



NATIONAL VOLUNTEER WEEK Celebrate Service

April 7 - 13, 2019

I enjoy and appreciate all the seasons of the year for the unique and rich beauty each one gives us, but I hold a special place in my heart for spring. Maybe it's because the peaceful grays and tans of winter give way to the riot of colorful greens, yellows and shades of purple blooming without apology beneath my feet. Or is it because our days are bookended with increasing light and warmer temperatures? It could be the reunion of meadowlarks, warblers and the elusive mockingbirds that takes place at the busy birdfeeders lining the ridge near our house. It's all of these, of course. And, it's the time of year that we shine a grateful light on the efforts of our volunteer staff members for all that you give, and do, and the difference it all makes.

Think of it — you touch hearts with your willingness to choose a bedside visit over perhaps an extra hour of sleep or TV. You do it by showing up every week to help keep patients' medical records secure and accessible to the clinical staff who refer to them when updating a Plan of Care. You touch the future with your undivided attention, given during Kids' Grief Camp week to a 9-year-old who needed to talk about her mom. You touch lives with your hospitable smile and welcome at our Keys of Life event, greeting a patron and thanking him for his support.

You matter a great deal to the people you serve. You also matter to the paid and other volunteer staff with whom you share this vital mission of tenderness and compassion at end of life. Furthermore, you matter to the community that thanks you for being part of the hospice experience they had as family members. As an organization, Hospice of Central Ohio is better because you signed up, attended the training series, rolled up your sleeves and got to work.

Spring holds a special place in my heart, and so do you, each one of you. I am grateful for the new life you breathe into our collective effort. Thank you for reminding us all of the value of selflessness every day.

Liz Adamshick, Manager, Volunteer Services

Our Mission:

Our mission is to celebrate the lives of those we have the privilege of serving by providing superior care and superior services to each patient and family.

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. Copyright © 2019 Ohio's Hospice, Inc. All rights reserved.



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Starting Off on the Right Foot



Christin Gallant

I would like to start off by saying thank you to those who submitted their annual compliance knowledge checks so quickly. With the first compliance piece of the puzzle done, we have four more to go this year. The other training documents that will come are: Emergency Preparedness, HIPAA,

OSHA and Infection Control. I would like to thank you in advance for making the process of tracking so seamless. Let's make 2019 a great year!

When we are compliant, we are helping Hospice of Central Ohio protect the health, safety and welfare of others. It makes us feel good to “do the right thing.” We feel empowered by helping our organization run smoothly. There are many regulations and requirements established to help us adhere to high standards. It is important that we do our part, so our team can be successful. Just think of it as a well-organized choir; when all the singers work together, it can sound amazing. Even though a choir has different sections: soprano, alto, tenor and bass, the singers work together to get to the right sound. Although each section of the choir sounds different in pitch, together they are a family; no section is more important than the other. The same applies to compliance — regardless of our job title, we all have a part in the process to keep things running smoothly.

I am happy to be in this together with all of you! You are making the tracking process very easy for me so far, and I truly appreciate that. So, let's get ready to exercise our brains over the next several months and learn why it is important to be compliant.



**May you get all
of your wishes
but one, so
that you will
always have
something to
strive for**



Your Volunteer Services Team

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Foundation Notes

We are creative when it comes to supporting patients in our care and know how important it is for us to take this approach. In our patient-centered environment, it's essential that we continually research our options for relieving someone's pain, connect with community resources that will ease an unexpected burden, and identify strategies that will improve someone's quality of life.

Shown here is an example of just some of the resources and the costs associated with each that we've been able to provide to patients and their families, through the generosity of our donors. As you can see, financially supporting the needs of people in the end-of-life experience is diverse and within reach. We are grateful for each and every donation we receive, especially when we have such clear evidence of the difference it makes. Thank you for all the ways you support our patients, their families and the communities we touch!

The Impact of Your Gift

Giving a one-time or recurring gift is very easy, and it helps make an impact at hospice — no matter the amount.

\$15	Week of art supplies for a child at Camp HOCO	\$650	Per child to attend Camp HOCO
\$25	Daily snacks and meals for a child at Camp HOCO	\$1,500	StarGazer Therapy projector
\$50	Patient safety monitors/month	\$2,500	Annual costs for Pet Therapy Program
\$100	Veteran pinning ceremony	\$5,000	Care for an uninsured patient
\$500	Per patient allows us to offer a full complement of alternative therapies		

Volunteer Birthdays

April

Katie Julian
Ann Robinson
Rita Garrett
Joe Kennedy
Lesley Torello
Judy Wagner
Marykatherine Butlerwion
Jerren Every
Kate Jiggins

May

Zane Wachtel
Heidi Plavecsky
Philip Gariety
Rosie Rieser
Kathy McMillen
Kristy Anstaett
Pegi Lobb
Brenda Shen
Debra Shelly
Aayush Sharma

June

Jan Farran
Allie Stefan
Pat Oakey
Lynda Wagner
Beth Morris
Zach Wilson
Jerry Felty
Jack Saczawa
Ellie Smith

Continuing Education and Learning Opportunities

Planning for this year's Volunteer Appreciation Dinner is well underway, so it seems fitting that for the spring issue of Volunteer News, we focus our Continuing Education opportunities on the topic of gratitude. We are touched every day by the gratefulness of our patients and their families. Furthermore, we appreciate all the acts of kindness and compassion you and your teammates give to the communities we serve. Gratitude is the fertile soil that nurtures the seeds of our compassionate intention. It's the motivation behind so many new volunteer applicants' interest in joining our team. We hope you'll find these learning resources inspiring and affirming. Enjoy!

"Gratitude" by Michael Perry

<https://www.youtube.com/watch?v=BV3prvuhel8>

A short audio recording of the essay Michael Perry wrote, first published in his weekly column "Roughneck Grace" for the Wisconsin State Journal, and later included in his compilation of the same name.

"Gratitude: The Short Film" by Louie Schwartzberg

<https://vimeo.com/44131171>

Using his incredible skills, photographer Louie Schwartzberg collaborates with Benedictine monk Brother David Steindl-Rast, who narrates this lovely visual and verbal tribute to gratitude. Watching and listening to this reflection is a great way to start, or end, your day.

TED Talk: "Want to be Happy? Be Grateful"

https://www.ted.com/talks/david_steindl_rast_want_to_be_happy_be_grateful?language=en

And here is Brother David Steindl-Rast's TED talk on the path to happiness. Nearly 7 million views of this video — inspiring and affirming!

"A Simple Act of Gratitude: How Learning to Say Thank You Changed My Life" by John Kralik

In this personal and touching memoir, John Kralik describes how he went from an all-time low to a happy and flourishing life through the simple act of writing thank-you notes. During a particularly difficult time in his life, Kralik had an epiphany: perhaps he would find life more manageable if he focused on what he did have rather than what he didn't have.

He began his gratitude journey by setting a goal for himself: over the next year, he would write 365 thank-you notes, one per day. As he produced each handwritten note, he noticed profound changes occurring in his life. In "A Simple Act of Gratitude," Kralik outlines a roadmap for anyone struggling to make similar changes in their life.

"The Psychology of Gratitude" by Robert Emmons and Michael McCullough

This book is perfect for students, professionals, or anyone interested in a more solid foundation in the theory, philosophy and evidence surrounding gratitude as a psychological construct.

"The Psychology of Gratitude" draws from multiple perspectives and borrows from multiple fields to put together a comprehensive backstory for this hot

Continued on the next page.



You are appreciated.
Thank you.

research topic. You will learn about the theories behind gratitude, including from an evolutionary perspective, from a moral viewpoint, and even with a focus on physiology.

“Gratitude in Education: A Radical View” by Kerry Howells

The intersection of gratitude and education has been at the center of Dr. Kerry Howells’ research on educational philosophy for many years. In her latest book, “Gratitude in Education,” Howells takes the notion of gratitude from the framework of positive psychology and applies it to both effective teaching techniques and student ownership of their learning. Powerful examples from teachers and students, and quotes about gratitude from many different voices, provide inspiration to do things differently in the classroom, staffroom and at home.

“Giving Thanks Can Make You Happier” Harvard Health Publishing, Harvard Medical School

<https://www.health.harvard.edu/healthbeat/giving-thanks-can-make-you-happier>

Excerpt from the article: “In positive psychology research, gratitude is strongly and consistently associated with greater happiness. Gratitude helps people feel more positive emotions, relish good experiences, improve their health, deal with adversity and build strong relationships.”

Volunteer Timesheets and Patient Visit Reports



Remember to please submit your volunteer hours as soon as you complete your shift or visit (no more “month at a time” submissions, please!). Our reports must be accurate and timely, and it’s amazing how a few hours of your hard work

can make a difference on the reporting side of things!

Thank you for getting your Volunteer Timesheets and Patient Visit Reports to us on time!

2019 New Volunteer Series Schedule

Note: All sessions run from **6:00–8:30 pm**
Application and initial interview required
in order to register.

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

NEWARK

2269 Cherry Valley Road • Newark OH 43055

May 13, 14, 20 & 21

September 9, 10, 16 & 17

LANCASTER

1585 E Main Street • Lancaster OH 43130

July 8, 9, 15 & 16

COLUMBUS

805 Hillsdowne Road, Suite A • Westerville OH 43081

April 9, 11, 16 & 18

August 6, 8, 13 & 15

November 5, 7, 12 & 14

ZANESVILLE

1166 Military Road • Zanesville OH 43701

June 4, 6, 11 & 13

October 7, 8, 14 & 15

Please contact Volunteer Services to begin the
application process:

740.788.1404

VolunteerServices@HospiceofCentralOhio.org

***Schedule is subject to change.
Please contact VS for updates!***

Here's a wild idea: New Volunteer Training as Continuing Education Credit!

If you're wondering how to fulfill your Continuing Education requirement, why not join an upcoming New Volunteer Training series, attending one of the sessions offered as scheduled below? It's a great way to meet your newest fellow volunteers and get a refresher course on the basics of volunteering with Hospice of Central Ohio. A four-part series, the New Volunteer Training covers different topics each night:

- 1st night:** **Referral-to-Bereavement — An Overview of the Hospice Experience**
Boundaries & Self-Care
- 2nd night:** **Interdisciplinary Group Panel Discussion**
Active Listening
- 3rd night:** **Introduction to Bereavement**
Building a Culture of Philanthropy
HIPPA & Infection Control
- 4th night:** **Music & Memory Companion**
Caring Presence Vigil Companion
Serving Veterans at End of Life
Volunteer Involvement Basics: Policies and Procedures, Compliance Requirements

Contact Volunteer Services to let us know you plan to attend. We'll provide training materials and other resources to help keep you current with what it takes to become — and remain — an active volunteer staff member. Join us!

If you've come across an article, film, documentary or other resource helpful to your volunteer work with Hospice of Central Ohio, we'd love to hear about it! Please send your learning suggestions to: LAdamshick@HospiceofCentralOhio.org. We'll gladly share them in our next Volunteer News newsletter!

Note: all active Hospice of Central Ohio volunteer staff are required to complete two (2) hours of Continuing Education credits in a 12-month period to retain active status. Please refer to the Continuing Education policy, found when you log into your HOCO web site account (where you find the Volunteer Timesheet and Patient Visit Report forms).

For more details contact Christin Gallant, VS Administrative Assistant, at 740-788-1406, CGallant@HospiceofCentralOhio.org.

Quarterly Question:

“What Are You Grateful for in Your Life?”

Please send your responses and reflections to Liz Adamshick at LAdamshick@HospiceofCentralOhio.org



The Kindness Connection

To help us create and sustain a culture of kindness here at HOCO, we've created The Kindness Committee. Would you like to join this group in helping shape our organization's commitment to this core value?

For more information, please contact Liz Adamshick at 740.788.1404.

What does it mean to presume good intention?

I think about this sometimes when I'm in traffic and the driver behind me is swerving in and out of the lanes, or cuts in front of me. How easy it is to draw immediate and sweeping conclusions about their character, or what's in their heart. I don't even know them, and I've already determined that he or she is not a good person, irresponsible, careless...the list goes on and on. And I've expended quite a bit of emotional energy reacting with frustration, judgment and anger to an encounter that probably lasted no more than fifteen seconds.

If I try shifting my emotional reaction to something more kind and charitable, I do us both a favor (I can also really get creative with the possibilities). Maybe they just learned that someone they love was rushed to the hospital, and they're rushing there themselves. Or they're late for work and for all kinds of reasons, can't be late one more time or they'll be written up by their boss.

It isn't the truth of any of these possible scenarios

that matters; it's how I suspend judgment and allow the rational thinking part of my brain (the neocortex) to weigh in and offer additional data to my emotional response. In the time it takes me to do this (six to 10 seconds), I've allowed another human being to be more than the snippet of "bad behavior" I've experienced in a high-pressure situation. I've trained my brain to use more of its resources and further developed a more integrated tool to use the next time I feel like limiting my response to an emotions-only reaction. I've given us both a tremendous gift that will just keep on giving, if we continue to practice using it.

Presuming good intention is the combined act of pausing and looking compassionately for other possible explanations for someone else's behavior. There's always more to the story than what we observe, and more going on below the surface that may not be visible, unless we're willing to look with our hearts and not just our eyes. How many times have I acted irrationally, and prayed for understanding or forgiveness on the other end of those actions? More than once, I can tell you.

Cultivating a culture of kindness is rooted in our willingness to give each other second chances, the benefit of the doubt, and amnesty for the times when we miss the mark. Such generosity of spirit creates a workplace where it's safe to be vulnerable, to admit we don't know everything, or that we sometimes make mistakes.

Remember that the next time you're behind the wheel.



“Who Cares?” — Profile of an Active Volunteer: Lashonda Payne



Pam Scanlon - Author

If you ever doubted that the most effective volunteer recruitment method is word-of-mouth, I'd like you to meet Lashonda Payne. She is one of our amazing Patient Companions and has also served as a Music & Memory Companion as well as a member of the Newark Inpatient Care Team.

Lashonda comes to us originally from Pickerington, Ohio, from a family of five, including her mother, two younger brothers and her younger sister. She is a first-generation college student. She graduated from Denison University with a bachelor's degree in chemistry in the spring of 2017. She has recently finished studying for her MCAT exam and plans to attend medical school in the fall of 2020.

Her journey with Hospice of Central Ohio (HOCO) began thanks to two fellow Denison students she met during her freshman year. These new friends were already volunteering with us, and they spoke so highly of their experience here (not only with the patients but with the paid staff as well). Lashonda was inspired to carve out her own niche with us. The initial interview and training really made her feel like she'd found a home at HOCO.

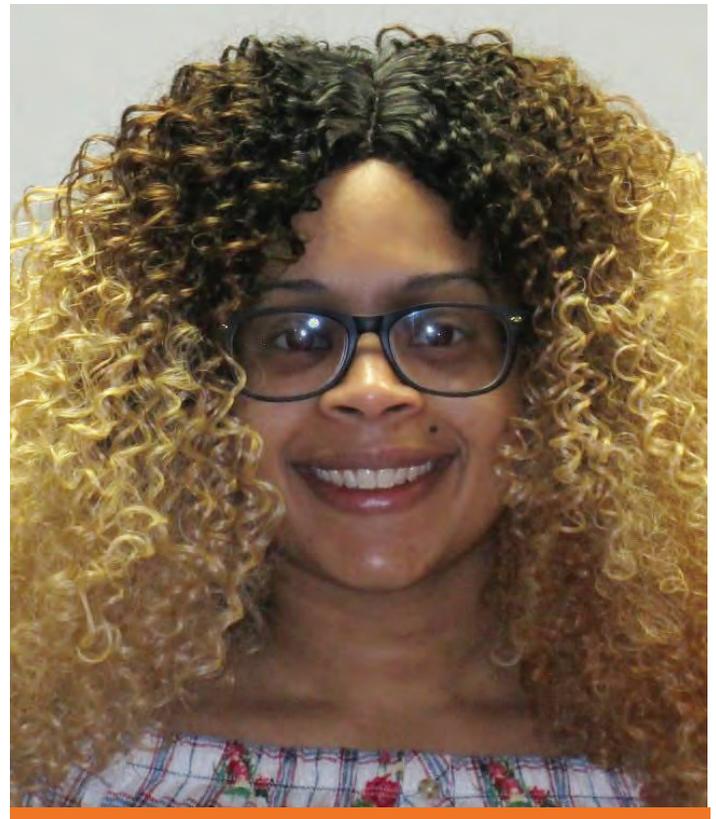
Lashonda enjoys keeping busy; as an undergraduate, she made sure to devote time to not only studying but also working and volunteering. At Denison, she worked in the Department of Human Resources, Office of Admissions & Financial Aid, in the Office of Campus Safety and as Head Resident for the Residential Life Community. She also volunteered for Big Brothers/Big Sisters and the American Red Cross in addition

to Hospice of Central Ohio. Talk about energy and determination!

In her free time, she enjoys reading, especially self-help books and books on happiness and self-compassion. She also loves to dance and was on a dance team while at Denison. She is currently part of a dance community in Worthington that focuses on African dance mixed with reggae. She also practices yoga, meditation, exercising and catching up with old friends now that she has some time before starting medical school.

When asked about staying on with us after she graduated from college her reply was beautiful. "I feel like Hospice is part of who I am," she said. "It's something that lights me up on the inside."

We are grateful for all that Lashonda gives so graciously to our patients and look forward to all that she has yet to accomplish as a Hospice of Central Ohio team member.



Lashonda Payne