Moments & Memories

Community Hospice is dedicated to meeting the emotional, physical and spiritual needs of our patients and their families and at times, that means going above and beyond the expected medical care. With that concept in mind, six years ago the Patient Experience Program was developed with the goal of creating and capturing memorable experiences for our patients and families.

In an effort to better identify the program and help communicate its intended goals, the organization felt the new program name of Moments & Memories would help move things in the right direction. While this new name was only recently established, patients and families have been benefitting from this program for six years.

Patient experiences have included canoe trips, anniversary celebrations, airplane rides, weddings and much more. A recent experience was for a patient and other residents in the facility to enjoy a performance by an Elvis impersonator. The joy that this afternoon brought to many individuals solidifies the importance of going above and beyond for others.

To execute these experiences, Kelly Bichsel, Patient and Family Liaison, works closely with the patients care team, as well as the patient and their family, to identify their special wishes and to create meaningful, joyful memories for all involved. Patient experiences are funded through our Patient Gift Funds, which is a combination of funds generated from foundations and generous donors within the communities we serve.

Browse & Buy Support Changes Lives!

Community Hospice is known for accepting all patients in need of end-of-life care, regardless of their ability to pay for services. As a non-profit organization, we are able to do this due to the generous donations from within the communities we serve. These donations come in the form of fundraising event support, general donations, memorials, naming opportunities and also from revenue generated from our three, primarily volunteer run, Browse & Buy stores.

Our three stores are a consistent and viable source of income and have brought in nearly $100,000 during the first half of 2018, again providing essential financial support to the organization and it’s mission.

Have you ever thought about supporting the Browse & Buy stores? If so, there are several ways of doing so. Next time you are looking for unique gift ideas, or something “new” for your home, consider stopping by and checking out the many treasures. Spring cleaning is also a great time to donate those unwanted items, so that your goods can find a new home. We are also always looking for volunteers to help out at the store. Tasks include greeting shoppers, support with accepting, sorting, pricing and displaying donated items.

If you have shopped or donated to any of the Browse & Buy stores, thank you for your kindness and generosity! That support truly helps to make a difference in the lives of so many individuals. If you are interested in volunteering, please contact RaeAnn Dabel, Dover Browse & Buy Store Manager at 330-365-2026 or Kay Miller, Uhrichsville Browse & Buy Store Manager at 740-229-7808.
Making a Difference, One Blanket at a Time

This summer, Ohio State University Student Abby Dryden attended Community Hospice Volunteer training as a part of STEP (Second-year Transformational Experience Program) at Ohio State University. Abby spent 140 hours volunteering her time at the Truman House completing office work, and creating pillowcases and blankets for our Inpatient Unit. Abby was moved to volunteer for Community Hospice for STEP after her grandmother, Carol McGinnis, passed away in the Truman House in January 2018. She will be continuing her studies in Honors Molecular Genetics this fall at OSU, with the eventual goal to become a doctor.

Volunteers Make Annual Giant Garage Sale Another Great Success!

240 volunteers donated over 3,200 total hours to the 2018 Giant Sale at the Fairgrounds in August. This annual event raised $56,000 for Direct Patient Care throughout our organization. Thank you to everyone who gave their time to this incredible feat of fundraising!

To be a Volunteer, it Takes...

- Generosity, a willingness to give your time to others.
- Understanding, because their lives might be very different from your own.
- Empathy, an ability to put yourself in someone else's shoes and feel what they must feel.
- Compassion, to truly care about making someone else's life better.
- Patience, because the process doesn't always go as smoothly as it might.
- Dedication, to stick with the project and see it through.

Calendar of Events

For more information or to RSVP to any events, please contact Kait Gallagher-Wilsterman at 330-343-7605 or via email at kgallagherwilsterman@myhospice.org

Truman House Volunteers & Emergency Preparedness
October 4 - 2:30 - 4:00pm
All current volunteers who volunteer at Truman House, as well as those interested in volunteering at Truman House, are encouraged to attend. Training will be provided regarding emergency preparedness as well as additional opportunities to volunteer.

Veterans Memorial Dedication
October 14 - 6:00 pm
Community Hospice Truman House
716 Commercial Avenue SW
New Philadelphia, Ohio
Join us in honoring the men and women who have or are currently serving in the Armed Forces.

“Walk with Me” Volunteer Training
October 18 - 2:00 - 4:00 pm
Community Hospice Truman House
Formerly called, Team of Angels, our “Walk with Me” Volunteers provide a calm & comforting presence to those in their last days or hours. You can use your gifts to impact someone in their final stage of life in many ways, and we will make sure you are well-trained, equipped, and supported. If you are a current Vigil Volunteer or are interested in learning more, please RSVP for this NEW training session by October 12.

Volunteer Appreciation Soup Supper
October 25 - 5:30 - 7:30 pm
Menu Will Include a Variety of Soups, Rolls & Beverages
Geib Funeral Center
5600 N. Wooster Avenue, Dover

Angel Tree Lighting Memorial Service
November 18, 2018 - 5:00 pm
Community Hospice Truman House Outdoor Pavilion
716 Commercial Avenue SW
New Philadelphia, Ohio

Thank you!
Volunteer Spotlight: Jim & Nancy Scalf

Jim is a retired Master Chief of the Navy & has been a Community Hospice volunteer for 19 years. He enjoys honoring other Veterans through our “We Honor Veterans” Program. His most memorable experience as a volunteer was pinning a WWII fighter pilot. Volunteering has changed him by giving him renewed hope in his fellow man & seeing people serving others. Jim is also a Mentor Coordinator for the Stark County Honor Court.

Nancy is a retired Intervention Specialist and Teacher & has been a Community Hospice volunteer for 17 years. She enjoys volunteering in the Stark County office assisting with crafts, putting together the Compassion Roses and creating the angels for the holiday Angel Trees. Her most memorable experience is having a student in her class and both of her parents under hospice care. Volunteering for Community Hospice has given Nancy the knowledge to help and encourage others in need.

Call for Volunteers

**Tuck-In Callers**

Call home patients on Thursdays to check in on the patient and to inquire if they need any supplies for the weekend.

**Pet Therapy**

Registered/Certified Therapy Dogs or Cats to visit patients

**Patient Visits**

Needed in Canton, Massillon, Alliance, Hartville & Navarre areas.

To be a volunteer, it takes...

- **Generosity**, a willingness to give your time to others.
- **Understanding**, because their lives might be very different from your own.
- **Empathy**, an ability to put yourself in someone else's shoes and feel what they must feel.
- **Compassion**, to truly care about making someone else's life better.
- **Patience**, because the process doesn't always go as smoothly as it might.
- **Dedication**, to stick with the project and see it through.

**“Walk with Me” Volunteer Training**

Monday, October 15
Starting at 2:00 pm
Stark County Office
Formerly called, Team of Angels, our “Walk with Me” Volunteers provide a calm & comforting presence to those in their last days or hours. You can use your gifts to impact someone in their final stage of life in many ways, and we will make sure you are well-trained, equipped, and supported. If you are a current Vigil Volunteer or are interested in learning more, please contact Aimee Linderholm to RSVP for this NEW training session by October 8th.

**Annual OSHA Training**

Monday, October 1 or Wednesday, October 3
Stop by between 10:00 am - 3:00 pm on either date listed and complete the mandatory annual OSHA training at your own pace. Takes approximately 30-45 minutes to complete.
Stark County Office

**New Volunteer Training Class**

November 7, 9, 14 & 16
10:00 am - 1:00 pm
Stark County Office

**Angel Tree Lighting Memorial Service**

November 18, 2018 - 5:00 pm
Community Hospice Truman House Outdoor Pavilion
716 Commercial Avenue SW
New Philadelphia, Ohio 44663

**Holiday Party**

Friday, December 7
4:30 pm - 6:30 pm
To celebrate the holiday season with fellow volunteers and good cheer, we're planning a holiday dinner to end the year! Please RSVP
**A Note from Pixie, Volunteer Coordinator**

It seems we waited so long for summer, sunshine and warm weather to come and in a blink of an eye, Fall is on its way! Soon we will be waking up to crisp morning air with thoughts of fall festivals, apple butter and pumpkins.

As seasons change, I encourage you to take some time for yourself. Take in the beauty that nature has to offer and find fun and/or relaxing ways to embrace it all and reenergize yourself. It is so easy to be on the go and we sometimes forget that we will not be able to continue to give the best of ourselves, if we do not take care of ourselves!

We have been hard at work updating our website and finding new ways to help you stay up-to-date with Community Hospice happenings. If you haven’t check it out recently, please do so by visiting www.myhospice.org. Find the Services downtown menu and click on Volunteers and in addition to regularly updated content and photos, there is also now a listing of all upcoming Volunteer Activities for all counties. Don’t have internet? No worries! We will still be sending newsletters and informational mailings, plus I am always just a phone call away!

Don’t forget to check out the upcoming in-service opportunities, so that you can stay active! You do such work and I don’t know where Community Hospice would be without your generosity and dedication! Thank you for all that you do!

Sincerely, Pixie

**Volunteer Spotlight: Richard Wackerly & Nikki**

Richard and Nikki are from Malvern, Ohio and started volunteering with Community Hospice earlier this year. Nikki is a three year old Golden Retriever and is a Certified Therapy Dog through Therapy Dogs International.

These two pals have thoroughly been enjoying their volunteering experience participating in the “You’re Not Alone” Youth Bereavement Camp held over the summer and visiting patients in the Carroll County service area.

We are really excited to have them on board and to be able to provide this unique experience. Nothing can brighten someone's day more than some love and affection from our four-legged friends.

If you see Richard and Nikki out and about, be sure to give her a nice pat, oh, and tell Richard hello too!

**Help Us Spread the Word!**

Have you mentioned Community Hospice to someone today? The topic can be challenging at times to discuss, but who better than a trained volunteer, who has seen the value and benefits of volunteering? You have seen the wonderful things that our organization can accomplish for a patient, from relieving pain and worry, to providing companionship and seeing the peace and comfort that it creates. Spreading the insights from a Volunteers perspective is so important and can even help attract new volunteers!

Once you start the conversation and share your personal experience, please invite them to our upcoming Volunteer Training.

**Call for Volunteers**

We are looking to start a monthly activity program in a nursing home or assisted living facility. Volunteers would run and help coordinate activities which may include Bible Study, craft projects or any other activities that the volunteer or residents may be interested in.

If this sounds like your kind of project, please contact me to discuss in more detail.

**Save the Date**

**Final Journey in Hospice**
Thursday, September 6 at 2pm
Church of Christ
353 Moody Avenue, Carrollton

**Angel Tree Lighting Memorial Service**
November 18, 2018 - 5:00 pm
Community Hospice Truman House Outdoor Pavilion
716 Commercial Avenue SW
New Philadelphia, Ohio 44663

---

**Upcoming Volunteer Training**
September 18, 20, 25 and 27
5:00 - 8:00 pm
Carrollton Hospice office
789 North Lisbon Street, Carrollton

Please RSVP by September 10th to Pixie Furbee 330-627-4796 or via email at pfurbee@myhospice.org
A Note from Heather, Volunteer Coordinator

I am excited to share that we have several new volunteers that have recently joined our team. Please help me in welcoming Frank Goetz, Dianne Leach, Irene Maurer, Linda Smith, Mary Ann Sugar, Pamela Susany, Deanna Tkatch, Melanie Perkins and Paul McKarns. Community Hospice would not be as successful in meeting patient and family needs if it wasn’t for the compassion and dedication of all our volunteers. So thank you, for all that you do!

Volunteer Spotlight: John “Jack” Williams

Jack Williams became a volunteer in May 2015. He has visited with many patient and families in the home, nursing home, senior living centers and hospitals. From picking up groceries, laundry and ironing to helping with outdoor chores, Jack is there with a helping hand. He allows the patient and families to feel comfortable by not always talking, but truly listening and helping where the need of the patient or family is needed. Jack also helps with the fundraiser events, by working the wine table and helping with the raffles. Jack has been a blessing to this organization and we truly are thankful for all his volunteer time. Jack retired from the educational field and is now working part time truck driving and is a long time advocate and guardian of the State for people in need. His is a grandfather and loves spending time with his family.

“Walk with Me” Volunteer Training

We are excited to be offering a specialized training for volunteers interested in sitting with patients who are very near death and to share a better understanding of the dying process.

Volunteers have always been an important part of our Direct Patient Care Team. In order to better serve our patients and families in this area we are offering training for this specialized volunteer called “Walk With Me”. Even if you already have received training in the past, we would like to invite you to participate in this training session. If you provide direct patient care but you are unsure about serving on the “Walk With Me team, this is your chance to learn more and receive in-service education hours. Attending the training will not obligate you to become a Walk With Me volunteer. A light meal will be served so please RSVP to Heather Kane by Oct. 3rd, 2018 at 234-575-0164 or email to hkane@myhospice.org. Training date will be October 8, starting at 10:00 am at the Columbiana County Office.

Volunteer Reflection

Volunteers are just ordinary people with extraordinary hearts. They offer the gift of their time to teach, to listen, to help, to inspire, to build, to grow, to learn. They expect no pay, yet the value of their work knows no limit. They’ve know the unexpected joy of a simple hug. They’ve planted tiny seeds of love in countless lives. Volunteers are just ordinary people who reach out and take a hand and together make a difference that lasts a lifetime.

Calendar of Events

**“Walk with Me” Training**
Monday, October 8
Starting at 10:00 am
Columbiana County Office

**Moments & Memories & Music Therapy In-Service**
Tuesday, October 23
11:00 am - 1:00 pm
Columbiana County Office

**Volunteer Training Class**
November 6, 8, 13 & 15
10:00 am - 1:00 pm.
Columbiana County Office

**Holiday Support Group**
Oct 22, Nov 5 & 19, Dec 3 & 17
Starting at 5:00 pm
Columbiana County Office
Please RSVP to Attend

**Angel Tree Lighting Memorial Service**
November 18, 2018 - 5:00 pm
Community Hospice Truman House Outdoor Pavilion
716 Commercial Avenue SW
New Philadelphia, Ohio 44663
Getting to Know Dawn McCloy, Volunteer Coordinator

Community Hospice is excited to introduce, Dawn McCloy, Coshocton Volunteer Coordinator. While new to the Volunteer Department, Dawn has been with Community Hospice since June of 2015, originally as a part time receptionist. As a River View High School graduate, Dawn has lived in Coshocton her entire life and has a true passion for her hometown. She currently lives in Fresno with her partner Colt, and their three year old son, Oaklee.

A Summer Afternoon - Patient Experience

Through the generosity of the communities we serve, Patient Gift Funds have been established to allow Community Hospice to go above and beyond in providing special experiences for our patients and their families.

Ronald's special experience started when he share with his hospice nurse, Amy Skarke, that one of things he missed most, was just going out for a nice, long drive. Quickly, his Hospice Care Team and Kelly Bichsel, Patient and Family Liaison, reached out to this daughter, to gather more information and planned a meaningful, joyful afternoon for Ronald.

On a beautiful Friday afternoon in July, with assistance from the Coshocton County Coordinated Transportation Agency, Ronald and long time volunteer Bob Bish, set out for an afternoon of driving and fishing. Their trip included a stop at Lake Park, where they caught a few small fish and a turtle. The look on Ronald's face during this experience, was one of true joy!

After fishing, they enjoyed a lunch at Champions Unique Desserts & Food, followed up with his favorite, ice cream. Ronald's family later shared with us just how much that special day meant to him and that he continued to talk about it for days!

To be a volunteer, it takes...

- **Generosity**, a willingness to give your time to others.
- **Understanding**, because their lives might be very different from your own.
- **Empathy**, an ability to put yourself in someone else's shoes and feel what they must feel.
- **Compassion**, to truly care about making someone else's life better.
- **Patience**, because the process doesn't always go as smoothly as it might.
- **Dedication**, to stick with the project and see it through.

Calendar of Events

- **Volunteer Appreciation Soup Supper**
  September 27, 2018 - 5:00 pm
  Menu Will Include a Variety of Soups, Rolls & Beverages
  RSVP to Dawn by September 25.
  Grace United Methodist Church
  422 Walnut Street, Coshocton

- **Annual OSHA Training**
  Thursday, October 11 OR Tuesday, October 16
  Stop by between 3:00 - 5:00 pm on either date listed and complete the mandatory annual OSHA training at your own pace.
  Takes approximately 30-45 minutes to complete.
  Coshocton County Office

- **Angel Tree Lighting Memorial Service**
  November 18, 2018 - 5:00 pm
  Community Hospice Truman House Outdoor Pavilion
  716 Commercial Avenue SW
  New Philadelphia, Ohio 44663

- **Volunteer In-Service**
  November 20, 2018 - 2:30 pm
  Topic to be Determined
  Coshocton County Office

Community Hospice volunteers show these qualities and so much more! At this holiday season, our thoughts turn gratefully to you. Thank you for all that you do!