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2011 Covenant Hospice Volunteer Survey Results

Thank you to 723 Covenant Hospice volunteers who provided important feedback by completing and returning the 2011 Volunteer Satisfaction Survey. This number represents nearly one-third of Covenant's total active volunteers in all branches. Currently Covenant has a total of 2336 volunteers in our data base and during any given month nearly 750 volunteers are involved in hospice volunteer work. We have found a direct correlation in all branches between the average number of volunteers utilized monthly and the total number of volunteer surveys returned. It makes sense that those individuals that are the most involved are more likely to complete the survey. We encourage all volunteers to provide feedback, whether you volunteer one time a year or weekly. You are all very important to Covenant's mission.

We are very pleased to report that Covenant's scores increased on all survey questions from the previous year. Ninety-eight percent (98%) of all volunteers responding indicated that they were satisfied or highly satisfied with their hospice volunteer experience.

The following is a break down by survey question. All rankings are based on a score of 1-5, with 5 being the highest rating.

1. I feel valued and appreciated as a Covenant Hospice Volunteer. 4.89

2. I receive the information and training that I need for my volunteer assignment(s). 4.87
3. I am happy with communications I receive from Covenant Hospice. 4.88
4. I am happy with my relationship with my volunteer manager. 4.90
5. I am happy with my relationship with other Covenant Hospice staff. 4.77
6. I am effectively utilized as a volunteer. 4.73
7. I would encourage others to become Covenant Hospice volunteers. 4.93.

Covenant's total composite for the 2011 volunteer survey was 4.85 out of 5.0.

We realize that there are two definite opportunities for improvement, volunteers' relationship with staff outside the volunteer department and volunteers being effectively utilized. We will be discussing ways to make improvements in both of these areas during the quarterly meeting for all volunteer management staff.

Many volunteers included comments on their surveys. Thank you for the positive feedback that we received about volunteer managers and other staff. Those were all passed on and individuals were recognized. Thanks also for your constructive feedback that provides opportunities for improvement. Those are all being addressed at this time. When volunteers expressing concerns on surveys provided their names I enjoyed the opportunity to personally call each one and to listen and learn from them. If you did not receive a call and would like to discuss any suggestions that you have for Covenant's volunteer program please contact your volunteer services manager or Sandra Huster at sandra.huster@covenanthospice.org or at 850-433-2155.

4.97 out of 5! We are #1!

[See the Volunteer Spotlight!](#)



VOLUNTEER SPOTLIGHT



Congratulations on a wonderful volunteer survey result! Daphne's composite score was 4.97 out of 5, the highest score organization wide! I appreciate you taking the time to give feedback, and I will make some appropriate changes from the comments I received. I am dedicated to you as volunteers because you are dedicated to helping Covenant Hospice serve the patients and families under our care. Thank You, Thank You, Thank You, Thank You, Thank You, Thank You, Thank You! - **CJ**

Interaction w/ Nursing Home Patients

Being a Covenant Hospice Volunteer for Nursing Home patients can be very rewarding, but it also poses challenges that are not encountered with home patients. Nursing Homes have literally hundreds of rules, regulations and guidelines imposed by various state and federal agencies, as well as voluntary associations. These laws and standards help to guarantee that Nursing Home residents receive high-quality care that is consistent, also ensuring that residents are treated with dignity and respect.

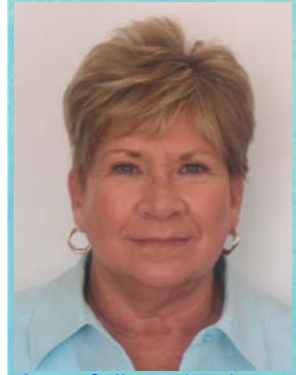
Some of the newest regulations that have been implemented involve the issue of a dignified existence for facility residents. Although no disrespect was intended, you will see why some of the terminology and practices that had been used in Nursing Homes for years could make a resident feel that he/she had lost something very important...the right to be spoken to and treated as an adult. In your interactions with Nursing Home residents, whether they are Covenant Hospice patients or not, please remember to note the following when addressing the residents.

Please note that this is just a short list of suggestions. Many circumstances will arise where you will need to consult with staff and/or use your judgment. Your guide should always be to show respect, treat the resident with dignity, and use the Golden Rule---how would you like to be treated?

Don't say "diapers"	Use "adult briefs"
Don't say "bibs"	Use "clothing protectors"
Don't say "baby wipes"	Use "adult/sanitary wipes"
Don't say "sippy cup"	Use "spill resistant cup"
Don't address as "honey or baby"	Use proper name, Mr. or Mrs., or preferred nickname
Don't enter the room without knocking	Knock and respectfully ask "may I come in"
Don't leave the resident uncovered	Always protect privacy
Don't talk over the resident	Include resident in the conversation
Don't play music, TV, unless requested by the resident	Ask resident what they prefer to watch and/or listen to for entertainment
Don't simply suppose resident has hearing problem and talk extremely loud to resident	Check with Case Manager to ascertain best way to communicate with resident. If resident doesn't have hearing problem, loud talking isn't necessary and may be troubling to resident.

Leslie Johnson
PIC Coordinator

Thank You!
TO OUR NEW VOLUNTEERS!



Laura Callaway is going to visit our patients in Westminster, as well as in homes. She is also going to take the 11th hour training.



Greg Shaffer will be here this summer before returning to Troy University to graduate in December. Greg is finishing pre-med studies.



Danielle Steade will be volunteering at Robertsdale Health Center.

Weird Headlines

(These are real!)

- Alton attorney accidentally sues himself
- County to Pay \$250,000 to advertise lack of funds
- Australian army vehicle goes missing after being painted camouflage
- Meeting on open meetings is closed
- Federal Agents raid gun shop, find weapons
- Threat disrupts plan to meet about threats
- Man accused of killing lawyer seeks a new attorney
- Lawbreakers at risk of being arrested
- If strike isn't settled quickly, it could last a while

Daphne Volunteers Partake in "Silent Ride"

Daphne volunteers Wende Hearty, Anne Trione, and Jan Blair rode their bicycles May 18th for the "The Silent Ride." The ride took place on a 6.5 mile course in Mobile and was in remembrance of victims that have been hit, injured, or killed while cycling and to raise awareness about sharing the road with cyclists.

The state of Alabama was ranked 50th by the League of American Bicyclists for "Bicycle Friendly States" for the second year in a row. Additionally, Mobile was ranked the worst city in Alabama for pedestrian deaths, according to a recent Dangerous by Design report.



Wende Hearty, Anne Trione, Jan Blair

The ride was supported by the Mobile Fire-Rescue Department, and riders received police escorts from the city.



FOOTBALL FEVER: CRIMSON TIDE VS. TIGER PRIDE
Thursday, August 11, 2011, 6-8 pm
Baumhower's Restaurant
6880 Hwy. 90, Suite 14
Daphne, AL

Save the Date!

You don't have to wait for the Iron Bowl ...A showdown between Auburn and Alabama fans is coming early this year! On **Thursday, August 11, 2011**, Covenant Hospice will hold **FOOTBALL FEVER: CRIMSON TIDE VS. TIGER PRIDE**. This is a drawing and tailgate event for the **ULTIMATE ALABAMA FAN PACKAGE** and the **ULTIMATE AUBURN FAN PACKAGE**. The packages will include an autograph football signed by the head coach, tickets to a game and other tailgating items. Last year, we held a similar event in Brewton, Alabama. Due to the success of the event and the overwhelming response from the community, we have decided to bring the event to Baldwin County. The drawings will be held at the tailgate party at Baumhower's Restaurant in Daphne starting at 6:00 p.m. What better way to kick off the football season!

Here are ways you can help with Football Fever:

- Sell drawing tickets
- Help at the event on August 11
- Distribute flyers in our service area and help promote the event
- Attend the tailgate party and support Covenant Hospice!

The proceeds from this event will benefit our unfunded patient care and special programs in Baldwin County. If you are interested in selling tickets or helping with the event, please let CJ know as soon as possible. If you can't volunteer, we'd love to see you there. Bring your family, wear your team colors and join us on August 11! Stay tuned for more details.

The challenge has been made - - Who will sell the most tickets and raise the most money for Covenant in this friendly competition-Auburn fans or Alabama fans?
Thanks!

Jackie Crews, Development Manager
jackie.crews@covenanthospice.org
(251) 490-3804

In Memoriam: Donette Pelletier

It is in our deepest sadness that we announce the passing of one of our beloved volunteers, Donette Pelletier. Donette passed away on June 22nd, 2011, after a courageous battle with cancer.

The Covenant Hospice family extends their condolences to the family, loved ones, and friends of Donette.

“To live in hearts we leave behind is not to die.”



CSU Hurricane Predictions

- 16 named storms, nine hurricanes and five major hurricanes with sustained winds of 111 mph or greater
- 72% chance that at least one major hurricane will make landfall on the U.S. coastline in 2011 (the long-term average probability is 52%)
- A 48% chance that a major hurricane will make landfall on the U.S. East Coast, including the Florida Peninsula (the long-term average is 31%)
- A 47% chance that a major hurricane will make landfall on the Gulf Coast from the Florida Panhandle west to Brownsville (the long-term average is 30%)
- 61% chance of a major hurricane tracking into the Caribbean (the long-term average is 42%)



Letter from the editor:

I hope you're all enjoying your summer! I'm not a fan of heat, being a Michigander. I would rather go back to the good ole days where I waited for the bus in -5 degree weather in snow that was 2 feet deep.



With the weather aside, I will say that I am now a high school graduate, and I am heading to the University of South Alabama as a Biomedical Science major.

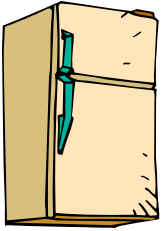
So, there are big changes going on in my life, and I thought to myself: “What about big changes in the newsletter?” What would YOU like to see more of? Feel free to contact me at stephtronic@gmail.com.



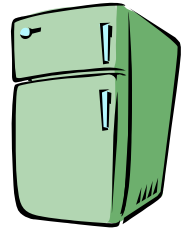
June/July Birthdays

Kathy Bergmann
Katherine Bradshaw
Susie Bridges
Coman Dalton
Joanne Fornander
Bobby Green
Tammy Grider
Pat Harris
Edith Hinrichs
Eden Kozlowski
Michelle McCambridge
Shany Moore
Sheila Nelson
Nicole Olmstead
Westely Perdue
Tasha Perry
Patricia Preston
Stacy Reckeweg
Darlene Rosamond
Cappy Schuh
Lera Seals
Robin Slagle
Jennifer Smith
Jeanne Vaillancourt
Karen Walton
Julie Wedge
Theresa Williams





FOR THE FRIDGE



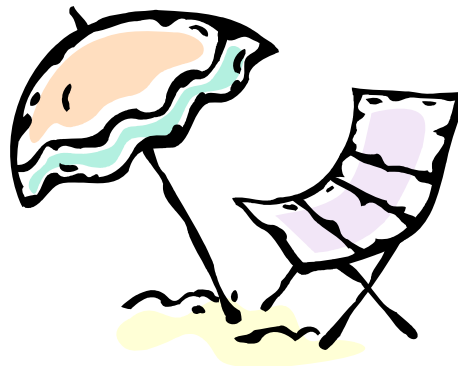
Upcoming Events and Reminders

**Your Volunteer
Manager
Is Here For
YOU!**



CJ Weinstein
Covenant Hospice
Volunteer Manager
251-626-5255 o
251-490-9986 c

July 3	<i>“Dog Days” Begin</i>
July 4	<i>Independence Day</i>
July 6	<i>New Volunteer Orientation</i> Daphne Branch 10:00 am
July 11	<i>National “Cheer Up the Lonely” Day</i>
August 11	<i>Football Fever</i> Baumhower’s Restaurant 6:00 pm— 8:00 pm



**“A perfect summer day is when the sun is shining, the breeze is blowing, the birds are singing, and the lawn mower is broken.”
- James Dent**





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Mobile, AL 36606

RETURN SERVICE REQUESTED

Covenant Hospice Volunteer Services Newsletter

Looking for Something?



Covenant Hospice is signed up as a charity under the GoodSearch.com website which donates 1 cent each time someone uses the website as their search engine and selects Covenant Hospice as their charity. For example, even if 100 employees used the website for searches say 10 times/day for the entire year, we would receive roughly **\$3,650**. Check it out and be sure to select Covenant Hospice as your charity!

You can use this entire lower page to advertise any upcoming fundraisers, yard sales, car washes, special announcements, etc. Great location for an eye-catcher.

Be our **facebook** friend!

Look for: **Covenant Hospice**



Stay up-to-date with the “happenings” of the agency or network with clients and staff.

