Music - Medicine for the Soul

Many studies show that music has a lot of health benefits from mood improvement and stress and anxiety reduction, to increased comfort and ease of pain. For most of us, including our patient John, it just adds pure joy to our day!

John, along with friends and family, had always loved traveling around and attending gospel and bluegrass festivals throughout the years. As his illness progressed, it became harder and eventually not safe for him to leave his home. The Hospice Team, with the blessing of John’s wife Lou and family, planned a Bluegrass Band party in November. The day included some of his favorite foods from Chicken Manor, surrounded by family and filled with music, laughter and new memories being made.

Shortly after John passed away, his wife sent us a letter that shared "Hospice had made John's night so happy for him and that I know now he was getting ready to go home. He sang like he was singing to the angels."

This experience was provided by the Community Hospice Moments and Memories Program and funded by The Lighthouse of Hope grant.

Volunteers Give Back in so Many Ways

In 2015 the Community Hospice Tuscarawas Office was named Truman House for one of our many valued volunteers, Velma Truman. Velma was an accountant by profession and enjoyed recording volunteer hours. Even when Velma’s health declined she was insistent on continuing to tabulate the reports at home.

In today’s society, we often hear that dedicated volunteers are harder and harder to find. However here at Community Hospice, our Volunteer Department continues to grow. Our established volunteers are constantly going above and beyond to serve patients, families and the organization.

Volunteer hours are important and essential to the success of Community Hospice. Here are a few statistics that help show ALL of our Volunteers are exceptional human beings: In 2018 Volunteers donated over 50,400 hours of precious time which saved the organization over $980,000.00. That cost savings is so important because it then can be used to better serve our patients and families.

Our staff is so grateful to all those who sit with patients, assist in various departments, write thank you notes, help plan and support our fundraising events, sew, quilt, knit, welcome guests, bring in bread and jam for patients, honor Veterans and so much more! The list could truly go on and on and it just goes to show how lucky our organization is for your support and dedication! Please know you are appreciated and loved and that Community Hospice could not exist without you.
A Note from Heather, Volunteer Coordinator

I hope all of you had a wonderful Holiday Season. Looking into the new year of 2019 we have many things that will be schedule for your convenience. Every Month I will be hosting something in the Columbiana office. Keep your eyes open to upcoming Volunteer In-service class and volunteer training courses. Walk with Me volunteers will have bi-monthly meetings in the office to support each other and talk about experiences.

Volunteer Spotlight: Nancy Smith

Nancy Smith has been a Community Hospice Volunteer with since 2016. She helps on Thursdays in the office as the well-known Tuck-in call volunteer. She has made special connections to all the patients and families she calls once a week. The staff has heard many times that the patients and families love getting there calls on Thursday from Nancy.

She is well known in the Salem Community for owning a beauty salon for over 30 years. Nancy uses her professional service to help patients that need haircuts. Nancy helps where ever there is a need for a volunteer, in the office, visiting with patients and sitting with patients with the Walk with me program. She is great at donating items to the browse in buy stores and always brings in homemade goodies to share with the volunteer coordinator and staff. Nancy you are a blessing to our patients, families and office. Thank you for everything you do!

Community Hospice Named Non-profit of the Year

We are excited to share that he Salem Area Chamber of Commerce has named Community Hospice Non-Profit of the Year! This award recognizes the many contributions to the Salem community and surrounding area, not just for accomplishments in business, but also for selfless service to others.

It has been an honor to serve the Salem area for the last four years and we look forward to many more years of service to come.

This wonderful award was accepted by (from left to right) Jarrod Kane, Board Member, Heather Kane, Volunteer Coordinator, Norm Mast, CEO, Jen Corvino, Community Liaison and Mike Griesen, COO.

Calendar of Events

New Volunteer Training
February 19, 21, 26 & 28
10:00 am - 1:00pm
Columbiana County Office

Boundaries/Conflict of Interest
March 14 - 11:00 am
Snacks Provided
Columbiana County Office

“Walk With Me” Volunteers Support Meeting
March 18 from 11:00 am
Columbiana County Office

OSHA In-service Training Open House
April 11 - 10:00 am - 3:00 pm
This is an annual training that is required for all volunteers. It will take one hour of your time to stop into the office and fill out yearly papers and have your updated OSHA training.

Volunteer Appreciation Event
April 25 from 4:00 - 7:00 pm
Whetstone Event Center
8009 Beeson Street, Louisville 44641

Please RSVP so we can count you in for a time to give thanks, fellowship & Celebration!
Volunteer Appreciation Breakfast

In honor of National Volunteer Month in April, please join us for our annual Volunteer Appreciation Breakfast to be held on April 20 from 00-11:00am at Dutch Valley Restaurant. RSVP for this morning of good food and great fellowship by April 5th.

Volunteers Needed

We are in need of volunteers in the following areas:
- Office/Administrative help to assist with paperwork and file organization
- Walk With Me Volunteers (formerly known as 11th Hour Volunteers) who are trained and willing to sit with imminent patients during their final hours.

Evaluations

Hopefully you have all received your Annual Evaluations. These are required each year in order for you to remain an active volunteer. Please sign and return the evaluation to me as soon as you are able.

Volunteer Gatherings

In addition to the Appreciation Breakfast, we will be hosting two additional opportunities to come together as a volunteer team to share a meal and fellowship. More details will be coming but mark your calendars now! Both events will be held at the Coshocton Office.

Volunteer Lunch
Saturday, July 13
12:00 - 2:00 pm

Soup Supper
Thursday, October 17
5:30 - 7:30 pm

2019 In Service Schedule

All volunteers are required to complete continuing education each year to remain an active volunteer. I am happy to share with you the following in service schedule for the year.

- March 12th Spiritual Care, Death, and Hospice with Bill Eckert Chaplain
- May 14th & 16th OSHA from 1-3pm pop in and out style
- August 13th from 1-3pm How to Present Yourself & Self Care
- October 8th & 10th OSHA from 1-3 pop in and out style
- November 19th Emergency Preparedness and Safe Medical Equipment

Please Note: Administrative Volunteers must secure two in-service hours plus participate in annual OSHA training.

Patient Care Volunteers must secure five in-service hours plus participate in annual OSHA training.

For more information or to RSVP, please contact Dawn McCloy at 740-622-7311.
A Letter of Appreciation from Aimee

Dear Volunteers,

It is such a privilege working with each one of you. I can’t tell you what an impact you have on our patients, their families and this organization. Whether you are making handmade birthday cards or crafts, making tuck-in or bereavement calls, entering volunteer hours & data, packaging supplies, cutting hair, pinning veterans, visiting patients, fundraising, are a Walk with Me vigil volunteer among many more, you are greatly appreciated. Volunteering in any one of these areas is amazing, but you put them all together and you make us FABULOUS!

Each of you is very special and I am so glad you have chosen to share your time and talents with us. Because of you, we provide the best hospice care in Stark County. Honestly, no one can beat the service and compassion that you help provide at Community Hospice. I am so very proud that I am on your team!!

Volunteer Spotlight: Susan Venables

Susan has been a Community Hospice volunteer since July 2017. She enjoys visiting patients, making tuck in calls and helping our patients with crafts and activities. She became a volunteer to honor her sister, Ramona, who passed away on hospice. Through difficult times, she feels her life has been blessed and she enjoys giving back to others in need. She is retired from the dental profession and enjoys going on RV trips with her husband & two Shih Tzu’s.

Call for Volunteers

- Tuck-In Callers – Call to check in on home patients on Thursdays & inquire if they need any supplies for the weekend.
- Patient Visits – Needed in homes and facilities in Alliance, Bolivar, Canton & Massillon areas
- Bereavement Volunteer – Hand write a scripted letter to our bereaved families.
- Fundraising Volunteer – Have you ever considered joining our team of volunteers as we begin to prepare for our fun and exciting annual Taste of Heaven event? Let me know! We would love to have you!!

Total Stark County Volunteer Hours in 2018

All of you combined volunteered **665 times** for a total of **2,861.95** hours in 2018!!

**THANK YOU!!**

Calendar of Events

- **Walk With Me Volunteers Support Meeting**
  February 18 from 12:00 - 2:00 pm
  Lunch Will Be Provided
  Stark County Office

- **New Volunteer Training**
  March 20, 22, 27 & 29
  10:00 am - 1:00pm
  Lunch Will Be Provided
  Stark County Office

- **Spring In-service Boundaries/Conflict of Interest**
  Date TBA

- **Volunteer Appreciation Event**
  April 25 from 4:00 - 7:00 pm
  Whetstone Event Center
  8009 Beeson Street, Louisville 44641

  Please RSVP so we can count you in for a time to give thanks, fellowship & Celebration!
Volunteer Spotlight - Diane Cleveland

Q. How long have you been a volunteer with Community Hospice?
A. Nine years

Q. What brought you to Community Hospice?
A. I felt it was God’s calling for my life after I retired from teaching.

Q. What do you wish people knew about volunteering?
A. One can gain so many positive experiences from volunteering and it truly does make a difference in many lives, especially your own.

Q. If you could choose anyone, who would you pick as your mentor?
A. My late grandmother

Q. What is something you learned in the last week?
A. How to turn on the sound system in our church’s Great Hall and it’s best to wear leather gloves when digging up barberry shrubs.

Q. What three traits define you?
A. Friendly, hard-working, & organized

Q. What is your personal philosophy?
A. To follow the Golden Rule and to be thankful for the many blessings in my life.

Q. What do you do when you aren’t volunteering?
A. Babysit my grandchildren, travel, garden, home improvement projects, and help with our many church functions.

Q. Tell us something that might surprise us about you.
A. I own a few power tools and an 8 foot ladder.

Q. What is your favorite thing about volunteering at Community Hospice?
A. Listening to the life stories of the Hospice patients and interacting with them, as well as the Hospice Staff and Volunteers.

Volunteers Needed

We are so grateful that Community Hospice volunteers are willing to serve our patients wherever they are - at home, in a nursing home, and even in the Truman House in patient unit. There are sometimes areas where we need to ask for help, and at this time, it is at Riverside Nursing Home in Newcomerstown. If you are interested in being a regular patient volunteer at Riverside Nursing Home, or the surrounding area, please contact Kait!

Update on Annual TB Testing

Many of you have noticed that you have not been notified about receiving your Annual TB Test. Beginning in 2019, we will only be TB Testing NEW volunteers at the beginning of their volunteering. If you visit with patients, you only need fill out the TB Questionnaire Form that came with your annual updates and evaluations.

Please complete and return these items to Kait if you have not already done so in order to keep your file up to date.

National Volunteer Week

An entire week to celebrate YOU and show our appreciation for volunteering your time and talents to help fulfill the Community Hospice mission. National Volunteer Week is April 7th through 12th this year. Stop by the Truman House and see Kait during this week to be entered into a raffle drawing for prizes.

Drawings will take place on Friday, April 12th at 2:00pm, so make sure you’re here by then! There will only be one entry permitted per volunteer.
Moments & Memories
Exploring Patient Experiences
February 28 - 2:00 pm
Community Hospice Truman House
716 Commercial Avenue SW
New Philadelphia, Ohio

Led by Kelly Bichsel, Patient & Family Liaison, you will learn about how we create special experiences for patients and their families, as well as how Kelly works with facilities for activities for our patients. Seating is limited, so register early to reserve your place, with final reservations being taken February 22nd. You will complete a craft to take home! This will fulfill one of your two required in services credits for the year.

“Being Mortal”
Documentary & Discussion
March 19 - 2:00 pm
Community Hospice Truman House
716 Commercial Avenue SW
New Philadelphia, Ohio

FRONTLINE follows renowned New Yorker writer and Boston surgeon Atul Gawande as he explores the relationships doctors have with patients who are nearing the end of life. In conjunction with Gawande’s new book, Being Mortal, the film investigates the practice of caring for the dying, and shows how doctors, himself included, are often remarkably untrained, ill-suited and uncomfortable talking about chronic illness and death with their patients.

Discussion will follow the video, facilitated by Amanda Archer, MSN, RN, Community Hospice Education Coordinator. Please reserve your spot by March 15th! This will fulfill one of your two required in services credits for the year.

Annual Volunteer Appreciation Breakfast
April 20 from 9:00 - 11:00 am
Dutch Valley Restaurant
1343 Old Route 39 NE
Sugarcreek, OH 44681

Join us for our Annual Volunteer Appreciation Breakfast during Volunteer Appreciation Month! RSVP for this morning of good food and great fellowship by April 5.

Abuse/Disruptive Family Patterns
April 30 at 2:00 pm
Community Hospice Truman House
716 Commercial Avenue SW
New Philadelphia, Ohio

Presented by:
David Weaver DMin, LISW
RSVP by April 26th to reserve a spot. Counts for one in service credit.

Annual OSHA Training
May 7 from 10:00 am - 12:00pm &
May 15 from 4:00 - 6:00 pm
Community Hospice Truman House
716 Commercial Avenue SW
New Philadelphia, Ohio

Complete your Annual OSHA Training during one of the two times frames to be up to date for 2019! This drop in style education event will take you approximately 30 minutes to complete. All volunteers are expected to complete OSHA Training each year, in addition to two additional elective in services. OSHA will be offered again in November/December for those unable to attend.

Crisis Management
June 11 - 2:00 pm
Community Hospice Truman House
716 Commercial Avenue SW
New Philadelphia, Ohio

Presented by:
David Weaver DMin, LISW
RSVP by June 7th to reserve a spot. Counts for one in service credit.

Bereavement/Ethics/Boundaries
August 8 - 2:00 - 4:00 pm
Community Hospice Truman House
716 Commercial Avenue SW
New Philadelphia, Ohio

Presented by:
LeAnn Mallernee, LISW-S, MSW
RSVP by August 5th to reserve a spot. Counts for one in service credit.

Upcoming Fundraising Event
27th Annual Rigatoni Dinner
February 23 - 4:00 - 7:30 pm
Tuscarawas Central Catholic HS
777 3rd Street
New Philadelphia, Ohio 44663

Tickets are available at Community Hospice, Dover Browse & Buy or at the door.
A Note from Pixie

What a wonderful year we have had at Community Hospice. We have seen many changes in the seasons and in staff and volunteers. It is a time to look back and see all of our accomplishments and a time to look forward and strive to do new and better things.

2018 had its fair share of challenges...changes in polices, paperwork, and protocols. At this time of the year, we can reflect on what our year has been and what we would like 2019 to be. With your help, we have accomplished a lot - new volunteers, new programs, and new education to name a few.

Because of you, more of our patients are receiving volunteer visits, we have a Pet Peace of Mind and Pet Therapy program, we have a Walk With Me program in Carroll County, and because of you, the volunteer department in Carroll County is active and thriving.

In case you haven’t heard, we have moved! Our office is now located at 704 Canton Road. You may remember it as the former home of Timeless Cuts. Browse and Buy has expanded into our former office space. Please stop by and see the new office, you are always welcome.

As I write this, I am also looking ahead to the rest of 2019. I am looking forward to having our in services and meetings on site at our office. I am also going to try to create more volunteer opportunities for you. If you have not been as active as you would like to be, LET’S TALK! Help me find your gift and with a renewed spirit you can share your gift with others.

I appreciate all the time and effort you put into being a Volunteer for Community Hospice. Some of you are working and some are retired, yet you still find the time to complete your volunteer assignments. You truly amaze me and keep me on my toes. I am here to support you in your volunteer experience. Let’s make today a good day.

Thank you for all you do, Pixie

Documentation Reminders

Thank you for all the hard work you do to get your documentation done correctly and turned in on time. Here are a few quick tips to remember - Always use black ink.

Write legibly. If you make a mistake, just draw a line through the mistake. Please try to do your visit times in 15 minute intervals, as this makes the record keeping easier.

New Volunteer Education Classes

Do you know someone who may be interested in becoming a Hospice Volunteer? New Volunteer Education is tentatively scheduled for the following dates. Those interested may call with questions.

April 16, 17, & 18 from 9-noon
June 10, 11, & 12—5-8pm
September 16, 17, & 18—9-noon

2019 In Service Schedule

This year, we will be hosting our in services on the 1st Monday of selected months at 2:00pm. I hope this will assist in getting education completed each year. Annual OSHA Training will be scheduled later in the year.

Topic may include the following:
- April 1 - Abusive/ Disruptive
- May 7 - Music Therapy
- June 3 - Moments & Memories – Patient Experiences Program
- August 5 - “Being Mortal” – DNR & Living Will Discussion
- October 7 - Family Dynamics/ Crisis Management

Please Note: Administrative Volunteers must secure five in-service hours plus participate in annual OSHA training.

Patient Care Volunteers must secure two in-service hours plus participate in annual OSHA training.

For more information or to RSVP, please contact Pixie Furbee at 330-627–4796.