

INFORMING

# Volunteer Recruitment

## Our next in-person Volunteer Training will be held in May 2022!

Hospice & Community Care is currently recruiting volunteers to help support our Home Hospice patients in both the Lancaster and York areas, Veteran volunteers to support our Vet to Vet program, volunteers to support the Pathways Center for Grief & Loss, and specialty volunteers who are hairdressers, provide pet therapy and knit blankets.

Interested volunteers can visit [www.HospiceCommunity.org](http://www.HospiceCommunity.org) or call (717) 735-2466 for more information.

HELP US SPREAD THE WORD

## Welcome to New Volunteers

- Elizabeth Bowlin
- Courtney Eppler
- Martha Eppler
- Bill Haines
- Erica Heisey
- Elizabeth Lewis
- Marge Means
- Debi Oxenberg
- Jess Rutter
- Donna Schilke
- Kimberly Setty
- Tamara Snyder
- Jennifer Taylor
- Michaelene "Mickey" Willy

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**HOSPICE & COMMUNITY CARE**  
Hospice & Community Care  
685 Good Drive, P.O. Box 4125  
Lancaster, PA 17604-4125  
(717) 295-3900 • [www.hospicecommunity.org](http://www.hospicecommunity.org)

### Date change for Volunteer Recognition

September 26, 2022

Sponsored by



### Vet-to-Vet Volunteer Meeting

April 4 • 2:00 to 3:30 p.m.

The Essa Flory Center, 685 Good Drive, Lancaster

### Volunteer Training

May 3, 5, 10 and 12 • 9:00 a.m. to noon

The Essa Flory Center, 685 Good Drive, Lancaster  
Application deadline: April 18, 2022

### Volunteer Recognition Week

April 18 – 23

### Virtual Dementia Tour (VDT)

May 24 • 1:30 to 3:30 p.m. –or– May 26 • 6:30 to 8:30 p.m.

The Essa Flory Center, 685 Good Drive, Lancaster  
Space is limited; register early. Watch for more information to come.  
Contact Donna Wilkie at [dwilkie@hospicecommunity.org](mailto:dwilkie@hospicecommunity.org)  
or Carol Vanden Berg at [cvandenberg@hospicecommunity.org](mailto:cvandenberg@hospicecommunity.org).



Groff-High-Eckenroth Funeral Home, Inc.

**2022 PLANT SALE**

**Hospice & Community Care Annual Spring Plant Sale**

**June 3, 3:00 to 7:00 p.m.**  
–and–  
**June 4, 7:00 a.m. to 1:00 p.m.**

**THE ESSA FLORY CENTER**  
685 Good Drive, Lancaster

**CONTACT JACQUELINE BILDER**  
at (717) 391-2441 or [jbilder@hospicecommunity.org](mailto:jbilder@hospicecommunity.org).

**VOLUNTEERS NEEDED!**

# Volunteer Voice

HOSPICE & COMMUNITY CARE

For and About Hospice Volunteers

SPRING 2022

EMPOWERING • EDUCATING • INFORMING

## EMPOWERING

# Words of Wisdom

A few months ago I found myself re-watching episodes of the television show The West Wing. During one particular episode the Press Secretary referenced a flak jacket in which previous administration's Secretaries would place tips and advice into the jacket pockets to pass along their words of wisdom to the next in line. This instantly made me think of our volunteers. I'm consistently blown away by the number of years and service hours our seasoned volunteers have contributed to Hospice & Community Care. One can only imagine the many stories, lessons and moments they have acquired during their long tenure as dedicated volunteers. In an effort to capture some of these, we recently asked long-time volunteers to send us their "words of wisdom" to pass along to our newly trained volunteers. The responses that we have received speak volumes about the level of compassion our volunteers bring to the patients and families they serve.

*"Volunteering is not about me. It's about supporting a great organization in a variety of ways. It's about effective listening and giving support to those who are grieving or dealing with end-of-life issues. Sometimes all it takes to really help someone who is suffering is to be 'present' for them. A held hand, a nod, a show of concern; these small acts can have a large positive impact."*

**Norm Yunginger**  
Volunteer since 2004

*"Listening and openness to others is the service and the gift we provide. No judgement, no assessments... just listening and openness. Often a bond of trust is formed and an ease in communicating develops from the initial awkwardness that accompanies all new relationships. This can be so rewarding. I think this comes from the bond of trust that forms when it is clear that there will be no judgements made."*

**Mike Hansberry**  
Volunteer since 2018

During our most recent New Volunteer Training these words of wisdom were given to our new recruits. It is our sincere hope that years down the road, these volunteers will carry on this tradition and come full circle as they share from their own experiences to help usher in a new set of volunteers.

—Jen Horan

# Volunteers Needed for Summer Plant Sale



The plant sale is back – bigger and better than before! This year’s Hospice & Community Care Plant Sale will be a two-day event, scheduled for Friday, June 3 from 3:00 to 7:00 p.m., and Saturday, June 4 from 7:00 a.m. to 1:00 p.m. at Hospice & Community Care, 685 Good Drive, Lancaster. We are looking for volunteers to help make the event a success. There are many volunteer roles available including set-up, traffic control, assisting customers, tear down and more.

Proceeds from the Plant Sale will help to provide care and support for patients and families coping with a serious illness, facing end of life, or experiencing loss.

If you are interested in volunteering, please contact Jacqueline Bilder at (717) 391-2441 or [jbilder@hospicecommunity.org](mailto:jbilder@hospicecommunity.org).



# 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.

## JANUARY 2022

### Karen Morrison

Karen has been an active and generous Women’s Giving Circle member since 2018, serving on the Steering Committee, Membership Committee and leading the educational component of the Circle. The Women’s Giving Circle provides women with a unique opportunity to pool their individual annual \$500 contribution and together, fund specific patient care needs of Hospice & Community Care. Through her philanthropy and volunteer service to Hospice, Karen has made a valuable impact on patient care.

When we formed the Hospice Response Team (HRT) at WellSpan York Hospital, we asked Karen and her “Quilty Pleasures” quilting group if they would make lap quilts for our patients. HRT is available to provide care and comfort to patients in the hospital who have a 72-hour or less life expectancy. Karen, in her typical generous way, jumped in and the group has since donated 110 lap quilts for York patients over the past three years. These quilts have brightened the end of life for patients and become a treasured keepsake for their families. Karen brings her quick wit, business acumen and compassion to not only benefit the organization, but to give back to our patients and families.

### Reeny Morrell and Kay Shirk

Keeping the support desk covered daily at the Bob Fryer & Family Inpatient Center is critical towards ensuring that operations run smoothly. This position has taken on an even greater need during the pandemic. Inpatient Center desk volunteers not only greet visitors and provide direction, but also serve as the first step in infection prevention by helping to maintain a safe environment through screening practices. During a time of great need, Reeny and Kay both stepped up to volunteer for this important role, consistently volunteering for multiple shifts and often taking dates and times which were traditionally difficult to assign. Reeny’s and Kay’s commitment to the patients and families we serve is both remarkable and admirable. During a time of great uncertainty, they helped provide stability and a safe, welcoming environment for our patients, families and staff.

### Bud Roda

Many of our patients dream of getting a haircut when they have been confined to their homes. Hospice & Community Care is fortunate to have volunteers who are skilled in hair care. However, we typically have more requests for this service than we have available barbers and stylists. All of us in Volunteer Services know how lucky we are to have Bud as one of our hairdressers. He is always willing to go out of his way to make sure that a haircut gets done, regardless of the distance it takes or the number of requests we get. Bud is always ready and able to answer the call for a patient haircut near their end of life. It is a very special way to bring some joy to our patients, and Bud has been a source of comfort to many.

## FEBRUARY 2022

### Nancy McHenry

Nancy is an amazing seamstress and a true craftsman. Initially, Nancy created cosmetic and tote bags for Hospice & Community Care’s Supportive Care patients. After receiving rave reviews from patients and families, it was suggested that she make bags for patients at the Bob Fryer & Family Inpatient Center. Our Social Workers are using the bags as a helpful way to break the ice with newly admitted patients and families. Nancy chooses special fabrics and themes for her bags and places a card into each bag which reads, **“Greetings! Hope you enjoy using this bag as much as I enjoyed making it for you!”** Nancy has never said no to a request, and her bags continue to bring a smile to patients and caregivers.

### Gail Montelelone and Lisa Palmquist

Gail and Lisa are a mother and daughter team and both received The Starfish Award for their timely gift of donated bath bombs to Hospice & Community Care staff to help thank them for their service and to promote self-care. The “pick-me-up” gifts did exactly that...they helped boost staff’s spirits during an incredibly demanding and stressful time. This generous donation from Gail, Lisa and the volunteer leaders from the Pilot Club of Central Pennsylvania, also served as a healthy reminder for staff to take the time to indulge in some much needed, much deserved self-care. Some positive feedback from staff after they received their bath bombs included, *“Oh, wow! How thoughtful of volunteers to take the time and energy to make this happen,”* and *“Love this! Thank you. I’m sure our staff will really appreciate this kind gesture.”* Their thoughtful gift was incredibly well received, and appreciated by many!

