

# focus



## *Director's Dialogue*

**Brianna Walter, Director of Volunteer Services**

Things have been going great working with Lizeth, the new Volunteer Coordinator in Caldwell. Lizeth's background in Social Work, makes it an easy transition to work with hospice patients and the wonderful Volunteers! I appreciate all the kind words of encouragement from the Caldwell team as I transition to the Meridian office.

I want to commend the Volunteers for the time sheets that I have been receiving. The documentation has been so helpful to note the declines or changes that you see in your patients. The information that you relay to the Volunteer Coordinator can add some great insight into the patient as you might see other behaviors or complaints than the Nurse, Social Worker, Hospice Aide, or Spiritual Care Providers. You truly are a vital part of our hospice Interdisciplinary Team (IDT).

If you have seen me lately, you will notice that my belly is getting quite a bit larger! My husband and I are expecting our second son to be born the end of January. As the excitement of our new little one is right around the corner, I have been thinking of some new traditions that I can start with my family. Fall is a great time to enjoy the changing seasons as a family; whether it is a hay ride in the pumpkin patch, decorating the house, or helping with the last of the canning season. Invite the kids to help you with these tasks. It's worth the mess when the memories will last a lifetime. Enjoy the beauty around us as the colors of Fall remind us of the eventful Summer we had, and the promise of new seasons to come. Fall is one of my favorite times of the year, so I wish you all health and happiness as we head into the holiday season.

## *Upcoming Volunteer Events*

### *Volunteer Trainings*

- ♥ Friday, October 28th, Fruitland Office, 9:00 a.m. - 5:30 p.m.

### *Volunteer Refresher Trainings*

- ♥ Friday, October 21st, Caldwell Office, 9:00 a.m. - 11:00 a.m.
- ♥ Monday, October 24th, Fruitland Office, 9:00 a.m. - 11:00 a.m.
- ♥ Wednesday, October 26th, Meridian Office, 9:00 a.m. - 11:00 a.m.



October 2011



## *Welcome New Volunteers!*

- ♥ Sandra Alley
- ♥ Jandee Carlson
- ♥ David Coombs
- ♥ Chris Johnson
- ♥ Danae Perkins
- ♥ Lynne Proudfoot
- ♥ Marcus Miller
- ♥ Cindy Morris

## *Happy Birthday!*

- ♥ Larry Alexander
- ♥ Mary Lou Dew
- ♥ Ruthie Herker
- ♥ Nedra Karp
- ♥ Susan Palmer
- ♥ Kendra Hiramatsu
- ♥ Lucia Carbajal
- ♥ Oralia Garcia-Larios



## Lizeth Sanchez

**Volunteer Coordinator, Caldwell**

Hello everyone! My Name is Lizeth Sanchez and I have recently joined the Heart 'n Home Team as the Caldwell Volunteer Coordinator. I received my Bachelor and Masters of Social Work from Walla Walla College. Since then I have had the opportunity to explore a variety of different social work settings, including: school social work, prevention programs for families and adolescent girls, case management for children with disabilities, medical social work in a dialysis setting, and now as your Volunteer Coordinator for hospice.

My husband and I have been married for almost five years and we have a beautiful one-year-old daughter who keeps us busy! I love being a mom and I love spending time with family and friends. Some hobbies of mine include making jewelry, traveling, reading, and going on walks with my daughter.

I would like to say that I am excited and honored to be working with such a passionate group of people whose selflessness brings hope, joy, and support to those we serve. Thank you, Volunteers for all you do!!



## Documentation Reminders

Volunteer documentation is very important! All of your notes are entered into the patient's electronic chart for each disciplines to review. Our job as hospice professionals is to explain why the patient should receive hospice care and what we are doing for them. Always chart to the decline!

### Monthly Charting Tip:

Make patient's surroundings: if you see a change; i.e. dirty house, more clutter around home, dirty dishes left in the sink, bed linens not changed.



## Phyllis Hammer

**October Volunteer of the Month**

Phyllis Hammer, a Baker City Volunteer, has been chosen for the Volunteer of the Month for October 2011! Phyllis started her training in 2010. Since her training Phyllis has been very active in volunteering. She has three patients that she sees and she also helps with the foot spa; where she first got acquainted with Heart 'n Home.

Phyllis was born in Mountain Home, Idaho, and at about the age of three months her family moved to Portland, Oregon. She and her husband, Mike, have been married for 20 years and have five children and five grandchildren. Phyllis has worked as a cook for Elkhorn Adolescence and has spent most of her career cooking; whether it was hiring, managing, or doing the cooking herself. About 16 years ago, Betty and Mike moved to Granite (a little place out of Baker City) to retire. Phyllis likes to play pool, read mysteries or other good novels, and does some quilting in her spare time. Phyllis stays very active in her church, her community, and helps friends and neighbors whenever possible.

Phyllis admits she was nervous for her first Volunteer assignment, and was pleased when it worked out so well! Phyllis states, "Volunteering has led me to want to help and serve others as much as I can." She laughs and says, "It has helped me learn to deal with all sorts of people and problems. Some of my patients haven't talked very much, but they know I am there and I see the light in their eyes and the smile on their faces. It's wonderful and every experience is different. I enjoy getting to know them and helping where I can, whether it is sitting by their side, holding their hand, or doing their dishes."



*Terry Weiss*

**Program Representative**

Each Heart 'n Home office has a Program Representative available at all times to meet with individuals and families that have been referred to Heart 'n Home or have called with inquiries about our services. After the initial inquiry, an appointment is made with the individual or family to determine their goals, needs and concerns, and make sure that Heart 'n Home connects the family with other healthcare resources, if need be, that will best address identified issues. Most of the time we ARE the appropriate agency, but on occasion there are individuals that are in need of resources in the community other than hospice. We work very closely with other agencies in our community to give those referrals, when appropriate.

Being trained Volunteers, you are more "in-tune" with noticing red flags that may indicate someone who needs extra support. So with that information I ask you this: **This holiday season, pay extra attention to those around you and those in your community.** Any one of us can come across individuals in our own communities that may be in need of additional support. I am thankful that I work for a company that recognizes the value of helping others even if it is not in the immediate realm of our services. Please know that **you are a valuable asset.** Thank you for doing the right thing by your loved ones, neighbors, church family, grocery clerks, and everyone else you are a part of this community with. They are lucky to have you! And so are we!

## *Making a Difference*

"Thank you for the care and concern for my mom. It is nice to know that when I can't be there she isn't alone."

*~After receiving notice of Volunteer Assignment*

"Edgar was just like a little kid in a candy store. We went for a long ride up in the mountains. He said that was the first time he had been through his front door since June 2nd. I took him fresh cinnamon rolls and a bunch of fresh produce. I'm glad we had this time to share with each other."

*~Ruby, Heart 'n Home Volunteer Time Sheet*

## **LAUGH CORNER**

A wealthy man decided to go on a safari in Africa. He took his faithful pet Dachshund along for company. One day, the Dachshund starts chasing butterflies and before long the Dachshund discovers that he is lost.

So, wandering about, he notices a leopard heading rapidly in his direction with the obvious intention of having him for lunch. The dachshund thinks, "OK, I'm in deep trouble now!" Then he noticed some bones on the ground close by, and immediately settles down to chew on the bones with his back to the approaching cat. Just as the leopard is about to leap, the dachshund exclaims loudly, "Boy, that was one delicious leopard. I wonder if there are any more around here." Hearing this, the leopard halts his attack in mid-stride, as a look of terror comes over him, and slinks away into the trees. "Whew," says the leopard. "That was close. That dachshund nearly had me." Meanwhile, a monkey, who had been watching the whole scene from a nearby tree, figures he can put this knowledge to good use and trade it for protection from the leopard. So, off he goes.

But the dachshund saw him heading after the leopard with great speed, and figured that something must be up.

The monkey soon catches up with the leopard, spills the beans and strikes a deal for himself with the leopard. The leopard is furious at being made a fool of and says, "Here monkey, hop on my back and see what's going to happen to that conniving canine." Now the dachshund sees the leopard coming with the monkey on his back, and thinks, "What am I going to do now?" But instead of running, the dog sits down with his back to his attackers, pretending he hasn't seen them yet ... and just when they get close enough to hear, the Dachshund says.....

"Where's that darn monkey? Sent him off half an hour ago to bring me another leopard."



# October 2011

## 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

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

| SUN | MON  | TUES | WED   | THURS | FRI   | SAT                 |
|-----|--|------|---|-------|---|---------------------|
|     |  |      |   |       |   | 1                   |
| 2   | 3  | 4    | 5<br>Baker Grief &<br>Loss Support<br>Group<br>6:00 p - 7:30 p.<br>(Group ends 11-<br>16-11.) | 6     | 7   | 8<br><br>Yom Kippur |
| 9   | 10<br>Columbus Day<br><br>World Mental<br>Health day         | 11   | 12  | 13    | 14  | 15                  |
| 16  | 17<br><br>Bosses' Day  | 18   | 19  | 20    | 21<br>Caldwell<br>Refresher<br>Training<br>9:00 a - 11:00 a | 22                  |
| 23  | 24<br>Fruitland<br>Refresher<br>Training<br>9:00 a - 11:00 a | 25   | 26<br>Meridian<br>Refresher<br>Training<br>9:00 a - 11:00 a                                   | 27    | 28<br>Fruitland<br>Volunteer<br>Training<br>9:00 a - 5:30 p | 29                  |
| 30  | 31<br><br>Halloween  |      |   |       |   |                     |



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