**Happy September Birthday!**

3 James Compston  
7 Kathi Gottesman  
7 Megan Lehan  
14 Mary McCall  
18 Kevin Hughes  
18 Bertie Johnson  
19 Ellen Kaloroumakis  
20 Elaine Young  
24 Darlene Tovornik  
25 Ellen Lowe  
26 Pete Richmond  
28 Gary Hutson  
28 Hattie Miller

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

Volunteers Ginger Ayotte and Jenn Hawkins, left to right, regularly provide assistance in the Volunteer Services Office in Salisbury.

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**Volunteer Chew N Chat meeting**

New and experienced volunteers are invited to attend our fall volunteer Chew N Chats. Meetings are partly social, partly educational and always enjoyable. Beverages and dessert will be served:

- **Wed., September 28, 12:00 pm - 1:30 pm**, Philmore Commons Conference Room, Salisbury
- **Thurs., September 29, 12:00 pm - 1:30 pm**, Coastal Hospice at the Ocean, Berlin

Bring your brown bag lunch, questions, ideas and topics you’d like to discuss. We’ll supply the beverages, desserts and answers to your questions.

Please RSVP to Sally Rankin, 410-543-2590, srankin@coastalhospice.org.
Compass program points the way

Nearly three years ago, Coastal Hospice initiated a free, non-medical support program for people with serious illnesses. The Compass program, under the direction of director Mark Massey, points people in the right direction to home-based support services in Dorchester, Somerset, Wicomico and Worcester counties.

Compass participants are considered “clients” because no patient services are provided. Compass currently has 120 clients. Massey’s goal is to meet with them every four to six weeks to assess their needs, monitor their situations and help them make decisions based on facts, not fears. “Regardless of financial circumstances, the needs of the seriously ill are generally the same,” Massey said. “Only the solutions might be different.”

All are dealing with similar needs such as caregiver availability, meal preparation, suitable living conditions and social interaction. The Compass program was developed to connect client needs with available resources. For example, the client who said “my kid won’t let me use the stove anymore” prompted a conversation about Meals on Wheels. Veterans who were not signed up for benefits were referred to the Veterans Administration.

Eligible for Compass are hospice patients who have been discharged because their health has improved and they no longer meet the hospice admission criteria. Imagine patients having the support of the hospice care team – doctors, nurses, aides, social workers, chaplains, volunteers – with visits on a regular basis, and then having no support at all. Compass makes sure that they still have the support they need. Also eligible are the seriously ill who are not eligible physically or emotionally for hospice or those who are still seeking treatment.

Massey believes the greatest need has been social interaction. A significant number of Compass clients live alone and are comforted when they have someone check on them. Having a weekly visit from a volunteer also provides monitoring of the client’s overall condition. Recently, a volunteer reported a sudden decline in the client’s health. Those updates are vital in determining the timing of a conversation about hospice eligibility and services. More volunteers assigned to Compass clients could provide much needed social interaction as well as updates about changes in circumstances.

In addition to companionship, Compass volunteers have provided transportation for medical appointments, grocery shopping and local sightseeing. Many of the clients have some type of dementia. The wife of a Compass client was grateful for the volunteer’s visit, because it allowed her to wash her hair, a luxury for a caregiver who couldn’t leave her husband unattended.

Another client entered the Compass program after being discharged from a nursing home. She lived alone and through Compass was able to get enrolled in a meal program that provided two meals a day. Compass contacted the Lions Club and got her a wheelchair and glasses. A volunteer visited her regularly to provide support and companionship. When her health declined, Compass assisted her in enrolling in full hospice care.

The arrangements for Compass client assignments are similar to patient care visits; they are scheduled by Volunteer Services, and the same forms are used to record time and mileage. One major difference is that there is little medical information to share and the volunteer would be more likely to provide updates to Volunteer Services than the other way around. Regardless, the companionship of a volunteer is just one more beneficial service to the community offered through Coastal Hospice.
Volunteers needed for team meetings

Interested in the work of interdisciplinary teams? This is an opportunity to participate in the discussion of patient care and the services provided by volunteers. Care plans for patients in the home are reviewed at least every two weeks and care plans for patients at Coastal Hospice at the Lake are reviewed weekly. The meetings are held on Thursdays at 8:15 a.m. and 11 a.m. in the Salisbury area, and Wednesdays at 1 p.m. in the Berlin area. Volunteers take turns covering the meetings as their schedules permit, and take notes and update volunteer records. Training will be provided.

Interested? Please call 410-543-2590 or email volservices@coastalhospice.org.

Volunteers give nearly 16,000 hours

In the fiscal year ending on June 30, 2016, Coastal Hospice volunteers donated 15,822 hours of their time to activities that included direct patient care, patient support, administrative support, bereavement, fundraising, committee work, client companionship and Thrift Shop support:

- Thrift shop: 5549 hours
- Patient care and support: 5540 hours
- General: 3598 hours
- Bereavement: 662 hours
- Compass: 473 hours

Thanks, volunteers, for your generosity!

Introduction to Coastal Hospice for volunteers

With the number of patients and Compass clients increasing, we need more volunteers. The State of Maryland requires that patient care volunteers complete 16 hours of training covering specific learning objectives.

In response to feedback from prospective volunteers, the requirements will be met in a combination of classroom and online learning. The next on-site training will be held for one day only:

Saturday, September 17, 2016
10 a.m. to 4 p.m.
Philmore Commons, Suite 202, Salisbury

To enroll, call 410-742-8732 or email volsevices@coastalhospice.org. Instructions will be provided about how to complete the online portion of the training. For those who do not have access to a computer, computers are available at the Volunteer Services Office or local libraries.

Volunteers serve in many roles. Patient volunteers offer companionship and comfort to patients and their families. Other volunteers provide support by helping in Coastal Hospice offices, attend health fairs, help with fundraising or work in the Thrift Shop in Berlin. Volunteers who are veterans have opportunities to work directly with veteran patients as a part of the We Honor Veterans program.

If you know anyone who may be interested in volunteering, encourage them to call Sally Rankin to learn more about volunteer opportunities.
WILL WE SEE YOU THERE?

Great food, great music, and great fun to benefit Coastal Hospice at the Ocean
$75 per person * Open bar, hors d'oeuvres, live music
Reserve online at CoastalHospice.org/Blues or call 410-641-5481

Compliance Corner — Coastal Hospice influenza policy

Federal and state regulations require ongoing volunteer education on exposure to occupational hazards, use of personal protective equipment (PPE), emergency plans, fire safety, injury avoidance and workplace violence. These topics will be covered in the volunteer newsletter on a regular basis. Policy updates will be included, too.

In accordance with the Coastal Hospice Healthcare Personnel Influenza Prevention and Vaccination Program, volunteers who work in any inpatient or patient care areas at least one day between October 1 and March 31 are required to obtain vaccination or complete either an exemption or declination form. Non-vaccinated volunteers will be required to wear a surgical mask when in any patient care area for the duration of influenza season.

After the Infection Control Committee reviews the protocol for this year’s influenza season, details and the appropriate forms will be mailed to volunteers — probably in early October. In the meantime, there may be notices in your local paper and online about free and low-cost flu shot clinics in your area.