



Tidewell Hospice

Sharing

Newsletter for Volunteers

Winter 2009

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My Personal Statement

By Reid M. Green, Tidewell teen volunteer
University of Florida, medical school student

The recent passing of my grandfather allowed me to experience the unparalleled lessons I have gained from volunteering at Tidewell Hospice. My personal experiences with the unexpectedness of life's alterations gave me an intense drive to heal and make concrete what initiated itself as simply a childhood fantasy of becoming a physician.

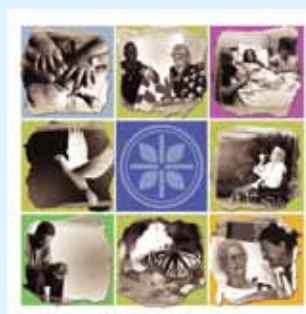
From the moment of my birth, experience and environment instilled a specific passion in me. Today, medicine provides for me – like no other field of study – a dichotomy of a continuous learning process along with an unwavering commitment to humanity. At eight years of age, I lost my father to cancer, which provided my first impression of medicine vs. the cruel consequences of mortality. At such a crucial developmental age, there were two paths I could have taken; one down a road of despair and self pity or the other to realize the emotional strength and capabilities that would allow me to become a champion.

My competitive nature compelled me to bypass both the obvious difficulties of growing as a human being and the tragic events which may have led many others astray. I believe that the gift of obtaining a degree in medicine is the mark of an individual with true altruistic intention. This altruism is what I have kept in mind as new experiences present themselves and the memories of old continue to influence my determination.

Physician shadowing and research have also had significant meaning to my development. By shadowing various physicians – surgeons, specialists and primary care physicians – I discovered specific aspects that made each field of medicine unique. I found the procedural facet of surgery and the continuing and preventative care of family practice to be a mesh of what I wish to apply to my own medical practice. My exposure to a variety of approaches to medical care showed me how different physicians treat patients, and the many paths to achieving quality patient care.

I observed a plastic surgeon's response to a patient who had been going through a difficult crisis in her life. The physician was able to inspire the strength she needed to continue through the struggle. This case was so moving; I made a promise to myself that I would integrate all that I retained from these humanistic physicians into my patient care.

Tidewell presented me with an experience that touched my heart and helped further my belief that a physician is nothing without compassion. I distinctly remember one patient, by the name of Millicent, a 98-year-old woman with advanced dementia. Despite her rather dismal surroundings in a nursing home, she remembered to keep with her something that many people give up nearing the end of life. This was the ability to maintain a positive mindset while utilizing fond memories and experiences as nutrients to maintain her vitality. My experiences with Millicent were among the most influential driving forces for me to become a physician. The period of time that I was able to bond with Millicent showed me the unique privilege of the patient-physician relationship, as well as the significance of empathy. I was able to feel a deepening bond between us; an indescribable linkage at the most basic human level. Even holding her hand in silence as she peered at the reflection of the sky on the pond outside gave me a sense of fulfillment, knowing that someday my profession would contain moments similar to my experience with hospice patients like Millicent.



November is National Hospice and Palliative Care Month

November is National Hospice and Palliative Care Month. This year's theme is **Hope, Dignity, Love... It must be hospice**. It serves as a reminder that throughout this community, Tidewell Hospice care teams and treasured volunteers bring **hope** to help people live fully with quality of life, offer **dignity** when there is not yet a known cure and surround families with love and compassion during one of life's most challenging times.

Volunteers do wonderful work in wonderful ways,
Working wonders with patients each wondrous day.
Thank you!

SERVICE OPPORTUNITIES

ARCADIA

- Please contact Melissa Sica at the Arcadia office if you are available for service. Also, if you are a seasonal resident returning for the winter, please call to let us know you are back in town

BRADENTON

- Hospice House scheduler for hosts and hostesses
- Ongoing opportunities for respite volunteers
- Plan and facilitate patient gift projects
- Provide light housekeeping for patients
- Bilingual volunteers to support patients and families
- Bakers, greeters, clean-up crew for Gifts of Life Service, Nov. 10
- Work at the Tree of Remembrance booth from Dec. 19-23
- Fill in for volunteer coordinator when she is away

ELLENTON

- Help with refreshments and tasks during the Gifts of Life service on Nov. 16
- Relief for the Ellenton receptionist during breaks
- Host/hostesses needed at Ellenton Hospice House, especially on Saturdays
- Assist our Grief Specialists in making follow-up phone calls to bereaved family members

ENGLEWOOD

- Finger foods needed for Gifts of Life Service on Nov. 19
- Bakers for the annual Cookie-Share for patients and families on Dec. 15

NORTH PORT

- Bakers of cookies and other goodies for Gifts of Life service, Nov. 3. Please drop off your goodies to the North Port office by noon
- Newcomer's Day Expo, North Port Library (corner of Bis-cayne and US 41) – Nov. 7 and Feb. 13, 10 a.m. - noon. Contact Lynne if interested in helping at the Expo
- North Port Poinsettia Parade, Dec. 12, in the evening, Dallas White Park
- Ongoing need for visitors in ALFs and in long term care facilities

PORT CHARLOTTE

- Respite care in patients' homes
- Socialization with patients in long term care and ALFs
- Man Tidewell's marketing table on Wednesdays, 9 a.m. - noon at the Cultural Center
- Walk in the Punta Gorda Veteran's Day Parade, Nov. 7, 8 a.m.
- Reception and refreshment set-up and clean-up help needed at the Gifts of Life Service, Nov. 10

SARASOTA

- Baked goods and bottled water donations needed for Gifts of Life service on Nov. 6
- Socialization visits to patients in Long Term Care settings
- Answer phones and relay messages at Mound St. Office
- Hairstylists needed to give haircuts in patients' homes
- Volunteers needed to deliver Eagles Food Baskets for Thanksgiving and Christmas. Please contact Dyane Eckert or Linda Miller for more information

VENICE

- Provide sandwiches, salads, cookies and other snacks for volunteer training on Nov. 7 & 14. Contact Linda or Kelly for more information
- Bakers needed for the Gifts of Life reception following the service on Nov. 12. Contact Maureen Endee at 426-2919 or Joan Murray at 485-1693
- Bakers needed to bake holiday goodies and candies for the Goodies of Gratitude Cookie Drive on Nov. 17. Please bring your goodies to the Venice Office by 9 a.m.
- Hurricane season runs until Nov. 30 and there may be opportunities to assist with transportation of patients and family members to shelters, delivering medications and supplies and running errands for patients. Please call volunteer coordinators for more information.
- Volunteers needed to deliver Eagles Food Baskets for Thanksgiving and Christmas. Please contact Linda or Kelly for more information.

REMINDER TO ALL VOLUNTEERS Please wear your Tidewell ID badges when doing volunteer work—even when you are in a Tidewell facility. Your badge identifies you as a trained volunteer. Also, it is very important to remember to sign in and out when entering and exiting a building for safety purposes. Thank you!

Save the Date: Annual Town Hall Meetings



Please save the date for our annual Town Hall Meetings with President/CEO Marge Maisto. Feel free to attend at any location. Town Hall meetings provide a forum to hear and respond to changes at Tidewell, as well as external changes that effect Tidewell. Bring your questions to share. This is one of the most important volunteer events of the year!

Jan. 8 at 11 a.m., North Port
Jan. 15 at 11:30 a.m., Arcadia
Jan. 20 at noon, Bradenton
Jan. 22 at 11:30 a.m., Port Charlotte
Jan. 25 at 1 p.m., Ellenton
Jan. 26 at 10 a.m., Englewood
Jan. 29 at 1 p.m., Rand Office (Sarasota)
Feb. 2 at 10 a.m., Venice



From the Senior Volunteer Coordinator

We've received a lot of questions lately regarding documentation. Most frequently, the coordinators are asked what to do if a visit is attempted, but the patient is sleeping/away from a facility or a caregiver cancels your appointment. To answer all of your very important questions, we've created

Volunteer Visits: Everything you wanted to know but were afraid to ask!

Did you know that when a family requests a volunteer, they tell our staff how often they think they will need/like the visits to occur? This is placed in our plan of care, a part of the patient clinical

record and is referred to as a **Frequency**. As your patient notes are delivered to your Volunteer Coordinator, we check to make sure that these notes coincide with the frequency requested in our charts.

This makes it very important that you document (on a patient note) the following:

- If your visit was cancelled by the caregiver
- If the patient was unavailable for a visit when you arrived
- If the family decides they no longer need a volunteer
- If you are going away for a short time and the family tells you they do NOT want a replacement

Documenting these items will help keep each plan of care current. It also

provides more communication regarding the wonderful work you do. As you can see, your notes are very important!

As a side note, you truly are a valued part of our interdisciplinary care team. If you do not currently have contact information for the nurse and/or social worker for your patients, please contact your volunteer coordinator. Our team members look forward to your calls and updates regarding the patients that you serve together.

Thank you for the incredible work you do each day here at Tidewell!

To reach Stacy Groff call 941-552-5945
e-mail: sgroff@tidewell.org



Welcome, Irene Henderson

Administrative Director of Volunteer and Professional Services

Tidewell Hospice is pleased to announce that Irene Henderson has joined the organization as administrative director of volunteer and professional services. She will be responsible for managing the Transitions and Creative & Caring Connections programs, as well as Tidewell's volunteer program.

Henderson comes to Tidewell from LifePath Hospice, where she worked in quality improvement and clinical project management. Prior to that, she worked in patient care management in Sun City Center. Her education includes a Masters of Science in Human Services Administration and a BS in Nursing.



Tidewell Hospice's story began with its mission to serve the community with compassion in caring, as demonstrated by the founder of the modern hospice movement, Dame Cicely Saunders. This commitment remains Tidewell's foundation.

The recipient of our inaugural award will be honored for commitment to Tidewell's core values and gifts of time, talent and treasures. We invite you to be part of the next chapter in Tidewell's story, as you become inspired to embrace Compassion in Caring.

Save the Date - February 19, 2010

The Ritz-Carlton, Sarasota
1111 Ritz-Carlton Drive
11:30 a.m. to 1:30 p.m.

Individual tickets: \$75
Sponsorship opportunities available
For information or to reserve luncheon tickets, call 941-552-7551 or email amatic@tidewell.org.

Presenting Sponsor:
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Volunteer Patient Notes & Time Documentation forms are now available to be completed via our Tidewell website. Contact your Volunteer Coordinator for instructions. Creative & Caring Connections forms are also available. Contact Kathy Bergen for further instructions.

Sarasota Resident Joins WW II Veterans on Honor Flight to Washington, D.C.

On Sept. 12, Sarasota resident Ed Harris joined more than 160 World War II veterans on the Southwest Florida Honor Flight to Washington D.C., with no charge to the veterans on board that Southwest Airlines flight. Why? To go together to be honored at their World War II Veterans Memorial.

Veterans from all over America are taken on Honor Flight to visit the World War II Veterans Memorial, Iwo Jima Memorial and Arlington National Cemetery. Harris' daughter, Brenda Brocious completed the Honor Flight application in Ohio, knowing the trip would be meaningful for her dad. Her efforts were supported locally by Bonnie Lantz, manager of Transitions.

"I almost changed my mind about going several times," said Harris, "but Bonnie encouraged me every time she visited. Then she arranged for a volunteer, Dawn Fitzgerald to drive me to Port Charlotte to connect with the others."

Since February, 2009, Harris has been a client of Transitions. Part of the practical support provided has been overcoming any barriers to his being on board this Honor Flight.

Two of his daughters and their husbands arranged to fly to Washington to be with him at the Memorial. During a recent visit, Granddaughter Morgan Brocious arranged the photos taken that day with other memorabilia from the trip, creating a beautiful collage now displayed in his home.

Harris is now working on his memoir with Tidewell volunteer John Lewin – another example of quality of life experiences volunteers foster with Transitions clients. Harris and his wife raised nine children. His memoir will be a treasured keepsake for family members, and taking this Honor Flight may be a highlight in his legacy.

"The Veterans Memorial is beautiful, and there is such reverence in the changing of the guard," said Harris. "Being there does make you feel honored."



Dear Volunteers,

Many of you already know that I have resigned from my position with the Transitions program – my last day was Oct. 9, 2009. I welcomed the opportunity to have space in your newsletter to say goodbye and express my deep gratitude again.

To say I am awed by your dedication and commitment would be an understatement; you are indeed the "heart" of hospice and I have been honored to know you. Your love for our clients and their families flows from your hearts into your words, your touch and into the gentle ways you ease their pain and confusion. You have seen past their physical condition and encouraged them to live their lives to the fullest. You have honored the sacredness of the relationship you share with them and preserved their dignity. You are my heroes!

I close by extending a special thank you to all of you who so willingly gave of your time and commitment to the Transitions program – know that you have made it the wonderful program that it is. May each of you continue to hold the light of service for our organization and for our world – you are loved.

Namasté,
Bonnie Lantz



Tidewell on Parade in Englewood

Tidewell volunteers and staff participated in the 53rd Annual Pioneer Days Parade in Englewood on Labor Day. One of 87 entries, Tidewell was warmly greeted by parade watchers. Graciously donating their time to participate in the parade were Tidewell colleagues Sandy Cavin, Janet Smith, Patti Valone,



Kathleen Poirier and Lynette Melchior – and Tidewell volunteers Ann Walter, Gerhard Laubert, Dave & Val Stevens, Geri McGary, Bev Wilgus, Linda Clark, Nancy

Volrath and Larry Smith. Staffing the Tidewell booth at the event were volunteers Linda Barrington, Ora Halliday, Janice Steelman and Irene Nelson.

Special thanks to Sandy Cavin, SW, for the use of her RV and for bringing her pet therapy dog, Zachary; Patti Valone, SW, for appearing in face as "Pixie-Dust" (our Tidewell clown); and volunteers Bev Wilgus and Geri McGary for bringing pet therapy dogs, Allie and Cassie.

The parade was well attended and a good time was had by all. Great teamwork!

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Did You Know?

Tidewell Hospice patients are not required to have a DNRO (Do Not Resuscitate Order)? It is entirely their choice, as is every aspect of their care, to sign a DNRO or not. Tidewell Hospice always honors patient choice regarding these important issues.

Bulletin Board: Events, etc.

PLEASE NOTE: *Sharing is now available electronically! If you are receiving a paper copy in the mail and would prefer to receive a .pdf version in your email, please contact Stacy Groff at sgroff@tidewell.org Thank you!!*

Volunteers are welcome to attend events at any location.

All Areas

If you want to plan ahead, dates for 2010 Volunteer Recognition events are available from your coordinator.

ARCADIA

Contact Melissa Sica for upcoming events. 863-993-0662.

BRADENTON

- Teen volunteer meetings: fourth Thursday of the month, 3 p.m., Bradenton center conference room.
- Quarterly Volunteer Potluck: Oct. 30, noon. Bring a food item to share, followed by an inservice on Caring for the Alzheimer's Patient
- Lunch & Town Hall with CEO, Marge Maisto, Jan. 12, noon lunch; 2 p.m. Town Hall
- Lunch and Learn: The Inn at Freedom Village, 6410 21st Ave. W.
 - Tips for Coping with the Holidays, Nov. 17, noon
 - Boundary Issues: Maintaining a Healthy Balance, Dec. 15, noon
 - Communication: A Process and An Experience, Jan. 19, noon
- Holiday Cookie Exchange, Dec. 17, 3 p.m., Hospice House. Bring a dozen cookies and enjoy an afternoon of music and mirth. Take an assortment of cookies home.

CREATIVE & CARING CONNECTIONS

- Reiki, Level I, Nov. 7 and 8, 10 a.m. - 4 p.m., 5955 Rand Blvd., Sarasota. To reserve your space, call Judy Wallace at 941-921-1586.
 - Reiki Share, Nov. 15, 2 p.m., 5955 Rand Blvd., Sarasota
- *There will be no Reiki classes or Reiki Share in December, 2009**

ELLENTON

- Gifts of Life Service, Nov. 16, 2 p.m., Emmanuel Baptist Church
- Volunteer meeting, Dec. 8, 10 a.m. - noon, topic to be announced
- Annual Chili Cook-off, Jan. 25, noon with special guest judge, CEO Marge Maisto, Town Hall to follow lunch

ENGLEWOOD

- Patient Care Training, Nov. 3, 1-4 p.m.
- Volunteer Support Session, Nov. 10, 10 a.m.
- Gifts of Life Service, Nov. 19, 3 p.m., St. David's Episcopal Church
- Annual cookie share and holiday hors d'oeuvres - Dec. 15, 3 p.m.
- Patient Care Training, Jan. 26 from 1- 4 p.m.
- Volunteer Meetings, noon -1:30 p.m., potluck lunch followed by workshop:
- Balancing Grief and the Holidays, Nov. 20, presented by Cathy McClung
- Ethical Wills, Jan. 15, presented by Ginny Chapplelear

- Topic to be announced, Feb. 19, presented by Dr. Karen Ray

** No meeting in December*

NORTH PORT

- Gifts of Life Service, Nov. 3, 3 p.m., Christ United Methodist, 1475 Center Rd.
- Volunteer Meeting, Nov. 6, 11 a.m.
- No Magic Words, Dec. 4, 11 a.m., presented by Ginny Chapplelear
- Volunteer Monthly Meeting, Feb. 6, 11 a.m.

PORT CHARLOTTE

- Gifts of Life Service, Nov. 10, 3 p.m., Faith Lutheran Church, 4005 Palm Drive, Punta Gorda
- Holiday Cookie Exchange, Dec. 8, 10 a.m.
- Potluck lunch followed by annual Town Hall meeting, Jan. 22, 11:30 a.m.

SARASOTA

- Gifts of Life Service, Nov. 6, 2 p.m., Unity Church of Sarasota, 3023 Proctor Rd.
- Note new date: Volunteer Meeting: Food and Fluids at End of Life, Nov. 13, 1 p.m., 5955 Rand Blvd., Sarasota
- Volunteer Holiday Celebration, Dec. 11, 10:30 a.m., 5955 Rand Blvd., Sarasota, details to follow

VENICE

- New Volunteer Training, Nov. 7 & 14, 9 a.m. - 4 p.m., Venice Administrative Center, 220 Wexford Blvd. If you know someone who would make a wonderful volunteer, please encourage that person to contact Linda or Kelly for an application packet.
- Gifts of Life Service, Nov. 12, 3 p.m., Our Lady of Lourdes Catholic Church, 1301 Center Road
- Goodies of Gratitude Annual Cookie Drive, Nov. 17, 9 a.m., Venice Center, bring your cookie donations to Venice Center to express our thanks
- Tidewell Teen Volunteer Meeting, Nov. 17, 3:30 - 4:30 p.m.
- Patient Care Training, new volunteer requirement, Nov. 19, 1- 4 p.m., Venice Center
- Volunteer Monthly Meeting, Health and Wellness presented by Dianne Cogburn, Director of Health, Nov. 20, 2 - 4 p.m., Venice Center
- Teen Volunteer Meeting - Dec. 15, 3:30 - 4:30 p.m.
- Volunteer Holiday Tea - Dec. 18, 2 - 4 p.m., Venice Hospice House. Bring your favorite "tea time" treat and a non-perishable food item for our Project Food Pantry. Enjoy seasonal sounds by Harriet Dawson, Volunteer Chimist.
- Volunteer Monthly Meeting: Popcorn & Palliative Care - Jan. 15, 2-4 p.m. Snacks and movie.
- Teen Volunteer Meeting, Jan. 19, 3:30 - 4:30 p.m.
- Vigil Volunteer Training, Jan. 21, 1- 4 p.m. presented by Clinical Educator, Stella Grant, RN.

In The Shelter of Each Other

Have you experienced the death of someone you loved? Are you grieving? We, who are so good at supporting our patients and their families, sometimes “don’t have time” to celebrate those who have meant so much in our own lives. Perhaps you have not been touched by death and you are not grieving. You are needed. Your presence will offer support and shelter to those who are grieving.

Please join us on Friday Nov. 6, from 4 - 5 p.m. at one of the following locations:
Rand Boulevard Office at the fountain
Charlotte County Hospice House courtyard
Ellenton Hospice House outside

CONTACT INFO

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Sharing is a newsletter for and about volunteers of Tidewell Hospice, produced by the Communications and Volunteer Departments. Tell us your story. We would love to share your experiences as a Tidewell Volunteer. Contact your volunteer coordinator today with your story ideas.

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