Duke Hospice Volunteer Newsletter
October 2010

Duke Hospice Angel Ornament Craft Workshop: You may remember last winter some of our hospice patients received lovely ribbon angel ornaments as holiday gifts. Well, a number of volunteers saw them and wanted to learn to make them, so Pat Phelps, the talented volunteer behind the effort, has agreed to hold an ornament-making workshop for us this month. Join us to learn to make an ornament for yourself and make extras for our hospice patients. Call Carolyn for a supply list or more information. If you can round up an extra glue gun or two, please plan to bring them along. The workshop will be held on Monday, October 18th beginning at 5:30 p.m. at our Durham office. All are welcome so bring a friend along with your glue gun.

We are now on the threshold of flu season and urge you to protect yourself, your family, your patient, and the community from this serious disease. In a recent message to the Duke Medicine community, Dr. William Fulkerson, Senior Vice President for Clinical Affairs wrote: “People die from [flu]; our high-risk patients are especially susceptible. We need everyone on our team to realize the importance of protecting our patients and ourselves from this disease and to make every effort to do so. Our patients and their families need you to understand that this is important and to help keep them safe.” So what can you do?

Start by getting a flu shot: 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. All hospice patient / family support volunteers (whether you work in homes, Partner facilities, or the In-patient Units (IPUs) can get a free flu shot at the Durham office. Carolyn will contact you with the schedule.

Second, and vitally important, is 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.

And finally, if you are sick, you should stay home to take care of yourself and to maintain a safe environment for our patients and colleagues. As the season progresses, we will pass along more information from Duke and the Centers for Disease Control that might be helpful to you. If you have any questions, please call the office or your own physician. Be safe, and wash your hands.
**Brick Dedication and Service of Remembrance Volunteers Needed.**

Duke Hospice Bereavement Services is requesting your help with our upcoming Brick Dedication and Service of Remembrance (SOR), two separate events held on the same day in the lovely Carver Gardens behind the Unicorn Bereavement Center -- Saturday, November 6. The **Brick Dedication** (which starts at 9:30 a.m.) is a program designed for families who have recently donated a memorial brick, but the **SOR** (which starts at 10:30 a.m.) 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.

We will need volunteers at varying times throughout the morning. Outdoor set-up (some heavy lifting) starts at 8:30 a.m., reception / food set-up begins at 9:45 a.m., and clean-up can take until noon. We have other jobs within this timeframe (parking, ushering, balloons), so you can stay as little or as late as you like, and enjoy the service as well. We could also use donations of baked goods for the reception – always a hit! 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. We always have a good time together, and look forward to hearing from you.

---

**If you would like to purchase a brick in honor or in memory of someone special to you,** orders will be accepted for the November dedication until October 8. Bricks may be purchased and personalized for a gift of $125. Please contact Dale Horton at 919-479-0319 for information on purchasing a memorial brick.

The Duke HomeCare & Hospice **Annual Lights of Remembrance** will be held again 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 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 if you would like more information or wish to purchase one or more luminaries.

---

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 919-479-0318.

---

The **Development Team at DHCH welcomes new team member, Michael Lowery, CFRE,** as its new Assistant Director of Annual Giving. Michael comes to DHCH from the Ronald McDonald House at Chapel Hill where he has worked for the last five and a half years. Michael will be responsible for all aspects of donor giving including direct mail, honorarium and memorial gifts, and special events like the annual *Oh, What a Night Gala!* Michael is an experienced fundraising professional who currently serves on the board of the Association of Fundraising Professionals (AFP) Triangle Chapter. Please join us in welcoming Michael to the DHCH family! You may reach him at 919-479-0319 or by email at michael.lowery@duke.edu.
New Additions to the Volunteer Services Library:

- *Caring Cultures: How Congregations Respond to the Sick*, by Susan J. Dunlap (Waco, TX: Baylor University Press, 2009). Dunlap, adjunct assistant professor at Duke Divinity School, says that skilled pastoral care giving requires an understanding of the culture of the local congregation where it is practiced. *Caring Cultures* looks closely at three very different congregations' responses to the body in times of illness: an African-American congregation in the Apostolic Holiness tradition, a Euro-American mainstream Protestant church, and the Latino members in a Roman Catholic parish, *all in Durham!* Through well-explained theory and moving personal stories the book shows how each congregation has developed divergent ways of thinking about the body, habits of responding to it, and understandings of God's response to the body's pain or peril.

- *The Last Gifts: Creative Ways to Be with the Dying*, by Jillian Brasch, OTR (Kansas City, MO: Andrew McMeel, 2008). *The Last Gifts* tells the stories of 17 dying patients, whom Brasch cared for as an occupational therapist. She shows that providing care to someone who is dying isn't depressing; it is awe-inspiring and fosters a profound sense of love. Mingling her own anecdotes and personal revelations with poetry and prose from those patients she has assisted, Brasch creates a dialogue that shows caregivers how to acknowledge their fears and learn the tools to dispel them, while also providing caregivers with strength and courage. The stories give both guidance and the permission to be creative and vulnerable.

We are now using **Outlook instead of Lotus Notes for our e-mail program.** If you have any trouble receiving e-mail from us or sending e-mail to us, please let me know (by phone or in person). Also, we are now using Microsoft Office 2007. If you have any difficulty opening attachments from us (including the monthly newsletter and continuing education article), please let Carolyn know.

**Focused Weekend Training for patient family support volunteers** (18 hours) will be the first or second weekend of November (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 to let her know which weekend works best for you. Current volunteers who are interested in refreshing their training are welcome to attend.

Volunteers who are **credentialed in aromatherapy, Reiki, and healing touch** 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.

**We are continually looking for educational programs** that will be useful to our volunteers. If you need information, help, resources, or the like for any aspect of your hospice work or would like to get involved in developing a program or workshop, please let Carolyn know. Many of our best-attended programs have been volunteer inspired or led.

**October Admission Packet Assembly** workday is coming up **Saturday, Oct. 30,** 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.
**Care shawl meeting opportunities:** 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:

- **Friday, October 8, noon to 2 p.m.** Our daytime group meets at the Durham office. Feel free to bring your lunch.
- **Saturday, October 9, 1 to 3 p.m.** Unity Spiritual Life Center, Durham.
- **Thursday November 11, 7 to 9 p.m.,** Chapel Hill Bible Church

If you would like to receive our care shawl meeting notices, please contact Carolyn at carolyn.colsher@duke.edu.

---

**Playmakers Repertory Company Spotlight on Service 2010-2011 season has begun with Shakespeare’s As You Like It.** According to the *News & Observer* (9/28/10), “This is Shakespeare's most gentle, straightforward comedy, and [the director] lets it be so, confidently allowing the characters to shine through in sweetly uplifting fashion but pacing them so there's never a dull moment.” And our volunteers who have seen the show through the Spotlight on Service program of Playmakers Repertory agree. So how do you get a pair of free tickets to the show? We are notified late Monday afternoon or Tuesday morning if tickets are available for selected performances during the week and you must contact the Playmakers box office by Wednesday at 5 to reserve them. If you want to be notified when tickets become available and 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. If you would like to attend one of these performances on a specific date, you are advised to purchase tickets for those occasions to guarantee a ticket. The next show up is **Fences** by August Wilson, running late October through mid-November. (Discussion at the Durham County library is 10/11/10.) Visit playmakersrep.org to find up-to-date information on these and other events.

---

**A RESOURCE FOR YOU ... Continuing Education for October: A Conversation with Rosa Farrish, CHNPA, Certified Nursing Assistant**

---

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

Do what you can, with what you have, where you are.

--Theodore Roosevelt

*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.