From Courtney’s Desk

Fall has to be one of my favorite times of year. Few people can say that they don’t enjoy the warm and spicy smells, and the fall foliage slowly igniting into oranges and reds. However I have noticed that more often, between mourning the loss of summer and looking hopefully towards the holidays, this cozy cider scented season passes me by altogether.

Clichés often have their place and time, and for myself this season it will be to ‘Stop and Smell the Roses.’ Perhaps more likely it will be to smell something pumpkin flavored! It never hurts to remember that through planning for wonderful things to come, and reminiscing about the past, we have to enjoy where we are at this moment. At this point I have to express such deep gratitude for all of our volunteers, Hospice of Queen Anne’s could not exist, nor would it continue to function without the undying dedication of so many giving hearts. In this season of Thanksgiving, each of our volunteers is at the top of my list!

Volunteer Highlight

Recognizing the hard work of our volunteers is one of the easiest tasks at Hospice of Queen Anne’s, since so many give so much! Holly Paddy, a Patient Care volunteer is a shining example of the Heart of Hospice.

Volunteering weekly in the Hospice Center has become the norm for both Holly and the staff, as they look forward to her visiting, and the help she provides. “Holly is excellent with patients. She is so helpful at the Center,” Missy Willis, RN Case Manager said. You won’t just find her in a patient’s room, but also preparing meals in the kitchen, and recently cleaning out the linen closet and storing extra materials. Also a wonderful ambassador in the community, Holly is quick to talk about HQA and the relationships she has made. Thank you Holly for all you do!

Upcoming Events:

- October 27: Crabfest 4 Compassion hosted by Light Tower Ministries at Q’s in Chester to benefit HQA. Visit www.crabs4compassion.com for more information.
- November 1: Copper Ridge Institute will be at HQA to conduct an Alzheimer’s and Dementia training open to all volunteers. See page 5 for more details!
- November 18: Candlelight Remembrance Service at Centreville United Methodist Church at 4 p.m. Time of remembrance hosted by Hospice of Queen Anne’s.
- November 18: Basket Bingo at Kent Island American Legion Post 278 to benefit Hospice of Queen Anne’s. Doors open at noon, games begin at 1:00 pm. Contact Lillian at 410-708-1230 for tickets.
- December 6: Volunteer Holiday Fellowship Lunch. See page 3 for more details!
- December 7: Centreville Christmas Parade. Contact HQA if you would like to be involved in decorating or being a part of our float!
- December 10 and 12: Christmas Caroling for home hospice patients. Contact Courtney for more information!
- February 22: Hospice Gala at Annie’s Paramount Steak & Seafood House in Grasonville.

See more available training opportunities, dates and times on Page 3!
Our grief camp for children and teens, Camp New Dawn, celebrated its 18th annual season and its biggest year to date! With 57 campers participating in the three day, two night camp, it is evident how vital this program is to the community. Hosted at Camp Pecometh on the Chester River, campers enjoy the opportunity to learn about loss and grief in an age-appropriate agenda combined with typical summer camp experiences.

This program is funded entirely by community support and staffed by some of our most wonderful volunteers! Hospice of Queen Anne’s is fortunate to have so many gifted individuals that give back to this program in so many ways. Over sixty volunteers were on site for the duration of camp, coordinating activities, leading group sessions, being friends and mentors to our campers and even quilting in 90 degree heat without any complaints!

Many of our CND volunteers are working adults who take personal time off from work to be available to volunteer.

Planning for this annual camp starts as early as October the previous year, with a planning committee meeting monthly to fundraise and plan for the coming summer. The CND Committee is also comprised of volunteers that pool resources and ideas to ensure each year is better than the last! Ongoing fundraisers, the Sponsor A Camper program and the donations of materials and services from local business owners and private families achieve the annual goal of funding Camp New Dawn.

Camp is as much a life-changing experience for our campers as it is for our volunteers. Although everyone travels home exhausted with a pile of dirty laundry, little time will pass before campers and volunteers alike look forward to returning to their “camp family.” The support this program sees is also a beautiful testament to how generous our community is with its time and resources. Planning is already underway for 2013 and we are sure that once again the bar will be raised!

Contact Rhonda Knotts, Grief Services Coordinator and Camp New Dawn director for more information about being involved: 443-262-4109 or rknotts@hospiceofqueenannes.org.

Camp New Dawn campers, volunteers and families release balloons for their loved ones at the end of the Closing Ceremony.

There are many ways our volunteers give back to Hospice. Here are fifteen ways people are volunteering in the Hospice Center:

- Answering phones
- Greeting visitors
- Answering the doorbell and receiving deliveries
- Delivering trays to patients rooms
- Freshening water glasses for patients
- Running errands for Center staff
- Reading to patients
- Refilling hand sanitizer bottles, restocking paper towels
- Arranging flowers and delivering to patient rooms
- Straightening the upstairs room
- Preparing hospitality trays
- Showing visitors to patient rooms
- Watering plants
- Gardening and weeding the flower beds
- Folding laundry

There is always something to be done here at HQA!
Gifts that will be delivered to our patients in the Center and at home through the month of December. If you are interested in participating, please contact Courtney Williams at 443-262-4112 or cwilliams@hospiceofqueenannes.org to RSVP. No skill or experience is necessary, and all the craft supplies will be provided! We hope that you will join us for fun, fellowship and some holiday cheer.

Training Opportunities

Bereavement Training: Conducted by Rhonda Knotts on October 24 at 11 a.m. This training is geared toward individuals interested in providing grief support.

Vigil Volunteer Training: Conducted by Sharon Loving on October 30 at 6 p.m. Interested volunteers must have completed Patient Training.

Outreach and Development Training: Conducted by Kenda Leager on November 27 at 5 p.m. Individuals will learn more about our events and fundraising.

Volunteer Holiday Fellowship Lunch

Our volunteers love an opportunity to get together, and we love to plan events to make this happen! On December 6 we will be hosting a Volunteer Fellowship Luncheon to allow all of our volunteers an opportunity to hear about upcoming events, and network with one another. Drinks and dessert will be provided by the HQA staff, guests need only bring their own lunch! Following lunch, those volunteers that are interested will have the opportunity to help make holiday gifts that will be delivered to our patients in the Center and at home through the month of December. If you are interested in participating, please contact Courtney Williams at 443-262-4112 or cwilliams@hospiceofqueenannes.org to RSVP.

No skill or experience is necessary, and all the craft supplies will be provided! We hope that you will join us for fun, fellowship and some holiday cheer.

Volunteer Spotlight Awards!

Recognizing you for all of your hard work, we want to announce our recent Spotlight winners!

September: Nancie Cameron
October: Virginia Patterson
November: Holly Paddy

Wall mounts have been installed in the Center to recognize veterans.
Sunset Celebration

No matter the weather, there is always a beautiful view at Hospice of Queen Anne’s Sunset Celebration! This year was no exception as many turned out despite the storm to enjoy a wonderful evening benefiting HQA! Held September 8 at the Kent Island American Legion, Sunset is one of three annual events HQA hosts to fundraise.

As always the event was packed with wonderful live and silent auction items solicited and donated by volunteers and staff! We have to thank our wonderful Sunset Committee and volunteers for all of their help with setting up the event, decorating, and assisting with check-out. The HQA team and volunteers are already hard at work planning for our Gala planned for February 22nd!

There is always a need for volunteers to help with upcoming events, in a great deal of roles no matter your expertise! Find out more ways to contribute at the Development and Marketing Training being held on November 27.

Paper Pushers

Sometimes the voice on the other end of the phone isn’t an employee of Hospice of Queen Anne’s, it could be a volunteer helping to cover the phones while our Office Manager is away. Administrative needs always seem to abound here at HQA, not only the phones, but filing and mailings.

“Mary Scull’s energy is invaluable. She provides so much help and her attention to our program is unparalleled. Her ability to brainstorm with our team is one way we have been able to grow so much” Rhonda Knotts, Grief Services Coordinator

“Mary Scull’s energy is invaluable. She provides so much help and her attention to our program is unparalleled!”

Patient Volunteer Training

For our staff, one of the best ways to rejuvenate ourselves is to conduct a training! Talking about our areas of expertise and what we are passionate about reminds us why we love this organization so much. September brought us a new training class for individuals interested in being Patient Volunteers with Hospice of Queen Anne’s.

This sixteen-hour class covers material surrounding care provided to our patients and families, spirituality, communication and listening skills as well as grief and bereavement. Instructors include several departments of our organization that are most qualified to speak on particular topics and answer questions. Further trainings are available for volunteers that would like to be trained as Vigil or Bereavement Volunteers.

Ten individuals completed training and we look forward to having them join us in our work to serve our patients and families!

Our next volunteer training is scheduled for February. Please contact Courtney Williams to receive more information or register.
Did You Know?

Hospice volunteers are not only a welcome resource for Hospice of Queen Anne’s, but also a Medicare requirement! We as an organization are required to have 5% of our paid direct patient care hours by employees matched by direct patient care volunteers. To make reporting volunteer hours even easier, we now have an online form you can complete, that will be automatically reported! Visit our website, and the Volunteers page to learn more!

Hospice of Queen Anne’s  
255 Comet Drive  
Centreville, MD 21617  
443-262-4100  
cwilliams@hospiceofqueenannes.org

“Comfort and compassion when it is needed most.”

Find us on the Web:  
www.hospiceofqueenannes.org  
and Facebook!

In the News

Local media from newspapers, magazines and radio, are always so generous to Hospice of Queen Anne’s! As is our community that wants to recognize the work that our organization and its volunteers do through accolades and awards.

Once again HQA was nominated for the Good, Better, Best awards through the Shore Update and we were honored to take home the Best Non-Profit Organization award for 2012. Additionally several of our wonderful volunteers were recognized as Golden Anchor winners for Favorite Volunteers for the work they do in the community, including Heather Guerieri, Rhonda Knotts, Mildred Barnette and Lee Franklin.

Hospice of Queen Anne’s also received the most reader votes through the publication, and all ticket sales for the Good, Better, Best Celebration held September 13th were donated to HQA! Thank you to all of our wonderful contributors who voted for our amazing team!

Alzheimer’s Training

The Copper Ridge Institute will be conducting a Alzheimer’s and Dementia training on November 1st beginning at 1 p.m. at Hospice of Queen Anne’s. Affiliated with Johns Hopkins University School of Medicine, Copper Ridge is dedicated to education and research. We are very fortunate to provide this free training to our volunteers.

Please contact Courtney Williams to register.

In the News

Kenda Leager, Heather Guerieri and Rhonda Knotts pose with HQA’s award.

Stars Support Hospice

Volunteering for hospice is right on trend this season, see who else is involved:

- Melissa Gilbert
- Johnny Depp
- Julia Roberts
- Bruce Willis
- Mandy Moore
- Kiefer Sutherland
- Tom Cruise
- Sara Gilbert

Visit www.looktothestars.org to view other celebrity causes!