



▶ LEARN TRICKS OF THE TRADE FOR WORKING WITH DEMENTIA PATIENTS FROM A HOSPICE PHYSICIAN...2



▶ READ STORIES OF HOW HPCCR VOLUNTEERS ARE MAKING A DIFFERENCE IN OUR COMMUNITY.....3



▶ A CALENDAR OF UPCOMING CONTINUING EDUCATION OPPORTUNITIES, EVENTS, AND MORE4

Serving Cabarrus, Catawba, Cleveland, Gaston, Iredell, Lincoln, Mecklenburg, and Union counties



WINTER 2011

Volunteers

At the heart

A NEWSLETTER FOR OUR HOSPICE VOLUNTEERS

Completing annual paperwork and meeting your continuing education requirements is very important. As a federally-mandated volunteer program, we must comply with regulatory requirements!

Annual paperwork and continuing education

It's that time again—time to complete annual paperwork for 2011! Be on the lookout for a letter that will include your 2011 *Knowledge Survey and Evaluation*, as well as upcoming continuing education opportunities.

Don't forget, this year we will be including a *TB Screening Form* for you to complete and send back as well. We will need this form annually as of 2011 as an Accreditation Commission for Health Care (ACHC) requirement.

The form is simple and should be easy for you to complete.

We will also be requesting an updated copy of your *Auto Insurance Declaration Page*. This page discloses your coverage amount in the event of an accident. We must have this information on file for all patient/family volunteers each year, even if you do not regularly transport patients. This requirement is also new from ACHC.



NHPCO FACTS & FIGURES

An estimated 41.6 percent of all who died in the U.S. in 2010 were under the care of a hospice program, reports the National Hospice and Palliative Care Organization (up from 38.8 percent in 2008 and 35 percent in 2007). NHPCO's annual publication, *Facts and Figures: Hospice Care in America* reports on hospice trends and provides updated information on the growth, delivery, and quality of hospice care in the U.S. A record 1.56 million people with a life-limiting illness received care from the nation's hospice providers, and the average length of service remained steady at 69 days.

Book Clubs for Volunteers



In February, the volunteer book clubs will be discussing *When Evening Comes* by Christine Andreae. You will receive four hours of continuing education credit for attending a book club meeting. Please RSVP to **Crystal England** at englandc@hpccr.org or **704.335.3578** by Monday, January 31st. Dates, times, and locations for the book club meetings can be found on the calendar on page four. *When Evening Comes* can be found most readily online at www.amazon.com. Amazon also provides a synopsis of the book, or contact **Crystal England** for more details. A self-study option, worth two hours of continuing education credit, will be available for this book after the book clubs meet. Check our website at www.hpccr.org for the questions you must answer to receive credit.

Tales of a terrific teen

Special thanks to teen volunteer **Mounica Gummadi** for planning and hosting the Knights Walk, a fundraising event. Ardrey Kell High School hosted the event on Saturday, November 13th. Mounica, a senior at Ardrey Kell, spent several months planning a walk-a-thon to benefit HPCCR. She orchestrated the entire event, meeting with HPCCR staff as well as Ardrey Kell faculty. She also met with local businesses to secure donations of food and coffee. The walk-a-thon provided an opportunity to educate students and the community about hospice care. The event was a success, and Mounica raised over \$800 for HPCCR! Mounica has been a volunteer since October 2008 and regularly visits the Legacy Heights Assisted Living community. Thank you, Mounica, for all you do!



Teen Volunteer Coordinator **Elise Hurst** and teen volunteer **Mounica Gummadi** worked together on the Knights Walk for HPCCR.

Honorable mentions

I am honored to take a moment to thank **Shirley Kampfer**, our Chameleon's Journey office volunteer, for her wonderful work. For the past two years, Shirley has been the point person for camp registration. She has literally 'taken over' the job with an accuracy and professionalism of the highest quality. I don't know what the equivalency of her volunteer hours would be, but her time is worth far more to us because of the quality and dependability of her work and its importance to the camp. We appreciate her so very much. Office volunteers really do make a difference!

~ **Larry Dawalt**
Director of Spiritual & Grief Care Services

Many thanks to **Duane Centola** and **Michael Ebaleroza** for sharing their talents with us at Levine & Dickson Hospice House. My sister was preparing to go home when we heard the heavenly music they were playing in the hallway. The experience was so peaceful. The music and song selections were perfect for her. Her name was **Vereine "Honee" Runk**, and she passed on October 12th. Duane and Michael's music was calming and helped us to let go so that Honee could make her final journey home. What a blessing to patients and families alike.

~ **Dick and Kay Henneman**
Family members served by HPCCR

Getting the most from your visits with dementia patients

Hospice physician Larry Hedgepath developed the following 'pearls of wisdom' for working with dementia patients, based on his experience as a doctor and caregiver for his mother.

DISTRACT, DON'T CONFRONT: When your patient starts talking about something completely 'off the wall,' do not correct him. For example: Your patient is pacing the floor. You ask him what is wrong, and he responds that he is waiting for his father to pick him up. Don't say, "Your father has been dead for 25 years." He is operating in a different place and time. Instead, ask where they are going when his father picks him up, and then ask him what they are going to do. Chances are he will get so involved in his story that he will forget his original frustrations.

DEMONSTRATE, DON'T INSTRUCT: Dementia patients, like children, retain their ability to imitate long after their comprehension has gone. If you want them to

perform a simple task, go through the motions yourself, one step at a time, wait for them to perform that step, then demonstrate the next step. If you get frustrated and give up and do the task yourself, they will sense your frustration and feel rejected. Reminders of their inability to please are a common source of agitation. Praise their successes because they want to please you, and say, "Good job!"

ONE THING AT A TIME: Don't give your patient a verbal list of things you are going to do during

your visit. Tell them what you are going to do right now, and

Do not correct dementia patients when they start talking about something 'off the wall'—go with the flow!

subsequently tell them each thing you are going to do before you do it.

TELL, DON'T ASK: Dementia patients remember the inflection of your voice when you are asking a question. They respond with "yes" or "no" but may not have a clue what the question was. Furthermore,

they may not know the context of the question. For example, "Do you want to get dressed?" They may say no because they did not really understand the question, or they may be mentally at a different place and time where getting dressed would not be the thing to do. Instead, say, "We are getting dressed now."

FIRST NAMES WORK BEST: Dementia patients are often in another time and place when they had a different name. You will need to call them by the name they had at that time. In general,

using the first name is safest, especially for women. If they are in a different time and place, they are likely to think you are someone else. If this happens, try telling them your name but not your relation. Remember, attempting to orient dementia patients to your reality will not work. Never ask a dementia patient if he or she knows who you are.

Tune in to the spring edition of the volunteer newsletter for more pearls of wisdom for working with dementia patients.



Bridges Out of Poverty: Understanding the hidden rules of social classes

November brought with it the last in-service of 2010, *Bridges Out of Poverty*. Through a partnership with the Urban Ministry Center of Charlotte, volunteers and staff learned about the world of poverty, revealing how the survival-based mentality of poverty impacts learning, work habits, and decision-making. The statistics alone are alarming: one in seven Americans are living in poverty, or 43.6 million people. Closer to home, 22% of children in North Carolina were living in poverty in 2009.

We can never fully understand the hidden rules of the classes of which we are not a part; most importantly, do not judge the situations and decisions of others. Simply provide support.

In-service attendees learned that individuals bring with them the hidden rules of the class in which they were raised. Schools and businesses operate (typically) using hidden rules of the middle class. As a volunteer, you must understand that the poverty class operates based upon its own hidden rules. We can neither excuse persons from responsibility because of poverty nor judge them for not knowing the hidden rules of society; instead, we must provide support and education. For people living in poverty, relationships are most important, which is different from the middle class where achievement is often valued above relationships. Because of this reality, one ‘principle for helpers’ relayed in the presentation was to “invest time, energy, and attention in building relationships—time spent getting to know one another will build trust and shape the help you desire to offer.” For more information about the Urban Ministry Center of Charlotte, please visit them at: www.urbanministrycenter.org.

Lincoln County Spotlight



There is only one **Norma Rantanen**, and we are so fortunate to have her volunteer at the Lincoln County office on Fridays. Norma is responsible for filing information in patient files. This repetitive task could be monotonous, but Norma always finds a way to bring humor into the task. Norma is also willing to help with other needs. She has volunteered at the Lincoln County Apple Festival for many years and has given her time and energy to other events such as Run the Rail and Empty Bowl. The entire Lincoln County team thanks Norma for ALL she contributes to our organization.

Wells Fargo presents **Soup On Sunday**, our premier event which offers you the opportunity to sample soups from many Charlotte-area restaurants. Mark your calendar for **Sunday, January 30th, 11am-2pm** for this souper-fantastic event. For more information and to pre-purchase tickets, visit www.hpccr.org. General admission is \$30, Soup Lover’s Special is \$40 (includes a handmade pottery bowl), and tickets for children ages seven to twelve are \$10 (no charge for children ages six and under).



- * Many thanks to **St. Thomas Aquinas Roman Catholic Church**, the **Hope Circle of Assurance UMC**, and **Lake Norman Baptist Church** for the wonderful meals provided for loved ones at LDHH during October, November, and December.
- * Thanks to **Bethel Presbyterian Church**, **Dilworth UMC**, **Hopewell Presbyterian Church**, **Mt. Zion UMC**, **North Mecklenburg Senior Center**, **Oakdale Baptist Church**, **Pritchard Memorial Baptist Church**, **St. Mark Catholic Church**, **St. Thomas Aquinas Roman Catholic Church**, and **Sharon MacKenzie**, for the prayer shawls provided for our patients.
- * Special thanks to the **Lake Norman Jewish Congregation Caring Committee** for providing snacks to the visitors of Levine & Dickson Hospice House.
- * Many thanks to **Mary Fink** for coordinating our Holiday Meals Program! Mary coordinated **134 meals** for **408 patients and families** this holiday season. **Thank you also to the many volunteers who donated meals and made our Holiday Meal Program a success!**
- * Thanks to Program Director **Paul Hanneman** and his staff from **Urban Ministry Center of Charlotte** for hosting our fall in-service, and thanks to the **many volunteers** who donated toiletry items for the **Room in the Inn** program.



- Lou & Angelica Casaletto**
on the birth of their granddaughter, **Madelyn Emily Frye**
on her marriage to **Travis Frye**.
- Mounica Gummadi**,
chosen as a 2010 Terrific Teen for *Charlotte Parent Magazine*.
- Deirdre Halberstadt** and **Irish**
on winning a TDI award for more than 50 pet therapy visits.
- Beth Levanti**
on her engagement to **Geoff Gallimore**.
- Sebastian Marth**
on his engagement to **Sally Shoaf**.

Thinking of you ...



Louise Cobb
Deb Getz
Iona Franklin
Stu Hankinson
Sauni Wood



We remember volunteer **Sandy Price**. Sandy was a patient/family support volunteer for two years, and she will be dearly missed. Our thoughts are with her family.



1420 East Seventh Street
Charlotte, NC 28204

704.375.0100

www.hpccr.org

www.donatehospice.org

If you are receiving multiple copies,
or no longer wish to receive this
newsletter, please contact Crystal
England at 704.335.3578 or
englandc@hpccr.org.



Newsletter writer/editor:
Misty Molloy

Contributing writers:
Nancy Cole, Penny Edwards,
Larry Hedgepath, Elise Hurst,
Alia King

For detailed information on any of the events below, please contact **Crystal England** at **704.335.3578** or englandc@hpccr.org.



<u>DATE</u>	<u>EVENT</u>	<u>TIME</u>	<u>LOCATION</u>
Sunday, January 30th	Soup On Sunday	11am-2pm	Philip L. Van Every Culinary Arts Center (CPCC)
Tuesday, February 1st	Volunteer Book Club: <i>When Evening Comes</i>	10am	South Charlotte Office
Thursday, February 3rd	Volunteer Book Club: <i>When Evening Comes</i>	6pm	Levine & Dickson Hospice House
Thursday, February 17th	In-Service: <i>Vertical or Horizontal</i>	9:30-11:30am	Levine & Dickson Hospice House
Saturday, February 19th	In-Service: <i>Vertical or Horizontal</i>	9:30-11:30am	Good Shepherd Presbyterian Church (South)
Thursday, February 24th	In-Service: <i>Vertical or Horizontal</i>	9:30-11:30am	Lincoln County Office
Thursday, February 24th	In-Service: <i>Vertical or Horizontal</i>	6-8pm	Seventh Street Office
March 14th and 15th	New Volunteer Training	8:30am-5pm	Levine & Dickson Hospice House
Thursday, March 10th	Audio Conference: <i>IDT Care Planning Process</i>	2-3:30pm	All HPCCR Office Locations
Thursday, April 14th	Audio Conference: <i>Providing Patient-Centered Care</i>	2-3:30pm	All HPCCR Office Locations
Thursday, April 28th	Audio Conference: <i>Compassion and Limitations</i>	8:30-9:30am	All HPCCR Office Locations
Saturday, April 30th	Run the Rail 5K	8am	Betty Ross Park (Lincolnton)
Saturday, April 30th	Chameleon's Journey Mini Grief Camp	9am-1pm	
Saturday, April 30th	Annual Volunteer Appreciation Party	3-5pm	TBA
Friday, May 13th	Lake Norman Hospice Regatta Party	7pm	TBA
May 20th, 21st, 22nd	Lake Norman Hospice Regatta Sailing Race	TBA	TBA
Saturday, June 4th	Annual Volunteer CARE Retreat	9am-3pm	Levine & Dickson Hospice House