



Volunteer focus



Director's Dialogue

Adam Stice, Director of Human Resources

Welcome to this **special edition** of the **Volunteer Focus** Newsletter! Our goal is to introduce you to the new Heart 'n Home Family Core Values of Heart 'n Home. This past year, I attended a National Human Resource conference in Las Vegas where I was able to hear keynote speakers from all over the world. Companies from Google to Disney were sharing their ideas on how companies function. It was awesome to learn different techniques from other corporations. Through this conference and visits from national representatives to our office, Heart 'n Home came to the realization that we had something really special ... our **CULTURE**.

Culture is the values and behaviors that set the standard of how employees and Volunteers treat fellow co-workers and Volunteers, as well as patients and families, and the community.

In the past Heart 'n Home had incorporated 5 value words to explain our culture. Although they were a great idea, we hadn't truly captured the entire concept that embodies the Heart 'n Home culture. It felt as though there was something missing. As we have searched to better define who we are and strive to be, we established the 10 Family Core Values. By better defining our culture, we can protect and work to build that special feeling that has done so many great things. We hope to provide a home away from home - an environment where staff and Volunteers feel safe and ultimately happy.

It has taken us months to reflect and explore our culture and what has made us so successful. Although this task was not easy, we believe we have finally defined what that is and would like to share that knowledge with everyone, from new employees and Volunteers to our communities and families served. These **Family Core Values** are what define us as a company. As we strive to continually embrace these values, our success will only continue to grow. We are extremely excited to take this time, to role out the 10 Family Core Values!

As Volunteers, you are an essential part of the Heart 'n Home family and we hope you will commit with us to each of these Family Core Values (which are in no order of importance). Together we will be a positive force in helping our patients and the communities we serve. We greatly appreciate what each of you brings to Heart 'n Home. Your desire to volunteer your precious time to help our patients and their loved ones is inspiring.

Please review this special edition newsletter and the Family Core Values insert.

February 2012



February Birthdays

- ♥ Sandra Alley
- ♥ Milly Davis
- ♥ Ron Forrester
- ♥ Allen Gerig
- ♥ John Karp
- ♥ Jean Kelly
- ♥ Kathy Koch
- ♥ Marcus Miller
- ♥ Gloria Roberts

**Congratulations
Brianna on your
newest bundle of joy!**



Spiritual Care: Helping to Transform Spiritual Pain

Heart 'n Home has an innovative and extensive Spiritual Care Program that we will be educating on throughout a series of 10 more editions. It is our hope that you will gain a broader understanding of what spiritual pain is and why it is vital to decrease suffering.

It can be said that pain is inescapable; however, suffering is optional. In our modern world we tend to use the words *pain* and *suffering* in an interchangeable way. Pain and suffering are not the same. Pain is the hard truth of disease, old age, and dying. However, our response to pain—called suffering—is highly subjective. When pain is diagnosed, the result is a path of care to alleviate suffering. It has been observed that when pain is understood and the self (physical, spiritual, emotional, and relational) is cared for, most fears or in other words most suffering is lessened, if not removed completely.



Spiritual pain is one demotion of total pain. The theory of total pain teaches us that every pain we experience in our lives has an effect on our total self. The self is physical, spiritual, emotional, and relational. The focus of the Spiritual Care Team at Heart 'n Home will be on how the pain of growing old, disease, and dying affects the spiritual aspects of the self. As Spiritual Care Providers, we might not be able to remove the pain, but our goal is to understand the suffering that results from the pain. For example:

- Does my pain, take away my meaning (e.g., my job, activities, car, home, etc.)?
- Does it affects my senses of forgiveness (my need to let go)?
- Does it change the way I relate (to my family, my friends, my God, or my world)?
- Does it steal away my hope (that which got me up in the morning)?

“The awareness of our pain is vital in the attempt to decrease suffering.”

These are all ways our spiritual pain can cause us to suffer. The awareness of our pain is principal in the attempt to decrease suffering. Carl Jung said, “If you get rid of the suffering before you answer its question, you get rid of the self [that is, the psyche of the soul] along with it.” Disease is a language that offers data about our inner as well as our outer world. Suffering does not have to end in hopelessness. When curing is no longer an option, healing is always possible.

Next month in the Lighten Up Your Life Newsletter (*usually the insert page of the Volunteer Newsletter) we will look at the four qualities of spiritual pain in more detail to help identify this type of suffering and where you can get help managing spiritual pain.

Worth Recognizing

One Sunday a month, **Debbie Dye** organizes a group that gathers to bake goodies in an effort to share some love and light in the midst of the challenges and fears people are facing. The group delivers baked goods to the Police and Fire Departments, widows, and TVCC students.

Debbie’s group also offers prayer, pedicures, and any home maintenance that is needed.

A special thanks to Debbie from all of us at Heart 'n Home for this selfless ministry that has touched so many lives.



Megan Barrus

**Interim
Fruitland Volunteer Coordinator**

It is with joy and excitement that I begin my role as the Interim Volunteer Coordinator in Fruitland, especially because it means I get to work with all of you all, our excellent Volunteers! Thank you for making me feel welcome with your open arms that are ever-giving. It seems as though I have come full circle in some ways. I began my work in hospice as a volunteer, approximately four years ago in Portland, Oregon, and my life changed because of that choice. I have a passion for service and I had the opportunity to learn so much about myself as well as others during my time as a volunteer.

I believe volunteering is one of the most selfless things a person can do because it means you are giving of your time and of yourself; there is no expectation of reward or recognition despite how both are deserved. I do not believe there is any better example of **Demonstrating Respect and Compassion** than this. On any given day, a Volunteer genuinely cares, listens, and gives to a patient and family, ensuring that each person involved is shown dignity and feels loved. Words are not enough to say THANK YOU for giving your time and selves to our patients and their families. I am honored and privileged to continue working in hospice, and I look forward to sharing in your stories and small moments of greatness.



Anna Howard

**Interim
Meridian Volunteer Coordinator**

Hello Volunteers! I'm currently filling in for Brianna Walter in Meridian while she is on maternity leave with her new son, Callen. I've been an employee for Heart 'n Home for almost a year. I'm also a Hospice Aide, and it's been so great to meet so many wonderful patients and families.

I'm currently a student in the Graduate College at Boise State University. I'm studying to become a Licensed Counselor and open my own mental health practice, and child play therapy. Before I worked for Heart 'n Home I spent about three years traveling the world. I lived in Sweden, Italy, South Korea, and traveled to Japan and China. Some of my favorite activities include playing soccer, yoga, riding bikes and scooters, camping, hiking, snowboarding, and much more.

My favorite family core value is **Be Passionate**. I always find this Value to help with visiting patients and helping families, but also overlapping into my daily life. I'm so blessed to have this opportunity to wear another hat in the amazing family at Heart 'n Home. I am excited to meet all of the Volunteers and help guide you into reaching your goals as a Volunteer. If you have any Volunteer needs feel free to contact me.

VISIT US

View new content and
interactive visuals!

It's new!

It's innovative!

It's our website!

www.goHOSPICE.com

Family

CORE VALUES

Be Passionate

Purpose finds the right mountain, passion moves it! Calls one to action. To love something.

Create Legendary Service

Exceeding customers' expectations and anticipating needs, delivering...WOW

Be Accountable

Being willing to shoulder responsibility and take ownership first for yourself and second for others. Take responsibility for results, good or bad. Steady, even in difficult times. Being a good steward.

EMBRACE INNOVATION

Embrace change, constant improvement both inside and out, learn and grow, seek new and improved ways to do things.




View online at gohospice.com/career/



COMMIT TO PURPOSE

Having the determination to do whatever it takes to achieve a goal with little regard to the obstacles ... keep moving forward. Deciding to fully engage oneself to action.



Inspire People

"To communicate the worth and potential of people so clearly that they begin to see it within themselves."
- John Covey

EVERYONE'S A LEADER

A leader is anyone who influences change in those around them.



Build Meaningful Relationships

WE before me! Determine and meet the needs of others to help them feel important. Adding value to other peoples' lives. Making a difference one person at a time.



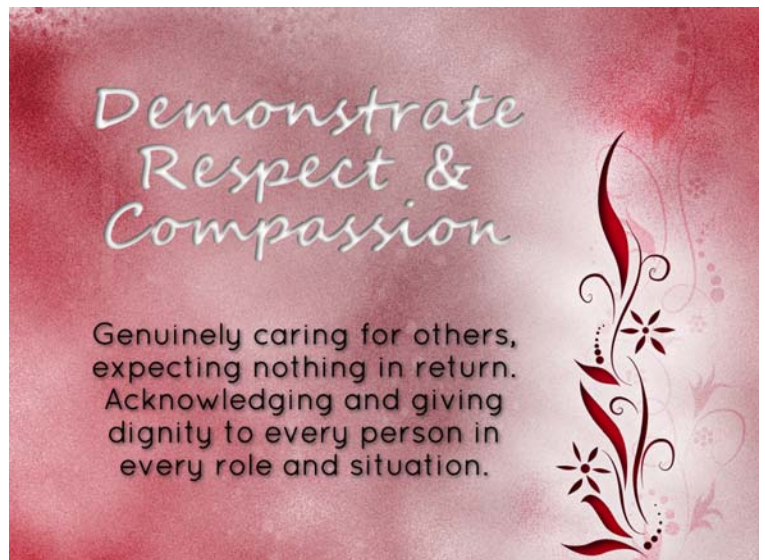
CREATE TRUST

Gaining confidence through character and competence within ourselves and others.



Demonstrate Respect & Compassion

Genuinely caring for others, expecting nothing in return. Acknowledging and giving dignity to every person in every role and situation.





Stay connected every day of the week!

February 2012

National Heart Month

FRUITLAND, ID
1100 NW 12th St.
Fruitland, ID 83619
208-452-2663



EMMETT, ID
306 S Washington Ave.
Emmett, ID 83617
208-365-2099

CALDWELL, ID
822 S 10th Ave.
Caldwell, ID 83605
208-454-0262

MERIDIAN, ID
3557 E Overland Rd.
Meridian, ID 83642
208-288-1143

BAKER CITY, OR
3370 10th St., STE E
Baker City, OR 97814
541-524-7688

1-800-HOSPICE
www.goHOSPICE.com

SUN	MON	TUES	WED	THURS	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14 Valentines Day 	15	16	17 Random Acts of Kindness Day	18
19	20 President's Day Office Closed 	21	22	23	24	25
26	27	28	29			

Anna's Schedule : Meridian Office (Tuesday, Wednesday, Friday) ; Betty's Schedule: Baker City Office (Tuesday, Wednesday, Friday)
Lizeth's Schedule: Caldwell Office (Tuesday, Wednesday, Thursday); Sandie's Schedule: Emmett Office (Monday, Tuesday, Friday)
Megan's Schedule: Fruitland Office (Tuesday, Wednesday, Friday) Caldwell Office (Monday, Thursday)



1100 N.W. 12th Street
Fruitland, ID 83619

Pre-Sorted STD
US Postage Paid
Fruitland, ID
Permit No. 100

Return Service Requested

YOU make a difference!