



Quick Tips

- ❑ When you're being introduced to a new patient, try asking open-ended questions that allow you to find out more about the patient. Open-ended questions have more than a one-word answer, whereas close-ended questions tend to stifle conversation with a very short response.

Scenario: You are visiting a patient for the first time and you notice tons of family pictures all over their room.

Close-ended Question Example: Is this your daughter?

Open-ended Question Example: Looks like you have a lot of family. Can you tell me about them?

- ❑ Sometimes it's hard to know just what to say to someone who has lost his or her loved one. You know that you shouldn't say, "I know how you feel" (because you don't) and you don't want to avoid the situation either. Here are some thoughtful phrases that may help you feel more comfortable expressing your thoughts and supporting someone you love through a difficult time:
 - I'm so sorry.
 - Do you feel like talking?
 - Tell me how you are feeling – what is this like for you?
 - Talk to me about _____. What was she/he like?
 - What memories are in your mind now?
 - How long were you together?
 - I think of you often.
 - I'll come tomorrow at noon, bring you lunch and sit with you while you eat.
 - I'll pick you up for church and if it's too hard, I'll bring you home.



BETA TESTERS

We need a couple of Internet savvy volunteers to test out our new online forums. These forums will be available for the sharing of ideas amongst volunteers and staff members. If you'd be willing to get a login and try doing a few posts, we'd love your help. Just let Monica know so she can get you registered.

March VolShare

Thursday, March 20, 6:30 p.m.

- ❑ 6:30 - 7:00 p.m. meet and greet (yes, there will be food too!)
- ❑ 7:00 p.m. - 7:30 p.m. "Assisting Alzheimer's Patients" training — Led by Monica Ebberts. You will receive a packet from the Alzheimer's Association that includes helpful information about Alzheimer's, ideas for how to help caregivers, and how to connect with individuals who have this disease. There will be plenty extra packets for you to take to individuals you know who could benefit from this information.

Location:

Salt Lake City Office: 3949 S. 700 E., Suite 110

SAVE-THE-DATE

**Tuesday November 4th and
Wednesday November 5th**

**Utah Hospice and Palliative Care
Organization (UHPCO)**

Annual Conference – Volunteer Track

I know that it probably seems awfully early to be asking you to put something on your calendars, but I promise it's worth it. The UHPCO holds an annual conference for all hospice nurses, social workers and other individuals involved in caring for hospice patients. Last year they held the first ever Volunteer Track at the conference. This year they will have three sessions available for volunteers to attend free of charge. One will be in the afternoon on Wednesday, and two more in the evenings. Please plan on attending if you can come.

What Vaccines do You Need?

<http://www2.cdc.gov/nip/adultImmSched/>

Take the quiz from the Centers for Disease Control to find out if you're on track or if you need to take a trip to the doctor's office. Once you have your list, speak to your doctor about what he recommends for you.

MARCH BIRTHDAYS

- 5 Faith J.
(Davis County)
-
- 11 Eric L.
(Utah County)
-
- 21 Jennifer M.
(Salt Lake County)
-
- 28 Emily R.
(Salt Lake County)
-



March Flowers Deliveries

Su	M	T	W	Th	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

UTILIZING YOUR UPCOMING TAX REBATE

You may not keep up-to-date on every bill that Congress passes, but you've probably heard about the money that might be coming your way in the form of a Tax Rebate.

"The \$168 billion economic stimulus package just passed by Congress will ship checks of up to \$600 for individuals and \$1,200 for couples starting in May. Most households will get these checks, although individuals with adjusted gross incomes of more than \$75,000 and couples making more than \$150,000 will see less or nothing at all" (Liz Pulliam Weston, MSN). For those of you with children, \$300 will be handed out per child as long as you make at least \$3,000.

The hope for this one-time tax credit is to give Americans some cash to spend in the United States. If you get your rebate and spend it on products from China, the government isn't going to come after you, but it's definitely not going to help our economy by any means.

Just because you're receiving this money to help stimulate our economy doesn't necessarily mean that you should spend it. According to Liz Pulliam Weston (MSN), credit card rates are on the rise and "If you have any credit card debt, the best use for your rebate check is likely to be paying it off."

Some more advice from Eileen Ambrose (The Baltimore Sun) includes: "Invest in a 529 college savings plan. Start an emergency fund. Save away money for retirement. Do something that will leave you in better financial shape -- not just for a week or month, but longer term."

While saving and investment is easy for some, it's doesn't quite fill the need to spend the "extra" money for some. Believe me, I know. The three calls

I've received from my husband today have been about how we could put that money towards a boat - "what a good investment!" He's not fooling me.

We'll do this dance between me wanting to pay off debt and him wanting something fun until we compromise and do as Weston says and put a percentage of the money towards something fun. She says to "consider satisfying the urge to splurge by spending a portion of the check -- 10% maybe, 20% max -- and saving the rest."

I advocate for all my volunteers to find balance in their lives - including financial stability.

Not all of you volunteers will receive this rebate, but for those who will, I urge you to make a proactive decision about what you're going to do with your rebate monies before you have the check in hand.

References

- "America, don't blow this rebate" Liz Pulliam Weston (MSN) <http://articles.moneycentral.msn.com/Taxes/Advice/TheDetailsOnTaxRebates.aspx>
- "5 ways to use the tax rebate to get your finances in shape" Eileen Ambrose (The Baltimore Sun) <http://www.orlandosentinel.com/business/orlymstimulus0308feb03,0,703772.story>

**W
E
L
C
O
M
E**

TO OUR NEW VOLUNTEERS:

Nicole G. Paola M.
Irene D. Johana S.
Barbara K. Marceline W.
David K. Quinn W.
Maury K.



Thank You

Thank you to all those who helped deliver valentines and heart balloons last month. It was a hit with our patients and their families. Special thank you to **Jennifer G.** for inflating so many balloons!

FYI: Monica's email address has changed. Please update your email account to make sure you get her messages. New Email:
mebberts@hospicespecialists.com