



Flashes of Inspiration

Volume 6 Issue 3

A Newsletter for Inspiration Hospice Volunteers

April 2010

Creating Friendships

As we transition from winter to spring, I can't help but think of our patients that do not have the luxury of looking forward to another season. We are so blessed with every day that is given to us and we need to remember to make the most of each and every day. At this time I am asking for your support in becoming someone's last best friend. Sometimes life can become overwhelming and we "put off" the things we need to do today for another day. This includes visiting our patients. Imagine yourself in their shoes and the joy it must bring to them to be visited by someone from Inspiration. Someone that is not there to take their blood pressure or draw blood but to simply hold their hand and be their friend. Possibly their "last best friend." Please be sure to make your visits and if you are unable to do so, call us so we can have someone else fill in for you so that our patients don't go without a visit. We are here to ensure that your volunteer services are gratifying to you as well as our patients. Let us know if there is anything we can do to help you along your journey.

"We make a living by what we get. We make a life by what we give."
-Winston Churchill

Please be sure to submit your notes for all patient visits so that we can keep proper records.

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Gary Shelton

Compiled by Brittany Horsley

Describe your type of volunteer assignment(s): My assignments have been going to facilities in Salt

Lake and Utah counties. Most have been 11th hour; the others have been visiting with patients in their homes. They have taught me to play their favorite games with cards and/or dice. I now play these games with my grandkids. I enjoy hearing their stories and seeing their face light up while they are remembering an enjoyable time of their life. To see them smile is priceless; it makes my day a little brighter.



Personal background (where you grew up, etc.): I was born in Missouri, moved to Utah in 1962, was schooled until 18 years old, and then traveled the western U.S. looking for home. I got married when I was young. I have 4 kids, and 5 grandkids. More grands in the future (I hope). They are the reward that you get for not killing your teenagers.

Why I decided to be a volunteer: My sister has been volunteering for awhile. I have heard of her experiences and decided that I wanted to witness some of the times that she has.

One thing I love about volunteering: The best thing about volunteering is the only thing you have to have is time and a great attitude for what ever needs to be done. The only thing that is better than seeing a smile on someone's face is knowing that I put it there.

Spotlight continued on page 2

Meet the Staff:

Elizabeth Chela

Hospice Aide

Compiled by Brittany Horsley

Describe your role: I'm the one who helps patients to feel comfortable, nice and clean.



Personal

background: I grew up in a small town named Copala, Guerrero, Mexico—which is two hours from Acapulco. I finished high school in Marquelia, Guerrero, Mexico. I studied for two years in a

technical school to be a secretary. My mom and dad are both teachers and my father is a musician. My father teaches band at a middle school and social studies at a high school. My mom teaches Spanish. I moved to Los Angeles when I was seventeen, then moved to Utah three years later. I have four wonderful children: Omar Jr., Genesis, Jose, and Christopher. They are my life. I'm the second of four children. I have two sisters and one brother. My brother lives in Mexico with my parents (whom I love and miss so much!)

One thing I love about my job: I really love helping elderly people. They remind me of my great-grandmother. I used to take care of her and I really enjoyed it.

Best things about working for Inspiration: Everything! Everyone is very special. It is a very nice place to work as everyone has a wonderful heart.

Best advice I've ever been given: The past is the past; the present is what we have to worry about. The future is not here, so be happy everyday you live.

People who have influenced my life: My mother. She is my inspiration.

Favorite place in the world: Acapulco. The last time I was there was 4 years ago. It was the best vacation ever!

Favorite Song: *I Will Always Love You* by Whitney Houston

Favorite Movie: *Ghost*, probably because it was the first movie I saw at the theater in Mexico City. I can watch this movie all the time.

Favorite Food: Mexican, of course. Chinese, Japanese and American food. I really like everything.

What talent do you wish you had been born with: To know how to play the guitar. My dad is a musician. He always told me to cut my nails and he would teach me how to play. That day never came. But I now have my kids in guitar lessons.♥

Spotlight continued from page 1

Best things about volunteering with Inspiration: I don't know where I am needed the most, but Inspiration has a pretty good idea and I do enjoy meeting new people whenever I can.

Best advice I've ever been given: "Keep a positive attitude" and "Good things come to those who wait".

People who have influenced my life: Like everyone else, I have learned something from everyone that I meet, whether it is a good thing or a not so good thing. Everyone that you meet will have some kind of influence on you. You need to hold on to the positive and let go of the other.

Favorite place in the world: That would be anyplace that I am with my significant other, I've heard she's out there. We just have not met yet. "Good things come to those who wait"....

Favorite song: I don't have a favorite song. I like relaxing and calming music.

Favorite movie: There are a lot of movies that I like. Feel good movies are good, comedies are great.

Favorite food: I like lots of meals. When I cook, I give the words "home cooking" a whole new meaning. I guess my favorite would have to be one that I don't have to cook. ♥

Suggestions to Aid Sleep

- ♥ Go to bed and get up about the same time everyday, including weekends. A regular routine keeps your inner clock set. If you always awaken early it may help to go to bed later.
- ♥ Don't try to force sleep. If you cannot fall asleep after 30 minutes, get up and do something unexciting or peaceful, like knitting. Then go back to bed. Repeat this if necessary.
- ♥ Try not to become overly upset about not sleeping, as this just perpetuates your inability to sleep. Have confidence that EVENTUALLY you will sleep again.
- ♥ Take a warm bath and/or drink warm milk before going to bed. Warmth is soothing and milk contains amino acid that helps you sleep. Even cold milk may help.
- ♥ Take time to unwind. Do not go to bed after a flurry of activity, either physical or mental, like balancing your checkbook.
- ♥ Read light books, so the last thing you are thinking about is the book instead of your grief and other worries. It helps to get your mind off your insomnia.

BRITTANY'S CORNER

MARK YOUR CALENDARS:

Volunteer Appreciation Night: Please plan to join us on **APRIL 21, 2010 AT 6:00 P.M.** for Volunteer Appreciation Night! We hope to see you all there and be given the opportunity to show how much we truly appreciate the work you do!

Upcoming Volunteer Training: Please continue to encourage those you know to join our volunteer program. Our next training will be **JUNE 7, 9, 14, AND 16.**

Can You Help?: We have several patients in the Bountiful area who would love to have a volunteer. If you have the time and availability to visit a patient in this area please contact Pauline at our Murray office 801.281.1314.

FYI: We have a large library of VHS movies that are available for use when visiting patients.

Our Newest Volunteers

Rachel, Brittney, and Brittany



ABC's of Inspired Volunteers

By Lorelee Kurzius

April 2010

K is for Knowledge and Kindness:

All hospices are not created equal! I've always believed that we volunteer with a good hospice, but now I really and truly know what an incredibly great hospice Inspiration is.



This last month, a very sick friend in Las Vegas had been sent home from the hospital after being told that there was nothing more they could do for her. She is alone in the world and was too sick and weak to take care of herself, so I readily volunteered to get hospice set up for her, fully confident that one or two phone calls would have a nurse rushing off to her aid to get her admitted. Knowing how simple our hospice tries to make it for families in such stressful times, I had no idea of the nightmare this would become!

First, I'd learned previously from Shar while searching for hospices for my mother in law in Pennsylvania, that I wanted a National Hospice and Palliative Care (NHPCO) accredited organization.

Having located those online at NHPCO.org, I started making calls, but it was a Sunday morning, so every hospice I reached had an answering service that promised a call back from a hospice representative within a half hour. If your family member was in crisis, would you like to be relying on a hospice that is using an answering service? I wouldn't.

Inspiration has a nurse and doctor on call 24 hours a day, 7 days a week! Calls outside of business hours are always answered by a registered nurse.

When the Las Vegas hospices finally did return my call, they told me they could get someone out there the next day although I found one who would send a *marketer* out that afternoon, but for informational purposes only.

Inspiration will have a nurse out within the hour to do an admit!

By this time I was so frustrated! Then I learned that they wanted nothing to do with her because she didn't already have a doctor's order for hospice. They don't want to admit a patient until they are guaranteed they'll get paid for every bit of effort they put into them.

If Inspiration cannot reach a patient's doctor because it is a weekend, they typically would admit the person anyway

because they have 48 hours to get the paperwork. If the patient is denied for whatever reason, then Inspiration assumes the costs because taking care of the patient was the right thing to do.

My friend's story did not end well. In the end, the only hospice that would talk to us, insisted she call an ambulance and go back to the hospital before they would admit her. My sick, stubborn friend was determined to remain in her home and so there was nothing more I could do. My sister was driving down to be with her and she took it from there, but still couldn't get her onto hospice, because they said her disease wasn't considered end-stage.

Inspiration, in this same situation, would have assessed her for failure to thrive or debility!

My sister took care of her for the next several miserable nights and days, hurting her back and shoulder in the process. Knowing my sister had to leave soon, the friend was so desperate that she resorted to attempting suicide because she wanted to die at home. That failed and obviously the friend was too far beyond what my sister could physically deal with, so she was forced to call an ambulance and have her admitted back into the hospital. The friend was extremely upset with the situation. This story could have been so different if we could have located a truly knowledgeable, kind hospice like ours.

Inspiration Hospice, from the founding principles, to the protocol, to the staff they employ and volunteers they attract is truly all about knowledge, kindness and compassion. I think of the poem:

*I have wept in the night
For the shortness of sight
That to somebody's need made me blind;
But I never have yet
Felt a tinge of regret
For being a little too kind.*

Anonymous

Now **THAT'S** Inspiration!

FLASHES OF INSPIRATION

A NEWSLETTER FOR INSPIRATION HOSPICE VOLUNTEERS.
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