

# The Grapevine

February 2013



## Calendar at a Glance

**Our offices will be closed on Monday, February 18 in observance of President's Day.**

We will return to the office on Tuesday, 2/19 at 8 a.m.

**Volunteer Information Session, Wednesday, February 20, 6-8 p.m.**  
Conf. Room B., call 425-261-4815 to register.

**Ongoing Volunteer Training (OTAS), Thursday, February 21, 5:30-7:30 p.m.** Call 425-261-4815 to register.  
*Program by WA State Alzheimer's Association: Recognizing Pain in patients with low or no communication skills*

**SAVE THE DATE!**  
**Our annual All Volunteer Retreat will be Saturday, March 30!**

*Please see the insert in this issue of the Grapevine listing the volunteer opportunities available throughout the year to help our Foundation raise money for our agency.*  
Please call Diane at 425-261-4859 if you are interested in helping with events.

## **Thank You to Our "Light Up A Life" Volunteers!!**

Many thanks to a fantastic group of folks who helped with the set up of our annual **Light up a Life\*** tree display at the Colby Campus on Friday, 11/30 and then take them down again on 1/3! Volunteers included: **Mery Andersen, Sheri and Mark Diamond, Renee Greenleaf, Paul Kramer, Kathy McQueen, Sue Rewak, Jeanne & Gary Rogers, and Rick Snyder.**

This group of dedicated volunteers not only provided the muscle to move the trees from our storage unit to the hospital, but also set them up and participated in the unenviable task of ensuring all those pesky lights were in working order! Once they passed the quality inspection test, thousands of lights were carefully placed on all the trees and wreaths, creating a warm and beautiful holiday display.



**\*Light up a Life** is an annual tradition where during the month of December donors are invited to dedicate one of these trees or wreaths in memory of honor of a loved one.

For more information, please contact our Foundation Office at 425.261.4822.

I visited with a patient at the hospital this evening. Husband in attendance at bedside. Patient reactive to my voice and touch with husband stating that he had been at bedside most of day and that was the first response from her that he had seen. We spent time talking about his growing up in Everett and being in the Air Force and how he met his wife. They have been married 53 years and he broke down several times when talking about her. He also asked about the service pins on my lanyard. I described each one, and the last one on my lanyard was a Angel pin with the word "Hospice" on it. I removed it from my lanyard and pinned it on his lapel. I was given a wonderful hug in return. A fair trade.

Jeanne Rogers, Hospital Vigil Volunteer

**Kudos for Volunteers!**

Just wanted to thank your volunteer **Carrie Knight**. I called her about 4:50 to see if she could do a prescription pick up in Lynnwood when the pharmacy closes at 6:00PM. She took all the information down and raced out the door to do the delivery. Please send her our thanks! Sarah Jones, Hospice desk

Thank you to the vigil volunteers who sat with a patient in early January: **Karen Ali, Jenny Barker, Paul Kramer, Deanne Lindstrom, Kristina Pasiecznik, Van Phan, Tracy Ruzicka, Sheila Smith & Lori Von Ruden**. From Jenny Brown, RN: "Thanks to the angel volunteers. His daughter is thrilled about this."

**Thank you** to more staff & clinicians who brought food for our Holiday Volunteer Appreciation Open House who were not mentioned in our January newsletter: **Joan Hemm, Kathleen Shepro, Gail Simburger, & Cal Wilcox**.

Thank you to the volunteers who helped with the Bereavement newsletter: **Linda Davey, Gloria DeMello, Millie Hayes, Binta Jalloh, Judy McGregor, & Trisha Oster**.

**Kudos to Volunteers**

**Mick Wheeler** attended the pinning ceremony for a patient who is a veteran. Mick was wearing his Cavalry hat and shirt. He is perfect for the patient and they appear to have a special bond with each other. What a gem!!!! Ann Pyrich, MSW

Thank you to new tuck-in volunteer, **Don Bundy**, for making some lengthy runs to deliver prescriptions & supplies to patients. Don went to Sultan one day, then to Darrington the next, then down to Lynnwood for a food bank run. Don says he'll do those runs as long as there is a good bakery along the way! Thank you, Don, and we'll be sure to check on those bakeries before sending you out!

**Volunteer Chris Duffy** reports that she "spent time with the patient, playing music and singing. The patient was very responsive to me and some of the songs." According to Susan Dittmann, RN, "This is wonderful. Before Sally started her decline, she was known to walk around the facility singing. Staff reports that when she stopped singing, it was one of their indicators of her decline."

Thank you to tuck-in volunteer, **Don Bundy**, who has been a wonderful help to a 40 year-old hospice patient in Lynnwood. Don first picked up food at the food bank for the patient, then drove the patient's brother to the DMV to get an ID made, picked up another box at the food bank, and then the day after Christmas, drove the brother to DSHS so he could be certified as the patient's caregiver. Great work, Don! Thank you from Cheryl Ramos, the patient's MSW, and Joanie in the Volunteer Office.

YAYYYYYYYYYYYYYYYYYYYYYYYY!! ☺ ☺ ☺ Thank you so much! You are amazing....as are your volunteers!!!!!!!!!!!!!! *This was the response from Karen Garritson, RN when she learned that volunteer **Terri Amburgy** would be able to do a supply delivery to a patient in Monroe!*

We had a volunteer pick up a prescription for a patient. The patient said she was very nice, & kudos to our volunteers! Brita Sutton, RN

**Vote For Us!**

Long time Everett community leader, Barbara Lamoureux, and supporter of **Providence Hospice & Home Care of Snohomish County** is celebrating her 25<sup>th</sup> year in business. To celebrate, Lamoureux Real Estate is giving away \$25,000 to 5 local non-profits.

We are one of the 25 local agencies competing for "the most votes". So Providence Hospice fans - **You can help Hospice by voting for our agency**. Please visit [www.lamoureuxhomes.com](http://www.lamoureuxhomes.com) to vote.

This is a year-long campaign and you will be allowed 1 vote per email address. Please share this information with colleagues, family, friends, your email lists, Facebook, Twitter, Linked In, or just plain word of mouth! For Facebook followers there is a link on [www.facebook.com/lamoureuxhomes](http://www.facebook.com/lamoureuxhomes) so you can go there and share it with your friends or post it on your wall to spread the word.

We need our Providence family to help, so please cast your **vote now** ~ the more votes, the better chance of winning \$5,000 for Hospice.

**Connie J. Wittren, CFRE**  
Foundation Director



## “Getting to Know You!”

Each month we'll be introducing you to two of our 400 volunteers

*Who:* **Carina Willett**

*What:* **Patient Volunteer**

*How Long:* **Since February 2012**

*Why:* I volunteer though Hospice because giving back to others makes my life all the better. It puts everything into perspective. I remember each day that life is a gift to be treasured.



*Who:* **Heather Taylor**

*What:* **Patient Volunteer, Bereavement Intern**

*How Long:* **Since March 2011**

*Why:* For me, being a volunteer is about listening to the heart language of the families and people we meet; being a witness to final laughs, breaths and moments. It's about being fully present and holding that sacred space. I feel honored to be part of this incredible program.

### Welcome to Our New Volunteers!

**Shelly Burlile**, Lake Stevens, Patient Volunteer  
**Debbie Campbell**, Tulalip, Patient Volunteer  
**Margaret Cole**, Arlington, Patient Volunteer  
**Robin Johnson**, Arlington, Tuck-in Volunteer  
**Janine Groves**, Monroe, Sewing Volunteer  
**Margit McCowan**, Bothell, Patient Volunteer  
**Sue Miller**, Camano Island, Sewing Volunteer  
**Thomas Roe**, Everett, Tuck-in Volunteer  
**Cindy Rutherford**, Marysville, Sewing Volunteer  
**Marie Ann Tiu**, Lynnwood, Patient Volunteer

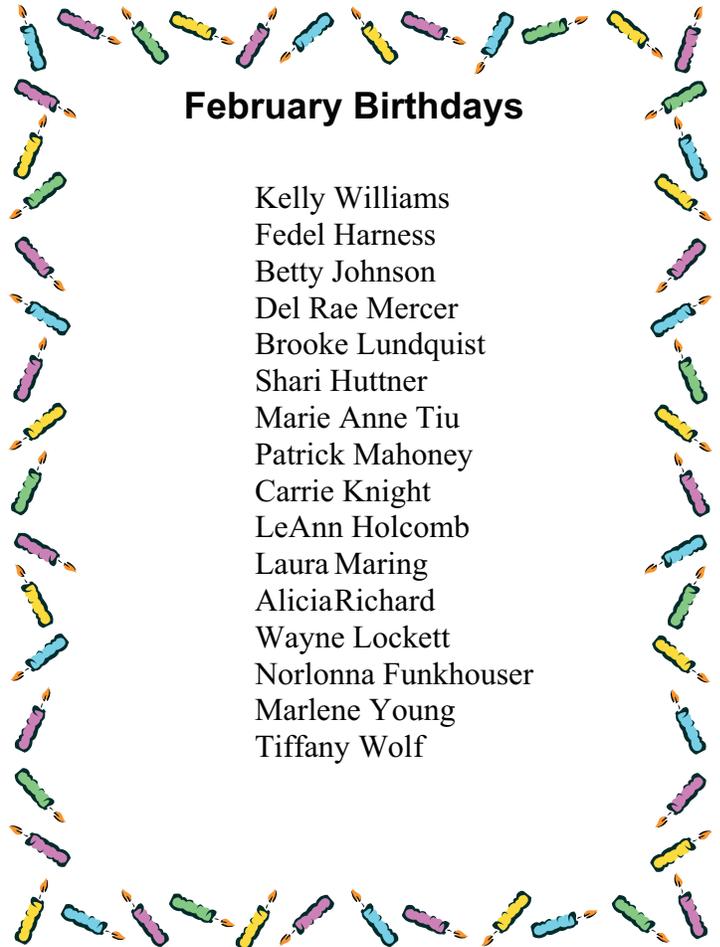
Thank you to volunteer **Victoria Amundson** for heading up the gift wrapping project at Barnes & Noble throughout the month of December. The effort brought in **\$415.34** for the agency which will go to the **“We Honor Vets”** program.



Thank you to the volunteers who wrapped packages:  
**Faye Anderson, Mary Beth, Lorrie Cole, Mary Craig, Morgan Curry, Jan Gaffney & friends, Chris Gould, Mike & Suzanne Hughes, Carolyn Johnson, Amanda Keller, Linda Lee, Kathy McQueen, Joan Miles, Brandi Shishler-Hassan, Amanda Sousa, Lynn & Emily Warnock, & CJ Wise.**

### February Birthdays

Kelly Williams  
Fedel Harness  
Betty Johnson  
Del Rae Mercer  
Brooke Lundquist  
Shari Huttner  
Marie Anne Tiu  
Patrick Mahoney  
Carrie Knight  
LeAnn Holcomb  
Laura Maring  
Alicia Richard  
Wayne Lockett  
Norlonna Funkhouser  
Marlene Young  
Tiffany Wolf





LtoR: **Jana Evich**, vigil volunteer (Jana manages the Supply Room), **Marilyn Sampson**, Volunteer Assistant, and **Steve Stewart**, Volunteer Services Coordinator-Seattle, partying at Sandy's house over the holidays.

### Living Our Core Values By Sandy Powers

**Every act of love is a work of peace, no matter how small.**  
Mother Teresa

Hospice volunteers speak the language of love. You offer respite for others by simply being yourself. Knitting, sewing, haircuts, office work, holding a patient's hand, notaries, vigils, each volunteer is a part of the hospice whole. Hospice work evokes compassion from those called to serve.

Within you is everything it takes to care for another. You've been caring your whole life. Ask those around you, they will tell you what a difference you make. You are real. You are genuine. You give from the heart the talent God has blessed you and only you to give. You'll never know how deeply you've touched the lives of others. Maybe it's not meant for us to know that, maybe our only job is to live love.

We all doubt at times if we're REALLY making a difference. Today toss doubt out the window and hear us please **YOU MAKE A DIFFERENCE**. As Mother Teresa says, "Every act of love is a work of peace, no matter how small."

You add to this world in ways no one else but you can. There is no one else on the earth with the same ingredients as you. God made you on purpose for a purpose.

Take that in for just a minute... There is no one else like you. Inside is where the good stuff waits for our embrace. I've told my kids their whole lives look into your heart the answers you seek are in there. And whatever you find know it's a gift from the Sacred given to you the day you were born. The Great Mystery blew the breath of life into you and everything you'd ever need to add to this world.

I believe hospice volunteers have discovered some of that stuff and give it generously in many ways. Thank you!

### December 2012 Volunteer Statistics You make a difference!

Patient Care Hours: **615.25**/Total Hospice & Home Care visits: **264**

- Hospice in-home: **487.5 hours; 158 visits**
- Hospice at the hospital: **113 hours; 62 visits**
- Home Care: **10 hours, 5 visits**
- Carousel Hospice hours: **0**
- Carousel Home Care hours: **4.75 hours; 1 visit**

Bereavement Hours: **414.5**

Partners in Palliative Care hours: **9.75**

Sewing Volunteer Hours: **1,090.00**

Office Volunteer Hours: **139**

Lifeline Volunteer hours: **4.25**

Board of Directors and PAC hours: **0**

Other Hospice and Home Care General Support hours: **301.25**

**Grand Total of Volunteer Hours: 2,574**

**Dollar Value of Volunteers for December:**  
**\$60,870.36**

\*Based on National hourly volunteer rate equivalent of \$21.79 per hour plus mileage

### *Thank You For Coming to our December Volunteer Appreciation Potluck!*

Thank you to everyone who attended this fun event! The turnout was wonderful and everyone seemed to have a great time. There was wonderful sharing and lots of laughter. We appreciated seeing your smiling faces and the opportunity to be with you.

Sincerely,  
Sandy, Joanie, Marilyn, Thais & Kimberley

*Please see the insert for more wonderful photos!*



**Joanie Hemm & Don Bundy**, Tuck-in Volunteer

**Prayer Shawl Stories**

A BIG thank you for the red, white and blue afghans, blankets, pillow cases for the Veterans. Patients & families are so surprised to receive these beautiful gifts at the pinning ceremonies! Ann Pryich, MSW

Susie Free gave one family three transfer pads and they were SO grateful! Susie showed them how to use the pads, and also tucked butterfly pillows around the patient. She said the family was so pleased!

Melissa Assink, RN took a quilted lap robe made by **Annette Schalo** to a patient in Stanwood who exclaimed how well it matched her room! She & her husband both loved the pocket for the remote control, and asked Melissa to drape it over a chair where she could see it.

Pat Sweet took a soft faux suede & sheepskin lap robe donated by **Sue Miller**, along with a pillow with moose-patterned fabric made by volunteer **Linda James**, to a patient who was from Montana. He had been a hunter and was very happy with both items!

The family of a patient at Swedish hospital was surrounding her during my visit: children, grandchildren and great grandchildren. They all agreed that she was comfortable and they were very happy for that. One of her great grandchildren was sitting on the bed, stroking her hand and her face. I left a prayer shawl and they seemed to enjoy it and appreciate it and wished to thank the volunteer(s) who made it.

**Sue Johnson**, Hospital Vigil Volunteer

Our thanks to **Darlene & Ollie Doyle** who cut hospital gowns for us but have had a fortunate surge in their upholstery business & will be unable to continue.

**Wanda Gilleland** has continued to cut gowns, and in the new year will be training her sewing group to cut gowns as well, so our needs will continue to be met!

**Thank you to Wanda and her team!**

*“Useful and ornamental needlework, knitting, and netting are capable of being made, not only sources of personal gratification, but of high moral benefit, and the means of developing in surpassing loveliness and grace, some of the highest and noblest feelings of the soul.”*

~Author unknown, from *The Ladies' Work Table Book*, 1845



**More Prayer Shawl Stories**

I have to take a quick minute to express how much I appreciate our volunteers. My dad recently passed away and was on Hospice in California. The services they provided to my dad and mom were horrible. They have volunteers, but they only made pill boxes. I was so grateful that Alison was able to mail me some butterfly pillows, gowns, and a prayer shawl, we were out of transfer pads. We received all the wonderful supplies on Monday December 3<sup>rd</sup> in the Am and my dad passed away peacefully that afternoon. I can't express how much I truly appreciate the hard work and dedication our volunteers provide. Thank you from the bottom of my heart ☺ Dena Morano, RN

I took two butterfly pillows and a green knitted afghan to a man. He and his little demented wife have no family close and he sleeps in his chair. The foot rest of his recliner is hard and the pillows floated his heels. He was so pleased he said to say thank you to the volunteers. He and she really, really appreciated both pillows, and the afghan even goes with their couch. This couple have a very modest home and no Christmas decorations so this was so special for them! Thank you again! Bonnie Taylor, RN

**Thank you to Our Sewing Volunteers!**

- **Lynn Johnson**, fleece butterfly pillows
- **Linda James**, pillows, lap robe, prayer shawl
- **Sue Miller**, donation of pre-made fleece, woven, & velour lap robes, transfer pads, personal clothing protectors.
- **Sue Miller's friend, Charlotte Walker**, donated 8 extra soft fleece pre-made lap robes.
- **Annette Schalo**, lap robes, transfer pads, walker bags. Annette created a small-sized hospital gown pattern and made some on special order for a patient.
- **Dolores Clarkin**, butterfly pillows
- **Northshore Senior Center**, butterfly pillows
- **Trinity Episcopal Women**, prayer shawls
- **Georgina Bayley**, lap robes
- **First Presbyterian Women**, prayer shawls
- **Pauline Miller**, butterfly pillows
- **Annemarie Jorenby**, lap robes
- **Lisa Mauler**, butterfly pillows

**The Grapevine Newsletter is compiled and printed by: Volunteer Services**  
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## **TB Test Reminder**

Annual TB tests are required for all patient care volunteers (as defined by any volunteer who spends time face-to-face with patients). They are also required for any volunteer who works in our PHHC office. We track the dates of your annual TB tests and will mail you a reminder about a month in advance. Feel free to call Marilyn at 425-261-4814 if you would like to check on when your TB test will be expiring.

If you have tested positive in the past you only need to fill out a symptom questionnaire annually that we will mail to you for return.

***Please call Joanie at 425-261-4815 to schedule your TB test.***  
**TESTS GIVEN: Mondays, 8-9 a.m. or 3-4 p.m. & Tuesdays, 8-9 a.m. or 3:30-4:30 p.m.**  
**TESTS READ\*: Wednesdays, 8-9 a.m. or 3:30-4:30 p.m. & Thursday, 8-9 a.m. or 3:30-4:30 p.m.** Times are firm! *If there is not a sufficient number of appointments for any of these dates/times, the TB session may be cancelled, in which case we will call you.*

Tests are given at our offices at 2731 Wetmore Ave. When you arrive for your TB test, you may go directly up to the 5th floor. Sharon, the receptionist, will give you a form to fill out. She will direct you to the RN who will do your test. The RN will tell you when to return for the "read" which is usually 2-3 days later. We ask that you stop in the Volunteer Services office to enter your roundtrip drive time for two visits, the time spent having the test done & read, and the roundtrip miles you have driven for both trips in a book in the Volunteer Services office.

Occasionally someone will mistakenly view volunteers as amateurs. They need to remember that Noah's Ark was built by amateurs and the Titanic was built by professionals!



*From Dr. Oz's ShareCare Newsletter, 12/12/12*

### **Find Your Joy**

All our lives we are taught to find meaning and satisfaction through work. Then we reach adulthood and wonder, "Why am I not happy?"

The truth is, most people find their joy outside of work. Roughly 80 percent of Americans say their jobs don't provide greater meaning to their lives.

So what does make us happy? It's not work, money, fame, a big house, or nachos grande. It's the little things, like baking, knitting, learning an instrument, or playing a sport. The key seems to be finding an activity in which both the mind and hands are engaged.

Other simple activities that bring happiness are spending time with friends and family, coaching a kids' team, or doing a group activity like singing in a choir.

This week, write down three to five simple activities that bring you joy. Put the list somewhere where you will see it every day, and try to engage in at least one of those activities each week.

## Making a Difference

*Submitted by Steve Stewart, Patient Volunteer*

*Note from Steve: Whether it be a cab ride or a visit from a volunteer... we may not always know just how much our presence and caring might mean to a patient...*

A NYC Taxi driver wrote:

I arrived at the address and honked the horn. After waiting a few minutes I honked again. Since this was going to be my last ride of my shift I thought about just driving away, but instead I put the car in park and walked up to the door and knocked.. 'Just a minute', answered a frail, elderly voice. I could hear something being dragged across the floor.

After a long pause, the door opened. A small woman in her 90's stood before me. She was wearing a print dress and a pillbox hat with a veil pinned on it, like somebody out of a 1940's movie.

By her side was a small nylon suitcase. The apartment looked as if no one had lived in it for years. All the furniture was covered with sheets.

There were no clocks on the walls, no knickknacks or utensils on the counters. In the corner was a cardboard box filled with photos and glassware.

'Would you carry my bag out to the car?' she said. I took the suitcase to the cab, then returned to assist the woman.

She took my arm and we walked slowly toward the curb.

She kept thanking me for my kindness. 'It's nothing', I told her.. 'I just try to treat my passengers the way I would want my mother to be treated.'

'Oh, you're such a good boy, she said. When we got in the cab, she gave me an address and then asked, 'Could you drive through downtown?'

'It's not the shortest way,' I answered quickly.

'Oh, I don't mind,' she said. 'I'm in no hurry. I'm on my way to a hospice.'

I looked in the rear-view mirror. Her eyes were glistening. 'I don't have any family left,' she continued in a soft voice..'The doctor says I don't have very long.'

I quietly reached over and shut off the meter.

'What route would you like me to take?' I asked.

For the next two hours, we drove through the city. She showed me the building where she had once worked as an elevator operator.

We drove through the neighborhood where she and her husband had lived when they were newlyweds She had me pull up in front of a furniture warehouse that had once been a ballroom where she had gone dancing as a girl.

Sometimes she'd ask me to slow in front of a particular building or corner and would sit staring into the darkness, saying nothing.

As the first hint of sun was creasing the horizon, she suddenly said, 'I'm tired. Let's go now.'

We drove in silence to the address she had given me. It was a low building, like a small convalescent home, with a driveway that passed under a portico.

Two orderlies came out to the cab as soon as we pulled up. They were solicitous and intent, watching her every move.

They must have been expecting her.

I opened the trunk and took the small suitcase to the door. The woman was already seated in a wheelchair.

'How much do I owe you?' She asked, reaching into her purse.

'Nothing,' I said

'You have to make a living,' she answered.

'There are other passengers,' I responded.

Almost without thinking, I bent and gave her a hug. She held onto me tightly.

'You gave an old woman a little moment of joy,' she said. 'Thank you.'

I squeezed her hand, and then walked into the dim morning light.. Behind me, a door shut.It was the sound of the closing of a life..

I didn't pick up any more passengers that shift. I drove aimlessly lost in thought. For the rest of that day, I could hardly talk. What if that woman had gotten an angry driver, or one who was impatient to end his shift? What if I had refused to take the run, or had honked once, then driven away?

On a quick review, I don't think that I have done anything more important in my life.

We're conditioned to think that our lives revolve around great moments.

But great moments often catch us unaware-beautifully wrapped in what others may consider a small one.

Hugs, Steve

FROM THE HERALD ARCHIVES, Guest commentary / Veterans

Published: Friday, July 1, 2011 (but perfect for Veterans Day, November 11, 2012)

## Honor Those Who Have Paid for Our Freedom

By Joanie Hinchcliffe Miles

Independence Day is almost here, and while this day may bring to mind barbecue, fireworks and a three-day weekend, I hope we all take a moment to reflect on the real reason for this holiday: celebrating our freedom, patriotism and love of our country.

Freedom is not free -- it is paid for by the sacrifices of brave men and women in uniform who gave their lives in defense of America.

July 4th also serves as a reminder to give thanks to our soldiers, their families and veterans who willingly risk their lives every day around the globe. They made the brave sacrifice to leave their family, friends and their life behind just to make sure no harm comes home. If these strong, courageous soldiers weren't fighting for everything here, then who would?

While you are thinking about this, there is a soldier, sailor, airman, Marine, or Coast Guard member thousands of miles away from his or her spouse, kids and friends knowing they may never see them again in order to keep this country free.

My many roles include being a daughter (who grew up in the military), sister, mother and a volunteer. I also have the privilege of playing a role in honoring America's veterans. My life has been one of freedom -- freedom made possible by men and women I've never known. We all owe them our greatest gratitude. But time is running out to honor those veterans who fought during World War II, and even the Korean and Vietnam wars.

Honoring a veteran is something we as Americans need to do more! Even if we did not agree with the war the veteran participated in, the commitment the veteran made to our nation deserves our praise. It is a simple task to honor a veteran, but many Americans do not know how. All that honoring a veteran entails is to learn about the wars they fought in. Simply trying to understand what that person went through, for our sake, is enough to honor them.

A recent conversation, a WWII vet said, "They don't teach this history much anymore." I agreed, having been saddened by the lack of coverage and acknowledgement of gratitude to the remaining vets of D-Day, June 6, 1944. Six thousand courageous Americans were killed or wounded in the D-Day assault, which was "The beginning of the end of Hitler and the Third Reich."

It amazes me that our country's youngest generation does not even know what D-Day is. Families and school groups need to hear wartime stories from those who lived them. These veterans, "The Greatest Generation," witnessed one of history's most significant events and they have much to tell about courage, teamwork, service and sacrifice, especially to our school children. And there's not much time left to listen. We are losing about 2,000 veterans a month. Their stories and accounts of war will die when they do, lost forever. It's important to share those stories with future generations so they can learn from them and continue to pass them on.

There is so much American history available online today. Chat rooms, online videos, even websites with lesson plans for teachers. Watch movies, like "Saving Private Ryan," "Band of Brothers," or old classics such as "Tora, Tora, Tora," "The Longest Day" and "The Killing Fields," or other great movies/documentaries.

Here's an idea: Educators, take time in May to learn about and celebrate Armed Forces Day, Memorial Day, D-Day and Flag Day all together.

Please, let's teach our children and re-educate all Americans on the true meaning of freedom and patriotism. Let's give those who gave all they could for our incredible country the proper respect they deserve. Let us honor our American heroes -- living and fallen -- not just on the 4th of July but every day.

God bless our armed forces and veterans! God bless America!

**Joanie Hinchcliffe Miles** lives in Arlington. She is a volunteer with Hospice & Home Care of Snohomish County's Foundation.