



Voluntarily Speaking

STEIN HOSPICE

MARCH - APRIL 2011

We can't say it loud enough:

THANK YOU!!!

As we prepare to celebrate National Volunteer Week in April, we would like to take a moment to give a big round of applause to all of our wonderful volunteers. Our office volunteers make our days run smoothly and our patient care volunteers provide kindness and compassion that is truly appreciated.

As a special "Thank you" for all you have done, the Volunteer Department is hosting a Volunteer Appreciation and Awards Luncheon on Friday, April 15, 11 am at The Sandusky Yacht Club.

Mark your calendar and look for your invitations in the mail.



To register for the following classes contact Anne Fantozz at
419-625-5269, afantozz@steinhospice.org

Coma Therapy

Rachel Berry RN, BSN will present a Coma Therapy class. This training will help volunteers learn how to communicate better with non-responsive patients.

Wednesday, April 20, 4 pm to 5:30 pm
FRMC South Campus, 3rd Floor

Continuous Care Training

Continuous Care is a service Stein Hospice offers to patients for situations of symptom control or imminent death and is in great need of volunteer help. Continuous care means that a member of the Stein Hospice team is present with the patient (and often times, family) 24 hours per day, 7 days per week until the situation improves or death occurs. Shifts for these assignments are varied. You can offer hours as your schedule permits. Gidget Hartlaub, LPN, will offer insight into this very special care.

Wednesday, March 23, 5 pm to 6 pm
FRMC South Campus, 3rd floor

Do Not Resuscitate (DNR)?

Please join Dr. William Inglis, Stein Hospice Medical Director, as he presents information on Ohio's Do-Not-Resuscitate (DNR) Law.

Tuesday, March 29, 5 pm to 6 PM.
FRMC South Campus, 3rd floor

Feeding Program

Feeding patients has become a great need in all of our Stein Hospice facilities. Remember, there have been some changes to the requirements for feeding. The Ohio Department of Health said that volunteers can be "trained" to feed and do not have to be "certified."

Monday, March 28, 5 pm to 9 pm
FRMC South Campus, 3rd floor, Class size limited to 8.
First call, first serve so don't wait! Call NOW!!

Congratulations LifeCourse™ Grads Winter Class 2011



On February 17, 2011, 26 new volunteers graduated from the LifeCourse™ Program at Stein Hospice. Classes were held in Sandusky and Norwalk. Congratulations to all of you! Welcome!

Encore Opportunities

Volunteers are needed to work at Encore, Stein Hospice's upscale retail shop at 126 Columbus Avenue in downtown Sandusky. We need help in the front of the store assisting customers and in the back of the store, where items are sorted and priced. We also need men and women to help pick up donations and make minor repairs. The store is open 11 a.m. to 5 p.m. For more information about Encore, please call 419-625-5269.

Get Rid of Stress

Linda Henley Smith, also known as “The Laugh Lady,” is presenting an entertaining, one-hour program on “Stress Management: Turn Negative Feelings to Positive.” The program is open to all. Continuing education available.

Tuesday, April 26, 11 a.m., 1 p.m. & 4 p.m. (registration not required)
Stein Hospice Team Room, 1200 Sycamore Line, Sandusky
For more information contact Beth Frank or JoAnn Didion, 419-625-5269.



Walking with Intention



Stein Hospice has a portable labyrinth and invite you to experience this meditative practice.

An introduction to labyrinth walks will be held Monday, April 11, 2 p.m. to 3:30 p.m.. Continuing education available. To register contact JoAnn Didion, LISW, 419-625-5269, jdidion@steinhospice.org.

Open labyrinth walks are held the second Monday of each month, from 4 p.m. to 7 p.m. No need to register. Upcoming open walks: April 11, May 9. June 13.

All events are held in the Community Room at Firelands South Campus.



Reiki Classes

Reiki Level 3: Friday, April 1
or Saturday, April 2

Reiki Level 1: Friday, May 6
or Saturday, May 7

Friday, Level 2: Friday, June 17
or Saturday, June 18

8:30am-4pm, 1200 Sycamore Line

Cost is \$75. If you are an active volunteer, you may be eligible to attend these classes for free. Call the volunteer department for more information. To register contact Rachel Berry, RN, BSN 419-357-8337, rberry@steinhospice.org



Rewards Star Volunteer Program



Thanks to all of you who participated in our Rewards Star Volunteer Program. Many of you cashed in stars for Gift Cards, jewelry, home décor, Stein wear and more. Hope you enjoyed the thank-you gifts. We certainly enjoyed helping you pick out items!

Unfortunately the Volunteer Department is unable to continue RSVP in 2011. Our sponsor is no longer able to fund this program.

Be assured that our gratitude for everything you do for Stein Hospice will never go away.

If you have any questions, please call the Volunteer Department at 419-625-5269 or email Anne Fantozz at afantozz@steinhospice.org.

Welcome!

Please welcome Rance Smith as the Volunteer Facilitator for the Ohio Veterans Home. Rance is a U.S. Marine Reserve with the 1st Battalion, 24th Marines, Weapons Company and has served in Iraq for seven months.

Congratulations to Roseanne Jordan on her new position as Team Leader for the Human Resources Department!

Any OVH volunteers can contact Rance at 419-515-4219 or rsmith@steinhospice.org.

Activity Log Reminder

Thank you so much for all the effort you have put into returning the activity logs. This is a very important piece of the puzzle for the function of the volunteer department. **Please remember to print and sign your name on the forms!** This is another Medicare requirement and we want to make sure we stay in compliance. Your assistance with this little, but very important, detail is very much appreciated!

Important: Please remember to put the patients name at the top of the sheet (only one name per sheet).

Thank You!





VOLUNTEER FOCUS

Close Up With Gene Heinzerling



As the daughter of a funeral home director, **Gene Heinzerling** grew up around death. But as she got older Gene felt she lacked the tools necessary to face death, especially her parents' death and her own.

The 18-hour LifeCourse™ changed that. "It opened up this whole new world," the 65-year-old Port Clinton resident said.

Gene took the course in 2005, about a year after retiring as branch manager at a Port Clinton savings and loan. Since then she has cared for patients at the care center, in nursing homes and private homes.

"This is our hour together. If the patient is not in pain and is comfortable I feel like our time is successful," she said.

Sometimes the patient can barely see or hear, but Gene always looks for other ways to communicate. Thanks to the many educational opportunities that Stein offers, she usually finds a way.

Gene has taken almost every continuing education course offered to volunteers – Reiki, guided imagery, patient feeding, continuous care, comfort care, coma therapy.

She completed all four units of the Sacred Art of Living & Dying and is now enrolled in the two-year Anamcara Apprenticeship program. She is also a member of Stein's Threshold Choir.

Two years ago Gene's father became a Stein Hospice patient and she put into practice all she had learned. She asked her father if he had seen his deceased mother and father. He had. When he became agitated, she used breathing techniques to help him relax.

"That was my goal, to have some tools," she said "I felt helpful."

Once Gene completes the Anamcara program she plans to add more patient care to her schedule, and probably more continuing education. She can't help it. "I have found this to be a ministry," she said.

Gene lives in Port Clinton with her husband Don. Together the couple has 4 children and 6 grandchildren.



Presents

“Enhancing Understanding of Dementia: It’s All in Your Approach”

By: Heather McKay MS, OTR/L

Date: April 14th

Time: 1:00pm to 4:30pm

Location: Ohio Veterans Home in the Vets Hall Great Room
3416 Columbus Avenue, Sandusky, Ohio 44870

Overall Purpose of the Education Activity:

The purpose of this activity is four fold: to enhance caregiver’s understanding of dementia, its symptoms, and progression; to introduce strategies to improve interactions and communication with people who have dementia; to expand skills in providing assistance to optimize caregiving; and to develop and implement daily plans that promote routines and reductions in behavioral problems.

Objectives:

1. Discriminate among the terms: dementia, Alzheimer’s Disease, and forgetfulness.
2. Describe symptoms that commonly occur with Alzheimer’s Disease/Dementia based on brain damage.
3. Recognize behaviors that are indicative of dementia related conditions.
4. Name seven key components in a positive physical approach when working with a person with dementia.
5. Describe effective communication strategies when interacting with a person with dementia to promote function, have a conversation, and manage distress.
6. Recognize the appropriate type and amount of assistance to offer someone with dementia based on client abilities and needs.
7. Differentiate between 5 levels of ability and loss in people with dementia based on observable behaviors, language, and actions.

Continuing Education Credit Free of Charge.

Upon successful completion which includes attendance of 80% of the session and completion of the evaluation form.

3.25 Contact Hour to be awarded on successful completion of activity.

Stein Hospice (OH-319, 3/1/2013) is an approved provider of continuing nursing education by the Ohio Nurses Association (OBN-001-91), an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.

3.25 Clock Hours Pending.

Stein Hospice has applied for continuing professional education (CPE) from the CSWMFTB for Social Workers.

This activity has no commercial support or sponsorship. The planning committee and content specialist have no conflicts of interests, including financial relationships to disclose.

To register for this activity or if you have questions please contact
JoAnn Didion, LISW-S at Stein Hospice Quality/Education Department
jdidion@steinhospice.org or call 419-625-5269.

Stein Hospice
1200 Sycamore Line
Sandusky, Ohio 44870
419-625-5269 or 1-800-625-5269
www.steinhospice.org

VOLUNTEERS MAKE THE DIFFERENCE

*V*aluable is the work you do
*O*utstanding in how you always come through
*L*oyal, sincere, and full of good cheer
*U*ntiring in your efforts throughout the year
*N*otable are the contributions you make
*T*rustworthy in every project you take
*E*ager to reach your every goal
*E*ffective in the way you fulfill your role
*R*eady with a smile like a shining star
*S*pecial and wonderful -- that's what you are!!