike ride. The day before when we cleaned the bikes I discovered my tire was flat. I filled and it quickly went flat again. With my boys' help we took the tire off, found a hole, and we sanded, glued, patched and put it back on the rim.

It went flat again.

My youngest son was worried we would need to cancel the bike ride and I assured him we would be good to go. I went through the same routine with a little frustration, but thought it was fixed.

The next morning I went to the garage and I'll be darned, the tire was flat. I ran to the

store, bought a new tube, and went through the fun of getting it back on the rim. It was now holding steady!

I threw the air pump in the van for good measure and we loaded the bikes, water, and snacks and headed to the Spokane Valley to an area near Harvard road that was new for us. We had hardly pedaled a quarter mile when a man in a group was stopped with a flat tire. I happily offered my air pump and all were on the trail again!

Those who have read my newsletters before know I must have a "moral-of-the-story" in here somewhere. While I was riding and enjoying the beautiful area between the trail and the river I actually thought of the volunteers and this upcoming newsletter. I was thinking about how getting ready for this bike ride was inconvenient and full of kinks. Thankfully I had looked at the bigger picture, that this was not just about me and my bike but involved the family and my son Jared's bike patch for scouts. If others were not depending on me, I might have procrastinated and fixed the blasted tire later.

In my daily life when I have challenges I like to cope by seeing what I have learned. For example in this case the boys got to see my frustration, yet determination, in getting the tire fixed. They learned a lot about bike repair and how it is very ok to try

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Our deepest gratitude to:

There are so many wonderful volunteers I want to thank for dedication and service, however I am only able to print some of the above and beyond volunteers at this time. Thanks to these and ALL volunteers.

- Julie Zink** for on going client support
- Mary Dawson** for helping so many clients in the last year
- Donna Harvey** for house keeping and support
- Bruce Hildahl** for on going support for several clients and also utilizing construction skills to help families.
- Marguerite Michels** for helping in a variety of settings and willingness to go to other parts of town to meet client needs.
- Patricia Kelly** for helping with urgent and Vigil needs at all hours
- Warren Husman** for helping in a variety of settings and locations
- Gerardette Sager** for helping many clients and also accepting challenging tasks
- Ruth Fealk** for dedication in helping in kitchen at Hospice House and meeting other Hospice of Spokane needs.
- Pat Casey** for dedication to several clients and willingness to help meet client needs
- Hester Bogdanoff** for helping meet client needs in a variety of settings
- Sandy Manzo** for helping with some challenging client situations at late hours
- Megan Bohanek** for helping with vigils, community events and clients
- Barb Krueger** for helping with on going client and vigil support
- Nancy Young** for helping with client needs in different locations and helping meet client needs when we are in a jam.
- Nancy C Young** for her dedication in scheduling at Hospice House, meeting client needs and on going advocacy in helping Hospice House Volunteers provide quality service.
- Tami Dodson** for helping meet client needs in home setting and late night Vigils
- All Paws** for Comfort Volunteers
- Sharon Grunwald** for providing long term client support
- Virginia Carter** for long term dedication in meeting a client respite needs
- Gloria Benson** for dedication and support for a client
- Valerie Marcier** for helping many clients
- Beth Miller** for support for a client in winter and late spring
- Danetta Schroeder** for helping with urgent client needs in a variety of settings and challenging hours.
- Dexil Rold** for willingness to help many clients with a variety of situations.
- Elaine Tyrie, Andrea Flanigan, Judy Boomer, and Penny Moore** for dedication in helping family with a baby
- Judy Tulleners** for helping meet several clients needs ongoing.
- Joanne Hoffman** for providing respite and haircuts
- Karen Dashiell** for helping many clients including children
- Marilyn Schoonover** for long term dedication in meeting client needs.
- Kathy Brooks** for helping with Vigils, and meeting client needs in variety of settings
- Andy Reisenauer** for meeting long term client needs and helping in office
- Tanya Tjoelker** for helping provide on going client support
- Sheila MacDonald** for helping meet on going client needs
- Jim Ryon** for coming to the rescue in meeting client needs in the valley
- Peggy Sala** for helping clients and meeting on going shopping needs
- Greg Renner** for helping support admissions department and volunteer department
- Richard Dudley** for meeting many clients needs, providing training and dedication in helping in Volunteer department
- Betti Strong** for getting out the TB requirements and help volunteers meet compliance needs. **Pete Frasier** for dedication in helping two times a week in office and helping with system issues in compliance.
- Dean Duncan** for helping with volunteer training, vigils and meeting client needs
- Edith Poole** for on going helping clients
- Judy Herda** for on going support in meeting client needs
- Heather Herres** for willingness to help clients in early evenings on northwest side
- Sherri Messinger** for helping many clients and support in vigil program

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The Power of Stories

On August 31 and September 7 Dr. Joe Albert from Gonzaga University's Institute of Organizational Leadership will be doing a two-part lunchtime series for staff and volunteers on the power of stories and how to use them as a powerful communication tool.

As part of the course, he'll work with us on forming and sharing stories. If you're interested in attending, RSVP to Carey Butler. This is a two-part series. Lunch will be served at the second session, but you must attend the first session in order to be part of the second.



Gratitude, continued

Cynthia Johnson for meeting challenging home client needs and support in Hospice House

Marie Fowler for recent support of client in rural area and current client support

Wilma Engstrom for training in Hospice House, help with development, volunteer training and vigil scheduling.

Eric Aase provides great client support in a variety of locations

Hospice House Volunteers thank you

Joyce Roden for being the new volunteer to help Sandee Diffenbacher with entering all the volunteer time sheets

Julie Tucker for helping clients and mentoring a student volunteer

Ira Amstadter for support to different aspects of Hospice of Spokane and willingness to help as needed.

Karen Dashiell for long term dedication in meeting clients needs whenever she is back in town.

Janet Steele for her support in meeting Hospice House and client needs in the home

Pat Priddy for providing support and home extensive maintenance for client

Kim Predisik for providing wonderful music for staff and clients

Ted Ketcham for helping with the newsletter and providing consultation

Thank you to these volunteers and all the other volunteers that are providing volunteer service for Hospice of Spokane.

Flat tire epiphany, continued

and try again. Our goal was to go on a family bike ride and with persistence it turned out to be a great day. The end result was fortunately a wonderful experience on the trail and a sense of accomplishment for us all.

In volunteer work we have the goal of helping people in need and going beyond our own comfort zone. Many times when I call volunteers on short notice I know a kink was put in their life, yet they make the decision to be inconvenienced for a cause beyond themselves. Volunteers show persistence when situation or communications are not ideal. Volunteers have put busy personal lives on hold for several hours to be present and attentive to client needs.

The inconvenient minutes volunteers provide are most often absolutely treasured ones for clients and families.

Volunteers report to me great satisfaction in providing care that is difficult to explain to friends or relatives. Recently a volunteer was at a death in early a.m. when most of us are still sleeping. She expressed that it was challenging but it had been a true honor to be present with this client. Whatever our journey on a daily basis, going beyond our comfort level in helping others can have a rewarding and positive outcome.

My son may not realize getting his patch had an influence in the world but I know the meaning it had in my life was awesome. Volunteers, thank you for providing care that goes farther than we might imagine. It's true!

Time sheet fact: Did you know that by taking 2 extra minutes to make sure your time sheet is correct and complete saves us 10 to 15 minutes



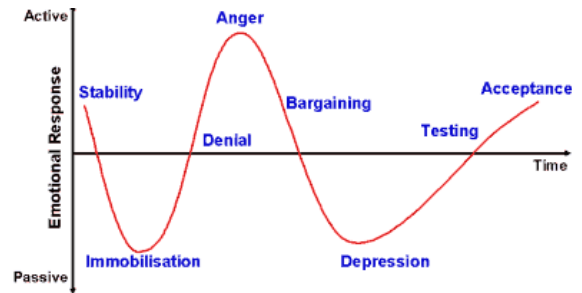
**Thursday, August 11th, 2011.
Volunteer/Staff Picnic at the Manito Park
Pavilion 5:00p.m.-7:30p.m.**

Bring your spouse or partner - Food will be provided.

RSVP BY AUGUST 8

**Hospice Foundation of America's
"Beyond Kubler-Ross: New Perspectives
on Death, Dying, and Grief"**

Hospice of Spokane
121 South Arthur
Spokane WA



This program explores the most current theoretical perspectives on death, dying, and grief, emphasizing areas where understandings of these topics have been challenged and developed since the 1969 publication of Kubler-Ross' epochal work, *On Death and Dying*.

The program may be viewed on any of the following dates: Wednesday, November 16, 2011 at 11:30 am, Thursday, November 17, 2011 at 12:00 noon, Tuesday, December 6, 2011 at 2:45 pm, Wednesday, December 7, 2011 at 8:30 am

Following the program there will be a thirty-minute local panel discussion.

Welcome to our new volunteers from our May 2011 class

Please give a big welcome our new volunteers! Most of them are already helping our clients.

Elizabeth Dayley
Debra Fredrickson
Teresa Gochis
Kate Gumaer
Warren Husman
Debbie Johnson

Katie Mackay
Chalon Magnuson
Helen Maguire
Collette McIntyre
Randy Otterholt

Lisa Parise
Anne Pauw
Gerardette Sager
Diane Somerday
Jean Walters

New Tri-County Volunteers from our May 2011 class

Anita Cumby
Frances Frostad

Armond Janke
Tad Masterson

Patty Stevens

*"What hospice has done is to bring back the old ways of caring, while showing that the best of modern medicine was needed and useful-
medicine matched with the personal vulnerability of the heart."*

Dame Cicely Saunders