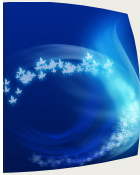




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Serving Cabarrus, Catawba, Cleveland, Gaston, Iredell, Lincoln, Mecklenburg, and Union counties.



WINTER 2012

Volunteers

At the heart

A NEWSLETTER FOR OUR HOSPICE VOLUNTEERS

*Hospice volunteers are called to provide support to patients and families during a difficult time. Often times, volunteers are presented with challenging family dynamics. At a recent in-service, we explored the role of the volunteer as an advocate and interdisciplinary team (IDT) member and offered suggestions for walking alongside patients and families under hospice care. Volunteer **Holly Grady** provided the following synopsis of the lessons she learned during this educational session.*

Challenging Patient and Family Dynamics

In November, HPCCR volunteers had the pleasure of hearing from **Gary Gardia**, a compelling advocate for hospice volunteers. Gardia is a renowned public speaker who began his career as a hospice volunteer. Since then he has worked in many capacities, leading hospice volunteer, social work, bereavement, and education departments.

Gardia chose to discuss the topic of working with challenging patients and families. He began his lecture with a question: “Are you (the volunteer) working harder than

they (the patient and family) are?” He asked this question to help us understand our role as volunteers and to remind us that we are dealing with all sorts of family dynamics. Gardia recommends approaching situations from a critical-thinking standpoint: What is the problem? What is the solution? How do we (as a team) reach that solution? Defining the “problem” will help us to find the best solution for any given situation.

Gardia provided many examples of unique family situations. Yet, in these examples, the

story never ended how we anticipated. Through these examples, Gardia demonstrated that as hospice volunteers we can never truly know what is going on in families, and furthermore, it really isn’t any of our business. As volunteers, we are there to make the patient and family as comfortable as possible and provide support through a difficult time. We are not there to judge or to be the peacemaker. The volunteer should serve as a listener and should not be confused with the social worker. We are in the homes of the dying

as a friendly visitor to provide comfort and support, not to resolve long-standing problems within a family unit.

Gardia went on to describe 16 challenging personalities and how they can affect certain patients and families (just like our own). He ended his lecture with these thoughts: “Think about the most difficult person you have ever come across; would you consider this person to be happy? When we come across difficult people, can we allow for the possibility that this person may be suffering? Suffering

does not excuse some behaviors, but in healthcare is it not our role to help relieve suffering whenever we can?”

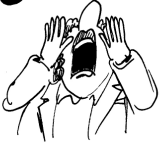
In conclusion, Gardia gave us a lot to think about and provided guidelines to help us support our patients and families. He urged us to remember how important our role is as volunteers and the responsibility we have to act as IDT members by communicating with the IDT. IDT members must work together to support even the most challenging patients and families.

Meet Volunteer Manager Earlynne Bartley



My name is **Earlynne Bartley**, and I serve two roles at HPCCR. I began my first role as volunteer manager for Lincoln County in October 2011; I will also serve as part-time chaplain for Lincoln County beginning in January 2012. Prior to coming to HPCCR, I served as a pastor for a local church and as a retreat leader for over eleven years. Before I entered formal ministry I was a registered nurse working in ICU settings. I also have been a volunteer for other hospices, and I have such a huge appreciation for your work with HPCCR. Not everyone can journey alongside those who are at the end of life ... thank you for what you do! Now for just a few personal tidbits: I have a most handsome 20-year-old son, Chandler, attending East Carolina University and a faithful, loving little dog named Minnie, both of whom keep me busy. I look forward to meeting you all!

Volunteers!



Remember, you are expected to read the newsletter since you receive eight hours of education annually for doing so! To reward you for keeping up with this responsibility, the twenty-first volunteer to contact **Volunteer Services Director Alia King** will receive a \$20 gift card to Bluetique, HPCCR's very own apparel line! (You may visit <http://www.bluetiqueapparel.org/> to see our online boutique.) In addition, we will give fabulous prizes to the 5th, 11th, 26th, and 38th volunteers who contact Alia by Friday, January 14th.

Please contact Alia via email if at all possible at kinga@hpccr.org. If you do not have email, please call her at **704.887.6413**. Leave a message if you don't reach her, and she'll call back if you've won. Don't delay, contact Alia today!

Annual Requirements

It's that time again—time to complete annual paperwork for 2012! Be on the lookout for a letter that will include your 2012 **Knowledge Survey** and **Self-Evaluation**, as well as upcoming continuing education opportunities. (Patient/family volunteers must earn four hours of continuing education annually.) The information packet will include a **TB Screening Form** for you to complete and send back. We will also request an updated copy of your **Auto Insurance Declaration Page**. This page is a summary of your auto insurance coverage and lists the amount of coverage you have. We are required to have this information on file for all patient/family volunteers each year, even if you do not regularly transport patients. We must have all of these forms on file annually to meet Accreditation Commission for Health Care (ACHC) requirements. Please remember that you must also give **24 hours of service annually** to remain an active volunteer with our organization.

Honorable Mention: Cotswold Hallmark



An HPCCR volunteer manager received a volunteer request from a social worker for a life review, a special video service offered by volunteer **David Bayer**, for a mom we expected to be with us for just a few weeks. In the same request, the social worker asked if we could provide cards for the patient to write messages for her daughters (ages four and ten) to receive for milestones in their

lives, such as birthdays, graduations, holidays, weddings, and babies. The employees of **Ann Crittenden Hallmark store in Cotswold** were so moved by the mother's request that each employee pitched in and purchased cards to donate to the patient, handpicking each one. They also donated the recordable book *Guess How Much I Love You* so the mother could record herself reading to her children, a gift they could treasure once she was gone.

Area Ann Crittenden Hallmark stores (Arboretum, Cotswold, Afton Ridge, and Huntersville) have been wonderful supporters of our organization. Since Fall 2009, these locations have offered their customers the opportunity to buy an extra greeting card in support of our volunteer program. These cards are used by the Volunteer Department for recognizing and supporting our dedicated volunteers, and staff take cards to patients and families as well. Over the past two years, Hallmark customers have donated thousands of cards!

Increasingly, we are receiving requests from patients and their families for weekend and evening volunteer assistance. If you are open to accepting weekend and/or evening volunteer assignments, please let a volunteer coordinator know or contact **Volunteer Program Coordinator Crystal England** at englandc@hpccr.org or **704.335.3578**.

Congratulations to Our Newest Volunteers



Class of October 2011—back row, left to right: **Ashley Hearn, John Sukits, Suzanne Smith, Paul Morfit, Dennis Stergar**; middle row, left to right: **Anna Beth McNabb, Gwen Moore, Susan Konney, Amanda Bartlowe, Julia Laughlin, Carol Lewis, Arlene Mauney, Anabel Kay**; front row, left to right: **Sherrie Mares and Elizabeth Kovach**. Not pictured: **Michele Schriber**.



Class of November 2011—back row, left to right: **Stephanie Rouse, Penny Eaker, Susan Kelley, LuAnn Barwick and Linda Murphy**; front row, left to right: **Dawn Hartness, Sandy Grayson, and Wanda McManaway**.



Winter In-Service: *Breath*

We hope you will join us for our winter in-service and get a head start on your 2012 annual education requirements! This in-service offers the opportunity for you to learn more about how to practice mindful meditation and harness the power of presence. You will also have the opportunity to meet presenter **Earlynne Bartley**, the newest member of our Volunteer Department.

What is presence? How can presence be powerful for both responsive and unresponsive patients? Would you like to pick up a few new skills to help you with your volunteer visits? If you answered yes to any of these questions, this is the in-service for you! Volunteer Manager **Earlynne Bartley** will provide you with tips and techniques to practice mindful meditation when visiting patients, particularly those who are minimally responsive, whether in a HART community, a private residence, or LDHH.

Specifically, Earlynne will focus on the power of breath. Breath is life. You could think of breath as being like a thread or a chain that links and connects all the events of your life from birth, the beginning, to death, the end. Breath is always there every moment, moving by itself like a river. Mostly, we are unaware and not in touch with our breathing—it's just there, forgotten. Yet, our breath changes with our moods—short and shallow when we're tense or angry, faster when we're excited, slow and full when we're happy, and almost disappearing when we're afraid. Breath can be used like a tool, to anchor us and bring stability to the body and mind when we deliberately choose to become aware of it. Mindfulness meditation uses breath in just this way as a tool to help us become aware of the present moment and deal with thoughts that steal the joy of the present, worries such as anxiety about the future and sadness found in the past. Come explore these concepts and understandings that will enrich your journey with hospice as well as your personal life.

- **Lincoln County Office, Thursday, February 16, 9:30-11:30am**
- **HPCCR—Seventh Street Office, Monday, February 20, 9:30-11:30am**
- **Levine & Dickson Hospice House, Tuesday, February 21, 6-8pm (dinner will be served)**
- **HPCCR—South Charlotte Office, Thursday, March 1, 6-8pm (dinner will be served)**

This in-service offers the first opportunity for you to get a jumpstart on your annual continuing education requirement. **Attendees will receive two hours of continuing education.** If you would like to attend, please RSVP to Crystal England at englandc@hpcpr.org or 704.335.3578 by **Tuesday, February 14.**

News & Notes



Please be sure to correctly mark declined visits when you submit your volunteer time. A declined visit is defined as a visit that is offered but not accepted. For example, if you call a patient or caregiver and they do not need your services for any reason, you would mark the visit as declined. If you cannot visit for any reason and offer to request a substitute volunteer but the patient or family refuses, the visit would also be declined. Declined visits count towards your plan of care, or your required number of visits. If you visit your patient and he or she is sleeping, for example, you would *not* mark the visit as declined because you made a visit.



- * Many thanks to **St. Thomas Aquinas Roman Catholic Church, Meadowlake Presbyterian Church, and Lake Norman Baptist Church** for the meals provided for loved ones at Levine & Dickson Hospice House during October, November, and December.
- * Thanks to **Dilworth UMC, First Baptist Church of Huntersville, Holy Spirit Catholic Church, Hopewell Presbyterian Church, Pritchard Memorial Baptist Church, St. Mark Catholic Church, Trinity UMC, Vivian Diggs, Cathy Hall, Milissa Hubbard, and Mary Langhorne**, for providing prayer shawls for our patients.
- * Special thanks to **Shannon Loring Life Group of Forest Hills Church, St. Therese Catholic Church, Ramah Presbyterian Church, and Maurice & Mary Langhorne** for providing snacks for Levine & Dickson Hospice House visitors.
- * Thank you to **Audree Spatz** and the **Lake Norman Jewish Congregation Caring Committee** for donating 20 bereavement baskets for Lincoln County survivors.
- * Many thanks to **Rebecca Axelrod** for inscribing hundreds of Light Up a Life bells and **Lisa Muse** for wrapping, packing, and shipping those bells!



Paul Byerly
on his engagement to **Rachel**.

Thinking of you ...

John Ansell
Dot Bard

Jessica Goglin
Anne Lewis
Tomm Lorenzin
Judie McGuirk

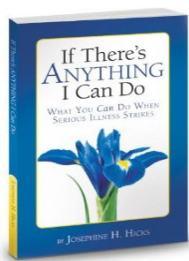
Audree Spatz
Jeff Todd

We remember volunteer **Pamela Melton-Owens**. Pam was a patient/family support volunteer for five years, and she will be dearly missed. Our thoughts are with her loved ones.



For the 2011 holiday season, **HPCCR and community volunteers** provided **132 meals** for **461 people!** Special thanks goes out to volunteer **Mary Fink**, who coordinated these meals for the third year in a row. We would be lost without Mary's coordinating expertise!

Spring Book Club/Meet the Author



Save the date for a special Spring Book Club and meet the author! *If There's Anything I Can Do* is a practical guide for providing support to caregivers as they strive to provide care to a dying loved one. **Galen Miller**, Executive VP of the National Hospice & Palliative Care Organization, says "This resource reminds us of the support needed by all families facing end-of-life and other critical care situations and gives guidance on how to offer support that makes a real difference."

Author **Josephine H. Hicks** built this guide from her personal experience caring for her loved one under the care of Hospice & Palliative Care Charlotte Region and at Levine & Dickson Hospice House. We are fortunate to have Ms. Hicks joining us for this very special book club, where you will have the opportunity to hear from her.

We will hold this special event and reception, with heavy hors d'oeuvres and dessert, at the following locations and times:

- Levine & Dickson Hospice House, Thursday, March 8, 2012, 5:30-7:30pm
- Uptown (Seventh Street Office), Tuesday, March 13, 2012, 6-8pm

The book is available through Ms. Hick's website at <http://www.anythingicandobook.com/>, online at www.amazon.com, or at Park Road Books in Charlotte and Main Street Books in Davidson. **Attendees will receive all four hours of required continuing education for 2012.** Pick up the book and plan to join us in March! If you would like to attend this in-service, please RSVP to **Crystal England** at englandc@hpccr.org or 704.335.3578 by **Monday, March 5.**

Upcoming Special Event: Soup on Sunday



Wells Fargo presents **Soup On Sunday**, our premier event which offers you the opportunity to taste soups from many Charlotte area restaurants, purchase pottery made especially for the event by local potters, and take pleasure in the talents of culinary arts students from Central Piedmont Community College, Johnson & Wales, and The Culinary Arts Institute. Mark your calendar for **Sunday, January 29 from 11am to 2pm** for the annual smorgasbord of soups! Central Piedmont Community College will host the annual event in the Philip L. Van Every Culinary Arts Center, located at 425 North Kings Drive (corner of Kings Drive and Seventh Street). We are thankful for our sponsors and everyone who makes Soup on Sunday possible. Tickets are available at the door, online by visiting www.hpccr.org, or by calling **Nancy Cole** at **704.335.4312**. Soup Lover's Special is \$40 and includes a handmade pottery bowl, General Admission is \$30, and tickets for children ages 7-12 are \$10 (6 and under, free).

As our patient census continues to grow, we are excited to expand our volunteer program in the Lincoln County and Union County areas. To accommodate the growing need for volunteers in these communities, we are actively recruiting volunteers to meet patient and family needs and have scheduled trainings in Lincoln County and Union County. If you know of someone in either of these areas that may be interested in volunteering with our organization, please let a volunteer coordinator know or contact **Crystal England** at englandc@hpccr.org or **704.335.3578**. And remember, our best advertisement comes from you! Please share your volunteer experience with others and help us to bring new volunteers onboard!

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 29	Soup on Sunday	11am-2pm	Philip L. Van Every Culinary Arts Center (CPCC)
Thursday, February 16	Volunteer In-Service: <i>Breath</i>	9:30-11:30am	Lincoln County Office
Monday, February 20	Volunteer In-Service: <i>Breath</i>	9:30-11:30am	HPCCR—Seventh Street Office
Tuesday, February 21	Volunteer In-Service: <i>Breath</i>	6-8pm	Levine & Dickson Hospice House
Thursday, March 1	Volunteer In-Service: <i>Breath</i>	6-8pm	HPCCR—South Charlotte Office
Thursday, March 8	Spring Book Club/Meet the Author	5:30-7:30pm	Levine & Dickson Hospice House
Tuesday, March 13	Spring Book Club/Meet the Author	5:30-7:30pm	HPCCR—Seventh Street Office
Saturday, April 28	Lake Norman Hospice Regatta Party	6:30pm	The Peninsula Club
Saturday, April 28	Chameleon's Journey Mini Grief Camp	9am-1pm	TBA
May 18, 19, 20	Lake Norman Hospice Regatta Sailing Race	6:30-8:30pm	Lake Norman Yacht Club
Saturday, June 2	Annual Volunteer CARE Retreat	9am-3pm	Levine & Dickson Hospice House