

Making Moments Matter



Summer 2018

A Newsletter for the Volunteers of Gardens of Western Reserve Hospice



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Headlines

Greetings Hospice Volunteers!

Well...it was bound to happen sooner or later. The newsletter got a way from me! I am sorry it has been so long since the last one. So this one is formatted a bit differently and is filled with great photos, important announcements and helpful information.

On April 24th, we had the privilege to honor you for your service to our patients at our Annual Volunteer Recognition program. Our speaker, Dr. Terry Gordon, shared his tragic, yet inspirational story and outlined how life's tragedies are what we make of them.

In May, the Association for Accreditation in Health Care (ACHC) paid us a visit for our survey. Big thanks to Elaine Fisher for representing the hospice volunteers during a phone call with the surveyor. She beautifully answered all of her questions and our volunteer services passed with flying colors!

In July, many of you enjoyed our Summer Cookout on our NEW deck. See the photo spread under Volunteer Spotlight. Big thanks to Rich and Hanna for their grilling, cooking, decorating and feeding all of us. They are true servant leaders.

In August, the big news was the sale of the two Gardens of Western Reserve Assisted Living facilities!! See page 3 for more information on this.

We truly appreciate all you do for us each and every day...a million thanks to those who visit our patients, those who help with administrative duties in the office and those who use their creative talents from home. You each make a wonderful difference in the lives of our patients and families!





Volunteer Summer Cookout—July 17th



From left to right: Volunteers Kevin Tremmel, Dawn Dailey, Donna Scourfield, Colleen Grager, Sherry & Richard Demich enjoy some cool beverages on a warm day!



Owner & Operator Rich Piekarski ready for some grilling action in his sunflower apron!



Volunteers Sandy Chadima, Mary Rose Winiecki, Lynn Heller & Mary LaLonde soaking up some rays, eating burgers & hot dogs and chatting about their volunteer work and families.



Hanna Schindley, Administrator for GWR AL & Hospice, AND the supreme party planner!



The Lindas (as I affectionally call them) Linda Mize & Linda Rios, along with Linda's granddaughter, took a stroll to look at the look at the Gardens' gardens.



Volunteer Dawn Dailey surprised your Volunteer Coordinator with a beautiful bouquet of sunflowers (and her sunflower dress!)



Volunteer Mackenzie McKeon with her husband and youngest son, saying "Cheeseburger" for the camera!

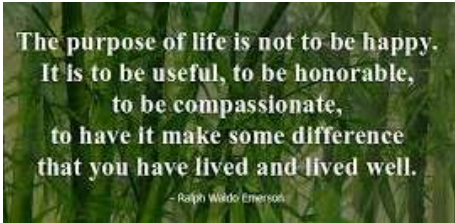


SOLD!

**Gardens of Western Reserve
Assisted Living Residences**

We have some news that is both happy and sad...Rich Piekarski has sold the two Gardens of Western Reserve facilities in Cuyahoga Falls and Streetsboro. Effective August 22nd, they will be under new ownership and will be called Gardens of Cuyahoga Falls and Gardens of Liberty Park, respectively. The new owner is Inspirit Senior Living www.inspiritseniorliving.com.

Prior to opening the two Gardens facilities, Streetsboro in 2000 and the Falls in 2005, Rich worked for another long-term care company for 18 years. He has dedicated his entire adult life to the care of older adults. He has worked tirelessly, being on call night and day, to tend to the needs of his staffs and residents. Rich is nearing "retirement age" and so it is necessary, important and well-deserved he take this step.



He is not fully retiring yet...We are happy to say he will still be the owner and operator of the Gardens of Western Reserve Hospice and Home Care and work full-time with us.



Rich, with some of the many gifts given to him in his last week as the Owner & Operator of the Gardens of Western Reserve Assisted Living Residences. Three of our volunteers created memorable gifts for Hanna and Hospice to give to Rich: a Memory Pillow, made from one of the Gardens polo shirts and embroidered with Rich's name, were sewn by Linda Rios and Mary Rose Winiacki; and watercolors painted by Linda Mize of the two Gardens Assisted Living facilities.

BELATED



6/2
Nicole Welsh

6/20
Judy Garrity

6/29
Linda Mize

7/8
Joan Ward

7/9
Laura Slusser

7/19
Sandy Chadima

8/1
Hanna Bielski

8/17
Richard Demich

UPCOMING...

9/7
Nancy Kelley

9/12
Pat Garrity

9/25
Ken Filing

9/26
Jean Taylor



WELCOME New Volunteers



Hanna Bielski

Helping Hands-Lap Blankets

Shani Ferry

Patient Contact—Music

Gabrielle Karam

Helping Hands-Special Projects

Lisa Bouchard-Lipscomb

Helping Hands-Lap Blankets/Baking

Jan Sandridge

Administrative/Patient Contact-Vigil

Laura Slusser

Administrative Volunteer



Kevin Tremmel runs for Veterans... and recruits for Gardens Hospice Volunteers!



A big thanks to Kevin for initiating the idea of wearing a Gardens T-shirt at all of his runs. Above is one of his most recent races where he took a 3rd place finish in his age category.

Helpful Hospice Hints—Understanding Boundaries

In hospice care, it can be challenging to know how involved to become. **The Professional Behavior Continuum** offers a visual aide to help better understand.

Underinvolved Volunteer

The left end of the continuum represents a volunteer who is underinvolved with a patient/family. This may be a volunteer who routinely does not make the required number of visits according to the plan of care, visits only 5-10 minutes each visit or talks with staff more than visits with the patient.

Overinvolved Volunteer

The right end represents a volunteer who is overinvolved with a patient/family. This may be a volunteer who makes an extra visit but doesn't tell the volunteer coordinator, gives patient/family his/her personal phone number or takes sides in family matters.

The Zone of Helpfulness, in the center, is the area we should try to remain in when volunteering—not underinvolved but not overinvolved either.

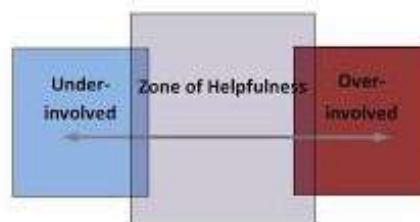
There are times when we briefly cross over the line and become over-involved to meet an illness-related need.

Boundary Crossing: A brief crossing over the line to meet the therapeutic need of the patient/family with a return to the established limits.

Examples of Boundary Crossings:

- A volunteer self-disclosing or giving personal information in order to build patient/family trust in the relationship
- A volunteer providing a gift that teaches or provides some other therapeutic purpose
- A volunteer accepting a small handmade item or card from the patient/family

Boundary Violation: A crossing over the line to meet the volunteer's need, not the patient/family needs.



**Next Issue Part 4 of 4:
Real World Boundary Issues**

Examples of Boundary Violations:

- Discussing your intimate life details with the patient/family
- Buying expensive gifts for patient/family
- Accepting gifts other than small token gifts such as cards, food or handmade items
- Providing your home/cell number to patient/family
- Allowing patient/family to keep in touch after discharge
- Engaging in intimate/sexual contact with patient/family

Some of the negative results of boundary violations are:

- A patient's quality of care may be jeopardized if the health care professional or volunteer loses objectivity
- A patient/family can be encouraged to become dependent
- A healthcare provider/volunteer can become resentful of the patient/family
- A healthcare provider/volunteer may experience increased stress and burnout.