April is Volunteer Appreciation Month!! Thank you, dear volunteers for everything you do for our patients, their families, our staff and our organization. Check the last page of this newsletter for a note and invitation from our executive director, Starr Browning.

We appreciate you!

Duke Hospice Volunteer Continuing Education Opportunities:

On Thursday, April 7 at 7 p.m., Duke Hospice volunteers will discuss Joan Didion’s Year of Magical Thinking, winner of the 2005 National Book Award. Magical Thinking is a memoir of the year following the unexpected deaths of her husband and daughter. We have a list of discussion questions to prompt our conversation. If you are interested in participating or learning more, please contact our facilitator, Rana Davis, at work rmdavis@bbandt.com, or home rcmccutchen@earthlink.net, or by cell phone 919-943-6604. Or just show up at the meeting. Copies of the book can be borrowed from the Volunteer Services library.

Playmakers Repertory will stage this work as a play in May. This is not part of the Spotlight on Service ticket so free tickets will not be available, but discount tickets are available to the community for the Sunday, May 1st performance. If you are interested in attending, please bring $10 to the book group meeting so we can purchase a ticket for you. There will also be an “In the Wings” Durham Library discussion of this play on Sunday, April 10, 3:00 p.m., Southwest Regional Library, Shannon Road, Durham. Thanks to Rana Davis for leading this group.

The 2011 Hospice Foundation of America videoconference, “Spirituality and End of Life Care,” will be broadcast at the Durham office on Wednesday, April 13 at 1:30 pm. Panelists will include a gerontologist, social workers, a nurse, a pastoral counselor, and a pastoral educator. Please call Carolyn if you’d like to attend.

On Tuesday April 19 from 2 to 3:30 pm we will participate in the NHPCO webinar The Experiences of Veterans from Different War Eras. Call Carolyn for more information.

Mark Higgins, president of Hall-Wynne Funeral Home, has graciously offered to reprise for our volunteers his Funerals 101 talk and tour of the Hall-Wynne facility in Durham, including their new crematory. If you’ve wondered what happens to the body after your patient’s death, Mark will be able to explain many of the processes and answer any questions you may have--cultural, technical, financial, and otherwise. The talk is informative, often humorous, and in many ways reassuring. Call Carolyn if you’d like to attend.
In their last mainstage production of the 2011 Spotlight on Service program, Playmakers Repertory Company will stage the Tony Award-winning musical (8 Tonys, including Best Musical) *Big River: The Adventures of Huckleberry Finn*, featuring The Red Clay Ramblers! If you’d like to be on the e-mail list when / if free tickets become available during the April 6-24 run, please give Carolyn a call.

**April 16, 2011 is National Healthcare Decisions Day.** Join Americans across the country in making their healthcare decisions known to family, friends, and healthcare providers. Share your wishes and complete your advance directive, because . . . YOUR DECISIONS MATTER. Learn more about National Healthcare Decisions Day and get free information at NationalHealthcareDecisionsDay.org. Duke HomeCare & Hospice, in association with the DUHS Patient Advisory Committee, will be distributing information about advanced care directives at Durham Regional Hospital and Duke Raleigh Hospital during the week of April 11-16. **Volunteers are needed to staff tables at both hospitals.** An information booth will be set up on April 13 (Wednesday) at Durham Regional from 11-2, and on April 15 (Friday) at Duke Raleigh Hospital from 11-2. Volunteers will talk to visitors about what an advanced care directive is and how to ensure that their end of life wishes are met. Training will be provided. Contact Carol Ann Mullis at 919-479-0315 for more information or to volunteer.

Volunteer needed to assist with the **monthly bereavement mailing** (3rd Thursday morning from 9-12) at Unicorn Bereavement Center in Hillsborough. If you have a morning once a month to help with this ongoing project, the grieving people of our community could use your help.

**Vietri’s Spring Warehouse Sale** at their Hillsborough outlet store runs from April 30-May 2. If you are a Vietri collector, you may want to collect a “Vietri Gives Back” coupon. In addition to giving you $10 off a $50 purchase, the coupon will direct 5% of your pre-tax purchase to Duke Hospice. Contact Dale Horton at dale.horton@duke.edu. and she can email you a coupon.

We are thrilled to announce that our very own Lee Ruckert, a Duke Hospice patient / family support volunteer for 19 years, has been awarded the 2011 Triangle Business Journal Health Care Heroes Volunteer Award. And Carol and Jerry Egan have been awarded the 2011 Durham Jaycees Outstanding Senior Citizens award for their work with Duke Hospice. We are privileged to have these wonderful volunteers among us and the community is richer for their lives of service and compassion.

**From the Desk of William Holloman, Manager, Duke Bereavement: Camp ReLEAF 2011**

The 20th annual Camp ReLEAF will run May 21st -22nd. Help spread the word by sharing information about Camp ReLEAF with your friends, family, or the hospice families you serve. Information about Camp ReLEAF is available on our website--www.dhch.duhs.duke.edu. If you belong to a group who would like to hear about Camp ReLEAF or would be interested in learning about opportunities to provide financial support, please let us know. Applications are being accepted for campers on our website. Thank you for all that you do to support the work of Duke Community Bereavement Services in the community.

**The April Admission Packet Assembly** workday is coming up, Saturday April 30 from 9 a.m. to noon at the Durham office. Call Carolyn if you and a friend or two will be coming for the fun. In addition to the good time we have, this monthly chore is critical to the smooth functioning of Duke HomeCare and Hospice, and our clinicians thank you profoundly. Please join us.
News from the DHCH Development Department: The 9th annual “Oh, What a Night!” Gala will be held Saturday, June 4, 2011, at Treyburn Country Club. This annual event raises much needed funds to support hospice services. ABC 11 Lead Anchor Larry Stogner will once again emcee this year’s event. Your $100 ticket includes dinner, dancing to the music of Staircase, drinks, and live and silent auctions filled with an array of great trips, jewelry, unique experiences, gift certificates, and much more. Each attendee will receive a gift bag filled with goodies and prizes to take home. For tickets, please contact Michael Lowery at michael.lowery@duke.edu or 919-479-0319 or Dale Horton at dale.horton@duke.edu or 919-479-0318. Tables for 10 are also available for purchase. Come out and enjoy an evening on the town while supporting patients who need end of life care. Visit www.dhch.duhs.duke.edu for more information.

If you know of any companies or individuals who would like to support the event by sponsoring or by donating an auction item, please contact Michael Lowery. Also, keep an eye out in some upcoming publications to see promotions about Oh, What a Night! Our media partners include: Durham Magazine, Boom Magazine!, Money Mailer of Durham/Orange, Seniors Guide, Senior Living Guide and Fairway Outdoor Advertising.

Focused weekend training (18 hours) for patient / family support volunteers will be offered May 13-15 (Friday evening, all day Saturday and Sunday). If you or anyone you know is interested, please call Carolyn for more information. And if you’d be interested in brushing up your skills in one of our training modules, give Carolyn a call to check the agenda.

Training for Hock Family Pavilion Receptionist / Ambassadors will be April 16th, 8:30 – 12:30, Durham office. If you’d like to help staff our reception desk and assist patient, their families and friends sometime between the hours of 8 a.m. and 8 p.m. any day of the week, we’d love to have you. Call Carolyn to reserve your spot in the training class.

Book Notes and a news item: The Volunteer Services library has acquired a copy of When It Gets Dark: An Enlightened Reflection on Life with Alzheimer’s (2003), the second of Tom DeBaggio’s two memoirs tracking the frustrating loss of his memory and life to dementia. His first book, Losing My Mind: An Intimate Look at Life with Alzheimer’s (2002), is also in our library. After living 12 years with early onset Alzheimer’s disease, Mr. DeBaggio died Feb. 21, 2011. Significant tributes in The Economist, the Washington Post, and on NPR are available through a Google search.

A RESOURCE FOR YOU Continuing Education for April—“Complementary Therapies at Duke Hospice Inpatient Units”—what are they and who will offer them?

For more information contact:
Carolyn Colsher, DHCH Volunteer Services Supervisor
919 479-0385 (phone) 919 970-0227 (pager) carolyn.colsher@duke.edu
Website dhch.duhs.duke.edu

Love cures people—both the ones who give it and the ones who receive it.
--Dr. Karl Menninger

And thank you, as always, for everything you do for our patients and families. Carolyn

Mission Statement: Duke HomeCare & Hospice will provide innovative, thoughtful care, using an interdisciplinary team approach, to achieve the best possible outcomes for the patients, families and communities we serve.
April is a special time of year when we pause to give thanks for the hundreds of people who give freely of their time and talents to support those in our community that are facing the end of life. These very special volunteers make the journey that our patients, their families, and friends face at the end of life more tolerable, and even joyful.

Duke HomeCare & Hospice is fortunate to have a very diverse group of volunteers with many talents and gifts to share. From making admission packets, to holding the hand of an elderly patient, answering phones, preparing bereavement mailings, playing soothing music in the common areas at Hock Family Pavilion, or maintaining the patio gardens at the Meadowlands – our volunteers are at the heart of hospice.

I have had the opportunity over the past year to witness our patient care volunteers in action. Whether simply chatting with a patient, or providing respite for a caregiver, our volunteers demonstrate their commitment to both our patients and their loved ones each and every day through their acts of kindness and compassion. They often forge a strong bond with both patients and families as they begin their journey at the end of life.

Volunteers at both Hock Family Pavilion and the Meadowlands serve as receptionist/ambassadors for us. These volunteers are often the first face or voice that our patients’ families and friends see or hear when they come into our facilities. They direct phone calls, sign in guests and answer general questions about the area for out of town visitors and at Meadowlands also work with patients and families. I have the utmost confidence in this very dedicated group of volunteers who support our day-to-day operations and look forward to the special care to be provided by our complementary therapy volunteers.

The administrative volunteers that come into the office or bereavement center on a regular basis are the behind-the-scenes workers that keep the machine running. They do everything from breaking down charts to filing paperwork to getting the monthly bereavement letters in the mail. They are an extremely dedicated group that support our staff and enable us to operate at maximum productivity.

Our development volunteers work hard to help us raise money to support the work that we do. The monies they raise go to offset the expenses we incur above and beyond the rates paid to us by Medicare/Medicaid and private insurance, as well as to provide care for those without insurance. Their work is vital to our success and our ability to provide services in the future.

I just want to say thank you from the bottom of my heart for all you do for our patients, their families, and our staff. Volunteers have played an important role in the hospice model of care from the very beginning. You all are a shining example of the great things that can be accomplished when dedicated, compassionate people come together for the greater good of society. Words cannot express my gratitude and that of everyone here at Duke HomeCare & Hospice for all you have done to support this very important work.