

Spring 2019

## Volunteer Appreciation Week: April 7<sup>th</sup> – 13<sup>th</sup>, 2019

**A Tribute to our Hospice of the Valley Volunteers:**

**V**aluable is your untiring service for HOTV  
**O**utstanding in how you always come through making a difference for others  
**L**oyal and sincere, full of compassion and respect  
**U**ntiring in your efforts throughout each year to be there for others  
**N**otable are the contributions you make every time  
**T**rustworthy and faithful in everything you do  
**E**ager to reach the goal to meet the needs of another  
**E**ffective in the way you fulfill your role of service  
**R**eady with a smile or whatever it takes, like a shining star



From everyone here at Hospice of the Valley, we want to say thank you to ALL of our volunteers for their **dedication** and **support**. We would not be able to be as successful as we are without the help from all of you.

The compassion that you show to the people you serve is an inspiration to us all. Your willingness to share both your time and your talent with Hospice of the Valley says a lot about who you are as human beings. Each and every volunteer has a **kind** and **compassionate heart**, and this shows in the work that you do.

Although you may go into volunteering selflessly and without an expectation of being recognized or rewarded, with this we wish to do just that. Whether you have been volunteering for several years, just started, and regardless of how many hours you give, what you do **makes a difference**. We can never say “thank you” enough for the service that you provide.

We look forward to continuing to work with all of our wonderful volunteers. We sincerely appreciate all that you do. **THANK YOU** for volunteering with Hospice of the Valley.



## Volunteer Picnic

Please mark your calendar now for the Volunteer Appreciation Picnic on **Thursday June 6<sup>th</sup> from 12 pm – 2 pm** at Master's Pavilion in Boardman Park. Hot dogs, hamburgers and beverages will be provided. Please bring a side dish or dessert to share. RSVP to Alacia by **Thursday May 30<sup>th</sup>** at either 330-549-5908 or [aharrison@mercy.com](mailto:aharrison@mercy.com)

## TB Form Reminder

A reminder to please get your annual TB form completed. This is a form that is required to be filled out to remain compliant with our standards. Please contact the Volunteer Department with any questions and/or concerns.

## In-Service Dates for 2019

**Reminder:** Every Volunteer **must attend at least 2 In-Service Trainings per calendar year**. All In-Service trainings will be held at Hospice House, on the **2<sup>nd</sup> Tuesday of the month at 1 pm**, unless otherwise noted. In-Services will not be held in July and December.

Mandatory Education in September does count as 1 of the 2 required in-service trainings. Please mark your calendar now!

### In Service Dates:

April 9<sup>th</sup> – American Cancer Society, Tami Lewis  
May 14<sup>th</sup> – Marcy Health, Community Ed. Ellen Ford  
June 11<sup>th</sup> – Final Hours  
August 13<sup>th</sup> – Diversity/Cultural Competencies  
September 10<sup>th</sup> – Mandatory – **SAVE THE DATE!**  
October 8<sup>th</sup> – Alzheimer's, Alz. Association  
November 12<sup>th</sup> – Veteran

## Hospice House Reminder

When you volunteer at Hospice House please **do not** enter patient's rooms when there is a staff member already in the room. This includes the Physician, Nurses, Social Workers, Aides, Chaplains, and Kitchen Staff. If you are unsure if the person is a staff member please wait. You can also check with staff at the desk downstairs for verification.

## New Volunteer Training

We need your help recruiting additional new volunteers! Our next new volunteer training will be **Thursday April 18 and Thursday April 25** at the **Salem office**.

If you know of someone who might be interested in volunteering have them give Tizzy or Alacia a call. You can also give either of us their name and phone number and we will be happy to reach out to them!

Are you willing to take flyers to post at your church or share with another group you are a part of? Let us know and we will get you information fliers!

## Documentation

**Companion Volunteers**, please be sure to **turn in green sheets every week** and make sure to include:

- The Patient ID#
- Travel Time, round trip
- Miles Traveled to visit patient, round trip
- Length of visit with the patient

**Office Volunteers**, please make sure to include:

- Travel time, round trip
- Miles traveled, round trip

If you need additional green sheets they are available at Hospice House, or call Alacia to get more.

## One Call System

For those volunteers who have **provided e-mail address**, please note that this is how we will communicate updates and information to you. If you prefer to have a phone call please let Alacia or Tizzy know.

For those volunteers who have **not provided an e-mail address**, we will start to utilize the automated call system "One Call". One Call will provide you with any updates or information that need to be provided. If you do not answer the call, the automated system will leave you a voicemail. The Volunteer Department will be confirming with these volunteers their phone number(s) and ensure we have the best one to reach you. If you have any questions please contact the Volunteer Department.