

VolunteerConnections

FOUNDATION FOR HOSPICES IN SUB-SAHARAN AFRICA

In Feb. 2007, HLC made a commitment to FHSSA to become partners with an African Hospice. This partnership was established to help generate resources and technical support for a sister hospice and to facilitate cultural exchange and awareness between the organizations. Early this year, a committee consisting of board members, staff, volunteers and community members was formed to oversee this partnership. We established a partnership in March of this year with Island Hospice in Bulawayo, Zimbabwe. Since this time, we have had email communications between our organizations and have worked to create rapport and determine the areas of greatest need. Our next two critical steps are:

- Fundraising- our commitment to FHSSA is a minimum of \$5000-our committee wants to raise 30,000-40,000 this first year.
- Trip to Zimbabwe, to bring supplies, learn more, and to be of support and encouragement. The earliest this will happen will be in February 2009.



The 8 person staff of Bulawayo Island Hospice in Zimbabwe who serve an estimated 2 million people, 1 in 4 of whom are HIV infected.

Remember, this partnership is not just between the committee and Island Hospice in Bulawayo. All of HLC including the Board of Directors are involved. We will keep you updated as this partnership progresses and let you know how you can be further involved.

AGENCY UPDATES:

Hospice of Larimer County will have a new name!

Why are we changing our name? HLC serves patients beyond Larimer county and is growing while our current name suggests a geographic boundary that no longer exists. Additionally, many local residents think there is only one hospice or that HLC is a county organization. Other northern Colorado hospice providers are capitalizing on residents' difficulty distinguishing one hospice organization from another.

What does the process look like? This a process that began 18 months ago. HLC brought on local marketing agency LightSource Creative Concepts to help explore what name will best represent the excellent, compassionate service that we provide each day.

First, LightSource and HLC studied names of the over 3,500 nationwide hospices, learning the variety of name types such as geographic names, person names (founder or major donor), religious names, definitional names and more. Next, through multiple brainstorming sessions spanning several weeks, we built a list of several hundred name ideas. Then, remaining cognizant of qualities distinguishing HLC from other organizations, we painstakingly reduced that list. The next step is to gather feedback from a random group of stakeholders, including members of our volunteer staff. We will keep you informed as the process continues!

New CEO Named

Evan Hyatt was recently selected as our new CEO. He has been working with Hospice of Larimer County (HLC) over the past several years, most recently as our Development and Marketing Executive. Evan brings an extensive background in executive leadership positions, including those held with HLC and as the Associate Director of Cultural Services for the City of Fort Collins, as well as other positions with the City of Fort Collins. He brings a depth of experience in leadership, fund raising, community relations, strategic planning, and program management as well as a deep passion for the mission and vision of Hospice of Larimer County. If you have ever had the opportunity to work with Evan, you know that he is also fun and personable and is a great fit for our agency!



Evan Hyatt, CEO Hospice of Larimer County

VOLUNTEER DEPARTMENT UPDATES

Vigil Program

One of the conundrums of end-of-life care is that it is not confined to regular business hours. As a result of this fact, HLC staffs RNs, social workers and chaplains on-call during evening and weekend hours. But there are also times when families need emergency volunteers during these hours. Thus, the Vigil Volunteer program was conceived. Essentially, this volunteer role is responsible for the following:

- Provide a compassionate presence and comfort to a patient whose death is eminent and whose wish is to not be alone at this time.
- Provide relief for caregivers who are sitting vigil with their loved ones and require a reprieve.
- Provide emergent volunteer assistance during evening and weekend hours.

We began piloting this program in April and will do our first program evaluation towards the end of August. A huge thank you to the over 30 volunteers who signed up to participate in this infant program. Another huge thank you to Cathy Sloan, KT Smith, MaryAnn Randels, Kathy Mulica, Joy McQuillen and Terri Hicks-Anderson for being a part of the Vigil Coordination Committee. If you are interested in being a Vigil Volunteer, please contact the volunteer office for more information.

Safety Day/Annual Updates 2008 REQUIRED FOR ALL VOLUNTEERS!!

Safety Day/Annual Updates is the time when all volunteers are required to come to the Hospice offices and update your information. This usually takes about 30-45 minutes and is a nice time to reconnect with other volunteers.

Even if you have attended the volunteer training sessions within the last year, plan on attending *during one* of the following dates:

Thursday, Sept. 25 anytime between 8 am - 5 pm
 Friday, Sept. 26 anytime between 7 am - 11 am
 Saturday, Sept. 27 *Special Session for Volunteers*
Only anytime between 8:30 am - 11:00 am
 Monday, Sept. 29 anytime between 7 am - 4 pm

You may drop-in anytime during any one of these days.

BOOK REVIEW: FINAL GIFTS

Final Gifts
Understanding the Special Awareness, Needs, and Communications of the Dying
 By Maggie Callanan and Patricia Kelley

Final Gifts brings great insights into the experience of dying, offered by two hospice nurses with a gift for listening. They offer practical advice not only to involved family

HOSPICE OF LARIMER COUNTY

VOLUNTEER STATISTICS 2007:

Total # of Volunteers: 293
 Total Hours Served by Volunteers: 12,696
 # of Clients Served by Patient/Family Volunteers: 242
 Total Number of Assignments: 323
 # of Clients with Multiple Volunteers: 62
 Percentage of Clients with Volunteers: 39%

Windsor Team

HLC opened a Windsor office in June 2007. This satellite office was established for Clinical Staff to better serve Windsor and western Weld County. Our goals are to remain the hospice provider of choice for Windsor and western Weld County, to better serve patients in smaller communities to the East and North and to position ourselves in the most ideal location to expand our service area.

One of the big motivators for this move is the anticipated growth in these areas. In Windsor alone there are plans for a new Columbine Facility and a Good Samaritan Facility at Water Valley. In addition, growth along the I-25 Corridor as well as physician clinics at MCR will lead to more families needing service in Windsor and western Weld County. The medical communities of Northern Colorado are truly shifting and merging and HLC wants to be sure to be in a position to best serve the communities of Nunn, Pierce, Ault, Eaton, Windsor, Timnath and Johnstown.

HLC will be recruiting volunteers in these areas to meet our patient/family needs. If you know of any potential volunteers in the Windsor and western Weld County areas, invite them to call volunteer services. We would love to talk to them!

members but also to professional caregivers on how to recognize, understand and respond to a dying person's messages. Final Gifts is not a new book. It was written in 1992 but it's still very much a treasure and a 'must' read.

Copies of Final Gifts are available for check out in the Pathways Library at HLC.

VOLUNTEER EDUCATION:

TIPS FOR INTERACTING WITH DEMENTIA AND ALZHEIMER'S PATIENTS

In your interactions with the patient, try to:

- Be calm and reassuring.
- Speak slowly and distinctly.
- Use simple words.
- Remember that the person is dealing with confusion, anxiety, loss of self-esteem, irritability and feelings of depression.
- Before asking the person to do something, address them by name to get their attention. While you are speaking, maintain eye contact to help maintain their attention. Nonverbal gestures help in communicating.
- Approach the person from the front when possible. It may startle and upset them if you touch them unexpectedly or approach them from behind.
- Always remember the importance of love and affection. Sometimes holding hands, touching, hugging and praise will get the person to respond when all else fails.
- The feelings expressed in your voice when speaking to the confused person are as important as the words you say.
- The feelings expressed in the person's voice or gestures are often more important than their words.
- Try to maintain a regular daily routine. A person with Alzheimer's disease has difficulty coping with change. A structured routine will help the person maintain their abilities. It may also save you time and energy.
- Involvement with daily tasks help maintain the person's self-esteem. Helping a person too much may result in the loss of an ability. For example, if you begin dressing the person, he might soon forget how to perform this function.
- Given their degree of impairment, keep your expectations of what the person can do realistic. Simple, realistic expectations will cause less frustration for everyone concerned.

VOLUNTEER STORY: DANI THE PET THERAPY PONY

In fall of 2007, HLC volunteer Judy Jaffe and her therapy pony Dani paid a visit to the bedside of patient Ray. You can maybe imagine the excitement at Windsor Health Care as we paraded the pony down the hallway to Ray's room. Ray passed away the following day. In Judy's words, following is an account of this magical visit:



Volunteer Judy Jaffe and Dani

In defiance of a grand name - El Dorado Moonlight Dancing - little Dani is modest in size and demeanor. But she is big on trust for me, her Delta Society Pet Partner human handler. So the day we went to visit Ray, Dani was willing to load into the trailer (her least favorite place) and travel (her least favorite activity) an hour to Windsor with me.

I had anticipated Dani schmoozing with Ray in the courtyard but he was too weak to come outside. Though Dani clearly disliked the slippery linoleum floors under her hard hooves, she gamely followed me inside and down the hall to Ray's room. Ray, a one-time trick rider and lifelong horseman, lay thin and anxious, beneath an oil portrait of a favorite bay horse. Though he struggled to focus on the little bay mare beside him, once Ray saw her his gaze became intense. Caregivers helped him sit up and extend a thin hand. Little Dani took one more trusting step toward Ray and his fingers brushed her soft muzzle. That was all Ray could manage but as he lay back down he closed his eyes and sighed, his face now peacefully contented.

In total, it was a visit of only a few minutes. But it was one that made our hours of preparation utterly worthwhile. Thank you, Ray, for the gift of your touch. Thank you, Dani, for your trust.

CALENDAR OF EVENTS – SUMMER/FALL 2008

All events will take place at Hospice of Larimer County unless otherwise indicated.

August

Ice Cream Social

Thursday, August 21

2:00 - 4:00 p.m.

Socialize with staff and enjoy some cool treats. Please RSVP to 292-2378.

Volunteer Support/Discussion Group

Friday, August 29

3:00 p.m.

An informal gathering of volunteers, facilitated by a social worker/counselor. The goal is to share stories, ask questions and hear how other volunteers approach situations.

September

Hospice Care Center Ice Cream Social

Wednesday, September 3

For volunteers at the Care Center. Located in the Boetcher Room at McKee Medical Center.

Memorial Service

Thursday, September 11

8:30 a.m. - 9:15 a.m.

A quiet time to gather with other clinical team members and honor those patients that have passed within the last month.

Safety Day/Annual Updates - REQUIRED FOR ALL VOLUNTEERS

September 25, 26, 27 and 29

See description inside this newsletter.

A Vintage Affair Wine Tasting

Friday, September 26

Held at Miramont Central, Fort Collins

October

Volunteer Orientation

Wednesday, October 1

6:30 - 8:00 p.m.

General orientation of hospice philosophy, history of the hospice movement, general information on Hospice of Larimer County and the role of the volunteer at HLC.

Fall Patient/Family Care Volunteer Training

October 2, 3 and 4

Registration Required

Memorial Service

Thursday, October 9

8:30 a.m. - 9:15 a.m.

A quiet time to gather with other clinical team members and honor those patients that have passed within the last month.

Teleconference: "Spiritual Perspectives: Beliefs and Practices Around Dying, Death and Bereavement"

Thursday, October 9

12:00 - 1:30 p.m.

Please RSVP to Susan Roeder at 292-2368 if you plan to attend.

Fall Classical Concert - Abby's Signature Concert Series

Friday, October 17 and Sunday, October 19

November

Hospice of Larimer County 30th Anniversary National Hospice Month

November 2008

Events to be announced at a later date.

Vigil Volunteer Training

Thursday, November 6

2:00 p.m.

See Description of the Vigil Program inside this newsletter.

Memorial Service

Thursday, November 13

8:30 a.m. - 9:15 a.m.

A quiet time to gather with other clinical team members and honor those patients that have passed within the last month.

Teleconference: "Non-Cancer Diagnoses: Ensuring Access for Eligible Patients"

Thursday, November 13

12:00 - 1:30 p.m.

Educational teleconferences for clinical staff. These are presented by health care professionals who work in hospices across the country. The presentations are organized by the NHPCO (National Hospice and Palliative Care Organization.) Please RSVP to Susan Roeder at 292-2368 if you plan to attend.

Volunteer Support/Discussion Group

Friday, November 21

3:00 p.m.

An informal gathering of volunteers, facilitated by a social worker/counselor. The goal is to share stories, ask questions and hear how other volunteers approach situations.