

OUR MISSION

Honoring every moment of life, Pathways Hospice, provides compassionate, excellent, comprehensive care for those who have an advanced medical condition and those who are grieving.

OUR VALUES

We honor life through: Compassion, Respect, Integrity, Excellence, Stewardship

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Agency Updates:

Bulawayo Island Hospice (BIH) in Zimbabwe – FHSSA partnership update

Pathways proudly continues our partnership with our “hospice twin” – Bulawayo Island Hospice in Zimbabwe! Exciting news:

- **Pathways Hospice has raised over \$21,180 to date for BIH!** This is from staff and board of director contributions and the proceeds from the Sunset Safari.
- **We have scheduled our first cultural exchange trip to Zimbabwe!** The trip is scheduled for next May and the group includes Nancy Jakobsson (director of grief programs), Wilma Feeley (admissions RN),



Jane Anderson (BOD member), Georgia Torson (BOD member) and Sarah Van Etten (yes, yours truly!) I am very excited and a wee bit nervous.

End of Year Giving

Before the end of 2009, Pathways Hospice will serve nearly 1,000 patients with quality, compassionate hospice care, and more than 5,000 community residents will receive grief and bereavement support. Each year, the gap between what we are reimbursed and the cost of services grows increasingly wider. We simply could not

accomplish our day-to-day work without the support of our donors.

Due to the generosity of thousands of donors in our community we are able to fulfill our mission everyday. As a community-based, non-profit hospice provider, our promise is to provide hospice care to anyone in need regardless of their financial situation or insurance coverage.

In order to conserve our resources and honor the time and consideration of our donors, Pathways Hospice conducts a giving campaign only once per year. Our Annual Giving Campaign is going on now. For more information on how you can contribute please visit us online at www.pathways-care.org or call us at (970) 663-3500.

In Time for the Holidays

In collaboration with ‘The French Collection’ and local artist John Stegnar, Pathways Hospice is excited to offer this beautiful custom-designed signature necklace. Available in Sterling Silver (\$95) or 14K Yellow or White Gold (\$325).



These beautiful pieces will be packaged for holiday gift-giving in a black drawstring velvet bag. Kindly place your order at the reception desk at Pathways Hospice.

Welcome to the volunteer class of fall 2009!



Volunteer Services Updates

Patient Care Tips

Phone number: To give out my phone number or to not give out my phone number. The answer to this ages old hospice volunteer question seems always so elusive. Here is our policy at Pathways hospice. We ask that you not give out your phone number until the relationship is well established and you know that this privilege will not be abused. I ask that you look at it this way. By giving them your phone number and saying, "Call me anytime you need something," you are basically saying "Ball's in your court. If you need something, you need to take the time and initiative to call me (a relative stranger) and ask me for a favor." In other words, though it seems like a perfectly nice offer, really the route that is the most customer-service oriented is to offer to call them (maybe on a designated day) and just check in and see if they need anything. Once the relationship is well established and you want to give out your phone number so that the family/patient can call you if they need to cancel and/or reschedule, then this is fine.

Progress notes. I am so appreciative of your diligence with filling out progress notes. They are so important for communication and better patient care. Here are a few reasons:

- **Best Patient Care** – progress notes are one of the primary ways that the volunteer office and the social worker/nurse/chaplain know how your visits are going, regularity of your visits, etc. Progress notes are the main method of communication between the volunteer and the rest of the team. The rest of the care team uses this information to best represent our services in the patient's care plan. The team also communicates this information to the families/caregivers.
- **Legal Requirement** – progress notes are a legal requirement. When there are no progress notes in the patient record, then there is no proof that the volunteer was actually visiting. Often, a volunteer is assigned to meet a critical patient/family goal (for example improved quality of life, caregiver support, etc.) If we document that the volunteer was requested and

assigned but then have no proof that one actually visited, Pathways Hospice will be held legally accountable. This can result in fines and possibly even a revoke of our license to practice. It is this serious!

Calling the Team. I want to remind patient/family care volunteers that it is completely and totally OK to call the social worker, nurse and/or chaplain on your cases. You will not be bothering them. Just the opposite, they really appreciate your calls and enjoy the opportunity to interface with you. Up until now, the emphasis has really been on asking the SW to call the volunteers. However, I would like to shift the responsibility more to the center and ask that volunteers as well take the responsibility to keep the team in the loop with what you are seeing. For now, you should definitely plan on calling if you notice an issue that requires an immediate response. However, you are also certainly welcome to call if you would like an update.

Hospice Care Center Corner

Staff and Volunteer Survey

This fall, volunteers and staff participated in a survey reflecting how as a team we can better serve our patients and families. The results showed that volunteers prefer interacting directly with patients, family and staff and are willing to perform a variety of meaningful tasks that enrich the services provided at the Care Center. They like direction from staff but are also willing to be self starters and discern on their own what tasks need to be done. Staff finds the volunteers to be an integral part of providing care for patients and families and appreciate all the work the volunteers perform.

Staff prefers that the volunteers decide their own comfort level for tasks being done and offer their assistance accordingly. See the complete results in the HCC Volunteer Notebook.

Where do we go from here: Ongoing staff education will be provided in order to receive optimum use of volunteer hours. This will be provided in All Staff meetings and during orientation for new staff. More details will be coming up.

Thank you staff and volunteers for your time and valuable input on how volunteers can better serve at the Care Center.

Substitute and On-Call List at the Care Center.

We are updating the volunteer phone lists at the Care Center. One list will consist of volunteers willing to sub for regular volunteer shifts at the Care Center. The other list is for Emergency Patient Care Needs such as:

- Provide companionship for a patient
- Provide care for an agitated patient
- Assist staff when census is high or as needed

If you would like to be placed on either of these lists contact Nancy at 292-1068 or email nancy.moulton@pathways-care.org.

Volunteer Tips

As a volunteer, important things to keep in mind:

1. **If you are sick...stay home!** You will not be doing your patient a favor by getting them sick. General guidelines are wait 24 hours after your fever is gone.
2. **Practice good prevention.** Wash your hands regularly, cover your coughs and sneezes and keep surfaces clean.

3. The **H1N1 vaccination** is recommended for those in the high risk group of ages 24 and younger. Pathways Hospice has not been told whether they will receive any of the H1N1 vaccine. The recommendation for volunteers is to get your regular flu shot from your doctor or a local flu shot clinic. At this time, we are not staffed or supplied to offer the seasonal flu shot to volunteers.

4. If there is a **flu outbreak in a nursing home**, there will generally be a notice on the front door. Don't feel the need to visit your patient if this is the case but please write up a progress note and indicate the reason for your skipped visit. If the volunteer office gets notice of a nursing home outbreak, we will give the volunteer impacted a call.

Volunteer Education

Surrounding Yourself with the Right People

In the fall of 2009, Dr. David Allen, Pathways Hospice Medical Director, attended a national hospice and palliative care conference in Denver. One of the keynote speakers was Frank Ostaseski. Frank helped establish the Zen Hospice Project, the first Buddhist Hospice in the U.S. Following are his notes from the presentation:

Frank has been active in providing education on the spirituality of dying for many years. His talk was to have addressed his Five Precepts:

- Welcome Everything. Push Away Nothing.
- Bring your whole self to the experience.
- Don't wait.
- Find a place of rest in the middle of things.
- Cultivate the don't-know mind.

However as it turned out the NHPCO meeting was the first time Frank had spoken publically since his two heart attacks and his coronary artery bypass surgery with major complications. So instead of a detached description of his precepts, he gave a more personal presentation based on his time in the ICU.

What struck me most was that all of his years of study and teaching did not really prepare him for the events he encountered during his life threatening experience. It turned out that it was the efforts of those around him who recognized his needs and met them rather than techniques he had learned or had taught that carried the day.

As one example he described a period of severe dyspnea while being weaned from a ventilator. Despite having practiced relaxed breathing for

thirty years in his Buddhist meditations he could not control his air hunger in the midst of mind numbing medications, emotional and physiologic stress, and detached interventional medicine. The understanding and assistance of a close friend in the end helped him through.

The take home for us I believe is that the most important intervention in hospice care is not necessarily pharmacopalliation but rather it is your compassion, your empathetic presence, and your willingness to listen and help.

I think Frank's sixth precept might be: Surround yourself with the right people. When you are fully focused on your hospice work you are the right people. So whether you offer a prayer, change a depends, sing a song, process an emotion, or provide symptom relief remember that yours is a noble and indispensable task.

Jewish Death and Grief Rituals

by Rachel Knaus, Volunteer Services Intern

Grief is a unique experience for everyone regardless of where you are from. A time for loved ones to celebrate the life of a person close to them can be full of mixed emotions.

One religion that is particularly unique in its grieving traditions is Judaism. In Judaism, the end of life is a celebration, and though some may be deeply saddened by the loss, it's important to remember and honor that person's life.

Those practicing Judaism believe that the funeral and burial of the loved one must take place within the first 24 hours after the death, out of respect for the deceased and remembrance of their life. This however can often cause confusion and stress to family and friends, because of the pressure to carry out burial rights so soon.

Cremation, autopsies, and open-casket funerals are viewed as disrespecting the body, because in the Jewish religion it is believed that they body should leave this world as pure as it was brought into this world at birth. In some instances, donating organs is acceptable, however in many deaths it is believed that preserving the person as they were at the time of death is crucial.

The Jewish faith also believes that man was created in God's image, and to tamper with that is disrespectful. The body is buried in a simple linen shroud to show that the poor will not receive less honor and respect as the rich.

Judaism is also unique from other religions in that the religion puts a specific time frame on mourning. The *Shivah*, which means seven, stands for the first seven days after death. This is a time for family, remembrance, mourning and celebrating, and other feelings associated with the death especially in the first three days of the Shivah. Close friends and family come to support the mourners, and help with tasks such as meal preparation and helping around the house. Also, during this time, all day-to-day functioning ceases to exist. Entertainment, jobs, technology and outside communication are all subsided. Mirrors are also covered to show the reduced importance of one's own vanity.

After Shivah, there are 30 days after death that are reserved for mourning. The reasoning behind this time period is for mourning and grieving, and it is thought that after the family has had their time, they will be better adapted when they "re-enter" society. They will be able to rid themselves of mourning and remember the life in a positive light as well as moving on with their lives.

Volunteer Highlights

Project Group Volunteers



Project Group volunteers meet on Wednesday mornings and assemble mailings and a variety of projects for administrative and departmental staff. Total hours these volunteers have served so far in 2009 are 255 hours. Thank you, Project Group for all your hours of service.

The following poem was penned by this marvelous team.

Project Group: *Bob Rumsby, Sue Feist, Kristi Gordon, Sue Miller, Sheri White. Missing: Mary Schacht, Robin Rodriguez, Jean Deluhery*

ODE TO PROJECT GROUP

In the wee hours of morn
We group to assist
We'll do any project
Just give us a list!
We're happy to help
We love what we do
In fact we have fun
Too much, this is true.

Feel free to come along
Join our merry band
Just bring us some donuts
And we'll be your biggest fan.

Upcoming Events

Pathways staff is evaluating our education opportunities for 2010. A complete calendar of education/support opportunities for volunteers will be mailed separately when all of the dates have been finalized.

All events will take place at Pathways Hospice 305 Carpenter Rd, Fort Collins unless otherwise noted.

Teleconference: Boundaries and Self-Care Strategies

Thursday, December 10 • 12:00 – 1:30 pm

Offered to staff and volunteers. 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.)



Abby's Concert Series Christmas Concert of Reflective Music

Monday, December 21 • 10am and 5 pm

*Location: First Presbyterian Church
531 S. College in Fort Collins*

Abby's Signature Concert Series has been established in Abby's memory and is inspired by the belief that every life has a special purpose. The concerts have become a wonderful opportunity for others to donate their time, talent and resources to helping children and families in our community. All proceeds benefit Respite Care and Pathways Hospice.

An Evening of Remembrance: Community Memorial Service

Monday, January 11 • 5:30 pm

Annual community memorial service honoring those that Pathways Hospice has served during the past year. Service includes a slide show, messages from Pathways staff and special rituals.

