



HOSPICE *Happenings*

Providing physical, emotional, and spiritual support to terminally ill patients and their families with free, around-the-clock registered nursing availability and trained volunteers.

Spotlight on Volunteering Couples

This issue, we're highlighting the efforts of four couples, and their reasons for volunteering for Volunteer Hospice.

Carolyn has offered her time and talents for two years on the donation team, and she co-facilitates our monthly Death Cafés. She is also involved with the annual Polar Bear Dip held on New Year's Day. Her husband **Jack**, a relatively new volunteer, assists with deliveries of hospice equipment. They both believe deeply in the mission of VHOCC.

Dana Doss, a longtime volunteer, organizes supplies at our Lending Closet and volunteers at the reception desk. Her husband, **Dudley Doss**, noticed how positively volunteering affected her and was compelled to join her. He serves on the delivery team as a driving assistant.

Parker Smith has been volunteering for three years. He started as a delivery driver and currently helps with the Lending Closet. His wife **Susan Smith** joined us about 18 months ago and works at the reception desk. They say that volunteering together has been a very positive shared experience in their relationship.

Linda Warder and her husband **Bob Warder** began lending a hand while Linda's mother was receiving hospice services through VHOCC. Linda started in the Lending Closet and now works with the donation team. Bob has always helped out with the Lending Closet. Their love of the organization and their involvement here spark many discussions of the interesting experiences they have while volunteering. They say they love how VHOCC sustains itself, growing and thriving with no government involvement. They also appreciate the range of services it offers patients and their family members.

The familiar saying, 'It takes a village ...' certainly applies here. These four couples, by sharing their valuable time and their natural gifts, are an integral part of the success of this 'village' we know as Volunteer Hospice.

We must mention one more long-standing couple, **Lyn and David Gilbert**, whose contributions have been invaluable over the years, including donating 20,000 volunteer hours between 1999 and 2021!

Submitted by Rebecca Winters

Clinical Corner

Providing Quality End-of-Life Care

by Marca Davies, RN, MS, Patient Care Coordinator

I have long said that, as a nurse, I have the opportunity to "live and die" with people, to learn and grow from this shared life experience. Never has this been truer than in the work we do at Volunteer Hospice, and particularly so in these pandemic years. Families have been excluded from being with loved ones in health care settings due to COVID restrictions. Hospitals and skilled nursing facilities are overwhelmed with the challenges of providing care to so many with so few caregivers. The demand for our services has increased as families struggle to bring their loved ones home to care for them.

We, too, have not been immune from staffing shortages and have been impacted by the increasing demand for our services. It is heartbreaking to say "no" or "wait." It feels like we are breaking our promise to help our generous community that supports the work we do. However, this is beginning to turn around and that feels good.

The nurses at VHOCC practice meaningful, heart-centered nursing without the constraints of government funding — funding that comes with restrictions on the type of care resources a patient can utilize or when they can have support in the trajectory of their illness. A quality end of life is often attained more easily when support is offered earlier, and we can do that.

Here at Volunteer Hospice, the patients set the goals and we clinical staff members fully support their efforts, both physically and emotionally. We also celebrate the achievement of their wishes. It's an honor to do so!

Thanks for Soul Care Speaker Series

"Many thanks for arranging Karen Wyatt's presentation [Why Death Is the Best Teacher for Life] ... Karen mentioned a simple Hawaiian invocation or prayer that I am finding so helpful: 'I love you. I am sorry. Please forgive me. Thank you.'"

Mike McClean

Message from Our ED, Priya Jayadev

A recent article in *The New Yorker* titled Endgame tells the tale of the 'for-profit [hospice] hustle.' It's chilling, and makes me even prouder of how VHOCC is different. As one of our nurses, Molly, says, we are the "unicorns" of hospice care, and we take joy in that status! We



Photo by Susan Doupe

could not be this amazing organization without our dedicated staff — and volunteers. As we start a new year, I want to take a moment to recognize each of our amazing staff. (Note that this is as of late December when this newsletter went to print.)

Our Mission Support Team

Astrid R., Volunteer Services Manager. Besides managing all the volunteers, Astrid manages the Lending Closet and runs our grief support activities and our Soul Care program. She writes grants, supervises fundraising events, oversees the newsletter and social media, helps manage the donations team, and does almost anything else that needs doing.

Anita C., Administrative Manager. Another person who does 'that which needs done,' Anita started with administrative tasks and now does Human Resources, recruiting, vendor management, oversight of IT systems, event support, and more.

Heather L., Administrative Assistant. Heather started with easing some of the administrative work (e.g., billing, tracking, ordering, etc.) off Anita's plate. With a background in newspapers and marketing, Heather has also increasingly taken responsibility for press releases and flyers. She is also tech savvy, so she has become a go-to resource there as well.

Our Clinical Team

Marca D. & Elizabeth P., Patient Care Coordinators. These two incredible women job-share the role of Coordinator. They are the key point of contact for referrals to VHOCC hospice care services. They coordinate our clinical team through a daily 'huddle.' They also coordinate with other service providers and ensure that patient and family expectations are met. Both Marca and Elizabeth have come out of retirement to do this work because they are passionate about VHOCC's hospice care.

Haley B.-J. & Molly W., Nurse Team and Quality Assurance. Like the other visit nurses, Haley and Molly provide direct nursing care to patients and families. In addition, they have accepted the responsibilities of quality assurance, improving our systems to ensure we meet or exceed industry standards of care.

Sher C., Jenn C., Olivia F., Mary J., Lynda P., Gary S., Lynn W. & Christy W., Visit Nurses. This team is incredible! They carry on Rose Crumb's vision of hospice and palliative care. They go the extra mile to make sure that the end-of-life journey is what patients and families want. As Jenn says, this team provides "love and light" with day-to-day care, medication management, case management, active listening, emotional support, and much more!

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Winter Program Calendar

All programs are free of charge. Registration is required for all except Drop-In Grief Support. All in-person programs are subject to cancellation. Call 360-452-1511 or email reception@vhocc.org.

COMMUNITY ORIENTATIONS

In-Person: Port Angeles

First Wednesday of each month, 11 a.m.–noon.

In-Person: Sequim

First Tuesday of each month, 1-2 p.m.
Location given at registration.

Online

First Thursday of each month, 11 a.m.–noon.

GRIEF SUPPORT GROUPS

In-Person Group: Port Angeles

Please contact our office for information.

In-Person Group: Sequim

Mondays, Apr. 10–May 8, 1–3 p.m.

DROP-IN GRIEF SUPPORT GROUPS

Open to those who have attended a Volunteer Hospice grief support group; no registration needed.

In-Person Group: Port Angeles

First Thursday of each month, 6:30–8 p.m.

In-Person Group: Sequim

Fourth Monday of each month, 1–2 p.m.

ONE-ON-ONE GRIEF SUPPORT

For anyone in the community grieving a loss. Call 360-406-4439 and ask for bereavement support.

SOUL CARE

SPEAKER SERIES

Our Speaker Series is offered every other month on the second Wednesday.

Wednesday, Mar. 8, noon–1:30 p.m. via Zoom:

'Singing for the Journey' with Kate Munger.

DEATH CAFÉ 'TEA TO DIE FOR'

Open, casual, freeform discussions relating to death and dying. Offered monthly from 4–5:30 p.m.

Port Angeles: Fourth Wednesday of each month at the Port Angeles Senior & Community Center, 328 East 7th Street.

Sequim: Second Monday of each month at KSQM-FM, 609 Washington Street, #17.

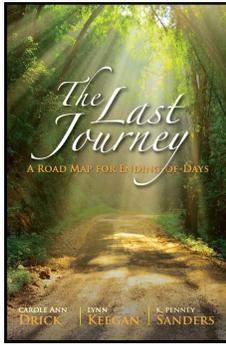
REMEMBRANCE CEREMONY

Our fifth annual event honoring loved ones.

Saturday, Feb. 25, 2–3:30 p.m. at First Presbyterian Church, 139 W. 8th St., Port Angeles.

The Last Journey Equips Us for End of Life

A new book, *The Last Journey: A Road Map for Ending-of-Days*, is a how-to guide on planning for dying and on the dying process itself. It's co-authored by three PhDs with decades of experience with hospice and palliative care. Carole Anne Drick and Lynn Keegan are registered nurses, and Penney Sanders is an elder advocate. Penney is also a long-time volunteer with VHOCC who has generously shared her expertise and knowledge with our community.



These three experts recognized that there was a gaping hole in the current lay literature around the actual process of dying, as well as a need for a single-source guide on how to plan for dying. People have traditionally found bits of information in piecemeal form from different sources including attorneys, physicians, and financial planners. With the publication of *The Last Journey*, we now have a go-to guidebook that pulls together all the random bits in one place while demystifying the jargon.

The Last Journey is available at Port Book and News in Port Angeles and at Amazon.com.

Grateful for Volunteer Hospice

Your services were of professional quality combined with a loving, self-giving willingness to do over and above the norm. Nurses were never in a rush, equipment flowed freely, every effort was personal and gracious.

Yanna Didrickson

Volunteers of the Month

OCTOBER: **Rosalinda Castiglioni**, who says: "For me, it's about giving back to the community. As we get older, it is great for us to be able to share. I go back to when my husband was sick in Taiwan, and how the community rallied around my daughter and me."

NOVEMBER: **Linda & Bob Warder**. Linda (pictured) explains: "I love volunteering for such a unique organization, operating on donations without government money. Plus the people here are fun to be around."



DECEMBER: **Everyone!** Our first Holiday Luncheon since 2019 was held in appreciation of all active volunteers and staff. Many volunteers, board members and staff gathered to celebrate. The weather allowed for safe driving, the food was tasty, and new connections were made. What fun to be together again!

HOSPICE HUGS

Dan Welden and the Polar Bear Dip
Red Lion Hotel
Safeway
Sequim Bay Yacht Club
Song Gao

Victoria Jones and the North Olympic Discovery Marathon
Community-Sponsored Fundraisers

Swain's General Store
General Fund

Imagine Salon & Gifts
Oak Table Café
Volunteer of the Month Program

Jeanette McKinley
Lynn Whitmore
Special Staff Recognition

Volunteer Hospice Gets a Facelift!

No more wondering where VHOCC is located, or which business or organization is at the corner of 8th and Race! A beautiful new sign went up recently, and we thank all those who participated from inception to final installation: Laurel Black Design, Matt Bailey Signs, and past volunteer Keith Dorwick. A special thank you to contractor Mark Bonnano who donated his time and navigated all the steps to get us there. Thanks also to former volunteer Deane Cook, now deceased, who got this project underway many months ago and who produced and installed the clever 'Check in at the office' sign.



5 Ways to Help Volunteer Hospice

- Volunteer.
- Donate at volunteerhospice.org.
- Add Volunteer Hospice to your will.
- Donate needed items to the Lending Closet.
- "Like" our organization Facebook page.

Message from Our ED, Priya Jayadev

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Tammy D. & Jeanette M., Certified Nursing Assistants. A key part of our interdisciplinary care team, our CNAs are often the ones who see our patients the most. They are the bath and personal care aides, the eyes and ears for our RNs, and they are the emotional support that many patients and families rely on.

Thanks to all these people and their combined efforts, we are always taking VHOCC's patient care up another level!

Volunteer Hospice OF CLALLAM COUNTY

829 E. 8th Street, Port Angeles, WA 98362

Clinical Staff

Marca Davies, RN, MS & Elizabeth Perez, RN, MSN
Patient Care Coordinators
Haley Blackburn-Jacobs, RN, BSN
Jenn Constable, RN
Tammy Dedmore, CNA
Olivia Ford, RN, BS
Mary James, RN
Jeanette McKinley, CNA
Lynda Patton, RN
Gary Schneider, RN, BSN, CHPN
Sher, RN
Molly Wallace, RN, BSN
Lynn Whitmore, BSN, RN, MS
Christy Wright, RN

Mission Support Staff

Priya Jayadev, Executive Director
Astrid Raffinpeyloz, Volunteer Services Manager
Anita Chilton, Administrative Manager
Heather Loyd, Administrative Assistant

Board of Directors

Peter Raiswell, President
Loriann Hamilton Ridgeway, Vice President
Stuart Koop, Treasurer
Karen Affeld, Secretary
Wendy Brown, RN
Mike Crim
Roger Oakes
Tyrrell Prosser
Ted Ripley
(Recording Secretary: Sandy Granger)



The annual **New Year's Day Polar Bear Dip**, held at Hollywood Beach in Port Angeles, raised \$2,000 that day, and donations are still coming in. Thanks to all who participated!

Nonprofit Org
U.S. Postage
PAID
Olympic Mailing
& Printing Services

Remembrance Ceremony

candle lighting • group address • refreshments
sharing, visiting and honoring loved ones

WHO

All are welcome – families, community members,
past/present employees and volunteers

WHEN

Saturday, February 25, 2023 at 2 p.m.

WHERE

First Presbyterian Church
139 W 8th Street, Port Angeles

A Soul Care program offered by Volunteer Hospice of Clallam County