

The BRH Volunteer Newsletter

October 2026



As you know the Medicare compliance requirement calls for the total volunteer hours each month to be 5% of the total clinical time spent with patients. So far in 2026 we have met that goal, with the exception of one month. Actually, even topped it other months!! What an incredible way to wrap up my time at Broad Reach, knowing that together we met the requirements and did so by providing compassionate care to those at end of life. I am sooo proud of all of you.



A Note from Karen:

Seriously, is this really the last newsletter I will write for the volunteers.????? It hard for me to believe this retirement thing is actually happening in just another month. So many of you have shared beautiful and meaningful thoughts since you received my letter. I'm so appreciative and honored.

I trust that you will all continue the work that you do to bring companionship and compassion to those we serve. Even if you simply provide comforting touch, music or quiet presence you are emulating the spirit of hospice volunteering. It has always been my hope that you all find it to be rewarding and a significant part of your life. I'm sure that whoever continues in my role will provide good leadership and support to all of you.

Hold my friend James Taylor's words close to you.... *"The secret of love is opening up your heart"*.

It has truly been an honor to get to know each of you, I will always hold you all in my heart.

Love you all,
Karen

*"How sweet it is to be
loved by you!"
James Taylor*



In August and September we welcomed new volunteers:
Yackeisha Reid, Evelyn and John Makulski, Stewart Pattison and
Riccardo Fantini

Welcome all and thank you for your interest in hospice work!

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*Visit Report Forms:*

*If you haven't received the new volunteer report forms, please let Karen know in the next few weeks. They are enhanced to include information about the changes in the patient you might observe as well to document the plan of care tools used. This helps us to report the volunteer activity with more detail.*

If you live near the office in Chatham and are among those who drop off your reports at the office please continue to do so.

We'll be sending envelopes to those who live outside of Chatham every two months.

- ♥ Please be accurate in spelling of patient's names as well the dates of the visit
  - ♥ Reminder to fill out one form for each patient, we scan these reports into each patient file and will now be putting the reports in the patients charts at the facilities.
  - ♥ Black ink is needed for the reports!
- Thank you Everyone!!!

### Reminders and Need to know info:

- Reminder that visits should be made on a **weekly basis** to build relationship and to be compliant with the guidelines for hospice volunteer visits. If you are unable to make weekly visits, please let Karen know. Thank you
- To reach Karen 508-945-1611 ext 382  
[kareenspangler@broadreachhealth.org](mailto:kareenspangler@broadreachhealth.org)
- **Karen's hours:** Mon, Tues, Wed, Fri  
8am-4pm. (note Mon and Wed working remotely). Day off is Thursday
- Blank volunteer **report forms** are available by either stopping at the office, or by email
- Reminder to please wear your **ID badge** when you visit. If you need a new one, please let Karen know
- If you have a need/ concern on a weekend please call the office at 508-945-4601. Our weekend staff will provide support and respond to any patient concerns

## Volunteer Support Information

Next Meeting is **Tuesday October 20th at 11:00**

**Come to the office or join us online!!**

We will be reviewing the HIPPA policies

Thank you for attending!



## Plan of Care Tools:

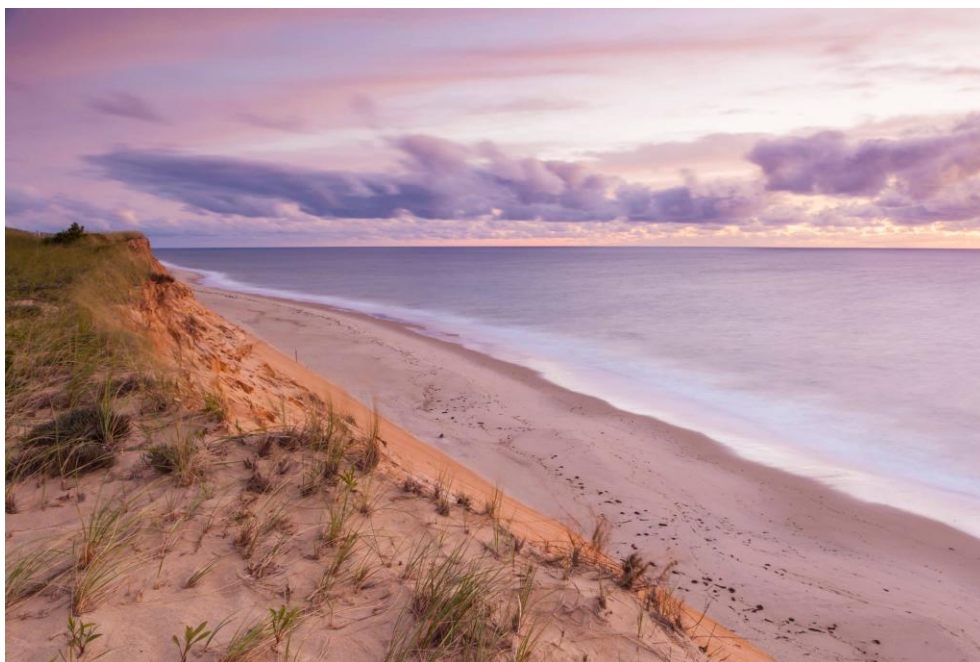
Plan of care tools can be a significant part of your visits. I know many of you comment in your reports about how music, magazines, picture books have enhanced your visits and helped to engage the patient.

Our phenomenal office volunteer, Georgia did some organizing of our accumulated Plan of Care Tools in my office. I had several picture books, some about Cape Cod, birds, dogs, quilting, cooking, gardening that she has now categorized in the bin shelf in my office.

As well, we had a donation of many CD's from a family that she has arranged by music genre. I have a CD player if you would like to use them to provide music as part of your supportive presence. Georgia also continues to make Reflection booklets for you to use with patients. Many of them have helped connect a patient to a significant place in their lives. Please let us know if you would like one made for someone you visit. You are all welcome to come by the office and choose a POC tool!!

THANK YOU GEORGIA!!!





*Advice from the Ocean:*

*Sea life's beauty*

*Don't get tide down*

*Be shore of yourself*

*Don't be shellfish*

*Seas every opportunity*