

VOLUNTEER NEWS

The Monthly Newsletter for Volunteers of San Diego Hospice and The Institute for Palliative Medicine

Give a Day, Get a Day

SDHIPM is proud to offer all of our patient care and organizational volunteers the opportunity to participate in *Give a Day, Get a Day*. As part of this exciting program, Disney is offering a limited number of one-day passes to their parks in exchange for a day of volunteer service in 2010.

Step 1: Visit the following website:

http://disney.parks.disney.go.com/disney.parks/en_CA/WhatWillYouCelebrate/index?name=Give-A-Day-Get-A-Day-Disney-Day

Step 2: Go to the “Search For An Activity” section and type “92103” into the zip code box. You will see several “Opportunities” related to San Diego Hospice and The Institute for Palliative Medicine. Select the opportunity most appropriate to your current role and click “Show details”. Fill in the requested information; be sure to indicate that you are a current volunteer in the “Details” section.

Step 3: You will receive an email to verify your information and create a profile.

Step 4: Once your profile is completed, enter your next scheduled date and time to volunteer. This will send SDHIPM a notification to verify completion of your hours.

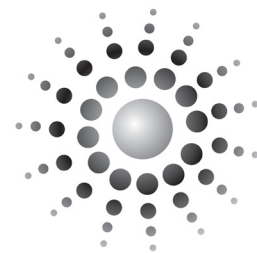
Step 5: Upon verification, Disney will send you an email with instructions on how to obtain your pass.

We encourage interested volunteers to complete this process quickly, as there are limited tickets available. Please contact Stephanie Lisi at 619-278-6451 or slisi@sdhospice.org with questions.

Appreciation Event

Please join us at our volunteer appreciation event on Saturday, February 6, 2010. This fun-filled gathering will be held from 9:00 a.m. – 12:00 p.m. at Liberty Station in Point Loma. All volunteers are invited to share in the refreshments, music, and family-friendly activities. Although the Team Volunteer Appreciation Tent will be located at the site for Melisa’s Memorial 5K Walk and Fun Run, participation in the walk is not required.

We hope to see you on February 6! Please call 619-278-6451 or email volunteer@sdhospice.org by January 29, 2010, to RSVP.



SAN DIEGO HOSPICE
and The Institute for Palliative Medicine

Volunteer Enrichment Event

Please join us Thursday, February 25, from 6:00 – 8:00 p.m. for our first volunteer enrichment event of 2010. Shannon Moore, MD, will be presenting *Spiritual Pain in the Journey of Life*. Dr. Moore is the Assistant Director, International Programs and Clinical Medical Director for The Institute for Palliative Medicine at San Diego Hospice. She will guide us on an interactive exploration of the realm of spiritual pain. The various types of spiritual pain will be addressed, with a special emphasis on forgiveness pain, one of the most common issues we see at the end of life.

This session will provide all attendees with insight into a multi-faceted topic that can have profound implications at the end of life. Patient care volunteers will also learn how to recognize and report spiritual pain so that the team can work together to deliver the best possible care to our patients and their families.

This event will be held in the W.M. Keck Conference Center at our Inpatient Care Center, located at 4311 Third Avenue, San Diego, 92103.

All volunteers and their guests are welcome to attend. Please RSVP to 619-278-6451 or volunteer@sdhospice.org.

Working with Families

Patient care volunteers encounter a variety of family dynamics in their volunteer work. Presenter Wendy Lustbader, MSW, offered the following tips during the conference “If Not Now, Then When: Handling Sensitive Family Issues in the Care of the Dying,” held in Orange, CA in March 2004:

- **Look to facilitate communication, not resolution.** Opening the lines of communication provides the potential for families to come to resolution.
- **Forget the distinctions of “normal” and “dysfunctional” families.** All families have heartaches, secrets, regrets, strengths, and challenges. There are no perfect families, only families coping the best they know how at this time.

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Helpful Hints to Prevent H1N1

The only means of access for the influenza virus are the nostrils, mouth, and throat. While we’re healthy and we do not show symptoms of H1N1 infection, we can take precautions to prevent the spread of the virus, the worsening of symptoms, and the development of secondary infections.

Precautions include:

- Wash your hands frequently.
- Avoid touching your face with your hands as much as possible.
- Gargle with warm salt water twice a day. (Listerine can replace salt water if you prefer.)

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For updated program and Volunteer Resources information, please call the **NewsNow Line** at 619-278-6554. This recorded message is updated weekly to provide volunteers with information regarding schedule changes, special announcements, and instructions in the event of an emergency.

February Reflection

The Hospice team provides quality care
With compassion and consistency
Wherever we have a patient
Our professional staff will be

The Hospice team has many disciplines
They all have expertise
Their motivation is from within
They work to meet the challenge, no matter what the disease

The Hospice team works together
For the good of the patient and family
Their bedside manner and empathetic approach
Is outstanding, as they give unselfishly

The Hospice team assists patients
In dying with dignity
They facilitate the desired transition
As the patients leave what used to be

The Hospice team is attentive
To the patients final wishes and goals
Their methodology is not curative
Rather holistic, comforting the mind, body and soul

The Hospice team is valuable
No matter whom the team might be
It is gratifying to be a part of a team
Who gives so unconditionally

Author: Kenneth R. Kelley, Sr.-B.A., M.A., February 8, 2009

Working with Families

(Continued from page 2)

- **Remember that childhood lasts a lifetime.** Recognize the child in everyone. When facing a crisis, it is normal to be comforted by childhood things/memories and sometimes the hurts of our childhood also surface.
- **Be aware of your own family patterns in the families you are helping.** Becoming an emotional part of the family you are helping, helps no one.

As always, thank you for all that you do to ensure we are consistently delivering the best possible care to our patients and their families.

Helpful Hints to Prevent H1N1

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It normally takes 2 to 3 days between when the throat and nostrils are infected and the onset of symptoms. Gargling regularly can prevent the proliferation of viruses.

- Clean nostrils with hot salt water at least once a day. Blow your nose vigorously and then, using a cotton swap dipped in warm salt water, brush both nostrils.
- Strengthen your immune system by eating foods rich in vitamin C. If vitamin C is taken in tablet form, ensure that tablets also contain zinc to speed absorption.
- Drink hot drinks, such as tea and coffee, as much as possible. Hot beverages have the same effect as a gargle but in the opposite way. Hot drinks cleanse the throat of viruses that could be present, dragging them into the stomach where they can't survive, thereby preventing their proliferation or other damage.

Source: Dr. Vinay Goyal

Feature Organizational Volunteer Positions of the Month:

Health Information File Room Clerical Assistants Gifts in-kind Coordinator

Are you thinking of offering volunteer support in a new area? Do you know someone who would consider lending their time and talents to San Diego Hospice and The Institute for Palliative Medicine? Here are organizational volunteer opportunities for which staff have requested support:

Health Information File Room Clerical Assistants:

Assist with filing tasks based on a numeric filing system. Priority task involves numeric ordering of documents. Performance of tasks involves sitting and standing. Time commitment: one assistant needed on Tuesday and one on Thursday; 8 a.m. to 12 noon (preferred but flexible). (*Work site: 4311 Third Avenue location, 92103*)

Gifts in-kind Coordinator: (*This role will best be filled by someone who understands the fundraising arena and is comfortable with working independently while keeping key CGCE personnel in the loop.*) Manage the process of soliciting gifts in-kind for Camp Erin San Diego, a free 3-day camp for children ages 6 to 17 who have experienced the death of a loved one. Needed gifts include various smaller items used at camp, comfort items, and larger items such as food and meeting space. The Center for Grief Care and Education (CGCE) will provide a list of needed items; the Gifts-in-kind Coordinator will take the initiative to find vendors for solicitations, write solicitation letters, follow up with calls, and manage the overall process. Excellent recordkeeping, using Microsoft Excel, and reports of the process are necessary. Role can be performed from home with regular meetings with CGCE personnel. Role will be completed around April 15 for the 2010 camp year. Position may manage others on a committee who could help with solicitation and follow up.

To find out more about these and other organizational volunteer opportunities, please contact Jan Talbott at 619-278-6427. Encourage others to become involved as San Diego Hospice and The Institute for Palliative Medicine volunteers!

Benefits of Volunteering

As SDHIPM volunteers, you share so much with others. We've heard that many of you feel what you get back in terms of satisfaction and enrichment surpasses what you give. Did you know that your giving spirit may have health benefits, as well? Stephen Post, PhD, and Jill Neimark published the following encouraging fact in the December 2009 issue of *O, The Oprah Magazine*:

Simply contemplating generosity boosts your immunity. When Harvard students watched a film about Mother Theresa tending to orphans, the number of protective antibodies in their saliva surged; when the students were asked to focus on times when they'd been loved by or loving others, their antibody levels stayed elevated for an hour. In another study, the brain's pleasure centers lit up when people made check marks next to a list of organizations to which they wanted to donate.

The old adage "It's better to give than to receive" may be truer than we knew!

Values In Action

Each month we recognize the special ways you exemplify our agency's values through your work with patients and families, SDHIPM staff, and your fellow volunteers. We encourage you to keep our values in mind as we journey through this year together:

RESPECT: *We value others by expecting and accepting individuality.*

INNOVATION: *We look for ways to improve access to care and services.*

TRUST: *We inspire trust through our words and actions.*

EXCELLENCE: *We strive for quality in all we do.*

We are proud to acknowledge the following volunteers for February 2010:

Howi Merriken, patient care volunteer, for the value *excellence*, for his work as Santa Claus, making visits throughout the County to our Children's Team patients and their families. Howi embraced this special assignment in a mirthful and gentle manner, ensuring that some of our youngest patients and their families experienced the joy of the holidays.

Emma Leggat, patient care volunteer, for the value *innovation*, for her fulfillment of a special request for tailoring services. Her generosity of spirit, skill, and time shone through as she supported our patient's ability to enjoy the dignity to which every person is entitled.

You Matter

Did you know that you can access the SDHIPM *You Matter* publication through our website? From the SDHIPM home page, www.sdhospice.org, select "Who We Are" and "Newsletter."

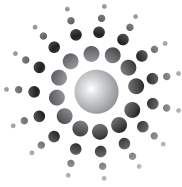
Excellence

We all have the opportunity to exhibit the core values of San Diego Hospice and The Institute for Palliative Medicine through a variety of behavioral standards.

We can uphold our value of **Excellence** by continually striving for quality in all that we do. Submitting your documentation accurately and in a timely fashion; being punctual with appointments with staff and with patients; and maintaining regular and open communication with your coordinator, assignment supervisor, and care team members are practical examples of how you can exhibit excellence in your volunteer role.

Volunteer Mileage

Did you know that mileage for your volunteer work with San Diego Hospice and The Institute for Palliative Medicine may be tax deductible? Please check with your accountant or tax professional to see if you are eligible to claim your mileage as a tax deduction.



SAN DIEGO HOSPICE

and The Institute for Palliative Medicine

4311 THIRD AVENUE
SAN DIEGO, CA 92103

RETURN SERVICE REQUESTED

Non-profit Org.
U.S. Postage
PAID
San Diego, CA
Permit #1726

February Activities

TB Test & Hepatitis B Vaccine

(for active volunteers only)

All clinics are held on

Tuesdays, from 10 a.m. – 1 p.m.

4311 Third Ave., ICC Building

⇒ **February 9, 16 & 23**

If unable to attend Hillcrest location, call
Guylaine Robert, RN, at 619-278-6186.

(TB Test only)

It can be helpful to eat prior to being
immunized.

ICC Volunteers Meeting

(for all pt. care & org. vols in ICC)

Thurs., Feb 18, 6:00 - 8:00 p.m.

4311 Third Ave., 92103

W.M. Keck Conference Center

Patient Care Supportive Supervision

- Mon., Feb 1, 10:00 a.m. – 12:00 p.m.
404 Camino del Rio S., 92108
5th Flr., Rm. A: exit elevator to right
- Thurs., Feb 4, 6:00 – 8:00 p.m.
4311 Third Ave., 92103
W.M. Keck Conference Center
- Fri., Feb 5, 1:00 – 3:00 p.m.
404 Camino del Rio S., 92108
5th Flr., Rm. A: exit elevator to right

Volunteer Enrichment Event

(for all volunteers and guests)

Presentation topic:

Spiritual Pain in the Journey of Life

Thurs., Feb 25, 6:00 – 8:00 p.m.

4311 Third Ave., 92103

W.M. Keck Conference Center

Reminder



Timesheets are due by
Friday, February 5

Patient care progress notes
are due immediately after
each visit.

Simple Truths

“We have to do the best we
can. This is our sacred human
responsibility.”

– *Albert Einstein*

SDHIPM Patient Census

As of Tuesday, January 12, 2010:
912 hospice patients

**This bulletin is published monthly for volunteers of
San Diego Hospice and The Institute for Palliative Medicine.**

For more information, please contact Volunteer Resources at 619-278-6451 or volunteer@sdhospice.org.