

Caring HANDS



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Letter from Mary Jermann

Dear Volunteers,

We are embarking upon a new year! A new year of resolutions, a year of making a difference. The work that you do is quite spectacular. The Volunteer Team shares stories upon stories of all the hearts that you touch throughout the year with words that capture the essence of your work. These words have the power of building a beautiful community and serve as an invitation to others to join in our circle of giving and receiving.

At the beginning of the year, the Volunteer Department is asked to define our goals. It is a great time to ask, “What is my vision for the year ahead?” And with that, what is the “word” that I can carry into 2019 to inspire me to be the best person I can be for others and for myself?

What is your word? Jon Gordon, a leadership guru, author and motivational speaker, tells us that this word that we select can and should drive us forward in the great work we do. Good words to ponder are “purpose” or “intentional” as Gordon discusses in the short video you will find in the Education Corner feature of this newsletter.

My word for 2019 is “transform.” As I see it, there is a great deal of daily activity throughout the months that fill up the year quickly. Without personal meaning, what is my contribution? I can only transform when I break through my own personal barriers. I believe when I do not hold back, I have the power to transform something from a negative situation into a positive outcome. I hope to share more about this transformation at the end of the year. Stay tuned.

My hope is that you find the special meaning of the stories in this newsletter. Maybe they can inspire you to find your word for 2019. Or maybe you have a story to tell. Then tell it! Spread the spirit of your kindness. Share your word. Be the inspiration to grow this community of caring.

Here’s to a transformational year ahead!

Much love,

Mary Jermann

Mary Jermann
Director of Volunteer Services



“ I know nothing in the world that has as much power as a word. Sometimes I write one, and I look at it until it begins to shine. ”

—Emily Dickinson

VOLUNTEER SPOTLIGHT

Dianne Doolan *There is so much joy*

In a one-hour conversation over coffee, Dianne Doolan used the word “joy” at least five times as she talked about her experience as a Volunteer with Hospice of the Chesapeake.

She talked about finding joy in the companionships she has fostered with patients in her five years as a Patient Care Volunteer.

Three years ago, she said she found her real joy in the calm and peace she can provide as a Comfort Touch practitioner. She said she was a joyful witness to the empathy the 6- to 8-year-old children at Camp Nabi had for one another in the brief but powerful experience of our children’s grief camps.

There is little more an organization can hope for in its Volunteers, especially when someone like Dianne boomerangs that joy right back to the patients and families she serves.

Volunteer Services Coordinator Renate Little said she is very confident when Dianne is part of a patient care plan because she is clearly devoted to these patients. “I often share her progress notes with the team because they are so inspiring, hearing about her interactions with her patients,” Renate said.

Dianne’s experience began five years ago when she was assigned to provide companionship to a 100-year-old woman. It was an assignment that she faithfully and lovingly continued for nearly two years. It also was the beginning of realizing new facets of herself. She always knew she was a hands-on people person. It wasn’t until she added Comfort Touch to her volunteer toolbelt that she saw how perfectly it fit with how she connects with people. “This is right up my alley,” she said.

An ALS patient she saw for nearly two years said that though his muscles were shot, his nerves were just fine after her first visit. Another man was amazed that she was able to lull him to sleep. One patient said Dianne was the first person to ever rub his feet.

“I’ve learned so much about myself,” she said. “It was wonderful to discover I’m a very calming presence. I seem to know what to do in a situation. I can intuit what to do next.”

The refrain, “hospice is a gift,” is something we hear from most of our Volunteers, and Dianne shared that sentiment. Most profound, however was this statement: “We are so alive until the last moments. That is huge for me,” she said. “I just look at these people, and there is just love.”

Dianne lives in Davidsonville with her husband Ken. The Doolans have been married for 52 years and have two children and two grandchildren.



To find out more about learning Comfort Touch, contact Terri Fevang at tfevang@hospicechesapeake.org or 667-219-2889.



A menagerie of comfort: **Parrots, ferrets and a chameleon**



Jubilee checks out the camera lens while visiting Nelson Aten, a Hospice of the Chesapeake patient at Glen Burnie Health and Rehabilitation Center.

As Alex Rose walked toward the common room of the Glen Burnie Health and Rehabilitation Center holding a pet carrier, the first thing she heard wasn't "Hello!" or "Hi, can I help you?" Over and over again, she was greeted with, "Does it talk?"

Admittedly, her beautiful green, red and orange plumage and head-bobbing dance begged the question. The answer is, yes, Jubilee, a 2-year-old Macaw, can talk, but not on prompt. Not yet. Macaws can live to the age of 80 and she is but a toddler who is still learning.

She is deftly handled by Alex, who brings an interesting perspective to pet therapy. She has 41 different animals from all over the world that are part of her company, Ferrets and Friends Educational Entertainment. She also is a licensed graduate social worker with a master's degree in social work who has learned that certain animals' behaviors are perfectly matched to the needs of a hospice patient.

This became evident when Alex took Jubilee from her carrier. Jubilee was quiet and curious of the growing crowd who came to see this special guest of our patient Nelson Aten. After time spent walking about on a table, Jubilee climbed onto Alex's forearm, hopping on for the ride to Nelson's arm. Nelson's grin, which was nonstop since we arrived, grew wider and his face lit up. "Hey, there, buddy," he said. Jubilee rubbed her beak on his shoulder. He gently patted her on the back.

Then he and his brother, Donald Aten, began to reminisce about the time Nelson had a raccoon and a squirrel as a pet. Alex said that it is a privilege to be able to experience these moments with her animals and patients. Not only does it create a memory, but it often brings up memories. "There is something sacred about it. It's a special time in their lives."



Alex came to us through our partnership with the nonprofit organization Pets on Wheels. When she signed on as a Volunteer, she was told to pick an organization to work with. She was drawn to Hospice of the Chesapeake thanks to a class she took on death, dying and bereavement while working on her master's degree at University of Maryland Baltimore.

Alex's expertise with animals and as a social worker helps her to choose from a rather eclectic menagerie the right type of pet to take on visits. Chameleons are small in size and easy to handle – whether lying down in a bed or sitting up. Ferrets are easygoing, quiet and attentive.

And then there is Jubilee, who is fast becoming a healing arts rock star.

"Alex Rose and her parrot have become famous among our clinical staff because of the excitement her visits spark," Terri Fevang, our healing arts volunteer services coordinator, said.

Just as with our six therapy dogs, the Ferret and Friends animals know when they are working, taking cues from Alex. They go through training and certification and must be able to safely respond to stimuli that could upset other animals who haven't been trained. And they pick up cues from patients, too, knowing when to be playful or when to be quiet and cuddly.

Terri said there's a natural bond that exists between humans and animals that provides comfort and peace when very little else can. Families and staff report seeing patients who have been previously unresponsive smile, move and even speak during their visits with our pets. "The impact of our pet therapy program on our patients is an amazing and beautiful thing."



Nelson and Jubilee get to know each other.



Jubilee and pet therapy Volunteer Alex Rose. Jubilee uses her beak and tongue as we would use our fingers to climb, gently manipulate objects and connect with humans.



To find out more about our pet therapy program, contact Terri Fevang 667-219-2889 or tfevang@hospicechesapeake.org.



Meet our New Volunteers

We'd like to congratulate the people who recently completed the training to begin serving as Volunteers. Since August, 26 wonderful individuals decided to give of their time and talents to help our patients and their families.

Sue Brown – patient care

Carolyn Carter – patient care

Laurie Collins – patient care, pet therapy, Honor Salutes

Susan DiLorenzo – patient care, reiki, massage therapist

Nancy Hoffman – patient care

Kathleen Jacob – patient care

Carol Kendrick – patient care

Marsha Leiken – patient care, administrative

Ashar Mahmood – patient care

Brandi Mora – patient care, Honor Salutes, Veteran-to-Veteran

Janet Mowry – camp, administrative

Oluwatosin Ogunkoya – patient care

Lyane Pennell – patient care

Regina Purackal – patient care, administrative

Alex Rose – patient care, pet therapy

Moses Salvo – patient care, Veteran-to-Veteran, Honor Salutes

Henry Shea – patient care, Honor Salutes, administrative

Sylmara Silva – patient care

Tynice Simpson – camp, administrative

Michelle Steele – camp, administrative

Sophie Sterling – patient care

Jannel Thomas – camp, administrative

Linda Tritz – patient care

Gerry Turnbow – patient care, Veteran-to-Veteran, Honor Salutes

Georgette Vetock – patient care, cosmetologist

Patty Williamson – patient care

Kelly Yoder – patient care

Thank you for the gifts of your hands and hearts. We hope you can share your experiences with your family and friends and encourage them to join our Volunteer Team, too.

Volunteers in Action

The most prominent role for the majority of our Volunteers -- Patient Care, Healing Arts and Vigil Volunteers -- is caring for our patients. But sharing photos of you with our patients is difficult due to privacy concerns. Luckily for us, we have many Volunteers who also are generous of their time in ways that don't directly involve our patients. They attend community fairs, work in our administrative offices, help us at our own events and answer the call when we need a helping hand planting, building, decorating and more. We have hundreds of Volunteers to thank every day. Here are just a few "Volunteers in Action" photos from this fall.

From left, Steve Kratzer, Renate Little, Monica Walseman and our CEO and President Ben Marcantonio meet visitors at the Hispanic Health Festival in Severn. Steve and Monica generously offered their Spanish language skills.



From left, Alex Strachan, Sherry Tucker, Renate Little and Terri Fevang hang out with the Chick-Fil-A cow after demonstrating Healing Arts techniques at the annual Heritage Harbor Women's Club Health Fair.



From left, Vince Zegowitz, Goyle Bremer and Bill Lovelace assembling shelving at the new Bill and Rose Lovelace Education and Training Center on the John & Cathy Belcher campus in Pasadena.



From left, Marion Carlson, Meredith Pscherer, Christina Williams and Cheryl Michi work the registration table at our Caring for the Continuum of Life 2018: A Healthcare Symposium.

Putting the 'cheer' in Voluntcheer

Okay, we know Voluntcheer is not a word, but it should be! Especially after our joyful gathering to ring in the holidays at Boswell Hall in Bowie. An evening of pasta, beverages and presents (including some really fun raffle prizes), was met with lots of mingling, music and good cheer. A special thanks to Paul Mullenhoff and his fellow Knights of Columbus for helping us out with the perfect venue. Thank you to all for letting us serve you!



PHOTOS from the Left:

1. Iris Latsios, Steve Kratzer and Steve Latsios
2. Paul Mullenhoff, left, and Jim Seidleck
3. Christina Williams, left, and Marie Vogelei
4. Michelle Higginbotham and Air Force Chief Master Sgt. Jake Higginbotham

Celebrating You during National Volunteer Week

We wish we had the time and resources to celebrate the work of our Volunteers in a big fashion every week of the year. We hope you know how grateful we are for all that you do in our mission of caring for life throughout the journey with illness and loss – a mission that was started 40 years ago by Volunteers that wouldn't be possible without Volunteers.

We get to join the nation April 7 to 13 to celebrate National Volunteer Week. We are going to do as we did last year – offer a variety of events throughout the week in Pasadena and Largo, as well as a luncheon at a venue off campus so we can include whoever wishes to attend. We also will have a few surprises – watch your email for details in the weeks to come.

EDUCATION CORNER

JON GORDON: One word that will change your life.



In this four-minute video excerpt of a Jon Gordon talk, the best-selling author of 16 books and sought-after motivational speaker shares how powerful one word can be when thoughtfully chosen to be your guiding star for your year's journey. Gordon's word for the year is "purpose," his wife's is "intentional" and Mary Jermann's word is "transform" – what is the one word to drive you through 2019?

WATCH IT ON YOUTUBE [HERE](#)

SAVE THE DATE

5TH ANNUAL
WELCOME HOME
VIETNAM VETERANS DAY
Celebration
Friday, March 29, 2019
Hilton Baltimore BWI Airport Hotel
1739 W. Nursery Road | Linthicum, MD
Doors open at 4:00 pm
Program begins at 5:00 pm

The poster features a circular border of white stars on a blue and red background. The text is centered within this circle. At the bottom, there are three logos: 'We Honor Veterans' with a star and stripes, 'hospice of the Chesapeake' with a stylized sunburst, and the official seal of the Department of Veterans Affairs.

SAVE THE DATE

Saturday • March 16, 2019

40TH
ANNIVERSARY
GALA

5:30 pm - 11:00 pm
Get Tickets [Here](#)

Live! Hotel
Hanover, Maryland

CELEBRATING 40 YEARS OF CARING FOR LIFE