

*"The smallest act of kindness  
is worth more than the grandest intention."  
~Oscar Wilde*

## Our Volunteers Have Heart

The passion and dedication of our incredible volunteers help fuel and elevate Stein's overall commitment to provide excellent and compassionate care. Volunteers provide comfort in a number of ways, ranging from taking the time to read the newspaper aloud to listening to music, chatting or praying with patients. While each act may seem small, the combined efforts of Stein's volunteers generate a constant uplifting and impactful presence.

Stein's Volunteer Supervisor, Amanda Michaels, shares, "Although Hospice care is about providing end of life care,

it's actually about living, living with the best quality of life possible during the final stages of life. Volunteers help enhance this quality of life. It's a gift."

Our volunteers at Stein Hospice genuinely go above and beyond in their efforts on a daily basis. Whether focused on patient care or non-patient care, each maintains a selfless focus on giving back. Amanda shares, "I overheard a volunteer explain the services she provides as 'so rewarding, such an honorable thing to do.' This couldn't hold truer. It is Stein's mission to provide comfort, compassion, and support during life's final journey. Our volunteers truly live this mission out, radiating an undeniable positive energy to the lives they touch. They are appreciated more than words can say."

The quality time our volunteers spend with patients also results in meaningful friendships. Recently, another volunteer shared that when he walked in to visit a patient, the patient said, "I missed you." Those three words serve as a powerful reminder of how big an impact volunteers make by spreading love, comfort and cheer.

Would you consider volunteering your time to serve our wonderful patients? If so, we encourage you to take the leap! Here are some of the many ways that Stein volunteers can get involved:

- Companionship to patients and their families
- Event volunteer support
- Bereavement support
- Office Support
- Bedside Vigil Support (when death is nearing)
- Veterans Services

With further training opportunities available, volunteers may also gain the knowledge they need in order to provide additional support through Reiki, Coma Communications, Comfort Touch, and more.

If interested in learning more about volunteering, please contact Stein Hospice at 1.800.625.5269.



*"It is more than a job to those girls. I'd like a chance to brag on them. They really go the extra mile. I was really happy with the services. There was one young girl who cared for my sister and I tell you what, she really adopted her like she was her grandmother. When my family member passed, there were Stein gals at the funeral and I am grateful for that support. These girls down here are the best staff. I also know that if I need any support, I am comfortable with just picking up the phone and asking for it. Any chance I get, I really like to share with people how wonderful the care is."*

**Stein Hospice Volunteer and Family Caregiver -  
Phyllis Turner**

## STEIN PHYSICIANS

James Preston, DO – Medical Director  
Reagan Bristol, DO  
Christina Canfield, MD  
Michael McHenry, MD  
Edward Radatz, DO  
Larry Robinson, DO  
Todd Williams, MD

## SENIOR 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  
Samantha Bechtel, MSSA, LISW-S, ACHP-SW, GC-C,  
Chief Clinical Support Officer  
Beth Frank, MBA, BSN, CPHQ, Quality and Education Director  
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

**Norwalk**  
49C Benedict Ave.  
Norwalk, Ohio 44857  
419-663-3222

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

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

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

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

## 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:

Stein Hospice  
419-625-5269, 1-800-625-5269  
FAX 419-625-5761



[www.steinhospice.org](http://www.steinhospice.org)

## GO GREEN

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](http://www.steinhospice.org).

# Message from Chief Executive Officer



Jan Bucholz

Dear Readers:

I am writing today to share some exciting news – the Board of Directors of Stein Hospice today approved preliminary plans to partner with Community Hospice Care of Tiffin, a not-for-profit organization serving residents of Seneca County. This partnership was initiated by the Board of Community Hospice, to strengthen not-for-profit hospice services to residents served by both organizations in a time of increased competition and decreased reimbursement from Medicare that is experienced by all hospices nationwide.

As a valuable supporter of Stein Hospice, I want to make sure you understand what to expect moving forward. This is a natural fit, as both organizations share a deep commitment to our communities and to offering not-for-profit, compassionate help for patients and their families. Stein already serves patients and their families in Seneca County, so we anticipate integrating our two teams, as we work to fully align both organizations.

Each organization currently serves about 20 patients in Seneca County, although Stein Hospice's total service area is much larger, serving more than 270 patients in five additional counties. By combining the two organizations, we will be able to offer more resources to all families served by Stein and Community Hospice. We look forward to a smooth transition, and will work with staff to deliver education and training to integrate the organizations smoothly. Each organization has unique strengths that will benefit from a rich depth of offerings, including bereavement, palliative care and comfort services, as well as experienced hospice and palliative care certified medical directors and nurse practitioners.

In the weeks and months ahead, Stein and Community will be working through details such as integrating electronic medical records. Once that work is complete, staff will be combined and the best practices of both organizations adopted, to more efficiently serve the community.

If you have any questions about this, please don't hesitate to contact me. With your ongoing support, we can ensure families continue to have access to help with end-of-life care needs, and that patients with terminal illnesses continue to receive amazing care at the most vulnerable time of their lives.

Sincerely,

Jan Bucholz, MSN, MBA, RN, CHC  
Chief Executive Officer  
Stein Hospice

# Testimonial

"It is always my pleasure to talk about my experience as a volunteer for Stein Hospice. I first began at the Ohio Veterans Home in Georgetown, OH, about 9 years ago. While I was taking my training, I wondered if I could be a volunteer "one on one" with the residents. I soon found out when you walk in, introduce yourself, get them to talk about themselves, it isn't long before you have a friend for as long as they live. Show a genuine interest in what they want to talk about, and thankfulness for their service to our country. Sometimes you can just sit quietly with them, depending on their need. Remember you might be the only visitor they ever have. Rarely do they complain unless you ask them how they are feeling, even though they have many ailments. Yes, you do get attached, and when they pass, you grieve. It is also special when you get to meet their families.

"So if you have ever thought about being a volunteer--do it. You go to be a blessing to them, but you come away feeling blessed. I have made so many friends over the years. It is worth every moment you give."

*- Stein Hospice Volunteer and Family Caregiver - Phyllis Turner*

## Upcoming Volunteer Training Session (Life Courses)

Stein Hospice

100 Liming Farm Road • Mt. Orab, Ohio 45154

October 21st – 24th • 4 p.m. – 7 p.m.

## Virtual Reality *with* Stein Hospice

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