



Flashes of Inspiration

Volume 5 Issue 7

A Newsletter for Inspiration Hospice Volunteers

July 2009

Hello Amazing Volunteers!

By Jacqui Anderson



Thank you so much for your service as volunteers and for your loving hearts. I understand you truly are the Heart and Soul of Inspiration.

I'm so excited to work with you! I love volunteer work! I have served previously as a hospice volunteer coordinator and really have a passion for this work. It is

already a pleasure to begin getting to know you all. You are some of the elite. Valiant souls give of themselves and what better gift than yourself! It is my goal to serve you and help you help our patients.

This job is so wonderful because I get to combine my three passions: volunteer service, campaigning and event planning!

I have been volunteering all my life. Something I am very grateful to my family for instilling in me at a young age, especially my mother. My mother has been a great example to me of service. I remember going with her at a young age to help clean the house of family in our neighborhood whose mother had a brain tumor. She would organize groups of volunteers to go clean a few times each week, and she would participate in these groups herself weekly for over a year. Another one of my favorite stories is the carrot juice story. My mom made fresh carrot juice for a lady in my neighborhood every day for a year and half, very faithfully. This was our neighbor's favorite drink and though it may have had more supportive value than disease curing value it showed my mother's caring and concern. I was often the delivery woman for this very much appreciated tonic. It was fun to give a new jar and receive the old jar along with a hug, a smile and "Thank you."

Volunteers continued on page 2

Ryan Hoggan



Compiled by Brittany Horsley

Describe your type of volunteer assignment(s): I volunteer by giving companionship to a few elderly patients about once a week.

Personal background: I grew up in Ogden, Utah and I lived there until I was nineteen years old. I then served a mission for the LDS church in Orlando, FL. I now reside in Bountiful where my beautiful wife (Christine) and I have lived for roughly two years.



Why I decided to be a volunteer: I am planning on going to medical school and many medical schools like to see that you have some exposure to working with patients. I met Linda one day at school and she was so passionate about what she did; and she is a person that is generally happy. So I thought that it would be a wonderful way to give of my time and to give some much needed company to these wonderful people. It would allow me to get exposure to patients in a fun way and hopefully help me to be as happy as Linda.

Spotlight continued on page 3

INSIDE THIS ISSUE

- 1** Volunteer Spotlight: Ryan Hoggan
- 2** Meet the Staff: Jo Heisterman
- 4** ABC's of Inspired Volunteers by Loralee Kurzius

Meet the Staff

Jo Heisterman, RN

Compiled by Brittany Horsley



Describe your role: As a PRN (or part-time) nurse I see patients who need routine visits, and I see patients who need immediate attention, such as falls, developing pain issues, wound care and so on.

Personal background: I was born in New Mexico,

but raised in southern California. I joined the U.S. Army in 1964 on a nursing scholarship. After graduating from the University of Maryland with a BSN I served in the Army for 3 ½ years, including one year in Vietnam. I was married for twenty years and have three children, six grandchildren. Twenty years after leaving active duty in the Army, I rejoined the military—this time in the Air Force. In 2007, I retired from the military with 25 years of active service.

One thing I love about my job: I love the staff at Inspiration. The nurses, hospice aides and the administrative staff are delightful and committed to the patients.

Best things about working for Inspiration: I am proud to be a hospice nurse and, as said before, I am proud of those with whom I work.

People who have influenced my life: Jesus Christ has given me principles by which I live. My older sister introduced me to hospice in 1982 at Holy Cross Hospital. She had also served in the Army as a nurse. Of course, my parents were a major influence in my life. They taught me to empathize and be a friend to all people—not just a select few. My grandmother taught me to appreciate the beauty of the desert and to be strong in adversity. My children have taught me how to love unconditionally.

Favorite Place in the World: Home—wherever that is at the time and with my children wherever they are.

I really believe that "When you make someone happy, you feel filled up again." That is a quote from Judith Orloff, M.D., a Los Angeles-based psychiatrist and author of *Positive Energy: 10 Extraordinary Prescriptions for Transforming Fatigue, Stress, and Fear*.

I first fell in love with healthcare by care giving for my elderly neighbor for two years. When she died, I was so sad, but felt such reward from being able to help enrich her life. This love and desire to serve was instilled in me and I wanted to continue to make a difference.

Since then, I have completed a degree in Health Administration from Weber State University with a minor in music. I'd love to become a Music Thanatologist and Therapist someday. My internship has given me experience working in pretty much every aspect of Skilled Nursing Facility care, from dish duty to administrative opportunities. I have also worked as a C.N.A. and hold a current C.N.A. certificate.

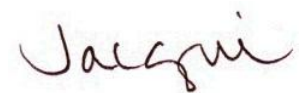
I am also a campaigner. My uncle is a politician and I helped campaign for his gubernatorial campaign in 2002. It was a fabulous experience! I personally got to talk with legislators, attend election debates, and get the community involved! I plan to continue using these campaigning skills to recruit new volunteers and my event planning skills to provide fun social activities for all of you.

2 more of my favorite thoughts:

- Everything is connected to everything.
- Fall in love with the process.

Among the glamour and hoorah of all the big events and plans, I have learned that the most important and most effective are the small and simple day to day things. I will do my very best everyday for you.

Yours,



Meet the Staff continued on page 4

One thing I love about volunteering: I love that once a week I get to spend some time thinking about someone other than myself. It gives me an awesome opportunity to learn great wisdom from some wonderful people that have been around the block a time or two.

Best advice I've ever been given: In this life or the next you will probably never come to a point where you don't still have something to learn.

Best things about volunteering with Inspiration: One of the things that have always stood out to me about Inspiration, and something that I think makes our job great, is the focus to help patients see the lives that they have built and lived. I love that we don't focus on their current predicament but instead focus on their whole life's achievements.

People who have influenced my life: My parents have greatly influenced my life by teaching me good values and supporting my desire to get an education. My wife has also helped my life a great deal by simply inspiring me to be a better person.

Favorite place in the world: Mexico— any portion of it.

Favorite song: *Stand by Me* by Ben E. King. My wife and I have it as our favorite song.

Favorite movie: *Transformers*

Favorite food: Mexican— tacos or tamales.♥

BRITTANY'S CORNER

DON'T FORGET:

Inspiration's Annual Summer Party: SATURDAY, AUGUST 15TH AT 4:00 P.M. This year we will be partying at the Bountiful City Park. Make sure to keep the afternoon free and bring your families along. It's going to be a great time for everyone!

Upcoming Volunteer Training: Upcoming Volunteer Training will be held in our Murray office on AUGUST 3, 5, 10 AND 12 FROM 5 TO 9 IN THE EVENINGS. Please share these dates with your family and friends who may be interested in having amazing volunteer experiences.

IN MEMORY



PAMELA MOORE
VOLUNTEER AND FRIEND
FEBRUARY 22, 1955 – MAY 21, 2009

Pam began her journey with Inspiration Hospice as a hospice volunteer in February 2006 with her daughter, Emily. Together they have visited patients and brought them much comfort and sweet companionship, along with giving many hours of 11th hour service. She had a gift of "meeting the patient where they are." A difficult patient with dementia was determined to go out of his home and onto the street for a walk. Pam very patiently redirected him to the back yard for his walk and then they sat down together in the shade for a visit. He was content to have had his walk and to be with a dear friend. She was a perfect example of service and charity.

ABC's of Inspired Volunteers

By Lorelee Kurzius

July 2009

C is for Creativity:

Imagine that you are a doctor sitting across from a patient. You hesitate briefly and take a deep breath before looking up into their fearful eyes and uttering those devastatingly hopeless words, "I'm sorry, but there is nothing more we can do for you."



Thankfully, we in hospice need never even think such a thing. We know that there is *always something more that can be done!* Right up to their very last breath, we can hold a hand, cool a forehead or comfort a family member.

What about in between though? What can we as volunteers do during the last months of a patient's life? We can be creative!

If you ever begin feeling awkward, uncomfortable or burned out in your assignment, it may be time to re-evaluate and get creative with the time you spend and how you spend it. Some people are not naturally chatty and need to be busy doing something, but what?

First, find ways to help lighten their load. What need could you fill? Shopping? Gardening? Cleaning? Cooking? Decorating for holidays? Providing the fresh garden produce that they can no longer grow themselves? Write letters or cards? Clean out a closet and haul a load to the thrift store? Bring cut flowers? I've added beds to the back of our property so that I'll have more to share. Thrift stores are full of good cheap vases that you won't be afraid to lose.

Second, find some fun ways to help fill the time. Find out what they used to enjoy and begin with their interests, but perhaps introduce them to new ones as well. Card games? Board games? Reading? Baking? Puzzles? Watching old movies? Adapt entertainment to their limitations. I introduced a sweet guy to Bocce Ball (lawn bowling). We found that he could do it from a chair and not only did he get fresh air

and a bit of exercise, but as a plus, I got lots of exercise retrieving all of our balls each round!

Third, draw them out. How can we most efficiently get to know them, learn their interests and earn their trust? Start by asking questions. Admire family photos and wall hangings of significance. Inquire about mementos and souvenirs on display. Peruse family albums. Talk to their family members. Record their life story.

Remember that it doesn't matter what we've planned or prepared for on the day of our visit if we are not also **courteous** of their time and energy. It is not our agenda, but theirs. We must be brief if they appear to need that. We must respect their space and ask permission before carrying out even the best laid plans.

Despite what many claim, nobody is completely lacking in creativity. We are blessed to have inspired, big-hearted volunteers that can always find that "something more to do." That's Inspiration! ♥

Meet the Staff *continued from page 2*

Favorite Movie: *Somewhere in Time*

Favorite Song: Don't laugh. *The Teddybear's Picnic* and *Way Down in a Buttercup Meadow*. They are songs I learned from my grandmother when I was young.

Favorite Food: Mexican food—especially Navajo tacos and sopapillas (fry bread).

What talent do you wish you had been born with: That of a wonderful, expressive writer. I wish I had the imagination of those who wrote *Harry Potter*, *Twilight*, *Pride and Prejudice*, *Sherlock Holmes*, and many more. ♥

FLASHES OF INSPIRATION

A NEWSLETTER FOR INSPIRATION HOSPICE VOLUNTEERS.
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