



Volunteer Update

February, 2019



IMPORTANT!!!

**Feb. 18 set for
Active Shooter Drill at
Admin. Bldg.**

February 18, HMC will host an Active Shooter Drill at the main Admin. Building from 9 am to 1 pm. Please do not come to the main office on that day as there will be County Emergency Responders participating in the drill so entrances will be blocked.



Save the Date

Feb.12, Transitions Caregiver Mtg., Elliott Ctr., 11 am to 1 pm

Feb.11, Sewing Workshop, Rm C, 9 am to 1 pm



Feb. 26, Patient Support Annual In Service Training at Elliott Center, 9 to 11 am. Class on HIPAA, 11 to 11:30 am. Call (352)873-7419 to sign up for either or both.

AWARDS LUNCH April 5, 2019, CF Campus, Details to follow!

Featured Volunteer for Transitions

By Bev Crumpler

The Featured Volunteer for February is Mary Anne Ellner. Mary Anne is a very versatile woman. She works in the Jasmine Thrift Store, sews, and makes calls to caregivers for the Transition Team.

We are honoring her for the work she does in Transitions. Mary Anne began to volunteer a year and half ago. She has an outgoing personality and is friendly to all she meets.

Beverly Crumpler, Manager of Transitions has these words to say: "I can't say enough good things about Transitions Volunteer, Mary Anne. Each time that I see her, she always has a smile on her face and this is conveyed to our clients when she speaks to them on the telephone. You can tell that she loves what she does—to make each client and caregiver feel that they are important .



Mary Anne Ellner

Sometimes when she is on the phone with a client I'll hear her burst out with laughter and then I too begin to smile (they say laughter is contagious). This is what it's all about: bringing a smile to someone's day!

Mary Anne is also bursting with energy! When she comes into the office she makes sure to stop into my office to update me on her travels or whatever else she has going on.

I couldn't ask for more in a volunteer. She sets the bar high and it's been delightful to work with such a caring person."

Mary Ann also works at the Jasmine Store on Wednesdays and spends several hours a week sewing.

So, hat's off to you Mary Anne. You deserve recognition for all that you bring to your Transitions and Hospice volunteering.



Volunteer Survey Results are up AGAIN!

Every year we ask volunteers what they think about their volunteering and for suggestions. 67% of volunteers strongly agreed the Volunteer Dept. met their expectations; it was at 65% last year & increased every year since the first survey in 2012. Volunteers who strongly agreed that their volunteer work is rewarding increased from 65% last year to 74% this year!

Volunteer Suggestions—

We appreciate all of your suggestions and carefully consider them or pass them along to the relevant program supervisors. .

Some new ideas we plan to act on:

- 1) Deliver lunch on the day of the Awards Lunch to store volunteers and hospice house volunteers.
- 2) Send volunteers a list of all departments and what they do along with who to contact.
- 3) Providing more variety of opportunities. If you want a different assignment, please contact us as we'd love to help you!

Suggestions about stores, patient support, Transitions and marketing are being passed along & we hope to add new impetus to our efforts in these areas this year!

Show Love to Your Valentine Canine

John and Cindy Pockalny are whipping up their famous dog biscuits as a fundraiser for our Pet Peace of Mind Program. Package of 3 biscuits for \$2 (or 3 packages for \$5). Orders due by Feb. 5, delivery to Admin. Bldg., Store, or Hospice House on 12th. Order forms available at Stores, Houses, or Volunteer office.



VOLUNTEER NEEDS

COMING SOON: Memorial Park “Ranger.” More details to come.

AFTERNOON MAIL COURIER. Come by the main office and take mail to the post office at 3:15 pm. May also combine with afternoon office work. Needed on regular basis or as a sub.

VETERANS NEEDED for Veteran’s Recognition Ceremonies in homes and Hospice Houses. Must attend Patient Support training.

NEW OFFICE NEEDS -

Medical Records Dept.: Assist with scanning and auditing medical records, especially on Mondays or Tuesdays for 2-3 hours.

Finance needs scanning and filing volunteer, usually 2-3 hours once a week.

HOME VISITS: Transitions client and Hospice patient home visitors are needed.

LEGACY HOUSE: Greeters, Telephone Assistants, and Patient Visitors needed.

Contact the Volunteer Office for info on any of these openings.

2018 HMC Patient Care Results:

- More patients served —Increased to 3,406 in 2018, up by 6%.
- More patient days of care provided — increased 10%
- Higher average daily census—from 366 in 2017 to 403 in 2018, an increase of 10%!
- Admissions posted an increase of referrals & admissions of about 4%.

All you do is part of our ability to provide such great care for so many patients!



MEMORIAL PARK NEARS COMPLETION

The owners of Ocala Landscaping, Mgmt., they decided to generously donate the plants and installation of the landscaping at the Memorial Park. The granite for the Wall of Remembrance will soon complete the park. The Grand Opening will be announced once everything is ready.

Hospice in our Community - Speakers and Community Health Fairs

Feb. 4. Lady of the Springs Church, “Hospice Overview,” 1 pm , Nancy LaSelva

Feb. 5, Summer Glen Health Fair, Grand Hall, 10 am to 1 pm, Volunteers and staff

Feb. 6, OTOW Master the Possibilities, Classroom 3, “Hospice Pet Programs,” Connie Storms, 10 am

Feb. 7, Belleview Church of Christ, Senior Services Meal Site, “Transitions,” Kim Dorman, Simone Biersay-Kopsho, 11 am

Feb. 7, St. John Church in Lake Weir, “Hospice Sewing Programs” Connie Storms, 6:30 pm

Feb. 12, Lake Waldena Resorts HOA, Silver Springs, “Is it a Senior Moment or Something more Serious?” Amy Chadek, 1:15 pm

Feb. 22, Vets Helping Vets “Stand Down Event” 2730 E Silver Springs Blvd., Transitions and HMC Info Tables with volunteers and staff, 9 am to 3 pm

Feb. 28, Forest Public Library, “Advance Directives,” Jessica McCune, 10 am.

Hospice of Marion County Volunteer Dept.

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