



The Grapevine

December 2011



Calendar at a Glance



Our offices will be closed on Monday, December 26 in observance of the Christmas holiday. We will return to the office at 8 a.m. on Tuesday, December 27.

"Listening to Life,"
Tuesday, December 6,
5:30-7 p.m. Call 425-261-4815.

Volunteer Information Session, Wednesday, December 21, 2-4 p.m.
Conf. Room B., call 425-261-4815 to register.

A new **Core Training class** to train patient volunteers will start on **January 12, 2012, 1-5 p.m.** Please contact Sandy if you are interested. 425-261-4808.

Charlotte Beaman, one of the first volunteers with our Agency, passed away July 25, 2011 on our service. Treasure Omdahl, retired Volunteer Coordinator, sent this memory of Charlotte:

Charlotte Beaman was one of the volunteer sages I met when I started at Hospice & Home Care of Snohomish County as a volunteer and bereavement director in 1989. Charlotte worked as a respite and office volunteer. She was already a widow when I met her and our talks about her loss helped me to understand other widows I was calling. Charlotte had married a serviceman and moved to the U. S. years before but she retained some of her accent.

She had a large very beautiful white dog that she'd bring to the office when she worked on mailings. He would patiently wait under the table for her to finish while the rest of us tried not to step on his toes. We were all disappointed when the landlord told us we weren't allowed to bring dogs into the building.

I loved calling Charlotte to ask her to see patients as she always had classical music on the radio that I loved to hear. It was as wonderful as her garden of flowers that she so tenderly worked.

Charlotte always had a smile on her face and she was willing to do whatever task we asked her to do. She sat in our volunteer booth at the mall, did some sewing for patients, baked goodies for our events, and talked to new volunteers in training.

I learned a lot from Charlotte and I hope I incorporated her teachings in my dealings with others. Her life wasn't always easy but she made the best of it by reaching out to others.

When news arrived that the two storage units containing the Foundation Office's entire inventory of **Light Up A Life** Christmas trees, wreaths, tree stands, lights, etc. had suffered water damage and needed to be emptied ASAP, volunteers sprang in to action! The call went out from Joanie in Volunteer Services on a Friday morning, and not more than a few hours later she had a crew lined up with trucks and vans ready for action at 9 a.m. the following Monday morning! The team accomplished the feat in record time, with smiles and laughs along the way. The work was heavy, but the hearts were light! Special thanks to Volunteers **Jeanne & Gary Rogers** who offered their truck and Tahoe for transport, and helped move trees along with **Jerry Hassenstab** (who also offered his van), **Ralph Sanders**, **Nanette Straw** (Jerry's wife), & friend **Lorna Dionadio**. Thanks to them, the job was completed in record time!

Diane Allvin-Beach, Foundation



The Emergency Crew~Back row, L to R: Ralph Sanders, Gary Rogers. Front row: Lorna Dionadio, Jeanne Rogers, Nanette Straw, Jerry Hassenstab



I would like to take a moment to recognize the incredible service that Patti, Debbie, Charlie, Tim, Trish, on-call, evening, nights, weekends, and of course our fabulous volunteer, **Fedel (Harness)**, and all the others who have provided care for this patient. I would like to thank you by telling you a tiny bit about this man that most of you were unable to know.

Over the last 3 months, the patient, despite his past, has shown himself to be a true gentleman. He modeled this for his two son's for the past year after the patient was diagnosed with cancer. One son, Nathan, told me from birth to 8 yrs old, he NEVER saw his dad without a black eye and some other wounds. He was shot, stabbed on two different occasions and brawled with anyone, especially if they were bigger than he. You see, the patient was only 5'5, and he grew up fighting because he was called names, teased, and bullied in general because of his size. The patient led a life on the edge for many years and only in the past few years, after being released from prison, he sought to change. He hoped he "had enough time to undo the damage I have done to my boys." He said he couldn't leave his boys until he KNEW they would be OK. The week before the patient became non-responsive, his youngest son, who has severe mental health concerns, & who has spent the last two years off and on his psychiatric medications, buying them only when he could afford them, finally got insurance and will be able to be stabilized. His older son who had been in a horrible car accident—one where he sat with his best friends' body in his lap, pinned into a car with his femur broken and sticking through his skin, where almost every bone in his trunk and lower body was badly broken. In the week before becoming non-responsive, the patient learned the lawsuit had finally been settled and his son would be taken care of. The patient truly did a lot of work in the last months of his life, and in those last weeks he was able to start letting go, once he knew his boys would be taken care of. I will never know why he was able to live 12 days without food and the only fluid a liter via IV every 3 days.

Fedel, extra thanks to you. I cannot believe you put yourself in an uncomfortable situation time and again, not to mention exhaustion from lack of sleep. Hospice sure was Blessed the day you came to us! To be truthful, Fedel, if not for you, the patient would have had to die in the hospital. Hospice puts employee

Continued next column~

safety first and therefore, with the situation in that home, we would have been hard pressed to make those night time visits, & therefore, he would have had to go to the hospital for care. Instead he got to die in his favorite recliner, like he wanted to.

I am so honored to work with you all. One of the patient's sons told me they were treated with absolute respect by everyone from Hospice who came into their environment. No one looked down at them; instead everyone gave the boys sincere compliments on the way they cared for their dad. That respect was mentioned by both boys, the patient's sister, the patient's ex-wife, literally every one of his family members was thrilled with our care. I have never been prouder to work for Hospice than I am right now.

I am desperately sorry if I have missed anyone, its late, my brain is shutting down. Thanks again...ever so much.
Maranda Parson RN CM CHPN

And from Chaplain Charlie:

The patient was one of those unforgettable patients. It was an honor to watch his sons care for the patient with such affectionate tender care and it was an honor for me to listen to the patient pray, the prayers of a man with spiritual depth, a man with an intimate relationship with God and a deep sense of awe in being in the presence of the Almighty. The visits the patient and I had are the moments chaplains live for. It may have been an uncomfortable environment, but, hospice served the patient well. Way to go team!

**Vigil Volunteer Training –
Friday, Dec 9, 9-30 a.m.-4:30 p.m.**

Being a peaceful presence to those actively dying is a unique calling. We walk into the life of a patient and family at a sacred time. We offer a listening ear. We might hold a hand, offer a kind look, or talk soothingly to the patient. They know we are here. Our confidence to serve brings to the family a sense everything is as it should be. Sitting in the shadows we become a light to others. Most vigils happen during the middle of the night with little notice. If you feel this is something you'd like to do, or at least learn more about, please email us or call Joanie at 425-261-4815 to register for the training. The training will take place in Conference Room B.

“Getting to Know You!”

Each month we'll be introducing you to two of our 400 volunteers

Who: Sara Robson

What: Special Project Volunteer

How Long: Since 9/1/2010

Why: Even though I haven't been volunteering recently I'll give you the best that I have. I am Sue White's niece, she was my mother's sister and it wasn't until I started with Hospice that I was reminded of the connection that Aunt Sue had with Hospice. She retired here with her husband Dave from southern California having been a nurse all her life. She was a doer, always working and I guess when you retire that work ethic develops into volunteering. (*The Sue White Volunteer award is given annually to an Outstanding Volunteer.*)



Who: Tamara Matthews

What: Patient Volunteer

How Long: Since 2/18/2005

Why: There is no greater pleasure than to serve another. My parents died from cancer during an era when hospice wasn't available. I remember the agony of being a caregiver with limited support, while working full time with extended hours. My goal was to one day reach out to others so that they could have the assurance of care and peace; true respite. While altruism was an objective, I found that unexpected rewards came my way. One could not ask for a more caring group with which to be associated. I am privileged indeed.

Palliative Care Corner

Charla Hattendorf, Volunteer Coordinator

Male Phone Companions Needed

Do you know a man who is great at listening? Currently, the Partners program has only two male Phone Companions. That is not nearly enough. Although the majority of patients are female, we have many male patients and for the most part they prefer to talk to men. It's not that they have anything against women, it's just that they feel they would have more to talk about with a man. Some of our patients are veterans and would like to talk to a man who has had the same experience. So if you are a man, or know of one, who would like to listen to another man's life story contact me, Charla Hattendorf at 425-261-4769 or charla.hattendorf@providence.org.

The next Phone Companion volunteer training will be held early in 2012. A date has not yet been scheduled.





December Birthdays

Linda	Davey
Rob	Hardcastle
Marie	Preftes-Arenz
Tammy	Nease
James	Johnson
Heather	Skillman
Cindy	Rose
Lisa	Mauler
Janice	Craig
Judy	Werther
Nancy	Henry
Caroll	Cochran
Lynnette	Roberson
LeAnn	Power
Emily	Deets
Glenda	Wilson
Jayne	McDonald
Amy	Mandin
Gail	Young
Maria	Coghill
Ann	Bowser
Renee	Greenleaf
Sharee	Hester
Nik	Halladay

**October 2011 Volunteer Statistics
You make a difference!**

Patient Care Hours: **639**/Total Hospice & Home Care visits: **298**

- Hospice in-home: **486.75 hours; 172 visits**
- Hospice at the hospital: **92 hours; 85 visits**
- Home Care: **2.5 hours/1 visit**
- Carousel Hospice hours: 0
- Carousel Home Care hours: **9 hours/3 visits**

Bereavement Hours: 451

Partners in Palliative Care hours: 33.75

Sewing Volunteer Hours: 1,159.5

Office Volunteer Hours: 239

Board of Directors and PAC hours: 23

Hospice and Home Care General Support hours: 266.5

Grand Total of Volunteer Hours: 2811.75

Dollar Value of Volunteers for June: \$64,870.10*

*Based on National hourly volunteer rate equivalent of \$20.85 per hour plus mileage

Welcome to Our New Volunteers

Gail Block, Arlington; Office Volunteer
Ron Burgard, Mill Creek, Patient Volunteer
Debra Compton, Notary Volunteer, Mukilteo
Carol Isabelle, Lifeline Reconditioning Volunteer, Bellingham
Will Nichols, Bothell, Patient Volunteer
Mary Wilcox, Shoreline, Office Volunteer
Lori Zeigler, Marysville; Office Volunteer

Thank you to the volunteers who helped out in the Intake department through July and August: **Patti Beginski, Pat Bear, Janice Craig, Renee Greenleaf, Dorian Kostelyk, Vicki McBride** (who covered 8 days!), **Anne Mitchell, Donna Patchett, Nancy Uhlmansiek, Steve Stewart, & Susan Williams.**

The daughter of a 91 year-old male patient would like to especially thank the vigil volunteers who came to be with him on his last night in July. The vigil volunteers who sat with him were: **Ann Bowser, Michelle Bos, Elodia Gonzalez, Michele Graves & JoAnna McDuffie.**

Thank you to Kit Mullen, a member of volunteer **Deanna Baird's** church, who donated 11 lavender wands made from the lavender on the farm that she and her husband own. The wands were given to our patients.

Thank you to **Jeanne Rogers** for the donation of two sewing machines she found at a garage sale. Wanda reports that they are both up and running, and are going to be wonderful for the work that the sewing group at Marysville's Crystal Tree Village does for us!

Thank you to the vigil team who sat with a man the week of July 18; he passed on Sunday, July 24: **Mary Bartyzal, Michelle Bos, Val Kris, Chris Hammer, JoAnna McDuffie, & LeAnn Power.** Some of these volunteers did several shifts. Thank you all for the comfort you gave to his daughter.

Prayer Shawl Stories

One of my patients was thrilled with the lap blanket she received - she stated she was the one who made the afghans and quilts for all of her family but never made one for herself, and to receive one really made her feel good. She knows how much time goes into them and the blanket was done with such care and craftsmanship—really beautiful work. Laurel Rister, RN

When I had to rush to Texas this last month, when my mother Helen had her untimely and mortal fall, I grabbed four of the butterfly pillows, a transfer pad and a beautiful padded blanket which was had cancer symbols (she had cancer and had been on hospice there in Amarillo, Texas) on one side and “Courage”, “Joy”, “Peace” and “Love” on the other. I can’t tell you how critical, and yet perfect those items were in helping to provide care to her in the ICU over the next week as she fought for her life and as we wrapped her in love, family, song, prayer and encouragement; they also have gave her comfort, relief, peace, joy and yes....love. When we lifted her to our Heavenly Father and He took her home, these items remained as symbols of her struggle and now her release from her frail, finite and painful vessel – yet I know her spirit soared! I believed having a symbol from those bittersweet, yet poignant, moments, would serve each of my siblings beautifully as we allowed ourselves to be encouraged and comforted by all that they represented...and I can attest personally to that, as I am wrapped in the padded blanket as I write this to you with a huge “Thank You” from a strong, stubborn, courageous, beautiful, blessed and amazing Texas woman and from her grateful children, grandchildren and family. Thank You from the very bottom of our hearts.....from Texas, Alaska and Washington!!!

Be blessed...as you so bless others so beautifully,
Karen Garritson, RN

A family member asked the patient’s RN to get her another of those “slick” pads to help more the patient around on the bed. She said, “Those make it so much easier!” The RN was happy to get the last two transfer pads we had on hand. The family caregiver had raved about what a difference those made in her ability to care for the patient! Thank you to **Wanda** and **Annette**, who make transfer pads for us!

Welcome to new sewing volunteers **Darlene Doyle, Gilda Diaz, & Angel Dahler!**

An RN commented when she came to pick up sewn goods, “My, the volunteers keep us well supplied!”

From another RN, “Transfer pads are lifesavers for families!”

I was visiting my hospital Hospice patients and when I went into one room, the patient was sitting up in a chair visiting with his neighbors. He told me he knew he was very ill but that he had been up and about until five days ago. He had awakened and started to get out of bed and found he couldn't move his legs. He kept trying but couldn't walk. Then with a big smile he said, "But I have hope that I will walk again." I told him that no matter what happened to hold on to that hope as it was his! I gave him a shawl and told him that it had been made with HOPE, LOVE and COMPASSION. I put the shawl over his legs and told him it was to honor his hope.

Mary Bartyzal, Hospital Vigil Volunteer

The wife of a patient on our service stopped in to tell us how much her husband had appreciated the butterfly pillow. He used it all the time! She appreciated the transfer pads which she used in his wheelchair, and for getting him into and out of the car.

Thank you to **Lisa Mauler** for making a beautiful memory quilt from shirts and shorts that a family provided for such a purpose. It was lovely!

Thank you to **Marlene Hendricks** of Arlington who donated 700 yards of cotton fabric from her craft store to Wanda’s sewing group!

Thank you to our Handicraft Volunteers!

- **Judy McGregor & the United Methodist Church women** for butterfly pillows
- **Amy Hickok**, prayer shawl and quilts
- **Wanda and the ladies** for all the goodies they continue to make for us: butterfly pillows, transfer pads, cut gowns, crocheted prayer shawls & lap robes, fleece shoulder shawls, and so on!
- **Betty Hults**, quilts and a bound blanket
- **Annette Shalo**, transfer pads
- **Brenda Evans**, prayer shawls
- **Carol Cepa**, sewn gowns, pillows
- **Darlene Doyle**, sewn gowns
- **Connie Tebbutt**, quilts & pillows

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NEW! Please Read: TB Test Reminder

Annual TB tests are required for all patient care volunteers (as defined by any volunteer who spends time face-to-face with patients). They are also required for any volunteer who works in our PHHC office. Office volunteers come into contact with staff, who contact clinicians, who contact patients. We all do our part to keep unwanted infection away from our patients.

We track the dates of your annual TB tests and will mail you a reminder about a month in advance. Feel free to call Marilyn at 425-261-4814 if you would like to check on when your TB test will be expiring.

If you have tested positive in the past you only need to fill out a symptom questionnaire annually that we will mail to you for return.

Procedure for TB testing: The next quarterly TB clinic will be on **Monday, January 25** between **8-10 a.m.** with the read on **Friday, January 27, after 10 a.m.** Call 425-261-4815 for more info.

Please note: TB testing for volunteers is given at our offices at 2731

Wetmore Ave., Everett—not at the hospital. We may not know when the clinics are scheduled just which room the testing will take place in, but it will be here.

When you arrive for your TB test, please come to the Volunteer Services office and we will escort you up to the 5th floor. Sharon, the receptionist, will give you a form to fill out. She will direct you to the RN who will do your test. The RN will tell you when to return for the “read” which is usually 2-3 days later. We ask that you enter your roundtrip drive time for two visits, the time spent having the test done & read, and the roundtrip miles you have driven for both trips in a book in the Volunteer Services office.

THERE WILL BE NO DROP-IN TESTS GIVEN!

TESTS GIVEN: Mondays, 8-9 a.m. or 3:30-4:30 p.m. & Tuesdays, 8-9 a.m. or 3:30-4:30 p.m.

TESTS READ*: Wednesdays, 8-9 a.m. or 3:30-4:30 p.m. & Thursday, 8-9 a.m. or 3:30-4:30 p.m. Times are firm! *If there is not a sufficient number of appointments for any of these dates/times, the TB session may be cancelled, in which case we will call you.*

At the clinic you will be asked to fill out a form; you will have the test administered, and then you will take that form up to Sharon, the receptionist on the 5th floor, once you have had the test. The RN giving you the TB test will give you a card with the date that you need to return and the possible times you may have the read done. Pick up your paperwork from Sharon when you return for the read. *It is preferable that you have the test read at the same time of day that you had the test done; 48 hours must elapse between the actual test and the read.

A Holiday Story from the website www.inspireme.net:

The story goes that some time ago, a man punished his 3-year-old daughter for wasting a roll of gold wrapping paper. Money was tight and he became infuriated when the child tried to decorate a box to put under the Christmas tree. Nevertheless, the little girl brought the gift to her father the next morning and said, “This is for you, Daddy.”

The man was embarrassed by his earlier overreaction, but his anger flared again when he found out the box was empty. He yelled at her, stating, “Don’t you know when you give someone a present, there is supposed to be something

inside?”

The little girl looked up at him with tears in her eyes and cried, “Oh, Daddy, it’s not empty at all. I blew kisses into the box. They’re all for you, Daddy.”

The father was crushed. He put his arms around his little girl, and he begged for her forgiveness.

Only a short time later, an accident took the life of the child. It is also told that her father kept that gold box by his bed for many years and, whenever he was discouraged, he would take out an imaginary kiss and remember the love of the child who had put it there.

Author Unknown

Holidays Can Be Tough

What to say when there is no fixing...



At our grief in-service Jeff Smith, Bereavement Specialist offered great tips on what to say when you're at a loss for words. Whether coping with a loss or struggling with anticipated loss here are some words Jeff and others suggested:

Things you can say...

How are you doing today?
How are you doing right now?
How are you doing at this time?

What not to say....

Time will heal all wounds.
Everything is going to be okay.
Count your blessings.

By narrowing it down to this moment in time gives the person you're talking to permission to allow the feeling of the moment out. How are you? Means practically nothing, it's our cultures standard courtesy question without much depth. But asking how are you today, right now, at this time, gets specific and lets them know you really do care, and gives them an opportunity to share, if they chose, what they are going through in this moment.

Other things to say...

What's been helpful for you?
What's not been helpful?
Are you sleeping? Are you eating?

Other things not to say...

I know how you feel.
Life goes on.
God needed her more than we do.

Jeff's advice, don't speak too much.

Remember when we pause and allow the uncomfortable silence we are giving the space for their feelings to surface and be shared if they wish. Talking too fast, not allowing any space between words doesn't give the person you care about space to respond in the time and way they need to respond.

Every volunteer in our agency is filled with compassion and kindness. We know you want to say the right thing, to be of value, and to listen with the ears of your heart. We hope this gives you a few more nuggets to put in your hospice bag. But most importantly remember in you is everything you need to do the work you do, listen to your heart, you'll know. It's in there or you wouldn't be doing what you do.

We thank you from the bottom of our hearts. You are valued and appreciated so much!



What Are the Best Gifts for Family Caregivers?

Have your family members and friends been asking what gift you want this holiday season? Are you looking for that perfect gift for another family caregiver? Here are a few ideas that you may want to pass on to others or use yourself:

- Give a few hours of respite time.
- Help decorate a family caregiver's home for the holidays.
- Help to address envelopes for holiday cards.
- Offer comic relief! Tickets to a local comedy club, a funny movie to view, or an amusing audio book are always welcome gifts.
- Create a monthly calendar with 12 different family photos. This is a wonderful keepsake that can also be used to keep track of appointments and events.
- A card of appreciation, a bouquet of flowers, or a bowl of fruit would always brighten a family caregiver's day.

For ideas about how to ask others for help year-round, go to http://thefamilycaregiver.org/improving_caregiving/reach_out_for_help.cfm.

Take Care of Yourself This Holiday Season

We remind you that during this season of giving make sure you give yourself a gift.

Believe in Yourself: Recognize your strengths and limitations. Doing so will help you set goals and boundaries for yourself and your loved one.

Protect Your Health: Maintain your physical and emotional health and well-being. Your good health is the greatest gift you can give your loved one and your entire family.

Reach Out For Help: Reach out and ask for help during this holiday season. This is never a sign of weakness; rather, it demonstrates strength and a keen awareness of your own abilities and sense of self.

Speak Up for Your Rights: As a family caregiver, you do have rights — to help, information, respite, resources, and much more. Don't be afraid to Speak Up.

To learn more about believing in and taking care of yourself, go to http://thefamilycaregiver.org/improving_caregiving.