Duke Hospice Volunteer Newsletter
May 2010

From the Desk of Starr Browning, Executive Director Duke HomeCare & Hospice …

After 12 months of service it is time to reflect on what we have accomplished with the opening of the Hock Family Pavilion. It has taken tremendous effort on everyone’s part to get this facility off the ground and keep it running. Without your help we simply would not be able to provide the quality of patient care we do. And it is time to publicly acknowledge this work. On Saturday May 1 at 2 p.m., Duke HomeCare & Hospice will host a community celebration and service of remembrance to celebrate the first anniversary of the Hock Family Pavilion and our end-of-life service to over 300 members of our community at our inpatient care facilities during the past year.

The program that afternoon will include remarks by Mike Woodard, Durham city councilman and long-time Duke Hospice supporter. In addition, a family member of a Hock Family Pavilion patient will share his story of hope and healing. The Aldersgate United Methodist hand bell choir will provide music and inspiration, and following the service there will be a Monarch butterfly release and light refreshments. This celebration will be held on the front lawn of the Hock Family Pavilion, located at 4023 North Roxboro Rd. in Durham, and is open free of charge to all DHCH employees, volunteers, and the community at large. I strongly encourage you to come.

As Volunteer Appreciation Month draws to a close I thank each of you for your support of Duke HomeCare & Hospice: In addition to your work at Hock Family Pavilion and Hospice at Meadowlands, you continue to assemble packets, make care shawls, sit with patients, run errands, provide administrative support, and perform a wide variety of other duties without complaint or comment. When we need help you give it in whatever way you can. It is evident to all our staff that you are the heart of Duke HomeCare & Hospice. Once again, thank you for all you do each and every day for DHCH, our patients and families, staff, and the community. You are the best.

Please join us for our Volunteer Continuing Education Panel: Know Me As I Am: African Americans Talk about End of Life Care, Thursday May 6 5:30 p.m. at the Durham office, coordinated by Regina Mitchell. Given the racial, religious, ethnic distribution of our staff / volunteers and the community we serve, it is very likely that over time you will work with a patient who was raised and lives in a culture very different from your own. End of life care is difficult enough even when the patient looks just like you, lives in your neighborhood, speaks your lingo, and worships where you do. But what happens when the patient and caregiver know that you don’t have a clue what their lives are like? How do you put your hands to work where your heart is? We are very pleased to offer this latest presentation in our Continuing Education series. This local panel will include J.C. “Skeepie” Scarborough III (director of Scarborough-Hargett Funeral Home and mentioned in Passed On, the book profiled in a recent BookNotes), Nellie Lewis (retired nurse and Duke Hospice volunteer), and Pastor Pam Clegg (minister and caregiver). Volunteers and staff are encouraged to attend. Please RSVP to Carolyn Colsher.
DHCH Volunteer Opportunities in May:

May Admission Packet Assembly workday is coming up Saturday, May 8 from 9 a.m. to noon. 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. The next opportunity will be the morning of June 5.

Three care shawl meeting opportunities in May: This very popular project provides soft, snuggly shawls to our hospice patients in need of a warm, nurturing boost. If you’d like to be part of this project, come out and join the fun. Under the gentle tutelage of Helen Cooper, you’ll earn the stitches and patterns we use (or if you’re already a knitter / crocheter she can help you develop a pattern on your own that fits our needs) and go forth to click those needles, whip those hooks. Patterns are available to those who would like to work on their own at home. Everyone from the community (hospice volunteer or not) is welcome at these meetings.

- Saturday, May 1 from 1-3 p.m. A group has begun meeting at Unity Spiritual Care Center in Durham. Contact Patricia Skinner at 919-479-1915 or by e-mail healingtc@aol.com for details.
- Friday, May 14, noon to 2 p.m. our daytime group meets at the Durham office. Feel free to bring your lunch.
- Thursday May 27, 7 p.m., Chapel Hill Bible Church. Go to www.biblechurch.org for directions.

The Care Shawl ListServ is being updated and moved to our duke server. If you have been on the listserv and wish to remain, please e-mail Katie Smith at ksmith5306@aol.com or Carolyn Colsher at carolyn.colsher@duke.edu. (This is a separate listserv from our hospice volunteer contact list and is solely for updates and information related to our care shawl meetings. If you would like to be added, just let us know.) Thanks.

Brick Dedication and Service of Remembrance Volunteers Needed
The Unicorn Bereavement Center is requesting your help with our next Brick Dedication and Service of Remembrance, to be held in the lovely Carver Gardens behind the UBC on Thursday evening, May 13. We will begin with the Brick Dedication at 5:30 p.m., followed by the Service of Remembrance at 6:30 p.m., and will need volunteers at varying times throughout the afternoon. Outdoor set-up (some heavy lifting) starts at 3:30 p.m., reception / food set-up begins at 5 p.m., and clean-up can take until 8 p.m. We have other jobs during this timeframe (parking, ushering), 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 UBC at 919-644-6869, or by e-mail: peggy.kinney@duke.edu. We always have a good time together, and look forward to hearing from you.

Volunteers needed, Tuesday, May 18, to assemble employee appreciation bags for DHCH staff. This is a one-time, 2- to 3-hour project during the day. Call Carolyn if you can help that day.

There are still opportunities for the gardeners in our midst to participate in the “Adopt a Patio at the Meadowlands” program for spring/summer 2010. This popular program pairs gardeners with the small patio areas outside the 6 patient rooms at the inpatient facility in Hillsborough. Throughout the growing season the gardener will plan, plant, and maintain the area to delight and refresh the residents’ spirits. Several patios are already adopted but others are waiting for that extra care our volunteers provide. Adopt one or more by yourself or with a team. If your green thumb is itching and you are looking for a stage for your horticultural talents, give Carolyn a call for more information. Three patios are waiting to be adopted.
Biannual Community Service of Remembrance May 13 6:30 pm Carver Gardens. Unicorn Bereavement Center If you’re not already familiar with these events, the Brick Dedication is for those families who have donated for a memorial brick, but 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. All in our community as well as volunteers are invited to join us.

Continuing Education Opportunity Friday May 14: You are invited to the fourth installment of the “Being with Dying” series, 8:30–9:30 a.m., and Durham office. This is the audio conference with Joan Halifax Rosh (Buddhist teacher, Zen priest, anthropologist, and author). For more information on Joan Halifax Rosh, look on-line at www.upaya.org/roshi. Mitzi will facilitate this for our volunteers. Call her with any questions.

Friday, May 14–Sunday, May 16. Our next training class for family / patient support volunteers will be a focused-weekend training: Friday evening, all day Saturday and Sunday. Volunteers from all parts of our nine-county service area are needed. We especially need volunteers from Roxboro, Timberlake, and points north to the Virginia state line. If you know people from that area or any other part of the Triangle who would make compassionate listeners for our hospice patients, please have them get in touch with Carolyn Colsher. Current volunteers are needed to participate in the volunteer panel Sunday afternoon, May 16.

Training for Hock Family Pavilion receptionists / ambassadors will be offered in late May. Especially needed are evening (4–8 p.m.) and weekend volunteers. If you know anyone who might be interested, ask them to contact Carolyn Colsher.

BOUNDARY REMINDER from April Perry, DHCH Clinical Educator
Recently a specific example about boundaries came up that you might not have thought about. Keep in mind that it is never appropriate to buy things from patients or family members. This includes candy for school fundraisers, items they have made and are selling, pieces of furniture, cars, etc. Why? When you buy something you change your role from a hospice volunteer to a customer and the patient’s role to retailer. It could interfere with providing good care and could cause them to look at you differently, which could affect the therapeutic benefit of your relationship. Also, if you purchase something from a patient / caregiver / family member, it sets up the other team members as targets. If they do not want to purchase the item, they may feel uncomfortable saying no when you have said yes. So what can you do if asked to purchase something from a patient / caregiver / family member? You can say, “Our organization doesn’t allow us to purchase things from patients / family members / caregivers. But thank you so much for asking.”

Congratulations to Regina Mitchell! We have just learned that Regina Mitchell, Duke Hospice volunteer extraordinaire, has been awarded the 2010 Paraprofessional of the Year Award by the Association for Home & Hospice Care of North Carolina. Way to go, Regina!! Thanks for all you do!

The 2010 Oh, What a Night Gala was a rippin success. The tickets sold out early and thanks to the tireless efforts of our volunteers people enjoyed themselves enormously. It was another great fund AND friend raiser.
IN APPRECIATION OF OUR VOLUNTEERS

Springtime's a'bustin', blooms everywhere --
Time once again to say how much we care.
Time to give credit where credit is due:
We couldn't do any of this without you!
Whatever the challenge, whatever the task,
You're on the job just as soon as we ask.

Though each of you gives something unique to you,
You've got something in common -- hearts open and true.
You live the word 'service', you live the word 'love' --
You brighten our world like sunshine from above.

Mitzi Quint

Mitzi will be on vacation May 3–9 visiting family in Alabama, Louisiana and Mississippi. Call Carolyn if you need anything while she is gone.

A RESOURCE FOR YOU ... Continuing Education for May – BookNotes on How We Die, the National Book Award Winner by Sherwin B. Nuland, MD. Reviewed by Steve Kohn.

For more information contact:
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I wanted a perfect ending. Now I've learned, the hard way, that some poems don't rhyme, and some stories don't have a clear beginning, middle, and end. Life is about not knowing, having to change, taking the moment and making the best of it, without knowing what's going to happen next. Delicious ambiguity.

---Gilda Radner

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.