



HOSPICE
MEANS
MORE CARE,
NOT LESS

Volunteer NEWSLETTER

OCTOBER, 2021 | DECEMBER, 2021

GIVING Thanks

The Bella Care volunteer department has seen a lot of change in 2021. The COVID19 pandemic brought uncertainty, shifting policies, and reshuffling of people. It has not all been easy. We've said goodbye to some great volunteers, as well as volunteer coordinators, who moved on to other opportunities this year. Several of our volunteers and coordinators also faced difficulties in their personal lives. Yet in the midst of all the challenges and changes, we choose to embrace gratitude. With Thanksgiving and the holiday season upon us, we want to start this newsletter by recognizing we have a lot to be thankful for!

We are thankful that many of our volunteers stayed with us through this year in midst of the pandemic. This fall we have over 60 volunteers on the state roster. Even in the best of times, it is a lot to ask of someone to be on a hospice volunteer team. So the fact that these volunteers want to continue to serve, even with all the challenges we've faced, is remarkable! We applaud our volunteers' commitment and perseverance. Some of our volunteers have been with us for years, while others started right as the pandemic began and have been patiently waiting through shifting restrictions. We are so grateful all of them have made Bella Care Hospice part of their lives.

We are thankful that our volunteer team is growing again. After a year of not recruiting, we have on-boarded over a dozen new volunteers across the state in the last six months and have several more applicants in process. It is exciting to see new volunteers come into the program again! Change is not

always bad. These new volunteers bring fresh enthusiasm and innovation to our teams.

We are thankful that our patients have volunteers visiting again. We started 2021 with volunteers restricted from entering our partner facilities due to COVID19 lockdowns. Those who were able to serve were only allowed to write cards, make phone calls, or help in the office. It was disheartening to not be able to offer extra companionship to our patients during that time. We are grateful that over 100 patients across the state were visited in-person by a volunteer within the last 3 months!

Personally, I am thankful to step into a new role at Bella Care. I consider it a privilege to assist our volunteer coordinators. I'm grateful to be part of a great team and enjoy working in an encouraging environment. I hope that I am able to improve our processes, give extra support to each of our branches, and provide further training and resources. I'm looking forward seeing how the volunteer department will grow in the coming months as we celebrate the holiday season together, continue to recruit new volunteers, and above all, find ways to provide compassionate care to our patients.



Scott Gorbold
Director of Volunteer Services

Volunteer of the Quarter

Kate Abramson

(Dayton)



Kate recently moved to Ohio and within the first month of being here she reached out to start volunteering. Kate is a music major in college and she connects with patients through music. She has been dedicated to making visits every week and forms a strong connection with her patients. Kate writes down songs that are her patients' favorites so she can learn music to play for them and also shares some of her own favorite songs. Kate plays multiple instruments. With one of her patients she always brought in her ukulele and they sang together while she played for him. He would talk about Kate constantly to the nurses and aides and the patient's son even mentioned to our clinical director that his father "loves the girl who plays the ukulele."

From Volunteer Coordinator Savannah: "Kate is smart, dedicated, kind, and is a great listener. She really pays special attention to her patients and connects with them. She is a wonderful volunteer! Others praise her all the time to me."

IN KATE'S OWN WORDS:

"For me, volunteering is about trying to see the best in the patient; it is my wish for them to feel seen and appreciated. In one case, my patient was in a band when he was younger. Learning to sing and play his favorite songs was not only fun for me, but also helped him remember a wonderful time in his life, and feel connected to me through our shared love of music. I learned a lot from him and I hope he felt important and valued as we sang and visited."

Welcome Cleveland's New Volunteer Coordinator **Melissa Sutton**

"I am excited to join the Bella Care team and take on the challenge of rebuilding the program..."

A little bit about me... "

Growing up my mom was a visiting nurse who instilled in me the benefits and value of hospice care. From my dad I learned to offer hands-on help when and wherever I could. Somewhere along the way I decided that if I was going to work then it might as well be in a capacity where I could give back. As my son said "you have the weirdest jobs that I have never heard of, but I guess you like helping people". I've worked most of my career in the non-profit sector and a large part of that with volunteers in some capacity. I spent 9 years in fundraising as a special events manager and most recently worked at day program for special needs adults.

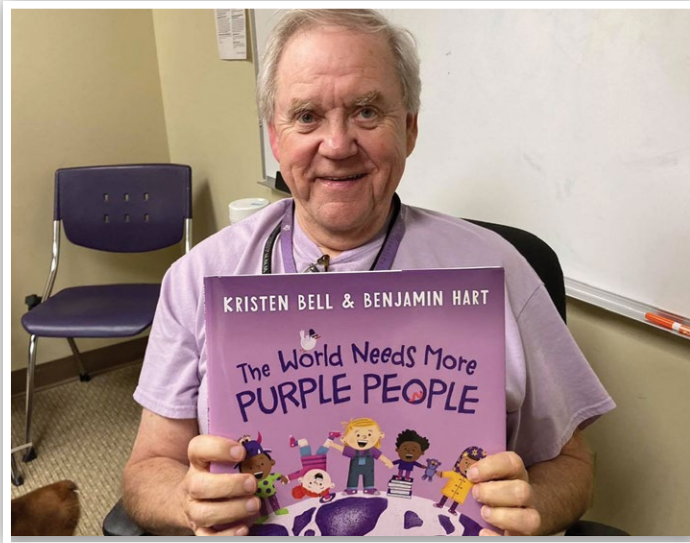
I am an avid reader, averaging 2 or more books per week, love to bargain hunt, am super crafty, elephants are my favorite animal, I think peanut butter is its own food group and really wish that summer camp was the norm for adults.

I love gaining wisdom from those with more life experience than I have and sharing the joy and fulfillment of making a difference in someone's life with others.



Melissa had her first volunteer orientation during our Halloween Spirit week.

Celebrating 5 years of Dedicated Hospice Service



This October our Cincinnati branch honored their most dedicated volunteer: Tom Hopper. Since he started with us 5 years ago, Tom has been the most active Bella Care volunteer across the state. He sometimes makes over 100 visits in a single month and usually has dozens of service hours each month! Tom is retired and is passionate about using his time to serve and give back to others. During the pandemic Tom came to the office whenever he wasn't restricted to continue to help out and be part of the team. But above all, he loves to visit our patients and brings his service dog Mickey along. Our partner facilities, patients, and families love Tom and often ask for him by name. We are so grateful he has been able to start his visits back up in the last few months.

Tom is a valued part of the Bella Care family. The Cincinnati office celebrated his 5 years of service by throwing a pizza party, complete with a birthday cake and gift bag, even his dog Mickey got a treat! It was a wonderful time.



Thank You
FOR YOUR SERVICE

Christmas Gifts to Make the Holidays Warmer



Over the past 10 years, the Bella Care Hospice Columbus branch has been the recipient of beautiful handmade lap blankets from a local church group called St. Matthew's Knitting and Crocheting Ministry. These lap blankets are wrapped up by our volunteers and staff as Christmas gifts for the patients that Bella Care Hospice serves in more than 45 facilities and in home care.

I recently spoke to Mrs. Glenna Neely & Mrs. Dale Maxwell who organize this ministry at St. Matthew's Church and they shared some information on how many people are blessed by this ministry. The St. Matthew's Knitting and Crocheting ministry was started in 1995. From 1995 to 2021 this ministry has made 187,735 items and have given them all to the homeless and the needy. The items that this ministry makes are hats for all ages and genders, scarves, baby blankets, prayer shawls, and lap robes. They also make little hats for preemies.

In 2021, St. Matthew's made 22,212 items and distributed those to 56 organizations. There are at least 120 members in our group. The people who make these comfort items with love and care are located all over the state of Ohio and even in 5 other states.

Each November, the Bella Care Volunteers, SW Interns, Social Workers, Chaplains, and office staff take time to wrap these blankets and distribute them to our patients. These gifts bring added warmth, joy and smiles to our patients as they are excited to open them as part of their holiday season.

You can learn more about this ministry at their website: <https://knittingcrochetingministry.jimdofree.com/>

-Written by Columbus Volunteer Coordinator Kendra Lambert





We Honor Our Veterans

We are currently working on renewing and further developing our relationship with the We Honor Veterans program. This program is a joint effort between NHPCO and the VA. It is designed to help hospices better serve our veteran patients. In the coming year, the Volunteer Department at Bella Care is going to be overseeing the program at each branch to ensure we provide more education to our staff and volunteers about caring for veterans and that we are utilizing some of the great resources offered by We Honor Veterans.

As a start to this renewed commitment, on Veteran's Day this year our team worked to create certificates of appreciation for all our veteran patients and staff members, which we awarded along with a pin of recognition. We honored around 75 veterans this year! We have so much respect for veterans and we want them to know how much we appreciate them. This recognition is also an opportunity for them to share part of their stories.



INTERESTED IN JOINING OUR VOLUNTEER TEAM?

We are always looking for compassionate and committed individuals who want to give of their time to help our team. Hospice volunteers bring their unique personalities and talents to bless our patients. There are many different ways you can help and there are opportunities at each of our branches. Volunteering not only improves the care we provide, but also brings a sense of fulfillment to those who serve. Perhaps you or someone you know could be our next volunteer?! We would love to get to know you and talk about the process for joining the team.

Inquire at
<https://www.bellacarehospice.net/information-for-volunteers>



Join Bella Care Hospice in celebrating those volunteers with birthdays and anniversaries throughout the months of October, 2021 – December, 2021.

Ashtabula Branch

Birthdays

July 9th *Edith Jonas*
 July 11th *Joyce Misinec*
 September 6th *Trudy German*
 October 4th *Carol Flinn*
 October 28th *Betty Austin*
 November 4th *Megan Riley*
 December 27th *Staci Jacob*

Anniversaries

August 25th *Jeanne Williams* – 6 years
 September 4th *Mallory Winters* – 2 years
 September 24th *Staci Jacob* – 2 years
 October 3rd *Molly Weems* – 5 years
 October 24th *Betty Austin* – 8 years
 November 20th *Megan Riley* – 1 year
 December 9th *Caitlin Sukalac* – 5 years

Cleveland Branch

Birthday

September 7th *Yolanda Lee*

Cincinnati Branch

Birthdays

August 10th *Sandy Ryan*
 September 5th *Edward Lawless*
 October 2nd *Tom Hopper*

Anniversaries

August 18th *Sandy Ryan* – 5 years
 October 4th *Tom Hopper* – 5 years

Columbus Branch

Birthdays

July 6th *Sathvika Kasarla*
 July 16th *Wayne Belford*
 July 25th *Todd Bollenbacher*
 August 9th *Sue Nagy*
 August 14th *Lisa Swisher*
 October 18th *Swathy Shankarganesh*
 November 16th *Yashu Tanneru*
 November 22nd *Betsy Green*

Anniversaries

July 18th *Sannvi Billakanty* – 2 years
 October 9th *Betsy Green* – 2 years
 December 18th *Valeria Reyes* – 2 years

Dayton Branch

Birthdays

July 3rd *Janet Miller*
 September 18th *Ava Brayton*
 September 22nd *Madeline Thomas*
 September 24th *Eric Ozio*
 September 25th *Khala Powell*
 October 5th *Katherine Abramson*

Anniversaries

August 6th *Linda Portillo Ramos* – 2 years
 September 26th *Eric Ozio* – 2 years
 December 4th *Janet Miller* – 3 years
 December 8th *Giovanna Konya* – 3 years
 December 10th *Barbara Ochsner* – 2 years





Welcome to all new the volunteers joining our extraordinary team!

Cincinnati Branch

Deepak Indrakanti

Cleveland Branch

Nancy Parker

Columbus Branch

Swathy Shankarganesh

Julia Sims Haas

Evelyn Pelfrey

Morgan Ferguson

Dayton Branch

Ava Brayton

Madeline Thomas

Lewis McCarter

Debra Broderick

Khala Powell

Dianne Williams

WELCOME!

