

# focus

# Volunteers



## Director's Dialogue

**Brianna Walter, Director of Volunteer Services**

What a beautiful fall we were blessed with! Autumn is absolutely my favorite time of year as we watch all the colors on the trees transform and paint a pretty picture of the changes that are constantly happening in our lives. Everyday that passes grants us new opportunities and challenges that we overcome. No one has the perfect life, or situation, even though things may look greener on the other side. You never know what someone's challenges may be or what "seasons" they may be going through. As Volunteers, remember to be respectful of different situations with patients and families and remember the stress that is going on in their lives. We are entering the holiday season and this can bring around a whole new type of stress for our families. We know you will do all you can to help them get through this difficult stage in their life, and we appreciate that.

If you haven't heard, our fearless leaders: Cindy, Kris, and Todd headed to Chicago in October to receive a national award as one of the *Top 100 Best Places to Work in Healthcare!* Heart 'n Home was ranked 69th out of 100 and we couldn't be more proud! You should feel honored to work for an organization with such integrity and passion. Little Fruitland, Idaho has been placed on the healthcare map!

I wish you a holiday season filled with unforgettable memories with your families! I feel so privileged to work with you and I'm always impressed with the heart and soul that you give each day as a Volunteer! Keep up the great work and Happy Thanksgiving!

*"Thanksgiving Day is a jewel, to set in the hearts of honest men, but be careful that you do not take the day and leave out the gratitude." - E.P. Powell*

## Upcoming Volunteer Events

### Volunteer Trainings

- ♥ Friday, November 4, Baker City office, 9:00 a.m. - 5:30 p.m.
- ♥ Friday, November 11, Emmett office 9:00 a.m. - 5:30 p.m.
- ♥ Bereavement Training. Wednesday, November 30, Caldwell office 1:00 p.m. - 4:30 p.m.

### Volunteer Refresher Trainings

- ♥ Tuesday, November 15th, Baker city office, 10:00 a.m. - 12:00 p.m.
- ♥ Friday, November 18th, Caldwell office, 9:00 a.m. - 11:00 a.m.

Heart  
Hospice &  
Palliative  
Care, LLC  
Home  
*"Where Hearts Come Home"*

November 2011



## Welcome New Volunteers!

- ♥ Brittany Barnes
- ♥ Larry Clucas
- ♥ Jay Hawkins
- ♥ Tim Tracy

## Happy Birthday!

- ♥ Cleve Clucas
- ♥ Jillian Cote
- ♥ Mary Corn
- ♥ Margaret Cromwell
- ♥ Justin Gause
- ♥ Susan Gerig
- ♥ Ramiro Gonzalez
- ♥ Ronda Hawk
- ♥ Karen Hawkins
- ♥ Sophia Maupin
- ♥ Meg Kevan
- ♥ Ron Turner



## Cicely Ambassador Fall Projects

**Heather Grothaus, Fruitland Volunteer Coordinator**

The Cicely Ambassadors have been very busy over the last couple of months planning their **Fall Service Learning Projects**. As the end of 2011 rapidly comes upon us, I must mention the wonderful work they have done. The students held their projects during National Kids Care Week, which was October 17-22nd. During Kids Care Week, thousands of youth across the country participate with a purpose in making a difference in their communities. The annual event recognizes the power of youth to help others in their local community. In honor of this noble week, **Ontario High School Ambassadors** had a Movie Night at Dorian Place Assisted Living Facility where about 15 residents attended the viewing of the movie *UP* and loved it! The students were able to interact with the senior citizens and really make a difference in their day. **Fruitland High School Ambassadors** held a Harvest Hop Dance at the Payette Senior Center. This too was a huge success, there was lot's of laughter and dancing had by all that attended. Each one of the students had the opportunity to dance several different styles of dances that were eagerly taught by the senior citizens. Between the two events there were over 70 senior citizens that were able to participate. The Ambassadors are so grateful for the chance to participate in these projects within their communities and to have the opportunity to make a difference!



## Save the Date!!!

It's time to put the **Heart 'n Home Christmas party** on your calendars! This is a great event and all Volunteers are encouraged to attend! Come and meet the entire Heart 'n Home team and have a great time celebrating the season. A delicious meal will be served, as well as Volunteer gifts, employee and Volunteer awards, and much, much more!

Please RSVP.

**Saturday, December 10 6:00 p.m. - 8:30 p.m.**

**Clarion Inn**

**Sawtooth/Wilderness Rms 1249 Tapadera Ave. Ontario, Oregon**



## Troy Martin

**November Volunteer of the Month**

Troy Martin, a Baker City Volunteer, has been chosen for the Volunteer of the Month for November! Troy initially started Volunteering in the Fruitland office in April, 2007. He primarily focused on landscaping tasks (as this is his career) and didn't think he was interested in patient care volunteering. After moving to the Baker City area, Troy decided to "spread his wings" and has found much enjoyment in the four patient assignments he has...not landscape related! Troy is such a dedicated Volunteer, he has been willing to travel to see his patient in La Grande, as well as the three in Baker City. He is kind enough to help his patients with errands, mowing lawns, or just visiting...whatever they may need.

Troy was born and raised in Pennsylvania. Troy is the fourth child out of seven (he has two brothers and four sisters.) At age of 21 he moved to New Mexico, where he stayed there for a year and a half. From there he moved to Ontario, Oregon, and he now lives in Union, Oregon.

Troy in his spare time likes to go hunting for deer, antelope, and elk. He enjoys fishing and hiking, and he adds with a laugh, "I also like to read." Troy is very involved with his church family and he volunteers with the youth group at his church.

Heart 'n Home is proud to have Troy as a Volunteer! Thank you Troy, for the work and dedication you provide to your patients.



# A Note from the CEO

Cindy Lee, RN, CHPN, CHPCA - CEO/Owner

First of all, I want to thank you for your services. I can't begin to thank you enough for the work that you do and how much it means to me. The purpose of this letter is to discuss how important it is to chart to the decline or negatively for our hospice patients. If our charting doesn't substantiate the need for us to be there, our patients will no longer receive their hospice benefit. Below are a few documentation tips to help with negative charting:

### Documenting the "need" for the visit is key.

- ♥ Helped patient with laundry, provided companionship, read to the patient.
- ♥ **Patient's Appetite** (focus on the numbers). Examples: Percentage eaten, fluid intake, number of meals for the day. "Patient ate 20% of meal." versus saying, "Patient ate all of her apple pie at dinner."
- ♥ **Patient's Pain** (focus on simply stating, not estimating). Remember to always ask for a pain level of 0-10. If they can't tell you a number then examples include: stiff, uncomfortable, sore, achy. Don't put a number in unless they can tell you.
- ♥ **Patient's Shortness of Breath** (focus on what you see). Examples: purple lips, awkward breathing, panting, leans forward when talking, big breaths when talking.
- ♥ **Patient's Anxiety** (focus on actions). Examples: rambling, wiggling, sad eyes, tearful, furrowed brow.

Another helpful tip would be to look at the patient and their surroundings to paint a picture for those looking at the chart.

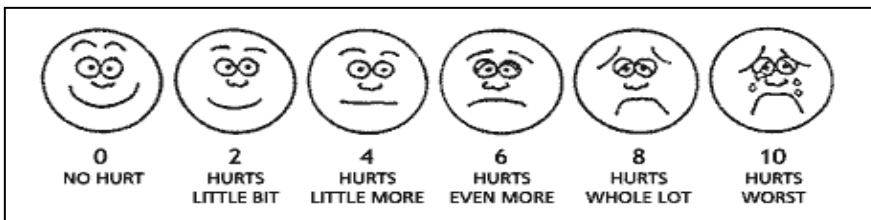
- ♥ **Patient's Surroundings** (focus on the state of the environment). Examples: DME, hygiene, cluttered.

I hope this information is helpful. If you ever have any questions, I always have time. Again, thank you from the bottom of my heart for your contributions to Heart 'n Home, our patients, and their families. You are very much appreciated.

Much love and respect,

Cindy Lee, RN, CHPN, CHPCA

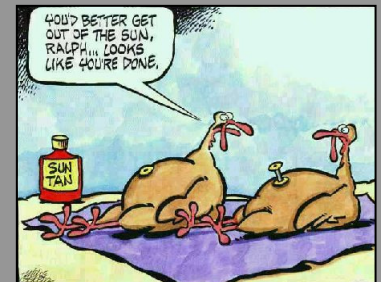
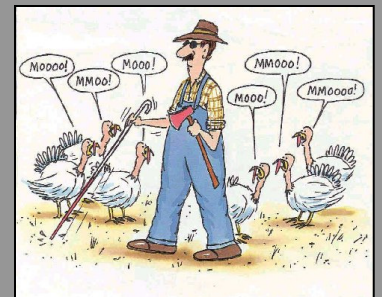
CEO / Administrator



"As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them."

John F. Kennedy

## Happy Thanksgiving!



May your stuffing be tasty, may your turkey be plump.

May your potatoes and gravy have never a lump.

May your yams be delicious, and your pies take the prize,

And may your Thanksgiving dinner stay off your thighs!

# November 2011 - National Hospice 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

1405 Campbell St.  
Baker City, OR 97814  
541-524-7688

**1-800-HOSPICE**

[www.gohospice.com](http://www.gohospice.com)

| SUN                                               | MON | TUES                                                         | WED                                                            | THURS                                             | FRI                                                                     | SAT                           |
|---------------------------------------------------|-----|--------------------------------------------------------------|----------------------------------------------------------------|---------------------------------------------------|-------------------------------------------------------------------------|-------------------------------|
|                                                   |     | 1                                                            | 2                                                              | 3                                                 | 4<br>Baker Vol.<br>Training<br>9:00 a - 5:30 p                          | 5                             |
| 6<br>Daylight Savings<br>Time Ends<br>"Fall Back" | 7   | 8                                                            | 9                                                              | 10                                                | 11<br>Emmett Vol.<br>Training<br>9:00 a - 5:30 p<br><i>Veterans Day</i> | 12                            |
| 13                                                | 14  | 15<br>Baker Vol.<br>Refresher<br>Training<br>1:00 p - 3:00 p | 16                                                             | 17                                                | 18<br>Caldwell Vol.<br>Refresher<br>Training<br>9:00 a - 11:00 a        | 19<br>Family Volunteer<br>Day |
| 20                                                | 21  | 22                                                           | 23                                                             | 24<br>Thanksgiving<br>Day<br><i>Office Closed</i> | 25<br><i>Office Closed</i>                                              | 26                            |
| 27                                                | 28  | 29                                                           | 30<br>Bereavement Vol.<br>Training Caldwell<br>1:00 p - 4:30 p |                                                   |                                                                         |                               |

Brianna's Schedule: Fruitland Office (Monday, Thursday); Meridian (Tuesday, Wednesday, Friday.)

Betty's Schedule: Baker City Office (Tuesday, Wednesday, Friday.)

Lizeth's Schedule: Caldwell Office (Tuesday, Wednesday, Thursday.)



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