



Message from Volunteer Services Manager Lynanne Lawhead



It is amazing that 2012 is here. It has been an interesting time for the volunteer coordinators and me.

Having worked at another hospice as a volunteer coordinator and managed volunteers in other positions of my professional life, it is invigorating for me to be with a new organization and be the new kid in the department, as well as the manager. I have enjoyed the experience of getting to know my staff and a portion of the volunteers. My 2012 goal is to meet and get to know more of you and continue the process of meeting the daily, monthly, quarterly and annual needs for the volunteers, staff and patients/families of LifePath Hospice.

The Volunteer Department includes two distinct programs. The first is our hospice volunteers who provide services to and on behalf of our patients and their families, which helps meet Medicare's 5 percent requirement. We are so diligent in requesting patient/family notes for the time depicting your services to our patients because federal law requires that 5 percent of all administrative or direct patient care be provided by volunteers. Your notes help LifePath Hospice document that we are in compliance, as well as show the cost savings that volunteer services achieve. In 2010, the services provided by LifePath Hospice volunteers were valued at \$1.6 million. In turn, your hours allowed for additional services to be given to patients without costing hospice additional money.

The second program is the Transitions Program, which provides volunteer support to individuals and families facing life-limiting illnesses by connecting them to community resources and monitoring their changing needs. A number of these clients are former hospice patients who no longer meet hospice criteria yet still need some assistance while they are getting back on their feet. Others may have a decline in their condition and be referred back to LifePath Hospice. Volunteers are an important piece of this program because they provide the additional support and connection patients need to maintain independence.

Thank you to all our volunteers for your dedication and continued support in 2011!

Volunteer Coordinators Janet Ricklick, Jeri-Lynn Devine, Kathie Jones, Larissa Magee, Luanne Lane, Therese Balbin; Transitions Facilitator Tara Holmes; Volunteer Secretary Jackie Gorman and I look forward to working with you serving our patients, clients and their families in the coming year!

Happy Birthday!

January Birthdays

Please join me in wishing the following active/leave of absence (LoA) volunteers a happy birthday:

Nicole Martine, 1/1; Karen Howell (LoA), 1/1; Sherry Zips, 1/4; Amelia Garcia, 1/5; Jean Nelson, 1/7; Elvin Noriega, 1/7; JaLonna Mangual, 1/7; Jenny Chen, 1/7; Shannon Rardon, 1/8; Carlos Celaya, 1/8; Cruneshia Richardson, 1/8; Melissa Rechlin (LoA), 1/10; Diane King, 1/10; Elijah Zuspan, 1/10; Robert Glaser, 1/12; Mishon Glisson, 1/12; Marcella Schmaltz, 1/14; Juliet Thompson (LoA), 1/14; James Bowen (LoA), 1/15; Nanci Goodstein (LoA), 1/16; Kristina Bikar, 1/16; Leigh Allen, 1/16; Mae Adair, 1/17; Vivian Hodgkin, 1/18; Monica O'Flanagan, 1/18; Mari Jo Kuhn, 1/19; Bijal Patel, 1/19; Jenna Alsing, 1/20; Mary Allen, 1/22; Victoria Ruble, 1/22; Sharon Wickenhauser, 1/23; Pamela Sowers, 1/23; Lucinda Conti, 1/23; Don Darling, 1/24; Kelsey Naro, 1/25; Valerie Brunache (LoA), 1/25; and Robert Emery (LoA), 1/28.

Volunteer Support Meetings

Village Presbyterian Church • Tuesday, Jan. 17, 6 – 7:30 p.m. at 13115 S. Village Drive, Carrollwood; Blessings of the Hands by a LifePath Hospice chaplain will take place at this meeting.

Melech House • No meeting scheduled in January.

South Tampa Support • Meeting for volunteer support will held Tuesday, Jan. 31 at 11 a.m. and Spiritual Care Support with Chaplain Guy Glass will be at 6:30 p.m. Please RSVP to Kathie Jones at jonesk@chaptershealth.org.

Sun City Center Hospice House • Monday, Jan. 16 at 9:30 a.m. at 3723 Upper Creek Drive, Sun City Center. Please RSVP to Larissa Magee at 813-642-1917.

Sun City Center Resource Center • Meeting will be combined with the Sun City Center Hospice House at 3723 Upper Creek Drive, Sun City Center. Please RSVP to Larissa Magee at 813 642-1917.

Giving Thanks

When you have so much, where do you begin? Family that loves me, friends that care treat me like family. I have my health, and I have this miracle of life that God has given me. I will enjoy it and be happy in it. Keep my heart free from hate and my mind free from worry. Live simply, expect little and give much. Fill my life with love. Scatter sunshine and forget self. Think of others, do as I would be done by. Thanks to family and friends.

By Robert L. Smithwick
LPH volunteer since 2002



You Always Measure Up

We would like to give a special thanks to the following volunteers for making the holidays a little brighter for some of our LifePath Hospice patients. They assisted in the deliveries of Thanksgiving and Christmas Holiday Boxes, which included turkeys, groceries and toys: Don Flynn, Fern Frederick, Vivian Hodgkin, Jeri Hundertmark, Donna Graf, Dale Jenkins, Donna Kent, Mary Lippold, Marcella Schmaltz, Beth Brothers, Susan Terrana, Cindy Fitzpatrick, Alan Gutcher, Jim Paul, Gloria Malone, Mark Stanko, Kim Hall, Sharon Congdon, Charlie Delp, Karen Schmidt, Bambi Arnold, Annette Pheby, Lynn Valaes, Stacy Testa, Deborah Steed, Suzie Oliva, Ron and Joy Jakelis, Joan Karwoski and Ron Barnes.

Congratulations

Let's applaud and congratulate active volunteer Ilse Corydon for giving 497 hours in 2011. Ilse has been an office and thrift store volunteer since 2008. She is also a patient/family volunteer for the Gold Team. Her total lifetime hours are 874.

Coming Soon!

We are planning a Valentine's Day cover story for our February newsletter and looking for at least four couples who volunteer together and would like to be featured. We would need one or two paragraphs explaining your duties, team name, location, how long you have been a volunteer, etc. We will also need a photo. Once you have all the information, you can send it to your coordinator no later than January 15.

Thought of the Month

How far you go in life depends on you being tender with the young, compassionate with the aged, sympathetic with the striving and tolerant of the weak and the strong. Because someday in life you will have been all of these.

George Washington Carver

In Memory...

In memory of Eileen Malo who passed away last month. She served at LifePath Hospice for 10 years, as well as being recognized as lead volunteer of the admissions books team in STRC for a number of years.

Volunteer Department Mission Statement

The caring and competent staff of volunteer services works collectively to meet the needs of patients, families, volunteers and staff while honoring the human connection. We empower, educate and inspire the generous hearts of volunteers to mutually enrich and support the lives of patients, families and staff as they walk the journey together.

Volunteer Department Staff

Volunteer Services Manager
Lynanne Lawhead, 357-5351

Volunteer Secretary
Jackie Girman, 357-5353

Volunteer Coordinators
Therese Balbin, 323-2123
Jeri Devine, 984-2395
Kathie Jones, 357-5727
Luanne Lane, 642-1721
Larissa Magee, 642-1917
Janet Ricklick, 984-2307

Transitions Facilitator
Tara Holmes, 363-7501

Editor Liaison
Felix L. Martinez, 642-1827

Help Wanted

Volunteer Coordinator – There are open positions for a volunteer coordinator at the Temple Terrace Resource Center and one at the South Tampa office. For more information and to apply for this position, go to: www.chaptershealth.org.

Join the STRC Team – Volunteers are needed to assemble the patient/family resource manuals for the Admissions Dept. If interested, call Therese Balbin at 813-357-5461 or balbint@chaptershealth.org.

Phone Buddies – Volunteers are needed for calls, companionship and visits. You will make weekly calls to patients to check in on them, visit and offer some companionship over the phone. You can be assigned as few as one day or as many phone buddies you would like to call. Many of the patients are alone all day and would be thrilled to have someone call. You and the patient will decide on the frequency, and you decide whether to make calls from your home or your resource center, whichever works best for you. Contact Janet Ricklick at 813-984-2307 or ricklickj@chaptershealth.org.

Office Clerk – Office volunteers are needed in the South Tampa office on Azele Street and Temple Terrace office on 53rd Street. A wide variety of office projects are available:

Thursdays – All hours, weekend check-in calls

Monday to Friday – 11:30 a.m. – 1:30 p.m., coverage for the receptionists' lunch hour

Monday to Friday – Any 8 a.m. to 5 p.m., clerical help, filing, faxing, copying, organizing

To find the perfect assignment, call one of the coordinators listed below:

Temple Terrace Office

Janet Ricklick – 813-984-2307
e-mail: ricklickj@chaptershealth.org.

South Tampa Office

Therese Balbin – 813-357-5461
e-mail: balbint@chaptershealth.org.

**Looking forward to all helping us
to increase our services for patient and
families needs in the coming year!**