

INFORMING

Annual Review Reminder!

As a reminder, if you have not yet submitted your flu shot information and Annual Review to us, please do so as soon as possible to remain eligible to volunteer with our patients and families.

Annual Review is online this year, available through our WordPress portal. It is broken down into four categories: Home Hospice, Inpatient Center (IPC), General and New Volunteers. Please choose your primary role and complete the associated link.

WordPress is not just for annual recommitment, but also includes upcoming educational opportunities and documentation submission. Our WordPress site can be accessed through the Hospice & Community Care website under the 'Volunteer' tab then 'HCC Secure Volunteer Portal.' If you do not know your login information or have any questions, please contact Kayla Heiserman at kheiserman@hospicecommunity.org or (717) 735-9463. Thank you!

Winter Wellness Tips

—Jacqueline Bilder, Volunteer & Wellness Coordinator

Winter is upon us and it is time to think about eating for optimal health during this cold and flu season. You winterize your car and home this time of year and can do the same with your diet!

SOUPS A hot bowl of healthy soup with clear broth can leave you rejuvenated. Avoid too much salt and cream based soups when possible. It's a great way to use any leftovers!

ROASTED VEGGIES Healthy comfort food—roast cauliflower, broccoli, carrots, turnips, sweet potatoes, pumpkin and/or any winter squashes. Cut up veggies, lightly salt and use a light sprinkle of olive or avocado oil. Roast at 400 degrees for 25-30 minutes and enjoy.

We are in need of Volunteer Hairdressers!

Did you know that we recruit and train licensed hairdressers to volunteer to help cut patients' hair? Our hairdresser volunteers provide a tremendous service to patients who are unable to physically leave their homes. Currently we have more requests than we do volunteers. If you know of any hairdressers who might be interested in learning more about this opportunity please have them contact us for more information.

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Hospice & Community Care
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(717) 295-3900 • www.hospicecommunity.org

WELCOME
NEW
VOLUNTEERS

Mindy Bell

Deidrah Brady

Jasmine Bryan

Wayne Burton

Diane Eshbach

Stacey Gagne

Edward Hartman

Lynn Linde

Tiffany Lucas

Janet McLoughlin

Jesus Ortiz

Suzi Smith

NEW VOLUNTEER TRAINING

- February 21, 23, 28 and March 2
1:00 to 4:00 p.m.
The Essa Flory Center
685 Good Drive, Lancaster

- March 14: Volunteer Trivia Night
- March 28: Community Volunteer Role Meeting
- April 13: Vet to Vet Role Meeting
- April 17: Volunteer Recognition Dinner at the Eden Resort

KEY
DATES

Volunteer
Voice

For and About
Hospice Volunteers

WINTER 2023

HOSPICE
& COMMUNITY CARE

EMPOWERING • EDUCATING • INFORMING

EMPOWERING

Happy New Year!



Hello Volunteers,

As we kick off the New Year we cannot help but reflect on some of the highlights of 2022. In sheer numbers, 643 volunteers contributed more than 23,000 service hours. Our Veteran volunteers performed more than 130 Veteran pinning ceremonies and we welcomed 52 newly trained volunteers. Upwards of 400 volunteers made history by donating their time and talent to help our organization raise more than \$970,000 at the Labor Day Auction. While these milestones are amazing and should be celebrated, they do not account for the myriad of mission moments, both great and small, we've had the pleasure of witnessing along the way.

Mission moments are just that...moments when our volunteers make the ordinary extraordinary through the care and attention they give. It's a Veteran volunteer dropping everything to rush to a Veteran patient's bedside at end of life to ensure they are honored for their service. It's a home hospice volunteer faithfully bringing fresh flowers to the patients she visits so they have something beautiful to brighten up their rooms. It's the volunteers who spend their holidays at the Bob Fryer & Family Inpatient Center to prepare and serve a home-cooked meal for our patients, families and staff to enjoy. These are only a few examples of how the dedication and thoughtfulness of our volunteers helps further our mission to provide personalized care and comfort to those at end of life.

As we usher in a new year, we want to express how incredibly grateful we are to each and every one of you. Again and again you have answered the call to serve, providing critical support to our staff, and most importantly, the patients we have the privilege to care for. Thank you for all you do and for making so many mission moments possible! Wishing you all a happy & healthy New Year!

Jen & the Volunteer Services Team

The Starfish Award—Recognizing Volunteers for Making a Meaningful 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.

JUNE/JULY 2022

Diane Gontero

In May, the Volunteer Department had little to no inventory of patriotic quilts and blankets for our Veteran patients. We put the call out to volunteers and staff and when Hospice & Community Care’s Director of Access, Elissa Dougherty, learned of this she immediately called her mom, Diane. As the saying goes, the rest is history. Diane quickly mobilized, gathered her fabric and, in just a few short days, delivered several gorgeous red, white and blue quilts, helping our once barren shelves look fuller and brighter with her patriotic designs. About a week later, she did it again, and continues to provide us with a steady stream of quilts for our Veterans. Elissa lovingly refers to her mom as the “Turbo Quilter” and we agree. We also could not be more appreciative of how Diane continues to share her prolific quilting skills and artistry to make it possible for our Veteran patients and their families to receive a symbolic tribute for their service to our country.

Kay Fisher

We are so thankful to have Kay as one of our wonderful volunteers. Kay is always willing to go above and beyond her regular duties as a home hospice volunteer. Notably, Kay recently signed up to assist our staff in helping coordinate our Virtual Dementia Tour (VDT) training as a tour guide. Without facilitation assistance we would be unable to offer this innovative and informative training to additional volunteers. This training simulates what someone with dementia experiences in their daily lives. In addition, when a patient in our care expressed the desire to have a volunteer to assist them with arts and crafts, Kay once again stepped up to the plate. Whenever we have a unique volunteer request, Kay is often the first to say “yes!”

Jo Ann Lutton

We are so very fortunate to have Jo as one of our dedicated volunteers. Jo has been a volunteer with Hospice & Community Care for more than 33 years! Her dedication to our organization and mission is admirable. Jo is always willing to take on new responsibilities, even in the midst of performing the roles that she is already signed up for. Jo often comes in early and stays late during her shifts as a greeter at the front desk at our Good Drive location. She's even laundered weighted blankets and fidget quilts and is more than willing to represent Hospice at community events. Throughout it all, Jo remains smiling and willing to help wherever and whenever she can. We're so honored to have Jo as one of our seasoned volunteers.

Sue Binkle

Sue has been a dedicated Hospice & Community Care volunteer since 2006, devoting the majority of her volunteer service at the Bob Fryer & Family Inpatient Center. Recently, Sue offered to assist the Inpatient Center Volunteer Coordinator in the implementation of the Hospitality Cart for patients and visitors. The Hospitality Cart offers ready to eat microwavable meals, hearty snacks, drinks, magazines, puzzle books and other activity items to increase the comfort to caregivers during their visits to their loved ones. Sue’s enthusiasm, attention to details and suggestions of items for the cart has been greatly appreciated, leading to an overwhelmingly positive response from those who are benefiting from the cart’s contents. Her willingness to volunteer twice a week to wheel the cart into the patient rooms is offering added comfort and care to patient families and visitors, who up until its introduction typically didn’t wish to leave their loved one’s bedside and had to rely on snacks and drinks from the vending machines. It is due to her extraordinary efforts that she has earned the Starfish Award.

AUGUST 2022

Pete Bush

We are honored to give the Starfish Award to Pete. A volunteer since 2017, Pete has proven to be an incredibly committed, responsive, and dedicated Hospice volunteer. He is a natural people person who has never met a stranger. As an Air Force Veteran, Pete has met with countless Veteran patients, performing pinning ceremonies, sharing stories, and being a friend and comfort to both patients and their families. His compassion and easygoing personality allow him to form almost instant connections with the Veterans he visits. From a Volunteer Services perspective, Pete is often one of our "go-to" guys for last minute Veteran pinning requests, often dropping everything to honor a fellow Veteran. We are truly grateful for Pete’s continued commitment.

OCTOBER 2022

Yvonne Musser

For approximately 15 years Yvonne has generously donated hundreds of peonies to the Bob Fryer & Family Inpatient Center from her farm in recognition of her mother’s Hospice care. They are used to beautify the Inpatient Center and are given to patients and staff. They even inspired a nurse to do paintings of the flowers. Yvonne is a perfect example of using one's talents and resources to benefit others without expectation of recognition.

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



Gerry Heefner

We at Hospice & Community Care are so very fortunate to have Gerry as one of our office volunteers. From mailings to birthday cards, community event help and documentation, Gerry executes all of her roles with dedication and professionalism. Gerry is meticulous and consistently accurate with documentation, often staying past her scheduled time to get jobs done. We are so grateful to have Gerry supporting our Volunteer Services office. Going above and beyond is in her DNA, and we are truly lucky to have her as a member of our team!

NOVEMBER 2022

Nancy Peterson

You always know it’s going to be a good day when you hear Nancy’s memorable and infectious laughter. Not only does Nancy go above and beyond in any volunteer assignment she’s given, but she brings a special dose of energy and fun wherever she goes. Nancy’s worn many different hats as a volunteer with Hospice & Community Care, from supporting patients and staff at the Bob Fryer & Family Inpatient Center, to helping our Development staff with special fundraising events. However, Nancy may be best known for her keen sense of style in creating beautiful display tables of collectible items at the Labor Day Auction. Most recently, Nancy helped Hospice staff prepare for our annual Book Sale. When a member of the Development staff walked by one particularly organized and aesthetically pleasing table of books, she turned around and said, “This has to be Nancy’s work.” The Volunteer Services staff is honored to award the Starfish Award to Nancy for her 12 years of dedicated service, and for her ability to inspire through her many gifts and talents.