Community Hospice named as 
2019 Hospice Honors Elite 
Recipient April 15, 2019—
Community Hospice has been named a 
2019 Hospice Honors Elite recipient by 
HEALTHCAREfirst, a leading provider of 
billing and coding services, CHAPS 
surveys, and advanced analytics.

This prestigious annual review 
recognizes agencies that continuously 
provide the highest level of quality 
care as measured from the caregiver’s 
point of view. It acknowledges the 
highest performing agencies by 
analyzing the performance of the 
Consumer Assessment of Healthcare 
Providers and Systems (CHAPS) hospice 
survey satisfaction measures.

“We are excited to recognize the 2019 
Hospice Honors recipients for their 
hard work and dedication to providing 
exceptional care,” said Misty Skinner, 
Executive Vice President of Services at 
HEALTHCAREfirst. “I congratulate 
Community Hospice on its success in 
achieving this highest of honors.”

Award criteria were based on Hospice 
CHAPS survey results for an evaluation 
period of October 2017 through 
September 2018. Award recipients 
were identified by evaluating 
performance on a set of 24 quality 
indicator measures. Performance 
scores were aggregated from all 
completed surveys and were compared 
on a question-by- question basis to a 
National Performance Score calculated 
from all hospices contained in the 
HEALTHCAREfirst’s Hospice CHAPS 
database. Hospice Honors recipients 
include those hospices scoring above 
the HEALTHCAREfirst National 
Performance Score on 20 of the 
evaluated questions. HEALTHCAREfirst 
holds a special recognition, Hospice 
Honors Elite, to honor hospices scoring 
above the HEALTHCAREfirst National 
Performance Score on all 24 of the 
evaluated questions. Please visit 
HEALTHCAREfirst’s website at 
www.healthcarefirst.com to learn 
more about HEALTHCAREfirst’s 
Hospice CHAPS survey program as well 
as the Hospice Honors awards.

Norm Mast, President/CEO credits the 
“excellent quality care our staff and 
volunteers provide to patients and 
families have qualified us as a Hospice 
Honors Elite recipient. It is humbling to 
know that our community values and 
appreciated the care that we provide.”

He shared “It’s about quality and 
honoring and respecting those we 
serve. It’s what people at 
end-of-life deserve.”
A Note from Pixie

Well, it is finally here. The days are longer, the sun is shining and we can take a moment to relax and recharge. Maybe it is time to enjoy a fair, flea market or going out for ice cream. With the days getting warmer, it is even more important to take care of yourself. It would be a good idea to carry some bottled water and snacks in your car just in case. Keep an eye on that temperature as your vehicle can get hot quickly. Make sure you are aware of your surroundings. School is out, we are sharing our space with walkers, runners, bicycles and motorcycles. Remember to allow extra time to get where you are going. Summer is such a busy time and let’s make it a fun time. Do something you love to do or try something new. Whatever it is just enjoy your day.

I have to say, the Volunteers in Carroll County are committed and devoted to their patients and this office. Every month you have assigned visits and duties to carry out and with out fail you always come through. I also have to say how truly blessed I am to be surrounded by your love of Community Hospice and your support of me. I am so appreciative of each and every one of you for everything you do. If you have an idea for a program or something new please let me know. Thank you for all you do.

New Volunteer Clarissa Ray

I would also like to welcome a new volunteer: Clarissa Ray is taking charge of the Carroll County Bereavement Breakfast. This is a monthly bereavement activity held on the second Tuesday of each month at 9:00am at the Airport restaurant in Carrollton. Breakfast is on your own and the conversation is always great. Please welcome Clarissa to our Volunteer program.

Calendar of Events

- August 5th - Volunteer Education 2:00 pm
- September 16th, 17th & 18th - New Volunteer Classes 9:00 am - 12:00 pm
- October 7th - Family Dynamics 2:00 pm
- October 10th - New Walk With Me Classes 3:00 pm - 4:00 pm
- October 10th - Walk With Me Social 5:00 pm

Nothing beats the HEART of a VOLUNTEER
A Note from Heather, Volunteer Coordinator

Columbiana County just finished up with volunteer training in East Liverpool and in the Salem office. We are happy to announce that we had 3 ladies finish the volunteer training and are excited to be part of the team! Welcome to the team- Robin, Gwen and Anette.

Community Hospice’s 5th Anniversary for serving Columbiana County is coming up in August 2019. We started in the county with a census of five patients and staff consisting of three full time and two part-time individuals. We have grown to a daily census now in the 50’s and seventeen full time employees just in Columbiana County. As you can see, the need for Hospice services and the special care that we offer is growing. We could not be who we are without all of the volunteers that help visit with patients, veterans pinnings, in the office, sewing special gifts for the patients and families, or help with fundraiser and community events. You amaze me every day with your generosity and kindness. Thank you for everything you do, I hear it from many people that they know us by word of mouth from our volunteers!

As the warm weather is arriving and everyone’s calendars are filling up with vacations and other activities, please keep your volunteer coordinator in the loop with time you will not be available. We will gladly help with visiting patients or find another volunteer that would be able to help while you are away having a wonderful time traveling or visiting with family and friends. Please remember that we have to keep all the frequencies on our assigned patients updated and current. Then when you get back from traveling, make sure you stop into the office and show off all your pictures, and your tan, to your volunteer coordinator, this will make us very happy!

Upcoming Events July –September 2019

Monday, July 22nd, 2019 10am-3pm: All Day Volunteer Open House at Columbiana County Office located in the Giant Eagle plaza in Salem, Ohio. Open to everyone! Volunteers that bring in a friend or family member will be entered into a $25.00 gift card for Giant Eagle!

Friday July 19th–Saturday July 20th: Community Hospice Table set up at Columbiana County Vineyard Wine Fest. Looking for Volunteers to help sit at the tables for 1 hour time slots to promote Community Hospice volunteers and sell water and pop 4pm-9pm on Friday 19th and 2pm-9pm on Saturday 20th. Contact Heather Kane for more information on this community event!

Friday July 26th, 2019 Volunteer Appreciation Day: with Massage Therapist Tracey Noe. Stop into the office from 9am-11:30am for a Chair Message. Contact Heather Kane, Volunteer Coordinator to RSVP your 15 minutes of pure relaxation and learn what massage therapy does for our patients.

Volunteer Training in Columbiana Office starting Monday August 19th: 1:00pm-3:30pm, Wednesday August 21st 1:00pm-3:30pm, Monday August 26th 1:00pm-3:30pm and wrap up with personal interviews on Wednesday August 28th, 2019.

OSHA Training Make-up Date: September 9th, 2019 10:00am -3:00pm. This is a makeup date for the volunteers that could not attend in April.

Walk with me Support Group: September 23rd 10:00 am in Salem office.

"We rise by lifting others."  
–Robert Ingersoll
**Recipes from the Heart**

1 pkg (8.5oz) cornbread/muffin mix
1 can (4oz) chopped green chiles, undrained
1/8 teaspoon ground cumin
1/8 teaspoon dried oregano
1 cup mayonnaise
1 cup sour cream
1 envelope powdered ranch dressing mix
2 cans (15 oz each) pinto beans
2 cans (15.25 oz each) whole kernel corn
3 medium tomatoes, chopped
1 cup green pepper, chopped
1 cup green onions, chopped
10 bacon strips, cooked & crumbled
2 cups shredded cheddar cheese

**Directions:** Prepare cornbread batter according to package directions. Stir in chilies, cumin &, oregano. Spread in a greased 8” square pan at 400° for 20-25 minutes. Cool.

In a small bowl, combine mayo, sour cream & ranch dressing mix; set aside.

Crumble half of the cornbread into a 13 x 9” dish. Layer with half the beans, mayo mixture, corn, tomatoes, green peppers, onions, bacon & cheese. Repeat layers. Cover & refrigerate for at least 2 hours. Serves 12-15.

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**Volunteer Spotlight: Happy Christian**

Happy has volunteered for Community Hospice since November 2015. He enjoys visiting patients and is one of our Walk With Me volunteers. Happy is a professional barber at Green Barbershop and gladly provides free haircuts to any of our Stark County patients upon request. In his free time, Happy enjoys traveling and learning new things. Thank you Happy!

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**Call for Volunteers**

**Patient Visits** – Volunteers needed to provide companionship & friendly visits several times a month. We are also looking for volunteers to provide respite visits which are generally one time visits to sit with a patient so that the caregiver can go to appointments, events or run errands.

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**Calendar of Events**

*For more information or to RSVP to any events, please contact Aimee Linderholm at 330-493-0126 or email alinderholm@myhospice.org.*

- **Documentation Do’s & Don’ts**
  Volunteers who visit patients will be receiving a packet in the mail in July on Documentation. It is **mandatory** to complete the quiz and return to the Stark office by August 2nd.

- **Family Dynamics & Crisis Management**
  *July 22nd at 2pm*
  Please join us for this intriguing presentation given by David Weaver, Director of Counseling Services.
  RSVP by July 19th

- **Taste of Heaven - La Pizzeria 3656 Dressler Road NW, Canton**
  **August 17th from 5:30-9:30pm**
  Join us for an evening of fun! You will enjoy a Dinner Buffet, Decadent Desserts, Casino Games with Prizes, Live Auction & Cash Bar. Tickets: $50.00 or Table of 8 for $360.00. Deadline for Table Purchase is August 2nd
  Tickets can be purchased at Community Hospice or by calling 330-493-0126. Proceeds Benefit Community Hospice Patient Care.

- **Bereavement/Ethics/Boundaries**
  *September 13th from 1pm-2:30pm*
  Mandatory for bereavement volunteers, others welcome to attend
  Presented by Julie Yoder, RN, BSN.
  RSVP by September 6th

- **Walk With Me Support Group**
  *September 23rd from 11:30am-1:30pm at Ruby Tuesday’s 5449 Dressler Rd NW, North Canton*
  RSVP by September 20th

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**Community Hospice | 330-493-0126 | www.MyHospice.org**
Thank You

Finally, summer has arrived! I know you all are so busy with everyday life things, but if you have a spare few minutes, stop in the office. I have appreciation gifts from our volunteer breakfast in April. Our whole organization appreciates everything you do for us, and the community, and we couldn’t thank you enough for giving your time to us.

Out of Office

Dawn McCloy will be on Vacation July 15th – 19th. Kait Gallagher-Wilsterman will be covering for her. If you have any needs you can contact Kait at 330.343.7605.

Coshocton Casino Night

Coming up is our first fundraising event here in Coshocton. We are having a Casino Night Saturday, October 12th from 5:30pm to 10:00pm. There will be more information to follow. If you are interested in helping at the fair, fundraiser or any events please contact me. We’d love to have you on our committee. Starting in August, I will be covering some of our Tuscarawas County patients and volunteers. Kait is expecting and due at the end of August so we will be helping to cover her while she is on maternity leave. I will still be working out of the Coshocton office.

Upcoming Events

- July 13th Lunch in at the Coshocton office- Cancelled** Will reschedule
- July 29th Fundraising meeting at 12 pm at the Coshocton office
- August 13th from 1-3 pm Documentation Do and Don’ts
- September 27th – October 3rd Coshocton County Fair
  (Will have signups at the Office)

Birthdays

Sally Kinkade- June 24th
Diane Graham- July 2nd
Irene Krall- July 4th
Amy Kubala- August 30th
Bob Keen- September 1st

Volunteers do not necessarily have the time; they just have the heart.
Volunteer Spotlight - Rita West

Q: What brought you to Community Hospice?
A: A friend of mine was the co-chairperson of the Garage Sale and I started there, prior to retiring. I liked it so well that I knew I would continue.

Q: What do you wish people knew about volunteering?
A: It’s a great way to give back to the community. Volunteer make a big impact on people, business, churches, and overall community. It’s fun and you meet a lot of nice people.

Q: If you could choose anyone, who would you pick as your mentor?
A: Jesus Christ – only He has all the answers.

Q: What three traits define you?
A: Friendly, Helping, & Giving

Q: What is something you have learned in the last week?
A: I didn’t learn this last week but I had to rely on it – the Serenity Prayer. If you don’t have a copy, I strongly urge you to obtain one and follow it!

Q: What is your personal philosophy?
A: Give everyone you see/meet a smile and know that each of us are carrying a cross. No one is without personal pain.

Q: What do you do when you aren’t volunteering?
A: I enjoy walking, riding my bike, yard work, and cooking for my husband of 50 years!

Q: Tell us something that might surprise us about you.
A: I enjoy hiking and camping in a tent. I did a rim-to-rim hike in the Gand Canyon for my 60th Birthday. It was totally awesome.

Q: What is your favorite thing about volunteering at Community Hospice?
A: Volunteering gives me a sense of accomplishment. If I can do it then that frees up a staff person from a time consuming task. Also meeting the other volunteers and working with them is always fun.

Announcement

Beginning in mid to late August, Kait will be on Maternity Leave, though we don’t know exactly when that will begin! During that time, Coshocton Coordinator Dawn McCloy, Stark Coordinator Aimee Linderholm, and Volunteer Manager Erica Rozek will be covering parts of her duties. Please do not be surprised if you hear from one of these ladies! Dawn & Aimee will be working with our home and nursing home patients and volunteers, and Erica will be covering our Truman House Office and IPU volunteers. They are excited to work with all of you!

Help Wanted

We are in need of volunteers to staff our two reception desks, both on a regular schedule, and as substitutes. Shifts are available for both morning and afternoons, and in 3 or 4 hour blocks. We also have shifts available in our IPU visiting patients. Contact Kait if you are interested in any of these opportunities.

In Service Requirements

REMINDER – All office and direct patient care volunteers are required to complete continuing education each year. Volunteers must attend Annual OSHA Training and TWO additional in services each calendar year. Do not wait until the last minute to get your continuing education in.

Volunteer Calendar of Events—For more information or to RSVP to any events, please contact

Communicating with Compassion
July 9th at 3:00pm
Join Amanda Archer, Education & Staff Development, MSN, RN, as she discusses Communicating with Compassion at the end of life. RSVP before July 5th.

Living Will/Advanced Directives
July 23rd at 3:00pm
Join Julie Smith, Director of Quality Care, LISW-S, ACHP-SW, as she discusses Living Wills & Advanced Directives, and provides you with the opportunity to work on your own documents. RSVP before July 19th.

Bereavement/Boundaries/Ethics
August 8th at 2:00pm
LISW LeAnn Mallernee will be leading this annual in service that reviews our Bereavement Department Services, as well as healthy boundaries and ethics as a Hospice Volunteer. RSVP before August 2nd.