Remember those quilts we kept asking about in the run-up to the opening of the Hock Family Pavilion? We were looking for quilts for all the beds and maybe even some for wall hangings. Well, last week we received 7 (!) beautiful, unique handmade quilts from Mrs. Lou’s Quilting Bee of Henderson. Quilts in spring colors and fall colors and everything in-between. We are tremendously grateful for the time and talents of the crafty sewers of Mrs. Lou’s Quilting Bee. This gift goes a long way in making a health care setting more homelike. Both our facilities could use more twin size quilts if you know anyone who is interested in donating to us.

Our next Staff / Volunteer Memorial Service will be July 2 (Thursday), 8:30 a.m., at the Unicorn Bereavement Center in Hillsborough to remember those patients who died in May and June. We recognize that the reality of busy schedules may sometimes prevent you from attending the bi-monthly service that follows your patient's death. And although we will continue to organize the service to reflect the recent deaths, you are welcome to attend ANY memorial that fits your schedule. We will give you an opportunity to include your patient by name and to share a memory if you so wish. So please consider coming to honor any patient that you have served. For more information or to RSVP, contact Allison Shultz, UBC at 919-644-6869.

A new volunteer opportunity is available to interested current volunteers and those who participate in our upcoming training. At A Moment’s Notice Volunteers for Hospice at the Meadowlands will take 2–3 hour shifts on short notice to sit at the bedside of patients at our inpatient care facilities (the program will start at the Meadowlands and eventually be expanded to Hock Family Pavilion). Volunteers would select the times and days they are willing to be called on short notice. These are very, very important volunteers whose efforts would help in preventing falls and providing a caring presence for patients who are agitated, confused, or just do not want to be alone. AAMN Meadowlands volunteers might read to the patient, write a letter, remind them of the day of the week, or they may just sit quietly so that there is a presence in the room. The main objective is to be a caring presence for patients who cannot be left alone, to help prevent falls by notifying the staff when a patient needs attention, and to make sure our patients are kept as comfortable as possible. If this sounds like the kind of project you could get behind, please call Carolyn and let her know what days and times you might be available to come in and serve a patient . . . at a moment’s notice.

The volunteers at Duke Hospice Inpatient Care Facility at Hock Family Pavilion have been very committed to working extra shifts to ensure coverage from 8 a.m. to 8 p.m. seven days a week. They are making a difference by answering the phones, greeting visitors, and helping out wherever they are needed. The next Hock Family Pavilion volunteer training will be offered Thursday, July 9 from 12:30 to 4:30 p.m. If you know anyone who would be interested in learning more about this volunteer opportunity, please have them contact Carolyn Colsher.
Speaking of new opportunities . . . think of this for a minute please. Attached to this newsletter is a *questionnaire to gauge your interest in continuing in or changing the assignments you undertake for our hospice.* Perhaps you’ve been working in facilities for patient support and it’s time to get into homes or into the office for a while. Maybe you’ve been working from the office for a few years and think you are interested in training to volunteer at the Meadowlands or Hock, working your way into direct patient care. This might be the time to talk to Carolyn about a shift. Also, we’d like to conduct a skills inventory. Do you play an instrument, speak a language other than English, sing? Just got your notary commission, learned to make a mean key lime pie, or quilt or crochet? The range of talents our patients can use is broad. We just need to know what we can offer. And, finally, we have an ongoing need for musicians and speakers of languages other than English; a request for a Mandarin Chinese speaker just came up last week. We don’t often need a translator; what we need is someone to have conversation with the patient and/or caregiver in a language that is comfortable to them. We mention this now because you may know of someone from your neighborhood or church or place of employment who has these skills, but in order to serve in the home of a patient they must be trained patient care volunteers. So we are asking you to recruit for specific talents (right now language and music) among your friends, family, and acquaintances who might be interested in helping a hospice patient live life fully until the end. Please put them in touch with Carolyn or send her a note on your questionnaire. And thanks for all you do.

You have undoubtedly heard that *H1N1 flu (the flu formerly known as swine flu)* hit several campers and counselors in the Duke summer enrichment programs last week. Please take this situation seriously.

**Precautions for Contracting and Treating H1N1**

H1N1 is spread the same way seasonal flu is spread. Most transmission occurs when people who are ill cough or sneeze on an uninfected person. It can also occur when people touch a surface that has been contaminated with the influenza virus and then touch their mouth or nose before washing their hands.

There currently are no vaccines available to prevent acquiring the virus, but the CDC recommends measures you can take to minimize your risk, including:

- Wash your hands often with soap and warm water, especially after you cough or sneeze. If soap and water are not available, use an alcohol-based hand gel. Hand sanitizer is in use at the entry for both Hospice at the Meadowlands and Hock Family Pavilion.
- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it. If a tissue is not available, cough into your shirt sleeve.
- Avoid touching your eyes, nose or mouth. Germs spread that way.
- Wash your hands before eating.
- Do not share your food or drink with others.
- Avoid close contact with sick people.

**What to do if you have flu-like symptoms**

Individuals with H1N1 infections have symptoms similar to those with seasonal flu. These include fever with cough, sore throat, runny or stuffy nose, body aches, headache, chills or fatigue. Less common symptoms include diarrhea and vomiting.

If you have documented influenza or symptoms consistent with influenza, you should not be around patients or families until *seven days after your symptoms began or until you have been symptom-free for 24 hours, whichever is longer.* In general, individuals with flu-like symptoms should remain isolated from others, for at least seven days from the onset of symptoms.

**Hip hip!** The Association for Home & Hospice Care of North Carolina has just elected our very own Ron Thompson, director of Duke Hospice, to a 3-year term on their board of directors. AHHC is a leadership, advocacy, and educational organization representing home care and hospice agencies throughout the state. Congratulations, Ron! We’re grateful to have you supporting the high level of care that our patients deserve.
Sometimes keeping the patient’s extended circle of family and friends updated becomes a chore in itself. Keeping correct information in the hands of people who care is a touch and go game. People often don’t want to impose by asking, but if they knew the facts they’d be better able to help with emotional and practical support. There’s now a way to communicate at a slight remove—helping keep people informed without making the same phone call or writing the same e-mail over and over again: CarePages. CarePages is a free, secure, online information networking program where families can set up a status page to share information and photos. Visitors to the page can send messages of encouragement, and families can join discussion forums with people sharing similar experiences. More information is available at carepages.com/dukehealth. Families or patient who need help setting up this service can contact April Perry or Carol Ann Mullis at DHCH, (919) 620-3853.

This is the time of year for annual volunteer evaluations and ride-alongs. If you are currently serving a patient, give Carolyn a call to arrange to share your quality bonding time.

We are having another monster Packet Assembly Work Day at the Durham office on Saturday, July 18 from 9 a.m. to noon. We are again making up packets agency-wide and will need a great deal of help that day. If you know anyone who is interested in helping (students age 14 and older are welcome), please give Carolyn a call.

We are converting to a new phone system at the main office. All DHCH staff based at the main office will now have a direct dial number. The main number 919-620-3853 (620-DUKE) remains the same, but Carolyn will have a new number 919-479-0385. For a few weeks both numbers will be in use, then later in July the new number will be the primary way to reach Carolyn. The phone numbers for Hock Family Pavilion (919-613-4663), Hospice at the Meadowlands (919-644-0764), and Unicorn Bereavement Center (919-644-6869) remain the same.

Just today one of our chaplains took four care shawls (in an array of colors and patterns) out to her patients—two men and two women. If these patients are like others who’ve received a gift of a shawl from one of our trusty stitchers, there will be tears of awe and gratitude, surprise even that someone cared enough to do this work for a person they would never meet. In one home, the mother of a patient who died after receiving and cherishing a care shawl asked for the pattern. She wanted to repay the extraordinary gift of time and compassion (a “blessing” as she called it) that her son had received. Want to be a part of this rewarding activity? Whether you are a veteran knitter / crocheter or brand new at the craft, plan to attend our next Care Shawl Meeting, Thursday, July 23, 7 p.m., at Chapel Hill Bible Church. (In 2009 we meet on the fourth Thursday of odd months.) Knitting and crocheting lessons, as well as shawl instructions and motivation, will be available to all. This is one of our more popular service projects and has really taken on a life and personality of its own. Many, many thanks to Helen Cooper and Katie Smith for their dedication to keeping the program so focused and on-track. Also, if you would be interested in participating in a daytime group at our Durham office, please contact Carolyn.


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

“I intend to live forever. So far, so good.” ---Steven Wright

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.