



HOSPICE
MEANS
MORE CARE,
NOT LESS

Volunteer

NEWSLETTER

DECEMBER 2022

2022 in Review

With the year coming to a close, it's time to look back at where we've been and how far we've come. 2022 was the first whole year that volunteers participated fully in hospice since the pandemic restrictions started. This year has felt like a return to a sense of normal, while also a year full of change. Last year ended with the loss of a lot of former volunteers and the volunteer department struggling to get back on our feet after Covid19. 2022 began with a lot of growth; with more nursing homes welcoming volunteers back again, inactive volunteers returning, new volunteers joining and new volunteer coordinators starting. Though this year has had ups and downs, we have been blessed by a few volunteers at each branch that have stuck with us through all of it and we have continued to recruit new volunteers across the state. In all, we have had more than 50 volunteers join our team this year! We are excited to welcome so many new faces.

While we still are not at our target goals as a state, we are grateful for all the growth we've had this year and the opportunity volunteers have had once again to provide support for our staff and offer companionship to patients. Volunteers have served **over three thousand hours** with Bella Care Hospice in 2022! We are always amazed at the sacrifice and service volunteers give generously to our mission. This newsletter is full of stories from just a few of the many volunteers who serve with us. Each one brings their own unique contribution to our team.

Here are a few other highlights from this year:

- Bella Care Hospice is proud to have become level 1 partners with We Honor Veterans in 2022! The volunteer department led education on veterans to staff, implemented a new process for identifying veteran patients and their needs, and started doing more veteran pinning services and other appreciations.
- 2 MSWs completed internships through our volunteer department and we started 3 more, along with 3 high school students who are gaining life skills and experience in the medical field.
- We added new specialty volunteers including: Reiki practitioners, pet therapists, musicians, veterans, and pastors.
- For the first time since the pandemic, volunteers once again participated in our memorial services, Alzheimer's Walk, Veterans Day services, patient birthday parties, and staff celebrations!



Scott Gorbald
Director of Volunteer Services

Volunteer Phone Support Staci Jacob



Often when we think of hospice volunteers, we think of those who sit at the bedside with someone in their final days. While we are grateful for our companionship volunteers, there are other ways volunteers help too. Administrative volunteers work behind the scenes to support our team and make sure everything goes smoothly so that our patients and families receive the best care possible. Our Ashtabula office has a handful of volunteers who help with office tasks and wanted to spotlight their work! One volunteer activity that helps families directly is telephone support. Administrative volunteers can call the families on our services in order to check in on how they are doing. This is a practical help as it keeps our team informed of specific needs, and it can also be a source of emotional support and encouragement.

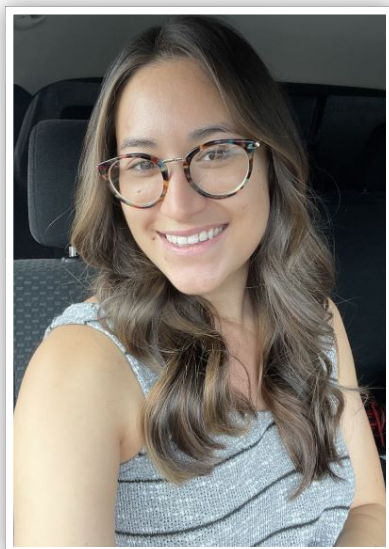
Staci Jacob has been a volunteer with us since September 2019. Staci has a heart for supporting her community. She has also volunteered for such things as Operation Stat, Lake County Juvenile Diabetes Walk, You Matter Runs, and ASA Angels. When asked why Bella Care Hospice she answered *"because I love to help people."* Staci started as a companion volunteer visiting patients. When volunteers were unable to make visits in nursing homes due to pandemic restrictions, Staci switched to administrative volunteering through phone support. For the past two years Staci has been making tuck-in calls. Tuck-in calls are a way for us to make one-on-one connections with our home patients and their caregivers. Staci calls our home patients and asks about supplies, medications, needs or concerns, and if there is anything we could be doing to be more helpful. This allows us to touch base with those we serve mid-week, helps with the call volume to the office and triage for low supplies, and assures that patients will be cared for. Staci is also able to follow up if a patient needs extra support from any of the other members of the care team.

We are so grateful for Staci and her support for our patients' families; she has been a reliable part of our volunteer department for the past three years! This Veterans Day, Staci went above and beyond her normal service and also volunteered to help deliver appreciation gifts to all of our veteran patients. Here is a picture of her presenting a patient, Clifford, with certificate of appreciation:

Volunteer of Quarter 3 Tom Hopper

We are excited to celebrate our Volunteer of the third quarter: Cincinnati's longest standing volunteer Tom Hopper. Tom has been our most active volunteer for the last 9 months. He is the first volunteer to be honored as Volunteer of the Quarter twice, due to his consistent service over 6 years! Tom joined our team in October of 2016. Tom would regularly take walks with his service dog Mickey near our office, when a staff member noticed this and asked him if he had any interest in volunteering for us; the rest, as they say, is history! Tom became a huge Bella Care advocate and a dedicated hospice volunteer. Even through the pandemic, Tom continued to come into the Cincinnati office to help anyway he could.

Tom's true passion is visiting patients with his dog Mickey. He loves to see how patients get a smile on their face when he comes into their room. Tom is great at relating to patients, getting to know their interests and conversing with them. He also is comfortable sitting with nonverbal patients: holding a hand, saying prayers, listening to music, and being a warm presence. Tom's compassion exemplifies the hospice spirit. He is an irreplaceable member of our volunteer department. As long as he is not traveling out of the state, Tom volunteers every week, sometimes even every day! He has given hundreds of service hours to us this year and has visited with dozens of patients. He also regularly participates in the life of the office and knows all of our staff. Tom attends meetings and parties; he helps with Celebrate Life events for patients; he has helped with memorial services, Veterans Day ceremonies, holiday events, and more. We are grateful for his service!



Comforting Music

This year the Cincinnati volunteer department has had the most growth its office has seen in years! These new volunteers bring excitement as well as a new set of skills and service opportunities. One volunteer they wanted to spotlight was their new musician volunteer, **Lydia Crone**. Lydia is a native Ohioan who grew up playing bluegrass music with her family. She lives with her husband at their home in Mt. Washington and during the day is a graphic designer in Cincinnati. She also volunteers within the graphic design community and at her church. Lydia enjoys playing music, a good book, and trying a new recipe in her free time. We are so glad to welcome her onto our volunteer team! Lydia brings her acoustic guitar with her to visit some of our hospice patients in a nursing home. She is a great musician, with a soothing voice. We are so glad to be able to offer the gift of music to our patients, not just from a CD player or phone, but live and in-person! Music activates different parts of our brains, emotions, and memories. When a hospice patient hears music it can be comforting, engaging, and joyful. Lydia not only brings this gift of music, but combines it with her kind demeanor in order to make a compassionate connection with our patients.

Volunteering in Retirement

We are always grateful for how volunteers give of their time, whether it's a lot or a little. Many of our volunteers balance their service with full-time work, parenting, school, and other responsibilities which limit the amount of time they can give. Others serve with us at a point in their life when they are less busy and can commit more energy toward volunteering. These volunteers can often offer greater consistency and dedication, which is a true gift to our patients. Our Cleveland office wanted to spotlight two volunteers who are using retirement as an opportunity to give back to their community and dedicate some of their time to serving our hospice patients.

Carolyn Hubbard started with us in June of 2019. Carolyn still works as a substitute secretary for Avon schools, but also spends time each week volunteering in the community. In addition to serving with Bella Care, she is on a ministry team visiting homebound members of her church, and also volunteers at the NICU once a week to rock babies. She appreciates helping people on opposite ends of the life spectrum, and her time serving infants recharges her energy to visit the elderly at the end of life. We are grateful Carolyn stayed on our team through the pandemic and that she is back to making compassionate visits with patients. In her own words, *"I have enjoyed volunteering for Bella Care. I never imagined how fulfilling it would be! I really love making a connection with the patients and their families during these trying times in their lives. I hope that I can bring them peace as they are in turn bringing me peace in serving them."*



Nancy Parker just celebrated her 1 year anniversary with Bella Care in October. Nancy retired in the midst of the pandemic in September 2020. She was already connected to Bella Care through her niece, our MSW Lisa Wiborg. Once restrictions loosened enough that we were taking on new volunteers again, Nancy was our first volunteer to join. She was inspired to serve in hospice through her own personal experience: *"Both of my parents were in hospice. We have a big family and someone was always visiting my mom. I went several times each week. I noticed that several of the other patients in the nursing home did not have any visitors. That really broke my heart. It's so important for people (all people) to feel valued and cared for."* In addition, to serving at Bella Care, Nancy also volunteers at her church, the Easterseals Northern Ohio office, Dress For Success, and walks dogs at the Berea Animal Shelter. We are so grateful to have Nancy on our team; for her compassionate care and dedicated service. In her own words: *"I truly enjoy my hospice visits - some of the patients are hard to connect with at times, but I still try to make some connection (sometimes, just hold their hand and talk to them). One of my Bella Care patients told me a few weeks ago that she loves when I visit because I listen to her talk and it makes her feel important."*

Volunteer of Quarter 4 Wayne Belford



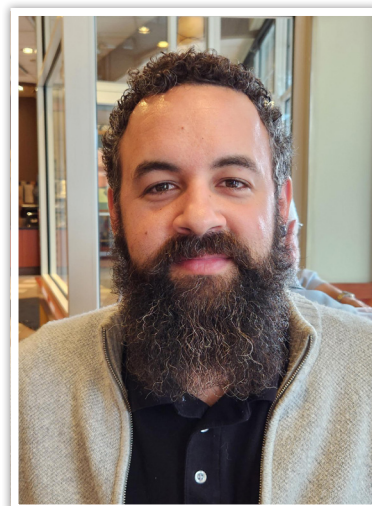
We are excited to celebrate our Volunteer of the 4th Quarter: Wayne Belford! Wayne joined our team in February 2020, shortly before everything shut down with Covid19 restrictions. We are so grateful that he stuck with us through the pandemic and has been able to visit patients again over the last year. Wayne was featured in our last Volunteer Newsletter for being a Spiritual Care volunteer. Wayne is Christian who felt called to volunteer for hospice as a form of ministry. He enjoys praying with patients, reading scripture or other devotional stories, and just meeting people to get to know and encourage them. Wayne has been a reliable volunteer, making regular visits and often willing to serve extra when asked. He has made great connections with patients and has a caring heart. In addition, Wayne is a military veteran and has been able to connect with some veteran patients as part of his volunteering. This Veterans Day he helped our effort to honor the military service of some of our patients by handing out certificates and pins.

We are grateful for all that Wayne contributes to our volunteer team and his faithful service to our patients!

Healing Hands

Our mission at Bella Care Hospice is to provide superior health, social, emotional, and spiritual services to enhance the quality of life for our patients. Our volunteer department supports this mission by partnering with specialty volunteers who bring skills and services beyond what our clinical staff offer. The Columbus office currently has 4 Reiki volunteers and wanted to spotlight the service, as we are often asked about them. We love having Reiki practitioners on our team; we have found them to be truly compassionate volunteers with a desire to bring comfort and peace to our patients. Our volunteer **Julia Sims** Haas describes why she came to offer Reiki for us: *"My personal practice of Reiki gave me a sense of calm that I could fully relax, and kept me grounded and focused. I wanted to be able to share that practice with others."*

Reiki is a Japanese relaxation technique that uses light touch or hands off presence to transfer calm energy. In the words of our volunteer, **Sami Tayim**: *"A warm and soothing energy flows from the hands into the client, promoting relaxation and releasing tension."* This practice is noninvasive and can have a variety of effects on patients, sometimes mild and sometimes significant. Sami shared, *"I've witnessed them experience everything from emotional releases, to out of body experiences in the more spiritual clients. Some cry, some yawn, muscles may twitch, there can be tingling, a warm feeling of heat, some may get cold. Most have experienced calmness and relaxation."* Volunteer Julia shared, *"Reiki can have an effect physically, mentally, and emotionally. I generally notice the breath become slower and more regular, people can relax more fully, and often fall asleep. Some people report they have a sense of weightlessness and expansion, a deep calm of the mind, and feel refreshed afterwards."*



We are grateful that these practitioners are willing to offer their time and expertise to meet with hospice patients! Their service enhances our care and has helped some of our patients find comfort and peace.

Meet our newest Volunteer Coordinator **Abby Frederick**



We are excited to introduce the Dayton office's new Volunteer Coordinator: Abby Frederick. Abby comes to us from Richmond, Kentucky where she has spent the last 5 years working at a Veterinarian office. She recently moved to Dayton, where her husband is an associate pastor. We think that Abby's experiences, education, skills, and personality make her a great addition to our team and that she will do a great job leading our volunteers!

Abby grew up in central Indiana as the youngest of 5 children and found that being a part of a big family fostered a love for people. This led to her degree in Human Services from Johnson University in Knoxville, Tennessee. Abby married her High School sweet heart, Nate, and celebrate their 10 year anniversary next year. In her free time she enjoys reading, camping, and spending time with her two dogs: Luna and Cricket.

In her own words, Abby says: *"I love partnering with others to help them overcome challenges and excel in their goals. As the Volunteer Coordinator, I am excited to assist our volunteers to not only bring joy to the lives of our patients, but also to find their own sense of connection and accomplishment. I am proud to be a part of the Bella Care team and hope to add to the mission to offer peace and support for patients and families."*

Family Blessings

Volunteers come from many places and find us in different ways. Sometimes volunteers come from our staff themselves recommending friends and family members. These volunteers start with an inside knowledge of the Bella Care Hospice philosophy and mission and a desire to participate in the care our staff gives to patients. This year, our Dayton branch has been excited to add two new family members to the volunteer team and wanted to spotlight them.

Misty Lawson is the wife of Chaplain Mike Lawson. Misty is a minister and author who volunteers in several ministries and is excited to offer some extra spiritual care to our patients. Meanwhile, **Zoie Drummond** is the sister of STNA Chloe Drummond. Zoie is a youth volunteer who is getting volunteer service hours with us while also getting first-hand experience in a nursing setting with the hope of one day getting a nursing degree. Both of these volunteers were inspired by seeing the value of their family members' compassionate work; now we are glad to call them part of our Bella Care





Join Bella Care Hospice in celebrating those volunteers with birthdays and anniversaries throughout the months of July 2022 – December 2022.

Ashtabula Branch

Birthdays

Joyce Misinec – July 11th
Staci Jacob – December 27th
Carol Flinn – October 3rd

Anniversaries

Caitlyn Sukalac: December 9th – 6 years
Staci Jacob: September 24th – 3 years
Kylie Klug: December 3rd – 1 year

Cincinnati Branch

Birthdays

Tom Hopper – October 2nd
Cindy Prunty – July 31st
Lydia Crone – August 26th
Debbie Dennis – December 15th

Anniversaries

Tom Hopper: October 4th - 6 years

Cleveland Branch

Anniversaries

Nancy Parker: October 27th – 1 year
Debra McCready: November 29 – 1 year

Columbus Branch

Birthdays

Sue Nagy – August 9th
Dawn Poremba – November 2nd
Ken Kowis – August 25th
Todd Bollenbacher – November 16th
Lori Schiefer - August 23rd
Susan Meehan – July 29th
Karen Budd – September 8th
Sami Tayim – September 15th
Jessica Micheletti – November 22nd
Nichole Walliser – November 16th
Jeanette Accorinti – October 4th
Argie Kline – August 24th
Beverly Kubat – July 2nd
Julia Vang – July 26th
Tom Fought – October 1st
Nichole Walliser – November 16th

Anniversaries

Julia Sims Haas: September 2nd – 1 year

Dayton Branch

Birthdays

Misty Lawson – July 21st

Anniversaries

Rich Stackhouse: December 4th – 4 years



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Welcome to all the new volunteers joining our extraordinary team!

Ashtabula:

Michael Rohrbaugh

Cincinnati Branch

Judi Stocker

Jodie Jordan

Lydia Crone

Alex Karev

Elizabeth Drews

Cleveland Branch

Jim Scott

Sam Ballard

Jared Doll

Dayton Branch

Shiraz Hamid

Tina Wilcher

Misty Lawson

Zoie Drummond

Columbus Branch

Lori Schiefer

Kaylee Johnson

Ken Kowis

Dawn Poremba

Argie Kline

Susan Meehan

Abigale Collins

Lexie Tanching

Sami Tayim

Julia Vang

Jena Peters

Marsha Browning

Nicole Wallister

Sarah Bridgeport

Lindsey Halverson

INTERESTED IN JOINING OUR VOLUNTEER TEAM?

We are always looking for compassionate and committed individuals who want to give of their time to help our team. Hospice volunteers bring their unique personalities and talents to bless our patients. There are many different ways you can help and there are opportunities at each of our branches. Volunteering not only improves the care we provide, but also brings a sense of fulfillment to those who serve. Perhaps you or someone you know could be our next volunteer?! We would love to get to know you and talk about the process for joining the team.

Inquire at <https://www.bellacarehospice.net/information-for-volunteers>

