

INFORMING

Introducing Volunteer Services Student Intern, Carter Flood



Volunteer Services has been fortunate to develop a partnership with the Janus School in Mount Joy, as part of their Senior Success Service-Learning Internship program, a 10-week work-ready project for members of the senior class. This partnership is mutually beneficial, as student interns gain valuable professional skills while supporting local non-profit and community organizations. Carter was selected to intern with Hospice & Community Care's Volunteer Services department due to his interest in history. During his internship, he will interview several of our Vet-to-Vet volunteers as part of the Veteran's History Project, a national initiative of the Library of Congress which collects and preserves the personal stories and accounts of U.S. military Veterans. A future goal of Hospice & Community Care is to create more opportunities for local high school and college students to volunteer. We are excited to work with Carter, and are looking ahead to inviting more young adults to be a part of our volunteer program.

For more information on the Veterans History Project, please visit www.loc.gov/vets.

Plant Sale Volunteers Needed



This year's Hospice & Community Care Plant Sale will once again be a two-day event, scheduled for Friday, June 2, from 3:00 to 7:00 p.m., and Saturday, June 3, from 7:00 a.m. to 1:00 p.m. at Hospice & Community Care, The Essa Flory Center, 685 Good Drive, Lancaster. Sponsored by The Gilded Lily, this year's Plant Sale will feature a large variety of plants, as well as four local food trucks!

We are looking for volunteers to help make the event a success. Set up volunteer roles in the days leading up to the sale are critical. Other volunteer roles include traffic control, assisting customers, selling Mustang Raffle tickets, 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.

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WELCOME
NEW
VOLUNTEERS

William "Pat" Beckum	Charlie Gross	Rosemary Sterling
Patricia Bestoso	Cheyenne Glick	Nicole Hart
Connie Buchanan	Erica Hammer	Sarah Mierzejewski
Linda Fitterling	Camree Patterson	Kiley Turner
Gloria Gargano	Rachel Pellman	Sue Toole
Wendy George	Judith Saylor	Bernadette Ziemba

NEW VOLUNTEER TRAINING

- **May 2, 4, 9 & 11: New Volunteer Training**
9:00 a.m. – Noon
The Essa Flory Center
685 Good Drive, Lancaster
- **May 19–21: Camp Chimaqua**
- **June 2 & 3: Hospice & Community Care PLANT SALE**
- **September 2 & 4: Labor Day Auction**

KEY
DATES

Volunteer
Voice

For and About
Hospice Volunteers

HOSPICE
& COMMUNITY CARE

SPRING 2023

EMPOWERING • EDUCATING • INFORMING

EMPOWERING

Our proud Hospice & Community Care Veteran Volunteers



In February, a Hospice & Community Care Social Worker identified a young patient with a proud military family who would be well suited for a military pinning. The patient was at end of life, so there was a sense of urgency to accommodate this request. The military certificate, paperwork, and patriotic blanket were quickly assembled. Even though Vet-to-Vet volunteer, Pat Beckum, had already been to the office earlier that day to pick up supplies for another pinning assignment, he understood there was limited time. Within 45 minutes he was back at the office and bedside with the patient later that evening. Pat was able to recognize and thank this Veteran for his service before he passed the following morning.

The next day we received this summary from Pat:

I was able to complete the Veteran patient's pinning this evening. He was not conscious, but I could tell he recognized his name because every time I said it he tried to open his eyes. Therefore, I mentioned it every opportunity during the presentation. I spoke directly to him during the whole presentation and held his hand. His mom and sister were behind me on the couch and could hear and see everything.

Never hesitate to call me for a spur of the moment presentation. I will do it if possible. As you know I am a combat Veteran of Vietnam. I developed a philosophy early after Vietnam that I don't want to wake up on my death bed saying, "what if." This was going through my mind when you called. Many times during my life, when bad things or bad news happen after Vietnam I say, "if this is the worst thing that ever happens to me I am blessed".

Glad you called, Pat

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 when their efforts to bring comfort and care to our patients is extraordinary.

JANUARY 2023

William Broaddus (Choir Director) and the J.P. McCaskey High School Choir

In December, eight students and the Choir Director, William Broaddus, from J.P. McCaskey Chamber Choir visited the Bob Fryer & Family Inpatient Center in Mount Joy to sing holiday carols to the patients, visitors, and staff. As they began singing in Wing 1, a patient was already waiting in the hallway in her wheelchair. The choir began to sing *Silent Night* and as they were singing, a wing volunteer asked if they could sing something in German. And, without missing a beat, William shifted into another verse of *Silent Night* in German. Unbeknownst to all present, the patient was German and joined in singing with the choir. She sang the entire verse with them in her native language. It was a beautiful, pure moment, and one that left a lasting impression on all who were there to witness it. The students and volunteers who helped make this moment possible were blown away by the experience and grateful to have offered this special gift to this patient.

Tanya Bashore

During the Christmas holiday season, Hospice & Community Care was contacted by Cindy Mellinger from Blue Ridge Communications who mentioned that her dear friend wanted to donate handmade lap blankets to give to our patients. We picked up 24 beautifully-knitted lap blankets, which were wrapped in individual holiday boxes, and placed them in the clinical teams area in our offices with a sign encouraging our nurses, social workers, and chaplains to take a blanket to a patient during a home or hospital visit. The feedback we received from our clinical staff was overwhelming. For them, to be able to bring a gift to a patient over the holidays was an unexpected joy. For the recipients, this kind gesture brought immense comfort. We often talk about the ripple effects of the service our volunteers provide, and that the impacts of their generosity continue to extend long after the initial act of service. The patients who received one of Tanya’s lovingly made lap blankets will long reap the benefits of her kindness.

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



FEBRUARY 2023

Marta Griest

Marta is a long-time wing volunteer at the Bob Fryer & Family Inpatient Center in Mount Joy. Recently, Emily Narcross, RN and Inpatient Center Night Shift Supervisor, shared that the wife of a patient who had died wanted us to make sure that Marta knew how much she appreciated her kind presence during their stay. The wife mentioned that Marta ensured that fresh coffee was available, and often checked in with the family and patient to ask if there was anything she could do. When we expressed the family's thanks to Marta, she did not feel that she had done anything out of the ordinary, and that this is what she does for every patient and family that she cares for as a volunteer. We assured her that her “extraordinary and meaningful acts come out of ordinary everyday efforts, and that she may never know the impacts of her kindness.” Marta has consistently been a kind, caring presence to patients and families throughout her years as a volunteer.

Ken Smith

Ken Smith has been a Vet-to-Vet volunteer with Hospice & Community Care for close to a decade. During this time he has managed to amass a significant amount of contributions and milestones in this role.

- Over the course of close to ten years, Ken has dedicated 1,500 service hours to honoring our Veteran patients.
- He has driven 17,972 miles, which equates to approximately 604 hours behind the wheel, to visit Veteran patients.
- To date, Ken has performed 305 in-person Veteran pinnings.

While these numbers are impressive, they don’t account for Ken’s countless other contributions. He has served as a mentor to the majority of Hospice & Community Care’s current Vet-to-Vet volunteers, accompanying and guiding them on their first visits and continuing to provide support until they are comfortable going solo. Before Ken visits a new Veteran patient, he will carefully research their individual military history, sharing this information with the family during the pinning presentation. For many family members, this may be the first time they have heard about their loved one’s military service. If Ken makes a connection with a Veteran patient after the pinning has been completed, he will continue to regularly visit them, providing ongoing companionship and friendship. Often, Ken is asked to speak at Veterans’ funerals, or to speak on behalf of the Vet-to-Vet program publicly, sharing his stories and inspiring others to answer the call to service.

MARCH 2023

Pat Beckum

The wheels of fate were kind to us when they pointed Pat Beckum in our direction. Hospice & Community Care’s York office was down to only one Veteran volunteer, making it nearly impossible to accommodate each Veteran pinning request. Pat jumped in headfirst after volunteer training, shadowing seasoned Veteran volunteers, carefully taking notes, and asking questions so that he would feel prepared and ready to go solo honoring Veteran patients. After his first two pinnings he called to let us know how much these experiences meant to him, and how grateful he was to be of service...and to please give him more assignments!

We did just that and began to look forward to the beautiful reflections he would send after each pinning, eloquently describing his interactions with the patient and family, carefully and respectfully sharing more about the Veteran patient’s life journey. He would always express how much of an honor and privilege it was to be able to formally thank these Veterans for their service to our country. A few weeks ago, Pat called me and asked if he could offer some feedback. I instantly tensed up, sensing constructive criticism on the Vet-to-Vet program. Instead, Pat told me that his wife had recently commented to him that he “comes home in a better mood” after each pinning assignment. He expressed how much more he gets out of this experience than the Veteran patient, and how this work has given so much meaning and purpose to his life. Pat has been such a welcome addition to our Vet-to-Vet volunteer team and we are so grateful and fortunate to share this journey with him.

2023 Volunteer Hero Award

Hospice & Community Care is thrilled to announce that one of our own volunteers has been selected as the *Central Penn Business Journal's* 2023 Volunteer Hero Honoree. **Congratulations to Joyce McFadden!**

Joyce was nominated for this honor due to the unique and various ways she is able to support both patients and caregivers, but also the Hospice & Community Care staff. After 15 years serving as a nurse with Hospice & Community Care, Joyce chose to continue her journey with the organization as a volunteer. In this role she has worn many different hats, from serving as an educator to helping train new volunteers, to visiting patients in their homes or senior living facilities. In Joyce’s own words, “Any time you’re a part of a person’s life who is dying, it is important that the patient and their family know that someone is there. As a volunteer I go into patients’ homes and help to bring a peaceful reassurance that someone is there, and that they are not alone. I often hear from patients’ families that they appreciate me offering a listening ear and comfort. There are times where families call me an ‘angel’ for the support that I provide, but it is because of Hospice & Community Care’s great reputation and employees that I can help be an extra layer of support.” In early April, members of Hospice’s Leadership and Volunteer Services teams watched with pride as Joyce accepted this award and was honored for her volunteer service.

