The bimonthly staff/volunteer memorial service will be held at the Unicorn Bereavement Center, Hillsborough, on Thursday, January 7 at 8:30 a.m. If you have lost a patient recently (or even not recently) and would like to gather with other staff and volunteers for a bit to remember, grieve, celebrate, or all of the above, please consider making a little time after the holidays for this moving service. Contact Mitzi at 644-6869 for more information.

Continuing Education Opportunity with our own Mitzi Quint: **Grief as Growth: the Volunteer's Journey** will be offered twice at Durham office on Tuesday, January 12, first from 12 –1:30 p.m., a brown bag lunch session, and again from 6–7:30 p.m., a dessert session. Come meet Mitzi and other volunteers and reflect together on the unique pain and possibility that is part of the volunteer experience of caring for the dying. We will deepen our understanding of the grief process, share memories, and affirm the personal growth that is part of being a hospice volunteer. Feel free to bring your lunch or dinner or just come for the presentation. Dessert and drinks provided at both sessions. Please call Mitzi at 919-644-6468 to RSVP or email her at mitzi.quint@duke.edu.

**Patient /family support volunteer training** will be offered in February 2010. If you know anyone who might be interested, please have them call Carolyn Colsher. The focus for our upcoming training will be our northern service area (Granville, Person, Franklin and Vance counties) but all interested prospective volunteers are needed and welcome to attend. Please let Carolyn know if you want to be added to the notification list. If you can help recruit volunteers, especially volunteers who can work with patients living in Granville, Person, Franklin and Vance counties, please talk to Carolyn. We would love to put information in newsletters and church bulletins, to post flyers and speak to interested groups (churches, service or social organizations, or your bridge, poker, bunco, or motorcycle group).

**Volunteer patient visit reports over the internet.** Carolyn is now ready to set up these accounts. If you would like to e-mail your volunteer reports via encrypted email, please call to remind her of your interest or to ask questions.
Severe Weather Precautions Please stay safe: During bad weather, we encourage you to put your safety first. If you need to reschedule a visit because of weather, call your patient or the caregiver and set up a new time or call the Meadowlands or Hock Family Pavilion staff to let them know you cannot safely drive to your assigned shift. Please do not feel obligated to venture out in a storm. Our volunteers are too valuable to risk having them blown away or stranded in the side of the road.

VESTA, a 90-minute play, examines with humor and warmth, an ordinary family’s struggle with end of life issues, and will be performed at Union Baptist Church, 904 N. Roxboro St., Durham, on Thursday, February 11 at 6:00 p.m. Admission is free and open to the public. Our own volunteer Regina Mitchell and Dr. Rich Payne, director of the Duke Institute on Care at the End of Life, will participate in a panel discussing end of life issues following the performance.

A new book in the Volunteer Services Library: Lead Me Home: An African American’s Guide Through the Grief Journey by Carleen Brice. Brice gently guides you through the strange terrain of grief to the promise of home—a place where we have not only survived our losses, but are wiser and stronger because of them. Practical tips (meditations and exercises) for making the difficult passage, as well as spiritual inspiration for helping you hang on until you make it to welcoming shores. Most of the material in this little book cuts cleanly to the human in all of us, black, white, and otherwise. Check it out through Carolyn.

The Hospice Foundation of America has announced that their 2010 National Bereavement teleconference, Living With Grief: Cancer and End-of-Life Care, will be broadcast live-via-webcast and satellite on Wednesday, March 24. This teleconference will address care options related to cancer diagnoses as well as loss and grief reactions for patients, families, and professional caregivers. The teleconference will also examine psychosocial aspects of cancer, pain management, and ethical issues related to the disease. An outstanding panel of experts will be on hand, including our very own Richard Payne, MD, Duke ICEOL. Mark your calendar.

H1N1 Flu UPDATE
The Centers for Disease Control continue to report (through Dec. 14) widespread areas of H1N1 flu activity. Please maintain your vigilance about handwashing and possible symptoms (fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills, and fatigue). You can find updated information as well as symptom lists and prevention techniques online at www.cdc.gov/h1n1flu/. By the very nature of your patient’s status as a hospice patient, he or she will be more susceptible to this infection. As we have mentioned before, please stay home if you have symptoms of this flu, and let Carolyn or Mitzi know if you cannot volunteer as scheduled.

All the Annual Volunteer Compliance / HIPAA / Confidentiality Updates should have been completed and returned. If we have not received your materials, you have been contacted. This update must be completed annually to remain an active volunteer.
Spotlight on Service through Playmakers Repertory at UNC-Chapel Hill January marks the opening of two new productions at Playmakers: *The Big Bang* by Universes (January 13-17) and *All My Sons* by Arthur Miller (January 27 – February 14) *The Big Bang* is “a magnificent mix of music, drama, poetry and rhythmic movement. On a totally different plane, *All My Sons* is “a play with a social conscience and an unswerving moral commitment . . . as relevant today as it was when first produced in 1947” - *The New York Times* This Pulitzer Prize-winning play born of wartime in another era speaks as clearly to us now as it did then. Miller’s masterpiece explores the moral question of what we are responsible for, and who we are responsible to, in a time of war.

If you would like to be added to the e-mail contact list to be notified when tickets become available through the Playmaker’s Spotlight on Service program for volunteers, please contact Carolyn. We cannot order tickets for any performances other than the ones identified by the Playmakers box office and tickets are limited to two per volunteer (so each volunteer can bring one guest). Please be alert for Carolyn’s e-mail on Tuesdays if / when tickets become available and be prepared to make a quick decision and contact the box office to reserve a ticket. For more information about the plays, go to the Playmakers website at http://www.playmakersrep.org/.

Once again we are opening up our wildly entertaining *Monster Packet Assembly Day* to fun-loving, snack-eating volunteers looking for a short-term, one-shot volunteer opportunity that makes a significant contribution to the operation of our many Duke HomeCare & Hospice programs. You may arrive a stranger but you will leave as a valued part of our administrative volunteer team, with one exception: we don’t take your phone number or your e-mail address, and you won’t get phone calls asking you to come again. But you will likely come again because you had such a good time and met so many fun people. Saturday, January 16 from 9 a.m. to noon at the Durham office. Call Carolyn to let her know you can help so she knows how many snacks to bring.

Our next *Care Shawl meeting* will be Thursday, January 28 at 7:00 p.m. at Chapel Hill Bible Church on Sage Road. This very popular project provides soft, snuggly shawls to our hospice patients in need of a warm, nurturing boost. Our chaplains and social workers report that they are very well received. If you’d like to be part of this project, come out and join the fun. Learn the stitches and patterns we use (or if you’re already a knitter/crocheter develop a pattern on your own that fits our needs) and go forth and click those needles, whip those hooks. Sometimes we even have extra yarn to pass along for your particular project. For information, please call Helen Cooper, (919) 493-8956. This group meets on the fourth Thursday of the odd numbered months in 2010.

- We are also exploring scheduling a *weekday care shawl meeting in February*. If you would like to participate but prefer to meet during daylight hours, call Carolyn to let her know which days and times work best for you.
The 2010 “Oh What a Night!” Gala will be held on Saturday, April 24 at Treyburn Country Club. Details coming soon but get it on your calendar today. There are many ways, large and small, to be involved. Meetings have begun and the current focus is on sponsorships and silent auction items. If you would like to find out about these or other OWAN volunteer opportunities, please contact Danielle Irving at Danielle.irving@duke.edu.

Our 2010 Annual Volunteer Satisfaction Survey is now available (you will receive it via a separate email), your big chance to give us a piece of your mind about the way you were trained, how you are supported, how you get information, and more. Also enclosed is a one-page form asking for demographic information. Information we gather will be used to improve our service to you and to the community at large. Please send both forms back as soon as possible. And thank you. Please call Carolyn if you have any questions about the survey. Thanks for helping us make our volunteer program the best it can be. We value your input and comments on what is working and how we can improve your experiences as a volunteer. If you prefer to receive a paper copy please let us know and we'll mail it to you.

Carolyn Colsher will be visiting family in California January 27–February 2. Mitzi Quint will be covering the volunteer program during this time. Please call her with any questions or concerns.

A RESOURCE FOR YOU . . . Continuing Education for January “Setting Healthy Boundaries” to protect you, your patient/caregiver, and the organization.

For more information contact:
Carolyn Colsher, DHCH Volunteer Services Supervisor
(919) 479-0385 e-mail carolyn.colsher@duke.edu
Mitzi Quint, DHCH Volunteer Services (M pm, Tu, F)
(919) 644-6869 ext 224 e-mail mitzi.quint@duke.edu
Website dhch.duhs.duke.edu

You have been my friend. That in itself is a tremendous thing. I wove my webs for you because I liked you. After all, what's a life, anyway? We're born, we live a little while, we die. A spider's life can't help being something of a mess, with all this trapping and eating flies. By helping you, perhaps I was trying to lift up my life a trifle. Heaven knows anyone’s life can stand a little of that.

--Charlotte the spider, "Charlotte's Web" by E.B. White

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.