

# Volunteer Voice

HOSPICE  
& COMMUNITY CARE 40 years of care

For and About  
Hospice Volunteers

WINTER 2020

EMPOWERING • EDUCATING • INFORMING

## EMPOWERING

# Hospice & Community Care Celebrates 40 Years of Caring



What started as community conversations about end-of-life care more than 40 years ago, led to the creation

of Hospice of Lancaster County, now Hospice & Community Care – serving our first patient and family in March 1980. It was also during that time that we welcomed our first volunteer, who served as a volunteer nurse. Her desire to help others and give freely of her time helped to shape our volunteer program today.

Throughout 2020, Hospice & Community Care will be celebrating 40 years of caring, and that longevity would not be possible without the support of you, our volunteers. From assisting with Home Hospice to providing respite at The Bob Fryer & Family Inpatient Center to helping with clerical work, you have been instrumental in helping us provide 40 years of exceptional care, and for that we thank you.

Watch for more information to come about our 40th anniversary throughout the year in *Hospice Horizons* and on social media.

## Are You Up for the Challenge?

To commemorate our 40th anniversary, we have set a goal of 40 new volunteers in the first quarter. And that's where you come in. We are issuing a challenge to each of our volunteers to recruit your friends and family, and invite them to attend our upcoming Volunteer Training in March. The more individuals who volunteer the greater the impact we can make for our patients and families. Please see the back of the newsletter for times and locations of the training.

To help with your recruitment efforts, we have information available. We have postcards that provide an overview of our volunteer opportunities that will help you start the conversation. Contact the Volunteer Services Department at (717) 295-3900 to request materials.

## KEY DATES

Volunteer Training in Lancaster:  
Tuesday, March 24 and 31 and Thursday, March 26 and April 2

Volunteer Recognition Dinner:  
Tuesday, April 28



## EDUCATING

# Using the Volunteer Portals

We heard you and recognize that there has been some confusion on how to differentiate between and use the online volunteer portals. Please find information about the portals below. If you have any questions, please contact the Volunteer Services Department at (717) 295-3900.

### Volunteer Portal – Pertains to all volunteers

Accessing the “HCC Secure Volunteer” portal is only available through the “Volunteer” drop down tab on [www.hospicecommunity.org](http://www.hospicecommunity.org). The portal is a WordPress site that is secure and HIPAA compliant and accessible to all volunteers. Please use this portal for all patient documentation, annual commitments and general updates from the Volunteer Services team. You will be required to enter a username and password to access the information.

### Secure Email – Pertains only to patient-focused volunteers

If you serve as a Home Hospice and/or Vet-to-Vet volunteer, you will receive patient information via email from a member of our Volunteer Services Department. These emails are HIPAA compliant and will

come through Outlook with a message that reads “Secure Encrypted Email – Email Sent Using a Secure Email Portal.” You will be required to enter a username and password to read the contents of the email.

***Please note that these emails will ONLY be sent to volunteers who have direct interaction with patients.***

### Vic Net – Pertains only to non-patient-focused volunteers

If you serve as a volunteer who does not have direct contact with patients, such as a foyer or clerical volunteer, then please use Vic Net as your source for scheduling. You may also use Vic Net for documenting your volunteer hours.

***Note that this portal is not HIPAA compliant and patient hours cannot be attached to the patient’s chart if you’re documenting in Vic Net.***



# Save the Date— Volunteer Recognition Dinner

TUESDAY,  
APRIL 28,  
2020

## INFORMING

Tuesday, April 28, 2020  
Eden Resort & Suites, Lancaster

We are celebrating you and your fellow volunteers for your dedicated service to Hospice & Community Care. Please be on the lookout for your invitation in the mail. We hope you'll join us for some fun and fellowship.



## Welcome New Volunteers:

These individuals have completed their volunteer training and joined the Hospice & Community Care volunteer family to make a difference in York and Lancaster counties.

Doris Barker

Nancy Barton

Joyce Boyer

Judy Herr

Kathy John

Jill Kelley

Bonnie Siegrist

Cindy Steger

Carol Vere



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## UPCOMING EVENTS

**To RSVP and for more information, please contact Becky Santos at (717) 735-9463 or [rsantos@hospicecommunity.org](mailto:rsantos@hospicecommunity.org). The training will be held at: Hospice & Community Care The Essa Flory Center 685 Good Drive, Lancaster**

If you have never attended a full training session or know someone who would like to become a Hospice & Community Care volunteer, we encourage you to attend. Online applications are available at [www.hospicecommunity.org/volunteer](http://www.hospicecommunity.org/volunteer).

**Tuesday, March 24 and 31 and Thursday, March 26 and April 2  
1 to 4 p.m., The Essa Flory Center, 685 Good Drive, Lancaster  
Application deadline: March 10, 2020**

*(One-on-one training with a member of our Volunteer Services Department is available at our York Office, The Ann B. Barshinger Hospice Center, 235 St. Charles Way, Suite 250.)*