We apologize if we have missed your birthday. Please let us know so we can add your special day to our list.

Here’s a new way you can volunteer to help in the office

In preparation for the next audit of Coastal Hospice records, a review is underway of patient charts. In a tool provided by the Joint Commission, an independent organization that provides accreditation to hospices and other health care providers, documents from both hardcopy and electronic patient records will be examined for compliance.

Volunteers could help audit hard copy records in the Salisbury and Berlin offices, and those with computer skills could review electronic files from any office. Training will be provided. Volunteers could work as much as their schedules would permit.

Interested? Please contact Volunteer Services at 410-543-2590 or e-mail us at volservices@coastalhospice.org to get started.
Meet and welcome our new Coastal Hospice volunteers

On Saturday, September 17, the first class of patient care volunteers completed the classroom portion of the 16-hour training supplemented by online learning. The classroom modules included the services provided by Coastal Hospice, the scope of different volunteer roles, family relationships and communications styles, and managing boundaries and self-care. A panel of experienced volunteers provided practical tips and advice and guided the participants through a fictitious case study.

Classroom training for patient care and patient support volunteers will be offered again in early November. Please refer anyone who might be interested to Volunteer Services so that registration for the online learning component can occur. Ideally, the online classes should be completed before attending the classroom training. Learners who do not have access to computers or confidence in their computer skills can visit the local library or schedule a visit to Volunteer Services where guidance is available.

Please welcome these new volunteers to Coastal Hospice!

Coastal Hospice Team formed for Alzheimer’s Walk on October 8

The walk will be held on Saturday, October 8, 2016 at the MAC Center at 909 Progress Circle in Salisbury behind the Holly Center. Registration is at 9:00 a.m., opening ceremony at 10:00 a.m. and the walk begins at 10:30 a.m. The walk is two miles long, and all are welcome. You can register at no cost to join the team at act.alz.org/Eastershorewalk. Or you can volunteer by registering participants from 8:30 to 10:30 a.m. Please contact Volunteer Services at 410-543-5290 or volservices@coastalhospice.org if you can volunteer.
Spiritual care and bereavement restructuring offers volunteer opportunities

For many years, spiritual care and bereavement services were separate departments and overseen by family support counseling services. In the past, the goal was to keep all counselors together. Continuity of care for families was the prevalent approach, because it seemed to be difficult for families who were familiar with the clinical teams to have a new team of professionals provide bereavement services. The decision was made to combine the two departments.

However, when regulations changed and a professional with a master’s degree was required to oversee anyone in a counseling role, it was an opportunity to consider other organizational models. While the current staff organization was able to provide continuity of care to the families, it became very difficult to manage. At the same time, there was a need to expand bereavement services to include everyone on the family and friends contact list, not just the primary caregiver. In August, the spiritual care and bereavement services function was divided into two separate departments to make the best use of available staff resources.

Rev. Sharon Hutchison will now manage spiritual care, and Rev. Howard Travers will manage bereavement services.

Rev. Travers envisions the use of phone calls, sympathy letters and 13-month surveys to reach out to everyone on the family and friends contact list. Bereavement services will also be provided to the families of patients who were referred to hospice but died before being admitted and to anyone in the local community who needs grief support. For example, one local public school recently requested help for grieving teens.

Volunteers have the opportunity to help with the growing needs of bereavement services by assisting with support and social groups; ongoing events for children like Hope and Healing with Horses and the summer Camp Safe Harbor bereavement camp; special activities; calls; mailings, and bereavement notes. Once we have more details about specific volunteer tasks, we will provide training. If you are interested in learning more about serving as a bereavement volunteer, please contact Volunteer Services at 410-543-2590 or volservices@coastalhospice.org.

Emergency drill planned for October 18

The Emergency Management/Disaster Preparedness Plan adopted by Coastal Hospice requires “practice” runs of the emergency plan to evaluate staff understanding of roles and responsibilities during an emergency situation. The plan addresses interruptions in hospice services caused by severe weather emergencies or natural disasters, pandemic illnesses, manmade disasters/accidents or interruption of utility services (water, gas, electricity) affecting the patient’s residence.

According to the plan, the safety of patients and Coastal Hospice personnel will take priority in all emergency situations. Coastal Hospice will attempt to meet its staffing needs through paid personnel, and volunteers would not be expected to report during the disaster.

The emergency drill on October 18 will occur from 8 a.m. to 12 noon. You should note the drill on your calendar if volunteering during that time frame even though you are not affected directly. If a real emergency should occur, every effort will be made to keep you informed.
Mark your calendars for the Santa Run

Do you enjoy spreading holiday cheer and bringing joy to patients and their caregivers? It’s not too soon to think about participating in this year’s Santa Run. We need Santas and elves to deliver fruit baskets, blankets, bears and other items to patients throughout the Lower Shore. Santas and elves gather the morning of the run at the Volunteer Services office where we give them items for delivery and directions. We also provide the hats and name tags; the Santas and elves provide their own costumes. Elves need a vehicle big enough for all of Santa’s gifts.

There is quite a bit of coordination involved to make the Santa Run successful. Tentatively, the Santa Run will take place on Tuesday, December 13 through Thursday, December 15, so mark your calendars. If you participated last year, we hope you will volunteer again. We could use more Santas and elves, so let us know if you want to join the festivities by contacting us at 410-543-2590 or volservices@coastalhospice.org.

Santa Dave and Elf Steve

Patient care volunteers needed!

The three interdisciplinary clinical teams now meet on Thursdays, and we need volunteers to represent us in the two-hour meetings. Our volunteers report information about patients from Volunteer Services and make notes about changes in patient conditions. The volunteers who cover the team meetings are a key part of our communications network.

The meetings in the Salisbury office start at 8:15 a.m. and 11 a.m., and the meeting in the Berlin office starts at 8:30 a.m.

Volunteers generally take turns attending team meetings based on their schedules. In addition to learning more about patient care, volunteers get to know the other members of the care teams. The Volunteer Services office relies on the updates from the volunteer’s notes to help us learn about changes in a patient’s condition. If a patient has a change in residence, condition or status and has a volunteer, that information is provided to the volunteer as soon as possible.

If you have an interest in representing Volunteer Services at these meetings, contact us.