

**PRESIDENT'S MESSAGE**

It was at least 25 years ago that I met Molly. She lived in the mountains of California’s Tuolumne County and was married to the president of our local community college. But what fascinated me about Molly was her “hobby”; she befriended people who were dying.

Only in recent years did I learn that there are many Mollies. At Feather River's Hospice they are called Patient Care Volunteers and there were about 17 of them at last count. They willingly become part-time companions of patients whose physicians have concluded that they probably have no more than six months to live.

Why volunteer to share the final weeks of a terminally ill person? How do such volunteers cope with friendships that death will surely cut short?

John Montgomery estimates he has befriended over 100 patients during his more than five years as a Patient Care Volunteer, while Lorrie Bentley believes she has spent time with “maybe 60” patients during the almost four years she has served with Hospice. Many cases involve visits to the patient’s homes, but volunteers also visit patients in the six-room Hospice House facility off Bille Road.

John and Lorrie note that while every case is different, the image of Hospice volunteers typically sitting at the bedsides of elderly patients falls well short of the truth. “We have seen Hospice patients as young as 15,” John noted, adding that it isn’t unusual at all to help young adults through the final days and weeks of their fatal illnesses.

Both John and Lorrie said they were attracted to Hospice service because of the “one-on-one” contact. John finds that “it recharges me,” while Lorrie said she simply “enjoys people.” They agreed too that the key to establishing friendships with patients is being a good listener and allowing the patients to pick their own subjects.

“I’ve heard so many good stories” about events from her patients’ lives, Lorrie recalls. And sometimes, John adds, patients will discuss things with volunteers they would avoid discussing with their own families. They have found that patients seldom want to talk about their pain or their impending deaths. In fact, adds Lorrie, she has never encountered a “grumpy” patient.

But yes, the volunteer-and-patient friendship will not last long enough. Death will come and tears will be shed. When that occurs, John reminds himself that through Hospice “Nobody should die in pain and nobody should die alone.”

Glenn Brown
A quick reminder to RSVP
By October 10th for the next General Volunteer Meeting (October 15th Annual Education Day). If you are unable to attend the meeting you will be mailed a self-study packet, which includes the information from the meeting as well as a short quiz. Thank you in advance for helping us to keep compliant with regulations.

Keeping with last month’s column, I want to share a few more of our Standards of Service. These are workforce behaviors that support the values of our organization. As Volunteers, you are ambassadors of Feather River Hospital and you help uphold these values of the hospital in all that you do. You show Integrity by being honest in all relationships and dealings. You also show integrity by maintaining confidentiality of all hospital and patient information. When customers or patients raise concerns, you A.C.T. (Acknowledge and Apologize for the issue; Correct the situation and Thank the patient/customer for bringing the issue to your attention).

You also demonstrate Quality by seeking opportunities to learn and develop new skills and maintaining compliance with the hospital policies. So many of you also demonstrate quality by making suggestions to improve a process or area; and you also show innovation in some of the creative ideas to improve an area/process.

The last value listed is Stewardship and you certainly all do this by using the resources available to you in a responsible and efficient manner.

I hope that we utilize you, our Volunteers and largest resource, in a responsible and efficient manner. This means having you do volunteer work that is meaningful and adds value not only to the departments that you serve in but to you!

Thank you for all the work that you do for our community on behalf of all of our services and the hospital.

Rebecca Williams, CAVS

VOLUNTEER OPPORTUNITIES:
Gift Shop- assist customers with sales in the Gift Shop (located in FRH Main Lobby); light cleaning and stocking/organizing of shelves. Shifts available Mondays 4:00-8:30 p.m.; Wednesdays (2x a month) 8:30 am–12:30 pm and new hours—Sundays (12:30—5 pm).

Meals on Wheels Drivers—Pick up meal containers and route sheets from Volunteer Building, deliver up to sixteen meals in Paradise or Magalia. Routes available (11:00 am-1:30 pm; although most drivers finish by 12:30 pm). Alternates needed and welcome!

Meals on Wheels Meal Mover—Pick up the empty route delivery containers at the MOW office and take them to the loading dock at the hospital kitchen. Set up the meal loading area for the Lunch Loaders. Assist the Lunch Loaders with loading the prepared meals into the route delivery containers. Return the loaded route route delivery containers to the MOW office where the Drivers are waiting to deliver the meals to customers. Opening on Mondays, from 9 am-11:30 am (Fridays start at 8 am).

Meals on Wheels Lunch Loader (alternate)—lunch loaders help label the meal lids and, working with the FRH kitchen staff, load meals into individual serving trays. Alternates needed M-F 9:30-11:30. (Fridays start at 8:30 am).

Pet Therapy volunteer—visiting patients and staff throughout the hospital medical units, using your own dog...yes, I had to say that.:) Visits are meant to positively impact the patient/visitor experience and improve the patient/family/staff morale and emotional well being. Dog must be Pet Partner Certified (Exceptions may be granted if the dog is certified as appropriate by a recognized program approved by the department director, medical director and Feather River Hospital Risk Manager). Shifts are available every day but Thursday.

Pet Therapy Escort volunteer—Accompanies Pet Partner Volunteer on department rounds, records number of patient, visitor/guest and staff contacts made during rounds on appropriate form and provides hand sanitizing foam to each patient/visitor/guest, and staff following contact with Pet Partner. Shifts are available every day but Thursday.

(More Volunteer Opportunities on Page 4)
MEALS ON WHEELS

Can it really be October already? Almost time to get out the snow tires if you live in the higher regions.

It is also time for our annual October General Volunteer meeting. It will be held on October 15 from 11 to noon at the SDA Fellowship Hall with lunch served after the meeting. The meeting fulfills your annual education requirement AND you can also get your free flu shot after the meeting. This takes care of two important items all in one place—and it includes lunch! You do need to RSVP if you plan to attend.

I recently became aware of a benefit that is offered to FRH volunteers. FRH volunteers can have prescriptions filled at the hospital pharmacy and pay the medication cost to the pharmacy plus $10 per prescription for up to a 90 day supply. There is also a 10% discount on over the counter items. You must show your badge to receive the discounts. For further information you should contact the pharmacy at the hospital.

The Numbers: In August 57 volunteers produced and delivered 2,130 meals and drove 3,949 miles to do it. Year to date through August we have delivered 14,710 meals. That is an impressive number of meals to get out the kitchen door and into the homes of our customers, and it all begins with our lunch loaders and meal movers. Thank you for all you do for our program.


Meal Movers: Jeff Rice, Stu Skarin, Gene West, Earl Aagaard and Dan Young (temporary.)

We are still dealing with a shortage of volunteers who would serve as occasional substitute Meal Movers and Lunch Loaders. If you are interested in learning more about these positions, please contact Rebecca. You will make her day.

Go forth. Make meals. Deliver.

Kelle Reich

THRIFT SHOP AND BOUTIQUE

Yessiree, the August sales generated $19,555, bringing the year to date contributions to $110,596. The two day half off sale at the Thrift Shop scored $5,030 and moved a lot of items off the shelves making room for the influx of goodies gifted to us. Nice job every one!

Important dates: Plan on attending:
◊ Work Bee: Monday October 7th—Wednesday October 9th. Anytime 8 am-5 pm.
◊ Tuesday, October 15th-Annual Education Meeting 11 am-12 pm.
◊ Thursday, October 17th—Quarterly Meetings:
  ◊ The Boutique at 10 am, at the Boutique
  ◊ General at 11 am
  ◊ Cashiers at 12 noon
  ◊ Linen, listen carefully, your meeting will take place soon, see Craig for more info With many talented hands moving about, taking the time to attend the quarterly meeting assists with continuity and improves cohesiveness.

Change is in the air as we move from summer to autumn. The Sunday Work bee format has morphed into selected weekdays allowing more flexibility for your time well spent. Any time between 8-5 show up at the Thrift Shop. You’ll be given fun and interesting activities to do. The selected weekdays are delivered via e-mail from Rebecca. Once again, this invitation is open to all FRH volunteers. We truly appreciate the many of you responding to the call for assistance as well as the extra help on sale days.

It is time for rotation with the Thrift Shop Focus Group committee. Two people would be ideal to join the committee for the one hour meeting taking place 6-8 times a year. We review, respond and implement where applicable suggestions from the suggestion/solution box. Your ideas, suggestions and solutions assist with the underlying current between departments, volunteers, staff and management. The next meeting is scheduled for Monday, October 7th at 11:30. We meet at Juice and Java on the Skyway.

The summer pot luck was brimming with homemade entrees and desserts. Hospice House staff joined us expressing gratitude for our diligent work that delivers sizable contributions for Hospice.

May all your tricks be sweet treats; Happy Halloween. Terezza Aflague
Members of Feather River
This month we welcome
Three new members into our
Feather River family.
Please give a warm wel-
come to:
Kallie Griffin
Gift Shop
Christine Hill
Thrift Shop
Danielle Salyer
Courtesy Desk
June Laughlin
Membership
Secretary

More Volunteer Opportunities
Thrift Shop—Sales floor volunteer. Responsible
for front of store-stocking shelves, clearing out
outdated items, organization of shelves and
racks. Volunteers needed every day; hours the
store is open: M-W 9am-5 pm; Th 9 am-8 pm; F
9 am-3 pm and Sundays 12-4 pm.
Thrift Shop-Cashiers needed Thursdays (9 am-
1pm; 1-5 pm; 4-8 pm) and substitutes needed to
cover vacations and illnesses.

Save the Date
Wednesday, December 4th
Volunteer Holiday Extravaganza
Grand Hall, Elks Lodge
Invitations will be sent out in November

Thank you
To The Hospice House Staff
And Volunteers for a
Delicious Brunch served
In the Serenity Garden.
It was delicious and
Much appreciated.
From the Thrift Shop and
Boutique

Volunteer Office
3:00 p.m.
Y'all come!

CourtesY DesK
Meeting
Friday, October 4th
Volunteer Office
5:00-7:00 p.m.

PitcH HoUsE
Staff
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June Laughlin
Membership Secretary

Notice:
Feather River Health Center’s
courtesy desk volunteers will meet
with the Clinic’s administrators
on Thursday, October 10 at 8 am in
FRHC’s Lower Level Conference
“FAST FOOD”

Someone asked the other day ‘What was your favorite fast food when you were growing up?’

“We didn’t have fast food when I was growing up” I informed him. “All the food was slow”.

“C’mon, seriously, where did you eat?”

“It was a place called ‘at home’” I explained. “Mom cooked every day and when Dad got home from work, we sat down together at the dining room table, and if I didn’t like what she put on my plate, I was allowed to sit there until I did like it.”

By this time the kid was laughing so hard I was afraid he was going to suffer serious internal damage, so I didn’t tell him the part about how I had to have permission to leave the table.

But here are some other things I would have told him about my childhood if I figured his system could have handled it.

Some parents NEVER owned their own house, never wore Levis, never set foot on a golf course, never traveled out of the country or had a credit card. In their later years they had something called a revolving charge card. The card was good only at Sears Roebuck. Or maybe it was Sears and Roebuck. Either way, there is no Roebuck any more. Maybe he died.

My parents never drove me to soccer practice. This was mostly because we never had heard of soccer. I had a bicycle that weighed probably 50 pounds, and only had one speed (slow).

We didn’t have a television in our house until I was 19. It was, of course, black and white, and the station went off the air at midnight, after playing the National Anthem and a poem about God; it came back on the air at about 6 a.m. and there was usually a locally produced news and farm show on, featuring local people.

I was 21 before I tasted my first pizza, it was called ‘pizza pie’. When I bit into it, I burned the roof of my mouth and the cheese slid off, swung down, plastered itself against my chin and burned that too. It’s still the best pizza I ever had.

I never had a telephone in my room. The only phone in the house was in the living room and it was on a party line. Before you could dial, you had to listen and make sure some people you didn’t know weren’t already using the line.

Pizzas were not delivered to our home, but milk was.

All newspapers were delivered by boys and all boys delivered newspapers—my brother delivered a newspaper six days a week. It cost 7 cents a paper, of which he got to keep 2 cents. He had to get up at 6 a.m. every morning. On Saturday he had to collect the 42 cents from his customers. His favorite customers were the ones who gave him 50 cents and told him to keep the change. His least favorite customers were the ones who seemed to never be home on collection day.

Movie stars kissed with their mouths shut. At least they did in the movies. There were no movie ratings because all movies were responsibly produced for everyone to enjoy viewing, without profanity or violence of most anything offensive.

If you grew up in a generation before there was fast food, you may want to share some of these memories with your children or grandchildren. Just don’t blame me if they bust a gut laughing!

‘Today’s short reading from the Bible:
From Genesis: “And God promised men that good and obedient wives would be found in all corners of the Earth.”

Then He made the Earth round ...and He laughed and laughed and laughed!

REMINDER:
The Annual Volunteer Christmas fundraiser Will be Friday, December 13th Please save your gently used collectibles and Call Mariann Danzer For pick up at 873-4041. We also need Baked Treats, Canned goods and Crafted Creations. Come out and support this Last fundraiser of 2013
**HAPPY BIRTHDAY**  
**OCTOBER GOBLINS**

October 2  Emie Bollman  Gift Shop  
October 2  Linda Davis  Boutique  
October 2  Artie Godfrey  Patient Care  
October 3  Helga Ryer  Meals/Wheels  
October 4  Dorothy Cummins  Stockroom  
October 6  Patricia Henderson  Patient Care  
October 6  Marilyn Kowalkowski  Courtesy Desk  
October 6  Shellie Muller  Special Projects  
October 7  Wayne Danzer  Thrift Shop  
October 7  Diane Handley  Emergency Dep’t  
October 8  Henry Bomgardner  Meals/Wheels  
October 8  Robin Satler  Thrift Shop  
October 9  Sherry Paulino  Courtesy Desk  
October 10  Louise Cambray-Kyle  Meals/Wheels  
October 10  Robert Curtis  Chaplain Svcs.  
October 11  Linda Merrill  Boutique  
October 11  Cynthia Stevens  Courtesy Cart  
October 12  Michelle Duke  Office  
October 12  David Vanicek  Messenger  
October 13  Gene West  Meals/Wheels  
October 14  Nancy Cooper  Meals/Wheels  
October 15  Annette Carey  Meals/Wheels  
October 15  Betty Hill  Gift Shop  
October 17  Earl Aagaard  Meals/Wheels  
October 17  Roz Durham  Special Projects  
October 17  Gail Proulx  Meals/Wheels  
October 20  Sonya Ellena  Emergency Dep’t  
October 23  Pamela Clay  Chaplain Svcs.  
October 23  Sharon Peppy  Lifeline Office  
October 24  Andy Cummins  FRHC Lobby  
October 24  Steve Stephens  Lifeline Office  
October 25  Barbara Lewis  Gift Shop  
October 26  Wendy Wicklund  Thrift Shop  
October 27  Robert Davy  Cancer Center  
October 27  Agnes Lynch  Thrift Shop  
October 28  Sharon Black  Meals/Wheels  
October 28  Patricia Erbrick  Courtesy Desk  
October 28  Nancy Foley  Thrift Shop  
October 28  Alba Garvey  Thrift Shop  
October 28  Mary LePine  X-Ray  
October 28  Cecilia Mamoulelis  Thrift Shop  
October 28  Sandra Townsend  Boutique  
October 29  Gordon Bullock  Chaplain Svcs.  
October 29  Lois Jones  Courtesy Desk  
October 30  June Abercrombie  Cancer Center  
October 31  Betty Roberts  Gift Shop  

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**SCHEDULE OF MEETINGS**  
**2013**

**OCTOBER 15**  
**BOARD MEETING**  
**9:30-10:30**  
**GENERAL MEETING**  
**11:00**

**ANNUAL EDUCATION DAY**  
**NOMINATIONS FOR 2014 VOLUNTEER BOARD**  
**LUNCH PROVIDED**  
**SEVENTH DAY ADVENTIST FELLOWSHIP HALL**  
**5720 ACADEMY DRIVE**

**FLU SHOTS WILL BE AVAILABLE**

**NOVEMBER 13**  
**BOARD MEETING**  
**9:30-10:30**  
**GENERAL MEETING**  
**11:00**  
**ELECTION OF 2014 VOLUNTEER BOARD**  
**LUNCH PROVIDED**

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**Classified Ads**

Note: FRH Volunteers are invited to place a one-time only free ad in the *Pink Feather* on a space available basis. Submit your ad in writing to the Volunteer Office, Attention: Carol Dixon, Editor.

**The Pink Feather**

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