



VOLUNTEER NEWSLETTER

October 2019

Support Group Event

Holiday Grief (CE)

Thursday, October 10, 6:00–8:00pm

The holidays are a special time for families and communities. Everywhere we look we see signs of celebration. In stores, we hear familiar music. On the streets, people wish each other happy holidays. During these times, most of us also think about the people we miss, including loved ones who have died. These memories can be difficult for ones who have lost a loved one. One may experience periods of deep sadness, a renewal of their grief, or sudden and unexpected reactions of anger, despair, or fear.

During this support group we will discuss challenges and coping strategies, and we will provide support and understanding as you prepare for the holidays.

Presenter: Anne Arndt, MSW, LCSW

Registration: Online at [Volunteer Central](#)

Call **919-719-6768**, or

Email 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.

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

Connections

We Honor Veterans—Challenges Veterans Face (CE)

Wednesday, November 20, 12:00–2:00pm

Mark's presentation will familiarize you with the We Honor Veterans program that's associated with the National Hospice and Palliative Care Organization (NHPCO) in collaboration with the Department of Veterans Affairs (VA). Mark will address special needs that veterans face and most importantly how you can support veterans.

This program is informational for all volunteers but particularly those with veteran patients and/or family members.

Presenter: Mark Philbrick, RN, MS

Director of Education & Volunteer Services

Registration: Online at [Volunteer Central](#)

Call **919-719-6768**, or

Email vol1@transitionslifecare.org.

Movie Suggestion

Documentary: Six New Ways to Die in America

1hr 8min | Official Trailer 59sec

Alternate Endings: Six New Ways to Die in America offers a fascinating look at the varied ways Americans are choosing to both find meaning and celebrate life as it comes to an end. With attitudes about death and end-of-life choices rapidly changing, 2018 saw the first time more Americans chose cremation over more expensive, traditional burials, disrupting the \$16 billion a year funeral industry. As the baby boomer generation approaches death, more and more are rethinking the way end of life is recognized and are deciding to take control of what will happen when they die. Touching and heartfelt, the documentary spotlights a subject some might rather avoid, and presents it in a positive and thought-provoking manner – featuring stories of empowerment instead of avoidance.

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

Continuing Education

To receive (.50 CE) education credit for the month of October, please read the [Tribute](#) newsletter entitled **Common Diagnosis in Hospice** (published September 2017).

What you will learn:

- Common diagnosis seen in hospice.
- Suggestions when caring for patients with the diagnosis.
- Statistics related to disease.

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

[For Some Caregivers, the Trauma Lingers](#) (.50 CE)

[How to Handle Family Dynamics Around a Dying Loved One](#) (.50 CE)

[Hospices, Wary of Costs, May Be Discouraging Patients With High Expenses](#) (.50 CE)

["My Soul and My Role Aligned" - How Hospice Workers Deal With Death](#) (.50 CE)

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

Threshold Singers

Threshold Choir Brings Songs of Comfort to the Dying

We welcome the Threshold Singers of Raleigh! Each Thursday the Threshold Singers sing songs of comfort to the dying at the Hospice Home. The melodic sounds softly soothe the soul and the body, unlike any other presence.

Transitions LifeCare is excited to have Threshold Singers as volunteers.

Contact: If you're interested in hearing more about them, contact Lori Mayhue-Brown at lbrown@transitionslifecare.org or 919-719-6845.

[Threshold Singers video](#)

transitionslifecare.org

Movie Suggestion

Documentary: **If You're Not in The Obit, Eat Breakfast - Premiere Panel (HBO Documentary Films)**

What's the secret to living into your 90s--and loving every minute of it? In this documentary, irrepressible writer-comedian Carl Reiner (who shows no signs of slowing down at 95) tracks down several celebrated nonagenarians, and a few others over 100, to show how the twilight years can truly be the happiest and most rewarding.

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

Medicare Volunteer Requirements

Why Logging Your Visits is Important

Volunteers are required by federal regulations to provide administrative or direct patient care that adds up to 5 percent of the total patient care hours performed by all paid hospice staff (nurses, doctors, social workers, home health aides, etc.).

A hospice must document the ongoing activity of its volunteers in order to prove compliance with this 5 percent requirement. In addition, the hospice must be able to document the cost savings it achieves using volunteers. When completing your log in Better Impact or by paper it's important to include:

- Accurate **Start Time** and **End Time** of your visit
- **Mileage** (utilized for the cost savings calculation)
- **Travel Time**
- Accurate **Patient Name** or **ID #** (required)

PLEASE DO NOT FORGET TO SUBMIT YOUR VISIT LOG IN A TIMELY MATTER (within 24 or 48 hrs of the visit).

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 Session:

- [November 6 \(Wednesday\) from 6:00–7:00pm](#)

Hospice Home Corner

New Notification

Please document in Better Impact within 24 hours of the visit. You can document from your own home or in the Hospice Home's Volunteer Services Office.

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.
- Front Desk Volunteers can provide all visitors with a Hospice Home tour. This will increase the availability of tour guides for visitors. 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.

Kudos

Ben Edwards: "I just wanted to pass on I was able to visit Dr. L and his wife today, and Ginger was raving about Dr. L's volunteer Ben Edwards." *Micah Royal, Spiritual Care Counselor*

Betsy Carroll: "... made the Pt's daughter so happy, due to her willingness to travel and continue visiting when the patient switched locations." *Katie Evans, Social Worker*

Ingrid Rossouw: "... is a rock star for her participation in the last two vigils in Fuquay-Varina." *Anne Hamrick, Volunteer Coordinator*

Help Wanted

Annual Professional Appreciation Event

Date/Time: Thursday, November 14
4:30pm–6:30pm

Contact person: Lori Mayhue-Brown at 919-719-6845 or mbrown@transitionslifecare.org

Volunteer Tasks: We are searching for volunteers to assist with registration, parking, photography, and food/drink service.

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

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

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.



October 2019

Help Wanted

Caregivers Summit

Date: October 29 - **Raleigh:** McKimmon Conference Center

Contact person: Shelly Slaczka at 919-371-2062 or shelly@guidinglightsnc.org

Volunteer Tasks: We have one conference 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.

Administrative Volunteer for Transitions Kids

Contact person: Lori Mayhue-Brown at 919-719-6845 or 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).

Kudos

Bernie: "I just wanted to give a shout out for Bernie who works with us in PC. I was looking in the charts and she has done an amazing job calling the people on the stable list. I can't begin to tell you how many hours she has saved the nurses. She also keeps our program whiteboard up to date. I hope she knows how much we appreciate her!" *Teresa Harvey, Director of Palliative Care*

Meribeth Howlett & Thaddeus and Steve Mayberry &

Bentley: Congratulations on becoming our newest Therapy Dog Team.

Flu Clinics

This is a gentle reminder that all Transitions LifeCare volunteers are required to have an annual flu vaccination. We are offering multiple flu clinics at the Raleigh campus in October to ensure our staff and volunteers are able to complete this requirement. Please bring a copy of your insurance card when you come to the flu clinic. If you have a legitimate medical or religious exemption, please contact Allie Lindahl who will send the required form to you. This form only needs to be filled out once during your commitment.

If you have had your flu shot elsewhere, please email a photo or drop off a copy (Volunteer Services office) of the receipt or documentation of the vaccine that includes your first and last name and the date received.

Contact person: Allie Lindahl, MS, BSN, RN
alindahl@transitionslifecare.org
tel. 919-828-0890 fax 919-828-0664

October

- Oct. 8, 8:00–10:00am – Meeting Room 2
- Oct. 15, 8:00–10:00am – Meeting Room 1
- Oct. 17, 11:00am–1:00pm – Auditorium
- Oct. 23, 8:30–10:30am – Meeting Room 1
- Oct. 29, 9:00–11:00am – Auditorium

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) 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
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lbrown@transitionslifecare.org

Paige White, Volunteer Recruiter and Retention Coordinator
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Emily Woolverton, Volunteer Team Assistant
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Lisa Alexander, Volunteer Coordinator - New title
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lalexander@transitionslifecare.org

Nancy Midgett, Volunteer Coordinator
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nmidgett@transitionslifecare.org

Anne Hamrick, Volunteer Coordinator
919-828-0890, ask to be transferred to Anne Hamrick.
ahamrick@transitionslifecare.org

Ginny Rowe, Volunteer Coordinator
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Krisy Sims, Hospice Home Volunteer Coordinator
919-828-0890, x6761
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Gerri Craig, Hospice Home Volunteer Coordinator
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gcraig@transitionslifecare.org



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
Information hotline: 919.719.6765

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





