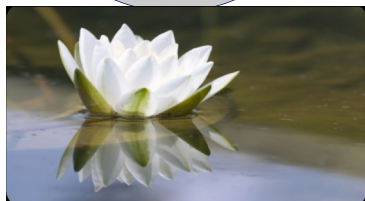


# Hospice of the Upstate Volunteer Newsletter

June  
2016



## Helpful Hospice Hints

As volunteers, we should take time to reflect on the lessons we have learned through our hospice experience. Creating space in our own lives is just as important for nurturing ourselves, as it is for nurturing our patients. Here are some tips discussed from hospice volunteers and family caregivers found in the book, Lessons for the Living: Stories of Forgiveness, Gratitude and Courage at the End of Life by Stan Goldberg

Three of the concepts that went together were:  
1) to sit when talking,  
2) to reduce noise and  
3) to create a calming environment.

Sometimes volunteers have to be both creative and assertive when visiting nursing homes to meet these three suggestions.

Dr. Goldberg writes “if you sit down on a chair at the same eye level, the interaction becomes one of equals”. One volunteer noted that sitting in the chair also helps you to

RELAX, the first cardinal rule for volunteers. Sitting in a chair also encourages us to take time, to not rush visits, to be more comfortable with quiet, “unproductive” time.

Secondly, in reducing noise, Dr. Goldberg writes “Dying is hard work. The more noise that is present, the harder the work.” Volunteers have noted the ever presence of TVs and how often patients tend to jump at the chance to have it turned off.

Lastly, Dr. Goldberg writes “surround the person with objects, music and smells that are peaceful and comforting... and if possible, remove objects that relate to their illness.” Volunteers shared stories of times they had put pictures more at eye level and removed incontinence supplies and catheter tubing from their line of vision. Volunteers talked about how we all need to go ahead and be a little more assertive and pull curtains or ask permission to “tidy up.” Simple steps like these can go a long way to signal to a patient that he or she is valued and the time with them is special for the volunteer.

## Mark your calendars

We are so excited to announce that our volunteer portal will be up and running this month. It is our hope that it will keep you connected and make it easier to keep up with in-services, submit calendars and see upcoming events. Come learn how to use it and all that it has to offer.

Tuesday, June 21st at 10:00 a.m. in the Sadler Center

We are apart of the We Honor Veterans program and want to educate our volunteers on how to best serve a veteran patient. Join us for an informative presentation on tips and best practices for volunteering to provide care to a veteran.

Wednesday, June 29th at 10:00 a.m. in the Lyons conference room

# Hospice of the Upstate Volunteer Newsletter

Page 2



## CNA's contribute to Patient Care

According to [JustForNursingAssistants.com](http://JustForNursingAssistants.com), Certified Nursing Assistants (CNAs) provide nearly 90% of the hands-on care for the sick and elderly. At Hospice of the Upstate, our patients receive care from qualified Hospice CNAs who emphasize patient dignity. Working under the Registered Nurse – Case Manager, CNAs are often the eyes and ears of the care team. Hospice CNAs make many visits to our patients, which are often the highlight of their day. Chances are your life has been touched by a CNA. Maybe your grandparent moved to an assisted living community or a friend or family member received hospice services in the home. Or, if you have ever been in the hospital yourself, a CNA took care of you. National Nursing Assistants Week, June 14–21, is the perfect time to increase the growing awareness of the important contributions CNAs make to healthcare.



### 6 SOCIAL MEDIA TIPS



1. Friend Requests from patients/families. You are highly encouraged to decline their requests (by phone or visit). Example: Thank you for the friend request. To maintain the integrity of our professional relationship I must respectfully decline any friend request on internet social networking sites from patients and family members to protect patient privacy.
2. Customize privacy settings. Did you know every time Facebook has an update, your privacy settings are reset to the default settings? This means that potentially ALL people can see things on your profile you may not think they can. You can customize your settings for friends only.
3. Never share patient identifiable information. Seems like common sense; however, a patient/family member may post something on your Facebook page, but you still need to answer OFF of social media, following HIPAA standards.
4. Don't think that what you post on social media sites will remain private. Always be aware of your digital footprint and the content associated with you both professionally and personally. Google yourself and make sure that what appears in search results is how you want to be represented.
5. Use social media for professional networking and educational purposes. Utilizing social media sites can be a great way to stay connected and let others "hear" and join the Hospice of the Upstate story. We encourage interaction on our Facebook page.
6. Remember this general rule: If you're ever in doubt about whether or not something is appropriate to post online related to Hospice of the Upstate – don't post it.