



HEART BEAT

May 2010

VOLUNTEER APPRECIATION

**A
RESOURCE
FOR
Hospice
of
Davidson County
Volunteers —**

*the heart of
our hospice
care team.*

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APRIL 18-24 National Volunteer Week

HODC recognizes the value of our volunteers and how much we rely on your support each day. HODC volunteers go above and beyond in service to our patients, families, and in supporting our daily administrative needs. How about some volunteer trivia....

Did you know?

- ♥ In the first quarter of 2010, patient family volunteers gave more than 130 hours in home visits
- ♥ Administrative volunteers gave over 200 hours of time in

support of office staff.

- ♥ Over 100 hours have been given to make prayer shawls
- ♥ Over 12 hours were donated to make Birthday cakes
- ♥ Nearly 560 total hours of time were volunteered in the first quarter.
- ♥ Over 2,800 miles were driven by volunteers providing volunteer services.
- ♥ Hundreds of prayer shawls, prayer caps, lap quilts, and butterfly pillows were lovingly made for our patients by volunteers and

community supporters.

You are all phenomenal. Thank you for all you do...



You are the BEST!

Volunteers and staff members enjoy a time of

VOLUNTEERS PROVIDE RESPITE FOR CAREGIVERS

Volunteers who provide respite volunteer services give caregivers an opportunity to have a break from their responsibilities. Being a caregiver is hard work, physically and emotionally, as many of you know. Hospice volunteers are able to offer a unique service to our

patient families based on what each caregiver and family needs.

Offer to the caregiver after each visit when you can come the following week. When possible, try to coordinate with their schedule to meet their most critical needs. If you don't set a visit date before you leave,

be sure to give them a call each week to offer a respite visit. Remember, they probably will not call "to impose on you". Be sure you take the lead. You might offer to stay while the caregiver mows the yard, runs an errand, goes to meet with their book club, visits with friends, or simply wishes

Commonly Asked Questions Concerning Emergencies and the Volunteers Role (Refresher)

Q. What should I do if the patient dies while I am visiting?

A. Call Hospice of Davidson County immediately at 475-5444. Tell the receptionist that you are a volunteer and that your patient has died. Ask to speak to the staff nurse assigned to your patient. The nurse or next appropriate staff member will speak to you and tell you what to do. If the office is closed the call will roll over to the answering service. Tell the service you are a Hospice volunteer and that your patient has died, tell the service you need to speak to the hospice on-call nurse. Give your name and telephone number where you may be reached. Keep the line clear until the nurse returns your call. Stay with the family until help arrives.

A. Do not call 911. Ambulance and rescue squad are required to try to resuscitate the patient regardless of the family's wishes. If the patient is deceased when the emergency team arrives, the police department is required to investigate.

Q. What should I do if I receive a call from the family that the patient has died?

A. You should call Hospice of Davidson County immediately if they have not yet been notified. Offer support to the family.

Q. What should I do if the patient has a seizure while I am in the home?

A. 1. Do not panic

2. Adjust bed or pillows that will allow patient to lie flat on the bed.
3. Try to turn patients head to the side.
4. Loosen tight clothing, collars or belts
5. Move objects out of the patient's way to prevent injury
6. Do not put fingers in patient's mouth or open clenched teeth.
7. Call the Hospice office.

Q. What should I do if the patient starts to bleed while I am in the home?

A. Do not panic. Adhere to universal precautions and infection control training. Contact the hospice nurse if the patient or family is concerned.

Q. Should I call 911?

Volunteer...

The gift you give is beyond measure; worth too much to count or weigh. To us it is a priceless treasure that grows in value day by day. Your service, compassion, commitment and care inspire us all and set you apart. You give of yourself with the time you share.

Volunteer...

Accept out thanks From the heart.

FAITH COMMUNITY OPPORTUNITIES

In the past year, we have been blessed by the faith community and their tremendous involvement and support. The women's, men's, and youth groups have been instrumental in providing meals, collecting food items to donate for families, making lap quilts, prayer shawls, prayer caps and butterfly pillows.

Please come by the office for training flyers if you feel there may be people in your faith family that would be interested in becoming a HODC volunteer. As you know, the volunteers often share that they are blessed by the experience of serving others who allow us to share in their journey.

If you would like someone from HODC to speak to your congregation or group about ways to become involved, please call for more information.

"To the world, you may be one person, but to one person, you may be the world."

Mark Nolan

VOLUNTEER TRAINING...

Volunteer training is scheduled for June 7th-9th Monday, Tuesday, & Wednesday from 1:00pm - 5:00pm each day at the Hospice Home Care Administrative Building.

Please spread the word. This session will be limited to volunteers who are interested in providing

volunteer services for homecare patients and families.

Training brochures, flyers, and applications are available on the Volunteer page @ hospiceofdavidson.org.



STRESS RELIEF TIPS

Recognize the Signs of a Stressful Life...

Do you skip meals or eat on the run?

Feel run down or too tired to exercise?

Get sick often?

Difficulty sleeping?

Does your eating habits change?

Feel overwhelmed?



Stress is a natural part of life. A little bit of stress can be a good thing. On the other hand, too much stress can cause or worsen mental and physical health problems. Below are tips for managing stress and a healthy lifestyle:

⇒ Don't hold in feelings, good or bad, let them out.

⇒ Exercise regularly. Walking 30 minutes a day is a simple stress reducing activity.

⇒ Work at managing

your time efficiently

⇒ Unwind with some me time, enjoy relaxing music, meditation, prayer and reflection.

⇒ Develop a network of people who can provide support and listening when you need to vent.

⇒ Get plenty of sleep.

⇒ Eat healthy! High protein foods, Vitamins A,B, and C help protect us from the negative effects of stress.

⇒ Remember to take care of you!



VOLUNTEER OPPORTUNITIES

♥ **HHH volunteers for weekends and evenings**

♥ **Ride for Angels event volunteers**

♥ **Special projects**

♥ **Bereavement Camp**

helpers

♥ **Patient/family opportunities to provide respite for homecare patients, prepare a meal for a family or individual.**

♥ **Interested in serving on the Cookbook Committee?**

The first meeting will be May 10th, 2:00pm in the Homecare Administrative Building. Please call to confirm if you plan to attend.



VOLUNTEER: TIPS OF THE TRADE

- Call your patient/family before each visit.
- Be a good listener.
- Send a postcard if you're away on vacation.
- Always be respectful of patients and families.
- Provide respite for the caregiver, companionship to the patient and/or family, errands, and assist

- with household chores.
- Call every week, even if the patient doesn't want a visit. The contact builds trust and will help you both to "get to know each other" better.
- Let the patient initiate conversation on religion and faith. Meet the patient where they are spiritually. Contact the HODC spiritual counselor if patient or family requests.

- Send a note to the family after the death of the patient and/or go to the funeral - your choice, of course. It is good closure for both sides.
- Sit near the patient. Sitting across the room can promote a feeling of isolation.
- Talk to the patient about normal things. Patients do not like to think about their disease all the time.

- If a patient becomes restless, looks at the floor, or lies back and closes their eyes, it's time to say goodbye.
- Don't ever question whether or not your visits are making a difference —



you never know the impact you have on someone's life.

Welcome Tim Miller!

Tim will be providing support to the volunteer program. HODC is fortunate to have a great group of compassionate and dedicated volunteers. Through Tim's supportive efforts we hope to continue to grow the program and maximize our efforts to create a culturally diverse volunteer team. Please let Tim know how much you appreciate him.

Thank you to everyone who made my 40th birthday so special!



Windy



| | |
|-----------------------|--------|
| YARBROUGH, DONNA | 3-Apr |
| AKERS, CLYDE | 9-Apr |
| HARROLD, BETTY GENENE | 12-Apr |
| GROOMS, KATHERINE | 17-Apr |
| HEDRICK, JAMES LARRY | 20-Apr |
| SINK, PAM | 28-Apr |
| DALEY, REBECCA | 4-May |
| CAIN, PAULA | 5-May |
| PAYNE, RONNIE | 15-May |
| BLACKWELDER, BONNIE | 18-May |
| MCLENDON, PARKER | 22-May |
| HEDRICK, SHIRLEY B | 24-May |
| MONTENEGRO, JOYCE | 3-Jun |
| CURRY, DORIS | 12-Jun |
| FULBRIGHT, CARRIE ANN | 24-Jun |

INSERVICE 2010 CALENDAR

- ◆ **May 20 6pm-8pm**
The Five Stages of Death and Dying
- ◆ **June 24 6pm-8pm**
What Dying People Want
- ◆ **July 29 6pm-8pm**
Patient Rights, Ethical Concerns...
- ◆ **August 19 6pm-8pm**
Diversity
- ◆ **September 30 6pm-8pm**
Recognizing and Assessing Pain / Alternative Interventions
- ◆ **October 21 6pm-8pm**
What To Do At The Time Of Death
- ◆ **November 18 6pm-8pm**
Communication in End of Life Care
- ◆ **December.....**
Caroling

Visit us on the web:
hospiceofdavidson.org



"The last good thing that may happen in a person's life is a hospice volunteer."