



the heart OF MOUNTAIN VALLEY

is our Volunteers!

MOUNT AIRY
Apr 10th
@ 11am

VOLUNTEER LUNCHEON
you're invited!

Please RSVP Jasmin:
jclark@mtnvalleyhospice.org
(336) 355-0419

HILLSVILLE
Apr 17th
@ 12pm

MARTINSVILLE
Apr 24th
@ 12pm

On behalf of everyone at Mountain Valley,

I wish to extend our gratitude and sincere appreciation for your dedication and invaluable contributions as a volunteer.

Your commitment to supporting our patients and their families during their most challenging times is truly commendable. Your willingness to visit patients in their homes, deliver birthday cakes, make weekly tuck-in calls, crochet or knit prayer blankets, prepare cards and crafts, showcases your extraordinary compassion and selflessness. Your presence brings comfort and solace to those in need, and your acts of kindness leave a lasting impact on both our patients and our team.

In addition to the tangible support you provide, your genuine empathy and compassionate nature create a sense of warmth and reassurance for everyone you encounter. Whether it's offering a listening ear, providing a comforting embrace, or simply sharing a smile, your presence brings hope and encouragement to those facing difficult circumstances. Moreover, your dedication exemplifies the spirit of generosity and community that lies at the heart of our hospice mission. Your willingness to give your time and energy to assist our team, regardless of the task at hand, embodies the true essence of volunteerism.

Continued on page 2



HEIDI College
 Volunteer Services Manager
hcollege@mtnvalleyhospice.org
 (336) 407-7416



ANGIE Cagle
 Chief Human Resources Officer
acagle@mtnvalleyhospice.org
 (336) 789-2922



JASMIN Clark
 Volunteer Services
 Administrative Assistant
jclark@mtnvalleyhospice.org



RAVEN Lowe
 NC Volunteer Coordinator
rlowe@mtnvalleyhospice.org
 (336) 960-0726



DANIEL Quesenberry
 VA Volunteer Coordinator
dquesenberry@mtnvalleyhospice.org
 (276) 732-9344

Continued from page 1

Your efforts not only enhance the quality of care we provide but also inspire others to follow in your footsteps and make a difference in the lives of others.

As we reflect on your remarkable contributions, we are filled with profound gratitude for your continued support and unwavering dedication to our mission of providing compassionate end-of-life care. Your presence enriches our organization in countless ways, and we are truly blessed to have you as a member of our volunteer family.

Thank you once again for all that you do. Your kindness, generosity, and unwavering commitment are truly appreciated and cherished by all of us at Mountain Valley.

Angie Cagle

our **NEW**
 Volunteers!



Outreach opportunities

- **Visit our patients**
in their homes, facilities, or in our hospice homes, located in Yadkinville and Dobson
- **Call a patient or caregiver**
each week during tuck-in calls to make sure they have everything they need for the weekend
- **Deliver birthday cakes**
Look for monthly emails to sign up to make deliveries
- **Assist with fundraising**
or speak at our outreach events
- **Provide a meal**
to one of our hospice homes. Visit our webpage to sign up
- **Mailing and bindery**
needs for special projects or events
- **Community education**
If you have a civic or church group we could come and speak at educating about hospice and volunteer needs, please reach out with the information
- **Birthday balloons**
You can now deliver balloons! Helium tanks and balloons are now at each Mountain Valley office.



Valentine's Day donation drive



Education CONNECTION

Privacy and Confidentiality/ HIPAA

See policies AD.HP10-80,
AD.HPS05-25, and AD.HS10-85

Maintaining patient confidentiality means keeping information about a patient's health care private. Only people who need to know information should receive it and only to the extent needed to perform duties for the patient. Patient information is not to be repeated to anyone who is not directly involved with the care of that patient.

PHI examples:

- Names and dates, except year, and email addresses
- Telephone and fax numbers
- Geographical data and social security numbers
- Medical record, account, and health plan beneficiary numbers
- Certificate/license numbers
- Vehicle identifiers and serial numbers, including license plates
- Web URLs and internet protocol addresses
- Device identifiers and serial numbers
- Full face photos/images
- Biometric identifiers: any unique identifying number or code

Permitted disclosures of PHI:

- To the individual
- Treatment, payment, and healthcare operations
- Uses and disclosures with opportunity to agree or object by asking the individual or giving opportunity to agree or object
- Incident to an otherwise permitted use and disclosure
- Public interest and benefit activities (public health activities, victims of abuse or neglect, decedents, research, law enforcement purposes, serious threat to health and safety)
- Limited dataset for research, public health, or healthcare operations

Reminders of what not to do as a volunteer:

- Don't share your phone number with patient or family
- Don't take pictures of patient or family
- Don't post on social media about patient or family
- If someone asks you if a patient is in hospice you can't disclose that information
- Shred all patient information after use
- Only trained volunteers can go on patient visits. Taking anyone along with you is a HIPAA violation

Mix and Mingle

We enjoyed celebrating at our “Mix and Mingle” meetings at each location. During these we were honored to give the volunteers that have been volunteering for Mountain Valley for one, five, 10, and 15 years a certificate along with service pins. Each pin given has beads on them depending on how many years you have volunteered. If you were not able to make it to one of the meetings, please contact your volunteer coordinator to schedule a time to receive your certificate and pin.



Happy BIRTHDAY

APRIL

7th PAT BRYANT
17th DIANE MARSHALL
25th JACK CIANCO
27th WENDY MAHAFFREY
28th MARGARET HARRISON

MAY

1st MARY JOYNER
6th LINDA WILLARD
7th ANN PERRY
15th BOBBIE TRIOZZI
18th BRENDA ONEAL
25th MARILYN JOHNSON
26th KAREN 'SUZANNE' STEWART

JUNE

4th BAILEY SAWYER
8th LYNN DUTY
20th EMMA SIMMONS
22th MARQUITA MOSS
24th HARRIETTE MOORE
25th CORA SUE NIEMEYER
29th PAT FULK



Recipe of the quarter

CHOPS IN MUSHROOM GRAVY Becky Brewer

Ingredients

4 pork chops
 $\frac{3}{4}$ cup chopped onion
2 Tbsp butter
1 can cream of mushroom soup
 $\frac{1}{2}$ cup milk
salt and pepper to taste

Instructions

1. In a large, skillet brown pork chops, onion, and butter
2. Stir in the soup, salt, and pepper
3. Bring to a boil
4. Reduce heat, cover and simmer for 15 - 20 minutes



Mountain Valley
THANKS
OUR SPECIAL
PARTNERS



Grief camps for kids

Love's PEAK staff lead a day of fun and reflection
for kids 5 - 16 who've experienced loss

Art + music + activities

Our grief camps are a fun, free day for children and teens
who've experienced a loss or are expecting a loss in the near future.
Through art, music, and other fun activities, kids come together in a
therapeutic environment, learning that mourning is not a process
of forgetting but a way of remembering with less pain

IN AFFILIATION WITH



Register at
mtnvalleyhospice.org/camp2024



Jack Dalton Park
130 Jack Dalton Rd
Collinsville, VA 24078

Registration closes July 5



Dobson First Baptist
204 S Crutchfield St
Dobson, NC 27017

Registration closes July 12

For questions or late registration, call **Kristie Byrd** at (888) 789-2922

Volunteer Spotlight

JULIE DAVIS



Crafts volunteer

— “ —

Volunteering gives me a sense of happiness, knowing that the small crafts and decorations I create may add a little joy to someone's day.

— ” —

SHARON COOPER



Multi-role volunteer

— “ —

I hope the patients I visit find comfort and peace in what I have to offer.

I'm so proud to be a part of Mountain Valley's mission.

— ” —

Danny Greenwood



Hospice home volunteer

— “ —

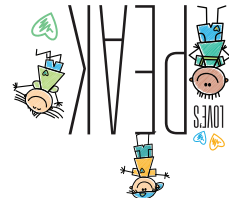
You walk in wanting to bless someone, but you leave feeling blessed yourself.

— ” —

INSIDE:
Letter from Angie Cagle
Education connection
New volunteers
Recipe of the quarter

WELCOME
to the NEW The Heart,
our volunteer newsletter

GRIEF CAMPS
FOR KIDS
JULY 2024
INFO: (888) 789-2922



PO Box 325
Dobson, NC 27017

