



VOLUNTEER NEWSLETTER  
August 2008

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*With Our Thanks ...*

On Friday, July 25 we received our certification, and on Tuesday, July 29, 2008, Hospice of Central Michigan admitted our first two clients to Hospice House. Thanks to the many volunteers who graciously greeted families and friends at the Reception Desk, directed incoming calls, worked in the kitchen, cleaned, mopped, scrubbed and generally did whatever was needed to ready this residence for our clients. It has truly been a team effort. We applaud you all. You're the GREATEST!

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It's been a busy, busy summer. Seeing all those Back-To-School ads lets us know we have to begin thinking about Fall training and all the additional fun things that will soon take place. If you're returning to Central Michigan University or Mid-Michigan and from there to Hospice, we look forward to welcoming you back.

Please encourage members of the community who would like a tour of Hospice House to stop into the office between 9 a.m. - 2 p.m., Monday through Friday. There are always staff members who will have a few minutes to share information on the new facility.

Training has taken on a life of its own. As most of you know, we are extremely volunteer driven in the new facility, but we still need to meet the needs of our community clients and their families. It is simply taking many more volunteers to support our newly expanded organization. Also, there are State and Federal regulations requiring a specific percentage of volunteer to staff hours, as well as documentation of that ratio.

We have reinvented ourselves. Now, we need to meet new challenges. Please call me with your suggestions, and don't hesitate to stop by the office. I think you'll be very pleased with our new Volunteer Center. It's going to be an exciting Fall. I'm looking forward to working with all of you.

Best - Linda

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~ Fall Volunteer Training ~

Volunteer training is scheduled for September 22, 24, 25, 29, October 1, 2. Now that we have State and Federal regulations to meet, it has been necessary to expand training to include a tour of Hospice House, as well as sessions on safety, infection control, and standard precautions. Application kits are available at the Reception Desk and on-line at [hospicecentralmich.com](http://hospicecentralmich.com). If you know of anyone interested in training, please have them call me or e-mail [linda@hospicecentralmich.com](mailto:linda@hospicecentralmich.com). Also, let me know when your church or civic group would be willing to publish our training information.

~ Mandatory Volunteer Training ~

Volunteers who completed training prior to June 2008 need to attend an additional training session which includes a Hospice House Tour, safety, standard precautions, and infection control. Because of State and Federal regulations, this is a mandatory session. Send an e-mail to [linda@hospicecentralmich.com](mailto:linda@hospicecentralmich.com), call the office to sign up, or stop at Hospice House between 9 a.m. – 5 p.m., Monday through Friday. The following sessions are available:

Tuesday, September 16	5:30 p.m. – 8:30 p.m.
Thursday, September 18	5:30 p.m. – 8:30 p.m.

~ Food Safety Training ~

Volunteers are still needed to assist our Chef with the preparation and serving of meals for Hospice House clients and their families. If you like to cook and bake, if you have food service experience, or if you want to become involved, this is a great way to do so. Please call the office or e-mail me to sign up for one of the following sessions:

Tuesday, September 9	5:30 p.m. – 8:30 p.m.
Thursday, September 11	5:30 p.m. – 8:30 p.m.

~ TB Tests Required ~

All Volunteers need a current TB test or must provide documentation that a TB test was completed within the last three months. Stop by the office any time between 9 a.m. – 5 p.m. on Monday, Tuesday, Wednesday or Friday. You will need to return to the office 48 hours after receiving your test to have the results read.

NOTE: TB tests are not given on Thursday.

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A revised Telephone and Office Procedures Manual is currently being completed. *A brief training program will be provided for Reception Desk, Switchboard, and Administrative volunteers.* Dates and times will be scheduled soon.

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I'm always looking for new ideas for In-Service Training. If you have heard a good speaker or have other ideas, call or e-mail me.

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### About our Dress Code...

Pull out your Volunteer Training Manual and review the dress code. Closed-toe shoes are required in the client suites, in the Hospice House kitchen, in clients' homes, nursing homes, and assisted living facilities. Long pants or neat jeans should be worn in the Hospice House kitchen. Tube tops, strapless or cropped shirts are never acceptable.

### ~ Meet our New Staff ~

We are welcoming new staff members to our team. If you see these new faces at Hospice House or in client homes, introduce yourself:

<b>Sally Angelos, LPN</b>	<b>Susie Heath, Hospice Aide</b>
<b>Gail Barnett, RN</b>	<b>Bianca Hernandez, Hospice Aide</b>
<b>Brianna Brighton, Hospice Aide</b>	<b>Alex Metevier, RN</b>
<b>Carolyn Block-Rollin, RN</b>	<b>Tina Merchant, Hospice Aide</b>
<b>Beth Cornell, Hospice Aide</b>	<b>Edwin Schlam, Chef</b>
<b>Bonnie Flannery, RN</b>	<b>Jill Steffke, RN</b>
<b>Amy Genia, RN</b>	<b>Karen House, RN</b>
<b>Kelly Heifner-Clark, Hospice Aide</b>	<b>Becky Anderson, RN</b>
<b>Deb Hoops-Feusse, RN</b>	

News from Christine Peters, Development Director

Marketing & fund raising efforts are picking up now that the capital campaign is winding down. *If you have marketing experience* and would like to get involved in this new effort, contact me.

Items are still needed for the Hospice House kitchen and other areas in the facility. Call or e-mail [Christine@hospicecentralmich.com](mailto:Christine@hospicecentralmich.com) for more information.

### MARK YOUR CALENDARS!

***Late Night Catechism*** returns Thursday, November 20, 2008 with a new program and loads of laughs. Sponsorships are available. Tickets will be on sale later this Fall.

Everyone is invited to a ***Pampered Chef Party*** on Monday, August 18 at 6:30 p.m. in the Conference Room. Purchase something for your kitchen, and support Hospice.

***The 1<sup>st</sup> Annual Hospice Golf Classic*** will take place on Tuesday, August 26 at Buck's Run. The cost is \$75/person and includes a continental breakfast, golf with cart, lunch, beverages, and door prizes. Club level sponsorships are \$350. Tee sponsors are \$100. This first time event is sponsored by the National Association of Insurance & Financial Advisors. Call Jim Clabeusch at 779-7801 for information or to register.

These events will be opportunities to have fun, *while supporting our Hospice.*

*Thanks to all of our great volunteers for your ongoing assistance. - Christine*



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## Dozen Roses - Great Job!

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Thanks to these Reception Desk and Switchboard volunteers for greeting visitors, assisting with mailings, fielding telephone calls and keeping track of staff: **Sally Angelos, Lois Curtiss, Bernyce Moran, Nancy Hyder, Joyce Schafer, Kathy Preston, Maggie Foote, Shirley Gallandt, Geri Bierschbach, Katie Rundle, Deb Bauder, and Kathy Gordon.** Thanks, ladies.

**Ron Schafer, Mahlon Collins, and Jerry Bierschbach** did an incredible job of re-organizing the basement in preparation for a visit from the Fire Marshall. Great Job!

**Donna Hinks** is processing applications in preparation for September training.

Thanks to the team of **Vicky Schafer, Alan Riggs, Carl Hubble, Sue Maness, Michael Richards, Mahlon Collins, Beth Miller, and Ron Schafer** a client is receiving daily visits which provide companionship to the client and support for the caregiver.

**Keith Frank** is enjoying providing companionship and spiritual support to clients. Thanks, Keith. **Vi Riley, Cynthia Darson and Mike Klicek** continue to provide weekend respite visits so the caregiver can shop and run errands. It's a great team effort. **Liz Swincicki** provided respite for a caregiver who needed to attend an appointment.

**Brenda Gaeth, Katie Rundle, Kelly Dietrich, Marie Fussman, Sally Angelos, Carrie White, Eva Gorski, Allan Riggs, Lori Lickly, Lola Langois, Beth Miller, Maggie Foote, Briana Brighton** --- this volunteer team has provided companionship five days a week in June, July and August.

**Lori Lickly** is giving her time so a caregiver can shop and run errands.

After finishing Food Safety Training in June, **Cindy Darson, Mike Klicek, Kathy Gordon, Beth Miller, Becky Leuder, Quinn Schafer, Bill Peters, and Char Birgy** have provided outstanding support in the facility kitchen which offers food service to families and friends of Hospice House clients.

**Donna & Dave Hinks** have provided an HP desk-jet printer for the Volunteer Center. It's wonderful to have a printer only an arm's length away. THANK YOU!

Thanks to **Tracy Henry and Cari Maniteau** for visiting a client on Saturdays and Sundays.

July Volunteer Hours		July Census	
Clients Served	8.0	Beginning	14
Client Care	122.0	Admissions	19
Spiritual Care	9.0	Discharges	0
Client Food Service	18.0	Re-Admit	0
Reception Desk	55.0	Deaths	12
Switchboard (Office)	151.5	End	21
Cleaning/Maintenance	141.5		
Training	84.5		
Administration	20.0		
<b>Total Hours</b>	<b>602.25</b>	<b>WOW!!!!</b>	

