



*The Heart of the Matter*

## **Family Hospice Care**

*Comfort • Care • Compassion*

A Newsletter for our Hospice Volunteers

Spring/Summer 2015

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*"The last good thing that may happen in a person's life is a hospice volunteer."*

*We are looking for compassionate and caring individuals to assist patients and families. Please call our Volunteer Department for more information.*

***Serving the Coachella Valley and Hi-Desert regions since 2006***

Family Hospice Care  
255 N. El Cielo Road, Suite C-300  
Palm Springs, CA 92262  
760-674-3344  
[FHC-Volunteers@familyhospicecare.com](mailto:FHC-Volunteers@familyhospicecare.com)

## **Family Hospice Care Welcomes SEVENTEEN New Volunteers To Our Family!**

Every Family Hospice Care volunteer brings a special presence into the lives of our hospice patients. Their role is invaluable in making the final months, days, and moments of our patients as comfortable and special as possible

### ***Welcome aboard to our already amazing group of volunteers!***

Adrianna Horger • Andrew Noland • Daniel McIvor • Denise Jasura  
Erika Rocha • Kathryn Thurman • Katheryn Morton • Marsha Ferguson  
Mitzi Kerwien • Nancy Rader • Patricia Estrada • Patricia Parker • Renee Kruse  
Rodolfo Jaravata-Hanson • Susana Rueda • Terry Hanson • Vernon Baumgardner

## **Volunteer Appreciation Dinner April 21, 2015**

Camelot Theatres in Palm Springs was the setting for Family Hospice Care's Annual Volunteer Appreciation Dinner, coinciding with National Volunteer Week. The theme this year was "Volunteers Plant Seeds of Kindness" which came complete with a garden party!

Over 30 FHC volunteers were in attendance along with many FHC colleagues, who joined us for the cocktail hour, giving thanks to our volunteers for their tireless dedication to our patients. Volunteers are an integral and valued part of the Interdisciplinary Team and have no doubt contributed to FHC's status as one of the leading providers of end-of-life care since 2006 in the Coachella Valley and Hi-Desert regions.

Donna Knight, FHC Volunteer Coordinator, shared her heartfelt sentiments with the many volunteers in attendance: "My heart sings when I watch all of you mingle. Not only do you plant seeds of love in patients and their families, and hospice staff – you, yourself, grow with every good deed you do for patients. Your seeds sow and reap from within. You are amazing, flexible, and funny; and you do everything from the place of love, and it shows."

Congratulations to B Hernandez, Glenn Scott, Paul Hanson, and Terri Hall for their honor of "Outstanding FHC Volunteer 2014"; each one giving, caring, kind, and loving, in their own special ways, bringing joy into our patients' and families' lives.

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## Let's Hear Thunderous Applause for Family Hospice Care's Volunteer Anniversary Recognitions!



### January

Rozella Brown	2008
Susan Ebel	2012
Dorothy Kachinsky	2014
Jack King	2014
Jenny Malloy	2014
Michele McDonough	2014
Dawn Reeve	2012
Charlotte Schovaers	2010
David Springer	2014
Rick Tutt	2013

### February

Millie Cunningham	2013
Steve Rutberg	2013

### April

Terry Kinney	2012
Mike Workman	2014

### March

Michael Cyr	2013
Bob Greenbaum	2012
Ernie Hamby	2014
Tami Roleff	2011
Bev Vandemark	2012

### May

David Allor	2014
Terri Hall	2014
Bev Miller	2010
Dolores Pickell	2009

### Appreciation Dinner - Continued From Page 1

A special thank you to Dolores Pickell who cross-stitched all of the FHC Angels for the volunteers! Thank you to all the volunteers who joined us for the Appreciation Dinner....We missed all of you who could not attend!



Mr. B accepting his award  
(Glenn, Paul, and Terri  
were unable to attend.)

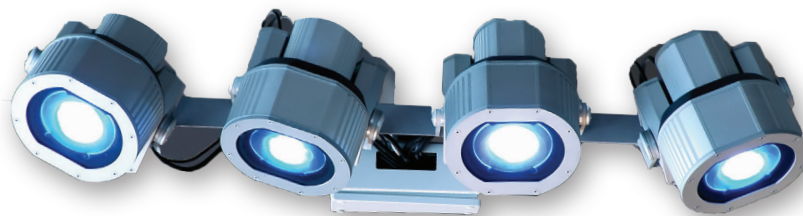
### CONGRATULATIONS

to the following volunteers who were honored with:  
"Outstanding FHC Volunteer 2014"

B Hernandez • Glenn Scott • Paul Hanson • Terri Hall







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## ***Volunteer Spotlight!***

**R**ichmond Curtiss

"Every year 100,000 people take the on-line Jeopardy test. I have taken it every year for 10 years. Based on their test results, 2500 of those test takers are granted auditions for the show. The rest never hear anything, not a word on how they may have done on the test. For 9 years I never heard anything after taking the test. Last year, however, after learning that Mary had worked on many game shows in the 70's, including some with Alex Trebek, I mentioned to her that I had wanted to be on Jeopardy for as long as I can remember. Unbeknownst to me, Mary contacted some old friends, worked some of her magic, and the next thing I knew, I got an email from Jeopardy asking me to come in for an audition.

The audition in Los Angeles consisted of another test, an interview and a mock game. When it was over, they told me I passed and was now in the pool of 300 people from whom they choose the 100 contestants they need for a year's worth of shows. About a month later I got "the call" telling me that I had been scheduled to appear on the show. Because Palm Springs is close to LA, I was considered 'local' which gave me an advantage over other people in the pool of 300. For each day of taping they bring in an extra local person in case one of the other contestants can't make it to LA that day.

When Jeopardy is taped, they shoot 5 episodes (a week's worth) in one day. I was told in advance that I was slotted to be on Friday's show or the last episode to be shot that day. Nevertheless I had to be at the Sony studio with all the other contestants at 7:30AM. Mark and I went into LA the night before, stayed in a hotel and I treated him to a delicious French bistro dinner of "all you can eat" mussels.

Once we were all at the studio we were given the 3 hour briefing on all of the rules and legalities of being a contestant. (This was during the hack of Sony by North Korea which made things even more interesting). Then one-by-one we went into make-up. For the entire day as we taped each episode, we were sequestered together. Our cell phones had to be turned off and we were not allowed to speak to anyone outside of the other contestants or Jeopardy staff. We weren't even allowed to go to the bathroom without a staff escort.

When it was my turn to play, we drew lots to see who would be at which podium. I ended up at position 3. The game itself goes so fast, it's over before you know it. It was only when I watched it on TV that I had a complete memory of what happened. Even though I ended up losing, my Jeopardy experience is something I will always treasure. The staff there are very professional and VERY good at what they do. Even though it is the job that they do, day in and day out, they realize that for the contestants it's a big special day and they went out of their way keep it special for us.

After the taping when I told my sister that my dream of being on Jeopardy had come true, she offered a different point of view. She insisted that rather than a dream come true, it was an ambition that I had achieved. Whichever it was I know that I will always be grateful to Mary because even though I earned my spot on the show, I might never had even had the chance to try had it not been for her effort on my behalf."

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## *Look What Our Volunteers Have Accomplished*

One of the Medicare Hospice Conditions of Participation for a hospice to have a volunteer program, is to have the total volunteer hours be 5% of the hospice's total paid staff hours. We ended the 2014 year with 7.88%, easily making the requirement, and then some! Family Hospice Care volunteers saw approximately 1/3 of all admitted patients, from January through December 2014.

### Volunteer Patient and Non-Patient Care Hours

Socialization	1,443	Bookmarks	405
Caregiver Relief	1,120	Pet Visits	48
Administrative	342	Phone Calls	39
Shopping	159	Life Review	12
Shawls	540	Bereavement	9
Haircuts	97	Memory Bears	40



**Thank you to all of our caring and compassionate volunteers  
who carry out these special services for our patients!**

## *Family Hospice Care was a Proud Sponsor of the Walk To End Alzheimer's 2015*

Saturday, March 14th was a beautiful, warm, and sunny day...a great day to take a Walk! FHC staff and volunteers joined hundreds of other walkers, to raise awareness and funds, to help find a cure for Alzheimer's. A big "THANK YOU!" goes out to FHC Volunteers, Millie Cunningham and Jenny Malloy for manning the booth while the rest of us walked!





## Family Hospice Care's Annual Service of Remembrance

### In Loving Memory



Family Hospice Care takes great pride in our commitment to the patients and families we serve. As part of this commitment, an annual Service of Remembrance Program is held for families and friends of loved ones who have passed away. This year's Service of Remembrance was held on March 26, 2015, at the Mizell Senior Center in Palm Springs, and was attended by over 135 people.



Rev. Dr. Michael Norrie, DPC, Bereavement Coordinator with FHC, began the program by welcoming all in attendance. "We're here today to remember some special people who, though 'gone from our sight,' are still very much in our hearts. And it is those relationships with the very people we love...a love that time won't change the meaning of... that we remember and celebrate today." Dr. Norrie went on to offer more heartfelt and inspirational insights, throughout the program.



The reading of names, honoring the deceased, were read by FHC colleagues. The lights were dimmed in the room, and attendees were asked to light their tea candles, as their loved one's name was read. One-by-one candles were lit until the room was aglow with the memories of those who are no longer with us; everyone in the room connected with love, with understanding, and with gratitude that they shared their loved one's life for a time.

A beautifully flowing video was created by FHC colleagues and set to music, with photos in memory of loved ones departed. Another FHC colleague shared her beautiful voice with everyone by singing "Evergreen (Love Theme from A Star is Born)" and "I Will Always Love You." Both the video and the songs that were sung, evoked tearful and joyful memories, of everyone's beloved.

As the program came to a close, Dr. Norrie invited participants, "...to extend their hands in the direction of the stones (placed on the front table), to infuse them with their love, blessings, good thoughts, and their intention that the stones they select will be a tangible reminder of their loved one that they may carry with them always."

Everyone was encouraged to stay after the program and enjoy desserts, coffee, and tea. This was also a time where families reconnected with the FHC Interdisciplinary Teams that cared for their loved ones, sharing reflections, and exchanging warm hugs.

Several in the audience shared how moved they were at hearing their loved one's name read and seeing their image on the screen. One attendee spoke of how good it was to "reconnect" with the RN Case Manager from whom he said he "learned so much" about providing care to his loved one at the end-of-life.



*Thank you to the following Volunteers who attended the Service of Remembrance: Adrianna Horger, B Hernandez, Bev Miller, Chuck Olsen, Glenn Scott, and Tom Barker.*

*Family Hospice Care's Management Team would like to thank the incredible Service of Remembrance committee for their time, talents, dedication, and love that went into every detail, making this a very special program for the families that we service in our community.*







# BREAKING NEWS!

*Extra! Extra!  
Read All About It!*



## ***Good-bye for the Season, Snowbirds!***

The snow has finally melted at home...hopefully! We thank our snowbirds for spending their volunteer hours with us, and we wish you safe travels to wherever home may be. Have a wonderful summer and we'll see you next season!



## ***Family Hospice Care Honors its Pet Therapy Dogs***

The value of therapy dogs is immeasurable. It is well known (and scientifically proven) that interaction with a gentle, friendly pet has significant benefits. Patients are often noted to live longer, have better pain control, and be happier with visits from a furry friend. Hospice is focused on reaching a good quality of life, and therapy dogs play an important role, as members of the Hospice Team.

Family Hospice Care thanks all of our amazing Pet Therapy Dogs and their owners for bringing love, comfort, and companionship into our patients' lives.



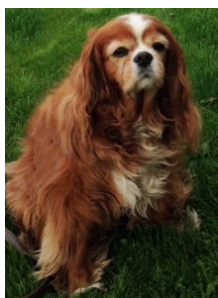
***Surfer and owner Tami Roleff*** have been with FHC since March 2011 and visit patients in the Hi-Desert.

Tami informed us back in March, that Surfer was undergoing surgery for cancer. He had an unknown mass on his liver and the oncologist and surgeon were optimistic that once the diseased liver was removed, the probability of Surfer doing well post-surgery was high. Tami is happy to report that he is in full recovery, and back to visiting his patients in the Hi-Desert! Welcome back, Surfer!

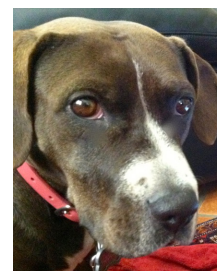
## ***Thank You Surfer, Riley, Ruby, and Coco!***



***Riley and owner Ginny Weissman*** have been with FHC since October 2013 and visit patients in Palm Springs and Palm Desert.



***Ruby and owner Pat Parker*** have been with FHC since December 2014 and visit patients in Palm Springs.



***Coco and owner Nancy Rader*** joined FHC in May 2015 and visit patients in Palm Springs.



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### ***Volunteer Documentation Forms***

We are currently updating the Volunteer Documentation of Patient Care and Non-Patient Care forms. As soon as the new forms are approved for printing, we will notify all of our volunteers and make sure you get copies of the newly updated forms, to fill out after your patient care visits, or non-patient care activities. Thank you!

### ***Upcoming Webinar***

#### ***Complicated Bereavement: Current Understanding and Approaches***

Please join us on Thursday, September 10, 2015 from 11:00am-12:30pm in the Family Hospice Care office conference room for this informational webinar. RSVP: 760-674-3344, x1035.

### ***Volunteer Support Meeting Meditation and Relaxation Techniques for Volunteers When Working With Patients***

You are invited to join us for a volunteer support meeting on ***Tuesday, May 26, 2015, from 3:30-4:30pm*** in the Family Hospice Care conference room, facilitated by FHC volunteer Kathleen Lubanski.

Kathleen Lubanski is a registered nurse and certified geriatric nurse practitioner. In 2007, as a result of a family crisis, Kathleen stopped working and became a caregiver to her spouse. She soon realized she needed support as well. Thus started her search to learn integrative modalities to reduce stress and to assist to 'returning to wellness'. Kathleen's training has been vast. In 2010, she completed the Certified Meditation Specialist program. Upon graduation, she began teaching clients privately and at a local church. In 2012, she was encouraged to enroll in Deepak Chopra's nationally acclaimed Primordial Sound Meditation Certification and completed the program a year later. She holds certifications in guided imagery, holistic stress management, and Ananda meditation.

Currently, she teaches Stress Relief and Reduction at Eisenhower (staff & public) and facilitates a weekly meditation group. RSVP: 760-674-3344, x1029

### ***A Heartfelt Thank You to our Wonderful Volunteers From Donna Knight, Volunteer Coordinator***

"I cannot thank you all of you enough for what you do. You answer the call to service and fill it in your own special way. I have had the pleasure of watching a few of you in action and my heart sings. You inspire patients and their families, FHC staff and me. You treat our patients like royalty no matter what the situation is. You lessen their stress, brighten their day, make them feel good and hopefully grow within yourselves. Your work is noticed and acknowledged. It is an honor to work with you."