

Hospice Partners

OF THE CENTRAL COAST

Dearest Volunteers,

This summer is rolling by much too quickly! I love to hear about all your comings and goings. Thanks for keeping me in the loop- I feel as though I've gone on some trips with you! Thanks, too, for letting me know when your patients and their families need a substitute volunteer while you are away.

Some of you have had recent losses- spouses, siblings, parents and pets. We all grieve with you and want you to remember that Hospice Bereavement support is available to you and your families if you should need it.

We will be sending out new volunteer activity record sheets soon (the infamous pink sheets). You will notice that they have been updated quite a bit, so let me know what you think. We hope to have these available to fill out online before too long. Remember to include your drive time and visit time, as well as the time you spend on your phone calls.

How nice it has been to see many of you at the Volunteer Support meetings! The topics and speakers have been very thought provoking. Come join us if you have a chance.

Enjoy the rest of your summer and thanks for all you do.

Love,

Connie Bruton

Volunteer Coordinator

NEW OPPORTUNITY FOR "TUCK-IN" VOLUNTEERS

Hospice Partners is developing a new "Tuck-In Program" in which volunteers will be phoning patient families every Thursday to ask about any needs they may have before the weekend. Volunteers will then communicate the patient's needs to designated Hospice staff, who will take the necessary steps to provide what is needed. If you have an hour or two on Thursdays and are interested in participating in this program, please leave a message for Susan Ellenbogen at 782-8608, ext. 160.

Hospice Partners of the Central Coast • 277 South Street, Suite R • San Luis Obispo, CA 93401

Phone: (805) 782-8608 or (800) 801-8019 • Fax: (805) 782-8614

VOLUNTEER NEWSLETTER

August, September,
October, 2010

NEW VOLUNTEER WEB PAGES NOW UP AND RUNNING!

Do you have questions about your patient's medical condition or treatment? How to handle grief and bereavement, for yourself or your patient's family? What those acronyms on the patient face sheet or referral form mean? How best to approach your patient's particular needs?

If you are able to go online, check out the new information now available to volunteers on the Hospice Partners' website at:

www.hospicepartnerscc.org

On the **Hospice Partners of the Central Coast** home page, you will see a tab for "Volunteers" in the upper right-hand corner next to the "Search" box. Clicking on "Volunteers" will take you to a page that contains several click-able words under the title "Volunteering." Clicking on "Information on Patient Care" will take you to four more choices:

- List of Patient Care Abbreviations
- Patient Diagnosis and Symptom Definitions
- Information About Medical Conditions.
- Articles Available Online

Try clicking on any of these choices and browse through the wealth of new information that is now available to you online. Our website is a work-in-progress, so please bear with us if you find any temporary "glitches." By checking in occasionally, you can watch our web pages become increasingly useful and user-friendly.

EDUCATIONAL OPPORTUNITIES

THURSDAYS, August 5 – September 9

Savvy Caregiver Workshop Series given by Alzheimer's Association (10:00 a.m.– Noon)

Six-week, professional-level training program for caregivers of dementia patients, in Templeton. There is no charge for this clinical-level training with dementia experts, which includes a caregiver manual and CD-ROM. Register by calling Jessica Mezzapesa at Alzheimer's Assn., **805-547-3830**.

THURSDAY, September 15

Activity-Based Alzheimer's Care (8:00 a.m. – 12:45 p.m.)

Learn fundamental components of Activity-Based Alzheimer Care at this 4-hour workshop at Sydney Creek, 1234 Laurel Lane, SLO. Four hours credit for health care professionals.

Note: Cost is \$59. For more information, call 805-547-3830.

HOSPICE PARTNERS EDUCATIONAL MEETINGS

All volunteers are welcome to our Hospice Partners Educational Meetings. If you are interested in attending, please call the Volunteer Coordinator at **782-8608 ext. 152** or email: **cbruton@wilshirehcs.org**. The following meetings will take place at the Hospice Partners Office, 277 South Street, SLO:

MONDAY, August 23 (8:30a.m.) **CPR**

WEDNESDAY, August 25 (NOON)

Delirium (especially recommended for volunteers)

THURSDAY, September 2 (11:00a.m. –12:30p.m.)

Treatment of Opioid-Induced Neurotoxicity in End-of-Life Care

WEDNESDAY, September 22 (NOON)

Cancer-Related Issues

WEDNESDAY, October 27 (NOON)

Palliative Sedation

FREE MEMBERSHIP NOW AVAILABLE IN HOSPICE VOLUNTEER ASSOCIATION

Hospice Partners recently joined the **Hospice Volunteer Association (HVA)** and our membership allows our volunteers to become HVA members for free. Your membership in HVA gives you a free subscription to Hospice Volunteer News (online or mailed to you), free access to hospice-related documents and news articles, discounts on HVA conferences and volunteer training courses, and discounts from the HVA caregivers' store. HVA's archive of past newsletters is a treasure trove of information that hospice volunteers will find both useful and interesting.

To sign up for your free HVA membership, either call their toll-free number: **866-489-4325** (MON–FRI, 9:00a.m.–5:00 p.m. Pacific Time), or fill out their online membership application at:

<https://www.hospicevolunteerassociation.org/hvaMembershipApp1.aspx>

You will need the following information in order to register as a free volunteer member under Hospice Partners' membership: **VC's (Volunteer Coordinator's) email address: cbruton@wilshirehcs.org**; and **Hospice Partners' zip code: 93401** will automatically enter our information into the online application. If you have any difficulty filling out the form online, do not hesitate to call HVA's toll-free number for help during normal business hours.

VOLUNTEER SUPPORT MEETINGS

FEATURED TOPICS:

AUG **Learn about Hospice Partners' Affiliated Agencies**

SEPT **How to Help a Client with Life Review**

OCT **Tips for Volunteering with Alzheimer Patients**

NORTH COUNTY /COAST North County; Cambria	SOUTH COUNTY South County; Santa Maria	SAN LUIS OBISPO San Luis Obispo
Rabobank Community Rm. 1025 Las Tablas Rd., Templeton 3:00 pm – 4:00 pm (2nd Tuesdays)	New Life Community Church 990 James Way, Pismo Beach 3:00 pm – 4:00 pm (3rd Tuesdays)	Wilshire Foundation Office Ste. J, 285 South St., SLO 2:00 pm – 3:00 pm (4th Tuesdays)
Tuesday, August 10	Tuesday, August 17	Tuesday, August 24
Tuesday, September 14	Tuesday, September 21	Tuesday, September 28
Tuesday, October 12	Tuesday, October 19	Tuesday, October 26

INTER-DISCIPLINARY TEAM (IDT) MEETINGS

NORTH COUNTY

Paso Robles

Tuesdays or Wednesdays:

August 3, 10, 18, 24

September 1, 7, 15, 21, 29

October 5, 13, 19, 27

SOUTH COUNTY

Santa Maria

Wednesdays:

August 4, 11, 18, 25

September 1, 8, 15, 22, 29

October 6, 13, 20, 27

COAST*

San Luis Obispo

SAN LUIS OBISPO*

San Luis Obispo

**IDT dates for Coast and San Luis Obispo may be changing due to formation of a new SNF-only IDT. Please call the Volunteer Coordinator to determine dates for IDT meetings in these two locations before attending.*

Four different team meetings are held **weekly at 8:30a.m.** to discuss current Hospice patient/cases for the purpose of coordinating care and updating the Plan of Care. If you would like to attend the team meeting that your patient is on, please call the Volunteer Department ahead of time for the particular information. The Hospice Partners Team will be happy to discuss your case when you arrive!

NEW VOLUNTEER TRAINING COURSE

Training for new volunteers will begin on Wednesday, September 22, and continue for five consecutive Wednesdays:

**September 22, 29
October 6, 13, 20**

The training will be held from 1:00 p.m.–5:00 p.m. at the United Methodist Church in San Luis Obispo. If you know anyone interested in becoming a volunteer for Hospice Partners of the Central Coast, ask them to give us a call. Feel free to join us if there is a session you missed or would like to revisit. Please call the office for the training schedule.

LABOR DAY HOLIDAY OFFICE CLOSURE:

Monday, September 6

The San Luis Obispo Office will be closed. If anyone wants to leave a non-urgent message after hours for the Volunteer Department, please call: (805) 782-8617 ext. 152. You will be routed directly to our voice mail.

HAPPY BIRTHDAY VOLUNTEERS!

Warren Hockenbary ~~~ 08/01
Willi Zilkey ~~~~~ 08/02
Maureen Martin ~~~~~ 08/04
Marlyn Hope ~~~~~ 08/05
Marina Bethlenfalvay~~~ 08/06
Deborah Whitson ~~~~~ 08/19
Adeline Guidi ~~~~~ 08/24
Carolyn Kelso ~~~~~ 08/31
Donna Epperson ~~~~~ 09/10
Lida Lucas ~~~~~ 09/13
Mary Petersen ~~~~~ 09/19
Betty Johnson ~~~~~ 09/19
Lucille Bosco ~~~~~ 09/27
Susan Shaw ~~~~~ 10/14
Emily Young ~~~~~ 10/23
Erika Larriue ~~~~~ 10/26
Gini Hassing ~~~~~ 10/27
Barbara Davis ~~~~~ 10/27
Gerald 'Jerry' Moore ~~~ 10/30
Deb Dight ~~~~~ 10/30



Megan Prendeville
Hospice Partners Assistant Administrator

Megan started working for Hospice Partners about five years ago and she calls it a “perfect fit.” Her education, life experiences and talents have made it a “perfect fit” for Hospice as well. “I love going to work on Monday mornings,” Megan says.

Megan was born in Sacramento. When she was 9 months old, she moved with her parents to Colombia in South America where her father worked at an International Agricultural Center for 12 years. Megan became bilingual at an early age, speaking Spanish at the Colombian schools she attended and English at home. In 1985, her family moved back to Davis, California, near Sacramento. She learned her third language, Italian, while she was with AFS (American Field Service) foreign exchange program in Italy. Megan earned her undergraduate degree in Sociology and Latin American Studies at UC Santa Cruz, and a Masters in Social Work at San Jose State.

Shortly after Megan and her husband Tim were married in 2001, they moved to Ireland for four years to help her father-in-law run his furniture business. After returning to the U.S, Megan, Tim, and their two small daughters traveled cross-country in an RV, and during a visit to this area in 2005, Megan discovered Hospice Partners was looking for a Medical Social Worker. Fate stepped in, providing a talented employee to Hospice Partners and giving Megan a job she has grown to love.

The role of Hospice Social Workers is to try to help normalize the patient’s life by providing emotional support to the Hospice patient and the patient’s family, offering care options and assistance, and discussing final arrangements. When a patient is admitted to Hospice, a social worker visits to assess if the patient is in a safe and comfortable environment and to make any recommendations necessary to improve the current situation. Follow-up visits are conducted throughout the patient’s stay on hospice to monitor and re-evaluate the patient’s circumstances. “Each situation is entirely different. That’s part of what makes it so interesting and challenging,” Megan says. Some Hospice patients who live alone are able to care for themselves and others are not. Some families living with a Hospice patient are easy to communicate with and other family situations are chaotic. Megan explains that it is important for social workers to look at the whole picture and consider family dynamics, especially when discussing care options and end-of-life issues.

Megan was a field social worker with Hospice Partners for four and a half years before she accepted her current position as Assistant Administrator. Administrator Janet Jeffery is planning on retiring within the next couple years, and she is teaching Megan all the facets of Hospice Partners administration. Megan’s duties now include organization protocol, budgeting, personnel, handling complaints, and providing input for special events, such as the *Dazzling Diamond Ball*. Megan says sometimes she misses working in the field; however, she enjoys her new role and finds it to be stimulating. As part of the Hospice Partners Team, Megan’s philosophy is to be accessible, and she says “Don’t hesitate to call me!”

Megan and Tim live in Atascadero with their 8 year old daughter Tara, who was born in Ireland, their 5-1/2 year old daughter Alyssa, and their dog Gracie. Megan is grateful for all the help and support she receives from Tim. In addition to all Megan is learning about Hospice administration, she recently learned to crochet and also enjoys gardening and reading.

WHAT TO EXPECT WHEN YOUR PATIENT IS DIAGNOSED WITH...

will feature a common patient illness in each issue. This month’s illness is COPD (Chronic Obstructive Pulmonary Disease, or Emphysema):

- Dyspnea (shortness of breath)
- Coughing up sputum
- At risk for respiratory infections
- Needs oxygen all the time
- May have trouble with conversation due to dyspnea
- Probably not eating well
- Activity limited by inability to breathe adequately
- May fear suffocation
- May have had multiple emergency room visits or hospitalizations