

VOLUNTEER NEWS

The Monthly Newsletter for Volunteers of San Diego Hospice and The Institute for Palliative Medicine

Dear Volunteers,

I recently announced my intent to retire from my position as President and CEO of SDHIPM, effective June 30. I will be 65 later this year and am looking forward to spending more time with my young grandsons.

I have been with this wonderful organization for more than 14 years, and our volunteers have always had a special place in my heart. It has been a tremendous honor to be associated with you. Your work matters so much to this community! I will look forward to watching your continued growth and progress in achieving the mission of the organization.

Rest assured that I will be working with our Board of Directors to create an effective process to carry out their responsibility to appoint my successor. The Board Chairman, Dr. Art Johnson, has already selected a search committee of board members to identify and recruit candidates for the position. In the event that a selection is not completed by my June 30th departure date, I expect the board to appoint an interim CEO. We will keep you informed as decisions are made.

My heartfelt thanks to each of you for all that you do to support our agency, our patients and their families, and our community. I am one of many who are deeply appreciative of your selfless spirit of giving.

Warmly,



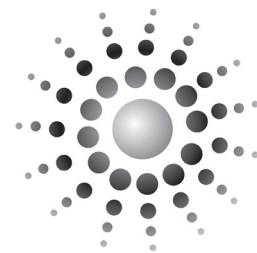
Jan Cetti
President and CEO

Sacred Art of Living and Dying Workshop “Understanding Spiritual Pain”

Sacred Art of Living and Dying is a unique, transformative learning experience that supports both health care professionals and the general population in reclaiming classical wisdom regarding end-of-life care.

This workshop is grounded in the profound wisdom of ancient traditions as well as contemporary clinical research. The program invites participants to explore the universal patterns of spiritual pain and time-tested ways to relieve them.

(Continued on page 2)



SAN DIEGO HOSPICE
and The Institute for Palliative Medicine

King Lear

Volunteer Resources would like to invite you to join us for a night of theater. We have reserved a block of tickets for The Old Globe Theatre's presentation of *King Lear* on Friday, July 30. The play is a selection from this year's highly regarded Shakespeare festival and will take place in the beautiful amphitheater. The internationally-acclaimed, Tony® Award-winning Old Globe is one of the most renowned regional theatres in the country, and has stood as San Diego's flagship arts institution for over 70 years. Tickets are discounted to \$29 each.

The Old Globe website describes the play as follows: "One of the greatest and most powerful dramas in western literature, *King Lear* is the ultimate family drama told against a background of intense political intrigue. Lear, an aging monarch, has decided to divide his kingdom between his three daughters – each to receive land and wealth in proportion to their declaration of love for him. Two of them compete to flatter their father, while the one loving daughter, Cordelia, refuses to play the game and is exiled. Seduced by his daughters' flattery, Lear sets in motion a catastrophic series of events that will destroy his kingdom, his family, and ultimately his sanity."

We will be meeting at 7:15 p.m. for refreshments and fellowship at the café which adjoins the theater. Tickets to the production will be distributed at this time. The show begins at 8:00 p.m. If you are interested in joining us for this event, you may RSVP by calling 619-278-6451. Checks should be made payable to San Diego Hospice and mailed to the attention of Jaime Braun, Volunteer Resources, at 4311 Third Avenue, San Diego, CA, 92103. This event is open to current volunteers and their guests.

Volunteers from whom we've received payment for their ticket(s) by July 1, 2010 will be entered into a drawing for a free ticket for a guest of their choosing.

We hope to see you on July 30 for this special event!

Volunteer Availability

We know that your availability for assignments may change from time to time. Please be sure to keep your volunteer coordinator updated regarding your schedule. This will help us find the best match when we are looking for an assignment for you.

Sacred Art of Living and Dying Workshop *"Understanding Spiritual Pain"* *(Continued from page 1)*

Created by internationally acclaimed authors and teachers, Richard and Mary Groves, this program is a practical and inspirational learning experience for professional caregivers and the general public.

Discounted tuition is available to San Diego Hospice and The Institute for Palliative Medicine volunteers (discount code SDHIPM2010). For more information or to register please visit www.sacredartofliving.org or call 1-888-383-4171.

The "Understanding Spiritual Pain" workshop will be held June 25-26, 2010, from 9:00 a.m. to 6:00 p.m., both days, at the W.M. Keck Conference Center located at 4311 Third Avenue in Hillcrest.

For updated program and Volunteer Resources information, please call the **NewsNow Line** at 619-278-6554. This recorded message is updated weekly to provide volunteers with information regarding schedule changes, special announcements, and instructions in the event of an emergency.

Reflections and Farewell

My role as an employee with San Diego Hospice began in April 1988. The agency had realized the need for a staff person to oversee the volunteer support needs of the organization that extended beyond direct patient care. As a newly created role, there were no guidelines and procedures in place on how to carry out the position needs. I job-shared the full time position and the two of us worked with other department staff to “figure it out.” The volunteer support needs have changed and expanded over the years; the procedures and guidelines have grown exponentially. What has remained unchanged are your kind responses to my phone calls, happy to help and often apologetic when you can’t. Each of your contributions is so very special as it is not only *what* you make happen but the *spirit* in which you do it. You are performing the needed tasks because you believe so strongly in what San Diego Hospice offers to our community. To each of you I say “thank you” for being who you are and making the working partnership so very rewarding. You continue to make a tremendous difference to the staff and programs that make the services to our patients and families possible.

On June 25, I will be retiring. The job has been ever-expanding with fun times as well as challenges. The opportunity has certainly been enriching. The best part has been the volunteer relationships with each of you. Thank you for allowing me to be part of your volunteer experience. You challenge me with your generous and grateful spirits as I begin my “retirement years.” Thank you for sharing your hugs, your laughter, your concerns, and your skills. You are great teachers of how to live generously.

With heartfelt gratitude,



Jan Talbott
Volunteer Coordinator, Organizational Volunteers

Please join Volunteer Resources to celebrate Jan’s retirement at an informal reception on **Wednesday, June 16, from 9:00 a.m. to 10:30 a.m.**, at our office located at 404 Camino Del Rio South in Mission Valley. We will meet in the conference room on the 5th floor.

Scope of Volunteer Role for SNF Visits

Our patients living in long-term care settings require varying degrees of assistance; specially trained and certified staff may be required to meet their needs. Please be aware that there are certain tasks that are not appropriate for volunteers to perform for patients at skilled nursing facilities (SNFs):

- Volunteers may not feed patients, due to safety risks. Volunteers may provide company and encouragement during meals.
- Volunteers should not assist with transferring patients (from bed to chair, etc). There is a high risk for injury to patients and volunteers in these situations; the facility staff should be asked to transfer the patient.

Acceptable volunteer duties may vary in non-SNF settings. The volunteer’s role should always be outlined in the patient’s Plan of Care. Additional training may be required to ensure that volunteers can safely and comfortably perform special services. Please consult with your volunteer coordinator if you have questions about the scope of your volunteer role.

Feature Organizational Volunteer Positions of the Month:

Clerical Assistants in Foundation Department Health Information File Room Clerical Assistants

Are you thinking of offering volunteer support in a new area? Do you know someone who would consider lending their time and talents to San Diego Hospice and The Institute for Palliative Medicine? Here are organizational volunteer opportunities for which staff have requested support:

Clerical Assistants in Foundation Department: Assist with clerical tasks related to opening daily mail and completing documentation processes of donations received. Requires ability to operate photocopy equipment and 10-key calculator and perform data entry into spreadsheet. Time commitment: 10 a.m. to noon (preferred but flexible) Monday thru Friday. One assistant needed each day.
(Work site: 404 Camino del Rio South location, 92108)

Health Information File Room Clerical Assistants: Assist with filing tasks based on a numeric filing system. Priority task involves numeric ordering of documents. Performance of tasks involves sitting and standing. Time commitment: one assistant needed on Tuesday and one on Thursday; 8 a.m. to 12 noon (preferred but flexible).
(Work site: 4311 Third Avenue location, 92103)

To find out more about these and other organizational volunteer opportunities, please contact Jan Talbott at 619-278-6427. Encourage others to become involved as San Diego Hospice and The Institute for Palliative Medicine volunteers!

Our heartfelt condolences to the family and friends of

Emma Swana

September 24, 1930 –
April 9, 2010

Emma was a patient care and organizational volunteer with San Diego Hospice and The Institute for Palliative Medicine (SDHIPM) for 9 years. She received the care of SDHIPM.

Speaker's Bureau Training

Melissa DelaCalzada, Associate Director of Marketing and Communications at San Diego Hospice and The Institute for Palliative Medicine (SDHIPM), will provide an abbreviated Speaker's Bureau Training at our June 24 Enrichment Event. The event will be held from 6:00 p.m. to 8:00 p.m. at the W.M. Keck Conference Center located at 4311 Third Avenue in Hillcrest.

Anyone interested in hosting an information booth or getting a refresher on talking points for SDHIPM should attend.

In this session we will:

- Review basic terminology regarding hospice and palliative care
- Provide an update on SDHIPM programs/services
- Review hospice myths and facts
- Provide an update on basic statistics

For more information, or to RSVP for this event, please call Volunteer Resources at 619-278-6451.

A Story from the Field— An Unexpected Gift

*submitted by Patient Care Volunteer,
Mary Ann Harper*

On the first visit, it was apparent as my patient spoke of her two children, that one was her favorite. Two adult children lived locally, a son and a daughter. My patient spoke glowingly of her son and all the extra things he did for her – cooking her meals, setting out her daily pills. Even though my patient’s daughter did helpful things for her, my patient’s relationship with her daughter was significantly cooler.

In my seven months of visits, I saw this pattern over and over. As my patient declined and was on heavy doses of medications, she was no longer responding when family or visitors were in her room. On one visit the daughter bent over to kiss her mother on her forehead, telling her a temporary good-bye. As the daughter kissed her mother, her mother gave a sweet half smile, the first expression I saw the mother give to anyone that day.

As I walked out to say goodbye to the daughter, she began to quietly cry, saying that her relationship with her mother had not been a warm one. I was able to tell the daughter about her mother’s sweet half smile as she kissed her goodbye. The daughter asked, “My mother smiled at me?” I affirmed that she did. The daughter lit up with a huge smile of her own and said, “Thank you for telling me that. That is so good to hear.”

This small moment of a volunteer observing something that would have otherwise been unknown gave the daughter an ongoing knowledge that she was truly loved by her mother.

Have you created a meaningful connection with a patient or family member? What do you find personally satisfying about your non-patient related volunteer work? Tell us what inspires you to continue your volunteer work at SDHIPM. We’d love to hear about it!

Please submit your story for consideration to be published in our Volunteer News newsletter and/or our Caregiver’s Corner online blog. Stories should be approximately 300 words or less and may be submitted at any time by email to volunteer@sdhospice.org or by mail to SDHIPM, Volunteer Resources, 4311 Third Avenue, San Diego, CA 92103.

A World of Thanks

The volunteers of San Diego Hospice and The Institute for Palliative Medicine help propel the global mission of the agency forward daily. The ripple effect from every selfless act of service is profound and is appreciated at every level of the organization.

We were thrilled to recognize our remarkable volunteers at our *A World of Thanks* appreciation event held on April 17, 2010. More than 120 volunteers and guests joined us to share in an internationally-themed breakfast and a special awards program to launch our new hours-based service recognition model. Featured guest speakers included **Dr. Doris Howell**, our first San Diego Hospice volunteer, and **Helen McNeal**, Executive Director of The Institute for Palliative Medicine at San Diego Hospice.

Service recognition began with the presentation of a special award to Dr. Howell for the countless hours of service she has shared with our organization since its inception more than 33 years ago. Volunteers were then honored for 100, 250, 500, 1000, and 2000 or more hours. The awards program culminated with 13-year patient care volunteer **Merlene Bukovich** receiving her award for 12,305 hours of service.

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Values In Action

Each month we recognize the special ways you exemplify our agency's values through your work with patients and families, SDHIPM staff, and your fellow volunteers. We encourage you to keep our values in mind as we journey through this year together:

RESPECT: *We value others by expecting and accepting individuality.*

INNOVATION: *We look for ways to improve access to care and services.*

TRUST: *We inspire trust through our words and actions.*

EXCELLENCE: *We strive for quality in all we do.*

We are proud to acknowledge the following volunteers for June 2010:

David Carr, ICC patient care volunteer, for the value *trust*, because of his commitment to our patients and families through his work in the ICC over an eight year span. David also dedicates time to training and mentoring our volunteers in the ICC, volunteers from whom we receive glowing reports of his kindness and thoroughness in making sure they are ready for their future shifts.

Mary Lee Poparad, organizational volunteer, for the value *excellence*, for having an excellent eye for detail when performing her twice weekly data entry for The Center for Grief Care and Education. For more than seven years, she has carried out her tasks with kindness, dependability, and thoroughness, exemplifying the value of excellence in how she approaches her assignment as well as executes her skills.

Summer Vacations

Please remember to notify your volunteer coordinator if you are planning a vacation with as much advance notice as possible. Discuss your absence with your supervisor and/or patient or caregiver and we will do our best to find a substitute volunteer, if needed.

If you are resuming with a patient assignment, please check the status of your assignment with your volunteer coordinator and social worker after you return from your vacation, prior to contacting your patient. Patients may also have changes in their schedules; please remind them to call 619-278-6451 if they need to cancel or reschedule your visits.

Excellence

We all have the opportunity to exhibit the core values of San Diego Hospice and The Institute for Palliative Medicine through a variety of behavioral standards.

We can uphold our value of **Excellence** by continually striving for quality in all that we do. Submitting your documentation accurately and in a timely fashion; being punctual with appointments with staff and with patients; and maintaining regular and open communication with your coordinator, assignment supervisor, and care team members are practical examples of how you can exhibit excellence in your volunteer role.

A World of Thanks

(Continued from page 5)

We hope you always remember that your volunteer work not only makes a difference in the moment, but has a global impact. Together, over 700 volunteers help us change the way people worldwide face living, dying, and death for the better. For that, we offer each of you *a world of thanks*.

911 Instructions for Patient Care Volunteers

Most patients on service with San Diego Hospice and The Institute for Palliative Medicine (SDHIPM) have a signed Do Not Resuscitate (DNR) Form on file. Please be aware of the following instructions regarding what to do if your patient has a dramatic change in condition, e.g. stops breathing, collapses, or becomes suddenly non-responsive.

For DNR Patients

If you are alone with a DNR patient and there is a dramatic change in the patient's condition, call SDHIPM at 619-688-1600 and ask to speak with a triage nurse.

For DO Resuscitate Patients

- If a volunteer is with the patient AND other family members / licensed caregivers are present in the home / facility:

The volunteer is to immediately notify the family member / licensed caregiver of the dramatic change in condition. The family member / caregiver should make the decision to call 911 or call into SDHIPM for other recommendations.

- If the volunteer is with the patient AND there are no family members / licensed caregivers in the home:

The volunteer is to immediately call 911. The volunteer should report actions and outcomes to SDHIPM by calling 619-688-1600 after 911 responders are present.

We recommend confirming your patient's DNR status before the caregiver leaves the home. Please contact your Volunteer Coordinator if you have questions about these instructions or your patient's DNR status.

Volunteer Mileage

Did you know that mileage for your volunteer work with San Diego Hospice and The Institute for Palliative Medicine may be tax deductible? Please check with your accountant or tax professional to see if you are eligible to claim your mileage as a tax deduction.

Plan of Care

What is a Plan of Care?

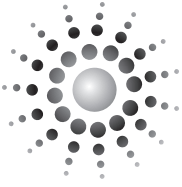
The Plan of Care (POC) is the "map" or plan for the care the hospice interdisciplinary team develops to meet the needs of the patient/family. It contains the plan the team develops to address the patient's pain and symptoms. It also outlines plans for meeting the psychological, social, practical and spiritual needs of the patient and family.

Why is the POC so important?

The Plan of Care is important to provide the initial and on-going treatment plan for the patient/family. Using the care plan facilitates communication with the patient/family and ensures that all members of the care team understand what is to be provided and at what intervals. Establishing and updating the POC is also a requirement for hospice services to meet the federal regulations.

How does the volunteer know what is on the POC?

When you are called for a patient care assignment, your volunteer coordinator lets you know the service needed and how often you need to provide that service. For example, you may be asked to provide relief time so that the caregiver can go to an appointment (POC translation: caregiver relief, 1x week, 3-4 hours), or you may be asked to provide a haircut for the patient, (POC translation: haircut, 1x only).



SAN DIEGO HOSPICE

and The Institute for Palliative Medicine

4311 THIRD AVENUE
SAN DIEGO, CA 92103

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June Activities

TB Test & Hepatitis B Vaccine

(for active volunteers only)

All clinics are held on

Tuesdays, from 10 a.m. – 1 p.m.

4311 Third Ave., ICC Building

⇒ **June 8, 15 and 22**

If unable to attend Hillcrest location,

call Guylaine Robert, RN, at

619-278-6186. (TB Test only)

It can be helpful to eat prior to being immunized.

Volunteer Enrichment Event

(for all volunteers and guests)

Presentation topic:

SDHIPM Speakers Bureau

Thursday, June 24

6:00 – 8:00 p.m.

4311 Third Ave., 92103

W.M. Keck Conference Center

Patient Care Supportive Supervision

- Thurs., June 3
6:00 – 8:00 p.m.
4311 Third Ave., 92103
W.M. Keck Conference Center
- Fri., June 4
1:00 – 3:00 p.m.
404 Camino del Rio S., 92108
5th Flr., Rm. A: exit elevator to right
- Mon., June 7
10:00 a.m. – 12:00 p.m.
404 Camino del Rio S., 92108
5th Flr., Rm. A: exit elevator to right

ICC Volunteers Meeting

(for all pt. care & org. vols in ICC)

Thurs., June 17

6:00 - 8:00 p.m.

4311 Third Ave., 92103

W.M. Keck Conference Center

Reminder



Timesheets are due by
Monday, June 7

Patient care progress notes
are due immediately after
each visit.

Simple Truths

“Those who bring sunshine to the lives of others cannot keep it from themselves.”

– James Matthew Barrie

SDHIPM Patient Census

As of May 7, 2010:
910 hospice patients

**This bulletin is published monthly for volunteers of
San Diego Hospice and The Institute for Palliative Medicine.**

For more information, please contact Volunteer Resources at 619-278-6451 or volunteer@sdhospice.org.