At the heart

Happy New Year from the volunteer department! I hope that you all had a wonderful holiday season and that 2019 is off to a great start for each of you! 2018 was a busy year for Hospice & Palliative Care Charlotte Region. The sale of the Uptown Campus on 7th Street became finalized, as well as the purchase of a third building on Little Avenue. I hope many of you have had the opportunity to visit the Center for Palliative Care Advancement, located at 7600 Little Avenue, as it will be a wonderful resource for our community as we grow our Palliative Medicine program. 2018 also saw the beginning of a major renovation on the campus of Southminster Continuing Care Retirement Community, which meant ceasing operations at the Levine & Dickson Hospice House on that campus for approximately two years. We look forward to a new inpatient unit in 2020! HPCCR also made the 2018 Hospice Honors list, a prestigious national program that recognizes hospices providing the highest quality care from the caregiver’s point of view.

A huge milestone occurred for us in 2018- the celebration of our 40th anniversary! I’d like to share some words from our President and CEO, Pete Brunnick......“Hospice & Palliative Care Charlotte Region was formed in 1978 by concerned volunteers in our community who knew there was a better way to treat and care for those at the end of their lives. We were established to provide expert end-of-life care, grief support, and community education - and to do so regardless of where a patient lives or how much they can afford to pay. We have never, and will never, turn our back on the most vulnerable among us, or those facing complex medical issues. We are here not just to serve those near death, but to offer palliative care for those just starting down that path. Over 40 years, we have grown dramatically: a bigger staff, budget, and territory (23 counties in North and South Carolina); more patients, more support from the community in terms of time, talent and dollars (thank you!); and a new home at Carmel Road and N.C. 51. We see ourselves as an integral part of this region’s health care community and are grateful that our health care colleagues think likewise. So while we pause a moment to acknowledge our 40th Anniversary, we do not rest. There are patients to be loved and cared for.”

Many thanks to each of you for the countless ways you continue to support the mission of Hospice & Palliative Care Charlotte Region! Regardless of your role on the volunteer team, your time, talents and dedication contributes greatly to the success of our organization. April 7-13, 2019, is National Volunteer Appreciation Week- please mark your calendar, as we have exciting plans in the works to honor you! We look forward to seeing you soon!
Volunteering and Compassion Fatigue

Many Hospice volunteers have direct contact with patients and their caregivers. The empathy and compassion for your patients and caregivers may affect you positively or negatively. Empathy is putting yourself in to the shoes of your patient/caregiver and compassion is the drive that makes you want to do something to fix the problem. These two components need to be kept in balance to promote healthy relationships and decrease opportunities for compassion fatigue to slip in.

Dennis Portnoy, psychotherapist, identifies compassion fatigue as a form of burnout in his article, *Burnout and Compassion Fatigue: Watch for the Signs*. “Compassion fatigue is caused by empathy,” he explains. “It is the natural consequence of stress resulting from caring for and helping traumatized or suffering people.” He also indicated that burnout and compassion fatigue may overlap.

It is important to understand that because you may have a few of the manifestations doesn’t mean you have compassion fatigue. By the same token it is important that you don’t ignore manifestations. As they occur it is helpful to acknowledge them, reflect and make helpful changes in your life to resolve the symptom. Denial is not our friend—it will keep you from doing an accurate self-assessment; therefore keeping someone who is suffering from making life adjustments or getting the needed help to recover.

Credits: The Tribute, issue Nov-Dec 2018.

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**Post Test for Compassion Fatigue**

<table>
<thead>
<tr>
<th>Statement</th>
<th>True</th>
<th>False</th>
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<tbody>
<tr>
<td>Compassion Fatigue is nothing for caregivers to worry about.</td>
<td></td>
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<tr>
<td>Compassion drives us to want to help others.</td>
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<tr>
<td>Empathy is putting yourself in your patient’s place.</td>
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<tr>
<td>Denial can keep people from getting the help they need for compassion fatigue.</td>
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<tr>
<td>Having a symptom here and there doesn’t mean you are suffering from compassion fatigue.</td>
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<tr>
<td>Healthy boundaries can help with recovery from Compassion fatigue.</td>
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<td></td>
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<tr>
<td>Compassion fatigue is a type of burnout.</td>
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<tr>
<td>Talking to other volunteers who have experienced compassion fatigue may be helpful.</td>
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<tr>
<td>Insomnia and poor work performance are not symptoms of compassion fatigue.</td>
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<tr>
<td>Reporting to your Volunteer Manager if you feel compassion fatigue is affecting you is not important.</td>
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**Volunteer Department Staff**

**Director of Volunteer Services-Elise Hurst**—supervises the department staff and manages the volunteers that serve Hospice & Palliative Care Palmetto Region

**Volunteer Managers:**

- **Lindsay Alger**—manages all documentation and compliance and the volunteer program at LDHH–Huntersville.
- **Colleen Carter**—manages the Charlotte HART communities and the volunteer program at LDHH–Aldersgate.
- **Anita Gluodenis**—manages the Homecare Northeast team, tuck-in program, volunteer personnel files, to include annual education and paperwork, maintains RSVP’s for all events.
- **Katie Hardin**—manages the Homecare West team as well as the Hospice & Palliative Care Lincoln County volunteer team.
- **Cindy Spain**—manages the Homecare South team, Union County team, Kids Path and Office volunteers.
- **Christy Gaskill**—manages the Lake Norman team and quarterly newsletter.
**We Honor Veterans**, a program of the [National Hospice and Palliative Care Organization](https://www.nhpco.org) (NHPCO) in collaboration with the [Department of Veterans Affairs](https://www.va.gov) (VA), invites hospices, state hospice organizations, Hospice-Veteran Partnerships and VA facilities to join a pioneering program focused on respectful inquiry, compassionate listening and grateful acknowledgment. By recognizing the unique needs of America’s veterans and their families, community providers, in partnership with VA staff, will learn how to accompany and guide them through their life stories toward a more peaceful ending. The staff and volunteers of HPCCR fully embrace this program and strive to meet the needs of all veterans who come under our care. Pictured above are beautiful patriotic handiworks of our talented volunteers. A current patient and veteran shows his gratitude with a smile from ear to ear.

**Say Hello to Libby!**

More and more, we find people moving toward technology as a favorite way to read or listen to everything from the old classics, to the latest and greatest mystery, to books on self-discovery.

As a way to get your education units as a volunteer, we offer a book list where you can make selections. This is a great option to download a book on your phone, kindle or ipad to listen to or read. And it’s FREE! There are thousands of choices to borrow and at the end of the borrowing period the book is automatically removed from your device. No more late fees. Go to the App store on your device and download Libby today!
Congratulations!

Tommy George on the marriage of his son and daughter-in-law
Joan Mulcahy on the birth of a granddaughter
Dee Pollock on the birth of a granddaughter
Sharon Webb on the marriage of her son and daughter-in-law

Thinking of

You...

Judy Boutwell
Wanda Clark
Kay Cline
Roxanne Davis
Stephanie Ewalt
Donna Foland
Fay Fowler
Pat Hallisey
Robin Lambe
Marilyn Massimino
Wanda McManaway

Volunteers must still earn twelve hours of continuing education annually. You will continue to receive four hours from these quarterly newsletters, leaving eight hours that you must earn on your own. We continue to provide in-services, book clubs, movie showings and two volunteer retreats each year. Self-study opportunities are on the website. If you have questions regarding any of the education requirements, please feel free to reach out to your Volunteer Manager.

Continuing Education 2019

Book Club- 4 hours of CE

“Slow Dancing with a Stranger” written by Meryl Comer

When Meryl Comer’s husband Harvey Gralnick was diagnosed with early-onset Alzheimer’s disease in 1996, she watched as the man who headed hematology and oncology research at the National Institutes of Health started to misplace important documents and forget clinical details that had once been cataloged encyclopedically in his mind. With harrowing honesty, she brings readers face to face with this devastating condition and its effects on its victims and those who care for them. Detailing the daily realities and overwhelming responsibilities of caregiving, Comer sheds intensive light on this national health crisis, using her personal experiences — the mistakes and the breakthroughs — to put a face to a misunderstood disease, while revealing the facts everyone needs to know.

- Hospice of Lincoln County- Tuesday, February 12, 2019, 1pm- 3pm, 900 Dontia Drive, Lincolnton, NC
- Learning Resource Center- Tuesday, February 19, 2019, 6pm-8pm, 6624 Walsh Boulevard, Charlotte, NC (dinner served)
- Levine & Dickson Hospice House-Huntersville- Thursday, February 21, 2019, 10am - 12pm, 11900 Vanstory Drive, Huntersville, NC

Spring 2019 inservice

Compassionate Communication: Communicating with Others, Communicating with Yourself
Presented by Larry Dawalt

- Hospice of Lincoln County- Tuesday, March 5, 2019 1pm- 3pm, 900 Dontia Drive, Lincolnton, NC
- Levine & Dickson Hospice House-Huntersville- Thursday, March 7, 2019 6pm - 8pm (Dinner served), 11900 Vanstory Drive, Huntersville, NC
- CPCA- Saturday, March 9, 2019 9am - 11am, 7600 Little Avenue, Charlotte, NC

RSVP for events to Anita Gluodenis at volunteermgr@hpccr.org or 704-602-0890.

CARE Retreat

- Levine & Dickson Hospice House-Huntersville- Saturday, May 4, 2019, 9am - 2pm, 11900 Vanstory Drive, Huntersville, NC
- Center for Palliative Care Advancement, August 17, 2019, 9am - 2pm, 7600 Little Avenue, Charlotte, NC