



Flashes of Inspiration

Volume 8 Issue 1 A Newsletter for Inspiration Hospice Volunteers

January 2012

New Beginnings

By Diane Bodily

“Working with the dying is such a privilege. This is a profoundly important time in life; to walk alongside a family as they face this transition in life is a deep honor and a gift. Learn all you can about your own grief process to enable you to offer your presence, wholly and unfettered, to those who need your support at end of life.”

~ JoAnne Chitwood, RN,
Author of *Journey of the Heart*

I love January because it has always brought me the sense of, “New Beginnings!” Even if we are doing the same things that we did last year, we have the opportunity to do those things better with the knowledge and skills that we have learned and strived to refine from last year!

With that in mind I would like to review the volunteer commitment and goals.

Weekly Visit Assignments - When you are matched with a patient as a volunteer, you become a documented member of the individual patients’ team. As a team member we would ask you to arrange to visit your patient once a week. With those visits, you become the person that the patient looks forward to seeing and the possibilities of what you choose to do in those visits are endless. From looking at a picture book, reading to them, visiting, recording life stories, listening to music together, making a craft item or even quietly sitting by the patients side and holding their hand while they sleep; all of these things bring comfort, peace and joy because you see, they know you are there because you choose to be...what a gift!

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Nallely Bojorquez

Compiled by Jim Sweeney

Describe your type of volunteer assignment(s): Patient companionship, caregiver support, light house cleaning, and 11th hour.

Personal background:

I was born in Mexico, moved to Utah when I was 7 years old and have lived in Rose Park, West Valley, and currently in West Jordan, I also lived in Northern California for several months after high school.



Why I decided to be a volunteer: I love to meet new people and put a smile on their face. Because I care, I care about a lot of things; I’ve got much love to give to the world!

One thing I love about volunteering: Connecting with people; and of course all the SMILES!

Best things about volunteering with Inspiration: Listening to the stories my patients have to share.

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Meet the Staff:

Wendy Kanno

Director of Nursing

Compiled by Jim Sweeney



Describe your role: (Not enough space!) As part of the leadership team, I oversee the nurses and aides, monitor education and pharmacy, organize QAPI projects, review documentation, order supplies, etc., etc., etc., etc.

Personal background:

I'm a Utah girl, single mom, 8 children, and 9 grandchildren with 4 more due in 2012. I've been a nurse for about 15 years.

One thing I love about my job: Seeing good results after a lot of hard work; helping patients and families get the support they need.

Best things about working for Inspiration: I have such supportive staff all around me. Everyone is willing to jump in and help.

Best advice I've ever been given: Be where God can find you. We can do a lot of good in the world that way.

People who have influenced my life: My family and a couple of wonderful friends.

Favorite place in the world: Utah national parks, England.

Favorite Song: I don't have just one – I love Josh Groban, John Denver, and the Beatles, to name a few.

Favorite movie: "Singing In the Rain" & "Harry Potter & the Deathly Hallows" part 2.

Favorite food: Greek Salads

What talent do you wish you had been born with:

I wish I were more artistic. ♥

Best advice I've ever been given: Giving is receiving; the more you give the more you get. ☺

People who have influenced my life: So many!! And the list keeps growing; of course my grandmother and mother are on top! Women that are not afraid to fight for what they believe in and who they love!!

Favorite place in the world: My bed... and being out, surrounded by nature, and then there's San Francisco.

Favorite song: I love music!! I'll give you one of my top 100 favorites: *My Heart Will Go On* by Celine Dion

Favorite movie: This is another long list but one that popped in my head is *Beyond Borders*.

Favorite food: Everything homemade!! Fresh, Fresh, Fresh!! ♥

Our Wonderful Volunteers:

Here is a sweet picture of our volunteer Janice decorating pumpkins for our patients.

She took so much time and dedication in each pumpkin and I've already heard how much our patient's love them. :D



11th Hour Call Outs – If a patient is actively dying and it has been assessed by the team that this patient needs 11th hour services, most of you will receive either a text or a telephone call with the general area that the 11th hour is being set up at. I would ask that you respond back as quickly as possible of your availability and, if you have a shift preference, please indicate that as well. This way we can get all of the details to you about the patient that you are providing these services for and make the appropriate arrangements. This also helps you plan your day and get ready to attend this very special time in our patients' journey.

Weekend 11th Hour On-Call- This happens each Friday morning. This is to provide a list of 11th hour trained volunteers to our triage team. In the event that we have a patient become "active" during the weekend, our triage nurse will start calling people on this list to see if you are still available and would be willing to take a shift at the 11th hour of a patient who is actively dying.

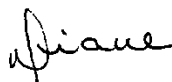
As most of you know, there are many other areas of assistance that our skilled volunteers provide and those are generally set up on an individual basis with various volunteers, specific to the needed assistance.

Visit Notes- Remember that documentation for all of the items above is required; this is supportive verification that is needed in a timely manner because what a volunteer is doing is so important! Each one of you are truly, "The Heart & Soul of Inspiration Hospice"!

You are always welcome to call, email or text me with any questions or inquiries about your role as a certified Inspiration Hospice Volunteer.

Each act of kindness, each deed done with pure intent, adds to the heart, mind & soul of the person whose hands extended such a gift!

My sincere thanks! ♥



An Inspirational Volunteer Visit!

As told by a Volunteer

My visit today with my patient was great. It has been two weeks since I've seen her, but it was good to visit. While traveling to her home from all of my day's activities, I realized I forgot my bag of things to do with her. I had to choose whether to go back and spend only half an hour before her dinner, or to continue and let the conversation take its own course. I pulled down a picture of one of her children with a military uniform. We talked about Veterans Day. At the beginning of our visit I needed to begin a conversation that she could be involved in by listening and letting her thoughts and memories stir. That's usually how our conversations start. I talk or tell stories or answer her questions while she listens, then I turn the focus on her and she begins to recall some things. Soon I invited her to write a letter to her family. She chose to write one general letter to everyone. As she tried to think about what to write I noticed she was having a hard time thinking and it made her feel a little down. So I helped her through it. She was so thankful to me that we could do this. She has never done this for a long time. I went down to the front office, had them make five copies, and mail them to the four family members they had on file (without giving me any personal information). I also helped my patient change her pet bird's water. At the end of the visit, my patient reminisced on her life. She has no regrets and she has lived a good life. She loves her family and loves them very much. At the very end before we said a prayer together and goodbye, she talked individually about her mother and father, grandmother and grandfather. What an Inspiration my patient visits are to me! ♥

Volunteer Corner

Save the Date

We are planning to have a volunteer/staff in service on: Thursday, February 23rd, 2012 @ 6:00pm in our Murray Office. Light refreshments will be served.

We have discussed several topics for the 2012 in-service series and would like to have your input on this.

Please email, text or call in your thoughts on the following topics:

- How to protect yourself from Identity Theft
- Keeping positive under a variety of circumstances
- Personal Safety & Protection Techniques'
- Keeping Balance in Life
- How to offer assistance to caregivers.

ABC's of Inspired Volunteers

By Lorelee Kurzius

January 2012

Z is for Zip It



"One of the great tragedies of our modern existence is the temptation to speak—to fill the quiet around us with the thoughts running through our heads. Nothing is more feared in broadcasting than so-called dead air. This term suggests to me that the constant noise we seek is designed to fill a space

that we think would otherwise be dead." - *Thomas Bushnell, BSG*

Sometimes we too are afraid of 'dead air', but silence can be therapeutic. There is an art to comforting someone who is in pain. There is an art and skill to simply being there. It doesn't require great wisdom or eloquent speeches. I once heard that the opposite of talking isn't listening. The opposite of talking is waiting. That makes sense to me. When I train teachers on how to teach, I instruct them to ask a question and then wait. When you are in front of a classroom of adults and the silence stretches on, that can be so very hard to do. If a teacher asks a question and then rushes on when there is not an immediate answer, a teaching opportunity is lost. When the teacher can temper her nerves and wait out the silence, allowing the class time to formulate their thoughts, amazing discussions can ensue.

When faced with a friend or a patient in need, our natural instinct is to want to help. We want to fix the problem. The vast majority of the time though, we can't do that as it is a trial that must be borne by that individual. And yet many are so obsessed with "curing" that they fail to be "caring". Sometimes we have to stop trying to fix the problem, ask a question and wait while they think things through.

I love Henri Nouwen's insight on this: "When we honestly ask ourselves which person in our lives means the most to us, we often find that it is those who, instead of giving much advice, solutions or cures, have chosen rather to share our pain and touch our wounds with a gentle and tender hand. The friend who

can be silent with us in a moment of despair or confusion, who can stay with us in an hour of grief and bereavement, who can tolerate not knowing, not curing, not healing and face with us the reality of our powerlessness, that is a friend who cares."

Don't be afraid of silence when there is a lull in the conversation. Stop and simply imagine what their feelings and needs might be. As William Penn said, "True silence is to rest the mind; it is to the spirit what sleep is to the body- nourishment and refreshment."

Remember that during a person's final months of life, they go through the stages of the grief process. During the dark times, well-meant words of compassion can sometimes sound empty. The patient may however, be comforted by your empathy expressed through a simple, silent touch. They may be touched by your willingness to simply *be there*.

The Friend Who Just Stands By

When trouble comes your soul to try,
You love the friend who just "stands by."
Perhaps there's nothing he can do --
the thing is strictly up to you;
For there are troubles all your own,
And paths the soul must tread alone;
Time when love cannot smooth the road
Nor friendship lift the heavy load,
But just to know you have a friend
Who will "stand by" until the end,
Whose sympathy through all endures,
Whose warm handclasp is always yours --
It helps, someday, to pull you through,
Although there's nothing he can do.
And so with fervent heart you cry,
"God bless the friend who just 'stands by'!"

B. Y. Williams

Patients working through grief need us to be sensitive to the need for well-timed silence, for it can be far more profound than speech. Likewise, those in their 11th hour who are transitioning or wandering between worlds or realms need us to know the season for speaking and the season for silence as we simply "stand by" for them. ***That's Inspiration!*** ♥

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