SUPPORT FOR CAREGIVERS

By Sandy Prescott, Hospice Volunteer

We don’t always know what our Hospice experiences might encourage to come forth – for me, it was about caregivers.

During my years of Hospice field assignments, often in home environments, I’ve been drawn toward our patients’ family caregivers. They learn and use a variety of challenging care-management skills and look for balance in the storms of their own and the patient’s feelings and well-being - while managing a host of challenging financial and household issues they probably haven’t had to face single-handed before. And while all this can bring a considerable sense of accomplishment and self-respect, anxiety, exhaustion and sadness are inevitable companions. Their own physical ailments are likely exacerbated by patient care. And maintaining a busy calendar of visitors including the Hospice team, plus running a household single handed, can bring many frustrations. The amount of support from the wider family varies quite a bit and caregiving demands tend to knock aside time with friends, clubs, church, and so on. Perhaps you, like me, have experienced many of these rewards and challenges during your own or your family's caregiving experiences.

The very fact that caregivers are so grateful for Hospice support led me to realize that many of them have been caretaking for quite a while, and that during that stretch of time before the decline to Hospice eligibility, caregiver support is hit and miss. Research on caregiving points toward accelerated health decline among caregivers, particularly those caring for dementia. Many experts emphasize promoting caregiver resilience and self-care by finding help, maintaining outside connections, and using precious free moments on activities that are very satisfying, not just doing errands. A recent study found that the relationship between caregiver and cared-for is also critical – a little thanks goes a long way.

When the facilitator of a caregiver support group at my nearby senior center moved on I was willingly recruited to start up a new group. Over the past 15 months I’ve aimed the group toward supportive listening and encouragement of self-care and communication skills. New for me was gathering data about resources and supportive programs available in the community and county. Recently, I’m encouraging folks to articulate intentions and make action plans – having a sense of movement is good for all of us.
Attendance is hit and miss, but this is the only caregiver support group in the Snoqualmie Valley so I weave together connections any ways I can with individual calls and newsletters as adjuncts to meetings. Caregivers have remarked, "you really know what this is like!" It turns out that in accompanying many hospice caregivers over the years I seem to have developed robust knowledge and a trove of stories to offer others. I think that each of those hospice caregivers I’ve worked with would be tickled to know that they are indirectly contributing to the well-being of other caregivers!

*Sandy’s newsletter is called “Caregiver Connection” and is sent out to MSW’s, OT’s, PT’s, and allied community organizations, mostly in the Snoqualmie Valley area. They include Caregiver Connection meeting schedules, resources, and articles about/for caregivers.

**The Caregiver Support meetings are held on the first and third Thursdays of each month, from 1 – 2 p.m.

For more information, you can contact Sandy at: (325) 305-6003, rhythmsofcare@gmail.com or Sno-Valley Senior Center: (425) 333-4152, Caroline Kogan MA, carolinek@soundgenerations.org or Kira Avery, Program Director, kiraa@soundgenerations.org

KUDOS

FAMILY LETTERS

“To the amazing hospice “angels” who took wonderful care of my mother and me during a very difficult time! THANK YOU!!! With love and unending gratitude…"

“On behalf of my family, I would like to extend our most sincere gratitude to all of you wonderful people – for the kindness and loving treatment of my mom [patient]. Each of you made our difficult time of her passing comfortable and easier. We can’t thank you enough."

VOLUNTEER

Tuck-In Volunteer Jen Trulson reported: “I had one call today that was almost 30 minutes - I love how he answered super glum and by the end he said, ‘wow, my mood has totally shifted, thank you,’ and I said, I feel the same shift so thank you!”

“Moses is just the perfect volunteer for this patient; I’m so happy about it. I speak with him on the phone periodically and am so impressed. We are lucky as an agency to have him on our team.”

Lois Billig, MSW, LICSW, Hospice Central 2 Team

(To Hospice Volunteer Tom Laiche): “What a remarkable difference you will make for this suffering individual. Thank you for your time and effort. You are truly a blessing.”

-Kathy Johnson, RN, Hospice South Tea
EVERGREENHEALTH HOSPICE VOLUNTEER RETREAT DAY
A happy and peaceful afternoon was enjoyed by everyone during our
time at Volunteer Brent Haynes Sandyridge Farm in Snoqualmie Valley.
He has a beautiful, rustic home (with matching guest quarters), and
surrounding trails, fields – with goats to visit with, and chickens – barns,
and a very friendly rescue dog. We were at liberty to stroll wherever we
wanted, a hammock in the cool shade of a tree was on offer, and lots of
seating (including a couple of very comfortable chaise lounges) on the
large deck.
The “snacks” were absolutely delicious, including iced drinks, blueberry cake, cold gazpacho soup, homemade
empanadas, and a refreshing peach sangria.
To our perfect host, Brent Haynes, a sincere THANK YOU for such a special afternoon!

Walking along one of the trails
Relaxing on the deck (look at those views!)

Left to right:
**Front:** Melissa, Brent, Criss, Hugo, David;  **Middle:** Sheri, Tina, Janette, Rita, Kay
**Back:** Linda L, Pam, Linda A, Linda W, Jan, Priscilla, Susan, Tracy, Linda P, Zanna, Bette, April, Karen Smith
A VERY SPECIAL BEREAVEMENT PHONE CALL
By Deborah Serrano, Hospice Bereavement Volunteer

Recently I made a bereavement phone call that needs to be shared.

This was a call just after the first anniversary of the death of a 93-year-old woman who spent some time in the Hospice Center but who had ultimately died at home after spending the last 15 days of her life with her daughters present, most notably the daughter I spoke to, who is in her early 60s. The daughter was teary for most of the call, and it was a long one, so I will just share the highlights.

She began by telling me that she was surprised by how hard this anniversary was for her, and that she still misses her mother every day. Since I was making the call a day or so after the anniversary, I asked if the family had made a plan to mark the anniversary. The daughter said yes, but that they had been celebrating her mother all year.

I asked her to tell me more.

She said she needed to preface by explaining that her mother had agreed to cremation a little reluctantly and had attached a condition. The condition was that after she was cremated they would “take her on adventures.” So they made several trips this year, a couple of big ones and several smaller ones, each time taking some of her ashes sealed in a baggie. They've gone on two long zip line courses, to Mexico including a boat trip where they were serenaded by the boatman singing the Hawaiian version of “Over the Rainbow,” visited their friends’ cabin on a lake, etc. Each time they left some of her ashes to mark the adventure and to weave her into the memory. This year they plan to continue this with a trip to Hawaii and back to Mexico.

The daughter also told me that during the last days with her mother she asked her to visit and make herself known if she (the daughter) was about to “do something stupid.” The mother replied that she would if she was “in the area.” The daughter asked what she meant by “in the area” and the mother replied that she was planning to be an angel and she might be on assignment and needed elsewhere, but if she was in the area she would certainly drop in.

The daughter mentioned again how much she missed her mother, even after a year, and that they used to talk every day. I shared a wish for her that somehow she would feel her mother near to her, and she said that they did – often! So, I asked her to tell me more about this.

The mother was a big fan of Frank Sinatra and they played his music for her during those last days together. She especially liked the song, “The Best is Yet to Come.” The daughter told me that several times she and her husband or the rest of the family, have been together to celebrate birthdays, an anniversary, or a graduation at a restaurant and will suddenly hear that song come on. They look at one another, laugh and say, “Well, I guess she’s in the area!”

I loved the “condition” the mother put on accepting cremation; it “obligated” her family to travel and have new, fun experiences in her honor. What a great idea!

I’m going to remember this call for a long time!
AAT team Teena and Scout (being held very gently by the Cookie Monster) at Juanita Farmer’s Market this Summer.

Finish every day and be done with it. You have done what you could; some blunders and absurdities no doubt crept in; forget them as soon as you can. Tomorrow is a new day; you shall begin it serenely and with too high a spirit to be encumbered with your old nonsense.

Ralph Waldo Emerson, at www.mindfulbalance.org

UPDATES AND ANNOUNCEMENTS

SEASONS OF HOPE – VOLUNTEER TABLE
There will be a volunteer table at the 2017 Seasons of Hope Fundraiser on Thursday, November 9th.

WE NEED YOUR HELP!
Volunteers – We need your help to recruit more applicants. If you are on Facebook, please “like” our hospice volunteer page and scroll down to the REVIEWS section and tell the world what you like about volunteering with EvergreenHealth Hospice. https://www.facebook.com/EvergreenHospiceVolunteers/

And... we also need touching stories for Facebook and to help recruit more volunteers. I am looking for:

- An inspirational or touching experience with a patient or family member
- What brought you to hospice
- What hospice volunteering means to you or adds to your life.

Thank you so very much for all you do.
-Criss East, Hospice Volunteer Coordinator
HELP WANTED – HUMMINGBIRD FEEDERS
Help Wanted with maintaining the Hummingbird Feeders at the Hospice Care Center. There is currently one volunteer maintaining the feeders and she looking to pass this volunteer role onto someone else. Are you interested? Here are the details:

- Make hummingbird food by mixing 5 1/4 cups of sugar with 21 cups of water. Bring to a boil and simmer for 2-3 minutes. Cool. This amount is just enough for the Hospice Center.

- Generally, the feeders need to be changed every 2 weeks, year-around.

- There are two sets of feeders. Bring home the dirty feeders and hand wash or clean them in a dishwasher.

- I was told that the feeders have a lifetime replacement and can be taken to the “Wild Birds Unlimited” store in Kenmore for a trade in.

- Wear boots. There are areas on the property where the ground is rather swampy...not a negative just a fact.

“I’d estimate that to make the food, clean the feeders, clean the storage containers, and fill the feeders, I spend 2-2 1/2 hours every two weeks.
It is a fun hospice job and very much appreciated by the families. Nearly every time I change them out a family member comes out to chat.” -Kristina, current hummingbird feeder caretaker
If you are interested or have any questions, please contact Melissa Lubatti, Volunteer Coordinator.

OFFSITE TB TESTING LOCATIONS
If coming to Employee Health isn’t convenient for you, you can get your TB test done offsite, either at your provider’s office or one of the places below. You will need to pay for the test placement and/or reading, but it might be worth it, with traffic or if you have trouble getting in during Employee Health’s office hours. We would suggest that you call first, to verify that the TB testing is available and to find out if they have specific personnel that need to be present. This may not be an all-inclusive list – if you discover other places that offer TB testing, please let us know!
Per DOH website, US HealthWorks at these locations:
  4320 – 196th St SW, Lynnwood 98036  425.774.8758
  3726 Broadway, Everett 98201          425.259.0300
  3101 – 111th St SW, Everett 98204    425.267.0299

Walgreens with Health Care Clinics. Please check if the Walgreens near you has a Clinic.
The cost is $53 for the test placement and reading, $25 for the reading only.
Bartell Drugs with Care Clinics
RiteAid with RediClinics. The cost is $59 for test placement and reading, $30 for reading only.
SELF-CARE STARTER KIT
“The Self-Care Starter Kit was initially developed for State University of New York at Buffalo Social Work students, but it is our hope that these resources will be useful for all students and professionals alike. Although the kit does not address all that goes into developing the skills of self-care, it does begin the journey.”
Click here for a Self-Care Starter Kit

FIVE WISHES BOOKLETS AVAILABLE
At the volunteer conference in March, Donna Oiland spoke about the importance of writing down your wishes for your end of life care. We have Five Wishes booklets available in the volunteer coordinator’s office. The cost is $1.00 each.

REQUEST FOR CDs
It was brought to the attention of one of our Hospice Center nurses that we have a very limited selection of nature CDs. The sounds of rivers, oceans, bird song, etc. can be so soothing for patients and their families to listen to.
Please consider donating any CDs you may have of this kind.

RESOURCES AVAILABLE ON VIC!
VIC (Volunteer Information Center) is available from your personal computer, laptop, tablet, or smartphone. In addition to being able to check your schedule, cancel a shift or sign up for an open shift (HCC positions), checking your hours, or RSVP-ing for meetings or events, here are some of the resources available on VIC. If you need instructions, a password, or a tutorial, please click here to send an email to us: VIC Info Needed.

Hospice Resources
- Code of Conduct
- Policies & Procedures
- Infection Control
- Caring About Culture - American
- Caring About Culture - China
- Caring About Culture - Hispanic/Latino
- Caring About Culture - Iran
- Caring About Culture - Islam
- Caring About Culture - Philippines
- Caring About Culture - Russia
- Caring About Culture - Somalia
- Caring About Culture - South Asian
- Caring About Culture - South Korea
- Caring About Culture - Vietnam
- Current Newsletter

Resources for Home Care (Field)
- Hospice Program Handbook
- Home Care Basics
- Visit Checklist
- Respite Checklist
- Visit Note Guidelines
- Visit Note Template
CALENDAR OF EVENTS

SAVE THE DATE!
HOSPICE STAFF AND VOLUNTEER PICNIC
Date: Fri., Sept. 22
Time: 4:00–6:30 p.m.
Location: Hospice Center
Spirit Award goes to the team with the
MOST SEAHAWKS SUPER-FAN SPIRIT
PRESENTED BY THE CONNEX COMMITTEE
BRING YOUR FAMILIES!

HOSPICE LUNCH AND LEARN – FUNERALS AND A GOOD DEATH
Date: Tuesday, Sept. 26
Time: 12:15 – 1:00 p.m.
Location: Hospice Center Conference Room
Guest Speaker: ELEMENTAL CREMATIONS owner Jeff Jorgenson
Join us live or via WebEx
RSVP – cmeast@evergreenhealth.com

SIX-WEEK RADIO SERIES: “RECLAIMING YOUR SACRED PATH”
Dates: Fridays, Sept. 8, 15, 22, 29 / Oct. 6, 13
Time: 9:00 – 9:30 a.m. (PST)
Location: Empire Radio Now (an internet radio network)*
The radio guest will be EvergreenHealth Hospice Volunteer Jon Anastasio discussing “Reclaiming Your Sacred
Path” and his healing practice in a Q & A with radio host Rick Del Gado.
*All the interviews will be archived and posted on Jon’s website - www.powerandhealing.com and
Facebook page - https://www.facebook.com/centerforpowerandhealing/

“BEING MORTAL” AUTHOR – LIVE STREAMED
Date: Mon., Sept. 25
Time: 1:30 – 3 p.m.
Location: Redmond Library, 15990 NE 85th St., Redmond 98052
Come and watch a lively interview conversation about community and choice in aging with renowned surgeon
and author Atul Gawande. Dr. Gawande is the author of the best-selling book, Being Mortal: Medicine and
What Matters in the End. The program will be live-streamed, followed by an optional discussion entitled “Being Mortal’s Villages: The Value of Community and Choice as We Grow Older” moderated by Robin Young, host of NPR’s Here & Now.
This event is hosted by the Eastside Neighbors Network, the TELOS Student Organization (TSO) from Bellevue College, and KCLS. Limited seating, registration and early arrival advised. For more information see https://kcls.bibliocommons.com/events/597279dfdc975e300015eb7a

END OF LIFE CONSENSUS COALITION ANNUAL MEETING - NOVEMBER
For information go to: https://wsma.org/doc_library/ForPatients/EndOfLifeResources/WEOLC/16_Ann_mtg_flyer_reg_combined.pdf

FRANK OSTASESKI SEMINAR

VOLUNTEER SUPPORT MEETINGS
Please RSVP with a volunteer coordinator or VIC online (but walk-ins still welcome!)
All volunteer support meeting information is listed in the monthly calendars at the back of the newsletter.

REIKI AND HEALING TOUCH
Healing Touch
Every other Tuesday of the month
HCC Reflection Room
10:00 a.m.
10:30 a.m.
11:00 a.m.

Reiki
First Thursday of the month
HCC Reflection Room
10:00-10:20 a.m.
10:20-10:40 a.m.
10:40-11:00 a.m.
11:20-11:40 a.m.
11:40-12:00 p.m.

Sign up by replying to Melissa Lubatti at MRLubatti@EvergreenHealthcare.org with your preferred date and time.

COMFORT TOUCH DINNERS
Comfort Touch Volunteers, please join us for an evening of reflection, support and clarity, attended by one of our outstanding volunteer coordinators. We warmly welcome all Healing Touch, Massage, Reiki, Craniosacral Therapy and Reflexology volunteers to join us. We hope to address the ongoing, unique needs and challenges that Touch volunteers may face. We meet the second Monday of every other month (dates below) at 6:00 p.m. at PF Chang’s in Bellevue. If you have joined us in the past but fell out of the habit, or if you are one of
our new volunteers with questions, looking for support, please join us. We are a friendly group and you will be warmly welcomed. Please contact Julia at J@guderian.net by the day of the dinner so that a reservation can be made, and to add yourself to the reminder list. We look forward to seeing you soon!

The RSVP link is: http://bit.ly/CTDinner And you can join our reminder list at: http://EvergreenHealth.us11.list-manage1.com/subscribe?u=acd44fbe44c4730527ad48430&id=5b23e36daa

Upcoming Dates:
November 13

HOSPICE VOLUNTEER TRAINING DATES 2017 – TELL A FRIEND!
September 20, 27, October 4 (Wed., Wed., Wed.)
October 13, 21, 28 (Fri., Sat., Sat.)

IDT TIMES AND LOCATIONS*
*Note: All IDTs are scheduled at the Hospice Center unless there’s a room conflict. Please let us know if you plan to come, so we can save you a place and verify the location.

Central Two (Criss)
Mondays, 1:15 – 3:30 p.m.

North Team One (Sheri)
Tuesdays, 8:30-10:30 a.m.

North Two Team (Sheri)
Tuesdays, 1:30 – 3:30 p.m.

Central One Team (Melissa)
Thursdays, 8:15 – 10:30 a.m.

Inpatient Team (Melissa)
Thursdays, 11:30-12:30 p.m.

South Team (Criss)
Fridays, 8:30-10:30 a.m.

SAFETY AND SECURITY NUMBERS

Campus Emergencies – 425-899-1199 (ext. 1199)
For emergency codes, security STAT, suspicious behavior, etc.

Campus Security Non-Emergencies – 425-899-1300 (ext. 1300)
Can also be used for requesting an escort to your car

Reporting Off-Campus Emergencies – (9)911
Note: (the hospice center is considered Off-Campus)
PROTECTING YOUR PRIVACY WHEN CALLING FAMILIES FROM HOME
Using our home phone risks our own privacy. If you do not have Call Blocking as the default on your home phone, you can dial *67 + number you are dialing. This will block your number from showing up on patients/families’ caller ID for that specific call.

HELPFUL HOSPICE CONTACTS
Melissa Lubatti, Volunteer Coordinator
Hospice Care Center, Home Hospice Central and Animal Assisted Therapy
MRLubatti@EvergreenHealth.com
425.899.1028
425-899.1080 - Fax

Criss East, Volunteer Coordinator
Home Hospice South and Central Two Teams
CMEast@EvergreenHealth.com
425.899.1049
425-899.1080 - Fax

Sheri Standley, Volunteer Coordinator
Home Hospice North and North Two Teams
SJStandley@EvergreenHealth.com
425.899.3290
425-899.1080 – Fax

Hospice Main Telephone Line
425.899.1040 or 425.899.1070

Hospice Toll Free Number
1-800- 442-4546
Both numbers are answered 24 hrs. a day/7 days a week

Hospice Fax
425.899.1080
Attn: Volunteer Department
Located in Volunteer Coordinator’s Office

Hospice Bereavement
425-899-1077

Employee Health:
425.899.2282 - Reception
Hours: Monday through Friday, 7:30 a.m. – 4 p.m. (M,T,W for TB testing)
HELPFUL HOSPICE LINKS
EvergreenHealth Hospice Volunteer Information and Application Forms

National Hospice Foundation
www.hospiceinfo.org

National Hospice and Palliative Care Organization
www.nhpco.org

The Sacred Art of Living Center (providers of “Heal the Healers” workshop series)
Co-Founder, Richard Groves, 2016 Seasons of Hope Keynote Speaker

Video link for Hospice
A link to a music video with photos of our hospice center gardens taken by Volunteer Coordinator Criss East with music composed by Cathy Scarcello, and sung by Cathy and her sister Chris Clement, one of our hospice managers. Cathy wrote these songs for the Rose Garden Ceremony and they sing them each year.
http://www.youtube.com/watch?v=yC1TliBe7to&feature=youtu.be

Presencing – For Compassionate Touch Volunteers:  www.presencingsource.com

EvergreenHealth Relaxation Methods Link:   https://www.EvergreenHealth.com/relaxation

EthnoMed
Contains information about cultural beliefs, medical issues and related topics pertinent to the health care of immigrants to Seattle.  https://ethnomed.org/

Today’s Voice for Dementia, Making a Difference One Mind at a Time:   http://www.teepasnow.com

Caring for Culture
Considerable amount of information about different cultures around the world. NOW AVAILABLE ONLINE ON VIC!

REFLECTIONS

What in your life is calling you,
When all the noise is silenced,
The meetings adjourned...
The lists laid aside,
And the Wild Iris blooms
by itself
In the dark forest...
What still pulls on your Soul?

-Rumi
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<td>11 COMFORT TOUCH VOLUNTEER DINNER 6 p.m. PF Changs, Bellevue</td>
<td>12 HEALING TOUCH 10-11:30 a.m. HCC Reflection Rm.</td>
<td>13 BELLEVUE VOLUNTEER MEETING Panera Bread Factoria Mall 6:00-7:30 p.m.</td>
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<td>21 S. KING CTY. VOL. MEETING 11 a.m. – 12 p.m. Starbuck’s 425 W. Meeker, Kent</td>
<td>22 HOSPICE STAFF AND VOLUNTEER PICNIC 4 - 6:30 p.m. HOSPICE CENTER BRING YOUR FAMILIES!!</td>
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<td>26 HEALING TOUCH 10-11:30 a.m. HCC Reflection Rm. LUNCH &amp; LEARN 12:15-1 p.m. HCC</td>
<td>27 REFLECTION MEETING FOR HOSPICE VOLUNTEERS &amp; STAFF 6 -7:15 p.m. Reflection Rm.</td>
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<td>29 FREE YOGA CLASS! 10-11:15 a.m. Reflection Rm. BEREAVEMENT CALLERS LUNCH 12-1 p.m. HCC</td>
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<td>TUCK-IN VOL. MEETING 10-11:00 a.m. Hospice Center SEATTLE VOLUNTEER SUPPORT MEETING 11:00 a.m. - noon Starbucks 2921 Martin Luther King Way South Seattle</td>
<td>2526 BEREAVEMENT PHONE CALL VOL. MEETING 12-1 p.m. Hospice Center FREE YOGA CLASS! 10-11:15 a.m. Reflection Rm.</td>
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