Happy Holidays,
Please join us to celebrate
Hanukkah, Christmas, Kwanzaa, the Islamic New Year, Winter Solstice, and the Gregorian calendar New Year.

Come network with other volunteers at the
Duke Hospice Volunteer Open House/Holiday Tea
Sunday December 12, 1-5 pm
Home of Carolyn Colsher
2 Scotland Place Durham, NC 27704
Come when you can, leave when you must
Please RSVP to Carolyn at 479-0385 or carolyn.colsher@duke.edu

Know that we value you for the talent, time, and resources you contribute.
You are the best!
The Duke HomeCare & Hospice Annual Lights of Remembrance will be held this year on the Meadowlands campus the evening of Tuesday, December 7, 2010. This event provides a unique opportunity for each of us to remember and celebrate those who have died, but who remain forever in our hearts. Luminaries, honoring those who have gone before us, will be lit in celebration of the love and light that these folks brought into our lives. Memorial placards inscribed with a tribute authored by family and friends will be placed with the luminaries, and can be taken home as a keepsake of this beautiful evening. Please contact Dale Horton at dale.horton@duke.edu or 919-479-0318 if you would like more information.

Congratulations to our very own Helen Cooper! She has won a 2010 Mosaic Award for Women of Valor given by the Durham-Chapel Hill Jewish Federation and Women’s Philanthropy for her years of work with Duke Hospice as patient / family support volunteer, coordinator of the Care Shawl Program, and new volunteer mentor. We’re always so happy when other people recognize just how valuable our volunteers are to the community.

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 over $115,000 to support hospice services and we need your help to make it possible! By becoming a committee member, you can help us secure sponsorships, solicit both silent and live auction items as well as goodies for the gift bags, or help with decorations / layout of the venue. If you are interested in volunteering, please contact Michael Lowery at michael.lowery@duke.edu or 919-479-0319.

Duke HomeCare & Hospice is delighted to once again offer the Vietri “Gift” ornaments for the holidays. Individually handcrafted, the ornament resembles a clear gift box wrapped in golden ribbon. Perfect for the holiday tree or table decorations, and most importantly, as a memento of love and honor, the ornaments will become cherished keepsakes for generations to come. All proceeds go to hospice services. Ornaments can be purchased for $15 each or two for $25 by contacting Dale Horton in the development office at dale.horton@duke.edu or 919-479-0318. In addition, we thank Cardinal State Bank for displaying and selling the Vietri ornaments to benefit Duke Hospice this holiday season.

If you are planning to include Duke Hospice in your end of year contribution plans or if someone wants to make a contribution in your name as a holiday gift, please contact Dale Horton in the development office for more information, dale.horton@duke.edu or 919-479-0318

The CDC reports low but rising flu levels in our region (week ending Nov. 13) so please protect yourself, your family, your patient, and the community from this serious disease. The big three strategies are flu shots, respiratory etiquette and good hand hygiene, and staying home when you are sick. Remember, your patient depends on you to keep the flu at bay. If you have not let Carolyn know about your flu shot status for 2010 please update her. Thanks.

Focused Weekend Training (18 hours) for patient / family support volunteers will be December 3-5 (Friday evening, all day Saturday and Sunday) at our Durham office. If you would like to refresh your training please contact Carolyn for an agenda.

Our patients and families are being given new instruction sheets from the North Carolina Board of Pharmacy in their Duke Hospice admission packets about the proper way to dispose of unwanted medications. If you catch a question about what to do with unwanted medications, please refer them to the admission packet or to their hospice nurse.
Four important paperwork reminders:

1. **Annual Compliance, HIPAA, and Confidentiality Update** packets for our volunteers have been distributed. Please review all the material, take both tests, and sign the form to acknowledge completion of both training modules. Please also sign the confidentiality agreement and return all the forms to Carolyn by December 21, 2010. Thanks to those of you who have already sent them in. And, if you didn’t receive your packet or have already stowed it away so securely that you can no longer find it, please call for another.

2. We also must have on file a photocopy of your **current driver’s license**. If you have renewed your license or modified your license (for an address or name change, endorsement change, etc.) for any reason, please get Carolyn a photocopy soon.

3. We also needed verification of your **current automobile insurance coverage**.

4. And, as always, please submit your **patient visit / contact reports** in a timely fashion. Good communication through these reports results in better care for the patients.

Our triennial JCAHO **surveyor visit is expected in January 2011**. Please help us get your file complete by sending in your paperwork as soon as you can.

We have had **new staff** come on board in the past couple of months and want to acquaint you with the names of all our family services team (chaplains, social workers, and bereavement staff):

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<thead>
<tr>
<th>Chaplains</th>
<th>Social Workers</th>
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<tr>
<td>Tom Hehenberger</td>
<td>Diane Bensley</td>
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<tr>
<td>Dennis Herman (HFP)</td>
<td>Scott Janssen</td>
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<tr>
<td>Cheryl McNair</td>
<td>Ellen Joyce</td>
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<tr>
<td>Miriam Saxon (Meadowlands)</td>
<td>Deloris Lowman-Crane</td>
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<td>Jodi Simmons</td>
<td>Jim May</td>
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<td></td>
<td>Katie Seavey (intern)</td>
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<td><strong>Bereavement (DCBS)</strong></td>
<td>Caroline Stevens</td>
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<td>Jehanne Gheith</td>
<td>Andrea Treimel</td>
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<tr>
<td>William Hollloman Manager</td>
<td>Roberta Wallace</td>
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<td>Peggy Kinney</td>
<td>Gail Yashar Supervisor</td>
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<td>Penny Sanders</td>
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<td>Allison Schultz</td>
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We have recently acquired some **new books for the Volunteer Services Library**. Check them out!

- **A Year to Live: How to Live This Year As If It Were Your Last**, Stephen Levine (New York: Bell Tower Press, 1997). If you had only one year to live, what would you do? On New Year's Eve in 1994, Levine and his wife, Ondrea, vowed to live the next year as if it were their last. As a counselor for the terminally ill and author of many works on spirituality and dying, Levine believes that preparing for or "practicing" death reminds one of the beauty of life. In this book Levine relates his experiences in this yearlong experiment in "conscious living." Drawing on the dogma of many faiths including Buddhism, Native American religions, and Christianity, Levine offers exercises and meditations that may renew your passion for each day.

- **Lessons for the Living: Stories of Forgiveness, Gratitude, and Courage at the End of Life**, Stan Goldberg (Boston: Trumpeter, 2009). Author of, among other things, two of our popular Continuing Education articles ("The Magic of Music" and "Shedding Your Fears"), Goldberg here shares the stories of people he met in his work as a hospice volunteer, people facing the end of life. Their stories shine a light on the human capacity for beauty, insight, forgiveness, and gratitude, as we see how his patients address their anxiety and sadness with bravery and love, not in grand, dramatic gestures but in ordinary acts and small accomplishments: in simple efforts at kindness, in asking for and receiving forgiveness, in the abandonment of anger, and in learning to speak directly from the heart—and to listen in the same way. What he discovers are not lessons in dying, but rather, lessons in living.
Playmakers Repertory Company has another new show on-stage in Chapel Hill and once again Duke Hospice volunteers are eligible for free tickets through their Spotlight on Service program. “Shipwrecked! An Entertainment,” written by Pulitzer Prize-winning playwright Donald Margulies runs from Dec. 1 through 19. If you would like to be on the e-mail list to be notified when tickets are available, please contact Carolyn.

December Admission Packet Assembly workday is coming up Saturday, December 11 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. This monthly chore is critical to the smooth functioning of Duke HomeCare and Hospice and our clinicians thank you profoundly. This month we are planning to go out to lunch after the chores are done. If you’d like to be included, call Carolyn for more information. Please join us.

If you’d like to be a part of the Duke Hospice Care Shawl team, think about attending one of our upcoming meetings. With the cooler weather coming on you may be spending more time inside, snuggled up with the television. If so, it might be knitting time again. And it is certainly a time when more of our beautiful, cozy care shawls will be going out to patients needing a little boost of care and affection. If you need knitting and crocheting lessons, the care shawl pattern, or just the companionship and inspiration of others doing this work, come to one of our meetings:

- Friday, December 3, noon to 2 p.m. Our daytime group meets at the Durham office. Feel free to bring your lunch.
- Saturday, January 15, 2011 1 to 3 p.m., Unity Spiritual Life Center, Durham
- Thursday, January 20, 2011 7 to 9 p.m., Chapel Hill Bible Church

A RESOURCE FOR YOU Continuing Education for December: In the past few months we have seen a number of articles on-line and new books published on the subject of Near Death Experiences and other remarkable end-of-life events. This month’s continuing education takes a look at 4 books that have generated some buzz.

For more information contact:
Carolyn Colsher, DHCH Volunteer Services Supervisor
919 479-0385 (phone) 919 970-0227 (pager) carolyn.colsher@duke.edu
Regina Mitchell, Volunteer Program Specialist
919 479-0400, regina.mitchell@duke.edu
Website dhch.duhs.duke.edu

Don’t cry because it’s over, Smile because it happened.
--Dr. Seuss

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.