

Volunteer Voice

HOSPICE
& COMMUNITY CARE

For and About
Hospice Volunteers

SPRING 2021

EMPOWERING • EDUCATING • INFORMING

EMPOWERING

Dear Volunteers,

Words cannot express how grateful and appreciative I am of how you and your fellow volunteers rallied together to ensure that patient care and comfort continued to be delivered while adhering to Covid-19 guidelines. Many of you found unique and meaningful ways to still give back and never lost sight of helping us to provide personalized care and comfort to everyone. Thank you for helping Hospice patients and staff when they needed it most.

While the expectations and responsibilities of volunteers changed due to the pandemic, Hospice & Community Care had a total of 242 volunteers log hours during the pandemic last year. Since March, 2020, volunteers served a total of 16,000 hours and drove 84,000 miles. These numbers truly exemplify the dedication and passion that our volunteers have for serving others.

Many of the patients and families who you reached out to with phone calls and cards were impacted by Covid-19. In fact, we cared for 25% of the Covid-related deaths in Lancaster and York counties. We also saw our 500th Covid-19 positive patient in February, 2021. We continue to serve Covid-19 positive patients in hospitals, nursing care facilities, and in their homes.

Last year, when many hospice providers across the country were seeing a

decrease in the number of patients being served, we saw a 13% increase as compared to 2019. We provided hospice and supportive care for more than 4,300 patients and families, the most in our 40-year history. Hospice & Community Care's Pathways Center for Grief & Loss served more than 9,000 bereaved individuals in 2020. You played an integral part in helping these patients and families feel supported and comforted. Thank you!

Throughout 2020, our first priority was to keep our staff and all of you safe. Thanks to Penn Medicine Lancaster General Health and Wellspan Health, our team members and all active volunteers were given access to the Covid-19 vaccine. As of now, nearly 70% of all Hospice staff have been vaccinated along with more than 100 of our volunteers. We are optimistic that we will be able to enlist many of you in your original volunteer roles in the next few months to help deliver quality care and comfort to our patients and families.

Thank you for all that you did and continue to do to help Hospice & Community Care provide the best end-of-life care for everyone in our community.



Steve Knaub
President & CEO

MONDAY
APRIL 19, 2021

INFORMING

We are Celebrating YOU!

Don't miss out! Join us for our Virtual Volunteer Recognition Celebration on April 19th beginning at 7:00 p.m. We are celebrating you and your fellow volunteers for making an impact on patient and family care. Your dedication enables us to continue to provide personalized care and comfort for everyone in our community.

The program will be a meeting-style format to allow for interaction among participants. We will also be recognizing volunteers who have reached service milestones this year. Please RSVP to Rebeca Santos at rsantos@hospicecommunity.org today to receive the Zoom link, if you have not already done so.

The celebration will continue the week of April 19th. All volunteers will be entered to win local goodies with winners being announced daily.

Thank you to our sponsors for helping us to recognize our volunteers.

Sponsored by:



Volunteers Needed for Summer Plant Sale

After a successful inaugural year in 2020, Hospice & Community Care's Plant Sale is back—and bigger than before! We are holding an in-person Plant Sale on Saturday, June 5, 2021, from 8:00 a.m. to 2:30 p.m. at Hospice & Community Care, 685 Good Drive, Lancaster, and are in need of volunteers.



Volunteer roles include:

- Picking up plants from local greenhouses and delivering them to Hospice & Community Care between June 2 and June 4
- Assisting with set-up at Hospice & Community Care on June 4 and June 5
- Assisting with traffic control on June 5
- Serving as a greeter on June 5
- Assisting customers on June 5
- Assisting with tear down on June 5

Proceeds from the Plant Sale will help to provide care and support for patients and families coping with a serious illness, facing end of life, or experiencing loss.

If you are interested in volunteering, please contact Holly Cheek, Special Events Coordinator, at hcheek@hospicecommunity.org or (717) 391-2434.

Comforting Patients through Music

Music has an ability to transcend cultural, language, and societal barriers. It has the power to promote wellness for the whole person. At Hospice & Community Care music is one of the many therapeutic art forms that we use to promote symptom management for patients, and total well-being for patients, families and caregivers.

“The benefits of music therapy to patients are abundant,” shared Juliet Mitton, Music Therapist, Hospice & Community Care. “Patients have increased comfort and distraction from their symptoms and diseases. Music also gives them the opportunity to reminisce and participate in life review and affirmation of spiritual beliefs. Often, patients look forward to music therapy as a way to have some semblance of normalcy in their day. It is a time when they do not necessarily have to talk about their disease or illness but be able to participate in something they love. I find that patients who have cognitive deficits can benefit through being able to actively engage. They may recognize familiar songs they knew from when they were young and be able to sing along or reminisce after hearing these songs.”

When you, as volunteers, visit a patient, there are several ways that you can incorporate music into your visits. If someone enjoys music, they will respond best to their

preferred choice of music. They may be able to tell you or you can see if they have any CDs, records, or tapes. If the patient has a way to play music in their room or their home, you can ask about their interest in music and perhaps play some of the patient’s CDs, records, or tapes. Usually that will be music that the patient enjoys hearing.

If the patient is nonverbal or unable to respond, music is also a way to make a connection. Most televisions now have various music channels. You can turn on one of those stations. If you do not know what kind of music they like, it is better to play something that is more neutral. There is usually quiet, ambient music or light classical that would be appropriate. It is important to remember that you do not want to play music for the patient that you would like to hear, but that they would like to hear.

Patients are able to access Hospice & Community Care’s music therapy through a referral from their Hospice social worker, physician, nurse, or chaplain.

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You Have Been Missed

You are incredibly missed by all – Hospice staff, patients, and families. Thank you for your continued support and understanding as we continue to navigate the ongoing pandemic. We are hopeful that we will be able to enlist many of you in the next few months to help deliver care and comfort to our patients, families, and the broader community.

A graphic consisting of two concentric circles. The inner circle is yellow and contains the text "2021 KEY DATES" in a bold, purple, sans-serif font. The outer circle is a light purple color.

**2021
KEY
DATES**

- Volunteer Recognition – Week of April 19
- Give Local York – May 7
- Virtual Spring Fling – May 11