

Hospice: Volunteering at the End of Life

*If I can stop one heart from breaking,
I shall not live in vain;
If I can ease one life the aching,
Or cool one pain,
Or help one fainting robin
Unto his nest again,
I shall not live in vain.
— Emily Dickinson*

Recently a new hospice volunteer said to me, "There is something wrong with this program. I am getting far more out of this experience than the people I visit." Many hospice volunteers feel the same, even after years. Another volunteer shared an often repeated interaction in her life. She had noticed that conversations about her role as hospice volunteer often elicited responses like, "Wow, good for you. I'm not sure I could do that." Her answer always the same: "I'm a Stein Hospice volunteer, it is my job to help my team make whatever time an individual has left the best it can be. How can I not do that?" Many hospice volunteers feel quite lucky to be on this journey with patients.

Hospice care is an end-of-life-care model that focuses on enhancing quality of life when time is short. It involves an inter-disciplinary team — including doctors, nurses, nurse aids, social workers, bereavement counselors and nutritionists — working together addressing the medical, physical, social, emotional and spiritual needs of the patient, as well as providing bereavement support to the family. In keeping with hospice's deeply humane and community-service roots (the word stems from the same root as "hospitality"), the team also includes volunteers like the two mentioned above who carry that hospitality forward to patients and families.

"Volunteers are an integral and valued part of the team," says Amanda Michaels, volunteer supervisor for Stein Hospice. "They provide that extra level of care and comfort in providing for the patient and their family."

In fact, volunteers are mandated by law. Organizations that receive hospice Medicare benefits from the government must have five percent of their direct services come from volunteers. Volunteers provide nonprofessional services but are required to undergo intensive training, including interviews and background checks. Our organization asks volunteers to commit to two to three hours per assignment, many in private homes. Volunteers who visit patients in a residential facility will often stop in to see a few patients within the facility making their own "caseload."

Volunteer services can be as varied as those of any personal relationship and can include:

- Support for patients
- Respite and support for family members
- Vigil services (when death is imminent)
- Bereavement support

Volunteers might sing with or for patients, talk about sporting events, share in watching a favorite soap opera, help compile "final projects" or life reviews and bring in pets for comfort (only at the patient's request, of course). Fundamentally, volunteers provide the most elemental of life's needs, a hand to hold or an ear to listen. It's really about showing up and being present that day, that minute,
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Future Scheduled LifeCourses:

FTMC Conference Room #3
272 Benedict Ave., Norwalk, Ohio 44857
May 9th, 11th, 23rd, and 25th
5:30pm – 8:30pm

Stein Hospice – Port Clinton Office
1848 E. Perry St., Port Clinton, Ohio 43452
July 14th, 16th, 21st, 23rd
5:30pm – 8:30pm

FRMC South Campus – 3rd Floor Conference Room
1912 Hayes Avenue, Sandusky, Ohio 44870
October 3rd, 5th, 10th, 12th
5:30pm – 8:30pm



Calendar of Events

MEDICAL DIRECTORS

James Preston, DO
Reagan Bristol, DO
Christina Canfield, MD
Dennis Furlong, DO
Lynn Chrismer, MD
Michael McHenry, MD

Edward Radatz, DO
Larry Robinson, DO
Sara Graham, DO
Todd Williams, MD
Robert Cromley, DO

MANAGEMENT

Jan Bucholz, MBA, MSN, RN, CHC, *Chief Executive Officer*
Tamara Zuilhof, *Chief Operating Officer*
Barb Metcalf, BSN, *Chief Compliance Officer*
Jane Bruck, *Finance Director*
Allison Burroughs, SHRM-CP, PHR, *Human Resources Director*
Gretchen Franklin, LISW-S, *Director of Complementary Services*
Samantha Bechtel, MSSA, LISW-S, ACHP-SW, GC-C,
Chief Clinical Support Officer
Beth Frank, MBA, BSN, CPHQ, *Quality and Education Director*
Amy Skolnik, M.Ed., *Director of Development*
JoAnn Didion, LISW-S, *Practice Manager*
Michael Marsh, RN, *Director of Nursing*

STEIN HOSPICE

Mission Statement: To provide comfort, compassion and support during life's final journey.

LOCATIONS

Administrative Office
Sandusky
1200 Sycamore Line
Sandusky, Ohio 44870
419-625-5269
1-800-625-5269

Stein Hospice Care Center
Firelands Regional Medical
Center South Campus
1912 Hayes Ave., 3rd Floor
Sandusky, Ohio
419-558-4164
1-866-230-7597

Norwalk
257 Benedict Ave., Suite B
Norwalk, Ohio 44857
419-663-3222

Please note, this is the correct address for our Norwalk office. It is currently listed incorrectly in the Yellow Pages phone book and online at yp.com and 411.com

Tiffin
100 Madison St.
Tiffin, Ohio 44883
419-447-0475

Stein South
100 Liming Farm Road
Mount Orab, Ohio 45154
937-444-2766

Port Clinton
1848 E. Harbor Road
Port Clinton, Ohio 43452
419-732-1787

EMAIL

Volunteer info: volunteers@steinhospice.org
Donor/event info: development@steinhospice.org
Referrals/questions: referralcenter@steinhospice.org
All other inquiries: steinhospice@steinhospice.org

IN TOUCH IS PUBLISHED BY:

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www.steinhospice.org

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Help Stein Hospice save money and care for the environment by receiving "In Touch" electronically. Just send an email to newsletter@steinhospice.org and include both your email and mailing address. We will not distribute your email address or use it for any other purpose. "In Touch" is published quarterly and is also available online at www.steinhospice.org.

April

April 22nd

Gun Smoke Gun Raffle (Erie County Conservation League)

May

May 17th

Fashion Show (Port Clinton Yacht Club)

June

June 5th

Perch Derby (Kelleys Island)

June 19th

Schaffner Golf Outing (Catawba Island Club)

June 24th

Memorial 5K/10K (Paper District Marina)

June 25th

Pyrate Run 5K (Put-in-Bay)

**For more information about our events, visit our website: www.steinhospice.org or contact Shelby Durbin at (419) 625-5269.*

Volunteering, continued from cover

that hour — meeting the patient where they are.

Rewards and Challenges

Volunteers are sometimes asked if it is difficult to get to know someone only to have them pass away. For most, the short answer is no. The longer answer involves death as part of the continuum of life, understanding expectations, maintaining personal boundaries and undergoing adequate training and education. Most find the hospice volunteer experience rewarding, transformative and life-affirming.

Many are inspired to become a volunteer because of the immense support they felt from hospice when their loved ones died. It is a meaningful way to pay back what their family received throughout their journey. Others say their motivation is to treat others as they wish to be treated at the end. Either way, it is a gratifying, loving experience, no pretense, no façade — just honestly caring.

Whether you've had a family connection to hospice care and want to give that care to another, or are interested in learning more about how to support and comfort those in their final days, please explore this truly rewarding volunteer opportunity. Visit our website at www.steinhospice.org/volunteer or call us at 419-625-5269 to learn more about Stein Hospice volunteer opportunities.

“Support the cause with Stein Time”

There are several ways you are able to donate your time to support Stein Hospice. One unique and fun way to support the cause is to volunteer for our fundraising events. The summer is a great time to come on board! There is a wide range of fun activities at which you can volunteer:

- Cheer on runners and provide Foot Race support in downtown Sandusky or Put-in-Bay
- Sell Raffle Tickets or assist with registration at events throughout the year
- Cruise to Kelleys Island to participate in or volunteer at the Perch Derby
- Be on the planning committee for the event of your choice
- Play with dogs and assist the Paws Up Pet Expo
- Spend the day on the course for either of our Golf Outings (CIC or Eagle Creek)
- Strut your stuff at the Fashion Show

If interested in helping, please contact Shelby Durbin, Events Facilitator, at 419-625-5269 or sdurbin@steinhospice.org



Pyrate Run



Valentine's Day



Perch Derby

A note from the Development Department:

Stein Hospice has touched the lives of many over the last 35 years. Please consider making a legacy gift that will help us continue to provide comfort, compassion and support during life's final journey. Your investment in Stein Hospice is a meaningful way to carry on what is important to you. Leaving a bequest in a will is one of the simplest ways to make a significant charitable contribution. If you have made a planned gift or have questions regarding planned giving, please contact Amy Skolnik at askolnik@steinhospice.org or 419-625-5269.



Sandusky Office
1200 Sycamore Line
Sandusky, Ohio 44870

ph. 419-625-5269
fax 419-625-5761

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SUPPORT GROUPS

All groups are free and available to anyone in the community whether or not they have had previous involvement with Stein Hospice. For more information contact Kathy Failor, Bereavement Care Liaison 800-625-5269 or kfailor@steinhospice.org

**Participants purchase their meal.*

Adult Support Groups:

- **Serenity Seekers:** for the loss of any adult loved one.
- **Healing Hearts:** for graduates of Serenity Seekers.
- **MOMS:** for mothers who have experienced the death of a child, of any age (childhood to adulthood).
- **A New Dawn:** for adult survivors of divorce.
- **A New Day:** for graduates of A New Dawn.
- **With the Guys:** for men who have lost a loved one.
- **Rain's End:** for adults who have lost a loved one through suicide.
- **Clear Skies:** for graduates of Rain's End.
- **Angel Warriors:** for adult women who have lost a loved one and have challenges with self-esteem.
- **M.I.S.S. You:** for parents who are grieving loss through miscarriage, infant death and stillbirth.
- **In It Together:** for families who have a loved one in the military and deployed. Contact Kim Gentzel, 419-750-0642.

Adult Social Event Groups:

- **Bunch for Lunch:** Potluck 12 p.m., first Monday of month, at Stein Hospice, 1200 Sycamore Line.
- **Sandusky Yacht Club Lunch Bunch*:** 12 p.m., third Wednesday of month. 529 E. Water St., Sandusky.

- **Huggers and Munchers*:** 5 p.m., second Tuesday of month, at different restaurants.
- **Healing Hearts Lunch Bunch*:** 12 p.m., first Wednesday of month, at different restaurants.

Children and Adolescent Support Groups:

- **Recovery Riders:** for children ages 7-12 who have lost a loved one through death.
- **R.U.O.K:** for adolescents ages 13-18 who have lost a loved one through death.
- **Tough Cookies:** for children ages 7-12 who have had a loss through separation/divorce, a temporary or permanent placement out of their home or parents/caretakers who have been incarcerated.
- **Next Step:** for adolescents ages 13-18 who have had a loss through separation/divorce, a temporary or permanent placement out of their home or parents/caretakers who have been incarcerated.
- **Club USA:** for children ages 7-12 who have a loved one in the military who has been deployed.
- **Camp Good Grief:** a weeklong summer day camp for children ages 5-13, held in several local parks.