Duke Hospice Volunteer Newsletter
March 2010

Severe Weather Precautions Please stay safe: To a long-time Durham resident this seems like the longest winter in decades and spring can’t come soon enough. But if we do experience a last burst or two of the dreaded wintery mix, we encourage you to put your safety first. If you need to reschedule a visit because of weather, call your patient or the caregiver and set up a new time, or call the Meadowlands or Hock Family Pavilion staff to let them know you cannot safely drive to your assigned shift. Please do not feel obligated to venture out in a storm. Our volunteers are too valuable to risk having them slide into a ditch or wind up stranded on the side of the road.

Continuing Education Opportunities in March

- **Part 3 of the “Being with Dying” audio conference with Joan Halifax Roshi** (Buddhist teacher, Zen priest, anthropologist, and author) will be offered on Friday, March 12 from 8:30-9:30 at the Durham office. You can participate in just one part or in all the series. If there is enough interest we can schedule the series for volunteers in the evening or on the weekend. Let Carolyn know if you are interested. For more information on Joan Halifax Roshi, look on-line at www.upaya.org/roshi.

- **With Eyes Wide Open: Developing Compassionate Presence** with Frank Osteseki, nationally known hospice speaker and teacher, founder of the Zen Hospice Project, San Francisco. A day-long workshop on compassionate presence for health care providers. Objectives include describing the relationship between compassion and suffering; discussing the value of vulnerability in cultivating transparency in the caregiver / patient relationship; examining caregiver exhaustion, secondary trauma, and moral distress; and providing an integrated model of listening from three centers (head, heart, and body) that cultivates clarity, empathy, and presence. Aldersgate United Methodist Church. Friday, March 19. Call Carolyn for registration information including reduced fees for Duke Hospice volunteers. CEU’s and lunch provided.

- **2010 Hospice Foundation of America National Bereavement Teleconference** – Living with Grief: Cancer and End of Life Care, Wednesday, March 24, 1:30 p.m.—4:00 p.m. Durham office. No CEU’s provided for this event. The teleconference will be broadcast live-via-webcast and will address care options related to cancer diagnoses as well as loss and grief reactions for patients, families, and professional caregivers. It will also examine psychosocial aspects of cancer, pain management, and ethical issues related to the disease. An outstanding panel of experts will be on hand, including our very own Richard Payne, MD, Duke Institute on Care at the End of Life. RSVP to Carolyn if you would like to attend.

**Mileage reports** for income tax purposes are now available. If you have included your mileage with your weekly patient reports, Carolyn can provide you a report of the mileage you submitted. Give her a call.
The volunteer panel for current patient / family support volunteer training will speak Thursday, March 18 at 2:30 p.m. in the Durham office. This session is one of the most popular parts of volunteer training, a time when the newbies get to hear from veterans about the rewards and challenges of life at the bedside of the dying. If you would like to share your experiences with our newest volunteers, please call Carolyn to let her know. Please consider it; you have something very valuable to share.

**Hock Family Pavilion volunteer receptionist/ambassador training.** The Hock Ambassadors staff the front desk, answer phones, greet visitors, conduct building tours, and serve as host / hostess to the many patients and visitors who come through the doors. This condensed training program lasts a single afternoon and prepares you to serve in our new state-of-the-art inpatient facility on Roxboro Road in North Durham. The next training session is Saturday, March 20 from 1-5 p.m. at our Durham office. Call Carolyn for details or to sign up.

We are recruiting volunteers for our northern service area. As soon as we get a group of interested volunteers, we will schedule training in this area. If you can help recruit volunteers to work with patients living in Person, Franklin, and Vance counties, please talk to Carolyn. We would love to put information in newsletters and church bulletins, to post flyers and speak to interested groups (churches, service or social organizations, or your bridge, poker, bunco, or motorcycle group).

**Save the Date:** Once again we are opening up our wildly entertaining Monster Packet Assembly Day to fun-loving, snack-eating volunteers looking for a short-term, one-shot volunteer opportunity that makes a significant contribution to the operation of our many Duke HomeCare & Hospice programs. You may arrive a stranger but you will leave as a valued part of our administrative volunteer team, with one exception: we don’t take your phone number or your e-mail address, and you won’t get phone calls asking you to come again. But you likely will come again because you had such a good time and met so many fun people. The action goes down Saturday, April 3 from 9 a.m. to noon at the Durham office. Call Carolyn to let her know you’re coming so she knows how many snacks to bring.

**Calling all Cooks (and even some non-cooks)!**
Believe it or not, we are approaching the first anniversary of the opening of the Hock Family Pavilion, our 12-bed inpatient hospice facility in Durham. To celebrate, we will be hosting a community event on May 1 on the lawn at Hock Family Pavilion. In addition to speakers from our community we will have a brief service of remembrance for all of those who have died in our community in the last year, and (here’s where our cooks come in) a reception. We need your help to provide light refreshments for this event. Some items that we need are: cookies, brownies, crackers, punch, and (for you non-cooks) ice. If you would like to help by preparing / providing treats for this special service to our community, please contact Carol Ann Mullis at 919-479-0315 or by e-mail carol.mullis@duke.edu. Thanks for all you do!

**Norovirus UPDATE**
Just when we thought we might be pulling out of the H1N1 season, the Norovirus has returned and a recent outbreak has restricted visitors to some of our PARTner facilities. Please remain vigilant in the areas where we have some control: handwashing and germ spread. Also, keep on the lookout for possible symptoms (nausea, vomiting, diarrhea, and some stomach cramping. Sometimes people additionally have a low-grade fever, chills, headache, muscle aches, and a general sense of tiredness. The illness often begins suddenly, and the infected person may feel very sick. In most people the illness is self-limiting with symptoms lasting for about 1 or 2 days.). None of this is to say that H1N1 is gone for good either, but the precautions you take against one will protect against the other. For more information on both of these misery-causing diseases, go to www.cdc.gov. And please remember: by the very nature of your patient’s status as a hospice patient, he or she will be more susceptible to these infections. As we have mentioned before, please stay home if you have symptoms of this flu, and let Carolyn or Mitzi know you cannot volunteer as scheduled.
The Importance of Being Earnest by Oscar Wilde is “absolutely one of the funniest comedies in the English language. Wicked wit and dead-on social satire wrapped in a Victorian confection of dual identities, matters matrimonial and the provenance of a particularly pertinent handbag. Between the laughs, Wilde’s dazzling wordplay delivers a subversive look at society’s hypocrisy. Pure enjoyment!” If you would like to be added to the e-mail contact list to be notified when / if tickets become available through the Playmaker’s Spotlight on Service program for volunteers, 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 for this and future plays, go to the Playmakers website at http://www.playmakersrep.org/.

Disney is close to their goal of inspiring a million days of volunteer service. If you want to participate and earn a free Disney Day park pass, the time is now!! Disney’s “Give a Day. Get a Disney Day” program offers free day-passes to either Disneyland (California) or Walt Disney World (Florida) in exchange for a day of service to a qualifying organization. Duke Hospice is one of those qualifying community organizations. For more information and to register, please go on-line to www.disneyparks.com. Time is running out.

National Healthcare Decision Day is April 16. Help spread the word about healthcare decisions at the end of life. If you like to work with the public and are interested in spreading the news about this topic, please let Carol Ann Mullis know. Carol.mullis@duke.edu. More info is available at http://www.nationalhealthcaredecisionsday.org/Welcome.htm.

The 2010 “Oh What a Night!” Gala will be held on Saturday, April 24 at Treyburn Country Club. There are many ways, large and small, to be involved. Meetings have begun and the current focus is on sponsorships and silent auction items. If you would like to find out about these or other OWAN volunteer opportunities, please contact Danielle Irving at Danielle.irving@duke.edu.

Camp ReLEAF 2009: May 1-2, 2010 is our annual, overnight bereavement camp held in the spring of the year at Camp New Hope in Chapel Hill. We provide a healing camp experience for children in kindergarten through 8th grade who have suffered the loss of someone significant in their life. If you know a child who might benefit more information and applications are available on our website www.dhch.duke.duhs.edu. We can always use financial support or in-kind donations (sponsoring meals or individual campers, gift cards from Michael’s or A.C. Moore, etc.) for Camp ReLEAF. If you or someone you know would like more information about Camp ReLEAF, please contact William Holloman 919-644-6869 ext 222, william.holloman@duke.edu

CONFIDENTIALITY REMINDER: Leaving Messages on Answering Machines or with a Patient’s Family and Friends

The HIPAA Privacy Rule permits health care providers to communicate with patients regarding their health care through the mail, by phone, or in some other manner including leaving messages for patients on their answering machines/voicemail. However, to reasonably safeguard the individual’s privacy, the information disclosed should be limited when leaving a message for the patient. For example, only leave your name, that you are a volunteer and a call back number, and other information necessary to confirm an appointment, or ask the individual to call back. DUHS also may leave a message with a family member or other person who answers the phone when the patient is not available. The Privacy Rule permits covered entities to disclose limited information to family members, friends, or other persons regarding an individual’s care, even when the individual is not present. However, individuals should use professional judgment to assure that such disclosures are in the best interest of the individual and limit the information disclosed. Messages left with a family member or friend should be limited to the same information as messages left on an answering machine with only the name and call back information provided to the friend or family member. If you have questions about protecting the privacy of your patient and families please call Carolyn or Mitzi.
Three care shawl meeting opportunities in March: This very popular project provides soft, snuggly shawls to our hospice patients in need of a warm, nurturing boost. Our chaplains and social workers report that they are very well received. If you’d like to be part of this project, come out and join the fun. Learn the stitches and patterns we use (or if you’re already a knitter/crocheter develop a pattern on your own that fits our needs) and go forth and click those needles, whip those hooks. Patterns are available to those you would like to work on their own at home. Everyone from the community is welcome at these meetings.

- **Saturday, March 6 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, March 12, noon to 2 p.m.** at the Durham office our daytime group will meet. Feel free to bring your lunch.
- If you’re available in the evenings, the current group will continue to meet in odd-numbered months. The March meeting is **Thursday, March 25 at 7 p.m.** at Chapel Hill Bible Church.

With the trust that spring will come again, we are sending out a call 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.

In March Mitzi will resume her regular hours working with the volunteer program on Monday afternoons, all day Tuesday, and Friday mornings. But she will be on vacation Mar. 19 and Mar. 26-29. If you need assistance in her absence, please call Carolyn.

A RESOURCE FOR YOU ... Continuing Education for March—Book Note for Passed On: African-American Mourning Stories by Karla FC Holloway.

For more information contact:
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... no matter how big government gets, and no matter how many services it provides, it can never take the place of volunteers.

--Ronald Reagan

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.