Duke Hospice Volunteer Newsletter
January 2009

Bimonthly Staff/Volunteer Memorial Service, Thursday, January 15, 8:30 a.m., Unicorn Bereavement Center in Hillsborough. Mitzi Quint invites you to join us to remember those who have passed: “In honor of the New Year we are opening the bimonthly staff / volunteer memorial service to anyone who has lost a patient and would like to take time to remember him or her. We recognize that the reality of busy schedules may sometimes prevent you from attending the bi-monthly service that follows your patient's death. 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 our January memorial--or any that follow--to honor any patient that you have served. It is never to late to honor these meaningful relationships--and your significant work. Thank you!” For more information or to RSVP contact Mitzi Quint, Unicorn Bereavement Center at 919-644-6869 or mitzi.quint@duke.edu.

The short, dark days of winter are lengthening and brightening as we move through the calendar, but on one of the shortest, darkest days of the year, Carolyn gave out 11 care shawls to our hospice patients who needed a reminder that they are remembered and held close to the hearts of their neighbors across the community. And another went out on Christmas Eve, along with a Loving Hugs fleece blanket for a small child in the family. These lengths of brightly colored yarn twisted with needles and hooks of metal, plastic, and bone become poignant souvenirs of the love and compassion of strangers in their midst. Whether you are a veteran shawl creator or are interested in joining this, one of our most appreciated volunteer projects, plan to attend our next Care Shawl Meeting, Thursday, January 22, 7 p.m., at Chapel Hill Bible Church. (Please note this change in the schedule: In 2009 we will be meeting on the evening of the fourth Thursday of odd months.) Knitting and crocheting lessons, as well as shawl instructions and motivation, will be available to all. Also, if you would be interested in participating in a daytime group at our Durham office, please contact Carolyn.

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.

Continuing Education Opportunity: The Forgetting (A Portrait of Alzheimers, Stories of Love, Courage, and Hope) will be shown during DHCH Grand Rounds at 8:30 a.m. in January at the Durham office. Date TBA. This video takes a dramatic, compassionate, all-encompassing look at this disease and aims to help all of us better understand and cope with its impact. The documentary weaves together the intense real-world experiences of Alzheimer’s 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 so she can find a day and time that works for the most volunteers.
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.

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.

The “Volunteer Reports via e-mail” program is rolling. 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.

New volunteer project to help support our hospice patients living in facilities with end stage dementia: Fidget aprons. These hand made aprons 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 and would be interested in helping with this project, or know a group or an individual who would like to help, please call Carolyn. Unfortunately, while the clinical staff got really excited about these aprons, no one stepped forward to make them for our patients. We’re hoping the holidays got in the way and that there are crafty types who have survived the hustle-bustle and are ready to take on a new project.
**Mystery Caller program.** Mystery callers help us evaluate our public face when patients, volunteers, or John Q. Public call for assistance or information. Provided with a script and training, you will call the office at directed times and ask questions that will allow us to measure our efficiency and timeliness by phone. The results will 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 919-620-3853 x256 or by e-mail at Thomas.hunter2@duke.edu.

These instructions are being provided to all of our patients on hospice service. **Preparing for an Emergency or a Disaster**—We want you to be prepared in the event of a natural or man-made disaster. If you or someone in your home is ill, you may need to make special plans for the possibility of a tornado, hurricane, ice storm, power failure, or other event. If such an event does occur, we will make every effort to make our visits as scheduled; however, an interruption in care may occur.

- If you are oxygen or ventilator dependent, notify your gas, electric, and/or water companies of your medical condition. You will be placed on a priority list should an emergency occur.
- If you leave home to stay with relatives or friends, call us to tell us where you are. We do NOT recommend going to a shelter unless absolutely necessary—they are usually not equipped to care for people with special medical needs.
- Keep a battery-operated radio available.
- If you have a pump that supplies IV medication or tube feedings, keep it plugged in or the battery pack fully charged.
- If you have medications which need to be refrigerated, keep an ice chest handy to fill with ice and store your medications there in the event of a power failure.
- Keep a flashlight, new batteries, and bottled water on hand.
- If you are unable to contact us, and need medical assistance, go to the nearest hospital or call 911.

The following numbers may also be helpful:

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Red Cross (Raleigh)</td>
<td>(919) 231-1602</td>
</tr>
<tr>
<td>Disaster Information Hotline</td>
<td>(800) 525-0321</td>
</tr>
<tr>
<td>Duke HomeCare &amp; Hospice</td>
<td>(919) 620-3853</td>
</tr>
</tbody>
</table>

Please **welcome Dee Blake as the new Director of Development** at Duke HomeCare & Hospice. Dee will have leadership responsibility for donor relations, annual fundraising programs, major gifts, planned giving, and the capital campaign for the new inpatient hospice facility. Dee has twenty-eight years of management experience concentrated in Development. For the past ten years she has held senior level positions in the Triangle. Prior to joining Duke HomeCare & Hospice, she was with Triangle United Way, Easter Seals UCP North Carolina, and the University of North Carolina at Chapel Hill. Dee is very familiar with the Triangle and brings a breadth of experience to donor and volunteer relations as well as fundraising. She is a recognized leader in her field both locally and nationally. Dee currently serves on the Board of Directors for the Triangle Association of Fundraisers as its President-Elect. Danielle Irving will continue in her role as assistant director for annual giving.

**SAVE THE DATE:** It’s that time again! As we welcome the new year, 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 will be 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!

We are having another **Admission Packet Assembly Work Day** on Saturday, January 17 at the Durham office from 9 a.m. to noon. To meet the needs for the growing census for our home health program, a **second packet assembly session** will be held on Saturday, January 31. If you know of anyone who is interested in helping at either of these events (students age 14 and older are welcome), please give Carolyn a call.
Training for new volunteer ambassadors / receptionists for the Durham Inpatient Facility is scheduled for Saturday January 24 and Monday January 26 (choose the one that works best for you). This is a new volunteer opportunity being developed 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. Construction of the new Duke Durham Inpatient Care Facility is roaring along toward an early 2009 opening, and we will need many, many more volunteers to staff the new building and to visit patients in residence. If you would like to become part of this volunteer team or know someone else who would, please let Carolyn know. Once the new facility is ready all interested volunteers will also be asked to complete an orientation to the 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.)

To spread the word about the need for many new volunteers, we are interested in sending out flyers or public service announcements to any groups who would be willing to help us get the message out as well as speaking to groups whose members would like to learn more. If you know anyone who can help us with reaching out to prospective volunteers, please let Carolyn know.

Carol Ann Mullis is still looking for lamps and framed artwork for the new facility as well as handmade quilts for the patient beds and quilted wall hangings. If you know anyone who could help us meet these needs, please contact Sonya McRae at 919-620-3853 ext 316 or Carol Ann Mullis at ext -236.

If you would like to be on the notification list for open houses for the new Durham Inpatient Facility, send your mailing address and/or e-mail address to Sonya McRae at sonya.mcrae@duke.edu, or 620-3853 ext 316 so she can add you to that list.

Carolyn will be visiting family in California from January 8–13. If you have urgent patient-related needs during that time, please call 919- 620-3853 and ask to speak to a hospice supervisor.

A RESOURCE FOR YOU . . . Continuing Education for January—Getting to know Dr. Toni Cutson, DHCH Medical Director.

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

Life's most persistent and urgent question is, “What are you doing for others?”
---Martin Luther King Jr.

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.