



Flashes of Inspiration

Volume 6 Issue 2

A Newsletter for Inspiration Hospice Volunteers February/March 2010

Introducing Pauline Ford

First of all I would like to introduce myself to each of you. I am the new Volunteer and Bereavement Coordinator with Inspiration Hospice. I was so excited when I was offered this position because I feel working with volunteers is such a rewarding experience. Each one of you brings such value to our program and you touch so many lives with your amazing service. Formerly I worked with Pioneer Valley Hospital managing the volunteers and pastoral care teams. It was something that touched my heart in so many ways. I know that I will have the same experience here with Inspiration.

I had a chance to meet with a few of you during the Open House that was so graciously provided for me during my first week. I have also had a chance to speak with some of you over the telephone and I look forward to getting to know each and every one of you personally. It is so important to me to create good relationships and open communication so that as a company, we are meeting your needs to ensure you can provide the best possible care to our patients. I am always available so please call or stop by so we can get acquainted. I have appreciated your willingness to step up and serve in our times of need, especially for our 11th Hour program.

Again, thank you for the work that you provide to us and I look forward to an exceptional 2010!

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Cindy Jacobsen

Compiled by Brittany Horsley



Describe your type of volunteer assignment(s): Until recently I had the privilege to visit a sweetheart of a man. He doesn't talk but has the world's greatest smile. Eleventh Hour is my favorite way to serve.

Right now I'm having the most wonderful experience assisting a patient record messages to his family. While he records I've been able to spend some great moments just hanging out with his family and they are amazing. I get so much more from serving these people than I can ever give.



Personal background (where you grew up, etc.): I was born at Camp Pendleton Naval Base in San Diego, California. I grew up in So. California until I married and transplanted here in 1975. I've known my sweetheart since we were in the 8th grade. We have been married 37 years with have 4 grown children and 11 grandchildren. I work full time for West Jordan Police supervising the school crossing guards. I also have my own business doing décor for special events, mainly weddings. It's a blast to watch a bride come into a room and cry because everything is perfect and just what she wanted.

Why I decided to be a volunteer: My friend is a volunteer and she shared some of her experiences with me. Because of some personal experiences, I looked at serving with Hospice as a chance to give back just a little bit.

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Meet the Staff:

Pauline Ford Volunteer/Bereavement Coordinator

Compiled by Brittany Horsley

Describe your role: Coordinator for all volunteers, including hiring, patient placement, communication and training and education. Also follow up with bereavement counseling on patients that did not have other support services staff assigned.



Personal background: I was born in SLC, then at 3 months old, my family moved to southern California. We came back to SLC when I was 9 years old, then went back to southern California when I was 19 years old. I returned to Salt Lake after my son was born in

1990. I thought it was the safest place to raise him. I am both a Utah and California girl. I am the baby of seven. One boy and six girls. My brother was the oldest.

One thing I love about my job: I love working with the people that are doing work that comes from the heart. They are not paid employees but are willing to donate their personal time and attention to people in need. They inspire me every day.

Best things about working for Inspiration: It is truly a pleasure to work for a company that provides care and service to individuals during their last days. I have witnessed first hand the care they provide and the support given to family members is incredible. Each and every staff member has a huge heart and it shows through to the patients and everyone else they come in contact with.

Best advice I've ever been given: My great grandmother who lived to 100 years old always said, "Don't let the smallness of others affect your life." I have tried to stick by those words and trust in myself to always do the right thing without allowing others to influence my decisions. I always try not to let others bring me down.

People who have influenced my life: My Dad has been the most influential person in my life. He was born and raised in Finland and is the most caring and compassionate person. He has such a strong foundation and has always supported me through good and bad decisions. His unconditional love has taught me to be the best that I can be. He always knows just what to say to lift my spirits and keep me on track.

Favorite place in the world: Hawaii. The beaches and the water are so peaceful. It's the best place to get away and relax.

Favorite Song: *I Wish I Could* by Collin Ray.

Favorite Movie: *Always*

Favorite Food: Chinese

What talent do you wish you had been born with: Singing. My brother was an amazing singer and I would sit and listen to him for hours. I wanted to grow up and be just like him.♥

BRITTANY'S CORNER

MARK YOUR CALENDARS:

Upcoming Volunteer Training: Tentatively scheduled for March 16th, 18th, 23rd, and 25th. Our next volunteer training will be held this month at our Murray office. We are always in need of more volunteers so **please** encourage your family and friends to attend this training.

Friendly Reminder: Please be sure to send in your notes as soon as you make a visit. This way we are able to have everything up to date in your file and the patient's file. Remember Medicare policy: If it's not documented, it didn't happen.

"People are like stained-glass windows. They sparkle and shine when the sun is out, but when the darkness sets in, their true beauty is revealed only if there is a light from within."

-Elizabeth Kubler Ross

One thing I love about volunteering: It's difficult to choose one thing, but I think meeting and getting the opportunity to know and serve others during a difficult time.

Best things about volunteering with Inspiration: The training we had so we can do our jobs effectively and those people that I was so blessed to train with, (you know who you are!) and all the people I get to meet.

Best advice I've ever been given: "Always leave people and places better than you find them."

People who have influenced my life: I try to surround myself with people that will have a positive influence on my life, but the person that's influenced me the most is my Savior Jesus Christ and his example of unconditional love and service. The other person is my Mom, she sacrificed so much for our family and always loved us no matter what.

Favorite place in the world: Home with my husband especially after a long, crazy day. Being an empty nester is the best! You get to know each other all over again and reestablish your relationship on a new level. It's really a great adventure!

Favorite song: Music has always played a big part in my life. So any song that brings back a good memory is my favorite.

Favorite movie: I love old epic musicals like *Paint Your Wagon*, *Fiddler on the Roof*, *Hawaii*, and *How the West was Won*. I was lucky enough to grow up close to Hollywood and go to the Cinerama Theater, which was the high tech back in the late 60's.

Favorite food: Unfortunately for my waistline I love all kinds of food. My daughter married a chef so I've had the opportunity to try lots of great stuff.

I know this is not part of the information sheet, but can I please just say thank you to all of you who keep this wonderful, beautiful program working. You bless so many lives, especially mine. ♥

A SMILE

A smile costs nothing, but gives much.

It enriches those who receive, without making poorer those who give.

It takes but a moment, but the memory of it sometimes lasts forever.

None is so rich or mighty that he can get along without it, and none is so poor but that he can be made rich by it.

A smile creates happiness in the home, fosters goodwill in business, and is the countersign of friendship.

It brings rest to the weary, cheer to the discouraged, sunshine to the sad, and it is nature's best antidote for trouble.

Yet it cannot be bought, begged, borrowed or stolen, for it is something that is of no value to anyone until it is given away.

Some people are too tired to give you a smile. Give them one of yours, as none needs a smile

so much as he who has no more
to give.

-
Anonymous

ABC's of Inspired Volunteers

By Loralee Kurzius

March 2010

J is for the Journey of Love:

I have never been a caregiver to an aged parent or sick spouse; though I'm sure my time will come. There is no teacher like experience though and so I feel sometimes that it limits me as a volunteer when I'm trying to empathize with the caregivers I meet.



I can only imagine what a lonely, scary thing it must be as one is thrust, often quite suddenly, onto this journey that they are totally unprepared for. For example, there is much research to be done when you are still young and caring for an elderly parent. After all, what do you know of Medicare part D, incontinence, social security, osteoporosis and such? Or what does the healthy person know of catheters, bed sores and long term care insurance?

Walking this road of care giving day after day can take a toll on one's own health as all the time and effort seem to go into the patient's well-being. Sleepless nights are compounded by a lack of exercise and of course, the grief that all involved are experiencing.

Oftentimes, one cannot maintain their employment while being a full time caregiver. This can lead down a road of financial strain and even wreckage.

A person's social life can be lost by the wayside if they have no respite care and can't get out of the house to go to lunch, church, work or even the store. Such isolation is not healthy.

If one has dependent children in the home, things are even more stressful as there simply isn't time for one person to meet

FLASHES OF INSPIRATION

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everyone else's needs. The caregiver finds him or herself on a path that branches off into several directions, each needing to be traveled *now*. The guilt will eat at them as they must choose just one, leaving the others for another day. Even spouses and grown children can feel neglected in this situation, and often, of necessity, they are!

Is it any surprise that care givers are often more depressed than the sick that they care for or that they have a death rate 63% higher than their peers?

This journey of care giving, however fraught with obstacles, is a true journey of love. It can bring frustration and fear, but also wonder and fulfillment. Finding the joy in the journey though, often requires finding help.

Sometimes you may wonder if the patient you visit really gets much out of your visits, but it may be that the caregiver is the one that needs you most, whether it is for respite care, physical help or just emotional support.

Here are a few ideas for helping the caregiver:

- Make sure that you ask after the caregiver's health and well-being.
- Express your admiration that he/she has willingly taken on this role and stuck with it.
- Express your understanding of how hard it can be.
- Allow them time to open up and share the difficult parts.
- Laugh with them over the humorous aspects of care giving.
- Ask how you can lighten their burdens.

- Often times, they won't come up with anything, so mention specifics that you would be delighted to assist with.
- Follow through!
- Let them know how it helps *you* when they allow you to serve.

We can never alleviate all their stress or make the illness go away, but we can certainly brighten their path and lighten their load as they proceed on this journey of love that we call care giving. That's Inspiration! ♥