

# Volunteer Voice



Gulfside Healthcare Services

Hospice | Palliative Care | Home Health

October 2024

## Letter from the Director

By: JoAnn Bross, Director of Social Work and Volunteer Services



We're excited to bring you updates on our programs and departments in this issue. I'm particularly eager to share news about a significant change to our service model, designed to enhance customer service across the board.

To improve on the support we provide to both our volunteers and patients, we are transitioning to a new staffing model in the department. Rather than having a dedicated Volunteer Coordinator (Maritza) and an Onboarding Trainer (Donna), we will now have

a Volunteer Coordinator for each side of the county. Donna will assume the role of Volunteer Coordinator for the East side, while Maritza will serve as Coordinator for the West side. Sheri will continue in her role as our Volunteer Recruiter.

What this means for you is a dedicated source of support on each side of the county, which will help streamline processes and meet patient needs more effectively. Donna is working diligently to get up to speed in her new role, and I'd like to extend a special thanks to Maritza for her tremendous efforts in helping this transition—it's no small task!

We've also made improvements to our onboarding and training process. To ensure our volunteers are familiar with Gulfside and well-prepared for their roles, the Volunteer department has developed a new Onboarding and Training program. Starting in October, our Administrative Assistant, Beth, will take on the onboarding responsibilities and serve as the primary point of contact for all new volunteer applicants.

As well, new volunteers will attend an in-person group orientation which will include general and role-specific training sessions. This new training model ensures that all our volunteers continue to be equipped to handle their unique responsibilities. We're also excited to announce that a new Volunteer Handbook is on its way. This handbook will include all the information covered in orientation and helpful information for your volunteer tasks. We anticipate that it will be a valuable resource for you.

Once again, thank you for being such an integral part of our volunteer community. Your dedication and support are truly appreciated!

### INSIDE THIS ISSUE:

- Welcome from JoAnn
- Meet the Volunteer Department
- From The Heart
- Birthdays and Anniversaries
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### Dates To Remember:

October 3: Rosh Hashanah  
October 12: Yom Kippur  
October 16: Boss' Day  
October 19: Paulie Palooza  
October 31: Halloween  
November 3: Daylight Savings  
November 5: Election Day  
November 11: Veterans Day  
November 28: Thanksgiving  
December 10: Gulfside Fashion Show  
December 24: Christmas Eve  
December 25: Christmas Day  
December 26: Hannukah  
December 26: Kwanzaa  
December 31: New Year's Eve

# Years of Service Recognition

## Margie Rice, Patient Care Volunteer

The Volunteer Department recently celebrated the retirement of long-time volunteer, Margaret "Margie" Rice on August 13, 2024. Ms. Rice had volunteered with Gulfside for nearly 20 years before she made the difficult decision to step away from her volunteer duties in July of this year.

Margie began volunteering with Gulfside after retiring as a surgical technician in 2004. Even after retirement, she still felt she had more to give. She knew about Gulfside Hospice and stopped in at what was once the West Office to inquire about volunteer roles. She started her service at Hadley after three days of in-person orientation and training.

Margie later moved to the Lafayette in-patient unit to be a Patient Care Volunteer (PCV) twice a week. She also did some Gulfside patient visits at other facilities in the area, but found she much preferred the environment at Gulfside's inpatient units. When Heather Hills IPU opened and Margie started there as a PCV, she says she felt like it was "being home again". Over the years, she established great relationships with Gulfside staff at the Heather Hills IPU.



*Margie Rice with her Longtime Service Award*



*Maritza Amaro, Margie Rice and Donna Ramos*

Margie loved her patient care role, but in 2022 she wanted to make a change. She moved to assisting in the office at Hadley, and has spent the last two years as an essential member of the Office Volunteer team. She will be dearly missed by Volunteer Department staff and the other Office volunteers who she worked with weekly.

*Thank you, Margie!  
Your dedication to  
our mission will  
always be admired!*



# From The Heart

Poem Submitted by Joan Moore, Written by Ken Knight

Life is like a journey on a train... with its stations... with changes of routes... and with accidents!

At birth we boarded the train and met our parents, and we believe they will always travel on our side.

However, at some station our parents will step down from the train, leaving us on this journey alone.

As time goes by, other people will board the train; and they will be significant i.e. our siblings, friends, children, and even the love of our life. Many will step down and leave a permanent vacuum. Others will go so unnoticed that we don't realize that they vacated their seats!

This train ride will be full of joy, sorrow, fantasy, expectations, hellos, goodbyes, and farewells.

Success consists of having a good relationship with all the passengers... requiring that we give the best of ourselves.

The mystery to everyone is:

We do not know at which station we ourselves will step down.

So, we must live in the best way - love, forgive, and offer the best of who we are.

It is important to do this because when the time comes for us to step down and leave our seat empty - we should leave behind beautiful memories for those who will continue to travel on the train of life.

I wish you a joyful journey for the coming year on the train of life. Reap success and give lots of love.

More importantly, thank God for the journey!

Lastly, I thank you for being one of the passengers on my train!

Best wishes, Ken Knight



## Happy Anniversary!

# of Years

Marlene N. (Oct) ..... 2

Karoleen I. (Oct) ..... 1

Kim H. (Oct) ..... 1

John S. (Oct) ..... 4

Nancy M. (Oct) ..... 8

Judith R. (Oct) ..... 8

Rebecca M. (Nov) ..... 1

Christina T. (Nov) ..... 4

Sandra L. (Nov) ..... 1

Samantha S. (Nov) ..... 1

Danielle O. (Nov) ..... 1

Randi M. (Nov) ..... 8

Jill B. (Dec) ..... 2

Jessie C. (Dec) ..... 5

Jose A. (Dec) ..... 4





# Warm Welcome

They say many hands make light work, and it is so true!

Gulfside has been so grateful for the volunteer support for our new Warm Welcome kits for new admission hospice patients. On August 7 and again on Sept 11, Gulfside hosted "Warm Welcome" socials which included a service element. Many beautiful souls came together at both events to pack Warm Welcome kits going to patients at Gulfside Hospice in-patient units. The groups have included Gulfside Patient Care Volunteers, Women for Gulfside members, Knitters for Charity crafters, and guests. We hope you will join us for the next Warm Welcome Social and Service this winter.





# Warm Welcome







# *Light Through Loss: Finding Comfort in the Holiday Season*

**Friday, November 15  
or Friday, December 13  
1:00pm to 3:00pm**

**Brewer & Sons Funeral Home  
Michels and Lundquist Chapel**

**5228 Trouble Creek Road  
New Port Richey, FL 34652**

**Thursday, November 14  
or Thursday, December 12  
1:00pm to 3:00pm**

**Zephyrhills Public Library**

**6347 8th Street  
Zephyrhills, FL 33542**

*This event is free and open to the public. RSVP is recommended due to space limitations. Participants will gain an understanding of the "normal" course of grief, strategies for coping with the intensity of grief at the Holidays, and a shared time of remembrance.*

*Questions should be directed to the Bereavement Department dedicated line at (727) 844-3946.*



# Upcoming Events

## Paulie Palanza

All-Day Music Festival

October 19  
12 p.m. to 9 p.m.  
Downtown Zephyrhills

All proceeds benefit



Live Music | Vendors | Food Trucks |  
Auction | 50/50 Drawings

## The Candace Glewen Charity Fashion Show

Tuesday, December 10  
11:30 a.m. - 2:30 p.m.

Spartan Manor

All proceeds benefit



Fashion Presented By:

**Dillard's**  
The Shops at Wiregrass



## Happy Birthday!

Fall/Winter



Reno C..... 10/8

Edward R..... 10/9

Andres A ..... 10/11

Marie M ..... 10/21

Anjali T ..... 10/24

Amanda L ..... 11/1

Tysnie T..... 11/4

Afeefa H ..... 11/5

Mary Ann S ..... 11/11

Matthew S ..... 11/18

Sandra L ..... 11/28

Donna F ..... 11/29

Kim H..... 12/3

Natalia D..... 12/12

Kathleen C..... 12/17

Kelsey H ..... 12/23

Patient Care Volunteer Alisha shares this picture (right) of a tree she recently planted in her yard. The tree was given to her by her 92 year old grandma! In this way, she is celebrating Grandma Nadine's life while she is still with her, and into the future as well.



**Support  
Hospice**  
Everywhere You Drive

With every purchase of a Florida Hospice specialty license plate, \$25 goes to support end-of-life care programs and outreach through Florida Hospice & Palliative Care. Plates are available at your local Tax Collector's Office or visit [supportfloridahospice.com](http://supportfloridahospice.com).

**Gulfside.org**

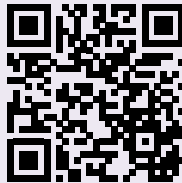


# facebook

join our  
group +

## Join the new Volunteer Facebook Group!

Gulfside volunteers have a new way of staying connected! If you are on Facebook, we invite you to join our new Facebook group created just for our volunteers.



We'll share information about what's coming up, fun facts, inspirational messages, photos from events, and more. Plus, you can use the group to share your experience as a volunteer and connect with other volunteers.

To join, visit [FB.com/GulfsideHealthcareServices](https://www.facebook.com/GulfsideHealthcareServices) and go to the "Groups" tab, or scan the QR code above with your smartphone.

## Tell A Friend

Gulfside's volunteer department is looking for volunteers to help in the following areas:

**Companionship** - Provide companionship to patients in their home to decrease loneliness and isolation, and provide moments of joy. Companionship type activities could include playing cards, reading, or simply talking about fond memories with the patients. Up to 3 hour per visit a week.

**Caregiver Respite** - Assist caregivers by being with a patient in the home while the caregiver runs errands or simply takes some time for themselves.

**Spiritual Care** - Support patients by offering spiritual comfort, regardless of a patient's denomination or faith.

**Pet Peace of Mind** - Deliver pet food to patients. May also assist in completing paperwork for patient's pets to enroll in the Pet Peace of Mind Program. Hours vary based on need.

**Veteran Volunteers** - Match with veteran patients for companionship or respite. May also assist with pinning ceremonies to recognize the veteran patient and other veteran specific opportunities. Hours vary based on need.

**Kitchen (RUCKI)** - Assist with a variety of kitchen and dietary duties at the Rucki Care Center in Zephyrhills. Daytime hours vary based on need.



## About the Women for Gulfside

Join a group of dedicated women making an impact in the lives of patients and their families in our community.



*Women for Gulfside Founding Members*

### \$125 Annual Membership provides:

- Invitation to member-only events
- Updates on local programs that impact Gulfside patients
- Opportunity to choose how funds are allocated
- Friendship with other amazing women

Visit [WomenForGulfside.org](https://www.WomenForGulfside.org)  
to join today!

SCAN ME  
to join  
Women for Gulfside

