February Continuing Education Opportunities:

February 13 (Friday)  *The Forgetting (A Portrait of Alzheimer’s, Stories of Love, Courage, and Hope)* will be shown at 8:30 a.m.–10:00 a.m., Durham office. Following the lives of three families with familial Alzheimer’s, this video takes a dramatic, compassionate, all-encompassing look at this disease and aims to help us better understand and cope with its impact. The documentary weaves together the intense real-world experiences of patients and caregivers, the history and biology of Alzheimer’s, and the ongoing struggle to end the disease. If you are interested in watching this video and participating in a group discussion afterwards, please let Carolyn know.

February 20 (Friday)  *Therapeutic Use of Self-hypnosis,* 8:30 a.m.-10:00 a.m. Durham office. Holly Forrest-Miller, PhD, uses therapeutic self-hypnosis to assist patients of all kinds in overcoming and controlling symptoms. Forrest-Miller shows a video of herself getting hernia repair surgery, completely awake but using self-hypnosis instead of anesthesia. She will discuss specific applications of her technique to home health and hospice patients and will provide us with a chance to try it in the class. Please RSVP to Carolyn if you would like to attend.

Mark Your Calendars. Coming Up…. Watch for More Information

March 13 (Friday)  DHCH Grand Rounds, 8:30–10:00 a.m., Durham office, *Determining medical capacity: What do we need to know and when? A Discussion of the Ethics of Decision-Making.* Dr. Phil Rosoff, director of clinical ethics, Duke University Hospital

March 31 (Tuesday)  DHCH-sponsored Grief Conference: Dealing with sudden death grief issues, 6:00–7:30 p.m., Durham Regional Hospital auditorium—FREE, Alan Wolfert, PhD, nationally renowned speaker on grief issues

April 1 (Wednesday)  DHCH-sponsored Grief Conference: Dealing with the ghosts of grief, 8:30 a.m.–4:30 p.m., Sarah P. Duke Gardens conference center--$100 registration fee, Dr. Alan Wolfert, nationally renowned speaker on grief issues

April 28 (Tuesday)  Hospice Foundation of America Annual Teleconference, Diversity in End of Life Care, 1:00–4:00 p.m., Durham office
**Patient/Family Support Volunteer Training** will run at the Durham office the first weekend of February (Saturday, the 7th, from 8 a.m. to 5 p.m. and Sunday, the 8th, from 9 a.m. to 5 p.m.). This class is almost fully subscribed so if you’re interested in attending or in recommending this training for someone else, please get in touch with Carolyn as soon as possible.

Also, that Saturday (February 7), we are having another **Admission Packet Assembly Work Day**, at the Durham office from 9 a.m. to noon. If you know anyone who is interested in helping (students age 14 and older are welcome), please give Carolyn a call.

**Flu/Cold Season is upon us.** Wash your hands / wash your hands / wash your hands. If you are sick, call and let your patients know you will be unable to visit and have them contact Carolyn if they want to discuss a substitute while you are under the weather. **Do not** visit your patient when you are sick. Many of our patients are very fragile, their caregivers are often vulnerable to illness themselves, and our staff travel between and among them with the hope that everyone is being vigilant about hygiene. Please do your part to help.

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**From the desk of William Holloman, Camp ReLEAF director:**

My thanks to the many camp volunteers who have expressed an interest in returning to camp this year. It has been great to hear from you and I look forward to working with you again this year. We continue to have a significant need for volunteers so I look forward to hearing from more of you soon. If you have never volunteered at camp, I encourage you to consider becoming involved this year. Please don’t hesitate to call me with any questions that you have.

**Camp ReLEAF 2009: April 25–26, 2009**

Camp ReLEAF is our annual, overnight camp held in the spring of the year at Camp New Hope in Chapel Hill. We provide a healing camp experience for children in kindergarten through 8th grade. Plans are underway for camp in the spring of 2009. We are recruiting volunteers to participate in all levels of the camp experience. If your strengths are administrative, we have tasks to be accomplished before camp begins. If you prefer to be involved with the children at camp, we will work with you to determine the most suitable position for the time you are able to give toward camp. If you are interested in being a volunteer for Camp ReLEAF, please let us know by contacting Melanie Currie at 919-644-6869 or by emailing her at Melanie.Currie@duke.edu.

The Duke Health System requires that all camp volunteers have a current health review (including information about vaccinations) and a TB screen. If you volunteered with camp last year or if you are a volunteer who visits hospice patients, then your health information should be complete. If you are new to camp or it has been two years (2006) since you helped at camp, you will have to meet the health requirements established by the health system. Again, all volunteers must meet these requirements.

There will be several training dates during the month of April. Please see the schedule below. All volunteers will be required to attend one of the training sessions, either 4/7 or 4/14. All volunteers are required to attend on 4/20. All training sessions will be held @ the DHCH office in Durham.

- **April 7, 2009 (Tuesday) 6:00 p.m. to 8:00 p.m.** Volunteer Training
- **April 14, 2009 (Wednesday) 6:00 p.m. to 8:00 p.m.** Volunteer Training
- **April 20, 2009 (Monday) 6:00 p.m. to 8:00 p.m.** Camp Preview (req’d)

Please let us know of your desire to volunteer by February 13, 2009. We are excited about camp this year and look forward to hearing from you soon.

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A recent family comment: “The volunteer was truly an attentive and visible member of the team. She provided wonderful emotional support in a very appropriate and personal manner.”
**SAVE THE DATE:** It's that time again! The DHCH Development Department is starting to plan for the May 2, 2009 *Oh What a Night! Gala* to be held at Hope Valley Country Club in Durham. Danielle Irving is the staff member in charge of the 2009 OWAN gala. Please e-mail her at danielle.irving@duke.edu or call 919-620-3853 x253 if you would like to volunteer. As DHCH celebrates its 30th year, this year's gala is going to be extraordinary!

Volunteer Anne Browning is once again on the leading edge of a new volunteer project: she has made us two prototypes for the *fidget apron project*. If you'd like to get in on the early stages of this project, drop by the office to see these new aprons that provide visual and tactile stimulation for dementia patients. On the aprons are colorful strips of cloth and items like keys, buttons and even coins to touch or rub between the fingers. If you like to sew, have an attic full of fabric for rainy day projects, or would be interested in helping with this project, or know a group or an individual who would like to help, please call Carolyn.

Our *Mystery Caller program* could really use some . . . well, mystery callers. This important program helps us evaluate our public face when patients, volunteers, or John Q. Public call for assistance or information. Provided with a script and training, mystery callers call the office at directed times and ask questions that will allow us to measure our efficiency and timeliness by phone. The results enable us to direct training and resources to put callers in contact with the helpers they need. If you'd be willing to help with this “behind the scenes” project, please contact Tom Hunter at 620-3853 x256 or Thomas.hunter2@duke.edu.

Again this year Duke Hospice volunteers are the lucky beneficiaries of the *Playmakers Rep Spotlight on Service* program. Throughout the academic year Playmakers distributes to community volunteers complementary tickets to some of the sharpest, most engaging productions on stage anywhere. Through the end of February, Playmakers is rotating *The Glass Menagerie* and Lisa Kron’s *Well*, and will inform us each Monday about the tickets available during the upcoming week. If you'd like to know when tickets are available (and for which plays and evenings), please ask Carolyn to be put on the email notification list. And many thanks to Playmakers for their gift of quality theater to our hospice volunteers. (For information on current and future productions, please go to http://www.playmakersrep.org.)

**Annual Compliance / HIPAA / Confidentiality Update** needs to be completed by all DHCH volunteers as soon as possible. If you did not receive your materials or have any questions, please call Carolyn to get them resent. It is important that all our volunteers review this material to ensure that we do everything possible to protect the privacy of our patients and families. Please be sure to sign your paperwork in 4 places after you have completed the tests, and returned signed forms.

*Mileage reports* for income tax purposes are now available. If you have included your mileage with your weekly patient reports, Carolyn can provide you a report of the mileage you submitted. Give her a call.

We currently e-mail this newsletter to volunteers and supporters of Duke Hospice. We send out an additional 60 copies by U.S. mail each month. If you would like to be removed from our distribution lists, would like to change how we send your newsletter or would like to add someone else to the list, please contact Carolyn.

The “*Volunteer Reports via e-mail*” program is ready to start. If you would like to submit your volunteer reports over the internet, please let Carolyn know so she can work with you to set up a secure encrypted e-mail account to allow this. Please DO NOT send reports via your regular e-mail because these would not be encrypted to ensure patient privacy.
Additional training for new volunteer ambassadors / receptionists for the Durham Inpatient Facility will be scheduled for February (date and time to be determined). This is a new volunteer opportunity for the Durham Inpatient Facility: These volunteers will need to complete a four-hour training for new volunteers as well as reference checks, background checks, TB testing, and a health review to document immunity to measles, mumps, rubella, and chicken pox so the sooner we can start the process the better. If you would like to become part of this volunteer team or know someone else who would, please let Carolyn know. The last week of February orientation will be scheduled for all trained volunteers interested in volunteering at the new facility. (Previously trained patient / family support volunteers, including those who volunteer at our Hospice at the Meadowlands facility, will only need to complete the new facility orientation.)

The plans are to begin accepting patients at the Durham ICF Hock Family Pavilion in early March.

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You are cordially invited to an
Open House
To celebrate the opening of Duke Hospice's new
Inpatient Care Facility

Hock Family Pavilion
Saturday, February 28, 2009
10 a.m. – 2 p.m.

Hock Family Pavilion
4023 North Roxboro Road
Durham, NC 27704

Please call 919-620-3853 or visit dhch.duhs.duke.edu for more information

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A RESOURCE FOR YOU . . . Continuing Education for February “Understanding the Mindset of Dementia Patients” by Deborah Braun, reprinted from NHPCO.

For more information contact:
Carolyn Colsher, DHCH Volunteer Services Supervisor
(919) 620-3859 ext 235 or e-mail carolyn.colsher@duke.edu
Website dhch.duhs.duke.edu

Hope begins in the dark, the stubborn hope that if you just show up and try to do the right thing, the dawn will come. You wait and watch and work: you don’t give up.

--Anne Lamott

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

Mission Statement: Duke HomeCare and 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.