

# Volunteer News

August – September 2008



## **Welcome to our Newest Volunteers!**

(Not all pictured)

Rev. Robert Brown, Judy Bryan, Marlene Bunker, Patt Burchett, Dr. Bill Costello, Denise Evans, Bob Eifler, Rev. Debra Hansen, Michael "Mac" Heller, Mary O'Brien, Dennis Steele, Sharon VanBuren, Joann Wilder

## **Experienced Volunteers who completed**

**training:** Patricia Bowra, Hollyann Brown, Sally Buckner, Sharon Burnett, Cathy Doublestein, Mary Froede, Susan Hoffman, Jane Keller, Ethel Larsen, Maureen MacDougall, Joanna Rautio, Betsy VanOrman

**We continue to have a need for volunteers, especially those who are interested in working at Hiland Cottage, where we have volunteer staffing needs 7 days a week!**

**We are ALSO in need of volunteers who are trained massage practitioners or licensed hairstylists/manicurists.**

**Our next New Volunteer training session will be held in October.  
If you know of someone interested in volunteering, please have them  
call our main office at 231.487.4825 for more information!**

**Bay View Massage  
Jamie Jamison, CMT  
(HOLT B Volunteer ☺)  
231.881.0151  
220 Bay St.  
Downtown Petoskey**

**Now through September 2008**  
Present a copy of this Volunteer Newsletter to receive a  
one-hour massage session for \$40.

**VOLUNTEER OPPORTUNITIES AND NEEDS**

**Introducing Volunteer Liaisons**

In order to implement the idea of assigning a volunteer to every patient, the Volunteer Support and Recognition Committee has been hard at work planning a Volunteer Liaison pilot program.

We hope to train at least six Volunteer Liaisons for this program. Among other duties, Volunteer Liaisons will provide the following:

- Maintain weekly (Monday morning) contact with the Volunteer Coordinator regarding their patient "caseload."
- Attend monthly Volunteer Liaison meetings with Volunteer Coordinator.
- Make an initial call to new patients/families to explain and offer volunteer services.
- Assist in assigning a volunteer to provide any needed services for that family.
- Maintain regular phone contact with the patient/family (if they are open to this) to monitor volunteer involvement and assist with additional volunteer service requests.
- Offer to accompany volunteers to first patient visit if needed.

**Job Requirements:**

- Active, trained Hospice volunteer with at least six months of service and patient care experience.
- Willing to serve the duration of the pilot project, assist with program evaluation, and implement the revised program – a commitment of at least one year.

An **informational training** for all volunteers interested in becoming a Volunteer Liaison will be held on:

**September 22, 2008 from 5:30 – 7:00 p.m.**  
**HOLTB Conference Room — Lower Level of Hiland Cottage**

**Call Heather O'Brien, Volunteer Coordinator, at 231.487.7943** if you have any questions or are interested in attending the training for this exciting new Volunteer Opportunity!



**INTRODUCING HANNAH**

Hannah is a 2-year old Labradoodle who is our first pet therapy volunteer for Hiland Cottage. Kathy Schroeder, her volunteer owner, is having fun sharing Hannah's talents that include singing, shaking, and gently greeting all those she meets! Volunteer therapy animal visitors for Hiland Cottage must be up to date on their vaccinations, have a letter of recommendation from a trainer or vet, and be approved by the Volunteer Coordinator or Cottage Manager.

### **ONGOING HILAND COTTAGE SEWING/QUILTING GROUP OFFERED**

We are projecting that we will serve 40 – 50 patients a year at Hiland Cottage, and we would like to provide these patients and families with a quilt to use and keep as a memento of their loved one. We also provide a lap blanket (can be knitted, crocheted, quilted, or fleece) as part of a Welcome Bag given to all Hiland Cottage residents. Additionally, we would like to offer similar special items for our home-care patients.

In order to do this, we are offering our beautiful new facility as a meeting place for those of you that would like to come together for a sewing/quilting group. Some quilting supplies have already been donated towards this endeavor, and the group would be open to Hospice volunteers as well as any community members interested in helping out.

If you have an interest in helping put this idea together, or in attending such a group, please contact the HOLT B Volunteer Hospitality Committee Co-Chairs: Kathi Kan at 231.347.3581, or Barb Postelnick at 231.347.0798.

### **DONATIONS NEEDED!**

Please help spread the word that we are in need of the following items:

For Hiland Cottage Welcome Bags:

- Gift Cards for Wal-Mart, K-Mart, Grain Train, Joann's or Petoskey Dollar Store
- Mint flavored Life Savers/Tic Tacs
- Non-flavored chap stick
- Fleece for lap blankets
- Non-slip (rubber tread) slipper socks for both men and women
- Small vases (to hold a few cut flowers)
- Small photo albums with plain covers (no pictures)

We are also in need of two – three "slightly used or new" VCRs with remote control and directions that are easy to hook up and use.

### **VOLUNTEERS NEEDED TO ASSIST WITH OUR NEWSLETTER**

We are also looking for two – three volunteers who could collaborate on the creation and writing of our volunteer newsletters. We would like to make the Volunteer News an every-other-month publication in 2009. If you are interested in helping, please call Heather, Volunteer Coordinator, at 231.487.7943 or email [hobrien@northernhealth.org](mailto:hobrien@northernhealth.org).

It has been a busy and exciting summer for the Volunteer Program, and I want to thank the many volunteers that have been working hard to support our office staff and patients, and those who have been helping us get ready to open and serve our patients and families in Hiland Cottage! Also, don't miss our upcoming events page in this newsletter that includes some fun training opportunities offered this fall!

THANK YOU TO ALL FOR ALL YOU DO!  
Heather O'Brien MA, LPC, NCC  
Volunteer Coordinator

**Upcoming Events – Mark Your Calendar**

**September 10, 2008**  
**Wednesday, 6 – 8 p.m.**

**“Tuesdays Program Workshop”**  
**Assisting patient’s with personal writing**  
**Presented by: Rebecca Stimson, LLC**

Member, Association of Personal Historians  
Member, American Medical Writers Association  
*Clarkwood Connect*

In the tradition of the popular book, “Tuesdays with Morrie,” many Hospice patients appreciate the opportunity to present friends and family with a piece of personal writing. For some it might be a letter, for some a brief story, for others a series of memories. In all its forms, life review and reminiscence validate and honor the patient’s life and his/her contributions to the lives of others.

This interactive workshop will teach different strategies for helping patients put their memories and messages in print. Topics will include how to introduce patients to the idea of leaving a written legacy, what forms the reminiscence may take, how to conduct an interview, and how to edit the work while maintaining the voice of the patient. Attendees will also have the opportunity to share their ideas about other ways to assist patients in talking about themselves and preserving those conversations and stories.

**Call 231.487.4825 to register for the above workshop to be held in the Hospice of Little Traverse Bay Conference Room.**

**October 3 – 5**

**Shanty Creek Resort in Bellaire, MI**

**26<sup>th</sup> Annual Michigan Hospice and Palliative Care Organization Volunteer Symposium**  
**“The Art of Hospice”**

This annual event is for Hospice volunteers and Hospice volunteer coordinators from across the state of Michigan to network and connect. Keynote speakers, individual sessions, and an awards banquet are some of the highlights of the Symposium. Last year, four of our Volunteer Advisory Committee members joined me for this conference, which they all reported was fun, informative, and invigorating as we look forward to the future of the Hospice of Little Traverse Bay Volunteer Program. All Hospice of Little Traverse Bay volunteers are welcome.

Early Bird Registration Full Conf. = **\$185**  
Early Bird Regist. Saturday Only = **\$119**  
Early Bird Deadline = Sept. 8, 2008  
Hotel Reservations – **\$105/night**

Up to 4 adults can share a room and the cost! We will assist with making your reservations for both the conference and hotel for those attending.

**Call Heather O’Brien, Volunteer Coord.**  
**by August 29, 2008 at 231.487.7943 if**  
**interested in attending!**



**231.487.4825 · hospiceltb.org**