



Pine Tree Hospice

Spring/Summer 2023 Newsletter

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SPECIAL POINTS OF INTEREST

- **Volunteers, Direct and Indirect, are the Heart of Pine Tree Hospice. Learn more on pages 5 & 6.**

We have put together this newsletter to provide information, showcase some of our recent work, and let you know of upcoming events. We are so happy to share with you since none of it could be done without you!

Thank you to all of our grantors, business sponsors and individuals who have donated to our mission! We are proud of our unique distinction as a non-medical entity, as it allows us to provide barrier-free services. It does, however, mean that we cannot rely on state, federal or insurance reimbursements for funding.

100% of our income comes from grants, sponsorships, and donations.

The Staff of Pine Tree Hospice



Pamela Pultz, Cheryl Crabtree, Kristen Wortman, Sherri Jackins, Laurie Muzzy

BUILDING CAPACITY: Part of Our 2022-2025 Strategic Plan

When we sat down to develop our strategic plan, a clear need was to build capacity. Most of the goals we had led back to questions about how we would reach them. For a small non-profit like ours it comes down to the people; staff and volunteers are critical in driving the work to meet the mission.

One of the strategies for increasing capacity was to hire a Volunteer Coordinator. Laurie Muzzy joined our team this February. Her role is to coordinate the recruitment, retention, and records of our volunteers. This position allows for increased staff efficiency, community outreach, volunteer management and coaching, and expanded volunteer education opportunities.

We are moving into a new chapter. One that we wrote the framework for. One that will allow us to have even more positive impact on those we serve and the greater community.

Meet the Pine Tree Hospice Team

DEFINITION OF A TEAM

An enthusiastic set of competent people who have clearly defined roles, associated in a common activity, working cohesively in trusting relationships, and exercising personal discipline and making individual sacrifices for the good of the team.

Cheryl Crabtree

Client and Family Services Coordinator

“I am privileged to be part of an organization that is made up of wonderful people. My job is meeting clients and families in their homes, identifying needs, offering resources, and finding ways a direct care volunteer could make a difference.

Matching the right volunteer is rewarding. Direct care volunteers are generous, caring, and quietly go about doing good across the Pine Tree Hospice region.”

Pamela Pultz

Marketing Coordinator

“I came to Pine Tree Hospice to assist with planning events, writing letters to funders and donors, and assisting a demographic I wasn’t familiar with; it was engaging and humbling. Today, I assist our Executive Director with the design and content of marketing, letters, and other written material, as well as planning events.

What drives me is knowing that daily I can help one more person in my community through this amazing organization.”

Kristen Wortman

Executive Director

“The title of Executive Director is truly just an umbrella term. From program development, being a champion for Pine Tree Hospice in the community, supervising the amazing staff team and working alongside our committed volunteers, to fiscal responsibilities, I get to do it all. The position should have been advertised as ‘best job on the planet!’

“I have a lifelong appreciation for the populations we serve and the best part of the job is knowing we are making a difference. What drives me is knowing there are so many more people to help.”

Laurie Muzzy

Volunteer Coordinator

“I came to Pine Tree Hospice as a volunteer in 2021. I grew up in Dover-Foxcroft, and am a Foxcroft Academy graduate but have been a long-time resident of Greenville. I have worked as a teacher, business owner and currently I manage volunteers at the Greenville Thrift Shop. I hope to combine my knowledge of Pine Tree Hospice, passion in our mission, and experience in coordinating volunteers to my new and exciting role. I am so excited to be part of this team!”

Sherri Jackins

Office Coordinator

“Seventeen years ago, I came to Pine Tree Hospice to input data into a new system. Soon after, I was offered the Administrative Assistant position. I could see the huge need in our communities for this organization.

I feel privileged to work with an incredible staff and group of volunteers, and if I can help even one person each day, I feel that I am in some way contributing to making a difference in someone’s life.”

All services are **FREE**

Barrier **FREE** entry to services. No lengthy confusing applications. No income thresholds.

NON-MEDICAL services including:

- *Companionship
- *Transportation
- *Grocery Shopping
- *Respite
- *Life Review

SUPPORT EDUCATION RESOURCES

provided by staff and volunteers through 1:1, classes, and community events.

Pine Tree Hospice provides free non-medical support, education, and resources to those with life-limiting conditions, caregivers, and grieving individuals through a trained volunteer network.

LIFE-LIMITING CONDITIONS include:

- *Diabetes
- *COPD *Cancers
- *Heart Failure *Dementias
- *Falls & Bone Fractures
- *Parkinson's
- *Isolation
- *Frailty

CAREGIVERS are offered services including respite, 1:1 support, peer support groups, educational classes, and assistance navigating other resources.

TRAINED VOLUNTEER NETWORK

All volunteers complete a state mandated 22 hour training course, pass a background check, log an additional 8 hours per year of continuing education and attend monthly group and individual check-ins with the Client & Family Services Coordinator.

Services for **GRIEVING INDIVIDUALS** includes 1:1 support from trained volunteers or staff, peer support groups, community education, and referrals to other resources.

⁵ How We Meet Our Mission — Our Volunteers

Volunteers are the heart of Pine Tree Hospice.

Indirect Volunteers share their time, talent, and skills in various ways.

Directors on the Board provide leadership and oversight.

Committees, run by volunteers, support program development and evaluation, fundraising, governance, and marketing. Volunteers logged over 375 hours of support last year!

Individual volunteers provide support in the office with data entry, filing, special projects. Volunteers spent 85.5 hours in the office last year.

Outreach is critical in informing the community about our mission. Volunteers are our best ambassadors! Volunteers devoted 43.5 hours last year speaking at various meetings and gatherings, posting marketing materials, and sharing information on social media.

Direct Care Volunteers work directly with families and clients, help with grocery shopping and other tasks, and provide suggestions to other resources and education.

Since 2021, we have added 22 new volunteers!

Instead of shutting down during the COVID-19 pandemic, Pine Tree Hospice continued serving, with safety protocols for both volunteers and clients. We also began to see an uptick in calls for services. Clients were more isolated with less support and options. The number of calls has remained high, so that by the early spring of 2023, the client census was the highest it has been since we opened in 1985. To grow with the need, Pine Tree Hospice built capacity-looking at ways to be more efficient internally and recruiting new volunteers from across our service area.

**Interested in learning more about ways
you could lend your time or talent?**

Stop in and visit us at

883 West Main Street, Dover-Foxcroft

Call us at 207.802.8078 or

**Email Laurie, our Volunteer Coordinator
at volunteer@pinetreehospice.org**

Volunteers' Length of time with Pine Tree Hospice in years:

Barb A	13	Dover-Foxcroft
Alison B	3	Beaver Cove
Alice B	15	Garland
Sue B	5	Dexter
Jan B	1	Garland
Sherril B	1	Abbot
Patty C	2	Ripley
Rita C	9	Dover-Foxcroft
Cheryl C	4	Argyle
Dodie C	25	Guilford
Candice C	1	Parkman
Ryan D	4	Dover-Foxcroft
April D	5	Guilford
Karen D	2	Corinth
Trisha D	2	Newport
Cheryl F	7	Dover-Foxcroft
Jason F	1	Brewer
Cheri G	1	Greenville
Ardie H	23	Dover-Foxcroft
Donna H	11	Dover-Foxcroft
Dorcas H	2	Dover-Foxcroft
Helen H	17	Dover-Foxcroft
Priscilla H	25	Dover-Foxcroft
Wendy H	3	Dover-Foxcroft
Esther I	2	Greenville
Cav K	1	Holden
Jon K	1	Dover-Foxcroft
Kim L	1	Greenville
Clare L	1	Dover-Foxcroft
Nolan L	4	Guilford
Scott L	6	Hudson
Sue M	9	Greenville
Deanne M	7	Milo
Donna P	11	Dover-Foxcroft
Jacquie P	2	Guilford
Judy R	4	Dover-Foxcroft
Susan R	1	Garland
Debra S	13	Colorado
Janet S	6	Dover-Foxcroft
Jayne S	9	Dover-Foxcroft
Carol S	2	Dover-Foxcroft
Andrea T	11	Atkinson
Pam T	15	Dover-Foxcroft
Lisa W	9	Dover-Foxcroft
Rosemarie W	2	Dexter
Debby W	1	Dexter
Sebastian Z	2	Dover-Foxcroft

Direct Care Volunteers

The greatest need is met by our Direct Care volunteers.

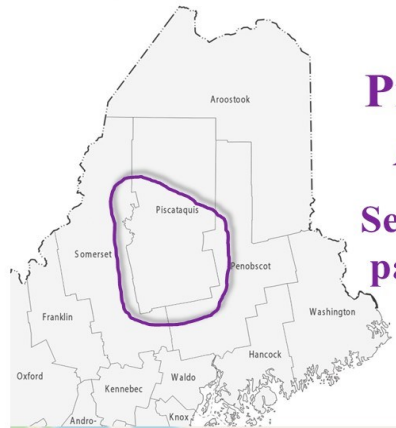
Clients are visited in their homes, in the homes of their caregivers, or in facilities. These volunteers serve both clients and families.

Direct Care volunteers are able to assist in non-medical ways; clients ask to go for rides, for transportation to appointments, to be read to, for general companionship, and more.

Family members thank volunteers for providing respite so that a family member can go shopping, take a nap, visit with friends, or go to their own appointments.

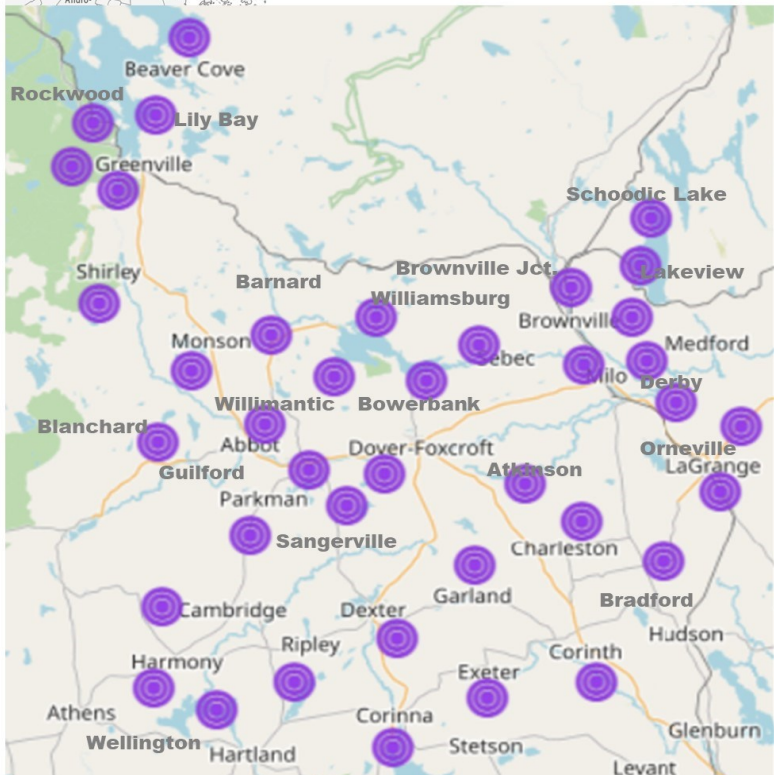


Direct Care Volunteer Celebration 2022



Pine Tree Hospice Area of Service

Serving Piscataquis and parts of Penobscot and Somerset Counties



Direct Care Volunteers' Impact in 2022
1,210 Contacts with Clients = 3.3 Contacts Per Day
1,656 Hours of Service to Clients = 4.5 Hours Per Day

Direct Care Volunteers choose:
*day of the week or month they want to volunteer
*their hours
*which towns they will visit
*education topics they want to learn about
We support our volunteers' decisions and know that volunteering is not just about the client, but about the volunteer, too!

Pine Tree Hospice's 2023 Events

The 27th Annual Variety Show, on April 22, at Center Theatre in Dover-Foxcroft, was another fun, entertaining, and successful show!

Community members, families of the performers, and volunteers turned out to fill the theatre. This year we had the Q-Tips on video, Susan Ramsey—The Fiddlin' Woodsprite, Some Reel People, Sihtric the Dancing Dog, and more. Everyone *loved* the tap dancing troupe, Somebody and Me (pictured).

While the Variety Show is a fundraiser, it truly serves as outreach. While waiting for the show to begin a video highlighting our mission, programs, and accomplishments played. This year we interviewed volunteers and clients and we can't thank them enough for speaking about what Pine Tree Hospice does for our communities, and for the families that rely on our services.



Hope to see you next April for the
28th Annual Variety Show!

Pine Tree Hospice's 16th Annual Golf Open



2023 Charity Golf Tournament Co-hosted by:



Maine Highlands
FEDERAL CREDIT UNION
Personal Service. Shared Value.

Saturday, August 19th
8:00am and 1:30pm Flights
Foxcroft Golf Club
Teams of 4, \$50 per player
Includes Swag Bag & Lunch

Prizes and Auction Items from:

Webhannet Golf Club
Sugarloaf Golf Club
Lakewood Golf Course
Jato Highlands Golf Course
JW Parks Golf Course
Dexter Municipal Golf Course
AND MORE!!!

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info@pinetreehospice.org

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Thank you to everyone who supports Pine Tree Hospice!

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Thrift Shop
Towns in Our Service Area
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Somerset Counties

Grantors

Maine Hospice Council
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And Thank You to the Hundreds of Individual Donors Who Support Us!