



Coastal  
Hospice

July/August 2017

# Volunteer News

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

## Hospice volunteers in the news

The Wicomico Commission on Aging at its May 11 reception recognized volunteer **Marian Doyle** for contributing 417 volunteer hours last year to the Coastal Hospice finance office where she works two days a week. Her supervisor, Nancy Ennis, says she relies heavily on Miss Marian's assistance, because she is so meticulous in her work in the areas of payroll, accounts payable, and special projects. Her contributions are incalculable.



Above: Mickey Ashby  
Left: Marian Doyle at her desk

We are also proud to announce the Maryland Senior Citizens Hall of Fame, Inc. has inducted our volunteer **George "Mickey" Ashby** into the Class of 2017 honorees. Mickey has been a regular volunteer with Coastal Hospice since 2009. Last year alone he contributed nearly 300 hours as a volunteer at Coastal Hospice at the Lake and in homes, including assisted living and nursing facilities. In addition, Mickey volunteers as a chaplain for Deer's Head Hospital and serves as community clergy for PRMC and a deacon for Lynnhaven Baptist Church. Mickey's gifts of compassion, caring and good humor continue to lift the spirits of those who need it the most and provide them with comfort and support.

## Volunteer wins best Preakness hat award

At this year's Hats for Hospice, an annual fundraiser for hospice charity care, decorated hats were auctioned and raised \$10,400 — in addition to the \$9,000 raised during the event. The judges gave awards to guests whose hats were the most creative, raised the most money, and best carried through the Preakness Day theme. Our volunteer **Stephanie Shores** (pictured above right) won the best themed hat award.

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# Welcome our newly trained volunteers!

We offered training at the Ocean Pines library for prospective volunteers on May 19, and nine wonderful folks spent the day completing the requirements to become patient care volunteers.

Topics included the Coastal Hospice philosophy, admission criteria, communication, family roles and values, cultural diversity, end of life changes, bereavement and grief, coping and self-care, and pain management, as well as the role of the volunteer.

This course will be offered again in September, location to be determined. If you know anyone who may be interested, please refer them to us at Volunteer Services.



*Above (left to right): Junice Jean, Ruth Ann Mekitarian, Peggy Herbert*



*Left (left to right): Jill Blackway, Dana Siegel, Susan Cabral*

*Right (left to right): Diana Todd, Vicki Daisy, Yvonne Field*



## Focus on individualized patient care plans

When a patient is referred to us, a Coastal Hospice admissions nurse meets with the patient and family to determine which of the services we offer is most beneficial to the patient. The results become the patient's care plan. Each discipline, including Volunteer Services, pays close attention to the services provided to home patients each month (including those in nursing and assisted living facilities) to make sure the care plan goals are met. If, for example, our care plan is to provide volunteer visits for socialization three to four times a month, we look for documentation from the assigned volunteers for those visits. If the patient should cancel, or if the volunteer did not attempt the visit for some reason, please let our office know so we can record why we did not meet the care plan goals for that month, and consider revising the care plan in the event circumstances have changed. In the next newsletter, we will cover what volunteers should and should not document from their visits and why.

# Volunteering is a pathway to healing for veteran caregiver

George Shoben's wife, Carolyn, who suffered from Alzheimer's, was a patient of Coastal Hospice for more than four years, and George was her devoted caregiver. It was a difficult time for him, watching his partner of 33 years decline.

"I grieved while Carolyn was still alive," he said. "Most of my grieving was done then. When she passed, the Coastal Hospice nurse was here. I just felt the comfort of having someone with me when she breathed her last breath."

After Carolyn passed, George attended several of the Coastal Hospice grief support luncheons held regularly throughout the Lower Shore, but received a personal "message" to give back to hospice at his local drugstore in Ocean Pines.

"I was walking through Rite Aid one day, and there were two hospice volunteers sitting there at a folding table," George said. "They asked me if I was a veteran, and if I wanted to get involved in Coastal Hospice's We Honor Veterans program. I thought that sounded interesting.

"Until then, I wasn't ready to commit myself to anything. Somehow that just came forward; it said, 'You're ready. Here's your step. Go ahead and do it'."

As part of the We Honor Veterans program, George visits veteran patients who come into hospice care, honoring them with a personalized certificate of recognition for their service and a patriotic blanket donated by the community. There's a bond that exists between the veteran volunteer and the patient.

"As I speak to these veterans, I tell them I was in the Air Force and you were in the Army, but it doesn't matter," he said. "We both took the allegiance and swore to protect the Constitution, so it sort of makes us brothers. I give them something, and they give me something in return.

"We have a nice exchange. When I salute, no matter what condition they're in, they salute back. That's automatic. It's something we learned in the military.

"Volunteering is a good marriage really, for me."



*George Shoben displays a personalized certificate of appreciation and a patriotic blanket he gives out to honor our veteran patient.*

## Hats for Hospice raises funds for charity care



Kudos to the planning committee volunteers — Diana Barber, Nancy Hall, Nancie Booth, Jenna Bowne, Alan Merritt-Hyle, Kathleen Abercrombie — for organizing another successful event! The event raised over \$19,000 for charity care for hospice patients.



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**Volunteer News Editor:** Sally Rankin



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

## *Calendar of Events*

- July 4**      **Holiday and office closed**
- July 25**      **Salisbury Chew & Chat on Safety Issues for Volunteering**  
Noon - 1:30 p.m. Philmore Commons  
*Bring a friend and learn more about the most frequent diagnoses of patients admitted to hospice*
- August 22**      **Berlin Chew & Chat on Safety Issues for Volunteering**  
Noon - 1:30 p.m. Racetrack Rd.  
*Bring a friend and learn more about the most frequent diagnoses of patients admitted to hospice*
- September 26** **Salisbury Chew & Chat Roundtable with Clinical Team and Veteran Issues at End of Life**  
Noon - 1:30 p.m. Philmore Commons  
*Open forum with the Clinical Team Leaders followed by a presentation on the issues and medical problems affecting veterans at the end of life. Bring a friend.*

- October 24**      **Berlin Chew & Chat Veteran Issues at End of Life**  
Noon - 1:30 p.m. Racetrack Rd.  
*Bring a friend and learn more about the issues and medical problems affecting veterans at the end of life.*
- November 28** **Salisbury Chew & Chat Open Volunteer Forum**  
Noon - 1:30 p.m. Philmore Commons  
*Share your favorite experiences, get perspectives from other volunteers and enjoy an exchange of ideas in an open discussion.*
- December 12** **Santa Run**  
*This begins the multi-day delivery of gifts and holiday cheer to hospice patients.*
- December 20** **Volunteer Holiday Party**  
11 a.m. - 1 p.m. Philmore Commons  
*Mark your calendar for this festive party .*
- December 25** **Holiday and office closed**