

INFORMING

Volunteer Recruitment

“Hospice & Community Care provides the most comprehensive training opportunities as well as being first rate in appreciating and recognizing its volunteers. I have always spoken to all of my friends about the many benefits of Hospice & Community Care as well as the satisfaction of serving as a Hospice volunteer.”

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

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

Please help us spread the word!

Interested volunteers can visit www.HospiceCommunity.org then “Volunteer” or call (717) 735-2466 for more information.

–Welcome to New Volunteers–

- | | | |
|--------------------|-------------------|---------------------|
| Lynn Addie | Alexis Franklin | Lou McCoy |
| Linda Bruce | Ann King-Grosh | Susan Naslanic |
| Joanne Castner | Patsy Hoffer | Claudia Pace |
| Ann Copeland | Robert Johnson | Brooks Rakos |
| Irene Devlin | Daniel Jorgenson | Oksana Schademan |
| Courtney D’Imperio | Evan Kratz | Terry Stokes |
| Lauren Eriksen | Lori Lambert | Sarah Wittensoldner |
| Kelley Fisher | Susan Lefever | Pauline Yost |
| Leah Fox | Kathryn MacMullen | |

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Lancaster, PA 17604-4125
(717) 295-3900 • www.hospicecommunity.org

2022
KEY
DATES

SAVE
THE
DATE

New Volunteer Training
January 24, 26, 31
and February 2

1 – 4 p.m.

The Essa Flory Center
685 Good Drive, Lancaster

Must be available to attend all sessions.
Application deadline: January 10

Volunteer Recognition Week
April 17 – 23

Volunteer Recognition Dinner
April 26
Stay tuned for more information.

Volunteer Voice

HOSPICE & COMMUNITY CARE

For and About
Hospice Volunteers

WINTER 2022

EMPOWERING • EDUCATING • INFORMING

EMPOWERING

Meet Our New Director of Volunteer Services



Hello Volunteers,

I hope this finds you well. For those of you who I have not yet had the pleasure of meeting, my name is Jen Horan and I am the new Director of Volunteer Services. When I formally accepted the position in October, a good friend of mine who had previously worked for Hospice & Community Care expressed the following sentiments: **“You’re going to love it there. These are your people.”** She was right, of course. Hospice & Community Care already feels like home, and it is such an honor to work alongside such a dedicated and inspiring team of talented staff and volunteers.

I have had the good fortune of spending my entire professional career engaging with and supporting volunteers. After college I joined the AmeriCorps National Service program for a ten-month volunteer adventure and after that profound experience, I was hooked! I’ve since spent the past 25 years supporting community engagement programs whose missions are sustained through the dedicated service of volunteers.

Making the decision to come to Hospice & Community Care was an easy one, largely due to my own personal experiences with hospice volunteers. When my mother was in hospice care, volunteers provided regular comfort to both her and my entire family. Like many of our volunteers, I have never forgot this kindness. Having the ability to pay it forward with this new role is incredibly rewarding.

I am excited for the journey ahead and look forward to serving with all of you. ‘Tis the season of gratitude and the Volunteer Services Department cannot thank you enough for all that you do. We wish all of you a happy and healthy 2022!

—Jen Horan

Meet the Volunteer Services Team

Whether you are new to volunteering for Hospice & Community Care or have been volunteering with our organization for years, get to know the friendly faces behind the planning, coordinating and recruiting of volunteers. You are encouraged to contact any of these individuals with comments or questions about your volunteering experience. Our dedicated team is here and ready to serve you!



(Pictured from left to right): Carol Vanden Berg, Jen Horan, Donna Wilkie, Jacqueline Bilder, Kayla Heiserman and Megan Long

- Jen Horan, Director of Volunteer Services**
 jhoran@hospicecommunity.org
 (717) 735-2466
 Jen provides management and leadership to the Volunteer Services Department.
- Carol Vanden Berg, Patient Care Volunteer Coordinator**
 cvandenberg@hospicecommunity.org
 (717) 391-2426
 Carol coordinates volunteers in the Bob Fryer & Family Inpatient Center, as well as BSN students and students studying social work or applying to medical school.
- Donna Wilkie, Patient Care Volunteer Coordinator**
 dwilkie@hospicecommunity.org
 (717) 391-2410
 Donna assigns and oversees volunteers in home settings and nursing facilities in Lancaster and surrounding areas.
- Jacqueline Bilder, Community Volunteer Coordinator**
 jbilder@hospicecommunity.org
 (717) 391-2441
 Jacqueline coordinates usage of and scheduling for bereavement, community relations and special events, foyer, Labor Day Auction and Vet to Vet volunteers.
- Megan Long, York Volunteer Coordinator**
 melong@hospicecommunity.org
 (717) 391-2455
 Megan coordinates all volunteer disciplines for the York community.
- Kayla Heiserman, Volunteer Services Administrative Assistant**
 kheiserman@hospicecommunity.org
 (717) 735-9463
 Kayla coordinates usage and scheduling of clerical, mail, courier, and coffee cart volunteers, and other clerical assistance. Kayla also oversees Volgistics, VicNet and WordPress.

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 recently created The Starfish Award. Hospice volunteer coordinators nominate volunteers who have gone above and beyond in their efforts to make a difference.

Why The Starfish Award? 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.

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



We are fortunate to have several volunteers selected to receive The Starfish Award this fall.

November 2021

Bill & Deb Daley and Jack Spinelli

Earlier this fall a patient who was a Vietnam War Veteran was asked if there was anything he wanted or needed. He expressed a desire to wear a Vietnam War Veteran hat. One of Hospice & Community Care’s volunteer coordinators put out this request to volunteers and they immediately sprang into action to locate a hat to bring to this Veteran. This task was not as simple as first imagined, but Bill, Deb and Jack were relentless in their pursuit in ensuring that this Veteran received his hat. In record time, several Vietnam Veteran hats were secured and one was delivered to the patient. He was extremely gracious for this gift, and promptly and proudly wore the hat until he died.

Peggy Rasmussen

Peggy is our “Jack of all trades” volunteer who is always ready to lend a helping hand when asked, whether this is taking on additional patient check-in calls, providing interpretive support to our Spanish-speaking patients and caregivers, or raking leaves at a patient’s home. Peggy’s willingness to consistently go the extra mile for the patients and families that she serves is truly remarkable!

Diane Lindholm, Dorothy Harnish & Brooks Rakos

On Thanksgiving Day, these three dedicated volunteers helped to lead the effort in coordinating the packaging and delivery of 40 holidays meals to patient families at the Bob Fryer & Family Inpatient Center, as well as 45 meals to Inpatient Center staff. We received numerous compliments from the patient families and staff who enjoyed the delicious meals, all of who were grateful to have a “taste of home.” For the families, having the opportunity to share a Thanksgiving meal and make more memories together was a true gift. The holiday meal project is a labor of love, and thanks to these volunteers and their leadership, the operation ran smoothly and efficiently.

December 2021

Students from St. Rose of Lima Elementary School & York Country Day School

Throughout 2020 and 2021, Hospice & Community Care York volunteers were unable to provide their typical full range of services to patients and families due to Covid-19 restrictions. In an effort to curb feelings of isolation and loneliness, elementary school students from St. Rose of Lima Elementary School and York Country Day School began writing cards to patients and families. The end result has been mutually beneficial. Students are able to practice their writing skills while also learning the importance of giving back to their communities. The patients and families absolutely love receiving these cards and are so grateful to the children whose messages have brought comfort and joy. The project continues to be a success as more and more students write and send cards to patients, connecting classroom to community, and providing Hospice & Community Care patients and families with some much needed support.

Kelley Fisher

On Veterans Day, Hospice & Community Care had the honor of conducting a Vet to Vet pinning ceremony for a patient in York. During the ceremony the patient mentioned that his brother, who was also in the care of Hospice & Community Care, had just passed and that he was saddened that his own health would prevent him from attending the funeral service. Enter volunteer, Kelley Fisher. Working closely with Hospice Social Worker, Michelle Shya, Kelley was able to attend the brother’s funeral, record the service through an iPad and livestream it back to the patient via Zoom. While this story is remarkable in itself, what is even more impressive is that this was Kelley’s first formal volunteer experience with Hospice & Community Care! Both the patient and his family were incredibly grateful and admired the resourcefulness of this dynamic duo who used a mix of creativity and technology to go above and beyond for a patient.