



April is National Volunteer Month

April is National Volunteer Month! It is an annual observance that honors the people who make a difference with their actions every day. Those who selflessly give their time and energy to build better communities and transform the world. More specifically, National Hospice Volunteer Week, celebrated during the third week in April, is our opportunity to recognize and thank those volunteers offering comfort to patients facing end of life situations as well as those closest to them. Our volunteers' passion for giving is the cornerstone for what it truly means to be a volunteer.

Forty years ago, the founding members of Harry Hynes Memorial Hospice sought to change the way society tends to the terminally ill. With an emphasis

on accepting death and offering compassionate care, hospice care includes addressing physical and emotional needs and spiritual care. Providing companionship and caregiver support as well as administrative assistance, volunteers were an integral piece of that plan. As we enter our fifth decade, the spirit of true giving and compassion for those in need robustly continues. From sewing beautiful blankets and hospital gowns, to providing patient companionship and caregiver respite, in 2023 alone, our volunteers dedicated nearly 7000 hours of their time to the benefit of Harry Hynes. On behalf of all members of our team, the patients, and families we care for, we say "thank you" for all you do and all you give to families in the 25 counties we serve.

Thank you to our volunteers for their "heart" work and dedication.

Name (Years volunteered)

Shirlene S. (39)
Richard C. (29)
Juanita H. (18)
Vickie S. (15)
Jamey N. (23)
Marty S. (21)
Jan N. (20)
Ray F. (19)
Shelley C. (18)
Dolores B. (17)
Dave Hi. (16)
Juliet W. (15)
Patsy D. (15)
Mike P. (14)
Jaunita S. (13)
Amy B. (13)
Debbie S. (13)
Aide R. (11)
Ginny S. (11)
Jane Ge. (11)
Corine K. (10)
Ed S. (9)
Melissa S. (9)
Janet B. (8)
Kevin R. (8)
Linda W. (7)
Lynn H. (7)
Glenda L. (6)
Adrienne E. (6)

Michael S. (6)
Barbara F. (5)
Nikki E. (4)
Edie V. (3)
Lawanda H. (3)
KayLynn L. (2)
Allen R. (2)
Tess Z. (2)
John K. (2)
Sharla R. (2)
Mary V. (2)
Lisa S. (2)
Meg S. (2)
Jane Ga. (2)
Deniece M. (1)
Brandi S. (1)
Joy C. (1)
Michelle H.(1) (and Pete)
Brenda R. (1)
Kathy B. (1)
Sharon W. (1)
Greg H. (1)
Sam A. (1)
Joanne B. (1)
Kristi S. (1)
Nohemy B. (1)
Linda S. (1)
Joia D. (1)
Steve C. (1)
Steven M. (1)
Clare V. (1)

Brylee Y. (1)
Julie S. (1)
Jacey A. (1)
John W. (1)
Kay Bl. (1)
Judy B. (1)
Julie S. (1)
Scott B. (1)
Mike K. (1)
Wanita B. (1)
Kathy S. (1)

New Hynes Ambassadors within the past year:

Jack M. (and Alice)
Scott W.
Reese V.
Vijaya D.
Kay Br. (and Aspen)
Alexandra G.
Alyssa V
Eileen P.
Melody P.
Keith R.
Gloria X.
Mike G.
Leonard S.
Shelby B.
Kathy R.
Leonna G.
Dale S.
Lucy L.
Patricia T.
Dave H.
Jackalyn S.
Salsabila A.
Carmen B.
Kodie C.
Tracey N.
Christine L.
Cindy E.
Jaime K.
Dara V.

Tuck in Call Program Celebrates One Year

At Harry Hynes we are always looking for new ways to provide a comforting touch, meet the needs of those trusting us with their care, and exceed their customer service expectations. The volunteer department is excited to celebrate the one-year anniversary of the implementation of one of those special touches, our Tuck In Call Program. Every Thursday a group of trained Hynes Ambassador volunteers place weekly calls to all home patients in the 25 counties we serve. The goal of the call is to provide a kind, listening ear and to ensure that they have everything they need prior to the weekend; thus “tucking them in.”

Nurse case manager Erin shares, “I personally like the tuck in calls. They are so helpful, especially for those patients that won’t always call in if they need anything. I also appreciate the helping hand of another team member touching base with my patients. Sometimes that is the only phone call they may get to just chat during the week.” Hynes Ambassador volunteer Edie helped lead the implementation of the tuck in call program in southeast Kansas. She says, “I have really enjoyed being a part of the tuck in call program. I’ve found that several patients look forward to my calls. They enjoy the short conversations and over time a relationship develops.”

Volunteer Brenda adds, “I have so many people that appreciate the call even if they don’t need anything at the time. The extra touch is unexpected when we first call them, but they later share with me the comfort and security of knowing someone is calling and checking on them.”

Despite the Harry Hynes team being available 24/7, we have found that patients and caregivers will sometimes hesitate to reach out over a weekend for something they consider minor. By being proactive and utilizing our volunteers to make these weekly calls we have been able to quickly identify any needs and prevent problems before they occur.

Edie shares, “Several times my call has found a patient who has been having an issue of some type, like pain or a fall, so it results in the nurse being able to intervene faster. I feel I am adding to the patients care and providing a valuable service.”

If you’ve ever considered volunteering but have felt unsure about direct patient contact, assisting with one of our programs such as Tuck In Calls is a rewarding way to be involved! For more information, please contact Karen Sherbak, Director of Volunteers at 316-217-0084.



Comfort Crossings: Vigil Volunteering at the End of Life

Providing a supportive presence to someone who has hours of life left to live is the role of the Harry Hynes Comfort Crossing Volunteer; offering a beautiful final gift of peace and solace to those patients who have an increased risk of dying alone. As loved ones often feel overwhelmed as death approaches, these vigil visits also help support family members who may not be able to stay with the patient or feel they want a comforting presence at the kitchen table when their loved one takes their last breath. These compassionate volunteers may hold the person's hand, stroke their hair, sing or read to them, play the person's favorite music, or simply be a comforting presence at the bedside. Like all aspects of our care, it's as individual as our patients. Whether or not the patient is capable of seeing and discerning, the presence of another person is at least felt. Seeing them move to a state of calm because of their presence is a gift in itself to many volunteers. "I think being with someone at the end of life with hospice is my happy place. I love being there. I think it's such a blessing to be with people in that moment," says Comfort Crossing volunteer, Nikki E.

At HHMH, there are currently over 30 Comfort Crossing Vigil Volunteers who are willing to be available at a moment's notice. While the average shift is three hours, many of these volunteers will sit

vigil for 8-10 hours, some bringing their own pillow and staying overnight to lessen the chance the patient dies alone.

Our hospice vigil volunteers possess a variety of skills that make them successful. They are excellent communicators and active listeners. Additionally, they remain calm in emotional situations and are comfortable with silence. They demonstrate compassion and empathy with their actions and presence. Volunteer, Kristi S., who has been a member of the Comfort Crossings team since 2022, says "It is a great honor to be a Comfort Crossing volunteer with HHMH. To be present at the bedside of a person who is actively dying is extraordinary and humbling. In this small act, I recognize that everything is a gift, and I am grateful."

This past year, these faithful volunteers at Harry Hynes dedicated 354 hours to vigil volunteering. Witnessing the end of someone's life can be emotionally challenging, so it is essential to take care of oneself. Volunteers are encouraged to take a break from volunteering following a death, however, most are ready to continue right away. It's their calling. For some, it's their way of giving back to an organization who was there for them when their loved one was on hospice care.



Roses for Patients

Each Valentine's Day, Dillon's donates roses to our agency. We then give these roses to our patients for them to enjoy. Our volunteers help prep them to be taken out by our staff.

The Lost Art of Handwritten Cards

In the volunteer department at Harry Hynes, we are continuously looking for new ways our volunteers can support our patients and those closest to them. Often, these ideas are born from a talent or skill that a new volunteer may possess. "At times, you don't know what you need until the answer presents itself", says Director of Volunteers, Karen Sherbak. One such volunteer is Linda S. who became a volunteer with Harry Hynes in our Wichita office following the loss of her husband, George in 2019. Linda has the artful talent of handmaking beautiful greeting cards. More beautiful than any Hallmark card, Linda's cards are made from beautiful scraps of paper, lace, ribbon, decoupaged paper napkins... she sees beauty in everything and can skillfully translate it to a card. Wanting to give the patients of Harry Hynes the same support she

received while her husband was on our services, Linda comes to our Market Street office weekly and sends out one of these cards with a personalized, handwritten message of encouragement to over 100 patients each month. Each month has a new theme, whether a holiday or season. To date, she has sent over 1800 cards. The response from patients, their loved ones and those caring for them has been astounding. Linda has even received cards of thanks from patients in return, relaying the joy the cards has brought them. In addition to the cards mailed from Wichita monthly, volunteers Dolores B., Lawanda H., and Kathy S., send their own version of cards to our patients in our southeast coverage area. Volunteer Coordinator, Jessica Atherton, LMSW, for our SEK area says, "Many of our patients don't receive any other personalized mail except the

card of encouragement from our volunteers monthly. The handwritten card is something they look forward to and keep to re-read. I visited a patient at a nursing facility who had them displayed in her windowsill and asked that I read them each to her again during our visit. It is such a wonderful, personalized way to make someone's day!"





Community Connections in SEK

At Harry Hynes Memorial Hospice, we believe that community connections are essential in providing the best quality care to our patients. We not only focus on educating our patients and their families about hospice care, but we also extend that education to the communities we serve. Our goal is to become the go-to resource for hospice and palliative care in Southeast Kansas.

One way we achieve this is by actively participating in various community events such as health fairs, aging expos, and business expos. We serve on committees and assist in planning these events to ensure that the community is well-informed about our services. This also gives us the opportunity to network and collaborate with other local resources, strengthening our relationships and ultimately enhancing the care we provide. Additionally, these events allow us to speak about volunteer opportunities and recruit new volunteers, who play a vital role in our organization.

Another community connection that we are extremely proud of is our Community Foot Clinic. Every 2-3 months, we visit the Senior Center and a Senior Living Community in Pittsburg to provide a complimentary foot soak and nail trim. This service not only benefits community members but also family members of our patients. We have received positive feedback from individuals who attend these clinics, expressing how much they appreciate this service and how much they look forward to it.

We are grateful for the opportunities presented to us to be involved in the communities we serve. We believe that these connections not only benefit our patients but also contribute to the overall well-being of our community. We look forward to many more events in the months to come as we continue to serve and educate our community about hospice and palliative care.

Thank you to all those who have donated in memory or honor of the following:

Donations were made from January 1 to March 7, 2024.

This list excludes the Lights of Life dedications. To view the Lights of Life dedications, visit www.hynesmemorial.org/fundraising-events/#lights-of-life

Patricia Alley
Harriet Anderson
Nicholas Ralph Anzelmo, Jr.
Sam Battles
Judith V. Beall
Mrs. Becker
William "Bill" Bell
Mable Juanita Binford
Joyce W. Breiner
Fred L. Brown, Jr.
Larry W. Buller
James W. Callahan
Marilyn L. Campbell
Nadine Clingerman
Mary Lou Cochran
Robert D. Coffman
Edwin L. Collins
Donna Dianne Creel
Richard Crocker
Hellen Lorraine Dredge
Marvin Daniel Entz
Katherine M. Farmer
Robert S. Fienen
Mary Kathy Fischer
Randy Jay Flanders
Susan D. Flickner
Randall Follin
Elmer E. Frazier
Wayland Friend
Harriett K. Fritz
David Joseph Gegen
Marilyn "Jo" Good
Wesley Greb
Wanda L. Hewitt
Ramona D. Hill

Randal D. Holley
Lawrence E. Howland
Jeffery S. Hudson
Harry "Dean" Johnson
Fran Kentling
Sandra Lee Knoll
Darlene M. Larson
Vicki L. Lauer
Isabel Marie Laymon
Sherry Leaf
Geraldine Lewis
Betty J. Lickteig
Doris R. Locati
Robert "Bob" Earl Loop
Carol S. Ludwig
Joe Wayne Luinstra
Beverly A. Main
Patricia I. Matlock
James McClanahan
Dora Jean McCullough
John Paul McKean
Gerald L. "Jerry" McMillen
Charlotte Kay McMurray
Robert H. Melzer
Dolores "Lynn" Merritt
Elma Joan Miller
Bernard R. "Barney" Murray
Teresa Naramore
Kathleen K. Neukirch
Virginia R. Nicolet
Dorothy Ann Nine
Theresa A. Palmer
Anna Vee Parker
Leo V. Peak
Glen Pendleton

Marguerite Pendleton
John Charles Peters
Karen Postier
Richard R. Potter
Loy D. Reinhardt
Sally Ann Robison
Sammy J. Sanders
Shelia K. Scales
Andrew and Viola Shelly
Beryl Silkey
Jon L. Smith
Robert "Bob" L. Stenz
Harold "Dean" Stine
Martha A. Suter
Clyde Kermit Taverner
Shirley Ann Taylor
Mary E. Varndell
Ruby Dianne Viranda
Sonja Marie Vogel
Curtis Weaver
Glenda Weaver
Randy Weaver
Lois J. Welch
Melissa M. Wiens
Sharon Wolken
Judith Wooldridge
Jesse L. Wren

Leave A LEGACY

As your local, independent, non-profit hospice, Harry Hynes Memorial Hospice's mission is to enable people to live with dignity and hope while coping with loss and terminal illness.

We strive to provide the highest quality of care for patients and their families. We want to ensure peace, comfort and dignity to anyone facing an end-of-life illness, regardless of their ability to pay. When families want to memorialize their loved ones in lasting ways, Harry Hynes Memorial Hospice (HHMH) is honored to partner with them in this quest.

Harry Hynes Memorial Hospice has identified areas of opportunity for creating memorials in honor of someone special to you:

Harry Hynes Hospice Center, our inpatient unit at Ascension Via Christi St. Francis, is available for patients who need pain or acute symptom management, which can't be managed within the home. We provide 24-hour professional care in a home-like setting by skilled hospice nurses, aides, physicians, social workers, chaplains and volunteers.



Harry Hynes Headquarters, located in downtown Wichita, is the hub of our hospice with offices for clinical staff, grief and loss counseling, supplies and distribution, pain management staff, administrative and finance staff, as well as our volunteer program.



Harry Hynes Memory Garden is a beautiful, serene place, open and accessible to the public. Located at The Collective at 21st and K96 in Wichita, the garden walkways are lined with trees, small gardens and comfortable benches, all surrounding two lakes. A lovely setting to remember loved ones or simply spend time in a place of natural beauty.



Harry Hynes Honor A Hospice Hero program allows patient families to express their gratitude to members of their hospice care team who went above and beyond to serve with integrity, clinical excellence, and compassion.



Create a family legacy by helping us provide high-quality and compassionate care to our community for generations to come.



Reasons Why Memorial Gifts Matter

All funds raised provide care, education, resources, and support to those who are facing life-threatening illnesses. In addition, donations directly support:

Allowances to fund those in need:

We are able and willing to support patients regardless of their ability to pay. Your support allows us to cover unplanned expenses in times of crisis or services not reimbursed by insurance, Medicare or Medicaid.

Additional areas served by your support:

- Increased wages of healthcare professionals
- Rising costs of medication, supplies, fuel and services
- Rising costs of maintenance/capital expenditures
- Increased need for mental health professionals
- Climbing health insurance rates
- 13 month bereavement program

Your support helps us serve all patients regardless of their ability to pay so everyone can receive dignity at end of life.



We Donate to Harry Hynes Memorial Hospice

"When our son Paul was diagnosed with a terminal illness, we knew we would use Harry Hynes when the time came. We are so grateful for the compassionate care Paul and our family received. We used your bereavement services to help cope with our loss. We will always donate to Harry Hynes as a "thank you" for their kindness during our difficult time."

- Denise and Patrick, Andover, KS



Regrets Only

Have you ever received an invitation that read RSVP Regrets Only? Persons who are grieving the death of a loved one often express regret. Regrets are the things we wish we had done or said. The widow who had planned on doing extensive traveling with her husband after he retired from work, and then was unable to fulfill their dream as he was suddenly diagnosed with a terminal illness. Or the regret of not being with a person at the time of death. Perhaps you regret expressing frustration at the amount of care your loved one needed. Or wish you had expressed your love and how much you would miss him.

Feeling regretful is not the same as feeling guilty. Guilt is feeling like you did something wrong. People with certain religious beliefs may feel guilty about being angry with God. Helen Fitzgerald in *The Mourning Handbook: A Complete Guide for the Bereaved* offers several suggestions for dealing with regrets and guilt.

1. Begin by identifying what is causing you to feel regretful or guilty. Make a list and determine what causes you to feel guilty and what causes you to feel regretful. Writing the list may in itself be beneficial. Look at your list. Think about what you could do to reduce the regrets.

2. Be careful not to second-guess yourself. Don't be overly critical of your behavior. People are generally doing the very best they can during a stressful time. Fitzgerald says "don't assign greater strength to yourself now than those circumstances would have allowed." We are not super human beings.

3. Try to be objective. If the guilt is real you may need professional help to deal with it. But if the guilt is more your own way of looking at the situation, talk about it with a trusted friend. Perhaps another person can help you look at the situation differently.

4. Plan to do something to eliminate your guilt. Maybe there's a task you've been putting off doing or something you could do for someone else. You need to decide how much you should do in order to let go of your feelings of guilt.

5. Be ready to forgive yourself. If that seems hard to do; then think about why it is difficult.

6. Think about what you have learned. Ask yourself what you could do to prevent having similar feelings in the future. If you wish you had expressed your feelings of love then resolve to do it now to people you care about.

7. Finally, don't forget the many good things you did for that person. Remember those good things when you start feeling bad about yourself. Writing them down may be helpful.

"Journey one day at a time. Don't try to solve all the problems of your life at once. Each day's survival is a triumph."
- Earl A. Grollman

Remembering Loved Ones

Remembering in its literal sense means putting the "members back together." While grieving, remembering is important for those who are left behind. The power of memory can never be minimized. Remembering enables us to reach beyond the limits time and space impose on us. This makes it possible to connect with loved ones who are no longer physically present to us.

Sources for remembering a loved one can take many forms such as pictures and other objects; letters and other writings carefully kept; visiting the place where the remains are preserved or having a place of memorial in the home. These are all reminders of those prior times when a loved one was present.

Some people "talk" with deceased loved ones, telling them "Good morning" or "Good night", finding comfort in talking with them as they did in the past. For some engaging in this

"conversation" may seem weird, and therefore feel reluctant to acknowledge this to others, fearing criticism.

Talking with a loved one can be a normal part of grieving. These "imaginary" conversations are another way of remembering. Such conversations with deceased loved ones help to facilitate the journey toward healing after saying "goodbye."

Harry Hynes Hospice is available to help with grief and loss counseling. To contact a grief counselor, visit hynesmemorial.org under Care Services / Grief and Loss Support tab, or call (316) 265-9441.



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Hospice Care and the Power of Music

You probably are already aware of the therapeutic power of music yourself, but did you know that music can also bring comfort and peace to hospice patients at the end of life? Music has a special way of stirring up memories and emotions, which is particularly important to those facing their final moments. Hospice patients can often deal with pain, anxiety, or feelings of hopelessness and depression. According to the National Institutes of Health, music is one of the non-pharmacological ways shown to be effective in relieving chronic pain and reducing anxiety.

The southeast Kansas volunteer team was blessed with the addition of Keith R., a retired law enforcement officer and musician, in 2023. He said the following regarding his hospice volunteer badge, "I've worn a badge of some kind for 33 plus years, and I'm not saying I won't wear that kind of badge again, but for now this one gives me great pride."

Music has the ability to provide an emotional connection and can prompt communication when words fail. It can also help connect when a disease process robs someone of their ability to communicate. Keith has been traveling to nursing facilities in multiple southeast Kansas counties playing guitar music for hospice patients and witnessing

the amazing benefits of music firsthand. He describes one connection with a male patient who suffers from end stage dementia, "He is nonverbal. That is until I start playing. Then he sings every word, every verse of every song I play. Even applauding after each song."

We are so grateful to Keith for joining our volunteer team! He concludes, "I can't thank my music instructors enough for getting me to this level of playing so that I can be of service to some folks whose time is short on this earth. It is so rewarding!"

