

Volunteer Continuing Education

January and February 2020

Hospice of the Western Reserve provides palliative and end-of-life care, caregiver support and bereavement services throughout Northern Ohio. In celebration of the individual worth of each life, we strive to relieve suffering, enhance comfort, promote quality of life, foster choice in end-of-life care and support effective grieving.

The Holiday Season is a perfect time to reflect on all that volunteers do to support our patients, families and mission. Please know how much your efforts are appreciated and impactful. Best to you all!

Sincerely,

John Bailey

Volunteer Service Team Leader

REMINDER: Annual Evaluation and Competency

Volunteers that started prior to 8/31/18 were mailed an annual evaluation and volunteers who were educated prior to 2019, were either emailed or mailed the annual competency.

The due date for the return of your signed annual evaluation and the completion of your annual competency is December 31, 2019.

If you have not already completed and returned them, please do so. If you have any questions, please contact Nancy Guder at nguder@hospicewr.org or 216.383.3731.

Stay up-to-date with continuing education offerings and see additional resources on the Current Volunteer Website:

<http://hospicewr.org/patients-and-caregivers/volunteer-community/current-volunteers/Pages/default.aspx>

Username: azpub\volunteer

Password: hospice#1



HOSPICE OF THE WESTERN RESERVE

Volunteer Continuing Education

ASHTABULA COUNTY

1166 Lake Avenue
Ashtabula 44004

CLEVELAND HEIGHTS- UNIVERSITY HEIGHTS LIBRARY

2345 Lee Road
Cleveland Heights 44118

DAVID SIMPSON HOSPICE HOUSE/ LAKESHORE CAMPUS

300 East 185th St
Cleveland 44119

EAST CAMPUS

34900 Chardon Rd
Building 1—Suite 105
Willoughby Hills 44094

LORAIN COUNTY

2173 N. Ridge Road E.
Suite H
Lorain 44055

MEDINA COUNTY

5075 Windfall Road
Medina 44256

ST. JOHN BOSCO CHURCH

6480 Pearl Road
Parma Heights 44130

WEST CAMPUS

22730 Fairview Center Dr
Fairview Park 44126

UNIVERSITY HOSPITALS Portage Medical Center

Medical Arts Building
6847 N Chestnut St
Ravenna 44266

January

15—Strengthening the Breath: HeartMath Breathing

10:00 am-12:00 pm Lakeshore Campus

22—Sharpen Your Skills Session 1

10:00 am—1:00 pm Cleveland Heights-University Heights Library

24—Reiki 1

9:00 am—4:00 pm Lakeshore Campus

24—Sharpen Your Skills Session 2

10:00 am—1:00 pm Cleveland Heights-University Heights Library

29—Sharpen Your Skills Session 3

10:00 am—1:00 pm Cleveland Heights-University Heights Library

30 & February 6—Comfort Touch (2 class series)

9:00 am—3:00 pm West Campus

31—Sharpen Your Skills Session 4

10:00 am—1:00 pm Cleveland Heights-University Heights Library

February

1—Hands on Care/Feeding Techniques

9:00 am—1:00 pm Lakeshore Campus

5—Sharpen Your Skills Session 1

10:00 am—1:00 pm St. John Bosco Church

6—Jin Shin Jyutsu

9:00 am—12:00 pm Lakeshore Campus

7—Sharpen Your Skills Session 2

10:00 am—1:00 pm St. John Bosco Church

12—Sharpen Your Skills Session 3

10:00 am—1:00 pm St. John Bosco Church

14—Sharpen Your Skills Session 4

10:00 am—1:00 pm St. John Bosco Church

17—Hands on Care/Feeding Techniques

12:00 pm—4:00 pm University Hospitals Portage Medical Center

18—Sharpen Your Skills Session 1

9:00 am—12:00 pm East Campus

20—Sharpen Your Skills Session 2

9:00 am—12:00 pm East Campus

21 & 28—Comfort Touch (2 class series)

9:00 am—3:00 pm East Campus

25—Sharpen Your Skills Session 3

9:00 am—12:00 pm East Campus

27—Sharpen Your Skills Session 4

9:00 am—12:00 pm East Campus

To register:

216.383.5280 or
[volunteersvp@](mailto:volunteersvp@hospicewr.org)
hospicewr.org

Volunteer Continuing Education

Class Descriptions

Comfort Touch: Comfort Touch is a nurturing style of acupressure that gives special consideration to physical and emotional needs of elderly and/or ill persons. Designed to bring the benefits of touch to a broad range of people, its primary intention is to provide comfort through techniques that promote deep relaxation and relief from pain. Physical considerations: You will learn proper body patterning/body mechanics to protect yourself from injury. Volunteers must be able to apply 2-5 pounds of pressure with their hands. There is a \$75 fee, grants available in some locations. Please mail payment to: Hospice of the Western Reserve, Attn: Volunteer Team 17876 St. Clair Ave Cleveland, OH 44110

Dementia Friends: Dementia Friends is a global movement developed by the Alzheimer's Society in the UK and is now underway in the United States. Its goal is to help everyone in a community understand five key messages about dementia, how dementia affects people, and how we each can make a difference in the lives of people living with the resulting challenges, from helping someone find the right bus to spreading the word about dementia on social media – every action counts! Dementia Friends training is available in 2 formats—online and in person. We encourage you to interact with both formats. While the main points will be the same, the activities differ between the formats.

To complete on-line, please follow this link: <https://www.dementiafriendsusa.org/become-a-dementia-friend>

At the completion of the program, you will be asked for your email to send you a certificate. Please forward the email, with your certificate, to bbiggers@hospicewr.org for continuing education credit.

Hands on Care/Feeding Assistance: Are you interested in assisting you patient's with personal care, positioning, feeding, or mouth care? All attendees must have a history of clinical assignments, timely follow through with documentation, and communication with VSM. Some topics covered in the class include:

- *Techniques and strategies to help feed patients and provide mouth care*
- *Proper positioning and body mechanics*
- *Personal patient care including bathing and linen changes*
- *Proper patient transfer techniques*
- *Assistance with toileting*

Jin Shin Jyutsu®, a Harmonizing Self-Help Art : Take a step away from your busy life and the stress that taxes your well-being and longevity. We will focus on self-care, peaceful breathing and ways to promote harmony. Jin Shin Jyutsu® is a simple and user-friendly self-help art. You will learn to "jumper cable" with your hands to harmonize body, mind and spirit. Jin Shin Jyutsu® comes from ancient Japanese traditions and was revitalized as a healing art during the early 20th century by Master Jiro Murai. His American student, Mary Burmeister, brought JSJ to the United States after WWII. Based on universal body language, it is taught all over the world. Harmony is at your fingertips. Guests are welcome for a \$5 fee.



Volunteer Continuing Education

Class Descriptions

Reiki 1: Reiki, a Japanese hands-on healing art, offers patients and caregivers general relaxation, stress reduction, comfort and gentle touch. REIKI 1 is an introduction course, giving participants an experience of Reiki and getting acquainted with its practices. Training conducted by Reiki Master, Libby White. Continuing Education credits are available for nurses. Volunteers are welcome to attend for a \$50 fee. Please mail payment to: Hospice of the Western Reserve, Attn: Volunteer Team 17876 St. Clair Ave Cleveland, OH 44110

Upon completion, the participant should be able to:

- Define Reiki and its origins
- Describe energy systems
- Apply Reiki attunement
- Demonstrate and apply basic hand positions of Usui Reiki
- Demonstrate Reiki hand positions for self-care
- Demonstrate understanding of Reiki applications
- Demonstrate an understanding and agreement with Reiki Ethics
- Explain Reiki Practice settings and demonstrate flexibility with Reiki in a variety of settings

Sharpen Your Skills: Re-visit your volunteer education to experience new information, new techniques, and plenty of new activities. Learn along side new volunteers at any of the following sessions.

- Session 1: Exploring how Hospice of the Western Reserve's team works together to provide ideal patient care
- Session 2: Exploring ideal patient care through effective communication and professional boundaries
- Session 3: Exploring ideal patient care through the lens of cultural experiences and family systems
- Session 4: A look at pain and common end-of-life symptoms; providing support through non-pharmacological interventions

Strengthening the Breath: HeartMath Breathing: We are well aware of the preciousness of the breath and the richness of deep breathing. These breathing practices reduce stress, increase calm and ease, provide clarity, and promote benefits of well-being. This interactive workshop illuminates several breath practices from the HeartMath Institute that can be used for your own self-care and also enhance your bedside presence with the dying. No experience necessary and all health levels are welcome. Guests are welcome for a \$5 fee.



Volunteer Continuing Education

Self-directed opportunities

Featured Book: *On Living* by: Kerry Egan

Synopsis from Penguin Random House: As a hospice chaplain, Kerry Egan didn't offer sermons or prayers, unless they were requested; in fact, she found, the dying rarely want to talk about God, at least not overtly. Instead, she discovered she'd been granted a powerful chance to witness firsthand what she calls the "spiritual work of dying"—the work of finding or making meaning of one's life, the experiences it's contained and the people who have touched it, the betrayals, wounds, unfinished business, and unrealized dreams. Instead of talking, she mainly listened: to stories of hope and regret, shame and pride, mystery and revelation and secrets held too long. Most of all, though, she listened as her patients talked about love—love for their children and partners and friends; love they didn't know how to offer; love they gave unconditionally; love they, sometimes belatedly, learned to grant themselves.

This isn't a book about dying—it's a book about living. And Egan isn't just passively bearing witness to these stories. An emergency procedure during the birth of her first child left her physically whole but emotionally and spiritually adrift. Her work as a hospice chaplain healed her, from a brokenness she came to see we all share. Each of her patients taught her something about what matters in the end—how to find courage in the face of fear or the strength to make amends; how to be profoundly compassionate and fiercely empathetic; how to see the world in grays instead of black and white. In this hopeful, moving, and beautiful book, she passes along all their precious and necessary gifts.

https://www.surveymonkey.com/r/Self_Direct_Books

Movie: *Two Weeks* (2007)

Synopsis, from Google: North Carolina matriarch Anita Bergman (Sally Field) enters the final stage of her battle with cancer, and her four adult children, Keith (Ben Chaplin), Barry (Tom Cavanagh), Emily (Julianne Nicholson) and Matthew (Glenn Howerton), gather at her bedside. As the siblings face their mother's imminent demise, home movies provide insight into family relationships.

https://www.surveymonkey.com/r/Self_Directed_Movies

Featured Online: Living with a terminal cancer diagnosis — Pat Mackey

Presentation: <http://bit.ly/PMackey>

Survey: https://www.surveymonkey.com/r/Online_Education

To have any books, movies, or on-line videos considered, that are not featured, please contact Brittany Biggers at bbiggers@hospicewr.org or 216-704-1930.



Recommended Book List

| Book | Author |
|---|--|
| The Art of Dying Well | Butler, Katy |
| Final Gifts | Callanan, Maggie and Patricia Kelley |
| The Art of Death: Writing the Final Story | Danticat, Edwidge |
| The Year of Magical Thinking | Didion, Joan |
| On Living | Egen, Kerry |
| Caring for Patients from Different Cultures | Galanti, Geri-Ann |
| Every Note Played | Genova, Lisa |
| Conversations at Midnight: Coming to Terms with Dying and Death | Kramer, Kay and Herbert Kramer |
| The Hospice Choice | Littanzo-Licht, Marcia, John J. Mahoney, Galen W. Miller |
| The 36 Hour Day | Mace, Nancy L. and Peter V. Rabins |
| My Grandfather's Blessings | Remen, Rachel Naomi |
| Advice for Future Corpses (And Those Who Love Them) | Tisdale, Sallie |

Recommended Movie List

| Movie | |
|--------------------------------|-------------------|
| Five People You Meet in Heaven | The Bucket List |
| Still Alice | Living with Dying |
| One True Thing | The Ultimate Gift |
| A Walk to Remember | Big Fish |
| Gleason | Mr. Church |
| The Last Word | Stepmom |
| Two Weeks | What They Had |

After you have read an above listed book or movie, please complete an on-line survey or request a paper survey.

Book: https://www.surveymonkey.com/r/Self_Direct_Books

Movie: https://www.surveymonkey.com/r/Self_Directed_Movies

