

# Volunteer Voice

HOSPICE  
& COMMUNITY CARE

For and About  
Hospice Volunteers

SUMMER 2021

EMPOWERING • EDUCATING • INFORMING

## EMPOWERING

### Thank You Volunteers

Dear Volunteers:

There are many other organizations in the community that utilize volunteers, but Hospice & Community Care has some of the best. Without you, the organization could not deliver the quality care and comfort our patients, families and community have come to expect. Looking back over the last year, we could not be more proud of our volunteers! Thank you for all you continue to do to support the mission.

2020 was a year unlike any we have experienced before. As an organization, we learned quickly how to do things a little differently, and at every step along the way, we had many of you asking us, "How can I help?" Whether it was making deliveries, writing cards, screening visitors or putting away groceries, you were always there to help. Thank you!

You are part of everything we do at Hospice & Community Care. From The Bob Fryer & Family Inpatient Center to the Pathways Center, to stretching across counties in home hospice and the Labor Day Auction, you are always noticed and appreciated.

During National Volunteer Week in April, we celebrated the impact each one of you make on the lives of our patients and families. The celebration kicked off

with a live, virtual program with Hospice President & CEO, Steve Knaub, and staff recognizing volunteers for the important role that you play in patient care and support. Those of you who reached milestone anniversaries and number of hours served were also acknowledged. The celebration continued throughout the week with all of you being entered daily into a drawing to win local goodies.

We are so incredibly blessed to have so many caring, dedicated and enthusiastic volunteers. Thank you for always going above and beyond. Your support is felt by all Hospice patients, families and staff.

Sincerely,

*Jacqueline M. Bilder*

*Kay Hattiserman*

*Megun Long*

*Carol Vanden Berg*

*Donna Wilkie*

Thank You to Our Volunteer Recognition  
Week Sponsors:



## EMPOWERING



# Volunteer Service Award Recipients

Congratulations to those who are celebrating 35, 30, 25, 20 and 15 years of service, and those who have 2,500, 1,000, 500, 250 and 100 hours of service.

### 35 Years

Thomas Buter

### 30 Years

Trina Barr

Nancy Beddick-Houston

### 25 Years

Diane Kulas

Jacqueline Nissley

Bud Roda

Bonnie Schmitt

Virginia Smith

### 20 Years

Dorothy Carvell

Robert Enterline

Abner Glick

Joan Rutt

Kay Welty

### 15 Years

Susan Connors

Cynthia Dale

Dorothy Harnish

Rebecca Hertzog

Mary Ann Johnstone

Denise Kopicz

Ann Ward

Jim Weisensale

### 2,500 Hours

Leonard Burns

### 1,000 Hours

Richard Bailey

Martha Bixler

Mary Yohe

### 500 Hours

Elaine Baum

Darlene Beachy

Sandra Bloom

Dale Kreider

Susan Sheeler

Kay Shirk

Doris White

Janice Young

### 250 Hours

Bil Bowden

Stephanie Carbonetta

JoAnn Castello

Duane Diehm

Mike Hansberry

Jennifer Kramer

Lin Rengier

Connie Simmons

Robyn Smith

Theresa Taylor

### 100 Hours

Nancy Barton

Kimberly Beach

Dan Bruner

Sara Carroll

Debra Daley

William Daley

Cindy Destafano

Amy Dickinson

Marlin Dietz, Jr.

Sandy Efinger

Diane Gontero

Penny Heidbreder

Lisa Heisey

Arlene Horst

Rebecca Link

Debra Martin

Kathleen O'Kane

Melissa Sikorski

Mary Smith

Adele Terwilliger

INFORMING

WE'RE  
BACK!

Labor Day  Presented by:  
**Rodgers & Associates**  
WEALTH ADVISERS  
**Auction** **HOSPICE & COMMUNITY CARE**

Sept. 4 & 6, Solanco Fairgrounds

## Labor Day Auction Crew

It's Labor Day Auction time! Planning and preparation have been underway for months. Now we are looking for a few strong people to help with set up the week prior (August 26-30). This is demanding physical labor that includes carrying and setting up tables, chairs, furniture, plants, paintings and everything in between. No training is necessary to be part of the crew, but again, this is geared toward people who are able to do heavy lifting, withstand August weather and don't mind getting a little dirty. If you are interested in joining the set-up crew, please contact Jacqueline at [jbilder@hospicecommunity.org](mailto:jbilder@hospicecommunity.org) or call (717) 391-2441.



## Thank You to Donna Mayes for 14 Years of Service

Hospice & Community Care's Director of Volunteer Services, Donna Mayes, recently announced that she will be pursuing other interests beginning in mid-July 2021. Donna has served with Hospice & Community Care for 14 years and has helped to lead, shape and grow the organization's volunteer program for the past seven years. Under her direction, the volunteer services team reached more than 1,100 volunteers in Lancaster and York counties and surrounding areas.



Donna had shared with us that working with volunteers, who give so much without asking for anything in return, makes each day a day filled with passion and teamwork. One of her greatest blessings has been to work at an organization where it only takes the mention of a volunteer's name to bring a smile to everyone's face.

We appreciate Donna's hard work and commitment to serving Hospice & Community Care and our volunteers, and wish her well on her new journey!

EDUCATING

August 5, 2021  
2:00 – 3:00 p.m.  
Zoom

## Virtual Training – Inpatient Care

Hospice & Community Care understands that there are many misconceptions about inpatient care. We need YOUR HELP to share the facts with the community.

Please join us for a virtual program to hear how the organization is working to increase awareness in the community about its Bob Fryer & Family Inpatient Center. Hospice & Community Care's Colleen Steinmetz, Liaison Manager, and Jean Parsons, RN, Director of Inpatient Services, will share what patients and families can expect at the Inpatient Center and ways they can use inpatient services.

Please contact Kayla Heiserman at (717) 735-9463 or [kheiserman@hospicecommunity.org](mailto:kheiserman@hospicecommunity.org) to register.



## Hospice Welcomes New Volunteer Services Administrative Assistant

Hospice & Community Care is pleased to welcome Kayla Heiserman as its Volunteer Services Administrative Assistant. Kayla coordinates usage and scheduling of clerical, mail, courier, coffee cart volunteers, and other clerical assistance in addition to overseeing Volgistics, VicNet and WordPress.



Please contact Kayla, along with our entire Volunteer Services team, with comments or questions about your volunteering experience. Kayla can be reached at [kheiserman@hospicecommunity.org](mailto:kheiserman@hospicecommunity.org) or (717) 735-9463.



## Honoring Those Who Served

Hospice & Community Care recognizes the unique end-of-life needs of Veterans in our community. The organization educates staff and volunteers to commemorate a Veteran's history and to be cognizant of the emotional, spiritual and physical associations that accompany serving our country. The specialized support that Hospice provides can be especially meaningful to Veterans at end of life.



Earlier this year, Hospice & Community Care achieved Level Five status through the We Honor Veterans program offered by the National Hospice and Palliative Care Organization in collaboration with the Department of Veterans Affairs. Level Five is the highest attainable level recognizing the implementation of specialized training and programs focused on respectful inquiry, compassionate listening and grateful acknowledgment of the Veterans in our care.

Through the We Honor Veterans program, Hospice & Community Care pairs volunteers who are Veterans with Veteran Hospice patients. These volunteers have the unique ability to relate and connect with each patient, creating an environment open to healing and life review.

Hospice also holds special pinning ceremonies, presenting military pins, service certificates and flags to recognize and thank Veterans for their service.

Hospice & Community Care's Vet to Vet volunteers have many memorable experiences. They often share these experiences with one another as a teaching tool to learn how to best approach patients and help engage in life review.



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A graphic consisting of a light blue outer circle and a reddish-pink inner circle. The text "2021 KEY DATES" is centered within the inner circle in white, bold, sans-serif font.

**2021  
KEY  
DATES**

## **Virtual Training: Inpatient Care**

- **AUGUST 5**

## **Labor Day Auction**

- **SEPTEMBER 4 AND 6**

## **Wine, Dine & Unwind**

- **OCTOBER 26**