Duke Hospice Volunteer Newsletter
October 2009

Upcoming Continuing Education Opportunities:

Participating as a Hospice volunteer is immensely rewarding for us and our community, yet sometimes the challenges associated with this work can be stressful. "Managing Stress in the Hospice Environment" is a 2-hour workshop for Hospice volunteers and other caregivers that reviews the triggers, responses, and implications of chronic stress, and introduces stress reduction tools immediately available to us in stressful situations, such as mindfulness-based relaxation techniques and simple mental choices. The workshop also covers challenging hospice patient-care scenarios, demonstrating how using tools for immediate stress reduction in us during these situations can also have a positive impact on stress reduction and overall health for our co-workers, our patients, and their families. Please join us for this lecture and interactive workshop, Saturday, October 24, from 9:30-11:30 a.m. at the Durham office, presented by Dr. Mary Scott Soo, hospice volunteer, radiologist in breast imaging, and interfaith minister.

In a somewhat related vein, the next Breakfast for Brainiacs audio conference—“Dealing with Difficult and Challenging Family Dynamics”—will be held on Thursday, Oct. 29 from 8:30—9:30 a.m. at the Durham office. Gary Gardia, MEd, LCSW, CT, and Hospice Consultant/Speaker, will describe a useful model for understanding complex family dynamics and family systems, list critical issues that interfere with effective communication in families, and identify a method for facilitating interdisciplinary collaboration around challenging cases.

Creating Meaningful Memories audio conference will be held Wednesday Oct. 21 12 noon to 1:30 pm at the Durham office. This webinar discusses key characteristics to include in death- and grief-related rituals, including funerals, bedside rituals and anniversaries.

As a part of National Home Care and Hospice 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, Nov. 3, 8:30-10:00 a.m. at the Durham office.

Please RSVP to Carolyn if you would like to participate in one or all of these events.

A focused weekend training for new patient/family support volunteers will run the weekend of Nov. 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.
Upcoming Bereavement Events:

- Duke Community Bereavement Services needs help with the upcoming *Brick Dedication and Service of Remembrance*, two separate events held on the same day in the lovely Carver Gardens behind the Unicorn Bereavement Center—Saturday, Nov. 7. The Brick Dedication begins at 9:30 a.m., followed by the Service of Remembrance at 10:30 a.m. Volunteers are needed at varying times throughout the morning. Outdoor set-up (some heavy lifting) starts at 8:30 a.m., reception/food setup begins at 9:45, and cleanup can take until noon. There are other jobs within this timeframe (parking, ushering, inflating balloons), so you can stay as little or as late as you like, and enjoy the service as well. We could also use of donations of baked goods for the reception – always a hit! And if you enjoy public speaking and would like to be a part of the service, we would love to have you join us as a reader (please contact Allison Shultz right away at the UBC at 919-644-6869, ext. 242, or by e-mail: allison.shultz@duke.edu). The Brick Dedication is a program designed for families who have recently donated a memorial brick, but the SOR 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 DHBS 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.

- And what’s the possibility of you helping to make this wonderful event happen? We will need *behind-the-scenes volunteers* to help with a large mailing in late October at the Unicorn Bereavement Center in Hillsborough, and again on Dec. 4th and/or 7th to help assemble programs and laminated placards. We anticipate the need for a good number of *event volunteers* starting around 4:30 p.m. on Dec. 8 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). It will be helpful if you include a tentative timeframe that you are available. We will contact you in October with more details. THANKS!

- Our Bereavement Team: William Holloman, Peggy Kinney, Mitzi Quint and Allison Shultz have a lot of things going on this fall. Check out our website www.dhch.duhs.duke.edu for information on upcoming support groups, children’s bereavement activities, holiday events and grief awareness week activities. Our website also has a wealth of information related to grief and bereavement.
Heads UP! for scheduling changes for Mitzi Quint

- We are so fortunate to have Mitzi Quint assisting the volunteer program part-time. **Mitzi’s current schedule for Volunteer Services** is Monday afternoons and all day Tuesday and Friday. Mitzi is currently coordinating volunteer activities for our PARTners team (Palliative Care in Alternative Residences) and assisting with making volunteer assignments. Mitzi will be on vacation October 8-18. If you have a question for Mitzi during the times she supports the volunteer program please call her at 644-6869 ext 224 or mitzi.quint@duke.edu. Other days or if Mitzi is unavailable please give Carolyn a call.

The bimonthly Care Shawl gathering will be held Nov. 12 because of the Thanksgiving holiday. More information in next month’s newsletter, but mark the new date.

Our monthly “**monster**” packet assembly workday is aptly scheduled in October for Halloween, the 31st at 9 a.m. Please come prepared for a morning of making the papers fly like bats. 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. And do come in costume if you’d like!

Many thanks one and all for adopting our **patios and gardens at the Meadowlands**. All the adoptable garden spots have people caring for them and they are bright with new plantings and fall colors. If you have a minute, please thank Melissa Clark, Karen Novy, Katie Smith, April Perry and family, Gina Santore, Paige Goss, the Youth Group of Dickerson Chapel, and the Meadowlands Staff.

Just a reminder that **our Duke Hospice Inpatient Care Facilities are tobacco free**. This includes buildings, patient rooms, bathrooms, public areas, private areas, patios, sidewalks, and grounds. This includes patients, staff, families, volunteers, clergy, governor, and pope. This includes cigarettes, pipes, cigars, and cigarillos, snuff, “chaw,” and the like. For a copy of our tobacco free policy contact Carolyn Colsher. If you have any questions or concerns please talk to the staff member on duty at Hospice at Meadowlands or Hock Family Pavilion.

**Flu, Flu … What do I do?**

Recent news in our local papers and from the Centers for Disease Control in Atlanta informs us that there is an unseasonable widespread outbreak of the H1N1 flu in North Carolina (one of 26 such states). Duke Hospice is preparing for significant disruptions of standard operating procedures in this event. While the flu is apt to be 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. 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/](http://www.cdc.gov/h1n1flu/). 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. And make the handwashing mantra your own. This is one of the best defenses we have against the spread of this flu.
Spotlight on Service through Playmakers Repertory at UNC-Chapel Hill ....
The combination of wonderful reviews and an expanded Spotlight on Service program have made tickets for the current play, *Opus*, scarce. This is not the same situation we have had in previous year and the number of performances for which Spotlight on Service tickets is limited. 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. *Opus* runs through Oct. 11 and *Nicholas Nickleby*, parts 1 and 2, start in rotation mid-November. 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.

If you hear of volunteer service awards given either in our community or nationally that our volunteers qualify for, please let Carolyn know. We want to get the word out about the fantastic job our volunteers do by nominating our volunteers.

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.

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.

A RESOURCE FOR YOU . . . Continuing Education for October. The first of a two-part series on Pain Screening and Control.

For more information contact:
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“Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.”

---Leo Buscaglia

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.