



# VOLUNTEER NEWSLETTER

August 2019

## Support Group Event

### What to Say (and What Not to Say) to Someone Who's Grieving (CE)

Thursday, August 8, 6:00–8:00pm

I asked you to recount some helpful things people said or did when you were in mourning, and to reminisce some decidedly unhelpful things. Always knowing the right thing to say doesn't come naturally. We're neither born with that skill nor taught it. Our society generally avoids talking about death and grieving. Many of us haven't had much experience with people in desperate emotional pain, so it's not always obvious when we're helping and when we're hurting.

**Presenter:** Anne Arndt, MSW, LCSW

**Registration:** Online at [Volunteer Central](#)  
Call **919-719-6768**, or  
Email [vol1@transitionslifecare.org](mailto:vol1@transitionslifecare.org).

## Connections

### Pain Happens but Suffering is Optional (CE)

Wednesday, September 18, 12:00–2:00pm

PAIN is the #1 fear of people facing end of life. One of the most frightening and stressful aspects of caregiving is seeing a loved one in pain and not knowing what to do to help reduce their suffering. This class will define what pain is, its aspects and how it affects us. We will also explore what pain management includes and how you can provide better information to those experiencing pain.

**Presenter:** Mark Philbrick, RN, MSN

Mark is the Director of Education & Volunteer Services for Transitions LifeCare.

**Registration:** Online at [Volunteer Central](#)  
Call **919-719-6768**, or  
Email [vol1@transitionslifecare.org](mailto:vol1@transitionslifecare.org).

## Better Impact

### Remember Better Impact!



This software will allow you to log hours, mileage, and visit notes with a mobile

phone or a computer. If you have not attempted to log onto Better Impact, please do so by **August 31, 2019**.

Volunteer Services Staff will contact volunteers who have not yet attempted to login to assist with login and application of the software.

If you would like additional help, please contact volunteer services to schedule a one-on-one training with Lori Mayhue-Brown or Paige White by phone at 919-719-6768 or email [vol1@transitionslifecare.org](mailto:vol1@transitionslifecare.org).

## Movie Suggestion

### Documentary: In My Time of Dying

57m 55s | Aired April 21, 2011

In My Time of Dying explores the way we approach the end of life in America. Medical experts and spiritual leaders are woven together with intimate portraits of people facing imminent death. The result is a unique and important conversation about how we meet death, how we support our loved ones in their time of dying, how we cultivate hope in these times, and how to engage in conversations.

[Click here to watch the documentary.](#)

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## Continuing Education

To receive (.50 CE) education credit for the month of August, please read the [Tribute](#) newsletter entitled **Facts About Oxygen** (published June 2019).

What you will learn:

- Facts about oxygen
- Oxygen use in hospice
- Tips to remember when patients have oxygen
- Safety measures related to oxygen

Additional credit can be earned by reading and submitting forms for the following articles:

[Pain Control at the End of Life](#) (.50 CE)

[Palliative or Terminal Sedation Overview](#) (.50 CE)

[Monitoring Hospice Medications](#) (.50 CE)

[The 8 Worst Things You Can Say to Someone Who Is Grieving](#) (.50 CE)

Newsletter articles and documents are located online at [Volunteer Central](#).

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## Volunteer Information Sessions

We recommend anyone who is interested in becoming a volunteer attend a one-hour session to learn more about the many ways to volunteer. If you know a friend a family member who would make a fantastic volunteer, please encourage them to visit our website's [Volunteer section](#) for more information.

### Upcoming Volunteer Information Sessions:

- [September 4 \(Wednesday\) from 6:00–7:00 pm](#)
- [October 2 \(Wednesday\) from 6:00–7:00pm](#)

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## Doll Therapy for Dementia

A kind gift from two Kentucky women to people with Alzheimer's and dementia will melt your heart! [You can watch the video here.](#)

Transitions LifeCare now has a Doll Therapy Program. If you're interested in hearing more about Doll Therapy or would like to donate a doll, please contact Lori Mayhue-Brown by phone at 919-719-6845, or email [lbrown@transitionslifecare.org](mailto:lbrown@transitionslifecare.org).

Benefits of Doll Therapy:

- Calm someone who is upset
- Provide endless hours of hugs and smiles
- Lull a person to sleep
- Distraction from a dangerous, harmful, or upsetting event
- Serve as an attention-getter
- Provide a tool for social interaction
- Regenerate warm, nurturing feelings of once again caring for a young child
- Make it possible for someone, totally dependent upon others, to care for "someone else"

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## Kudos

**Cassie Mueller:** "A huge thank you for taking on a challenging assignment on short notice."

**Sandy Schiller:** ...for her contribution in recruitment of Pet Therapy Teams and being a wonderful Pet Partner.

**Ben Edwards:** ...for overall enthusiasm and dedication to several patients.

**Bert Rosefield:** ...for his monetary contribution to our We Honor Veterans Program.

**Jim Brack:** ...for his willingness to be on call for Hospice Home veteran recognition ceremonies.

**Gary Atkins:** ...for being a champion for his patients always.

**Dale Oller:** ...for his dedication to the courtesy call program and his ability to comfort patients with voice.

# Volunteer Brunch

Come partake in a delicious meal at Westwood Baptist Church! This brunch is our thanks for all that each of you do for your patients and their families, and it's a great chance to fellowship with our other volunteers.



## WHEN

Saturday  
September 7, 2019  
12:00pm

## WHERE

Westwood Baptist Church  
200 Westhigh St. | Cary, NC 27513

**RSVP** by August 30 at 5:00pm  
919.719.6768  
vol1@transitionslifecare.org



*Each volunteer is invited to bring a plus one.*

## Hospice Home Corner

### New Notification

Visitor Cards have been removed from the Front Desk for revisions. The cards will be placed back at the desk once revisions are complete.

### Reminders

- The key to unlock the Volunteer Office is in the Altoid's box in the front desk. It is to be used after-hours for computer use or to get supplies.
- Lisa Alexander, Krisy Sims, Gerri Craig, and Lori Mayhue-Brown will continue to provide individual tour training to all front desk volunteers during their scheduled shift until everyone is trained
- Review the new task list (located in a white notebook in the first drawer of the desk) during your shift to ensure all tasks are complete. Initials and date will be an indicator that the job is done.
- Please read the Communication Logbook at the beginning of your shift to be aware of any communicated updates during the day.
- Document any communication received from staff, directions, or info that's important for the next volunteer.
- Gerri Craig only works one day on the weekends. Front Desk Volunteers are asked to update the extension list by checking the whiteboard in the clinical workroom for patient changes when the volunteer coordinator is not present.

## Help Wanted

### Hospice Home Task Volunteer

**Date/Time:** Mondays, Wednesdays, and Fridays  
11:00am–2:00pm

**Contact person:** Gerri Craig at 919-719-6711 or  
[gcraig@transitionslifecare.org](mailto:gcraig@transitionslifecare.org)

**Volunteer Tasks:** We are searching for a volunteer(s) to complete a short list of tasks such as tidying up common areas, watering plants, and supporting Front Desk Volunteers and Volunteer Coordinators. All willing hands will be very much appreciated, and we will welcome you with open arms and a smile.

### Care Notes and mailings for Transitions GriefCare

**Schedule:** 2–3 hours, once a month (usually the 2nd Monday of the month starting at 9am) and as needed for special mailings.

**Contact person:** Annie McCall at 919-719-7199 or  
[amccall@transitionslifecare.org](mailto:amccall@transitionslifecare.org)

**Volunteer Tasks:** Each month we send out care notes to our bereaved families and we need volunteers to help prepare these mailings. It involves sorting papers, stuffing envelopes, etc. This an important outreach project and all willing hands are greatly appreciated.

## Help Wanted

### Camp Reflections

**Date:** Saturday, October 5 at Lake Wheeler Park

**Contact person:** Hannah Tosch at 919-719-7199 or  
[htosch@transitionslifecare.org](mailto:htosch@transitionslifecare.org)

**Camp Reflections** is a camp for grieving children in elementary and middle school that provides a safe environment for them to share about their loss experience(s) with peers who understand what it's like to grieve. It includes activities such as music, arts & crafts, and games. Grief-related activities are conducted in small and large group settings and are led by trained bereavement facilitators.

### Volunteer Tasks

#### Program Assistant (8:00am–6:00pm)

Program Assistants support the group facilitators (Bereavement Counselors) in preparing, providing, and cleaning up activity sessions. Program assistants will be assigned to one camper group for the day. Clinical counseling knowledge and skills are preferred for volunteers in this role.

#### Camper Support (8:00am–6:00pm)

Camper Support Volunteers are assigned to one camper group for the day and are responsible for escorting campers to planned activities, providing support, listening, mentoring, and playing throughout the day.

#### Floater (8:00am–1:15pm or 1:00–6:00pm)

Floater Volunteers will lend support as needed to assist with set-up, programming, reception, snacks, escorting campers, and supporting group facilitators. Flexibility with role requirements is needed in this position.

#### Lunchtime Volunteer (11:30am–2:00pm)

Lunchtime Volunteers will set up for lunch, distribute meals to campers and volunteers, set up lunchtime activities for campers, supervise and engage with campers during lunch, and clean up after lunch.

## Help Wanted

### Administrative Volunteer for Transitions Kids

**Contact person:** Lori Mayhue-Brown at 919-719-6845 or  
[lbrown@transitionslifecare.org](mailto:lbrown@transitionslifecare.org)

**Volunteer Tasks:** Transitions Kids is looking for a volunteer with legible penmanship to handwrite notes to families. Cards are tailored to the occasion and the knowledge of the family. Volunteer will need to have computer skills and knowledge to perform this task. Volunteer will be needed only two half days per month (flexible).

### Caregivers Summit

**Dates:** August 20 - Chapel Hill: The Friday Center

September 13 – Lillington: Harnett Health Sciences Center

October 29 - Raleigh: McKimmon Conference Center

**Contact person:** Shelly Slaczka at 919-371-2062 or  
[shelly@guidinglightsnc.org](mailto:shelly@guidinglightsnc.org)

**Volunteer Tasks:** We have three conferences remaining this year where we will need your help with greeting, registration (checking in our guests), "people moving" (helping our guests find their way to sessions, lunch, restrooms, etc.), and moderating sessions.

## Participants Needed

### Participants are needed for an RTI International Research Study: The Impact of the Opioid Crisis on End-of-Life Care for Patients and their Families

**Contact** Dorothy Wu ([drwu@rti.org](mailto:drwu@rti.org)) at RTI International for details and the date/time of the focus group. It will take place at Transitions LifeCare (250 Hospice Circle, Raleigh).

#### What is the purpose of this study?

End-of-life is a time when opioid drugs (e.g., Oxycontin, morphine) are commonly used to manage pain and other symptoms (e.g., shortness of breath) for dying patients. The opioid crisis has changed how doctors, pharmacies, and patients and families prescribe and use opioids. With this study, we want to understand how these changes may be impacting hospice patients and their families.

#### What are opioids?

Opioids are typically used as pain killers, but they can also be used by hospice providers to relieve symptoms such as shortness of breath. Common examples of opioids are hydrocodone, oxycodone, morphine, codeine, and fentanyl. These medications are also known by their brand names such as Vicodin, Percocet, Oxycontin, and MS Contin. Opioids can be administered to patients in multiple ways including using a pill that is taken by mouth, through an intravenous (IV) injection that could be administered in your arm or through a port, or opioids can be delivered through a skin patch. Opioids do not include over-the-counter pain relievers such as ibuprofen (or Advil), acetaminophen (or Tylenol), aspirin, Aleve, or Excedrin.

#### Who is conducting the study?

RTI International, an independent, nonprofit research organization is conducting this study. Their research team's goal is to learn from the experiences of caregivers so they can better support patients, families, and hospices and their use of opioids. The role of Transitions LifeCare in this study is to help identify potential participants and provide space for hosting the focus group discussion.

#### What are you asking me to do?

Participate in one, 90-minute focus group discussion with other bereaved caregivers. A focus group is an interactive conversation where 2-3 researchers from RTI International will ask you and 4-10 other caregivers about your/your loved one's experience with opioids in hospice. During the focus group, we will ask you questions about:

- your experience in hospice in general.
- whether your loved one received or was offered opioids during the end-of-life.
- what concerns (if any) you had about your loved one taking opioids.
- any challenges you or your loved one experienced giving/taking opioids.

#### Who is eligible to participate in the study?

Caregivers who had a loved one in hospice care within the past nine months who either received opioids or was offered opioids during hospice care.

#### Is there any compensation?

No, there will be no compensation for participating in this study.

## Department Directory

**Lori Mayhue-Brown**, Volunteer Services Team Leader  
919-828-0890, X6845  
[lbrown@transitionslifecare.org](mailto:lbrown@transitionslifecare.org)

**Paige White**, Volunteer Recruiter and Retention Coordinator  
919-828-0890, x6832  
[pwhite@transitionslifecare.org](mailto:pwhite@transitionslifecare.org)

**Emily Woolverton**, Volunteer Team Assistant  
919-828-0890, x6751  
[ewoolverton@transitionslifecare.org](mailto:ewoolverton@transitionslifecare.org)

**Lisa Alexander**, Volunteer Coordinator - New title  
919-828-0890, x6905  
[lalexander@transitionslifecare.org](mailto:lalexander@transitionslifecare.org)

**Nancy Midgett**, Volunteer Coordinator  
919-828-0890, ask to be transferred to Nancy Midgett.  
[nmidgett@transitionslifecare.org](mailto:nmidgett@transitionslifecare.org)

**Anne Hamrick**, Volunteer Coordinator  
919-828-0890, ask to be transferred to Anne Hamrick.  
[ahamrick@transitionslifecare.org](mailto:ahamrick@transitionslifecare.org)

**Ginny Rowe**, Volunteer Coordinator  
919-828-0890, ask to be transferred to Ginny Rowe.  
[growe@transitionslifecare.org](mailto:growe@transitionslifecare.org)

**Krisy Sims**, Hospice Home Volunteer Coordinator - New title  
919-828-0890, x6761  
[ksims@transitionslifecare.org](mailto:ksims@transitionslifecare.org)

**Gerri Craig**, Hospice Home Volunteer Coordinator  
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**CAREGIVERS SUMMIT**  
*Navigating the Transitions in Life*  
Underwritten by AARP®

Register now to join us for respite, resolution, and practical resources as you navigate life's transitions with your loved ones.

Register and learn more at [caregiverssummit.org](http://caregiverssummit.org)  
Information hotline: 919.719.6765

	<b>Summits</b>	<b>Cost</b>
<b>June 6</b>	<b>RTP/Durham:</b> The Sheraton Imperial	\$15/caregiver
<b>August 20</b>	<b>Chapel Hill:</b> Friday Center	\$50/professional caregiver (includes up to 4 CEUs)
<b>September 13</b>	<b>Lillington:</b> Harnett Health Sciences Center	Includes lunch and all sessions
<b>October 29</b>	<b>Raleigh:</b> McKimmon Conference Center	





