

INFORMING

Holiday Meals for Patient Families



Many of us like to give back during the holiday season, and a wonderful way to do so is to help during one (or both) of the holiday meals that we provide to patients' families in the Bob Fryer & Family Inpatient Center.

On November 25 and December 25, a team of volunteers and staff will be putting together a meal for the families in the Inpatient Center who are spending their holidays with loved ones. Whether you want to help with service or clean up, or if you'd like to prepare an item on the menu, your support is greatly appreciated. Please contact Carol Vanden Berg at (717) 391-2426 or cvandenberg@hospicecommunity.org.



Support Hospice & Community Care during the Extraordinary Give

Hospice & Community Care is participating in Lancaster County's largest day of online giving on November 19. Please consider supporting Hospice & Community Care and spreading the word among your friends and family. The more dollars we raise, the greater the impact we can make for patients and families in our community.

Visit www.ExtraGive.org then search for 'Hospice & Community Care.'



- | | |
|-----------------|------------------|
| Amanda Beck | Lauren Eriksen |
| Ashley Ramsay | Linda Bruce |
| Ashley Steiner | Marian Sensenig |
| Barbara Croyle | Marjorie Shaffer |
| Christiane Drew | Mary Turner |
| Claudia Pace | Pamela Ryan |
| Graham Cyster | Pauline Yost |
| Jilian Ingram | Sara Tynes |
| Joanne Castner | Susan Lefever |
| Joette Peters | Susan Lorenz |

NON-PROFIT ORG.
U.S. POSTAGE
PAID
LANCASTER, PA
PERMIT NO. 572

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



Wine, Dine & Unwind
October 26

Extraordinary Give
November 19

Coping with the Holidays
November - December

Light Up a Life (Lancaster)
December 1

Light Up a Life (York)
December 5

Volunteer Holiday Social
December



For and About
Hospice Volunteers

FALL 2021

EMPOWERING • EDUCATING • INFORMING

EMPOWERING



The Auction-Labor of Love

Hospice & Community Care held the 37th Labor Day Auction on September 4 and 6, raising a record-breaking \$880,000+ for patients and families receiving our care. This is a staggering amount of money raised in only two short days, but the amount of work put into planning this event is not small. Much of that work can be attributed to the Auction volunteers. You, the volunteers who spend time asking for donations beginning in the spring, help with the food, work all week to set up the Fairgrounds and come back over Labor Day weekend, continue to be at the heart of this event. So many have experienced care and want to give back – volunteering at the Auction is their way of doing so.



If you are interested in making an even bigger impact and are interested in becoming a Hospice volunteer, please consider signing up for the next Volunteer Training.



EDUCATING

Flu Vaccinations Needed by November 2021

Annual Recommitment Delayed until 2022

Flu season is just around the corner. Flu vaccines are required by November 1, 2021 to ensure you're eligible to interact with patients and families.

Due to the ongoing pandemic, the Centers for Medicare & Medicaid Services has delayed volunteer annual recommitments until early 2022.

Please watch for more details in the winter issue of *Volunteer Voice*.



Volunteer Training in Lancaster and York

If you have never attended a full Hospice & Community Care volunteer training session, or know someone who would like to become a Hospice volunteer, please consider attending an upcoming volunteer training session.

October 12, 14, 19 and 21
1 to 4 p.m.

The Essa Flory Center
685 Good Drive, Lancaster

January 24, 26, 31 and February 2
1 to 4 p.m.

The Essa Flory Center
685 Good Drive, Lancaster

(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.)

Online applications are available at www.hospicecommunity.org/volunteer. To RSVP, please contact Kayla Heiserman at (717) 735-9463 or kheiserman@hospicecommunity.org.

The Bob Fryer & Family Inpatient Center

INFORMING

Facts vs. Misconceptions about the Bob Fryer & Family Inpatient Center

Hospice & Community Care understands that there are many misconceptions about inpatient care. We need your help to share the facts with the community. In August, Hospice & Community Care's Colleen Steinmetz, Outreach Director, and Jean Parsons, RN, Director of Inpatient Services, provided a virtual volunteer training about the benefits of the Bob Fryer & Family Inpatient Center for patients and families.

Colleen and Jean shared some of the following FAQs by patients and families about our inpatient services. We encourage you to share these facts with others when speaking about the Inpatient Center. For a full list of FAQs, please visit www.HospiceCommunity.org/inpatient-center.

Q: What type of care is offered at this location?

A: The Inpatient Center is available for patients to come and go for short-term treatment of difficult or challenging symptoms. Care is provided by a team of volunteers, nurses, aides, physicians, social workers, and chaplains who work together to help the patient and family with what is most important to them. This option is typically offered when symptoms cannot be managed at home, with patients often returning home once symptoms are resolved. Some of these circumstances include pain, shortness of breath, nausea, advanced wounds, agitation, restlessness, and constipation.

Q: How do you care for the caregiver, as well as the patient?

A: Respite, or breaks for caregivers, are available to Hospice families for up to five days at a time on an occasional basis. While patients stay at the Inpatient Center for short-term stays, caregivers can rest, travel, go to appointments, or attend special events. During these stays, the Inpatient Center team follows the patient's home care plan, and the patient's physician continues to manage the patient's care. Patients and/or their caregivers may choose to return home early from a respite stay.

Q: What happens if I promised my loved one they could die at home?

A: Our team works collaboratively with patients, families, and the home hospice team to meet patients' goals. Patients can return home at any time during their inpatient stay. Our goal is to manage a patient's symptoms quickly and coordinate a plan to return home.

Hospice & Community Care has a variety of promotional materials available for volunteers, such as an FAQ sheet, videos, and a virtual tour. Please visit www.HospiceCommunity.org/inpatient-center to access the marketing materials. To watch the virtual training presented by Colleen and Jean, please go to the 'Volunteer Portal.'

If you are interested in volunteering in the Inpatient Center, please contact Volunteer Services. Inpatient Center volunteers serve as greeters in the foyer, provide respite for families, prepare patients' meals and more.

