November is National Hospice / Palliative Care Month
National Association for Home Care and Hospice Month
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 with 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.

Community Service of Remembrance, Saturday, November 6, 10:30 a.m. at the Carver Gardens Meadowlands campus 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 including those patients you have worked with. Feel free to invite anyone you think might want a chance to commemorate their losses. We still need a few volunteers at varying times throughout the morning. Outdoor set-up starts at 8:30 a.m., reception / food set-up begins at 9:45 a.m., clean-up can take until noon. We have other jobs within this timeframe (parking, ushering, balloons), so you can stay as little or as long as you like, and enjoy the service as well. We could also use donations of baked goods for the reception. Peggy Kinney is in charge of these logistics and can be reached at the Unicorn Bereavement Center at 919-644-6869 ext. 221, or by e-mail: peggy.kinney@duke.edu

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.

Duke Hospice Angel Ornament Craft Workshop: The October Angel Ornament workshop was a big hit and we have been asked to hold another one to teach the ribbon angel ornament techniques. If you want to participate call Carolyn.

A number of our volunteers have been watching interesting movies recently, movies on the theme of death and dying—Departures, The Tibetan Book of the Dead, and Wit. If you’ve seen a film you’d like to share or discuss with other hospice volunteers, contact Carolyn with the title. And if you’d like to attend a movie / discussion group, let Carolyn know if you’d prefer afternoon or evening gatherings.
While the CDC reports no flu in North Carolina (week ending Oct. 16), there are sporadic reports from SC, GA, and VA. **Flu season** is upon us: please protect yourself, your family, your patient, and the community from this serious disease.

**Flu shots:** The flu vaccine this year contains protection against the three flu strains that the World Health Organization anticipates will be most prevalent during this flu season. Duke Hospice is tracking the flu vaccination history this fall for our volunteers. If you have not already notified us about your flu shot history, please let Carolyn know if you have received the vaccination this year, cannot receive it, or choose not to. If you work directly with patients and still need a vaccination, contact Carolyn to discuss options for getting the vaccine.

**Respiratory etiquette and good hand hygiene.** Cover your cough. Dispose of tissues properly. Avoid touching your eyes, nose, and mouth because germs are often spread by touching contaminants and then touching these areas of your face. And, Wash Your Hands! Hand washing is so simple, but it’s the easiest, most effective way to avoid spreading germs.

**If you are sick, you should stay home** to take care of yourself and to maintain a safe environment for our patients and colleagues. If you have any questions, please call the office or your own physician. Be safe, and wash your hands.

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**Receptionist/Ambassador training for Hock Family Pavilion volunteers** will be offered Saturday, November 13 from 12:30-4:30 p.m. at our Durham office. If you’d like to assist our staff make visitors and patients feel welcome and supported, please call Carolyn Colsher.

**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. Especially needed are volunteers interested in working with nursing home and dementia patients and volunteers who are available for weekday daytime assignments or who live in our outlying areas. If you or anyone you know is interested, please contact Carolyn Colsher. Current volunteers who are interested in refreshing their training are welcome to attend. Also needed are experienced volunteers for our volunteer panel.

Volunteers who are **credentialed in aromatherapy, Reiki, healing touch, massage and music therapy** and wish to participate in the new Complementary Therapies program at our inpatient facilities will need to be trained as Duke Hospice patient / family support volunteers. (See weekend training above.) If you or people you know are credentialed practitioners in these fields and would like to put this expertise at the service of our dying patients and their families, please contact Carolyn.

**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, 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.

**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. Please join us.
Nurse Diane Wingo sent us a note last week about a patient’s delight in her care shawl:  
“I delivered a lovely apricot-colored shawl to my patient yesterday. Her reaction was priceless. She giggled, she cried. I could hardly get her calm enough to examine her. She buried her face in it and wiped the tears from her eyes. It just undid me! So Sweet! Hope you can pass along to the volunteer what a wonderful gift this was to this dear lady. The giggle was just too much.”

If you’d like to be a part of the Care Shawl team, think about attending one of the 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 the upcoming meetings:

- Thursday, Nov. 11, 7 to 9 p.m., Chapel Hill Bible Church
- Saturday, Nov. 13, 1 to 3 p.m., Unity Spiritual Life Center, Durham
- Friday, Dec. 3, noon to 2 p.m. Our daytime group meets at the Durham office. Feel free to bring your lunch.

Playmakers Repertory Company Spotlight on Service  Duke Hospice volunteers who have attended the first week of August Wilson’s Fences through Playmakers free ticket program report that the play is top-notch at every level. We are notified late Monday afternoon or Tuesday morning if tickets are available for selected performances during the week and have until Wednesday at 5 to reserve tickets. If you do not already receive our e-mail, please contact Carolyn to add your name to our notification list for this season. The Spotlight on Service program is a gift to our volunteers and is limited by the last-minute availability of unsold tickets. Please keep in mind that tickets are available on an irregular basis and may not be available at times that are convenient for you. Fences runs through November 14 followed by Shipwrecked! which opens December 1.

Carolyn will be visiting family in New York November 24-28. If you need assistance with a patient during this time, please call the main switchboard and ask for the on-call nurse.

A RESOURCE FOR YOU Continuing Education for November. In addition to National Hospice/Palliative Care Month, November is National Alzheimer’s Awareness Month, National Family Caregivers Month, and the first week of November is Grief Awareness Week, sponsored by Duke Bereavement. In response, our continuing education article is a letter from a man caring for his wife with Alzheimer’s.

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

Almost everyone—regardless of income, available time, age, and skills—can do something useful for others, and in the process, strengthen the fabric of our shared humanity.

--Bill Clinton, Giving: How Each of Us Can Change the World

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.
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, carolinasedoflifecare.org
Duke HomeCare & Hospice (919) 620-3853 www.dhch.duhs.duke.edu