



Bella Care
HOSPICE
Because Every Life is Beautiful



HOSPICE
MEANS
MORE CARE,
NOT LESS

Volunteer

NEWSLETTER

OCTOBER, 2020 | DECEMBER, 2020

happy FALLy'all

As each year comes to an end, we see and feel the winds of change. Though it feels like we have all seen enough change for an entire lifetime just in the year 2020, the changes in weather signal so much more than just a change in season. They are a reminder that all things must end to make way for new beginnings. This is something to embrace!



Our volunteer program at Bella Care Hospice is consistently evolving to fit the individual needs of our patients. One thing that does not change, however; is the quality of care and dedication to our hospice's core values which motivate us when working with our patients and their loved ones. We are tremendously proud to have eclectic teams of volunteers that offer a multitude of amazing services to our patients. Included in those teams are our specialty volunteers who provide a more focused approach to their volunteer experience.

Join us in this newsletter as we feature some of our specialty volunteers and the great things each specialty has to offer. This is just the tip of the iceberg for the wonderful specialty volunteer services offered. Of course, we can't cover all of the amazing things our volunteers have to offer within one newsletter – but we'll certainly try!



Edie, our amazing volunteer attorney!

Practicing Law with Love

A volunteer attorney can carry out many tasks that are a great help to our patients and families in a unique way. They can help patients and their families with legal paperwork such as simple wills, living wills, Durable Power of Attorney, Durable Power of Attorney for Healthcare, and Do Not Resuscitate orders. They may also do title or deed transfers when appropriate. In order to help with these things, Bella Care Hospice requires that a volunteer lawyer must be an attorney with a current license to practice law in the state of Ohio. They must also be willing to see patients in person, sometimes on short notice, and be familiar with executing these documents.

We are fortunate here at Bella Care Ashtabula to have an Attorney at Law, Edith Jonas. Edie has been a volunteer for us for more than

5 years. As a lawyer, Edie provides legal aid to our patients and their families. She meets with patients in their home which is fantastic for our patients who have difficulty with mobility. Edie always makes time in her busy schedule to meet with our patients and do whatever she can to meet their needs. We have been so blessed to be able to depend on her in many time sensitive situations. In addition to this, Edie has also been a legal guardian for some of our past patients. She has a huge heart! One of her wards, and Bella Care patient, was a big NASCAR fan. Edie organized and put on a NASCAR party for her as part of this patient's Celebrate Life. She had her husband grilling and Bella Care staff helping to serve the food. It was a dream come true for the patient. We truly appreciate everything Edie brings to our program!





Puppy Love

At Bella Care we love to bring joy to our patients! Our care is not just about bringing physical comfort, but a holistic approach that truly celebrates the life of each of our patients focusing also on their social and emotional well-being. One great way to bring a smile to our patients' faces and brighten their days is with a visit from a friendly animal!

Our volunteer department is always looking for certified therapy animals whose owners would be willing to join our team. Therapy pet owners are trained as companionship volunteers and visit our patients one-on-one to bring social interaction and connection. A visit from a calm and friendly therapy pet is often the highlight of a patient's day bringing comfort, entertainment, life, and joy. Pets can also be a support to grieving families who sit bedside with their loved ones. Trained animals can often intuit the emotions of humans and their calm presence can bring comfort beyond words. We look for pets who have training and licensure with any appropriate pet therapy organization (Pet Partners, Therapy Dogs International, AKC Therapy Dog Program, Therapy Dogs Incorporated, etc). We also look for their handlers to be compassionate and interested in visiting with their patients too!

While we don't have any therapy animals at the Cincinnati office right now, we do have a special dog who visits our patients. Mickey is an affectionate 8 year old Red Golden Retriever who serves as the service dog for our volunteer, Tom. Mickey accompanies Tom as he visits patients in our nursing homes and his kind presence brings joy wherever he goes. Tom says, "No one remembers my name, but they all know Mickey! They ask: 'where is that gentleman with the red dog?!'" Although Mickey isn't a therapy pet, he still is great at sensing emotions and will gently lay his paw or head on a grieving family member or sit quietly next to the bed with a patient in their final moments. Our patients look forward to Tom's visits for the chance to greet and pet Mickey. We've been blessed to have this amazing dog serving our patients alongside Tom for the last four years!



Mickey is all smiles for the camera!

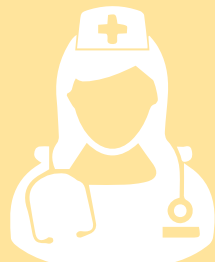
A Heart for Caring: It's A Way of Life!

All of our volunteers hold an exceptionally special place on our team here at Bella Care Hospice Cleveland. Among many things, they provide companionship, another shoulder to lean on, or respite for tired family members looking for a simple nap or a few hours to mentally recharge. Our clinical staff relies just as much on their observations as any other member of the team.

Some of our volunteers have specific specialties they carry licenses for that allow them to practice with our patients. These areas they have licenses or certifications for practicing may also benefit our patients. Bella Care Cleveland is proud to say that we have several specialty volunteers on our roster that are all very important to the mission of our hospice. However, this quarter we want to highlight our volunteer nurses.

Currently, we have two licensed RNs on our volunteer staff. As licensed volunteers, they are allowed to provide that little extra for our patients as it falls under their scope of practice. This is, of course, in addition to their excellent companionship. Their scope of practice includes activities like feeding a patient that might need that extra help, helping to get patients to the bathroom, even assisting them to get to and from their wheelchairs and beds. As you can imagine, knowing their volunteer can do these tasks means the world to our patients' families - especially those who are looking for that few hours of respite. Our volunteer nurses are not expected to carry out these tasks with each visit, but we know their hearts for helping. It truly comes as second nature to them!

Meet Our Amazing Volunteer Nurses!



Kelly Dryfield, RN

Kelly has been a volunteer with our team since 2017. She has been a licensed nurse for over 10 years! Kelly is incredibly compassionate and gentle with the patients she visits for volunteering. Along with being able to provide the specialty services as appropriate, Kelly also visits her patients who are seeking extra spiritual support. She enjoys praying with her patients and reading the Holy Bible to them.

When asked about her experience as a hospice volunteer, Kelly replied: "Working as a nurse, it's easy to get caught up in the tasks- to do the job expertly yet neglect the most important things. There have been way too many times when I have missed a chance to hold a hand, sing a song, or pray a prayer. Volunteering with Bella Care gives me an opportunity to do what matters the very most- to share the amazing love of Jesus Christ."



Melissa Griffie, RN

Melissa has been volunteering with Bella Care since 2018. She recently became licensed as an RN with the ultimate goal to become a licensed Nurse Practitioner working with the Geriatric population. Missy is an extremely well-rounded person and is always able to find a way to relate to any of the patients or families she visits. She is always willing to give of her time to the patients she sees. There have been many times she has sat Vigil with a patient and brought comfort to their family!

Aside from her work as a volunteer, she works as a Med Surge Nurse on an Acute Geriatric Unit, heads up an annual fundraiser for the American Cancer Society as well as a collection drive she created in 2008 called Operation Christmas. She has four children and recently welcomed her first grandchild!

Music for the Dying

Research consistently shows that music brings helpful support to terminally ill patients. Benefits of music include: decreased anxiety and pain, stress relief, promoting deeper breathing and stable heart rates, activating emotional and memory centers of the brain, and increased positive moods. At Bella Care, we use music in multiple ways as we care for patients. One of the most interactive and fun ways is through volunteers who perform in-person with our patients!

Volunteers do not need to be professional musicians. We look for compassionate individuals who are comfortable performing in front of others, flexible in where they play, and who desire to make a personal connection with patients. Our musicians sometimes play in private homes, one-on-one in patient rooms, or in front of a group in a common area of a nursing facility. While often times their music benefits many residents, our volunteers' focus remains on their interaction with individual hospice patients.

In Columbus, our music volunteers come from all walks of life: youth and college students, retirees, those who play music in church, and those who play as a hobby. We have also had a variety of musicians including a cellist, harpist, horn player, guitarist, and singers. Our music volunteers give the gift of comfort, companionship, and above all, joy!

VOLUNTEER OF THE QUARTER Todd Bollenbacher



"I have found playing for Bella Care to be very rewarding. The residents listen intently and show honest joy. I have often found myself getting as much out of playing as they do listening."

Todd, Bella Care Columbus Volunteer

This quarter, Bella Care Columbus is very pleased to award Todd Bollenbacher as Volunteer of the Quarter! Todd has been a music volunteer with Bella Care for the last 4 years. Prior to COVID-19, Todd would volunteer almost every weekend for a few hours at one of our partner facilities! Todd loves to play the guitar and sing. He can be found performing at open mic nights and bars in Columbus. He joined our team as a way to give back to the community and use a favorite hobby in order to bless others during a hard time.

One of his favorite ways to serve is to play guitar for our patients in the locked memory unit. Everyone in the unit usually ends up gathering around as a responsive and captive audience. His music can help patients with memory impairments to become more interactive, sometimes they even sing or dance along. Other times, his music calms agitated patients, helping them to relax. Todd's live music is a gift to patients and a source of great joy!

In the spirit of hospice volunteering, Todd has gone beyond simple performing to make a great personal connection with the patients we assign. Todd even learned the Rocky theme song "The Eye of the Tiger" for a patient whose nickname is "Rocky." Rocky loved it so much he asked for it every time Todd visited. Todd has written his own songs for some of his patients upon their request. As he shared with me of a recent patient who passed away, "he will live on in the memory of the song I wrote for him whenever I play it." Todd is truly a compassionate and caring volunteer. We are grateful for his service with Bella Care!

Behind the Scenes Heroes

Sometimes people want to give back to hospice, but don't feel like they can make visits to patients. Perhaps those who have lost loved ones and don't feel they are ready to see others going through grief, sometimes volunteers are prevented for health reasons, or others just don't feel that companionship is their strength or skillset. Volunteers in these circumstances can still make a difference by helping out in our office as an administrative volunteer!

Our administrative volunteers can help with a whole variety of tasks like sorting, filing, labeling mailers, writing cards, organizing folders, making phone calls, faxing, scanning, assisting in special tasks, and more. Completing these tasks is a great support for our staff, enabling them to accomplish more for our patients and their families. Administrative volunteers are a true part of the hospice team; we are grateful for all they contribute to our mission!



VOLUNTEER SPOTLIGHT Rich Stackhouse

During the COVID-19 pandemic, most of our volunteers have been inactive due to restrictions on visiting patients. The Dayton branch is grateful for one volunteer who has continued to be able to offer support by coming to the office to assist with paperwork!

Rich Stackhouse began volunteering in January, 2019. He joined in honor of his sister who passed away on hospice in Toledo about 3 years ago. He and his daughter spent a beautiful weekend with her prior to her passing and Rich was so impressed by hospice care that he wanted to give back.

He joined Bella Care thinking he might be a companionship volunteer, but decided that doing office help would be more his speed. He is very eager and willing to help out in any way he can. He has been coming to the office a couple times a month in order to help file clinical records and put together bereavement fliers.

Rich served in the Army for 3 years stationed in Korea, and then worked as a civilian for the Army and Air force where he retired after 35 years. He was a Radar repairman and technical advisor for the Hawk Missile System and the Air Force Communication System. His position took him to Korea, Japan, Germany, and England. He has lived in and/or visited every state except Alaska. He values relationships and family, and while he spends part of his time in Dayton, but also owns a home near Virginia Beach where his daughter lives. Rich enjoys Corvettes, ballroom and line dancing, and serving at his church, the Sunflower Chapel in Dayton. The Dayton team is glad to have Rich's friendly presence at the office and his consistency even during the pandemic is appreciated!



Join Bella Care Hospice in celebrating those volunteers with birthdays and anniversaries throughout the months of October, 2020 – December, 2020.

Ashtabula Branch

Birthdays

Carol Flynn, October 4
Betty Austin, October 28
Alex Radzin, December 18
Staci Jacob, December 27

Anniversaries

Carly Breen, 1 year, October 2
Deryl Nazor, 1 year, October 28
Molly Weems, 4 years, October 3
Caitlin Sukalac, 4 years, December 9
Dakoda Dondrea, 6 years, November 24

Cincinnati Branch

Birthdays

Tom Hopper, October 2

Anniversaries

Yolanda Ali, 1 year, October 26
Tom Hopper, 4 years, October 4

Cleveland Branch

Birthdays

Jay Natarajan, October 24
Kathy Agosta, October 29
Varun Aitharaju, October 29
Melissa Griffie, November 15
Lisa Darden, November 24
Debbie LeWalk, December 12
Isabel Ballard, December 27

Anniversaries

Jennifer Mihalick, 1 years, October 30
Haley Gunter, 2 years, October 10
Rachel Vanek & Valor, 2 years, December 4

Columbus Branch

Birthdays

Nicholas McIntyre, October 7
Yashu Tanneru, October 18
Todd Bollenbacher, November 16
Lydia Robertson, November 23
Aaron Fernando, December 21

Anniversaries

Betsy Green, 1 year, October 9
Patricia Bobo, 1 year, December 10
Valerie Reyes, 1 year, December 18
Michael Howell, 4 years, December 1

Dayton Branch

Anniversaries

Barb Oschsner, 1 year, December 10
Janet Miller, 2 years, December 4
Giovanna Konya, 2 years, December 8





Welcome to all new the volunteers joining our extraordinary team!

Cleveland Branch

Isabel Ballard, August 26, 2020

Jessica Zucker, August 12, 2020

Columbus Branch

Stephen Hale, August 25, 2020

Kinsey Rowe, August 25, 2020

