

For friends of Ohio Living Home Health & Hospice

Impressions

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Ohio Living
Foundation

SPECIAL ISSUE
Volunteers: the heart of our mission

Volunteers: The heart of our mission

April is National Volunteer Month and we are thrilled to devote an entire issue of Impressions to recognizing our volunteers – the special group of people that helps us further our mission by touching the lives of those we serve.

While there are millions of volunteers across the U.S. who give of themselves to help others, hospice volunteers play an especially important role.

These volunteers give so much to patients, their families and hospice organizations as a whole. In fact, hospice began in this country more than 30 years ago as a volunteer movement. Since that time, countless hours have been given by volunteers to bring compassion, support and dignity to patients and their families.

At Ohio Living Home Health & Hospice, our volunteers have a passion for giving back and they've found many ways to do so.

Some volunteers visit with patients; a seemingly simple activity but extremely meaningful for a person who may find themselves isolated and alone. And there are those who provide the ultimate gift – a hand to hold or a soothing presence as a person takes their last breath.

Whether helping out in the office, playing music for a patient, delivering holiday wreaths or helping to make a special wish come true, all of our volunteers make an immense impact.

On the following pages, you'll read about a few of our many special volunteers and the ways they've brought joy, hope, comfort and compassion to our patients, their families and even our staff. We are grateful to all of our volunteers, past and present, for all they have given. 🌈

Thank you to all of the volunteers from our Greater Cleveland region:

Colette Bauer
Jim Boyd
Arline Coleman
Devin Hazen
JT Hillen

Michelle Lutz
Hannah Norton
Nancy Rispoli
Pauline Rittenhouse
Sr Frances Wood



You are never too old

Volunteer stays active, brings cheer to office

Cleveland native Arline Coleman (*right*) is many things – a mother, grandmother and one of our dedicated hospice volunteers.

She is also 94 years old. That number, however, does not represent slowing down. She likes to keep active. This wise choice might be something the rest of us should think about – the advantage of staying involved in life.

On the last Friday of every month, Arline reports to our Greater Cleveland office, ready for work. She is also always willing to come in for any additional office projects, if the need arises.

She usually works on bereavement letters and other office duties on the schedule that day.

“She is cheerful and always ready to catch up with all the staff,” said Kim Evans, volunteer coordinator in Greater Cleveland, about Arline’s efforts as a volunteer. She said everyone enjoys the Fridays Arline is there. “The sun shines in the office on those days,” she said of Arline’s visits.

Kim recalled the day when the staff presented Arline with an Ohio Living jacket and she was delighted with the gift. “I am one of the team,” she announced to her office friends that day. Kim said they all reminded her that she was always one of the team. “Arline is a wonderful person,” she added.

Arline looks forward to going in to the office for her volunteer duties. “I’ve met



some wonderful friends. The support is great,” she said.

She has a son and four grandsons, who don’t live too far away. When the weather is nice, she likes to do some light yard work and otherwise enjoys spending time with those very caring grandchildren.

Her life is in Ohio but she has done her share of traveling. When Arline’s husband was in the U.S. Navy, they lived in California.

Arline particularly enjoys following our Make it Happen projects. This initiative, which receives support from our generous donors, is our way of fulfilling our patients’ special wishes. The kindness and care of those who work on these projects is something Arline has seen firsthand and admires.

And volunteering for hospice is something she highly recommends. “You will meet such a wonderful, caring group of people,” she said. 🌈

A special gift

Volunteer brings laughter to patients

“What evil lurks in the hearts of men?”

Hospice volunteer Mary Petro (*right*) asked aloud that mysterious question, a famous phrase from a 1930s radio drama. She was talking to one of the Alzheimer’s patients she visited regularly, someone who loved talking about old radio shows.

But before her patient could respond, another voice spoke up. A nearby patient, a man who never spoke to anyone, suddenly boomed out “The Shadow knows;” the answer to that long-ago radio show question and weekly introduction to the stories about the character known as The Shadow.

“I like to bring out the humor. I tell them something funny about me, something they can relate to.”

– Mary Petro

In many of her visits to patients in our Greater Columbus area, Mary has often drawn out joyful moments from quiet people, some of whom have lost the memories of the lives they have lived.

“I call on hospice patients once a week and try to bring in laughter and cheer, and let them talk about whatever is on their mind at the moment. They seem to like that,” Mary said.



She has worked with our patients for six years but has previous volunteering experience. She once was part of a prison ministry.

With five children and nine grandchildren, Mary is never lacking for things to do or opportunities for travel. When she has the time, she also enjoys oil painting.

She had held jobs in government service and is the widow of an attorney. Because she witnessed the special care hospice gave to her father, she decided to volunteer. “When I retired, I knew I wanted to do something to help people,” she said.

What Mary likes most is to make her patients laugh. “I like to bring out the humor. I tell them something funny about me, something they can relate to,” she explained. “They are people who have rich lives and they like to talk,” she added.

However, sometimes patients aren’t ready to talk to someone. One patient she was asked to visit told her not to come back. But this same patient later saw Mary talking to another patient and was then interested. “Can you come back again?” she asked that day. Mary did.

“Mary is a warm and caring volunteer who truly embraces her role,” said Stephanie Joseph, volunteer coordinator for our Greater Columbus region. “It is wonderful to see the special bonds that are formed between Mary and the patients she visits,” she added. 🌍



Thank you to all of the volunteers from our Greater Columbus region:

Anastasia Bizios
Daniel Fendt
Yuliya Fonin
Heidi Hafer
Dania Hamoui
Blake Horne
MaryKate Janita

Monica Mansour
Dennis Muchnicki
Kola Nagavalli
Mary Petro
Allan Reta
Tracie Santos
Mike Warren



A much-needed break

Volunteer provides respite for caregivers

Playing Scrabble with one of the patients she visited had become a tradition for volunteer Terri Tucker (*right*). They both enjoyed it.

Terri didn't want to keep score but her friend insisted, and never failed to make a face when Terri won.

After retiring from the medical field, Terri felt restless. She worked with an organization delivering meals for awhile then looked into volunteering for our Greater Youngstown office. We are glad she made that choice.

Terri thinks it is the volunteers who work with hospice patients who really are the lucky ones. "You think you are blessing them, but it is definitely the other way around," she said.

Terri provides respite support, going to patients' homes and keeping them company while their caretakers get a much-needed break. She tries to engage in activities the patient enjoys, whether its talking, playing cards or games, reading, coloring or something else. Sometimes she just holds a patient's hand, letting them know she cares.

Terri is married and has two adult sons. Also part of the family are two springer spaniels, one rescued three years ago.

A needlework aficionada, Terri likes to cross-stitch and recently has started to quilt and applique.



Terri's medical careers included working as a certified medical assistant and bone densitometry technician. She also worked for 16 years at an urgent care facility. Before her medical work, she had been a cosmetologist.

As volunteer coordinator, Carol Davis has worked with Terri for two years.

Carol said the companionship Terri offers and the way she helps in so many ways is a great service. "She devotes several hours a week to our patients. She is truly dedicated," Carol said. 🌈

Thank you to all of the
volunteers from our Greater
Youngstown region:

Don Agler
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Sally Allen
Darlene Berresford
Carol Caldwell
Kathy Cashdollar
Myrna Clement
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Renee Flickenger
Louise Horner
Mary Keffer
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Sue Oberholtzer
Jan Palma
Kay Payne
Evelyn Queen
Betty Ruppenthal
Terri Tucker
Virginia Weaver

Give back

Become a hospice volunteer

As you've seen in this special issue of Impressions, the contributions of volunteers are essential to the important work provided by Ohio Living Home Health & Hospice.

You can share your skills and interests to enrich the lives of patients and families who rely on hospice services.

From companionship visits to office work to helping with special events, there's an opportunity for you!

Visit ohioliving.org/homehealthhospice for more information. Or call your local office at the number listed on the back cover and ask to speak with the volunteer coordinator.

You can make a lasting impression on the lives of the people we serve!



A trio with a secret weapon

Three generations carry on the tradition of volunteering

Kristine “Kris” Rosenfeld, along with her son, Ben (*below, left*) and her mother, Suzanne “Grandma Susie” Murphy (*below, right*), volunteer in our Greater Akron region.

From holiday greetings to prayer shawls to kind words, they bring it all. And Ben is the secret weapon.

Though he’s only 16, he is a veteran at volunteering. No longer the little boy who used to delight patients, he’s now a 5-foot-10-inch young man who brings joy to their days.

“Maybe Ben reminds them of their son or grandson, but whatever the reason, patients are so happy to see a young

person taking time to visit,” explained Kris.

Ben remembers one patient with Alzheimer’s, whom he visited beginning when he was 10. “She had curly white hair and rosy red cheeks and was always happy,” he recalled. She always remembered Ben, though not necessarily his name, and would ask him how old he was. “No way! You are 10?” she would exclaim. “I got a lot of hugs over those two years and always felt like we were pretty special to each other,” Ben said.

Grandma Susie has also seen the “Ben effect.” “One of my fondest memories of hospice is with Kris and Ben. We were visiting Ohio Living Rockynol delivering



poinsettias. For some reason, all the patients were thrilled with Ben being there. They did not want him to leave,” she shared.

Volunteering is a tradition in this family. Grandma Susie’s parents made volunteering at church and school a must, and she continued this tradition when her own children were growing up. Kris followed in her mom’s shoes and continues to do so today. “I am grateful for the opportunity to serve,” she explained.

Ben has learned from their examples and continues the tradition of volunteering. In addition to hospice he has worked with the homeless and the Salvation Army, and also volunteered at a horse camp for disabled children – just to name a few of his experiences.

Kris said each member of this intergenerational team brings something different to the experience. “I believe all of us leave our hospice experiences better people because of a precious opportunity to make a true connection with another,” she said.

Grandma Susie agrees. “You need to experience volunteering,” she advised. “You get back more than you give. It soothes the soul.” 🌈

Thank you to all of the volunteers from our Greater Akron region:

Gabrielle Boose
Cerina Corpora
Louise Daniels
Judy Gabric
Sister Juanita Henley
Mike Hoofman
Michael Indriolo
Elizabeth Jarrell
Veronica Kovach-Dodd
Ronald Lauber and
therapy dog Olga
Suzanne Murphy
Tim Nizen
Tonya Okolo
Ben Rosenfeld
Kris Rosenfeld
Ed Sauer
Michelle Silva
Maria Skora
Caroline Stilwell
Whitney Stolnicki
Steve Thompson
Caitlin Villers
Hanna Wilson

Double Duty

Nurse works two jobs and volunteers

Melanie Schackow (*right*) asked for flexible hours when she agreed to be a volunteer for our Greater Toledo region, because she already has two jobs. She is a staff nurse at a hospital and also works at a rehabilitation center.

Volunteer Coordinator Jenn Van Vorhis was more than willing to work with Melanie on her scheduling and is delighted to have her as a volunteer.

“I’m at the stage of my life when I want to be more productive on my days off.”
– Melanie Schackow

A woman of strength and independence, Melanie was a single mom living in her native Philippines when she got an opportunity to join the Cleveland Clinic due to her skills as a nurse. That led to a decision of whether to move to the U.S. “Why not?” was her answer.

Her daughter is now 28, and Melanie has remarried and has stepchildren and a stepgrandchild. She feels she has been blessed in her life and wants to give back. “I’m at the stage of my life when I want to be more productive on my days off,” she explained.

Her determination and strength of character serves her well as a volunteer. She recalls trying to visit with a patient who did not welcome company and was known to use belligerent language. “I took the challenge,” she said.

Melanie took the patient some cookies and Thanksgiving figurines and, to her surprise, he began to talk. They even found they had something in common: He had spent time in the Phillipines. He told Melanie all about his life there.

Like others who have decided to give time to our patients, Melanie also recommends volunteering. She believes that people who have spare time need to use it productively. “Make someone else smile. These are individuals who need company,” she said, explaining that even just 30 minutes a week can bring joy to someone who needs it. 🌍





Thank you to all of the volunteers from our Greater Toledo region:

Amy Baumgartner
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Traci Doran
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Thank you for your generosity

The following donations were made between December 1, 2017 and February 28, 2018 in support of Ohio Living Home Health & Hospice. If you believe your name to be omitted or printed in error, please accept our sincerest apologies and call the Ohio Living Foundation at 800.686.7800.

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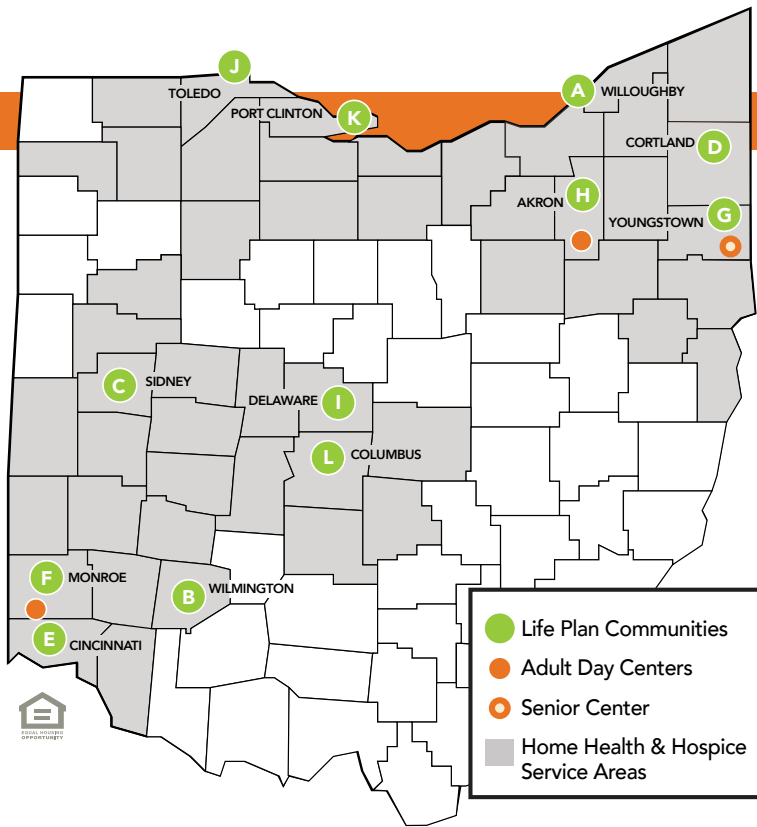
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No matter the type of work they do, all volunteers make a positive impact – just like donors do through their charitable giving.

We are all working together to help enhance the lives of the people we serve.

Please contact us if you have any questions about giving to Ohio Living Home Health & Hospice.



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