

SILVER STORY

Friends Always

By Maria Mapoy, Hospice Volunteer

Ms. Shirley and I met during my junior year of college before the pandemic put our in-person visits on hold. As a new volunteer, she was the first hospice patient I was assigned to. Since then, we have had years of friendship where I have come to know Ms. Shirley, her family, and her caregiver very well. From listening to stories about her life, talking about the hummingbirds that pass by her window, or looking at the flowers the caregiver had picked from her backyard, I feel deeply lucky and grateful to know such a warmhearted and gentle woman.



Although I live far now, we have continued communication through FaceTime calls. We aim to call weekly but have learned to be flexible with the schedule depending on how Ms. Shirley is feeling. Regardless, even when she is tired, she always greets me with a smile and tells me how much she

**THANK YOU
TO OUR SILVERADO
VOLUNTEERS!**
You show your heart and
dedication with each
day you show up for
others.

appreciates my call, my time, and my kindness. I am currently back in school trying to obtain my nursing degree and it is because of my time with her that encouraged me to pursue this career. Just like being a hospice volunteer, nursing allows me to form meaningful connections and provide support for patients and their families. It gives me the ability to make a difference in someone's life and help them during a difficult time.

Being a part of the hospice team made me realize just how much I enjoyed patient interaction and patient care. Staying at a hospital can be scary and lonely, and patients have to stay in unfamiliar environments treated by people they don't know. I want to be a nurse that focuses not only on the physical wellness of a patient, but also provide companionship and a comfortable environment. Being a hospice volunteer has taught me the importance of compassion and the power of human connection that I will continue to apply in my nursing career.



NEWSLETTER

Volunteers Help During Care with Silverado

By Kristina Nguyen, RN, BSN, CHN | Director of Patient Care

It is only fitting to have two holidays in the month of April that go hand in hand in assisting our patient's and families coping measures under hospice care. The month of April is a celebration of two topics of interest: National Stress Awareness Month and National Volunteer Month.

The word 'hospice' can be extremely stressful for a patient and family. They are entering a type of care and are mentally preparing for the unknown. Caregivers may experience burn out as they are caring for their loved ones while also trying to juggle their everyday tasks like going to the grocery store, going to their children's sporting events, and even trying to fit in a good night's rest.

Our team consists of a Certified Home Health Aide (CHHA), Nurse, Physician, Social Worker, Spiritual Counselor, and Volunteer on request in order to help

the patient and family receive the amount of clinical and psychosocial support during this challenging time. Our volunteers* assist in alleviating caregiver stress by being available to be present at patient's bedside for emotional support and companionship, play music at bedside, play board games, or assist in other activities the patient may have loved doing prior to going onto hospice. Many other ways of support can be communicated when our Volunteer Coordinator – Valerie – calls to evaluate the family's needs when there is a request for a volunteer.

In recognizing National Stress Awareness Month and National Volunteer Month, think about all the resources hospice volunteers can provide to reduce you and your loved ones' stress!

For more information on volunteer service, please call Volunteer Manager, Valerie Lomeli at (888) 328-5660.

**Volunteers are not allowed to bathe or touch patients in any clinical/custodial care manner.*

Healthcare Dates of Recognition

Autism Awareness Month

Defeat Diabetes Month

IBS Awareness Month

National Alcohol Awareness Month

National Donate Life Month

National Volunteer Month

Occupational Therapy Month

Parkinson's Awareness Month & Day | April 11th

Sarcoidosis Awareness Month & Day | April 26th

National Cancer Registrars Week | April 3rd – 7th

National Public Health Week | April 3rd – 9th

Patient Access Week | April 3rd – 9th

National Osteopathic Medicine Week | April 17th – 23rd

Health Information Professionals Week | April 18th – 24th

Administration Professionals Week | April 22nd – 29th

Transplant Nurses Week | April 24th – May 1st

Autism Awareness Day | April 2nd

World Health Day | April 7th

National Alcohol Screening Day | April 7th

Compassionate Presence in Hospice

By Noemi Gallegos | MSW Candidate

“Presence, the art of being in the moment, creates a space of healing...” - Nursing and Palliative Care, 2016

What is compassionate presence?

A simple act of being present and supportive of an individual who is terminally ill or at the end of life. Being present at the bedside of those passing can be a deeply insightful experience for those involved. Compassionate presence allows for adaptation and helps one connect to others.

A study by BMC Nursing suggests “being there” conveyed consolation through silence, companionship, religious conversations, and supporting a patient. The research found that when supportive individuals are visiting patients, they could use silence in a therapeutic and consoling manner. Many other studies have found beneficial outcomes to the practice of compassionate presence.

Ways to practice compassionate presence:

- **Consoling Presence** - sharing consoling silence helps ease the feeling of loneliness
- **Healing Touch** - soft touch if appropriate
- **Pause Practice** - it's okay to sit quietly with the ill individual
- **Panoramic Awareness** - use observation skills to “read” the room
- **Deep Listening** - if the individual can speak; listen without judgment, and be welcoming
- **Incorporate Ritual** - prayers, music, poetry, and rituals bring comfort
- **Tuning In** - quiet the mind and be fully present
- **Remaining Calm** - use soothing voice and gestures
- **No Expectations** - be open-minded and do not take anything personally

Tips to prepare for a visit:

- **Ensure you are calm and centered**
- **Approach the patient slowly and quietly**
- **Introduce yourself**
- **Let the patient know what you are doing**
- **If the patient appears to be in and out of sleep, that is okay**

These techniques can all be used for people who are verbal, non-verbal, and in support of a patient's family. Compassionate Presence provides comfort and support. If you are interested in learning more or becoming a Hospice Volunteer, please call (949) 240-7744.



Celebration of Life

In memory of loved ones

Join us for our virtual or in-person Celebration of Life ceremony to share memories and honor loved ones who now live on in our hearts.

Virtual

Thursday, April 6, 2023 | 4:00pm

This event will be held virtually via Zoom.

In-person

Tuesday, April 4, 2023 | 4:00pm

This event will be held at:
Silverado Hospice Orange County
6400 Oak Canyon, Suite 200
Irvine, CA 92618

RSVP by Friday, March 31, 2023 to
Seema Cisneros, Bereavement Counselor
Call (888) 328-5660 or
email seema.cisneros@silverado.com



CONTACT US

24-hour line: (888) 328-5660

Fax: (949) 653-0452

Referral line: (800) 507-9726

Volunteer inquiries: (888) 328-5660

Visit us online with our 24/7 Live Chat Line: [silveradohospice.com](https://www.silveradohospice.com)



If you would like to leave one of your favorite team members a praise, you may do so on our Yelp page. Search **Silverado Hospice Orange County**