Dear Volunteers,
As many of you know, **November is National Association for Home Care and Hospice Month** and **National Hospice/Palliative Care Month**. For over 30 years Duke HomeCare & Hospice has provided comprehensive home health, hospice, and infusion services to patients and their families in our service area. As part of a much larger group of providers across the country, we work to ensure that patients can stay in their homes for as long as possible. As volunteers, you are a critical part of the network that we use to support our patients and their loved ones. Included with this newsletter is an article from the National Hospice and Palliative Care Organization, “Ten Important Facts about Hospice Care You May Not Know.” Feel free to copy it and to share it as a hospice volunteer to inform the people in your circle of influence about the benefits they can receive through our work. Thank you as always for all you do for our patients, our community, and our staff.

*Starr Browning, Executive Director, Duke HomeCare & Hospice.*

**Upcoming Continuing Education Opportunities:**
As a part of **National HomeCare and Hospice** and **National Hospice/Palliative Care Month**, the November Grand Rounds presentation will be open to all DHCH staff and volunteers. Mike Collins will enlighten us about “**How to Have the ‘Perfect Workday’**”. Mike is a very funny and effective speaker and will help all of us organize our workdays better. The program will run on Tuesday, November 3, 8:30-10:00 a.m. at the Durham office. Please RSVP to Carolyn.

“**Writing to Heal: Using Self-Expression on the Page to Promote Inner Well-Being,**” a single session class, will be offered Thursday, November 5 from 1:30-3:00 p.m. in room 2002 of Duke North Hospital. Presented by Carol D. Henderson, author, teacher, workshop leader. Free journals to the first 50 participants and healthy snacks provided. Sponsored by Duke Bereavement Services, the Bereavement Advisory Council, Health Arts Network at Duke (HAND), and the Institute on Care at the End of Life. Use this class to benefit yourself, your family, your patient and patient's caregivers. For more information, call Bereavement Services at 919-668-0923.

**Less Stress, More Joy This Holiday Season** Free stress reduction workshop, Wed., December 9, 6:30-8 p.m. at Duke Center for Living. Join Dr. Jeffrey Brantley, director of Duke Integrative Medicine’s Mindfulness-Based Stress Reduction (MBSR) program, and experience an evening of serenity during a season of stress. Dr. Brantley will teach you simple exercises using MBSR, a method of using meditation and yoga to cultivate awareness and reduce stress. **SPACE IS LIMITED** and places fill up quickly! Please call to register for this FREE Program: 919-681-2958. Find out more about Duke Integrative Medicine and Mindfulness-Based Stress Reduction: www.dukeintegrativemedicine.org.
Focused **weekend training for new patient/family support volunteers** will run the weekend of November 13-15 (Friday evening, all day Saturday and Sunday). If you know of anyone who would be a perfect fit as a volunteer, someone like yourself perhaps, or if you would like to refresh your own training, please give Carolyn a call.

**Training for Hock Family Pavilion volunteer receptionists / ambassadors** will be offered Friday, November 13 from 12:30-4:30 p.m. Call Carolyn for more information.

**Time-limited volunteer opportunities:**

Can you believe the holidays are right around the corner?! The marketing department is looking for a few wonderful and spirited **Holiday Volunteer Elves** to prepare our Holiday Gift Goody Bags and to package our referral gifts. These gifts are what we give to our referral sources to say thank you, and without the Holiday Volunteer Elves, this project would not be possible. Please let us know soon if you would like to become a Holiday Volunteer Elf this year, tying bows and wrapping gifts.

The work is already underway. For more information, contact Paul Romero at 919-479-0421.

**Lights of Remembrance behind-the-scenes volunteers** are needed on Dec. 4th (Friday) and/or 7th (Monday) to help assemble programs and laminate placards. We anticipate the need for a good number of **event volunteers** starting around 4:30 p.m. on Dec. 8 (Tuesday) to help distribute the luminaries and receive visitors. If you are interested and can spare some time during such a busy season, please contact Mitzi Quint by phone (919-644-6869, ext.224) or e-mail (mitzi.quint@duke.edu). Thank you for all you do to make these events the wonderful gifts of solace they are to our community. More information about this service below.

**Upcoming Bereavement Events:**

- National Grief Awareness Week runs Nov. 1-7 this year and Duke Bereavement Services will host events to coincide. First is the **Staff/Volunteer Memorial Service** to remember patients who have died and to honor our service to them. If you have recently lost a patient or haven’t had a chance yet to remember a patient who died a while ago, please come. You’ll stand with others who understand the unique circumstances of hospice volunteer commitment, loss, and grief. Call Carolyn for more information. On Saturday Nov. 7 at 10:30 a.m in the lovely Carver Gardens behind the Unicorn Bereavement Center the DBCS Community Bereavement Services **Service of Remembrance** will be held. We can use donations of baked goods for the reception – always a hit! Please contact Allison Shultz at 919-644-6869, ext. 242, for more information. The Service of Remembrance is open to all grieving persons in our community, and usually lasts less than an hour. Though not specifically religious in nature, it is a spiritual and moving event that includes readings and music, and a time for individual commemoration of the deceased.

- Looking for a special way to honor a departed loved one during the holiday season? Please join the Duke Hospice Bereavement Services staff for the **Lights of Remembrance** service in the candlelit Carver Gardens, behind the Unicorn Bereavement Center, on Tuesday evening, Dec. 8, for a very special tribute to the enduring power of love. For a minimum donation of $25, a luminary will be dedicated to your loved one, and the name printed in a keepsake program. The gardens open at 6:00 p.m., with a memorial program at 6:30 p.m. The gardens will remain open until 7:30 p.m. We are happy to dedicate a luminary for you even if you cannot attend. All donations are deeply appreciated, and will support the ongoing efforts of DCBS to provide a place of healing for those in grief. For a donation form or more information on the luminaries, visit the DHCH website or call Dale Horton in the DHCH Development office at 919-479-0318.
From Dee Blake, DHCH DIRECTOR OF DEVELOPMENT, re: United Way Campaigns

United Way Campaigns

If your company runs a United Way Campaign, please consider designating your gift to Duke Hospice. To do so, you will need the code that United Way has assigned to our organization. That code is 4680. You would write that code under “Option C” on the United Way pledge form and then write DHCH, or Duke Hospice, where it says “name” and then list the amount of your gift. This code may be different from last year's United Way code so don’t look back at last year’s form if you saved a copy. If you have questions, please call 919-479-0318.

DHCH Holiday Ornaments

Duke HomeCare & Hospice is delighted to once again offer ornaments for the holidays. 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 raised go to hospice services. The “Gift” is individually handcrafted by Vietri and resembles a clear gift box wrapped in golden ribbon. Ornaments can be purchased for $15.00 each or two for $25.00 through the Development office at 919-479-0318.

The 2010 “Oh What a Night!” Gala will be held on Sat. April 24, 2010. If you would like to find out about volunteer opportunities, please contact Danielle Irving at Danielle.irving@duke.edu. Details on OWAN 2010 coming soon but get it on your calendar today.

Our next packet assembly workday is scheduled for Saturday, Dec. 12 from 9 a.m. to noon at the Durham office. Call Carolyn if you’d like to come along and please feel free, nay encouraged, to bring a friend who would like to dip a toe into the hospice volunteer waters. We always get a lot accomplished, eat a few snacks, catch up with or make friends, and have a few laughs.

We are approaching the time of year for our Annual Compliance / HIPAA / Confidentiality Update. Materials will be out to you soon. If you have any questions, please call Carolyn. 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 after you have completed the tests, and return the signed forms.

H1N1 Flu

The local papers and the Centers for Disease Control in Atlanta confirm what we’ve been hearing for several months: the H1N1 flu is marching through schools and institutions with a quickness and flu is now widespread in 46 states (Last month at this time it was 26 states. What do SC, CT, NJ, and HI know that we don’t?). Duke Hospice is preparing for significant disruptions of standard operating procedures in this event. While the flu is widespread (partly because you may be contagious for up to 7 days before you become symptomatic), it is not expected to be worse than our typical influenza symptoms. But what are those symptoms? The symptoms of 2009 H1N1 flu virus in people include fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills, and fatigue. New information from the Centers for Disease Control as well as symptom lists and prevention techniques can be found on-line at www.cdc.gov/h1n1flu/. One of the best defenses we have against the spread of this flu is simple handwashing. Make the handwashing mantra your own (Wash your hands, wash your hands, wash your hands). 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.
Spotlight on Service through Playmakers Repertory at UNC-Chapel Hill ..... Nicholas Nickleby, parts 1 and 2, start in rotation mid-November through Dec. 20. If you would like to be added to the e-mail contact list to be notified when tickets become available during the play's run, 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 play, go to the Playmakers website at http://www.playmakersrep.org/

Now that the weather has turned cool, you may feel more like getting out the knitting needles or crochet hook and yarn to work on your personal version of the famous Hospice Care Shawl. (Have you seen these care shawls recently? They are gorgeous!! Simple combinations of knit and purl, or just knitting, or easy crochet stitches interpreted through color and texture and love. Wow!) The bimonthly Care Shawl gathering will be held Thursday, Nov. 12 at 7 p.m., at Chapel Hill Bible Church (http://www.biblechurch.org/bcjom/about/directions.html). Knitting and crocheting lessons, as well as shawl instructions and motivation, will be available to all. Many thanks to Helen Cooper and Katie Smith for their dedication to keeping the program so focused and on-track. Any questions, call Carolyn Colsher.

Reminder: Volunteers like all staff must wear their badges whenever they are visiting with patients. The badges must be visible and worn above the waist. This is also a good time to check to see when your volunteer badge expires and let Carolyn know the expiration date. If your badge is expiring within the next month we need to order a new one for you. Please call if you have any questions.

Carolyn and Mitzi will be on vacation over the Thanksgiving holiday weekend, Nov. 26-29. If you need assistance related to patients during that time, please call 620-3853 and ask to speak with a hospice supervisor or on-call nurse.


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, Tu, F)
(919) 644-6869 ext 224 e-mail mitzi.quint@duke.edu
Website dhch.duhs.duke.edu

Seek first to understand, then to be understood.

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.
In Honor of National Hospice and Palliative Care Month
Please share this with your community.

Ten Important Facts about Hospice Care You May Not Know
(from www.nhpco.org)

Many people think hospice care is just about dying. Hospice care is more than that—hospice brings comfort and support to people facing a life-limiting illness. It also reaches out to provide support for the family and friends who love and care for them.

Hospice care honors life’s final journey, leaving a legacy of compassion and caring. Hospice brings comfort, dignity and peace to help people live every moment of life to the fullest, leaving loved ones with memories they can treasure.

Last year, 1.4 million dying Americans were served by the nation’s hospice providers, reports the National Hospice and Palliative Care Organization. Yet there are many facts about hospice that people are not aware of and may keep people from getting this compassionate care when they need it most.

1. Hospice is not a place but is a kind of high-quality care that brings the patient and family medical, emotional, and spiritual care and support focusing on comfort and quality of life.
2. Medicare beneficiaries pay little or nothing for hospice, and most insurance plans, HMOs and managed care plans include hospice coverage.
3. Hospice serves anyone facing a life-limiting illness, regardless of age or illness.
4. Research has shown that the majority of Americans do not want to die in a hospital; hospice treats pain and manages symptoms while allowing most patients to be at home.
5. Hospice also serves people living in nursing homes and assisted living facilities.
6. Hospice patients and families can receive care for six months or longer, and the greatest benefits are gained by being in hospice care for more than just a few days.
7. Less than one percent of Medicare beneficiaries live in an area where hospice is not available.
8. A person may keep his or her referring physician involved while they received hospice care.
9. Hospice serves people of all backgrounds and traditions; the core values of hospice—allowing the patient to be with family, including spiritual and emotional support, treating pain—cut across all cultures.
10. Hospice offers grief and bereavement services to family members and the community.

If this information about hospice surprises you, take the time to find out more. The best time to learn about hospice is before someone in your family is facing a health care crisis.

For more information contact National Hospice and Palliative Care Organization, nhpco.org
Carolina’s Center for End of Life Care, carolinaseンドoflifecare.org
Duke HomeCare & Hospice (919) 620-3853 www.dhch.duhs.duke.edu