

INFORMING



Auction Crew Needed

It's Labor Day Auction time! Planning and preparations have been underway for months. Now we are looking for a few strong people to help with set-up the week prior (August 29-September 2). This is demanding physical labor that includes carrying and setting up tables, chairs, furniture, plants, paintings and everything in between. No training is necessary to be part of the crew, but again, this is geared toward people who are not afraid of heavy lifting, August weather and getting a little dirty. If you are interested in joining the set-up crew, please contact Jacqueline Bilder at jbilder@hospicecommunity.org or call (717) 391-2441.



"In 2014 I saw an article in *Lancaster Newspapers* about the Hospice Auction. I got in touch with Volunteer Services and I signed up to volunteer in any capacity needed. Each year I've met so many great, hardworking, big hearted people. I am at the Solanco Fairgrounds before, during and after the Auction. I especially enjoy helping set up the main building. Regardless of the jobs that need to be done, there are always people willing to join together to get everything ready for such a great cause."

~ Dan Hushon
Labor Day Auction Volunteer

Volunteers Were in Full Bloom at Plant Sale

Hospice & Community Care, in collaboration with The Gilded Lily, held its annual Plant Sale in June raising more than \$47,000 with 100% of the proceeds helping to provide care and support for patients and families coping with a serious illness or loss.

The event would not have been possible without our more than 60 Plant Sale volunteers, many of whom volunteer each year, lending their time, talents and expertise in a variety of ways to make the event a success. Volunteers assisted at registration, sold raffle tickets, directed traffic, assisted customers and more. They were also instrumental in pre-event planning and setup. Volunteers helped to maintain – watering, feeding and potting – hundreds of plants from April through June at The Gilded Lily in Columbia. They also helped to set up and arrange items a few days before the event, as well as helped with event cleanup.



Special thanks to Hospice volunteers for their incredible support and Tim and James of The Gilded Lily for making the Plant Sale a tremendous success. Please mark your calendars for next year's Plant Sale on June 2 and 3.

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Volunteer Voice

HOSPICE & COMMUNITY CARE

For and About Hospice Volunteers

SUMMER 2022

EMPOWERING • EDUCATING • INFORMING

EMPOWERING

Are you an orange or an apple?



Dear Volunteers,

A few years ago a mentor of mine launched into a soliloquy comparing volunteer service to apples and oranges. I know...it seems strange and I'm sure you're just as confused and skeptical as I was when he first introduced his theory. In his mind, there are two types of volunteer service experiences, an orange and an apple.

Let's start with the orange. It's visually appealing, its bright skin casting off a brilliant shade of orange. When you cut into an orange there is an explosion of juice, tantalizing the taste buds with its rich, citrus smell. An "orange" volunteer service experience is equally rewarding in its immediate fulfillment. It's the smile you receive from a patient who has been anticipating your visit all week, performing a pinning ceremony for a Veteran and his family, or dropping off a meal for a family in the Bob Fryer & Family Inpatient Center on Thanksgiving. The rewards are immediate, your service tangible and appreciated.

Now let's move on to the apple. The color of the apple's skin might be muted or scuffed. While the smell is rich, it's nowhere as aromatic as the orange. When you bite into the apple the color inside isn't as vibrant and it takes a lot of bites to finally get to the center. But in the core, there are seeds...seeds which can be planted and grown to feed a generation. Knitting patriotic blankets for Veteran patients that the family will hold onto after their loved one's passing, canvassing businesses to ask for donations for the Labor Day Auction, or helping to put together comfort kit bags for the Inpatient Center, these are all "apple" volunteer experiences. A volunteer may not be able to see the instant benefits of their service, nor feel that they are contributing much, but the ripple effects of their service will continue to give long-term comfort and care. Both the apple and the orange service experiences are making significant contributions and are equally powerful in their impacts.

So, whether your service is an apple or an orange, please know that as a Hospice volunteer, you are playing an integral role in providing care to our patients and families, as well as helping to provide the foundation for our organization to grow its mission and reach. None of our work would be possible without our volunteers, and we're so very grateful.

—Jen Horan



KEY DATES

York Volunteer Brunch

July 19 • 9:30 – 11:30 a.m.

The Ann B. Barshinger Hospice Center
235 Saint Charles Way, Suite 250, York

Senior Nursing Facility Role Meeting

July 19 • 1–3 p.m. & July 21 • 6–8 p.m.

The Essa Flory Center, 685 Good Drive, Lancaster

Inpatient Center Wing Volunteer Meeting

July 25 • 2–3:30 p.m. & July 28 • 6–7:30 p.m.

The Essa Flory Center, 685 Good Drive, Lancaster

New Volunteer Training

August 1, 3, 6 & 10 • 6–9 p.m.

The Essa Flory Center, 685 Good Drive, Lancaster

Home Hospice Role Meeting

August 16 • 1–3 p.m. & August 18 • 6–8 p.m.

The Essa Flory Center, 685 Good Drive, Lancaster

Volunteer Recognition Dinner

September 26
6–8:30 p.m.

Eden Resort & Suites
222 Eden Road, Lancaster

Sponsored by



Groff-High-Eckenroth
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EDUCATING

You Can Now Text Us

Good news! You can now TEXT the Volunteer Services team. Thanks to our new phone system, you can send text messages directly to our office phone numbers. And, if you receive a text message from us, it's as easy as replying directly to that text. If you would like to add texting as one of your methods of communication, please let us know so that we can add it to your profile.



(Pictured from left to right): Carol Vanden Berg, Jen Horan, Donna Wilkie, Jacqueline Bilder, (front row) Kayla Heiserman and Megan Long

- Jen Horan**, Director of Volunteer Services (717) 735-2466
- Kayla Heiserman**, Volunteer Services Administrative Assistant . . (717) 735-9463
- Carol Vanden Berg**, IPC Volunteer Coordinator (717) 391-2426
- Donna Wilkie**, Home Hospice Volunteer Coordinator (717) 391-2410
- Jacqueline Bilder**, Community Volunteer Coordinator (717) 391-2441
- Megan Long**, York Volunteer Coordinator. (717) 391-2455

Hospice Hopped into Spring with Special Visitors

In May, Hospice staff and volunteers were treated to a visit from baby kangaroos from Aldinger Farms. These cute and cuddly visitors brought smiles to everyone's faces.



New volunteer Lisa Jani holding Lady.

Welcome to our New Volunteers

- Ann Copeland
- Jen Cranford
- Dorothy Daniels
- Martha Giansanti
- Lisa Jani
- Anne Lloyd
- Jeri Price
- Dani Spizir
- Dana Stadler
- Mary Ann Szekeres
- Jim Thurlow

VOLUNTEER RECOGNITION

The Starfish Award—Recognizing Volunteers for Making a Meaningful Difference

In an effort to recognize and celebrate volunteers who have demonstrated outstanding commitment to Hospice & Community Care patients and families, the Volunteer Services Department created The Starfish Award. Hospice volunteer coordinators nominate volunteers who have gone above and beyond in their efforts to make a difference.

In many volunteer circles, the parable of the "Starfish story" is used to demonstrate how significant a difference even the smallest, positive action can make. While all Hospice & Community Care volunteers' contributions are impactful and significant, there are occasions where their efforts to bring comfort and care to our patients is extraordinary.

MARCH 2022

Marie Roach

With 16 years and nearly 6,000 volunteer hours dedicated to serving Hospice & Community Care patients and families, Marie's long and dedicated tenure is already deserving of a Starfish Award. However, recently we've discovered that her devotion to Hospice doesn't end when her assignments have been completed. In the past month we have interviewed two new volunteer candidates. When asked why they were interested in volunteering with Hospice & Community Care, they both mentioned Marie. The common thread between these two new volunteers and their motivations for serving has been Marie. She continues to consistently go above and beyond as a volunteer, and is a tremendous advocate and mentor for our organization, our families and our volunteers.

Luci Steele

Luci is a master gardener who is always willing to lend a hand with arranging flowers that are donated to the Bob Fryer & Family Inpatient Center in Mount Joy. In March, when dozens of roses were delivered to the Inpatient Center, Luci was more than happy to break them down and distribute them to patients...all while she was shadowing a new Center volunteer! Whenever we have a special floral project, Luci is our go-to person. A year ago, she provided all of the silk wedding flowers for a patient wedding in the rose garden and also made a beautiful silk door wreath for a patient celebrating a milestone anniversary.

Joyce McFadden

Joyce is always willing to take on a new patient, whether it be in a private residence or a skilled care facility. She is equally as dependable and adept at taking on new roles, such as conducting weekly check-in calls with patients and caregivers. In addition, Joyce steps in to help our Education Department as an RN, supporting volunteer and staff orientations as well as health fairs. Having served as a nurse and a Hospice & Community Care employee, Joyce brings a tremendous depth of experience to the role and her wisdom and insight continue to prove invaluable. We are so fortunate to have Joyce as a volunteer.

THE STARFISH STORY

A young man was walking on a beach littered with starfish, bleached and dying after a storm. An old man was picking them up and flinging them back into the ocean. "Why do you bother?" the young man scoffed. "You're not saving enough to make a difference." The old man shrugged, picked up another starfish and sent it spinning back into the water. "Made a difference to that one," he said.

—Author Unknown



APRIL 2022

Connie Simmons

Connie is certainly no stranger to Hospice & Community Care, having spent more than 13 years as the respected and beloved Director at the Bob Fryer & Family Inpatient Center. Upon retirement, Connie jumped right back into hospice care, wearing multiple hats as a Hospice volunteer. Our Volunteer Services team is fairly certain that Connie would give them an emphatic "Yes" to any volunteer request they give her...she's literally done it all! From supporting Hospice & Community Care special events to organizing Personal Protective Equipment (PPE) supplies, Connie continues to use her past experience to help fill critical roles. Any time we have a special volunteer request we immediately think of Connie. She's the "Ever-Ready" bunny of Volunteer Services, and we're grateful for her continued dedication and service to our patients and families.

Sherri & Jennifer Peters

For the past several years this mother and daughter team has donated Easter bags filled to the brim with goodies for staff at the Bob Fryer & Family Inpatient Center in memory of their husband and father, Nelson Peters, who was cared for at the Center. During Easter week, they personally delivered more than 85 Easter bags for the staff. They spend most of the year collecting items to place in the bags including Lancaster Barnstormer tickets and many other goodies. Every year when we thank Sherri and Jennifer for their generosity, they immediately thank us for allowing them to provide these tokens of appreciation. Their kindness speaks very much to the meaning of the Starfish parable.