

Silverado Hospice Los Angeles

Silverado Hospice Newsletter

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THANK YOU VOLUNTEERS!

Most of us remember a person who seemed to go out of their way to help us during a difficult time in our life – a grandparent, a special teacher, even a stranger who became a friend. Recollections of these caring people remind us of the good within each of us and make up the communities we are part of. Nowhere will you find more compassionate people than the volunteers who serve hospice patients across the country.

In honor of National Volunteer Week, which is recognized April 21 through 27, we would like to extend our sincere gratitude and appreciation to our very special volunteers at Silverado Hospice.

Throughout the years we have had hundreds of wonderful, dedicated individuals in our communities who have given selflessly of their time and talents to serve our hospice patients and families in so many different ways.

Some of our volunteers work directly with patients, visiting with them, playing music for them, and reading to them. Some volunteers share their talents making quilts or preparing meals while others help with special programs like 11th Hour Vigil, We Honor Veterans, Memory Catchers, Petals for Patients and Pet Therapy. Some choose to support the mission of hospice by assisting with bereavement, clerical work and general support. So, THANK YOU again to all of our exceptional volunteers. What they do is amazing and a true calling!

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The Gift of Time, Love and Compassion Shared by our Volunteers is a Blessing to the Patients and Families they Serve.

Following You'll Find Some of the Special, Moving Experiences They've Shared...

Final Goodbyes

“Upon receiving notification from Silverado about patient's health condition, I made a plan to head over to the facility after work. When I arrived, patient was in the room with her daughter and son/daughter-in-law. I spoke with family members including the aforementioned as well as a granddaughter in person, and two daughters/sons-in-law via FaceTime, allowing them time to say their final goodbyes to the patient. I reinforced palliative care concepts and provided them with emotional support. I sat vigil with the patient, holding her hand and gently speaking to her. I set parameters for her granddaughter's visit, as patient's daughter was concerned about the visiting family member's potential emotional reaction. I guided them through the steps of dying as well as listened actively. I provided reassurance and let them know that I was there to help with any of their needs. Patient died shortly after I went home.”

Oorah

“The patient immediately recognized me and called me out by my name. She then told me to take a seat and told me that she was doing, "okie dokie". We talked about St. Patrick's day, her friend who visits her, and her stuffed animal Charlie. Throughout the visit, she would say her classic, "oorah" and so I would go along with her and say it with her. We had a contest on who could say it better but I concluded that she was the best there is, although she was too humble to accept it. She told me that if I saw a good looking marine to make sure to give my best "oorah" but not to anyone else or else they would think I was crazy. She requested me to go see when she was going to get her chocolate pudding and so I did and reassured her that it was coming very soon at 2pm. I also taught her some more spanish, like how to say "you are very nice" and "good afternoon". She knew how to say chocolate in spanish which surprise me because she remembered from when I had taught her how to say it. Her chocolate pudding came and she began to enjoy it. Ultimately, It was my time to go so I let her know that I would be back next week.”

First Time Meeting

“We had a wonderful visit. Patient is so intelligent and she has such a view of life, with lots of wonderful advice and insights. When I first arrived she was having a little lunch. Once she finished her lunch, she told me about her illness and her wishes should there be a crisis during our visit. She is so charming and full of information, which is understandable when I found out that she made educational videos with her husband. She is so appreciative of the people that care about her and want to spend time with her. We had a wonderful visit and I know I am going to enjoy visiting with her more often.”

Game Time!

“I was able to visit with *patient* and her daughter in law this afternoon. *Patient* had just been bathed and was taking a nap when I arrived. After slowly waking up she was able to play a game of Trouble with daughter-in-law and myself. She seemed to have a good grasp of the game and was the ultimate winner. She insisted that we not take it easy on her. We then played a game of Uno, which she also won. We had a nice visit and daughter-in-law agreed that it would be nice if I could visit her on a weekly basis.”

Jam Out

“We had a good DJ session with *patient* and his Spiritual Counselor today, playing different tunes on my portable speaker. I added more songs to his playlist - more Beatles, some Bob Dylan and even some Michael Jackson. Here Comes the Sun was a hit, Bohemian Rhapsody was a fail. *Patient* was quite upbeat at times, in between nodding off. He sang along a couple of times and was quite clear about what music he did and did not like.”

I am Comfortable with Silence

“I texted the patient one day before to confirm my visit to the patient. The patient was eating her oatmeal when I arrived. We exchanged greetings and asked each other how the prior week went. Patient seemed comfortable, and was able to talk; but sometimes she had to stop to catch her breath. When she was catching her breath, I sensed that she felt embarrassed about her condition of needing to stop and breath. I told her that ‘I am comfortable with silence, so don’t worry about it.’ She wanted me to read to her. Patient provided a new book that she was reading, and I read the first chapter to her. The book is entitled ‘Nonviolent Communication’ by Marshall Rosenberg, Ph.D. After reading, we discussed what the content meant to each one of us. Patient seemed comfortable and happy to talk about the book.”



Don't Judge a Book by It's Cover

“Patient and I watched a documentary together and discussed his time living on the streets and interesting meats he’s eaten.

Patient and I watched a documentary that looked into the mindset and upbringing of adolescent killers. I told *patient* that it was hard for me to feel sorry for these people given that they had no guilt about their atrocious crimes. *Patient* told me that it’s hard but you have to be able to show compassion to people that you might not understand. If I really wanted to know what compassion is like, he dared me to live on the streets for a year. On the streets, I would learn that people are at their lowest because of their circumstances and that they are all deserving of respect and kindness nonetheless. This was a valuable lesson for me. As a doctor, I hope to practice this same compassion to all my patients regardless of their backgrounds or actions.

After discussing his pending surgery and how his doctors ignored his requests, *patient* was glad that I understood his point of view. He said that it’s great that I’m willing to listen to and understand the patient’s side of things as a friend rather than a typical doctor-patient relationship. My takeaway from today’s visit and all my visit’s so far is that the patient needs to be heard for their needs can be met. *Patient* is someone who has been suffering in silence for so long and patient’s like him deserve to share their story. I hope to provide that safe space for storytelling and laughs whenever I visit.

“We prepare for life as children, life is so short, only moments long.

We stand on the edge clasping hands in friendship, doing for each other what we would like done for us.

Sharing, believing in a better world through volunteering, taking time to help and understand each other as final moments come so suddenly upon us.

Daily, appreciation and thanks come our way, helping to pave our paths towards heaven.

Behind the thank yous are hidden wonderful people who do the good deeds so deserving of the praise they receive.”

-RoseAnn V. Shawiak



Experience with Essential Oil Benefits



“I did an admission for a patient that was actively dying, patient exhibiting signs of anxiety and pain. Family was not ready to provide narcotics. Family and nurse were trying to console patient with gentle touch and soothing words. Nurse sprayed lavender essential oil and massaged patients arms and hands with lavender lotion. Visible change in patients demeanor, patient calmed and became less agitated.”

-Charlotte, RN Admission Nurse



ESSENTIAL OILS PROGRAM

Our Essential Oils program is a safe, natural way to help patients relax, and is available at no cost to patients or their families. The following is the program assessment protocol:

- ❁ Nurse assesses if patient is candidate of Essential Oil Lotion, and inquires into allergies
- ❁ If yes, nurse performs skill allergy skin test
- ❁ 48 hour follow up visit is performed by RN or LVN, and patient may begin program if no reaction occurs

Benefits of using essential oils may include a reduction in agitation, healthy skin, and an overall boost in comfort and relaxation.



- ESSENTIAL OILS LIST**
- Lavender*
 - Eucalyptus*
 - Peppermint*
 - Frankincense*
 - Rosemary*
 - Bergamot*

Please call us with any questions or concerns at 818-848-4048

You may also visit us online for general information at [Silverado.com/HospiceLA](https://www.silverado.com/HospiceLA)

If you would like to leave one of your favorite team members a praise please do so on our Yelp page: [Silverado Hospice Los Angeles](#)

Meet three of our wonderful employees who were recognized as employees of the month in April!

Spotlight On!

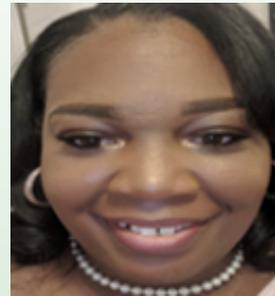
Meet America, LVN

America is a gem! She has been crucial in maintaining adequate care and communication with The Canterbury patients and families. The staff at the facility love her. She is an amazing team player and we are lucky to have her.



Meet Nikao, Social Worker

Nikao is such a sweet sweet person. She is always checking in with me to see how I'm doing mentally and emotionally. She's genuinely concerned for the well being of others and she is a great team member. I absolutely love working with her.



Meet Jaimie, Director of Patient Case Services

Jaimie is very knowledgeable but remains humble and very easy to talk to.



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Your feedback is important to us. If you have a concern, please contact our Administrator, Suzanne Henthorn, at (888) 328-6622