

Hospice Connections

VOLUNTEER NEWS FROM HOSPICE OF THE CAROLINA FOOTHILLS

HOSPICE VOLUNTEER DEPARTMENT KICKS OFF NEW CAMPAIGN

In October we kicked off our volunteer recruitment campaign:

“Make Someone Smile – Become a Hospice Volunteer”

We have added a new twist to our volunteer training – we now offer two 2-hour training sessions with take home DVD’s to complete the training. This new format will be offered during the day and early evening in hopes of making it available to more people. The trainings will be offered in November at the Hospice Center in Columbus and in December at the Hospice House in Landrum. We will also continue to offer the 12-hour classroom training.



If each volunteer would bring one interested person, we could grow our volunteer team to expand the services we offer to our patients and their families. To provide more information to individuals who are interested, the first hour of the training will be dedicated to explaining hospice and the many volunteer opportunities that are available. If you have any ideas about recruiting volunteers or know of someone who would be a great volunteer, please let us know as we are always looking for friends of HoCF.

Jean Eckert, Executive Director, HoCF

Last week a hospice volunteer who was working on the layout of your newsletter said to me “Jean, don’t you want to have a column so you can communicate with volunteers?” That was one of those moments, which come far too frequently, when I thought “why didn’t I think of that?” Of course, I want to seize every opportunity possible to communicate with you and to invite you to communicate with me.



There was a time when I knew every volunteer by face and by name. I knew what work that they did and which volunteer class they took. A combination of an aging mind and a growing corps of volunteers has changed that. But there are things I still know and learn every day when it comes to volunteers. We need you and we need more of you. Every day as I travel from the Administration and Program Center in Columbus, to the Thrift Barn and the Hospice House in Landrum, I personally witness the contributions of our volunteers. The other things I see are the many ways and places that volunteers are needed. I’d like to name a few.

The Hospice House is growing in its service to the community. That means there are needs all day every day. Help is needed to greet and host the many visitors who come through the door. Company is needed at the bedside of people who are staying there. There are less than glamorous needs like doing laundry, helping in the kitchen, cleaning the windows, and weeding the gardens. Our South Carolina Homecare staff is also housed here, and need help with clinical support.

The Hospice Center in Columbus is the place that houses the behind-the-scenes functions and our North Carolina Homecare staff. We need help with activities like answering phones, supporting the clinical staff, and cleaning the building.

The Thrift Barn is the newest undertaking of Hospice of the Carolina Foothills. It is a part of our organization whose sole purpose is to raise money to support the services of your Hospice. There are many and varied needs for help there. In fact, the entire store employs only three fulltime staff. ALL of the rest of the work has to be provided by volunteers.

This message is preaching to the choir. Yet, because you have a commitment to Hospice of the Carolina Foothills, you are the best people to carry the message to your friends, families, churches and anyplace else you go. Thank you for what you do and for choosing Hospice of the Carolina Foothills to donate your time.

Hospice Connections

A Hospice of the Carolina Foothills Publication

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Serving the foothills of North and South Carolina since 1981.

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Yvonne Gilliam
Newsletter Editor

Yvonne Gilliam, Volunteer Services Manager

Changes in the Hospice Volunteer Department

The volunteer staff remains the same but the location of the staff has changed. Tracey Brannon, Volunteer Coordinator, is now located at the Hospice House in Landrum, S.C. She will work directly with the Hospice House volunteers to address volunteer needs and to expand the services such as "No One Has to Die Alone" and the Patient Feeding Assistance Program offered to HH patients and their families. Tracey will continue to assist with the recruitment, training and support of Hospice Volunteers. Tracey can be reached at 864-457-9125.



Tracey Brannon,
Volunteer Coordinator



Yvonne Gilliam,
Volunteer Services Manager

I am now the Volunteer Services Manager and am located in Columbus, N.C. I will be responsible for the daily operations of the Hospice Volunteer Department including developing, maintaining and promoting the various programs and services offered by the volunteers. I will continue to work directly with the Homecare volunteers and clinical staff. I am looking forward to also working with the office volunteers in Columbus. I can be reached at 828-894-7000 or 800-617-7132.

We are hoping that these changes will benefit you the volunteer, as well as our patients and their families. If you have any questions, call ...or better yet, stop by to see your volunteer staff. Thank you for all you do!

Welcome New Volunteers:

From July through September, HoCF welcomed 23 new volunteers to HoCF. We are glad you are part of our team!

Patrick Brown
Shirley Cashmore
Fran Davis
Carolyn Emory
Cathy Edwards
David Edwards
Penny Fisher
Anne Fowler
Lisa Fuhler
Joe Hoover
Raymond Karaiseky
Rosa Miller
Jacquelyn Minick
Jan Myles
Jeremy Sabo

Shannon Searcy
Maureen Smith
Hope Stewart
Betty Syn
Carolyn Thompson
John Thompson
Dee White
Geri Wyatt

Smiling is infectious,
You can catch it like the flu.
Someone smiled at me today,
And I started smiling too.
~Author Unknown

A Wish List for our Patients



Please
Unscented items only!

- No-rinse Shampoo
- Kleenex
- Gel or Roll-on Deodorant
- Gillette Custom Plus Disposable Razors
- 21 Compartment Pill Boxes (3x7days)
- Large Nail Clippers
- Baby Wipes, Disposable, Quilted
- Lotion
- Shaving Cream

Monetary donations for any of the above items are also greatly appreciated! :-)

VISIONS AND VALUES

This has been adopted by the Volunteer Department as a guide for all volunteers of HoCF.

Agency Vision: Hospice of the Carolina Foothills is THE preferred and premier provider of end-of-life care in the Carolina Foothills.

Values: Creativity, Teamwork, Integrity, Good Stewardship, Human Dignity, Competence

Volunteer Services Department Vision: HoCF Volunteer Services Department is the preferred volunteer experience in the Carolina Foothills that provides quality volunteer training, supervision, support, and appreciation to further the vision of HoCF.

Values

Creativity:

- We provide diverse volunteer opportunities to utilize the diverse talents of our volunteers.
- We are creative in meeting the diverse needs of our organization, community, and patients and families, with a “yes we can” attitude.
- We use creative problem solving skills.
We are creative in our approach to recruitment, training and appreciation of our volunteers.

Teamwork:

- We follow through with our work and commitments.
- We hold ourselves and each other accountable.
- We work closely with other team members to ensure that the needs our patients and their families, and our organization as a whole, are met.
- We support and encourage our team members and volunteers in their work.
- We provide education and leadership to assure that our volunteers are valued members of our HoCF team.
We respect our staff and volunteer team members’ roles and expertise.

Integrity:

- We are trustworthy and honest in our interactions and communications.
- We are reliable and follow through with our duties and responsibilities.
- We keep the vision and values of HoCF in the forefront of our service delivery, and the patient/family at the center of our care.
- We use good judgment and discernment in our volunteer assignments.

Good Stewardship:

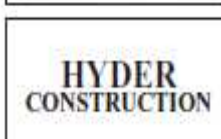
- We are mindful of the resources we utilize, and conserve whenever possible.
- We are open to possibilities and creativity to find resources (volunteers, donations, grants) to further the quality of our program.
- We treat our properties with respect and care.
- We are good stewards of our time in the workplace, and respect the time of our colleagues and volunteers.

Human Dignity:

- We are considerate, respectful and kind in our interactions and communications.
- We hold our volunteers’ sharing, gifts, and talents with the utmost care, respect and appreciation.

Competence:

- We demonstrate competence in our work responsibilities, producing quality results.
- We are open to change and learning new skills to further the vision and values of HoCF.
- We provide quality training and supervision to ensure our volunteers have competence and confidence to complete their volunteer duties.

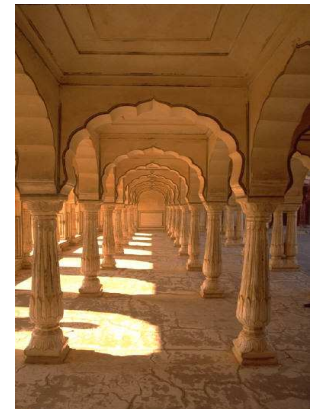


Bereavement: Harvest



Throughout the summer and into the fall, most of us have enjoyed the harvest of a garden- whether it be our own, a neighbor's, or through a local vegetable stand or farmer's market. For those of us who garden, tasting that first flavorful tomato, buttering that fresh ear of corn, or sharing a bouquet of flowers brings us great satisfaction. And looking back over seasons of gardening, we realize that what we harvest in the fall has so much to do with what time and effort we put into it along the way—and also with the some things out of our control, like the weather. The soil preparation, choosing quality seeds and plants, weeding and hoeing, feeding and watering, combating bugs and critters all help determine what kind of harvest we reap. And how many of us have anticipated the almost ripening of our beautiful peas, only to find them eaten off the next morning by a nocturnal visitor. Those strolls around the garden are filled with moans and disbelief, and oftentimes plans of a new defense.

Grieving the loss of someone dear to us is a little like gardening. How we prepare and what time and effort we put into our grief influences what we harvest. Our preparation for loss happens over years....have we developed habits of caring for ourselves through good nutrition, exercise, hobbies and interests? Have we cultivated friendships, faith practices, and self esteem over the years? What have previous losses taught us about our strengths and what does and doesn't work well for us? Next comes the "grief work" or mourning – the actual weeding, watering and feeding of the outward expression of grief. In our gardens, we cannot control the amount of rain, or sun or the late spring freeze or the hail storm, but we can control how much time and effort we put into the cultivation of our harvest.



This involves embracing the pain of loss instead of repressing or denying it. This part of our "gardening" can be very difficult. It may involve expressing anger, sorrow, loneliness, emptiness and questioning. It may involve broken relationships, stressful transitions and decisions, lack of energy and interest in life. And like any garden, we may have a tendency to neglect it when it seems overwhelming or hopeless. And sometimes we just want to go to the store and buy our beans instead of toiling in the hot sun in the drought for a few beans eaten up by bugs.

But when we do the work of mourning, the harvest may be a bit surprising (unexpected). Our harvest might include becoming closer to a sibling; finding strength in our faith practices; developing new skills; accepting help from others when we are accustomed to only being the "giver"; finding meaning through long nights of emptiness; developing a new sense of identity; becoming more compassionate and willing to reach out to others.

Our harvest after loss may be in remembering our loved ones and nurturing their virtues within us like we would nurture a small rose bush. It takes time, commitment, attention, and energy. The bush has to battle disease, pests, and weather—sometimes to yield many beautiful blossoms, sometimes only a few. Take time to cultivate and harvest from your "grief work". . . it will be worth the effort in your healing process.



Capps Brothers CHIP MILL
20100 Asheville Highway
P.O. Box 70
Landrum, SC 29356
(864) 457-2325

Diane Nelson, Development Manager



Do you LOVE to garden? We are going to overhaul some gardens at the Hospice House and get them ready for winter. Can you come and help us??? Please??? All gardeners (and non-gardeners) are welcome. Please call Diane Nelson in the development office if you can come and play with us.

The 2010 Ornament is currently on sale. Please consider this invitation to honor or remember someone special with a beautiful keepsake ornament. Proceeds from this Tree of Life fundraiser will enable people to receive the care they need and deserve. You will find order forms and a sample of the ornament at all HoCF campuses (Thrift Barn, Hospice House and Administration & Program Center) . As always, thank you for your generous support.

Looking for a great gift for the person who has everything? Consider a Brick or a Paver on the Path of Remembrance. No driving, no shopping, no wrapping! We even send the card!!! It's perfect. Call the Development office to order! 828.894.7000 ext. 229

There are a few items at the Hospice House that have been reserved as naming opportunities. Several of the new gardens that have been identified will be ready for planting in November. All proceeds will go toward mortgage reduction. If you are interested in a naming opportunity, please call us at the Development Office. Thank you!



Lindsey Moore, Thrift Barn Manager



The Thrift Barn appreciates the following ongoing contributions as we help support the mission of HoCF:



Plastic and paper bags
Furniture and appliances
Equestrian gear
Artwork and Lamps

VOLUNTEERS!

Orientation is every Monday at 10 a.m. or we can schedule by appointment!

We need you!!!

Our drive-through donation drop-off is open

Monday – Saturday, 9 a.m. – 3 p.m.

Volunteers are needed Monday – Saturday.

Call the Barn for more information:

864.457.7348

Mark Your Calendars!!!

November

- 8 - Volunteer Training 10am or 5:30pm Part 1
Hospice Center, Columbus
- 15 - Volunteer Training 10am or 5:30pm Part 2
Hospice Center, Columbus
- 17 - Patient Companion Team Meeting 9-10 am
Hospice Center, Columbus
- 17 - Spiritual Traditions at the End of Life Part 3
10-11:30am, Hospice Center, Columbus
- 18 - Coping with Loss of All Kinds during the Holidays
6:30pm, Landrum Library

December

- 2 - Volunteer Training 10am or 5:30pm Part 1
Hospice House, Landrum
- 2 - Coping with Loss of All Kinds during the Holidays
10:30am, Polk County Library, Columbus
- 7 - Volunteer Breakfast, 7:30 - 10a.m.
Landrum First Baptist Church
- 9 - Volunteer Training 10am or 5:30pm Part 2
Hospice House, Landrum
- 15 - Patient Companion Team Meeting 9-10 am
Hospice House, Landrum
- 15 - Palliative Care In-service, 10 am
Hospice House, Landrum

Also check out the volunteer page on our website:

<http://www.hocf.org/volunteers/>

Those who can, do. Those who can do more, volunteer. ~Author Unknown

WE APPRECIATE YOUR COMMITMENT AND CARING VOLUNTEER WORK ~ THANK YOU SO MUCH!!!

T P H S F V X Y I R Z T E E L
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WORDFIND

APPRECIATE
CARING
COMMITMENT
DIGNITY
FAMILY
FRIENDS
GRIEF
HOMECARE
HOSPICE
INTEGRITY
LOVE
PATIENT
SHARING
SMILE
TEAMWORK
TRAINING
VALUES
VOLUNTEER

Today, give a stranger one of your smiles. It might be the only sunshine he sees all day.
H. Jackson Brown, Jr.

Volunteers do not necessarily have the time; they just have the heart. ~Elizabeth Andrew



HOSPICE
of the Carolina Foothills

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800.617.7132

IT'S ABOUT LIVING!

The world always looks brighter from behind a smile. Anonymous