



Flashes of Inspiration

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A Newsletter for Inspiration Hospice Volunteers

September 2009

Sharing Your Talents to Enrich Lives

By Jacqui Anderson

This month I want to thank you for all the sweet, compassionate ways you show your patients you care. You all have special talents, and it is wonderful to see you use them as you so creatively and lovingly serve your patients. Each of us possesses unique gifts that we may choose to develop through practice. Some are as simple as being a good listener, showing kindness, making people feel loved, seeing what service is needed, or having a tender way to give help.

In the past month I have seen or heard of you wonderful volunteers reading to patients, giving a favorite flower, presenting coloring books, singing, teaching, playing great music, listening, cleaning, doing yard work, bringing treats, giving hugs, helping with crafts, blowing kisses, and helping patients and families feel loved. Many of you have even given help to patients at late hours of the night! Your kindness adds up to an overwhelming support that penetrates the hearts of our patients. Many of these priceless moments are remembered. I am so grateful to be part of such a great group!

Way to be! Keep it up! Continue using your gifts and talents to encourage, uplift and inspire your patients and their families. I challenge each of you to share a new part of yourself this month; a talent you may have that your patient hasn't yet had the pleasure to enjoy.

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Katie Burgess

Compiled by Brittany Horsley

Describe your type of volunteer

assignment(s): I visit one patient for a

couple of hours every week. I do housework for him and his wife.

Personal background

(where you grew up,

etc.): I grew up in Orem. I attended Timpanogos High School. I now attend Utah Valley University. I am a junior and my major is Biology. I will soon have my Pharmacy Technician License.



Why I decided to be a volunteer: I started volunteering as a class assignment about a year and a half ago. I liked the work so much that I continued after my initial assignment was over.

One thing I love about volunteering: The friendships made. Feeling like I'm doing something worthwhile.

Best things about volunteering with Inspiration: The people are great.

Best advice I've ever been given: Never give up on your dreams.

People who have influenced my life: My parents

Favorite place in the world: Any national park, I can't pick just one.

Favorite song: Music from *Wicked*

Favorite movie: *Anne of Green Gables*

Favorite food: Homemade pizza with breadsticks. ♥

Meet the Staff: Heather Carlisle

Hospice Aide

Compiled by Brittany Horsley

Describe your role: I mainly assist our patients in staying clean and comfortable. That can happen by helping them shower, making a meal, or even talking and having a chat.



Personal background:

I'm a native of SLC. I grew up in the Sandy area and graduated from Brighton High. I am number seven of eight kids and I have two of my own, Anthony and Danitra (Nina). Right now I'm working on completing my prerequisite

courses to enter the nursing program at SLCC.

One thing I love about my job: Being able to have the 1:1 time with patients and making sure that all their needs are met. I also love being able to get to know the patients as individuals that accomplished things in their lives and hear their awesome stories (true or not).

Best things about working for Inspiration: The best thing about Inspiration is the staff! It's one great, big family (I should know, I'm from one) and I'm proud to tell people where I work and what I do.

Best advice I've ever been given: I can't think of any.

People who have influenced my life: My oldest sister in the main influence in career choice and even lifestyle choices. She is a nurse practitioner in San Diego and is huge on giving tidbits of advice on life.

Favorite place in the world: I haven't been there yet so I'll let you know if I ever get there.

Favorite Song: Too many to choose from. I'm into trance/techno music right now but Madonna is in the CD player.

Favorite Movie: *Steel Magnolias!!!!*

Favorite Food: Italian, you can never go wrong.

What talent do you wish you had been born with:
The only thing I can think of right now is to be a better test-taker. Cheesy I know, but I clam up on tests.♥

BRITTANY'S CORNER

DON'T MISS OUT! Inspiration's annual summer party has been rescheduled. It is now planned for **September 12, 2009 at Historic Wheeler Farm (6351 South 900 East, Salt Lake City) from 9 a.m. to 3 p.m.** Lunch will be served at noon. We look forward to seeing you and your families there!

MARK YOUR CALENDARS: Our annual Memorial Service will be held at the Murray office on **SEPTEMBER 10, 2009 AT 12:30 P.M.** Please join us as we honor and remember patients and loved ones who have passed away in the last year.

Volunteers are also welcome to attend our Sixth Annual Memorial Service at ST. JOSEPH'S VILLA ON OCTOBER 22, 2009 AT 4:30 P.M. Here we will have the opportunity to honor our patients alongside their family and friends. I hope all of you will be able to attend these services.

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Perhaps it is an existing talent, or one you have yet to develop. This is your chance! I know as you find new ways to develop and share these talents you will find JOY! Thank you for bringing this joy also to your patients and for sharing with them one of the greatest gifts of all: YOU! ♥

Jaquie

12 Ways to Head off Stress

1. Get up 15 minutes earlier in the morning. The inevitable mishaps will be less stressful.
2. Prepare for the morning the evening before. Set the breakfast table, make lunches, and put out the clothes you plan to wear.
3. Don't rely on your memory. Write down appointment times, when to pick up the laundry, when library books are due, etc.
4. Always set up contingency plans "just in case." ("If for some reason one of us is delayed, here's what we'll do..." or "If we get split up in the shopping center, here's where we'll meet.")
5. Make copies of all keys. Bury a house key in a secret spot in the garden. Carry a duplicate car key in your wallet, apart from your key ring.
6. Practice preventative maintenance. Your car, appliances, home and relationships will be less likely to break down "at the worst possible moment."
7. Be prepared to wait. A paperback book can make a wait in a post office line almost pleasant.
8. Procrastination is stressful. Whatever you want to do tomorrow, do today; whatever you want to do today, do it now.
9. Plan ahead. Don't let the gas tank get below one-quarter full. Keep a well-stocked "emergency shelf" of home staples. Don't wait until you're down to your last bus token or postage stamp to buy more of such items.
10. Don't put up with something that doesn't work correctly. If your alarm clock, shoelaces, windshield wipers—whatever—are a constant aggravation, get them fixed or get new ones.
11. Allow 15 minutes of extra time to get to appointments. Plan to arrive early at the airport.
12. Do nothing you must lie about later. ♥

Our Newest Volunteers!



From left to right: Gary, Christian, Carol, Jacqui, Kathryn and Linda

ABC's of Inspired Volunteers

By Lorelee Kurzius

September 2009

E is for Empathy:

My husband and I have twins and they are complete opposites. One is an early bird, the other a night owl. One likes hot cereals, the other cold. One is very loud and out-spoken and the other is on the extreme side of bashful and shy. One is a boy, the other a girl.



Despite their differences, or maybe because of them, they are very close.

Our son recently started sparring in Tae Kwon Do and took a couple of good hits. When his eyes, as he put it, "started watering" *her* eyes immediately welled up. This made me recall a time years ago, when they received their kindergarten immunizations. Our son was so brave and hardly flinched. Our daughter, however, when it was her turn, went into complete hysterics and it was as he watched her distress that he started to literally go into shock.

The twin bond is a remarkable thing, but what we witness between these two is more important and deeper than that. They each feel each other's pain. They demonstrate a deep-seated empathy for each other.

Empathy is a character trait that I highly value and have worked hard to instill in my children along with a love of good literature. I think compassion is a wonderful by-product of reading. How can you be inside the character's mind and not develop empathy for his or her plight?

The ability to imagine oneself in another's place and understand the other's feelings, desires and actions, from the inside, is a very important tool for hospice volunteers. It is certainly helpful in maintaining patience with a difficult client!

A dementia patient's abilities for instance, change rapidly, sometimes even minute by minute. An empathetic volunteer will constantly and quickly adapt conversation or games to these ever-changing aptitudes. This allows the patient to experience a greater sense of independence instead of contributing to their already over-whelming sense of failure and frustration.

When empathizing with a patient, I try to never say, "I understand how you feel." That may seem to negate what

they are experiencing since obviously I've never been terminal or confined to a wheel chair. I might say, "I imagine that it must be very ____." Or phrase it as a question to allow them to open up further. "What was the hardest part of having to leave your home and move here?"

Naysayers might think that you are making them sadder, by delving into their grief, but I would refute that. The saddest person is the one who doesn't feel understood— the one who can't express their anguish. They want someone to acknowledge their losses.

When I was visiting a nursing facility there was a sweet little lady that I loved to talk to. By the end of lunch however, she was usually distressed. "I keep telling them that I can't eat this much," she would repeat. The busy aides would tell her to leave it and brush her off. I, however, had the luxury of time to stop and talk with her and empathize knowing that what you or I could leave on our plate without a second thought was painful to her as a survivor of the great depression. I had no solutions for her, but how much happier she was, just knowing that someone understood what was for her a moral dilemma!

For the crankier patient, you might have your work cut out gently helping *them* to call upon *their own* stores of empathy. For them to imagine themselves in the caregivers shoes might make a tremendous improvement in their attitude and patience level and consequently, in the life of the beleaguered caregiver. This will be most successful though, after you have commiserated with them so that they feel understood and ready to understand others.

Each of you by merit of being in this position, probably already have a well developed sense of empathy, but the fact that you are reading this shows that you are a top quality volunteer open to new ideas and finding better ways to serve the patients. That's Inspiration! ♥

FLASHES OF INSPIRATION

A NEWSLETTER FOR INSPIRATION HOSPICE VOLUNTEERS.
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