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• Inpatient & Residential Hospice Care • Professional & Community Education

At the Heart

A Newsletter for Our Volunteers

Fall 2010



A Special Birthday Celebration

Volunteers in long-term care communities provide wonderful companionship to our patients, and Iona Franklin is no exception. She has been providing companionship to patients at Liberty Nursing and Rehabilitation since October 2009, visiting as many as four patients at a time! Iona recently learned that her patient, Ms. M, would be celebrating her 85th birthday on September 4th. Iona decided she wanted to throw a party in honor of the special occasion, complete with all of Ms. M's favorite foods. She cooked a meal of roast beef, cornbread, greens, and yams, with fresh lemonade to wash it all down. Iona and the community staff spent the afternoon celebrating Ms. M. What birthday is complete without a present or two? A fan of stuffed animals, Iona gave Ms. M a new Tigger as well as a cuddly teddy bear and roses to celebrate the occasion. Thank you, Iona, for the wonderful ways you brighten your patients' lives!



Photo: Iona displays the birthday feast she prepared for Ms. M's 85th birthday celebration.

Minimum Volunteer Hours Requirement

24 hours

Around 50% of our patients have a volunteer at any given time—that's over 250 patients! Volunteer support ranges from companionship and respite to cosmetology, massage therapy, pet visits, clown visits, legal and financial help, music, and more. Please keep in mind that, per the Direct Patient/Family Support Volunteer job description, **we ask each volunteer to provide 24 or more hours of service per year.** We make exceptions to this rule for volunteers providing special skills, as we understand that a special skills visit may be short yet routine and beneficial. If you are struggling to meet your commitment and would like to stay involved, please contact your volunteer coordinator. Perhaps there is a different area of HPCCR volunteer service that would work better with your schedule.

Volunteer Survey Coming Your Way: October 15th



Be on the lookout for a volunteer survey that will be distributed on **Friday, October 15th**. The questionnaire will cover a variety of topics and will help us to serve you better and improve your volunteer experience. Please take a few moments to complete the short 17-question survey. We value your input!

Did you know? Hospice Fast Facts from NHPCO

The National Hospice and Palliative Care Organization (NHPCO) posted its **2010 Facts and Figures: Hospice Care in America**. Research shows that hospice saves an average of \$2,300 per patient, or nearly \$2 billion each year, and close to 100% of families who used hospice would recommend it to others. In addition, dying patients who received hospice care live an average of 29 days longer than those not receiving hospice care. Now those are good reasons to be a hospice advocate! To review the complete report, visit <http://tinyurl.com/2downqg>.



Our eight-county service area: Cabarrus, Catawba, Cleveland, Gaston, Iredell, Lincoln, Mecklenburg, Union

www.hpccr.org

704.375.0100

www.donatehospice.org

Don't Procrastinate! Important Annual Requirements Reminder



You only have three months left in 2010 to complete your continuing education, so don't procrastinate! In addition to our fall in-service and fall book clubs, we offer self-study options, such as books and movies with questions you can answer on your own time. **For complete information on all of our continuing education opportunities, visit www.hpccr.org, click on "Help by Volunteering" and select "Volunteer Resources."** If you choose to complete self-study continuing education opportunities, please submit your answers to Crystal England by email at englandc@hpccr.org or by mail to 1420 East Seventh Street, Charlotte, NC 28204.

As an important member of the IDT, all patient/family support volunteers must complete twelve hours of continuing education annually to remain active. If you are not sure how many hours you still need for 2010, please contact your volunteer coordinator. **Please remember, if you do not complete your 2010 education hours, you will be made inactive at the end of the year.** Our patients, families, and staff need each and every one of you and the wonderful services you provide, so please take just a few hours to wrap up your continuing education requirements. We hope to see you at the fall in-service, *Bridges Out of Poverty*.

Bridges Out of Poverty



The **Urban Ministries Center of Charlotte** will be presenting *Bridges Out of Poverty* for our fall in-service. This program reveals the world of people in poverty, showing how the survival-based mentality of poverty impacts learning, work habits, and decision-making. You will learn the "hidden rules" of poverty, middle class, and wealth—and the assumptions which people bring to encounters with people in poverty. You will discover how grief and trauma keep many people locked in poverty. And you will begin to explore practical yet compassionate strategies for engagement that can have positive impact on people's lives.

As a thank you for presenting this program to our volunteers free of charge, we ask that you bring toiletry items to support the mission of Urban Ministries Center, Charlotte. Toiletry items needed include: floss, toothbrushes, toothbrush travel cases, toothpaste, Sensodyne toothpaste, hotel-size shampoo, soaps, and lotion, men's razors, shaving cream, baby powder/foot powder, spray deodorant, feminine hygiene products, adult disposable diapers, hand sanitizer, chapstick, and sunscreen.

You will receive two hours of continuing education for attending this in-service. Please RSVP to Crystal England at 704.335.3578 or englandc@hpccr.org by Friday, October 30th.

HPCCR—Seventh Street Office
1420 East Seventh Street, Charlotte
Tuesday, November 2, 2-4pm

South Charlotte—Good Shepherd Presbyterian Church
3307 Rea Road, Charlotte
Saturday, November 6, 9-11am

Levine & Dickson Hospice House
11900 Vanstory Drive, Huntersville
Thursday, November 11, 6-8pm

Hospice & Palliative Care Lincoln County Office
Carpool to Levine & Dickson Hospice House
Please arrive at the Lincoln County Office by 5pm
Thursday, November 11th

Volunteer Book Clubs



We encourage you to join us at one of our upcoming book club meetings for fellowship and good discussion. Attending a book club meeting is a great way to earn your 2010 continuing education hours! **You will receive four hours of continuing education for each book club session you attend.** Please let us know if you are planning to attend either book club meeting by sending your **RSVP to Crystal England at 704.335.3578 or englandc@hpccr.org by Friday, October 29th.** Books for the book clubs can be found at the library, local bookstores, and online at sites such as www.amazon.com.

If you are unable to attend a book club session, a self-study that is worth two hours of continuing education will be available for each of these books after the book clubs meet. Check our website at www.hpccr.org for the questions you must answer to receive credit.

South Charlotte Book Club
Tuesday, November 2nd at 10am
South Charlotte Office
7845 Little Avenue, Charlotte

The South Charlotte Book Club will be discussing *Last Rights: Rescuing the End of Life from the Medical System* by Stephen P. Kiernan. This book should provide an interesting discussion on allowing people to die with dignity and grace.

LDHH Book Club
Tuesday, November 2nd at 6pm
Levine & Dickson Hospice House
11900 Vanstory Drive, Huntersville

Four simple phrases—"Please forgive me," "I forgive you," "Thank you," and "I love you"—carry enormous power. In *The Four Things That Matter Most*, Dr. Ira Byock, an international leader in palliative care, teaches us how to practice these life-affirming words in our day-to-day lives. His insights and stories help us to forgive, appreciate, love, and celebrate one another more fully.

Self-Study Education: *Up*



Carl Fredrickson meets an adventure-spirited girl named Ellie, and both dream of going to a Lost Land in South America. Seventy years later, after Ellie has died, Carl remembers the promise he made to her. By tying thousands of balloons to his home, he sets out to fulfill their lifelong dream. *Up* is an inspiring and heartfelt movie about love, grieving, and learning to live in the now.

To earn two hours of continuing education, watch *Up* and answer two of the questions below.

- * What is the biggest point you took away from this movie?
- * Carl believes fulfilling the dream he shared with Ellie will make him happy because he kept his promise to her. Do you have broken promises that weigh you down?
- * Grief often keeps us from remembering the fun of life's journey and instead lets us only see what we never had the chance to do. What are some ways you believe people can work through this grief?

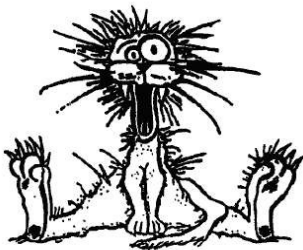
Compassion Fatigue Audio Conference

Burnout, Compassion Fatigue, & Self Care

Wednesday, December 15th, 8:30-9:30am

Presented by Carol Wogrin

Director, National Center for Death Education



"STRESS"

Are you sometimes overwhelmed by your volunteer work? Do you give too much of yourself? Are you setting proper boundaries and taking care of yourself? If you would like to learn how to care for yourself as a hospice volunteer, this is the audio conference for you! Participants will learn how to distinguish between compassion fatigue and burnout as two forms of caregiver stress, identify factors that put you at risk of developing compassion fatigue or burnout, and describe strategies to reduce caregiver stress. **You will earn one hour of continuing education for attending this event.** The program will be offered at the following locations:

- * **Levine & Dickson Hospice House**
11900 Vanstory Drive, Huntersville
- * **Seventh Street Office**
1420 East Seventh Street, Charlotte
- * **South Charlotte Office**
7845 Little Avenue, Charlotte

Please RSVP to Crystal England at 704.335.3578 or englandc@hpcer.org by Friday, December 10th.



**A wise old owl sat on an oak;
The more he saw the less he spoke;
The less he spoke the more he heard;
Why aren't we like that wise old bird?**

Self-Study Education: *Listening Generously*



On July 29th, NPR reaired a 2005 interview with Dr. Remen on the show *Speaking of Faith*. In this compelling interview, she talks about how her life-long struggle with a debilitating illness has shaped the way she practices medicine and her views about illness and wellbeing. She also discusses the art of listening to patients, the difference between curing and healing, and how our losses help us to live.

Her strongest advice to those caring for people with devastating illnesses: Listen generously. Do not lecture, do not offer your personal opinions, and do not judge. Use your power of generous listening to help an individual or family find peace.

To earn one hour of continuing education, listen to the interview with Dr. Remen and answer two of the questions below. The program may be accessed at:

<http://speakingoffaith.publicradio.org/programs/2010/listening-generously/>

Questions for continuing education credit:

- * Reflect on a life story you heard from a patient.
- * Dr. Remen was strongly influenced by her grandfather's life story. Whose story has been a strong influence on you, and how?
- * Have you known someone with a long-term illness or condition? Who was most helpful, and how?
- * How can you take Dr. Remen's advice and listen more generously?

Special thanks to volunteer **Jane Shoemaker** for recommending this opportunity and writing our synopsis and questions!

How well do you listen?

As stressed in the interview segment *Listening Generously* with Dr. Naomi Remen, listening is vitally important to everyone, particularly those experiencing a terminal illness. To test yourself as a good listener, take the listening assessment below:

Listening Assessment

4 - always 3 - usually 2 - rarely 1 - never

- _____ 1. I allow the speaker to finish without interrupting.
- _____ 2. I listen between the lines.
- _____ 3. I actively try to retain important facts.
- _____ 4. I take down key facts and phrases when writing messages.
- _____ 5. I repeat the "sense" of the conversation to be sure I understand.
- _____ 6. I avoid getting hostile/agitated when I disagree with a speaker.
- _____ 7. I tune out distractions when listening.
- _____ 8. I seem interested in what the other person is saying.

Score: Above 26 = Excellent listener
22—25 = Better than average
18—21 = Room for improvement
17—0 = Start practicing today



Lincoln County Corner



Lincoln County (LC) staff invite all LC volunteers to a potluck lunch in your honor to thank you for the wonderful volunteer work you do. We'll provide the food, you come as you are! Mark your calendar for **Friday, October 22nd** from **noon-2pm** at the LC office. Please RSVP to Crystal England at 704.335.3578 or englandc@hpccr.org by Monday, October 18th.

Annual Lincoln County Apple Festival



On Saturday, September 18th LC volunteers (left to right), **Martha Mize, Judy Stallings, Tisa Moss** (LC volunteer coordinator), **Gail Greathouse**, and **Cathey Wilkinson** (not pictured) volunteered at the LC Apple Festival. The team collected a total of \$800 for HPCLC! Many thanks to the staff at **Drums Florist** for donating their parking lot to benefit HPCLC.

Lincoln County Volunteer Spotlight



Meet Lincoln County (LC) volunteer, **Gail Greathouse**. Gail has been a volunteer since 2007 and helps by answering phones and supporting the LC staff. When she's not volunteering, Gail loves traveling, spending time with her granddaughter, Hunter, and playing bingo.

In Gail's words: "I love spending time with others and enjoy the wonderful people I work with in LC. All the staff are kind, dedicated, and a joy to be around."

Volunteer Coordinator **Tisa Moss** and LC Office Coordinator **Julia Moore** describe Gail as having a true volunteer heart. Though Gail is often busy, she is always willing to accommodate LC staff requests. She doesn't hesitate to rework her schedule to help with a variety of office projects and phone assistance in the LC office, where her skills and talents prove to be tremendous assets. We enjoy Gail's laughter and the twinkle in her eyes when she tells stories of her life experiences and many travels to faraway places. We hope Gail continues to be a part of our LC team for years to come!

Upcoming events you don't want to miss ...

Contact Nancy Cole at 704.335.4312 or colen@hpccr.org for details.

Chili Cook-Off — Saturday, October 9th, noon-6pm

Save the date, **Saturday, October 9th**, for the **7th Annual Historic Plaza Midwood/Chantilly Chili Cook-Off**—now that's a mouthful of chili! Chefs will offer their chili creations for the opportunity to win Tasters' Choice. If chili is not your thing, come for the music. More than five bands are lined up to provide chili-eatin' tunes. You will find us and other chili lovers at **1318-D Central Avenue (near Sammy's Deli & Family Dollar)** from **noon-6pm (or later)**. Admission to sample all chilies all day: **\$10 per person**.

Memorial Golf Tournament — Monday, October 11th, 10am

Calling all golfers! Register your team for the **Lowery Memorial Golf Tournament, Monday, October 11th** at **Pine Lake County Club**, 5504 Lebanon Road, Mint Hill. **Shotgun start: 10am**. Golfers wishing to play in memory of a loved one or tee-off just for fun are encouraged to register their team now! Registration fees: single for \$100 or a foursome \$380. Sponsorship opportunities are also available.

Empty Bowl — Tuesday, October 12th, 5-7pm

Choose a soup bowl made by local potters, fill it with potato leek or hearty vegetable soup, and enjoy! Join community friends, volunteers, and Hospice & Palliative Care Lincoln County staff at **Rising Sun Pottery**, 209 South Academy Street, Lincolnton for the **Annual Empty Bowl** event, **Tuesday, October 12th** from **5-7pm** rain or shine. Cost: \$10 per pottery bowl. **ATTENTION: We need Lincoln County volunteers to bring desserts, homemade or store-bought, for this event!**

Dining for Hospice at Dressler's Restaurant

Monday, November 1st dine out at **Dressler's Birkdale** or **Dressler's Metropolitan Charlotte** and support end-of-life care. A percentage of sales for the day will be donated to HPCCR. Check out the menu at www.dresslersrestaurants.com, and make plans to enjoy some fine food knowing that you are supporting our mission.

11th Annual Soup on Sunday

Our premier event offers you the opportunity to *sample* soups from many Charlotte-area restaurants; *purchase* pottery made especially for the event by local potters, and *take pleasure* in the talents of culinary arts students from Central Piedmont Community College, Johnson & Wales, and The Culinary Arts Institute. Mark your calendar for **Sunday, January 30th**, for the **11th Annual Soup on Sunday**. Central Piedmont Community College will host the annual event in the Philip L. Van Every Culinary Arts Center, located at 425 North Kings Drive (corner of Kings Drive and Seventh Street). For more information, visit www.hpccr.org.

YOU can help make all these events a big success:

- * Spread the word to friends and neighbors.
- * Register to golf or come out and eat chili!
- * Dine out for hospice!

Please see the calendar on page eight for a complete list of events!

Interesting fact...

Our nurses travel approximately 44,000 miles per month delivering expert care to our patients and their families in our eight-county service area!



Flu Season Safety

With flu season upon us, you must keep safety in mind. If you come down with flu-like symptoms (or any other illness), please do *not* make visits until you are completely well. Please inform the family and your volunteer coordinator of your illness and submit documentation stating that you were unable to make your usual visit due to illness. We will also notify you if we learn that your patient or caregiver(s) has flu-like symptoms so that you may discontinue visits until the patient and/or caregiver(s) is feeling well again.

- * Onset of the flu is typically quick—generally three to six hours.
- * Severe aches and pains are common with the flu, and tiredness is moderate to severe.
- * 60% of people who have the flu experience chills.
- * Chest discomfort is often severe with the flu.
- * Fever is present in up to 80% of cases. A temperature of 100°F or higher for three to four days is associated with the flu.
- * A non-productive (non-mucus producing) cough is usually present with the flu (sometimes referred to as dry cough).
- * A stuffy nose, sore throat and sneezing are *not* common with the flu.



New: Annual Proof of Auto Insurance

According to our recent Accreditation Commission for Health Care survey, volunteers are now required to submit proof of auto insurance annually. Be on the lookout for information regarding our new volunteer auto insurance policy at the beginning of 2011.

Visit Documentation Reminder

We appreciate your continued efforts to submit visit documentation in a timely fashion. Our monthly volunteer hours reflect this effort! Please continue to be sure you are spelling last names correctly and choosing the correct visit type (home, HART, or LDHH) as these sheets go directly into the patient file. Remember, HART stands for Hospice Alternative Residence Team, which refers to a skilled nursing or assisted living facility, and LDHH stands for Levine & Dickson Hospice House. Thank you for being so fantastic about sending in your paperwork correctly and on time!



What is IDT? The Roles of the Interdisciplinary Team Members



Helping others navigate the end-of-life journey requires many people. The hospice interdisciplinary team (IDT) is composed of individuals who work together to meet the physical, medical, psychosocial, emotional, and spiritual needs of hospice patients and their families. All members of the IDT are responsible for providing and supervising the care and services offered by HPCCR. A registered nurse, a member of the IDT, acts as the case manager to provide coordination of care, ensure continuous assessment of needs, and implement the interdisciplinary plan of care. The IDT meets at least once every two weeks to review and revise each patient's plan of care. The IDT includes the following team members:

- * A **physician** is responsible for the palliation and management of the patient's terminal illness and conditions related to terminal illness. The physician provides medical support to the patient on a routine and 24-hour emergency basis; participates in the development of individualized care plans; certifies/re-certifies a patient's Medicare hospice benefit eligibility; acts as a consultant for the patient's attending physician; is available for home visits if requested by the patient's attending physician or otherwise to assist in management of the patient's symptoms.
- * A **nurse** visits on a regular and emergency basis to evaluate the comfort level of the patient and provide symptom management and other care. The nurse evaluates ongoing needs for equipment and supplies and changes medications, updating the plan of care accordingly. The nurse also provides ongoing caregiver education.
- * A **nursing assistant** provides additional services based on the needs of the patient, per the plan of care. These services may include bathing and other personal care as requested by the patient and caregiver.
- * A **medical social worker** counsels the patient and/or caregiver. The social worker provides practical assistance as well as emotional support. The social worker may refer to community resources, assist with communications with healthcare providers and caregivers, and clarify patient rights to receive and refuse treatments.
- * A **chaplain** is available for spiritual support and guidance. A hospice chaplain provides support and care that honors the patient's beliefs and values.
- * A **grief/bereavement counselor** works with families by offering support throughout the grief experience. The counselor maintains contact with caregivers and families for up to thirteen months after the death of a loved one and are available at other times during the grief process.
- * Last, but certainly not least, **volunteers** support the work of the hospice staff. They provide practical support to patients, families, and caregivers during this time. Volunteers are important members of the team!

Ring in the **holiday** season ...



Making a Difference with **Holiday** Meals

As a dedicated volunteer, you know that our patients and families often do not have the energy or resources to prepare a special meal or host a celebration, particularly at the holidays. But, **you can help families continue their traditions of gathering around the table for a special Thanksgiving or holiday meal** by volunteering to adopt a family. You may donate and deliver an unprepared meal or cook and deliver a prepared meal. Patients and their loved ones **throughout our service area** are in need of your support during the holidays. Our patients, their families, and our volunteers have told us how meaningful their participation in sharing holiday meals has been for them. Last year volunteers provided fifty-five Thanksgiving meals and 46 holiday meals, serving over 250 people at each holiday. This is also the perfect opportunity to **involve a group** with Hospice & Palliative Care Charlotte Region—no training required!

To learn how you can help this holiday season, contact volunteer **Mary Fink** at **704-905-6686** or mary@navarac.com.

Thanks**Giving** Back Campaign

Each November, during National Hospice Month, our employees are invited to participate in our **ThanksGiving Back Campaign** by making a gift to HPCCR. Last year, for the first time, our volunteers were invited to join in this special giving campaign, and we are happy to report that more than 60 of you participated! We would also like to thank everyone who donated to our organization throughout the year, which many of you did by making memorial gifts, participating in our special events, or by making general donations. We are thankful that you are willing to give financial gifts in addition to giving the gift of your time. When you receive your letter this November asking for your support of ThanksGiving Back, please remember that we are grateful that you are a member of our hospice family. We appreciate all that you do for our patients, loved ones, and staff throughout the year. We could not offer the quality of care that we provide each and every day without you!



Interfaith **Holiday** Memorial Services

We invite you to join us at one of our Light Up A Life interfaith memorial services to honor and remember your loved one(s) and our patients. A true celebration of life, each ceremony is a time of reflection, healing, and celebration through readings, music, and the lighting of candles in memory of those we have lost.

Hospice & Palliative Care Lincoln County
Thursday, December 2, 6:30pm
Emanuel Reformed Church
329 East Main Street, Lincolnton

Hospice & Palliative Care Charlotte Region
Saturday, December 4, 5pm
St. Martin's Episcopal Church
1510 East Seventh Street, Charlotte

Levine & Dickson Hospice House
Sunday, December 5, 2pm
11900 Vanstory Drive, Huntersville

Hospice & Palliative Care Lake Norman
Tuesday, December 7, 6:30pm
Mt. Zion United Methodist Church
19600 Zion Street, Cornelius

Hospice & Palliative Care Charlotte Region—South
Thursday, December 9, 6:30pm
Sardis Baptist Church (New Location)
3602 Unionville-Indian Trail Road West, Indian Trail

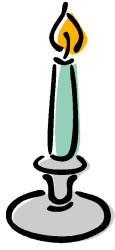
Other ways to spread **holiday** cheer ...

Light Up A Life is a holiday tradition that offers you meaningful ways to recognize the season while making a difference in the lives of children and adults cared for by Hospice & Palliative Care Charlotte Region. For more information about Light Up a Life, or to purchase tree lights and bells, contact **Nancy Cole** at **704.335.4312** or colen@hpccr.org. You may also visit <https://www.hpccr.org/catalog.cfm> to order commemorative bells and remembrance tree lights.

Commemorative Bells: The 2010 Light Up A Life porcelain bell is painted a soft ivy-green and trimmed with silver accents. Because the bells are handmade, no two are alike. The bells are two inches tall, very lightweight, and are perfect to hang on your holiday tree or display year-round. Consider this very special gift for a friend, or start your own collection. We will hand-inscribe each bell with your loved one's name and year and mail them to you or your chosen recipient. Bells may be purchased for \$25 each. Wire ornament stands, at \$5 each, are also available for the display of your commemorative bells.



Remembrance Trees and Tree Lights: Sponsor a light "in memory" or "in honor" of your loved one(s) on our remembrance trees for \$15 each. Lights shine on all remembrance trees located throughout our eight-county region, from the first tree lighting in December through January 2, 2011. A tribute card will be sent to those you honor or to the families of the loved one(s) you are remembering.



We fondly remember **Marty Campbell**, who died on August 31, 2010. Marty served as an HPCCR volunteer since May 2010. He was extremely passionate about life, never met a stranger, and had a huge heart. Though he served as a volunteer with our organization for a short time, he made an impression on our staff and those he helped. Our thoughts are with his family as well.

We fondly remember **Ken Harmon**, who died on September 6, 2010. Ken served as an HPCCR volunteer since 2005. He was a giving and gracious gentleman who made a tremendous impact on our community. Ken helped wherever needed by spending time with patients, assisting staff with projects and fundraising, and sharing our mission to increase community awareness of our services. Those who have known and worked with Ken have been blessed, along with countless others, and we miss him dearly. Our thoughts are with his family.



Honorable Mentions



Dear Elise: Oh my goodness! I visited Mr. R with music volunteers **Duane Centola** and **Michael Ebaleroza** tonight. They went in with information about musicians and engaged him in conversation about the music before they played. Then they played a song he had talked about at their last visit, and he sang with them. He tapped his fingers while they played and then told them stories from different parts of his life. We listened—accepting, non-judgmental. We were there for 90 minutes, and he was fully engaged the entire time. The volunteers seemed absolutely happy to play on and on without watching the clock, despite the fact that it had been a long day for both of them. Please know that these few words do not give justice to Duane and Michael. It's late, and I'm tired, but I couldn't call it a night without thanking you for these two amazing volunteers! ~**Susan Bullard, HART NorthEast Social Worker**

Dear Tisa: I just have to tell you about an awesome volunteer, **Aaron Henderson**. Just this week I've had two patients sing his praises. The family of Ms. K called him an "angel of God." They described him as amazing, kind, and loving, and repeatedly said how much they appreciate his help. He transported another patient, Ms. G, to a doctor's appointment during which her portable oxygen tank stopped working. The patient described how impressed she was with Aaron because he placed a call to the oxygen company so they would fix the issue at her home that day. The patient said she felt "very confident with Aaron." She wasn't afraid in a situation that could have resulted in panic. I arrived at her home just as Aaron was leaving after her appointment. In spite of her morning's adventures, the patient was relaxed and eating the lunch that Aaron had prepared for her. Bravo, Aaron! ~**Marguerite Crescitelli, West Homecare Social Worker**

Words of praise and thanks from an HPCCR family: "Everyone with hospice is wonderful. Our family appreciates each of you! **Virginia "Boots" Walker** is our hospice volunteer. She is excellent in every way. She cheers us on sad days and helps us in so many ways. We look forward to her arrival each Thursday. Thanks, Boots!"

Teen volunteer **Chantal Saxon** was given the **Outstanding Student Philanthropy Award** for the Charlotte Chapter of the Association of Fundraising Professionals for her work on her senior project and fundraiser for Kids Path®. She and a guest will be honored in November at a National Philanthropy Day luncheon at the Ritz Carlton in Charlotte.



- * Many thanks to **Davidson College Presbyterian Church, Assurance UMC, and Davidson UMC** for the wonderful meals provided to families at LDHH during July, August, and September.
- * Thanks to **Davidson UMC, Grace AME Zion, St. Mark Catholic Church, Mt. Zion UMC, Knit Wits of Mulberry Presbyterian Church, Bethel Presbyterian Church, Sharon MacKenzie, Carmel Place Knifty Knitters, Pritchard Memorial Baptist Church, Chicks with Sticks, and Sew-n-Sews of Dilworth UMC, Morning Star Lutheran Church, St. Thomas Aquinas Catholic Church, and Hopewell Presbyterian Church** for the prayer shawls provided for our patients.
- * **Wakeman Charities** selected Levine & Dickson Hospice House as a beneficiary of the **2nd Annual Jetton Park Triathlon** and presented LDHH with a generous gift of **\$16,500** to be used for indigent patients. We would like to give acknowledge our volunteers who gave their time and talent to this event.
- * Thanks to **LaDona Bowling** for assisting with our ACHC Survey by answering questions about our program!

LaDona Bowling
on the birth of her granddaughter, **Sydney**.
George McCormick and Virginia Travis
on their marriage.
Marilyn McKissick
on the birth of her granddaughter, **Kayleigh**.

Thinking of you ...



Nancy Anheier
Gerri Garrett
Maurice Langhorne
Sandra Price
Beverly Watkins
Sauni Wood

We express our condolences to ...

Susan Tilsch for the loss of her brother.
Kay Cline for the loss of her brother.
Boots Walker for the loss of her granddaughter.



1420 East Seventh Street
Charlotte, NC 28204

704.375.0100

www.hpccr.org

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If you are receiving multiple copies, or no longer wish to receive this newsletter, please contact Crystal England at 704.335.3578 or englandc@hpccr.org.

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Jane Shoemaker



For detailed information on any of the events below, please contact **Crystal England** at 704.335.3578 or englandc@hpccr.org.



<u>DATE</u>	<u>EVENT</u>	<u>TIME</u>	<u>LOCATION</u>
Friday, October 8th	LDHH Volunteer Appreciation Potluck	Noon-2pm	Levine & Dickson Hospice House
Saturday, October 9th	Plaza Midwood/Chantilly Chili Cook-Off	Noon-6pm	1318-D Central Avenue (Charlotte)
Monday, October 11th	Dennis Lowery Memorial Golf Tournament	10am	Pine Lake County Club (Mint Hill)
Friday, October 22nd	Lincoln County Volunteer Appreciation Potluck	Noon-2pm	Lincoln County Office
Monday, November 1st	Dining Out for Hospice	All Day	Dressler's Restaurant (Birkdale & Uptown)
Tuesday, November 2nd	LDHH Volunteer Book Club	6-8pm	Levine & Dickson Hospice House
Tuesday, November 2nd	South Charlotte Volunteer Book Club	6-8pm	South Charlotte Office
Tuesday, November 2nd	Movie Showing: <i>Up</i>	2-4pm	Lincoln County Office
Tuesday, November 2nd	Fall In-Service: <i>Bridges Out of Poverty</i>	2-4pm	Seventh Street Office
Saturday, November 6th	Fall In-Service: <i>Bridges Out of Poverty</i>	9-11am	Good Shepherd Presbyterian Church (South)
Thursday, November 11th	Fall In-Service: <i>Bridges Out of Poverty</i>	6-8pm	Levine & Dickson Hospice House
November 15th-16th	New Volunteer Training	8:30am-5pm	Lincoln County Office
Wednesday, December 15th	Audio Conference: Compassion Fatigue	8:30-9:30am	Levine & Dickson Hospice House
Wednesday, December 15th	Audio Conference: Compassion Fatigue	8:30-9:30am	South Charlotte Office
Wednesday, December 15th	Audio Conference: Compassion Fatigue	8:30-9:30am	Seventh Street Office
Sunday, January 30th	Soup on Sunday	11am-2pm	Philip L. Van Every Culinary Arts Center (CPCC)