

# HospiceConnections

## VOLUNTEER NEWS FROM HOSPICE OF THE CAROLINA FoothILLS



**Pictured above:** John and Lin Savage



**Pictured above left to right:** Marianne Apple, Jo Ann Cooper, Frances Moore, Rochelle Tyson, and Edith Kinkade

### Volunteers Get Great Ideas from Workshop!!!

Seven patient companion volunteers traveled to Arden, NC on August 17 to attend a workshop entitled, "I'm Out of Ideas!" Sponsored by the North Carolina Region I hospices, of which Hospice of the Carolina Foothills is a member, the goal of the workshop was to provide practical hands-on activities that volunteers could use to interact with patients and families. Laura Zeisler, a licensed clinical social worker and registered art therapist, was the workshop facilitator.

Within a matter of minutes, Laura had the audience involved. A fun time was had by all as we made memory boxes and picked up some great ideas. The volunteers who attended the workshop liked the idea of using postcards to promote patient interaction, and **we need your help!** We are collecting postcards for patient companions to share with their patients. The hope is that showing varied and colorful postcards to patients may peak their interest and provide stimulus for conversation and engagement. Please send us cards from your many travels. We will put them to good use!

### INSIDE

2 DISEASE EDUCATION

3 HOSPICE HOUSE UPDATE

4 CALENDAR

INSERT  
VOLUNTEER IN-SERVICES



**Pictured to the left** are Rochelle Tyson, volunteer, and patient Dorothy Benson.

**Pictured to the right** are Hospice nurse Barbara Tousey with Dorothy Benson and her husband, Clark.



### A Birthday Celebration!

Hospice staff and volunteers help make the birthdays of our patients special. What a joy it is to be a part of someone's happy occasion and to celebrate their life. This is what Hospice is all about.

## DISEASE EDUCATION

---

### DEMENTIA

**What is Dementia?** Dementia includes multiple cognitive deficits that occur gradually over time. The most common deficit is memory impairment that can affect the ability to interact with others or hold down a job. The most common disease causing dementia is Alzheimer's disease.

#### What are the Signs and Symptoms of Dementia?

- Forgetfulness.
- Difficulties with familiar activities.
- Language problems. The patient may not be able to use simple words or may use the wrong word. This can make it hard to know what the patient is trying to say.
- Problems with losing their sense of direction. The patient may go somewhere and then not know how to get back.
- Problems with judgment. The patient may wear a robe to go shopping. The patient may wear a winter coat in the middle of summer.
- Problems with numbers. The patient may not be able to do simple math.
- The patient may place things in the wrong places. For example, the patient may put the iron in a drawer. The patient often will forget where he/she has put things.
- Sudden mood swings without a known cause.
- Personality changes may occur suddenly or over a period of time.
- Loss of interest in loved hobbies.

#### What to report to the Hospice Care Team?

- Any signs of behaviors listed above.
- Any signs of hurting self or others.

#### What can be done for Dementia?

- Treat patient with respect.
- Remember the patient is an adult. Treat hi./her that way. Do not treat them like a child, which could embarrass him/her.
- Offer an explanation before helping a patient.
- Try to understand the emotions and feelings of the patient. Keep in mind though that you cannot understand everything. You can only do your best.
- Allow the patient to do as much of their own care as possible. This will help maintain their self esteem.
- Provide physical closeness. Try touching, gestures, and eye contact.
- Talk in a calm and reassuring manner.
- Resist the impulse to control the behavior. The behaviors may have meaning. Try to move to a new activity when the patient becomes stressed.

*Hospice and Palliative Nurses Association October 2005*

### Hospice Connections

A HOSPICE OF THE CAROLINA  
FOOTHILLS PUBLICATION

Serving Polk County, North  
Carolina, and  
Upstate South Carolina

Jean H. Eckert  
*Executive Director*

Garry Snipes, MD  
*Medical Director*

**Board of Directors**  
Ronald E. Smith  
*Chairman*

Joseph Phayer  
*Vice Chairman*

Jean L. Wright  
*Treasurer*

Jacquelyn Wright  
*Assistant Treasurer*

Callie Smith  
*Secretary*

Kay Ennis  
William P. Jenks  
Jerry Johnson  
Robert Earle Lee  
William Miller  
Jack Newton  
Jennie Smith  
Thomas P. Strader  
William P. Wuehrmann  
Dorothy Wyckoff

**Mission Statement**  
Hospice of the Carolina  
Foothills promotes and  
provides compassionate  
end-of-life care, meeting  
the medical, emotional  
and spiritual needs of  
individuals and their  
families.

#### Contact Information

TEL  
828.894.7000

800.617.7132

FAX  
828.894.2254

EMAIL  
hocf@hocf.org

WEB  
www.hocf.org

**Newsletter Editor**  
Yvonne Gilliam

## Message from the Development Office.....



### Hospice House Update

Have you driven by the site lately? It's been graded so that you can see the shape of the beautiful facility to come. Construction bids go out in mid-September!

Fundraising continues with a brick campaign. You can engrave a small or large brick in memory or in honor of someone, which will be part of the landscaping of the House. Your brick will help form a **Path of Remembrance** at the Hospice House in Landrum and be a tribute to someone special.

Forms are available in the lobby of the Hospice office and also on our website, [www.hocf.org](http://www.hocf.org).

*Beth Child, Director of Development*



## Next Time You're Out...

Please Keep Us In Mind  
A Donation from you  
Would be so Kind

### Shopping List for our Patients

All Items should be *Unscented* please:

- **No-Rinse** shampoo
- **No-Rinse Liquid Body Wash** *Moisturizing, Unscented*
- **Liquid Soap** - Dove or Ivory (*No Bars Please*)
- **Gel or Roll-on** Deodorant (*No Solids Please*)
- **Disposable Razors** – such as Schick or Gillette
- Disposable, wet **Baby Wipes** *Unscented, Quilted*
- Pill Boxes (3x/7 day)

## Welcome New and Returning Volunteers

### Patient Companions

Millie Bordyn  
A. Y. Brown  
Kylie Fauth  
Peggy Kuykendall  
Craig McSwain  
John Savage  
Lin Savage

### Non-Patient Companions

Pat Chambers  
Mary Gilbert  
Carol Vosburgh

### Good Samaritans

Richard Alewine - Lynn First Baptist, Lynn, NC  
Brenda and Clay Ayers - Bear Creek Bible, Campobello, SC  
Walter Bryan - Good Shepherd Episcopal, Tryon, NC  
Nancy Durham - Saluda First Baptist, Saluda, NC  
Frances Fairey - Saluda United Methodist, Saluda, NC  
Mary Gilbert - Coopers Gap Baptist, Mill Spring, NC  
Janet Maybry - Campobello First Baptist, Campobello, SC  
Lou Odel - Big Level Baptist Church, Mill Spring, NC  
Marty Odum - Saluda Presbyterian, Saluda, NC  
Ruth Reid - Wheat Creek Baptist, Tryon, NC

Welcome to the team! We are glad to have you!





## SEPTEMBER

11 Volunteer In-Service: Updates & Annual Requirements; 1-2:30 pm Founders Conference Room

30 Chapel Love Offering Sunday



## OCTOBER

13 Links o' Tryon Ladies Golf Tournament Hospice House Benefit

19 Volunteer In-service Bereavement Vol. Training 10 am - 12 noon

26 Volunteer In-service "11th Hour" Training 10 am - 12 noon Noel Room

23 Good Samaritan Meetings 9:30 am or 5:30 pm Noel Room

30 Volunteer In-service "Getting To Know Me" 9 am - 12 noon Noel Room

**Please see Insert for detailed information on Volunteer In-services.**

## September Birthdays

Diana Pack	6
Wilma Rowe	6
Doris Canniff	11
Bill Johnson	12
Frederick Ernst	13
Edith Kinkade	14
Jean Boggs	15
Ruth Masna	21
Rochelle Tyson	29

## October Birthdays

Sally Berg	3
Toni Baker	4
Kathy Tyrrell	4
Isaac Bryant	5
Linda Fretwell	5
Mary Hardvall	5
Jean Shumway	5
Virginia Perrenod	6
Ellen Flynn	9
Joseph Juett	9
Jo Ann Cooper	12
Joseph Phayer	12
A. Y. Brown	13
Kathleen Gross	18
Michael Pearson	18
Craig McSwain	20
Marge Nowak	24
Marie Butler	28

*Wishing you the best on your birthday!*



130 Forest Glen Drive  
Columbus, NC 28722  
828.894.7000  
www.hocf.org



## Volunteer In-Services



**Tuesday, September 11, 2007 (Noel Room)**

**Do you need your \*Annual Requirements?  
Would you like to review some other topics?  
We Need an Audience! We're Videotaping!**

- 1:00 Hospice 101 with Jean Eckert OR \*Universal Precautions with Yvonne Gilliam**
- 1:30 Interdisciplinary Team with Diane Nelson OR \*Back Care with Yvonne Gilliam**
- 2:00 \*HIPAA with Missy Tary**
- 2:30 Diseases/Medical Conditions with Garry Snipes, MD  
(Update for patient companion volunteers who have not attended this class in the last two years)**
- 3:30 Communicating With Patients & Families with Maggie Mугan, MSW**
- 4:30 Spirituality in Hospice with Allison Richardson, Chaplain**

**\*Yearly requirement for all hospice volunteers**

**Please call Diane to reserve your spot!!  
828-894-7000/800-617-7132**

**Good Samaritans - Let's Meet in OCTOBER!  
Tuesday, October 23, 2007 - 9:30 am or 5:30 pm**

### **Topics of the Meeting**

Meet our New Good Samaritans  
Palliative Care Program - What it is and how it's growing  
Hospice House Update and Volunteer Training  
Upcoming Grief Seminars

**Please call Diane with your time and mileage reports. SHE'LL TRACK IT FOR YOU!!!  
JUST CALL HER!**



## A Call for 11th Hour Volunteers!!!!

Volunteers are needed to join our 11<sup>th</sup> Hour Volunteer Team. 11<sup>th</sup> Hour volunteers offer a quiet presence at the bedside of dying patients and provide comfort and support to the family members. Volunteers can hold the patient's hand, offer a silent prayer, and comfort the patient and family during the dying process.

We believe no patient should have to die alone. Each deserves the respect of having someone who cares about them by their side. If you are interested in the 11<sup>th</sup> Hour program or just want to know more about the dying process, you are invited to attend our specialized training that is offered by the hospice team staff.

**When: Friday, October 26, 2007  
10 am – 12 noon**

**Where: Noel Room, Hospice Administration & Program Center**

Please call Yvonne Gilliam at 828-894-2881 or 1-800-617-7132 to RSVP.

### **Bereavement Volunteer Training on Oct. 19th**

The Bereavement Department will be having an additional three-hour volunteer training on October 19, from 9 am - 12 noon, for those who would like to specialize in working with bereaved individuals. Opportunities to lend a hand include making phone calls to the bereaved (especially as the holidays approach), offering grief support to nursing home residents, and helping out at functions (Remembrance Gathering, seminars, support groups). If you are interested in reaching out to those who are grieving, please call Wendy McEntire at (828-894-7000, ext. 233) by October 17 to register for the training.



### **“Getting To Know Me” Training Offered on October 30th**

It's time again for GKM training! GKM is short for “Getting To Know Me”: an approach to care for hospice and palliative care patients with dementia. The training will be offered October 30 from 9 am - 12 noon in the Noel Room. This training will give volunteers a better understanding of the medical aspects of dementia and offer an assortment of effective techniques for those who work with patients who have dementia. Volunteers will receive the GKM Tool, a document which can be completed by the patient's family and friends that gives insight into the biography and personality of the patient. Sensory stimulation activities will also be shared with volunteers.

If you are interested in becoming a “GKM Specialist”, please call the Volunteer Office at 828-894-2881 or 1-800-617-7132 to reserve your spot!