



*Highlights:*

- *Recognizing Volunteers*
- *Calendar*
- *Holiday Party*
- *High Tea*
- *New Green Patient Folders*



***Hospice  
Volunteers  
light the way.***

# North Hawaii Hospice Volunteer Newsletter

Q3 WINTER EDITION 2010

## Recognizing Volunteers

National Volunteer Week 2011 will take place April 10 - 16 . In keeping with this year's theme, "Celebrating People in Action," we recognize all Hospice Volunteers who so actively give of their hearts, time and talents. Here are three stories of Hospice Volunteers near and dear to us all.

Daphne Gray has been a NHH Volunteer since 1999. She graduated from the Acupressure Institute in Berkeley, CA in 1986 and has had her own private practice and health business since then. Daphne often offers acupressure to the Hospice (cont. pg. 4)



**Daphne Gray**



**Jeannie Terminello**

Jeannie Palermo joined NHH as a volunteer in 2008, the same year she came to the Big Island from California, where she worked primarily in economic development, real estate and finance. Jeannie took an early retirement when she moved here with her husband, Terry, and has spent the last three years exploring and growing to love the Big Island. Jeannie has contributed in many ways to NHH, as a caregiver to patients, helping in the (cont. pg. 4)

Jeannie Terminello graced us with her presence when she became a NHH Volunteer in 2009. After raising her children with her husband Richard, Jeannie worked mostly in the hotel industry here on the Big Island. Jeannie grew up on Oahu, although later lived in places like Turkey and Italy, which lent her a special perspective on life. She always went out of her way to make "the new person" feel welcomed or the shy person, special. (cont. pg. 4)



**Jeannie Palermo**

HOSPICE

CONTACTS:

Katherine Ciano, MHA, RN  
Executive Director  
nhh.admin@hawaiiantel.net

Juli Szilagyi, MEd, CNA  
Volunteer Coordinator  
jszilagi@hawaiiantel.net

Colleen O'Sullivan, RN  
Clinical Administrator  
colleenosullivan@hawaiiantel.net

Colleen Norris, MBA  
Finance Manager  
colleenorris@hawaiiantel.net

Mark Therrien, MSW  
Social Worker and  
Bereavement Counselor  
markt@hawaiiantel.net

Cindy Sheldon  
Clinical Services Assistant  
csheldon@hawaiiantel.net

Gayle Hubbard  
Administrative Assistant  
nhh.office@hawaiiantel.net

North Hawaii Hospice  
65-1328 Kawaihae Road  
Kamuela, HI 96743  
Phone: 885-7547  
Fax: 885-5592

# Volunteer Calendar

## 2011 Volunteer Staff Meeting Schedule

Every second Wednesday of the month. See below for times.

- April 13th, 3-4pm
- May 11th, 10-11am
- June 15th, 3-4pm
- July 13th, 10-11am
- August 10th, 3-4pm
- September 14th, 10-11am
- October 12th, 3-4pm
- November 9th, 10-11am
- December 14th, 3-4pm

## Events

### *Volunteer Recognition Party*

Sunday, April 10th, 4-7pm

Please RSVP to Juli by calling Hospice (885-7547)

### *Caregiver Support Group*

*with Sindona Cassteel, MFT*

May 9th, 16th & 23rd, 2-3:30pm

RSVP by calling Hospice (885-7547) or Tutu's House (885-6777)

### *Circles of Support: The Journey of Grief and Reconciliation*

*with Sindona Cassteel, MFT*

6 Week Group: Meets on Mondays

June 6th-July 11th, 2011

4:30pm—6:00pm

RSVP by calling Hospice (885-7547) or Tutu's House (885-6777)

## Volunteer Education

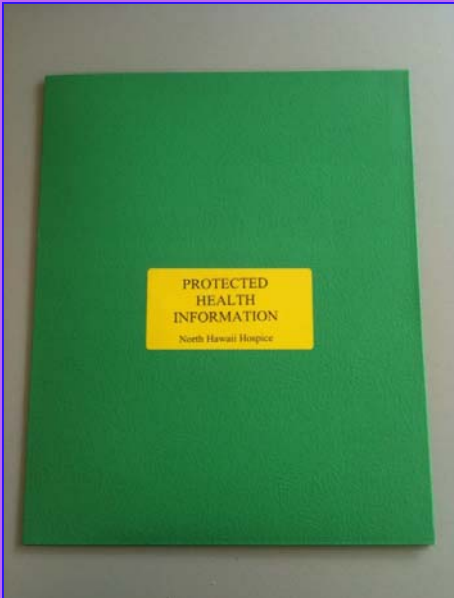
### *Caring for the Caregiver & the Importance of Self-Care*

March 23rd, 5:30-7pm

### *Volunteer Training Classes:*

June 4th & 11th, time and place TBA

# 2011 High Tea Fundraiser



**Green Folder**

You may have already heard about the green folders, which are being left in the homes of patients wanting volunteer support. In these folders are blank patient progress note forms that we ask all volunteer caregivers to fill out for each visit they have with a patient. The easiest thing to do is to fill a progress note out towards the end of your visit and put it back inside the folder. A nurse will bring the completed form to the office where it will go into the patient's chart. These notes are an important way of communicating how your visit went with your patient and also tracking how many volunteer hours are spent in care giving. Medicare mandates that five percent of the care our patients receive must be done by volunteers. Also, in the folders you will find time sheets to take, if you need one. Keeping track of your volunteer hours and turning them in on a monthly basis is crucial to keeping accurate volunteer data that is used for reports as well as grant proposals and again, fulfilling Medicare requirements. Envelopes are also in the green folder so that you may snail mail your time sheets or progress notes, if you wish. Mahalo for faithfully doing your paperwork! It is an important aspect of what we all do at NHH.

# 2010 Holiday Party



**Jeannie Terminello cont.**  
 Jeannie also had the special talent of singing and playing the ukulele, which she often used to bring people together. When Jeannie, herself, became a Hospice patient she openly shared this with her community and lived her dying in a way that profoundly touched our hearts. Jeannie's husband recently told us how, from an early age, Jeannie, through her church, cared for the sick and elderly in her community. Jeannie never stopped caring for the people around her.

**Daphne Gray cont.**  
 patients she cares for, which gives them much pain relief and peace. Daphne's dedication to NHH extends to the outreach and education she offers to our community. Daphne has this to say about her Hospice experience: "Hospice volunteering is one of the most rewarding things I have done. The families we serve are more than appreciative. We get to experience what it is to truly serve. Though we *seem* to be serving them, I feel that the reverse is true. Learning compassion is yet another reward." Daphne also volunteers at North Hawaii Community Hospital and has her daughter, granddaughter and many dear friends here that she spends time with. We are grateful for all of Daphne's time and talents, but mostly for her big heart.

**Jeannie Palermo cont.**  
 office and recently taking on the task of revising the volunteer training manual. We will miss Jeannie dearly as she is returning to California. Jeannie leaves us with this about her Hospice experience: "I have met the nicest people on the island in the other volunteers, hospice staff and board members and the families of the patients I have worked with. I started volunteering because I was at a time in my life that I had more time to "give back" to the community, but I never expected in doing so I would receive so much in friendship, knowledge, love, appreciation and satisfaction that I was doing something worth-while."