

January/February 2017



# Coastal Hospice Volunteer News

OUR VALUES: AFFIRMING LIFE - RESPECT - COMPASSION - TRUST - COMMITMENT - QUALITY

## A new year, a new look

We hope our new newsletter will enrich your hospice volunteer experience. Our new format will keep you posted on useful information and also provide education to comply with mandatory learning requirements.

- We will now publish the newsletter bi-monthly and in full color.
- A calendar will give you advance notice of upcoming events.
- Although we will no longer publish volunteer birthdays, we will always celebrate with you in spirit.
- In-service education will include presentations by Coastal Hospice managers as well as open forums for volunteers to discuss their experiences and give and receive feedback.

Please let us know what you think!



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## *Calendar of Events*

**January 2** Office closed

**January 24** **Salisbury Chew n Chat on Advance Directives**  
12 - 1:30 p.m. Philmore Commons  
*Bring a friend and learn the latest about planning ahead*

**January 28** **Introduction to Coastal Hospice**  
10 a.m. - 4 p.m. Philmore Commons

**February 18** **Advanced Bereavement Training**  
10 a.m. - 3 p.m. Philmore Commons

**February 28** **Berlin Chew n Chat on Advance Directives**  
12 - 1:30 p.m. CHO office, Berlin  
*Bring a friend and learn the latest about planning ahead*

**March 28** **Salisbury Chew n Chat on Admitting Hospice Diagnoses**  
12 - 1:30 p.m. Philmore Commons  
*Bring a friend and learn more about the most frequent diagnoses of patients admitted to hospice*

**April 5** **Introduction to Coastal Hospice**  
10 a.m. - 4 p.m. Philmore Commons

**April 25** **Berlin Volunteer Brunch**  
10 a.m. The River Church  
*Come and celebrate Volunteer Appreciation Month*

**April 26** **Salisbury Volunteer Brunch**  
10 a.m. Philmore Commons  
*Come and celebrate Volunteer Appreciation Month*

## Our patients were cheered by holiday visits and gifts!

Once again this year, the Quota Club assembled, decorated and donated fruit baskets for delivery to hospice patients during our annual Santa Run. The fruit baskets along with blankets and stuffed animals were delivered by 13 teams of volunteers costumed as Santa, Mrs. Claus and Elf.

Volunteers returned with memories of patients who were initially non-responsive until a stuffed animal was placed in their hands, families who captured the special moments by taking lots of pictures, a patient who entertained her volunteers with jokes, and the many smiles and expressions of joy.

If you are interested in participating in this event next year, please let us know, and we will make sure to contact you with the details. We help with costumes and instructions; all you need to bring is the holiday spirit.



*Quota Club members*



*Elf Ellen and Elf Gary*



*Mrs. Claus Stephanie, Elf Michael, Elf Kate and Elf Sarah*



*Elf Cristina and Elf Renée*



*Elf Deborah and Mrs. Claus Jenn*



*Elf Cindi and Mrs. Claus Tiffany*



*Elf Norm and Santa Gary*



*Mrs. Claus Carolyn and Santa Dave*

# Coastal Hospice at the Lake: A volunteer's perspective

It was not long after Coastal Hospice at the Lake began operating on the second floor of Deer's Head Hospital that Jane Whitmore took advantage of the tour offered to the public. Jane, who had prior experience volunteering with a hospice in New Jersey, was drawn to hospice work because of her desire to help families when their loved ones were approaching the end of life.

Jane started volunteering at Coastal Hospice by helping with mailings in the main office. After she took the tour of the Lake, she realized there was more she could do and found that volunteering at the inpatient facility offered scheduling flexibility.

In the 12 years she has been volunteering at the Lake, there have been a number of changes. Every week is different, and Jane said she has learned something new about the volunteer role from the people she has encountered and through communication, in general. Although there may be days when the circumstances are sad, she always leaves the Lake with a sense of warmth and a feeling of connection.

While there is likely to be more intimacy and a greater attachment to patients and their families in the home setting, at the Lake the volunteer routine is likely to be different with each visit. In addition to flexibility, there are encounters with a variety of people and different tasks from which to choose. Volunteers act as the eyes and ears for busy nurses and CNAs and can get assistance if patients are uncomfortable.

It is easy to volunteer at Coastal Hospice at the Lake. Jane suggests asking the staff which patients need you to sit at bedside, then introduce yourself to the patient and just be there. Family members are often glad to see someone sitting with their loved one when they cannot. Also, with experience, you will know what needs to be done and will do it without waiting to be asked. If you want to volunteer at the Lake, be sure to wear comfortable, closed-toe shoes because there is a lot of walking, and get a tour of the entire facility, including the cafeteria and where to get ice. Lockers are provided for personal possessions, but we've found it is better to leave them in the car.

There are a variety of tasks for volunteers at the Lake, depending on your interests, including:

- ~ Patient and family companionship and socialization
- ~ Sitting with patients, even if quietly
- ~ Taking a patient by wheelchair for a change of scenery
- ~ Filling patient water pitchers with water and ice
- ~ Checking supplies in the family and kitchen area
- ~ Restocking supplies
- ~ Checking dates on food in the refrigerator
- ~ Giving tours to new families and visitors
- ~ Stocking linens
- ~ Distributing pre-packaged foods upon request
- ~ Asking an aide to call the kitchen for snacks
- ~ Assisting in meal distribution
- ~ Getting ice from the basement
- ~ Helping CNAs with patients



The most important aspect of volunteering at the Lake is the focus on patients and families. If you are interested in volunteering there, please contact Volunteer Services at **410-543-2590** or [volservices@coastalhospice.org](mailto:volservices@coastalhospice.org) so we can get you started.



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*Coastal Hospice, Inc., does not  
exclude people or treat them  
differently because of race, color,  
national origin, age, disability, sex.*

## Help us recruit volunteers

**Patient care volunteers** provide basic comfort and companionship to patients and their families at home or in nursing and assisted living facilities in Dorchester, Somerset, Wicomico and Worcester counties; and at our inpatient facility, Coastal Hospice at the Lake (see page 3 for more details). **Bereavement volunteers** provide emotional support and assistance during the 13-month period following the hospice patient's death through phone calls and support groups. **Administrative support volunteers** assist staff at Coastal Hospice at the Lake, and at our Berlin and Salisbury offices. **Thrift shop volunteers** provide support for the operation of the Thrift Shop in Berlin. Volunteers who are veterans themselves have opportunities to interact with veteran patients as part of Coastal Hospice's **We Honor Veterans** program.

Interested? Please call **410-543-2590** for more information about rewarding volunteer experiences.

## Training offered in early 2017

A combination of classroom and online learning will meet learning objectives. For those who do not have access to a computer, computers are available at the Volunteer Services Office or local libraries.

The next on-site training will be held:

**Saturday, January 28, 2017**  
**10 a.m. to 4 p.m.**  
**Philmore Commons, Suite 202, Salisbury**

To enroll, call **410-543-2590** or email [volservices@coastalhospice.org](mailto:volservices@coastalhospice.org). We will instruct you about how to complete the online portion of the training.

Specialized **bereavement training** will be held on **Saturday, February 18**, from 10 a.m. to 3 p.m.