

Message from the Volunteer Coordinator- Kate Merkowsky



Our Values:

- **Respect**
- **Compassion**
- **Commitment**
- **Ethics**
- **Service**

Volunteer Sign in Books and Name Tags

Please note that for security and safety reasons, it is imperative that all volunteers sign in and out in the Sign in Books.

Name tags must also be worn at all times when you are volunteering in our care homes.

New **RED** colored name tags have been issued over the past few weeks. If you have not received one, please contact me as soon as possible.

Greetings,

Though it has been awhile since our last newsletter, with this new year, I will again be sending them out to you on a quarterly basis.

I have appreciated your responses to my emails and the continued interest that many of you have shown in returning to your volunteer positions. The concern you have shown for Intercare - and especially for our residents - is truly heartening.

While the effects of the COVID-19 pandemic remain fluid with the onset of new variants and periodic COVID-19 outbreaks in our care homes, our staff continue to provide the care, services and support our residents need.

Volunteers began returning in July; but depending on a care home's outbreak status, we have also had to suspend volunteer attendance in our care homes. We remain hopeful that this year will be different and allow us to return to more regular operations and activities.

If you have not yet shared your interest in returning as a volunteer with us once the pandemic subsides, please reach out to me when you are able to do so.

Thank you all for your kindness and continuing interest. I look forward to seeing more of you soon!

Updated Volunteer Handbook and Policy Manual

Over the past several months we have made some revisions to the Volunteer Manual, Handbook and all volunteer related forms. I will be placing a copy in the Handbook in the back of the Sign In Book at each of our care homes and will also be emailing a copy of the Handbook to all volunteers. I would ask that you please review the updated Volunteer Handbook, as there are numerous changes to the previous edition and doing so will provide you with a great refresher to our policies and procedures for volunteers.

As always, if you have any questions please feel free to contact me directly.

Kate Merkowsky – Volunteer Coordinator

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Hospice Happenings – Jennifer Deleon- Life Enrichment Coordinator

Hello and welcome to the restart of our **Volunteer Views** newsletter. I thought for this first addition we would go back to basics and talk about what hospice is.

Hospice Care is a philosophy of active and compassionate care directed toward improving the quality of life for the dying. The majority of residents are individuals dying from cancer. In addition, we see persons with end stage organ failure (example: Chronic Obstructive Pulmonary Disease) and neuromuscular diseases (example: Amyotrophic Lateral Sclerosis). At Intercare, Hospice residents can be any age over the age of 18. I believe our youngest resident was 21 and our oldest over 100.

Hospice Care intends to:

- ❖ Relieve suffering and improve quality of life. It strives to help both residents and families.
- ❖ Address physical, psychological, social, spiritual and practical issues, and their associated expectations needs, hopes, and fears.
- ❖ Prepare for and manage self-determined life closure and the dying process.
- ❖ Cope with loss and grief during illness and bereavement.

Hospice Care aims to:

- ❖ Treat all active issues.
- ❖ Prevent new issues from occurring.
- ❖ Promote opportunities for meaningful and valuable experiences, personal and spiritual growth and self-actualization.

Hospice Care is appropriate for any individual and family living with a life ending illness, regardless of age, who is willing to accept care. Our hospice care includes fabulous trained volunteers who commit to serving our hospice population and working with us as part of our team. Volunteers are vital in helping us provide the personalized care we want for our residents.



Volunteer Education

We would like to invite you all to submit your ideas for educational sessions/programs that we can provide to our volunteers online (virtually), until live (in person) educational sessions are once again allowed and re-introduced.

The sessions/programs can be related to variety of topics or any other volunteer related interests.

This is a new endeavor aimed at helping us stay connected, informed and to allow you the opportunity to share your suggestions, interests and experiences with us.

Please email your suggestions directly to:

Kmerkowsky@intercarecorpgroup.com

Volunteer Coordinator