

VHN Forum



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Volunteer Hospice Network
228 Seventh Street, SE
Washington, DC
20003-4306

August 2003
Volume V, Number 2

2003 VHN Annual Meeting to Join with 3rd World Congress on Homecare & Hospice and 22nd NAHC Annual Meeting

The Volunteer Hospice Network (VHN) will have a one-day meeting on Sunday, October 12, which will include our Annual Meeting and sessions specific to volunteer hospices. On Sunday evening, we will join with the other attendees of the 3rd World Congress and 22nd NAHC Annual Meeting for the Grand Opening & Reception of the NAHC/World HOMECAREExpo.

Beginning on Monday, October 13, we will participate in the larger conference. This means that VHN Members will have access to additional VHN workshops or may choose to attend programs that are being offered throughout the balance of the 3rd World Congress on Homecare & Hospice. To see just what an opportunity this is, check out our parent, World Homecare & Hospice Organization (WHHO) website, www.whho.org, for a look at the rich opportunities available to gather information and interact with people from all over the world. As requested by last year's attendees, we will have available many more workshops on fundraising, caring for children, volunteer training/retention, etc.

As mentioned at our last meeting, there will be a registration fee for us this year as costs are becoming too prohibitive for NAHC/HAA to pick up everything. NAHC/HAA have agreed to allow VHN Members to come to the entire 3rd World Congress and VHN Meeting for their costs of \$250.00. Regular registration is \$650 so you can see what a break VHN Members are getting. To qualify for this reduced registration fee, you must be a VHN Member in good standing, register by August 15, 2003 and include "VHN" along with your Member Number on the registration form. There are several ways to register



Volunteer Hospice Network (VHN) Executive Director, Mary Ellen Walsh, introduces Janet Neigh, Assistant Director, World Homecare & Hospice Organization, to welcome Members to the 2002 VHN Annual Meeting in Salt Lake City, Utah



Nancy Ledoux, M.Div., Chaplain, Hospice Care, Inc. (Massachusetts) opened our annual meeting with a spiritual reflection on volunteer hospices being the Remnant of the Quilt—from the Judeo-Christian scriptures "the ones who stayed true to the vision/the call—reincorporated into a new environment"—"like the Jews brought back from exile"—Volunteer hospices—the faithful remnant.

for the meeting, on-line with a credit card, by fax with a credit card or by mail with a check. The details can be found on the meeting web site: www.whho.org.

2002 VHN Annual Meeting Great Success
On October 27th and 28th, 2002, twenty four members of the Volunteer Hospice Network attended the Seventh Annual

Annual Meeting, continued on page 3



The purpose of the Volunteer Hospice Network is to promote the growth, diversity, and development of volunteer organizations that serve persons who are dealing with life-threatening illnesses and those who are grieving.



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Mary Ellen Walsh
Executive Director, VHN

Janet Neigh
Editor

Mary E. Gober
Designer

Carol Fox
Production Manager

Editorial and production offices:
228 Seventh Street, SE,
Washington, DC 20003-4306;
202/546-4759; 202/547-9559
(fax). Access VHN's web site at
<http://www.WHHO.org>.

Members Asked to Comment on Draft VHN Core Values/Standards of Practice

In 1999, representatives came together to create standards of practice for volunteer hospice programs to ensure provision of quality care. These standards were extremely comprehensive and well thought through. The intent was to create a template for all volunteer hospices. This "draft" document was distributed at all annual meetings since their writing. They had never been officially voted on by the membership but remained an outline to serve as a guide for any volunteer hospice that wished to utilize them.

Last year, at the 2002 Annual Meeting, we reviewed these standards and had lengthy discussions regarding whether or not these standards could be used by ALL volunteer hospices. We concluded – they could not. Therefore, the 2002 Annual Meeting participants created the following Core Values/Standards of Practice. It was our intent to create a document that could be embraced by all volunteer hospice organizations throughout the country/world regardless of laws/regulations. The participants of the Annual Meeting voted unanimously to accept these Core Values/Standards of Practice.

We present these Core Values/Standards of Practice here for your perusal and comment. Please respond to Mary Ellen Walsh, VHN Executive Director at mewalsh@foxvalleyhospice.net by September 15, 2003, so we may finalize this document in time for our 2003 Annual Meeting on October 12, 2003, in Orlando, Florida, in conjunction with the 3rd World Congress on Homecare & Hospice.

VOLUNTEER HOSPICE NETWORK DRAFT Core Values/ Standards of Practice

MISSION STATEMENT

The purpose of the Volunteer Hospice Network (VHN) is to promote the growth, diversity, and development of volunteer organizations that serve persons who are dealing with life-threatening or terminal illness and those who are grieving.

Members of the Volunteer Hospice Network adhere to the following principles:

I

To provide supportive, compassionate services to these persons and their families without reimbursement from patients, families, or third party sources.

- To maintain the historical concept of hospice work as "compassionate care for the dying."
- To develop programs that meet the emotional, social, spiritual and physical needs of the dying, the bereaved and their families.
- To honor the individual wishes, values and beliefs of all the people who seek hospice assistance.
- To aid these persons to have an improved quality of life and to die with dignity within the limitations of their disease process and personal circumstances.
- To provide caregivers with the practical and emotional support they need to care safely and effectively for dying loved ones.
- To appreciate the ethnic, cultural, religious, and spiritual complexity of the service community.
- To respect all lifestyle choices and economic levels.

II

To utilize the skill and expertise of community volunteers and professional staff in the provision of services.

- To recruit, train, evaluate, support and develop each staff member and volunteer to insure quality of care, competency and consistency.
- To adhere to applicable state licensing requirements for professional staff and volunteers who provide clinical services.
- To provide ongoing support for all staff and volunteers to assist them in coping with the delivery of hospice care.
- To reflect the ethnic, cultural, religious, spiritual, and lifestyle diversity of the community in selecting staff and volunteers.
- To promote the unique community contributions of a volunteer hospice organization.

Core Values, continued on page 4

Mary Ellen Walsh Selected Executive Director

Volunteer Hospice Network

Mary Ellen Walsh took over the role of Executive Director of the Volunteer Hospice Network this past year. She productively coordinated the content of the VHN Annual Meeting in Salt Lake City. Walsh was also successful in getting consensus on a draft Core Values – Standards position for VHN Member approval.

With Mary Ellen as its leader, VHN has expanded its role in the National Association for Home Care & Hospice/Hospice Association of America/World Homecare & Hospice Organization 3rd World Congress in Orlando, October 11-15, 2003.

Mary Ellen Walsh has been the executive director of Fox Valley Hospice, in Geneva, Illinois, since July of 1999. Prior to that time, she had been the director of a Medicare-cer-

tified hospice in Ohio for several years. Mary Ellen began her tenure in hospice as a bereavement volunteer 15 years ago.

“I’ve seen a lot of change in the hospice world over these years. I happen to embrace change. In fact, I say — bring it on. There is so much more we can be doing to support people who are walking this journey – and who better than hospice people to lead the way!”

“Even in these tough economic times, we must reach out to our communities and challenge them to support our program. We must stand firm in our belief that what we do is not only important, but necessary. We must show our communities – having a volunteer hospice in their midst is a gift — we are providing a unique brand of hospice care. ♥

Annual Meeting, continued from front page

Meeting of the Volunteer Hospice Network in Salt Lake City, Utah. A brief business meeting was held followed by four workshop sessions structured to address creating a national profile for the Volunteer Hospice Network. While we only represented six states, there was a powerful presence and commitment to communicate with our sister hospices throughout the country with what we completed and hope to accomplish over the next year. The following is a brief look at some of the major topics addressed over the two days:

- finalized a Core Values/Standards of Practice draft document for ratification;
- restructured the regions of the country
- appointed some regional representation (others will be called);
- discussed regional representative responsibilities;
- brainstormed ways to identify/locate volunteer hospices;
- discussed various state licensure issues; and
- discussed the lack of credibility and/or animosity by certified hospices toward volunteer hospices

On the overall evaluation for the entire annual meeting, the majority of the attendees stated:



Each VHN Attendee placed a piece of the quilt on the board signifying the weaving and entwining of core values and goals to continue to be faithful to volunteerism within end of life care — hospice care.

- the information was relevant;
- they could apply what they learned;
- attending the meeting was very important to them and their hospice; and
- they greatly valued networking and just talking with other volunteer hospice people about how they “did things” at their hospice.

Quotes from Annual Meeting Participants

“Excellent exchange of information, ideas, forward movement to solidify VHN. Too short!”

Annual Meeting, continued on page 4

VHN is a special membership category.

Out of respect for your voluntary status. The 2003 annual dues for VHN members is \$150 per calendar year.

For more information about joining VHN, call: The Membership Department at 202/547-7424, fax 202/547-3540, or email membership@nahc.org ♥

VHN to Have Own “LIST SERV”

In recognition of the great need to communicate on a regular, if not daily basis, the Volunteer Hospice Network members will have a “list serv” dedicated to volunteer hospice issues. This means that VHN members will be given access to the list serv via e-mail and be able to share ideas, seek advice or just say hello to each other on a daily basis.

To join send an email to hospice@list.nahc.org put “Subscribe” in the subject line and put your member ID number in the message. ♥



III

To educate the community-at-large about end-of-life issues, including the grieving process.

- To facilitate discussion about end-of-life issues in all appropriate public forums.
- To insure access to hospice care through accurate information and promotion.
- To serve on committees to improve the quality-of-life for persons who are dealing with life-threatening or terminal illness and those who are grieving.
- To be truthful and accurate in all advertising and promotion.

IV

To insure the highest ethical and legal practices of a charitable corporation.

- To adhere to state licensing requirements governing volunteer hospice organizations.
- To honor the intent of donors supporting the volunteer hospice program.
- To guarantee services are not weakened by financial restraints.
- To accept referrals consistent with the volunteer hospice organization's mission.
- To protect the confidentiality of all patients and families.
- To maintain a reliable and thorough quality assurance program.

Annual Meeting, continued from page 3

"I thought the facilitation worked well for this meeting."
 "This was very helpful to our project (starting new volunteer hospice)."
 "Worthwhile coming this year!"

What we want next year--

- More on Fundraising
- Children's bereavement programs
- Regulations/Licensing issues (several requests)
- Volunteer training/retention
- Community coalitions/partnering



VNH meeting in session.

- QA/QI programs
- Cultural/Ethnic Issues
- Conversations with Janet

Some of the 170 Educational Sessions at the Third World Congress & VNH Annual Meeting in Orlando, Florida

303. Pediatric Care: Supporting Siblings of Seriously-Ill Children

Priscilla Brinkman, MST, LCSW, Family Service Coordinator, Fox Valley Hospice, Inc, Geneva, IL, USA
 Presenter will give an overview of the impact a life-threatening and/or terminal illness of a child has on his or her sibling(s). Unique qualities of sibling relationships, current research, observed behavioral responses, along with stated concerns and the wants and needs of siblings will be part of this much needed and often ignored part of the family dynamic in hospice and palliative care settings.

414. The Effective Use of Volunteer Hospices in the Community

Ann-Smith Gordon, MBE, JP, RN, PALS (Patients Assistance League & Service), & Chair, World Homecare & Hospice Organization, Bermuda; Mary Ellen Walsh, BASW, Executive Director, Fox Valley Hospice, Geneva, IL, USA & Executive Director, Volunteer Hospice Network, USA; Janet Naper, Executive Director, Hospice Association of Ontario, Canada.
 This program will feature a panel of volunteer hospice professionals from the United States, Bermuda, and Canada who will present various models of all-volunteer hospices as practiced in their respective countries.

503. Hospice Treasures: How to Recruit & Retain Hospice Volunteers

Mary Ellen Walsh, Executive Director, Fox Valley Hospice, Geneva, IL, USA; Sue Ellen Jackson, Hospice Care of Southeast Florida, Inc., Boca Raton, FL, USA
 This interactive session explores recruiting, training, and retaining volunteers for roles in both Medicare-certified and volunteer hospice programs. Presenters will share their secrets using a workbook for each topic to stimulate interactive discussion.

505. How We Netted \$100,000 in One Fundraising Event

Nancy Vance, Development Director, Fox Valley Hospice, Inc., Geneva, IL, USA; Mary Jo Sheehy, Board President, Fox Valley Hospice, Inc., Geneva, IL, USA
 Presenters will discuss how to take an average special event and turn it into a signature fundraiser. Topics will include: why hold special events; components of successful events; media involvement; volunteer recruitment; retaining volunteers; board involvement; support from staff; community support; and much more.



Third World Congress & VNH Annual Meeting on Home Care & Hospice
 October 11-15, 2003
 Orlando, Florida

Gaylord Palms Resort & Convention Center

Register today! Don't Miss the Early Bird Registration Deadline
AUGUST 15, 2003!

REGISTER ONLINE!
www.nahc.org
Call Toll Free!
1-866-270-6242

