

# Volunteer Voice

HOSPICE  
& COMMUNITY CARE 40 years of care

For and About  
Hospice Volunteers

SUMMER 2020

EMPOWERING • EDUCATING • INFORMING

## EMPOWERING

### Your Support Makes All of the Difference

Hospice & Community Care recognizes that these last few months have been challenging for all of you. For many of you, volunteering gives you a sense of purpose and an opportunity to feel a part of something bigger than yourself. Please know that even while you have been unable to volunteer your services physically with the organization, your value and impact are long-lasting, and appreciated by Hospice staff and the community.

Many of you, though, have not let the pandemic stop you from lending your time, talents and treasures to Hospice staff, patients and families. Here are just some of the ways that your impact continues to be felt by all...

- Since March, many of you have been making masks, gowns and lap blankets. The masks and gowns have been used by Hospice's frontline workers to ensure their safety, while the lap blankets have been used to help patients feel safe and comfortable.
- Cards to patients and families, made and sent by many of you, and phone calls to check-in, have helped to brighten families' days and lift their spirits.
- In May, 25 volunteers helped hand deliver hydrangeas to more than 400 Hospice & Community employees' homes in honor of National Nurses Week.
- Marcia Carle created YouTube videos of herself playing music to aid Hospice staff with music therapy. Patients can access the videos at home, senior living facilities and the Bob Fryer & Family Inpatient Center.

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- Rick and Susie Bailey dropped off baked goodies as a token of their appreciation to Hospice staff at the Inpatient Center.
- Leslie Gorbey took her therapy dogs around downtown Lancaster snapping photos of Sassy and Dash wearing masks and visiting local spots. Leslie sends these photos to patients who have made connections with her dogs.
- Several of you have helped Pathways Center counselors continue to provide grief support to others by serving as co-facilitators during virtual support groups.

Thank you for all that you have done prior to Covid-19, and continue to do, to make patients and families coping with serious illness, facing end of life or loss, receive care and comfort when they need it most.

## EDUCATING

# State of Hospice: Continuing to Provide Care and Comfort

Hospice & Community Care began preparing and implementing new business practices in March in response to Covid-19. The first priority was how to deliver personalized care and comfort to all patients and families, while keeping Hospice staff and volunteers safe and healthy. This continues to be the organization's utmost priority. From March through early May, leadership met daily and is now meeting twice weekly to update the organization's plan and preparations as it continues to monitor the pandemic. The organization is following the guidance of the Centers for Disease Control and Prevention (CDC), Pennsylvania Department of Health, and the Center for Medicare & Medicaid Services (CMS). Leadership is communicating regularly

with staff, patients, families, the community, and all of you.

Hospice continues to see patients wherever they call home, whether in person or through telehealth technology, and is caring for 550–600 patients and families daily. The organization has seen a steady climb in the number of patients served since the start of the pandemic.

In the beginning when most facilities and hospitals were not allowing visitors, Hospice & Community Care made the decision to allow two visitors per patient at one time in the Bob Fryer & Family Inpatient Center. Visitors are required to wear masks and have their temperatures checked before visitation.

Hospice also created a Covid-19 team comprised

of nurses, social workers, chaplains and aides who provided care and comfort to any patient who tested positive for the Coronavirus. Current patients who have been diagnosed with Covid-19 are now being cared for by the team that covers their geographic area.

Hospice & Community Care was one of the few hospices in the area who continued to provide care to Covid-19 patients who reside in senior living facilities.

Many of the support groups offered by the Pathways Center for Grief & Loss have been held via Zoom and will continue to do so at least through August. Bereavement counselors have seen a steady increase in the number of Zoom participants since March and have been able to connect with people who may not otherwise seek the Center's services.

# Labor Day Auction

## Volunteer Opportunities

Hospice & Community Care's annual Labor Day Auction is being held virtually this year from September 1 to 15. While we will miss the energy of the crowd and seeing all of you in action, the virtual auction will still create a buzz of excitement with sports memorabilia, vacation get-a-ways, quilts, and more. It will also still require the assistance of YOU, as volunteers, to make it another successful event.

Here are the ways that you can get involved:

- **Donation acceptance in the foyer** – Volunteers will accept, receipt, and store any donated items that come in unannounced to Hospice & Community Care's Good Drive location.
- **Social Media Ambassadors** – Done from the comforts of home, social media-savvy people will help "like" and "share" Hospice's LDA-related posts on Facebook, Instagram, LinkedIn and/or Twitter. Hospice will provide an instructional tutorial. Please note that you do not need to be on all social media platforms to participate.
- **Labor Day Auction Donation Pick-up Team** – Volunteers will drive to local businesses to pick up donations. May require some heavy lifting.
- **Amish Food Distribution team** (Transport to Good Drive) – Volunteers will drive to Intercourse Fire Company

and pick up all pre-packaged chicken BBQ dinners and deliver them to Good Drive for distribution. Dirty job and may require some heavy lifting.

- **Amish Food Distribution team (Distribute at Good Drive)** – Volunteers will help distribute pre-ordered chicken BBQ dinners.
- **Amish Food Distribution team (Local Business Delivery)** – Volunteers will drive to Intercourse Fire Company and pick up all pre-packaged chicken BBQ dinners and deliver them to local Amish businesses. Dirty job and may require some heavy lifting.
- **Labor Day Auction Winning Item Pick-Up at Good Drive** – Volunteers will distribute auction items to winners when they come to pick up items.
- **Labor Day Auction Winning Item Distribution** – Volunteers will assist with the home delivery of all auction items that were not picked up at Good Drive to the winners. May require some heavy lifting.

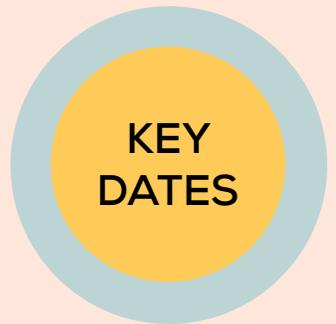
To sign-up for any of the assignments listed above or for more information, please contact Jacqueline Bilder, Volunteer Coordinator, at [jbilder@hospicecommunity.org](mailto:jbilder@hospicecommunity.org) or (717) 295-3900.





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

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- **Loss of a Loved One Due to the Coronavirus Support Group – July and August**
- **Recognition/delivery of Service Awards – July and August (watch for more information to come)**