



HOSPICE PARTNERS OF SOUTHERN CALIFORNIA

*Our mission is to provide compassionate end-of-life-care,
emphasizing life, choice and dignity in partnership with patients,
families and community.*

Volunteer E-News

July/August 2008

A Note from Leslie

Be sure to mark your calendars for Hospice Partners of Southern California's Open House. Held here at our office on September 23, 2008; 5:00pm – 7:00pm. We will be serving wine and Hors d' Oeuvres. We would love for you to attend!

Caring for Alzheimer's - Communication

"Alzheimer's disease can gradually diminish a person's ability to communicate. Not only do people with dementia have more difficulty expressing thoughts and emotions, they also have more trouble understanding others. Here are some tips to help you and the person with dementia understand each other better.

Changes in Communication

The person with dementia may experience changes in communication such as:

- ♥ Difficulty finding the right words
- ♥ Using familiar words repeatedly
- ♥ Inventing new words to describe familiar objects
- ♥ Easily lose their train of thought
- ♥ Difficulty organizing words logically
- ♥ Reverting to speaking in a native language
- ♥ Using curse words
- ♥ Speaking less often
- ♥ More often relying on gestures instead of speaking



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Tips for better communication

- ♥ Let the person know you are listening and trying to understand what is being said.
- ♥ Keep good eye contact. Show the person that you care about what is being said.
- ♥ Let the person think about and describe whatever he or she wants to. Be careful not to interrupt.
- ♥ Avoid criticizing, correcting and arguing.
- ♥ If the person uses the wrong word or cannot find a word, try guessing the right one.
- ♥ If you don't understand what is being said, ask the person to point or gesture.
- ♥ Focus on the feelings, not the facts. Sometimes the emotions being expressed are more important than what is being said. Look for the feelings behind the words.
- ♥ Always approach the person from the front. Tell the person who you are.
- ♥ Call the person by name. It helps orient the person and gets his or her attention.
- ♥ Use short, simple words and sentences. Talk slowly and clearly.
- ♥ Ask one question at a time.
- ♥ Patiently wait for a response. A person may need extra time to process your request.
- ♥ Repeat information and questions. If the person doesn't respond, wait a moment. Then ask again.
- ♥ Avoid quizzing. Reminiscing can be healthy, but avoid asking, "Do you remember when...?"
- ♥ Give simple explanations. Avoid using logic and reason at great length. Give a complete response in a clear and concise way."

Article from [Alzheimer's Association](#)

Upcoming Dates

Hospice Partners of Southern California Open House - September 23rd; 5:00 – 7:00pm.



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Happy Birthday to You ...

“One of the signs of passing youth is the birth of a sense of fellowship with other human beings as we take our place among them.” - **Virginia Woolf**

Daryl Conrad	July 08	Laura Hellfeld	August 3
Lori Nelson	July 17	Stacy Bozeman	August 16
JoDee Moen	July 24	Joanne Press	August 31

As a reminder...

Volunteer Plan of Care

In order to insure that the Plan of Care is being followed and that we are compliant it is important for you to keep me informed of your schedule:

- ♥ Documentation – Please be sure to either e-mail or fax your notes within 24 hours of your visit (310-829-6032). Be sure to document your calls in addition to your visits and please note the length of your call or visit.
- ♥ Schedule Changes – If there are any changes in the schedule or if a patient declines a visit or requests an additional visit we need to document it. Please notify me as soon as possible.
- ♥ If you are going on vacation and unable to make a visit, call me and we can discuss how to address the change in schedule. One option is to offer another volunteer as a substitute. Some patients get very attached to their volunteers and decline, which is okay as long as we document that they have declined a visit.

Inter-Disciplinary Team (IDT) Meetings

In order to gain a more thorough understanding of the Plan of Care, we encourage our patient care volunteers to attend the IDT meetings — especially when assigned a new placement. If any of you would like to attend the team meeting where your patient's case will be reviewed, please call me ahead of time so we can coordinate the timing. At this time, the meeting is typically held Friday mornings at 9 AM, though this may change. The rest of the Hospice Partners team will try to accommodate your timing and discuss your case when you arrive.



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Protecting Your Privacy

Using our home and cell phone risks your own privacy. If you do not have Call Blocking as the default on your home phone, dial *67 + number you are dialing to block your number from showing up on patients/families' caller ID for that **one** call.

After Hours Phone Number

If you want to leave a non-urgent after-hours message for the Volunteer Department call: (310) 315-1538 ext 104. Please use the regular number (310) 264-8413 during normal business hours.

A Note on Submissions to Volunteer E-News

We welcome and greatly appreciate any submissions (book reviews, experiences, articles, stories, etc.) and comments you care to make. We all benefit from hearing your experiences with the patients! Please send your submissions and comments to Leslie at hpsc_volunteer@wilshirefoundation.org.

I am working on the volunteer section on our web site. It would be wonderful to have some quotes that promote volunteering from those who have volunteered with our patients.



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Links you might find helpful ...

Hospice Foundations and Associations

[Hospice Foundation of America](#)

[National Hospice Foundation](#)

[The National Hospice and Palliative Care Organization](#)

National Hospice Helpline: 1-800-658-8898

Diseases

[Cancers A-Z](#)

[What is Heart Failure \(CHF\)?](#)

[What is ALS?](#)

[What is Multiple Myeloma?](#)

[What is Alzheimer's?](#)

[What is Parkinson's Disease?](#)

[What is COPD?](#)

[What is Renal Failure?](#)

[What is Dementia?](#)

Helpful Hospice Volunteer Site

[Growth House](#) provides information on resources for life-threatening illness and end of life care. Their [search engine](#) gives you access to a comprehensive collection of reviewed resources for end-of-life care.