

# VOLUNTEER UPDATE

*Hospice Volunteer 4th Quarterly Newsletter*

## Volunteers Plant Seeds of Kindness



*thank you*

### Volunteers Plant Seeds of Kindness

*When you start to share yourself with others, Life begins to find its meaning. When you begin to Help others, you start planting the seeds of lifetime Happiness.*

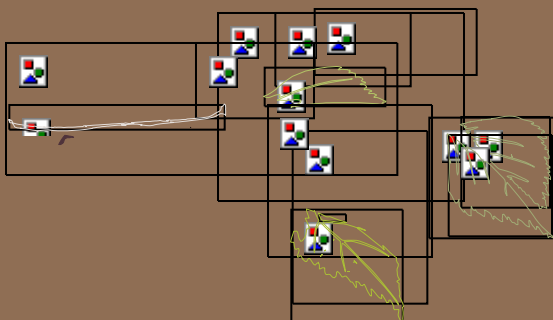
*The time you start to Touch the lives of others is the moment you truly lived with a purpose..*

*The seed of Kindness you sow is never lost. It will sprout in the hearts of others to bloom and reflect the Goodness of God through you..*

Mar Razalan

To All Our Volunteers!  
Pacific Point is honored to be associated with such a wonderful group of outstanding volunteers, who give time and support in providing comforting companionship to hospice patients and their families.

You are amazing!



# VETERANS DAY

REMEMBERING ALL WHO SERVED!



## Honoring Veterans



## Chaplain Joseph Honoring A Navy Veteran



Veterans are the bravest people in our nation. They have earned our support and should be honored for their sacrifices. They risked their lives so we, Americans, could live in a better country. Without the service of veterans, we would not have the freedoms we have today. Our men and women that put on their uniforms each day to serve, who are the ultimate representation of the American spirit. They have a love for their country so great that they are willing to lay their life down to ensure that their family, friends, and communities could continue to comfortably live the lives we do. Dedicating their lives to something bigger than themselves, they make the absolute greatest sacrifice as an American, and they deserve our utmost respect for doing so.

Wartime is a horrific and traumatic experience for many Vets. Yet many may tuck the trauma away deep down inside, never saying a word about their wartime experience to family or friends. Only in hospice, perhaps conversations with nurses, volunteers, or clergy members, might those memories surface, finally allowing for a healing of the heart and soul. As part of the volunteer program, we honor our hospice veterans for their unwavering courage in protecting our country. Honoring our hospice vets is the pinnacle of the volunteer program. Recognizing their heroic achievements before they pass warms the heart, brings tears to one's eyes, and gives a sense of pride that our country's hospice **HEROES**, were celebrated before they passed away. Rest in peace, our *Honored Vets*.



Total Health Care Services Under One Roof





## VOLUNTEERS IN ACTION



## VOLUNTEERS Are Courageous!

"Courage doesn't mean you don't get afraid. Courage means you don't let fear stop you."



Welcome to our newest  
*Volunteers!*

- ◆ Richard P. McRoberts
- ◆ Susan Knapp
- ◆ Natalie DiMambro
- ◆ Kate Ningkai
- ◆ Alexie Valle
- ◆ Sierra Serrano
- ◆ Elizabeth Mendieta
- ◆ Jennisa Bangal
- ◆ Anna Clark



Total Health Care Services Under One Roof



## **Being Present As A Volunteer With a Patient with Advanced Memory Loss**

Some patients with advanced memory loss may be lonely, yet no longer able to have a conversation or do simple activities. Just being with them allows them to feel companionship without being over-stimulated. Speak to the person as if he or she understands you and let your tone of voice convey your friendly intent.

If you are not able to have a conversation with the patient, try sitting in silence, holding the person's hand, and smiling when you make eye contact. You can say a few words now and then, for example, "It's a lovely, sunny day outside," or "You look happy today."

Your words, your smile, or your touch will establish that you are present with the patient. Be comfortable with silences. But you can also try reading to the patient; it could be a religious passage or prayer, a newspaper advice column or the sports page, a poem, or a letter from a relative.

## **Finding The Right Words: Communicating With Hospice Patients**

According to Chaplain Dorothy Gannon with Bethesda Hospice Care, St. Louis Missouri, your presence is the most important thing you can share with a hospice patient. She states, "What matters most has nothing to do with what you say, It is the fact that you are willing to be there with the person." Listening when communicating with a hospice patient, rather than concerning yourself with saying all the right things, Dorothy suggests approaching the conversation with a couple of questions and mindset to listen. The questions could be as basic as how the person is feeling or how the family is doing. "You let them respond, and then follow their lead," she says. Listening is a skill that requires thought and attentiveness. You indicate your interest in what is being said by nodding, affirming, and something, Dorothy calls "recapping;" re-expressing or summarizing what you have just heard back to the person who has been talking. "It's a real gift and encouragement to the person who is sharing if you can identify the emotion behind what has been said. If you can, say, for example, 'I can tell that makes you sad, it would make me sad.'" There should always be a level of encouragement expressed to the hospice patient, it says to them, "I am willing to listen to your feelings and emotions."

