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	<h1>Volunteer Voices</h1>	<i>Hospice at Home</i> <i>Spring 2008</i>
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One of Your Own

Dee Flaherty has been a volunteer with hospice since 2004. Hospice had taken care of her husband Bill as well as both of her parents, and she wanted to give back. Even though she lived in St. Joseph, she did not want to wait for that training to start, so she attended the next available training in Buchanan.

Dee was born and raised in Benton Harbor, in fact, she graduated with two of her fellow volunteers. At the age of 18, she married the love of her life, Bill Flaherty, and to this day, he is very much a part of who she is. She and Bill had three sons, one who lives in Tennessee, one who is in Livonia, MI, and one who live locally.

Dee is a hands on Grandmother—taking pride in all her grandchildren, and boasting about their accomplishments. Since two of them, Juliana and William Flaherty, have also volunteered for hospice, we boast on them as well! William is on the wrestling team at St. Joe High, and he is with the concert Choir and Show choir as well. Julianna is in Poms, and Dee cheers them both along, attending as many games and events as she can. She has 5 Grandchildren, and 3 Great-grandchildren, all of which are a major focus of her life.

Dee is full of enthusiasm. She comes weekly to help with our bereavement correspondence, but she is also a regular for other things. We



Dee Flaherty

call on her to help with mailings, she is a regular at the bow making sessions for our Wreaths, and is willing to help with any craft project we have.

If I call Dee's house beyond 8:00am, she is Never home! She is always out, visiting friends and relatives, going to garage sales in good weather, and going to various area Senior Centers with friends to play bingo. When a friend is sick, she will visit them and play cards with them to pass the time. For relaxation, she does the crafts, like crocheting, cross-stitch, and knitting.

Her Volunteering doesn't stop with Hospice. She also volunteers at the Lincoln Senior Center, helping with mailings, and with registration at tax time.

I used to think of her as a "sweet lady", but her grandkids call her an "Ornery Old Lady", and she loves the title! She is not afraid to speak her mind, but is always gentle about it. So "Ornery Old Lady", she is, and we love her for it!

Our Offices :

Buchanan Office

4017 Chamberlain
Buchanan, MI 49107
(269) 695-1099

Volunteer Coordinator:

Renee Kauffman

St. Joseph Office

4025 Health Park Lane
St. Joseph, MI 49085
269 429-7100

Volunteer Coordinator:

Carmen Biltgen

So. Haven Office

05055 Blue Star Hwy
P.O.Box 990
So. Haven, MI 49090
269 637-3825

Volunteer Coordinator:

Beth Fones

The Great Volunteer

What makes a great hospice volunteer? Someone who wants to help, and says yes whenever they can. Someone who has compassion, patience, smiles of reassurance, comforting hands to hold, and can be a companion to a total stranger. It can be someone who has a reliable car and is willing to use it for hospice, or it can be a wonderful baker or cook, who uses those skills for others. It can be the person who comes to our offices weekly to donate their time.

It is YOU who keep our Volunteer Program working, thus helping to further our hospice mission. Don't ever think that what you do is too little, because what you do is at the core of hospice care. Remember that we were founded by Volunteers and it is you who keep that volunteer tradition alive and well.

Volunteer Week is April 27 to May 3. We honor you and we thank you...

"Unselfish and noble actions are the most radiant pages in the biography of souls."

"I've seen and met angels wearing the disguise of ordinary people living ordinary lives."

~Tracy Chapman

Upcoming Events:

Massage Therapy In-Service

St. Joseph - April 30

Buchanan - May 1

*more information will be mailed to you about this exciting In-Service

VOLUNTEER WEEK

April 27— May 3

Volunteer Trainings:

All offices in April

*Individual Trainings can be conducted to accommodate your schedule.

“Partners in Care” Training:

St. Joseph &
South Haven -
Classes are Forming

Volunteer Recognition Dinners:

All offices in May

“Beyond Care” Training for Volunteer/Staff

South Haven
May 5,12,19,June 2

Welcome New Volunteers

Our Buchanan office welcomed three new volunteers. **Ann Hart, Sharon McCallum, and Kim Osmar.** South Haven now has **Charlotte Quinn**. St. Joseph welcomed **Ray Reip, William Porter, Ken Wood, Kate Carson, and Mary Hull-Hewitt.**

WELCOME ALL!

Documentation is Key to a Great Volunteer!

We Volunteer coordinators want to thank all of our volunteers who do such a wonderful job of documenting their patient visits. **Remember that we cannot report your visit hours unless you document and sign them.** We would like them in within a week of your visit., if at all possible. By doing your documentation promptly, you keep our staff informed!

Partners in Care

In January, we had a “Partners in Care” specialized training for the Buchanan/Niles area volunteers. **JoAnn Barkman, Brenda Davis, Suzanne Russo, Barbara Wright, Ernie and Annie Lopez** were the first class of volunteers to join this program. “Partners in Care” is a program in which our trained volunteers act as hospice representatives for their faith community. If someone is in need of hospice services, these volunteers can give information, answer questions and dispel myths about hospice. All offices will be scheduling a 4 hour training for this program. If you would like to participate for your church or synagogue, please contact your Volunteer Coordinator for more information.

Volunteer Want Ads:

Wanted:

Seeking Volunteers interested in Pet visitations. An Evaluation and Training of you and your pet will be given in April or May. We need volunteers who have calm pets who are unafraid of being with people. Pet visits enhance our patient’s days and are a soothing balm for them.

Wanted:

Seeking Volunteers who wish to be their church’s resource (“Partner’s in Care”) for families in your congregation who might need hospice and need your expertise in finding out about hospice care.

Wanted:

Seeking Volunteers who can bring the comfort of music in any form to our patients.

“Beyond Care” Training

Training will be held in South Haven in May to demonstrate **Stress and Relaxation Methods for our patients.** The sessions will provide practical skills for providing relaxation and stress relief as well as emotional support, and will be for volunteers and staff. Contact your Volunteer Coordinator for more information.

Life is Precious



Richard Grom

Have you heard about our new program called “Life Is Precious”? You may have heard some of the stories on our radio ads which have evolved from

this. This program is just another way in which *Hospice at Home* is trying to enhance the quality of life for the people we serve...because *Life is Precious!* What exactly does this program do? Well, we listen to our patient’s wants, needs and desires and then we try our hardest to make those wishes come true. Here are just a few examples of the many things this program has already accomplished! We have helped one patient experience one last polka dance, another patient got to see the lake one last time! One lady realized her life-long dreamed to become Baptized! Duher family create a DVD of pictures of familiar places.

When one couple could not celebrate their anniversary in their usual fashion, we were able to make arrangements for their favorite restaurant (*The Bistro*) to deliver their favorite meal! How are we accomplishing such acts of kindness? Mostly from the generosity of volunteers, through business and personal/staff donations and our community as a whole. If you would like to learn more about this program or how to get involved, please contact our new *Life Is Precious* Coordinator, Richard Grom. He would be happy to talk with you! Remember...

Life is Precious!

Volunteer In-service: Visiting In a Facility

When you are visiting a hospice patient residing in a facility (or a friend or family member of your own), here are some tips on how to engage them as well as things that you can do with and for them.

- Start by saying, “Hello Mrs. Smith, my name is Sue. Would you like me to visit today?”
- Call them by first name, only after you have been invited to do so. Respect is utmost.
- Call ahead to see if he/she is tired today, or feeling good or out of sorts.
- At times, bring a small item as an icebreaker. It can be an orange, a magazine, a flower, a photo...
- If you have a set day and time, try to keep that, as they may anticipate your visit anxiously and eagerly.
- Encourage reminiscing, ask about their schools, meeting their spouses, etc.
- Have patience, be relaxed and don’t “rush” your visit..
- Read aloud to them, if they would like, or play music CD’s for them, that they particularly like.
- Don’t feel that you have to keep conversation going. Shared “Silence” can be a good thing!
- A gentle rubbing of hands, arms, shoulders or feet can feel most welcome.
- Speak slowly and clearly, with uncomplicated sentences.
- If they are confused, go with the flow. Do not try to get them to make sense.
- If they are sleeping, gently try to rouse them, but don’t persist if they continue sleeping. They often sleep much of the day and like visitors to break the routine.