

# VOLUNTEER NEWS

Summer 2018 | Volume 6 | Number 3

## Highlights

A New Volunteer Training Experience

Just Plain Shane

The Bridge Builder

2018 Volunteer Appreciation Dinner

Who Cares?

Veteran Spotlight

Hope for the Future

## Our Mission:

To provide every family a compassionate and personalized end-of-life experience that exceeds their expectations.

The Volunteer News is a quarterly publication for all Hospice of Central Ohio volunteers and the community. Its purpose is to **inform** readers about upcoming events, volunteer opportunities and organizational updates, as well as **educate** about how to support those involved in providing end-of-life care.

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# Staying Current with HOCO: A New Volunteer Training Experience

*Gretchen Davis, Kids' Camp Co-Counselor*

I would like to recommend and encourage existing Hospice of Central Ohio (HOCO) volunteers to participate in a New Volunteer Training series. I became a volunteer in 2009, and I embraced the notion of a “refresher” course. I needed that. But even more, I really needed a huge dose of being surrounded by good, caring, and purposeful people. As always, being a HOCO volunteer, you get way more than you give.

Liz and Pam have perfected the training sessions. The topics ranged from the all-encompassing aspects of what hospice means and does, to the specifics of what role each of us can give this great organization. Many HOCO staff members spoke with us, as we all listened, mesmerized by their contributions, dedication, and expertise.

Liz and Pam are wonderful teachers and mentors. Learning is easy when you have such respect and admiration for those teaching you. We learned through lectures, group discussions, role playing, as well as

concrete examples and situations. We even learned the correct way to wash our hands. That will never be the same for me! (Pam sprayed our hands with a glow-in-the-dark solution which revealed every lurking germ on our hands!)

Many aspects and skills that were discussed during this new volunteer session make a lot more sense to me now, than when I was a “new volunteer.” Having seen and experienced various hospice situations over the years, I feel that my mind has become eagerly receptive and reflective to learn the skills and thought processes that HOCO has nurtured and developed in us, so that we can, in turn, provide comfort to those we serve.

Being a part of this new volunteer training session has put many things in perspective and context, and has made me feel better equipped for my continued work as a HOCO volunteer, and for life!

I am so proud of Hospice of Central Ohio—proud and honored to have met a new group of volunteer team members. They are incredible!

*Editor's note: If you'd like to attend part, or all of, the next New Volunteer Training series, please contact Liz Adamshick, Volunteer Services Manager, at 740.788.1404, or via email: [ladamshick@HospiceofCentralOhio.org](mailto:ladamshick@HospiceofCentralOhio.org)*



## 2018 New Volunteer Training Series Schedule\*

Note: All sessions run from 6:00–8:30 pm unless otherwise noted.

Attendance at all four sessions in a series is required prior to placement.

Schedule subject to change; please contact Volunteer Services for updates.

\*Prerequisite:

Those wishing to attend one of the above series must first complete the application, interview, and screening process.

Please contact Volunteer Services 740.788.1404 or [VolunteerServices@HospiceofCentralOhio.org](mailto:VolunteerServices@HospiceofCentralOhio.org)

### NEWARK

2269 Cherry Valley Road ■ Newark OH 43055  
August 7, 9, 14 & 16  
October 15, 16, 22 & 23

### LANCASTER

1585 E Main Street ■ Lancaster OH 43130  
September 10, 11, 17 & 18—5:30–8:00 pm

### COLUMBUS

805 Hillsdowne Road, Suite A ■ Westerville OH 43081  
November 5, 6, 12 & 13

### TOPICS INCLUDE:

Referral-to-Bereavement: The Hospice Journey, Self-Care, Boundaries, Meet the Team!, Communication, Active Listening, and “The Flip”, Music & Memory, Veterans Support, Building a Culture of Philanthropy, Support for Someone who is Grieving, Music & Memory Companions, Veterans Support, Caring Presence Vigil Companions

## Quarterly Question

How have you grown since joining the Hospice of Central Ohio Team?



Since I've joined the Hospice of Central Ohio Team, I have grown and continue to grow as I nurture my much-lacking patience. At first, I felt such a need to take action, any action,

while in the presence of my patients with whom I was uncomfortable just staying in the moment. In each case, I really had nowhere else I needed to be, nothing else I needed to do, since I had cleared my calendar for my patient visits. Sometimes, I discovered: less is more. Intellectually, I knew I wasn't sent as a patient companion to fix the patient, and accepted that I was not equipped to do so. Still, I've had to learn to allow the patient to own the moments we share together. Usually, I head to my patient visits after a flurry of activity in my personal life, so I have trained myself to take a few brief moments prior to each visit to meditate and clear my mind of racing thoughts so I can enter the world that my patients are experiencing. How can I be a compassionate active listener if my mind is running through other random thoughts? My patients deserve that level of attention and I am working with each visit to improve my ability to give that to them.

*Debbie Hamrick, Patient Companion,  
Caring Presence Vigil Companion*



# Happy Birthday!

## July

Eleanor Smith  
Angie Chickowski  
Renee Baker  
Jane Walker  
Joan McKay  
Rita Cochran  
Marilyn Dresser  
Gayle Mock  
Bernadette Tippie

## August

Paul Busta  
Gladys Lawrence  
Beverly Puckett  
Jillian Rine  
Mary Wilson  
Lynda Huey  
Becky Meigs  
Kendra O'Reilly  
Linda Ailes  
Jonna Carney

## September

Jody Deck  
PJ DerringerMatteo  
Molly Kurtz  
Tyler Albl  
Sandra Mead  
Tovey Nederveld  
Sarah Ahrendt  
Henry Lewis

## Just Plain Shane



*Alyce Shane, Volunteer Services  
Administrative Specialist*

Living out in the country has its perks and its challenges. That's okay, I like challenges. So, when the recent rains washed out our drive way, I emphatically took on the task of filling in the car-swallowing pot holes. And I did it!

By hand. Alone. With a shovel. And a pet chicken.

I always thought of myself as a bit of a pioneer. Not so much as one embarking on some new adventure or exploring untrodden places, but more of a person living in an era when one would use primitive means or tools to get a job done. For example, why use a tractor when I have a perfectly healthy horse doing nothing but eating grass at that moment? Or, why buy already-made soap at the store when I can milk a goat, add some lye, and wait a few months for my own? Yes, I am that person. Filling in those potholes was not an opposing task to me. So, I walked to and fro, with my shovel in hand and a curious chicken alongside, as I foraged over the fields and creek to select large rocks that I thought would steadfastly hold their place during the next gully-washer.

I worked on this project for a good part of the afternoon, collecting the rocks, carrying them up the driveway and placing them strategically in the mud to fill the holes. I appreciated that each rock had a different style about it. Some had a fossilized leaf or shell here and there. Some were shimmery or lined with water edges and weathering. Many hid earth worms or crawly things beneath them (which the chicken snatched up with delight). Alone in the field or along the creek bed, each rock didn't seem to do a lot by itself, but as each one came together to fill the holes in my driveway, they took on the shape of a bridge, a solid surface, making the impassible areas a safe place to travel again.

Isn't that so much like us? Alone, we have our own complex qualities, maybe even some wear and weathering, but placed together we fill so many needs for others. In some cases, we may be the only means for someone to move forward. We may be that rock that holds them up as they carry the weight of their world. As rocks interlock to bear a load, we interlock with one another to share the significance of the burdens that we each encounter in our daily lives.

Here at HOCO, building a "rock solid foundation" seems

to come so naturally to our volunteers. It's impressive how each one finds their place and holds steadfast, solid and unmoving, for the families that need them. With each training and compliance completed, the foundation becomes stronger and more concrete. It's important to the infrastructure of our team that every member remains on track with the trainings and knowledge checks. Together, we become a more stable place for those we serve.

Remain rock solid, my friends.

## The Bridge Builder

*By Will Allen Dromgoole*



An old man, going a lone highway,  
Came at the evening cold and gray,  
To a chasm, vast and deep and wide,  
Through which was flowing a sullen tide.  
The old man crossed in the twilight dim-  
That sullen stream had no fears for him;  
But he turned, when he reached the other side,  
And built a bridge to span the tide.

"Old man," said a fellow pilgrim near,  
"You are wasting strength in building here.  
Your journey will end with the ending day;  
You never again must pass this way.  
You have crossed the chasm, deep and wide,  
Why build you the bridge at the eventide?"

The builder lifted his old gray head.  
"Good friend, in the path I have come," he said,  
"There followeth after me today  
A youth whose feet must pass this way.  
This chasm that has been naught to me  
To that fair-haired youth may a pitfall be.  
He, too, must cross in the twilight dim;  
Good friend, I am building the bridge for him."

# Continuing Education and Learning Opportunities

## Save the Date!

Annual Fall Conference  
Friday, September 28th, 2018  
Details to come—don't miss it!

Have you looked into these end-of-life resources?  
Give them a try!

### Death Without Duality: Three Both/And's at End of Life



by Courtney E. Martin (@courtwrites),  
columnist for "On Being"

<https://Onbeing.org/Blog/Courtney-Martin-Death-Without-Duality-Three-Both-And's-at-the-End-of-Life/>

### The Journey Ahead: End of Life



PBS, Season 22 Episode 4 | 26m 52s

<https://www.PBS.org/Video/KVIE-Viewfinder-Journey-Ahead-End-Life/>

### 48 Compelling Books About Death and Dying



BookBub, Kristina Wright, February 6,  
2018

<https://www.BookBub.com/Blog/2018/02/06/Books-About-Death-and-Dying>

## Volunteer Services Staff

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Please contact us to learn more about how you  
can bring comfort to the people in our care.

Hospice OF CENTRAL OHIO PRESENTS  
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A ROOF-RAISING FUN-RAISER

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## The Talk of a Lifetime

How well do you know the people who matter  
most to you?

We may know about some of the significant  
people, places and events that have shaped their  
lives, but we don't know everything. Sharing  
stories with loved ones can help bring us closer  
to the people we are about most. In this session,  
you'll learn how to get the conversation started,  
and walk away with so much more than you ever  
imagined...join us!

### COLUMBUS:

Thursday, July 12, 6:00 - 7:30 pm

### LANCASTER

Tuesday, July 17, 5:00 - 6:30 pm

### NEWARK

Wednesday, July 25, Noon - 1:30 pm

# 2018 Volunteer Appreciation Dinner: “Celebrating Excellence!”

National Volunteer Week took place in April, and Hospice of Central Ohio honored its dedicated volunteers at the Volunteer Appreciation Dinner on April 26, 2018. The event was held at The Grove by The River in Newark, Ohio, and catered by Doug’s Far Side Catering.



Stacy Geller, VP of Philanthropic Development, and Sue Michelson, Program Director, co-presented awards at the event, and conveyed heartfelt messages of gratitude for the volunteers’ commitment to our mission: to provide every family a compassionate and personalized end-of-life experience that exceeds their expectations. Here’s what that looked like, through the eyes of the volunteer team members, in 2017:

Over 150 volunteers gave 8,300 hours of service in 2017. As a result,

- 57 campers and their families are better able to heal from their losses.
- Over 1300 patients were reminded that they are so much more than their diagnoses.
- Caregivers could breathe easier, even for a little while, and leave the house feeling reassured instead of scared or guilty.
- Over 500 event patrons’ reasons for investing in us were, once again, affirmed.

Following a wonderful dinner, Stacy and Sue presented our annual service awards to these individuals:



**The Spirit of Hospice “Rookie” of the Year Award**, which is given to an active first-year volunteer who has embodied the spirit of giving his or her time and talents to Hospice of Central Ohio, was presented to Lynda Huey of Westerville, Ohio. Lynda was nominated by Shannon Revercomb, RN Care Manager.



**The Center of Care Award**, which is given to a volunteer who is active in direct patient or family care and exemplifies the care offered to the patients and families of Hospice of Central Ohio, was presented to Rita Cochran of Heath, Ohio and who nominated by Kelly Stansell, Medical Social Worker.



**The Kathleen M. Brown Leadership Award**, is given annually to an active volunteer who has consistently demonstrated strong leadership abilities, whose service involves multiple levels of involvement, and who has made a positive impact in the fulfillment of the organization’s mission. Chanda Frenton of Granville, Ohio was this year’s recipient, nominated by Peggy Streby, Executive Assistant for The Foundation of Hospice of Central Ohio.



The evening culminated in the presentation of the organization’s **Selma Markowitz Lifetime Achievement Award**, for lifetime service to one active volunteer with multiple years of service, who has demonstrated commitment over time to the organization’s mission, and who has made a positive impact on that mission as well the organization’s growth. Sylvia Braunbeck of Newark, Ohio was this year’s recipient. Sylvia was nominated by Julie Patton, RN, Team Leader for the Inpatient Care Center.



The lead sponsor of the event was Park National Bank, with awards sponsors being Criss-Wagner Hoskinson Funeral and Services, Bricker & Eckler Attorneys at Law, Kendal at Granville, and The Granville Investment Group, Inc. Baker Creed Heirloom Seeds was this year’s gift sponsor.



## “Who Cares?”

—Profile of an Active Volunteer

*Pam Scanlon, Volunteer Services Coordinator*



Everyone has a story to tell and a reason for being here, and this volunteer is no different. Rita Cochran was born and raised in Newark, Ohio. She moved to Columbus briefly after she was married and while there, worked at Battelle Institute and Stocker and Sittler Oil Company until she and her husband decided they no longer wanted to work for

someone else. They started their own company, Video Plus, where they produced videos for weddings, photo montages with music, safety programs for companies, etc.

When they decided to retire, they bought an RV and spent the next five years on the road, visiting all 50 states and Canada. After they completed their travels, they settled in Tucson, Arizona and started taking overseas trips. They visited five of the seven continents, only missing Australia and Antarctica. It was on one of those overseas trips that Rita’s life was forever changed. Her husband passed away while they were visiting Thailand. Upon her return to Tucson, she joined a grief group to help her cope. She returned to Ohio in 2013 so that she could be near her family. After her return, she lost her mother and uncle on our Inpatient Unit. It was after those losses that she decided that she needed to find support and a way to give back, so in 2014, she came to volunteer with us.

Rita was the recipient of this year’s Center of Care award. She fills a couple of different roles with us. She is a Caregiver Companion, where she supports patients’ caregivers through phone calls. She also helps us in the office, entering timesheets into volunteers’ records, updating internal reports, and coordinating HOCO’s sympathy card outreach. She has also worked with our Ladies Night Out and Light up a Life events. She is truly a “jane-of-all-trades.” There isn’t much that Rita can’t or won’t do for us, and for that we are extremely grateful. When asked what keeps her coming back, she replies that she feels welcomed, cared about, and valued by the other members of the HOCO team.

Thank you, Rita, for all that you do for us. We are so very glad to have you as part of our team!

## “Veteran Spotlight:

### Honoring Rodger Watson

*Kelly Stansell, LSW*

On Monday April 9th, I had the sincere privilege of attending a HOCO veterans pinning ceremony for patient Rodger Watson. Having never experienced a pinning before, I was very eager to be a small part of the event. I couldn’t have been more honored to be present with Rodger and his family on that day. The three Patient Companions who conducted the pinning were professional, compassionate and truly interested in Rodger and his time in the military. They listened contently as Rodger shared his military experiences and they were grateful and appreciative of his service. I saw Rodger smile from ear to ear as he was truly touched by the acknowledgment he received. I feel honored to be a small part of an organization who values the service and sacrifice of our nations veterans. It was a day I will never forget and I’m sure it will stay with Rodger for the rest of his days.



# Hope for the Future: Reflections on a Denison Research Project

*Liz Adamshick, Volunteer Services Manager*

In my pre-HOCO professional life, I had the privilege of working with youth and young adults. I was a high school teacher and youth minister, then college campus minister at The Ohio State University. I truly and thoroughly loved my time in those settings, sitting front row center as the future of education, medicine, culinary arts, and social services unfolded before my eyes. It was helpful that these fine young folks were about the same age as my younger sister when my career began—I could relate because I was only a few years older than my students.

As my career progressed and the age gap increased, I still found myself enchanted by the enthusiasm and energy of a young mind, married to a hopeful heart. And...they were scary smart. Their intellectual horsepower consistently left me wishing I could be a perpetual student, soaking up all I could learn in one semester after another. They made education fun and attractive.

Fast forward to this winter at HOCO, where, after years of working with a variety of colleges and universities in our service area, we were fortunate to partner with an Organizational Psychology class at Denison University, taught by Dr. David Przybyla. His students were in need of a community partner who posed a particular question that would test their research and strategic thinking skills. We offered them the following: “Why do volunteers stay with Hospice of Central Ohio, and what factors influence volunteer retention?” Perhaps you were one of the volunteers who agreed to participate through surveys, phone conversations, to share your valuable input. If you were, thank you kindly for that.

What these students did with that question, and the data we provided, blew me away. The class divided into seven teams, created fictitious consulting firms, and presented their findings to us as if bidding for a business contract with us. They gathered feedback from current HOCO volunteers, fellow Denison students, and, in one team’s case, a relative who worked in healthcare in Massachusetts. Wow. Then, as if that wasn’t enough, they came dressed to the nines to present their findings

and recommendations at an evening gathering that could have easily stretched into all hours of the night. After having spent their days in class. Wow again.

Here’s what they told us.

HOCO volunteers stay with us because they feel valued, they know they make a meaningful difference in the lives of the people we serve, and because they are given the chance to pay it forward, “it” being their own experience of hospice care as family members. The latter account for about 90% of our active volunteer team. The students identified challenges as well, from lack of time and occasional miscommunication as areas where we can improve. We hung on their every word.

But perhaps the most consistent theme throughout each team’s presentations was the need to engage and involve more youth and young adults in our volunteer workforce. The data we gave them clearly highlighted the need for even more skilled, motivated, and intelligent young adults to provide excellent care to our patients and families. They also did more than mention that college-age individuals are hungry for workplace experiences that will better-prepare them for the jobs and careers awaiting them after graduation. Could Hospice of Central Ohio be part of their skill development, and offer them real-life settings in which to explore their abilities? I don’t remember, but I may have jumped up out of my chair that evening and fist-pumped a loud “YES!!” into the air.

So now the work begins. How can we expand our current opportunities, and responsibly adapt our inquiry-to-placement processes to be more youth-hospitable? Dr. Przybyla’s class did more than speculate on this score. They gave us examples, templates of recruitment materials, training models and formats, and a wealth of other recommendations that we are currently applying in our relationships with Denison and the other universities with whom we have built good relationships—Ohio University (main, Lancaster, and Zanesville campuses), The Ohio State University (main, Newark, College of Pharmacy, and College of Social Work), Capital University, to name a few.

Rest assured we will provide updates as the face of volunteer involvement changes here at Hospice of Central Ohio. And join us in our excitement! We are an incubator for the future of healthcare.

I sure do love my job...