



Bella Care
HOSPICE
 Because Every Life is Beautiful



HOSPICE
 MEANS
 MORE CARE,
 NOT LESS

Volunteer

NEWSLETTER

APRIL 2020 | JUNE 2020

Hello & Welcome...

...to Bella Care's first ever Volunteer Quarterly Newsletter! Bella Care Hospice is very excited to introduce this newsletter to bring everyone highlights and updates from the fine volunteer programs offered across the state of Ohio. Our Volunteer Coordinators and volunteers bring so much individuality to each program and we want to share these unique qualities with everyone!

Each year in the month of April, our hospice celebrates Volunteer Appreciation Week. This year, Volunteer Appreciation Week was celebrated between April 19th and April 25th. In this first newsletter, we want to take some

time to show how we appreciate our volunteer teams. In the past, each branch of Bella Care Hospice has celebrated their volunteers in different ways by gathering with potluck ceremonies, breakfasts, and luncheons. This year, with social distancing restrictions, we have been showering our volunteers with appreciation by doing Facebook shout outs, hand written thank you letters, and even putting together small gifts to hand out (at a safe distance, of course)!

Even though our volunteers are restricted from helping right now due to COVID-19 policies, we are still so grateful for all the ways

they have served! We hope this small gesture brings some joy to our volunteer teams during a challenging time! We are so thankful for all they do.

Bella Care Hospice gives small gifts to show appreciation.



Too Blessed To Stress

Happy spring from the Ashtabula Branch! We are very excited to start a quarterly newsletter to highlight the happenings within our volunteer program.

Currently our volunteers are on furlough due to the COVID-19 pandemic. Our Ashtabula branch misses our volunteers and so do our patients! We are excited for the future when things are under control and we are able to resume our volunteer visits. Until then, we pray that everyone remains safe and healthy. Our volunteers are very busy people. Some are working or going to school, others have their own businesses, or small children in school. We are always amazed at the level of dedication our volunteers continually show. We are blessed to have such motivated and giving people!



VOLUNTEER SPOTLIGHT

Bella Care Ashtabula would like to spotlight, Jeanne Williams, one of our long time volunteers for this quarter's newsletter.

Jeanne Williams is one of our pet therapy volunteers who will be celebrating her 5 year anniversary with Bella Care Ashtabula in August of this year. She is the owner and operator of Gail Win Bullies. Jeanne has two French bulldogs named Tush (cream colored) and Slick (brindle) that are certified by Therapy Dogs International. Along with spending quality time with our patients, Jeanne breeds, trains and shows these dogs all over the country in multiple venues. In 2018, she traveled to Florida with Slick and won the National Owner Handler Best in Breed French Bull Dog!

Our patients love to see Jeanne and her therapy pup coming down the hall for her visits. Although Tush is semi-retired, Slick seems to love his role as ambassador for Bella Care Ashtabula. His outgoing personality makes him a star in the facilities. He greets each and every resident he meets along the way. Jeanne has a wonderful, caring heart and we are blessed to have her and her pups on our team!



Jeanne and her therapy dogs out and about!

VOLUNTEER OF THE QUARTER

Tom Hopper

Bella Care Hospice is pleased to announce that Cincinnati's own, Tom Hopper, has been awarded Volunteer of the Quarter! Tom has been a dedicated volunteer with Bella Care for 3.5 years. He volunteers frequently during each week – even going out to do visits six times a week if he can! At one time, Tom owned his own shop selling baseball cards, and currently continues his sales online though he is retired. He uses the proceeds for these sales to pay for the gas he uses when driving to his volunteer assignments! In the last month of volunteering, Tom completed at least 100 hours working with patients and administrative tasks.

Tom has really stepped up during these trying times with COVID-19. He has been writing letters to patients to provide encouraging words. Tom is so well-loved among his families and patients that some have even called requesting to FaceTime with him while in quarantine. In addition to the support that he brings to the patients, Tom is also a wonderful support administratively. He has helped to clean up files at the Cincinnati office and has been helping keep so much organized!

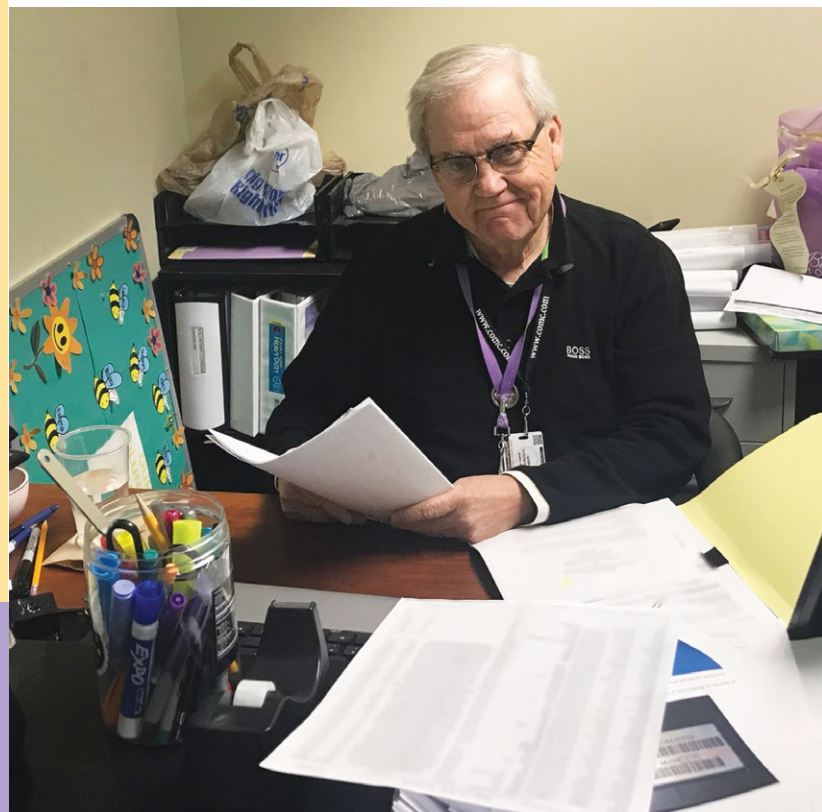
Tom is a great asset to the Cincinnati team and Bella Care Hospice as a whole. He is personable with staff, families, and patients and builds such wonderful relationships with those he works with. His support means the world to everyone he comes across while volunteering. Congratulations, Tom! This reward is well deserved!

Tom Hopper



Celebrating Their Own

Amid the craziness of COVID-19, the members of Bella Care Hospice in Cincinnati have taken a step back to count our blessings. It's well known that the good in life really shines during challenging times and our volunteers are certainly part of the positive light in our lives. We are filled with gratitude and humbled by the support we are receiving from our volunteer team. This thankfulness is not only for the letters being written or masks being made, but for the faithfulness that the members of our volunteer team have shown. Our volunteers give selflessly of their time and we are so grateful for the light they bring into these dark times!



Cleveland Rocks!

The volunteers of Bella Care Cleveland have been coming together to help our patients in need – including substance and cuteness, of course! With the recent visitor restrictions at our nursing homes, our dedicated volunteers have been unable to visit with the patients they've grown so close with. Their patients miss them and their worlds have grown even smaller. Some of our volunteer team has stepped up and are trying to help combat the loneliness and isolation our patients are feeling by writing weekly letters of encouragement to them and their families.



VOLUNTEER SPOTLIGHT

This quarter, Bella Care Cleveland wants to spotlight Jennie Narraway, one of our outstanding Akron area volunteers. Jennie has been a volunteer with the Cleveland branch just over 8 months and has truly shined in her role.

As a volunteer, Jennie has an incredible talent to reach patients of all abilities. She is part of those volunteers on our team writing caring notes to our patients during this COVID-19 pandemic.

However, one thing that really stands out about Jennie is her heart for hospice. In addition to her weekly attendance spending an hour or more with each of her patients, Jennie has sat vigil for so many of our patients in their final hours. This can be challenging, but Jennie feels it is a privilege. When COVID-19 finally showed up on Ohio's doorstep, Jennie was spending hours sitting bedside for Stepping Stones visits with a patient she had never met before.

When asked about her experience as a volunteer, here's what Jennie had to say: *"As a volunteer, I have the opportunity and responsibility to 'see' my patients through focused engagement, gentle compassion, and unconditional acceptance. When I can do this (and, of course, it isn't easy and takes constant practice) I'm rewarded ten-fold when they share of themselves with me. Their presence in my life has changed me for the better and I'm continually grateful I am able to be a hospice volunteer."*

Jennie is an extraordinary volunteer and an exceptional person bringing comfort and peace to her patients that are struggling. Thank you for your compassion, Jennie! You rock!

Protecting Our Front Lines

This February, Columbus volunteer, Sue Nagy, celebrated 5 years of serving with Bella Care Hospice! Sue is a specialty volunteer who uses her sewing talents in order to create comfort care items for our patients. Her gift helps us provide patients with items essential to their hospice plan of care, but with a fun and personalized touch! Examples of her work include neck pillows, soft grip rolls for patients with hand contractures, and busy blankets for Alzheimer's patients. Rather than pay a premium for generic forms of this equipment, our patients receive comfort from items made with love and care. Sue's signature cat and dog neck pillows have brought a smile to the face of many patients and their visitors!

During the COVID-19 pandemic, Sue put her skills to work making cloth masks that our staff can wear on the front lines! We have been blessed by several donations of cloth masks during the PPE shortage so that our frontline workers and patients can stay safe. We are so grateful to Sue and many others who gave to help support our team.



During the COVID-19 Pandemic our dedicated team of volunteers has been restricted from visiting their patients in our partner facilities. Unable to offer companionship in person, some of our volunteers have written cards or letters to offer support and encouragement from afar! While not the same as an in-person visit, we are proud of our team's efforts to stay in touch with patients during this particularly difficult season. Volunteers are a bright spot in our patients' days: bringing a smile and friendly presence to what can often be a lonely and anxious time of life. While we don't know when visitor restrictions will be lifted from nursing homes due to the pandemic; we hope volunteers will be able to return to making visits as soon as it is safe for all!



Tools for Success

Sometimes it can be challenging for our volunteers to connect with patients. Barriers like Alzheimer's disease make it hard for some hospice patients to carry on a conversation or participate in activities. One simple technique we suggest that volunteers use to overcome this barrier is to try to read out loud. Chapter books, poems, news, and short stories are all great; but books or magazines with large color photos can engage the senses even more! Our Dayton volunteer office got a subscription to Reminisce magazine so volunteers can share pictures and articles from years past. One patient who was mostly non-verbal lit up when she saw an old recipe and started talking about baking for 15 minutes!

In the midst of the COVID-19 pandemic, caring for hospice patients has become increasingly difficult as nursing homes limit visitors in an effort to keep residents safe from the spread of the virus. Along with staff, some of our volunteers have taken up calling or virtually meeting with their patients in order to give encouragement, comfort, and companionship from afar. Dayton volunteer, Amy McCloud, just started meeting with one of her patients when the restrictions started.



In order to keep building a connection, Amy set up a way to FaceTime with this patient during the pandemic. Now they have a scheduled virtual visit every Wednesday! Amy is able to act as a listening ear, answer questions, and comfort her even though she isn't present in person for now.





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

Ashtabula Branch

Birthdays

Carly Breen, April 15
Caitlin Sukalac, June 20

Anniversaries

Carol Flinn, 1 year, May 8
Alex Razdin, 1 year, June 20
Trudy German, 2 years, May 1
Edith Jonas, 5 years, April 25
Tracy Miller, 7 years, April 11

Cincinnati Branch

Birthdays

Lisa Lawless, May 29
Lillian Wills, May 8

Anniversaries

David Jaffe, 1 year, June 11
Lisa Lawless, 2 years, May 9

Cleveland Branch

Birthdays

Kelly Dryfield, April 8
Lacy Sharratt, April 15
Kathy Allgood, April 21
Kimberly Keener, April 22
Haley Gunter, April 25
Kiera O'Dwyer, April 28

Anniversaries

Debbie LeWalk, 1 year, April 5
Marquita Benn, 1 year, April 11
Carolyn Hubbard, 1 year, June 10
Lacy Sharratt, 2 years, April 11
Jackie Gresser, 2 years, June 18
Latonya Hunter, 5 years, June 20

Columbus Branch

Birthdays

Saanvi Billakanty, April 16
Victoria Strauss, May 7
Diana Sellers Dallman, May 20
Jeannine Marcum, June 1
Christina Clark, June 2
Lisa Swisher, June 2
Rebecca Chavez, June 13
Rhonda Annamunthodo, June 20
Michael Howell, June 22
Jennifer Heagren, June 24
Wayne Belford, June 26
Tim Ransone, June 28

Anniversaries

Ashley Everhart, 1 year, May 16
Nyya Jones Manion, 1 year, May 29
Courtney Mundy, 1 year, May 29
Sathvika Kasarla, 1 year, June 12
Christina Clark, 2 years, May 4
Linda Mizer, 2 years, May 30
Todd Bollenbacher, 4 years, June 15

Dayton Branch

Birthdays

Freeda Hutchison, April 7
Audrey Ling, April 8
Doug Potts, April 25
Giovanna Konya, May 24
Linda Portillo-Ramos, June 4
Amy McCloud, June 23

Anniversaries

Karla Miles, 1 year, April 27





Welcome to all new the volunteers joining our extraordinary team!

Ashtabula: *Joyce Misnec*, February 3, 2020

Columbus:

Lydia Robertson, January 3, 2020

Tim Ransone, January 8, 2020

Victoria Strauss, January 10, 2020

Amy Eddleman, January 20, 2020

Rhonda Annamunthodo, January 29, 2020

Wayne Belford, February 13, 2020

Lisa Swisher, February 13, 2020

Jennifer Heagren, February 13, 2020

Jennifer Popovics, February 13, 2020

Rebecca Chavez, February 27, 2020

Dayton: *Amy McCloud*, February 17, 2020

