



Volunteer Voices

Whatcom Hospice & Outpatient Palliative Care Volunteer Newsletter
A Program of PeaceHealth St. Joseph Medical Center

September 2019

Whatcom Hospice & Outpatient Palliative Care—2800 Douglas Ave., Bellingham, WA 98225 — 360-733-5877 — fax: 360-788-6884 (address to Volunteer Coordinator)
Editor & Volunteer Coordinator: Amie Carr: acarr@peacehealth.org — Admin. Specialists at Hospice House: Erin Doucette: edoucette@peacehealth.org
and Beth Collings: bcollings@peacehealth.org

September Volunteer Education

Dancing Toward Negotiation

Conflict Resolution Workshop

with Anne Mikkelsen & Kim Hejtmanek

Thursday, September 26th, 1:00-2:30 p.m.

Lower Level Conference Room

Conflict resolution training is an essential tool for anyone who is in a relationship, at work or at home, in the neighborhood, online or on the phone.

Kim Hejtmanek and Anne Mikkelsen, Hospice House Volunteer Partners (Thursday mornings), are pairing up to present an innovative and transformative style of conflict resolution. Grounded in the qualities of respect and compassion for self and others, the technique is informative, interactive and FUN, as we move forward from step #1, the ANCHOR, to the 8th and final dance step, NEGOTIATION.

This process works well with children, too

Please let Amie know if you can join us.

ACarr@peacehealth.org or (360) 788-6892

Volunteer Support Group

Tuesday September 17th, 2:00-4:00 p.m.

Lower Level Conference Room

Time to gather to discuss what works, what doesn't, ask for input, gain support, and share stories. This is a great opportunity to meet and bond with other exceptional individuals—Hospice and Palliative Care volunteers!

Please let Amie, Erin or Beth know
if you plan to come.

Volunteer Hours for July 2019:

Community Program: 498.39 hours

Hospice House: 591.29 hours

For a total of: 1089.68 hours!

**Thank you for your contribution
and commitment to our program!**

****Reminder****

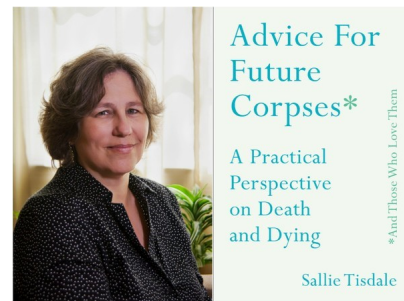
Teepa Snow will be speaking at this year's Alzheimer's conference about managing the balancing act that caregivers and family members must perform.

October 9th, 2019, 8:00am-4:00pm

Four Points by Sheraton in Bellingham

\$85 Non Early Bird Pricing

<https://alzociety.org/33rd-annual-caregiver-conference/>



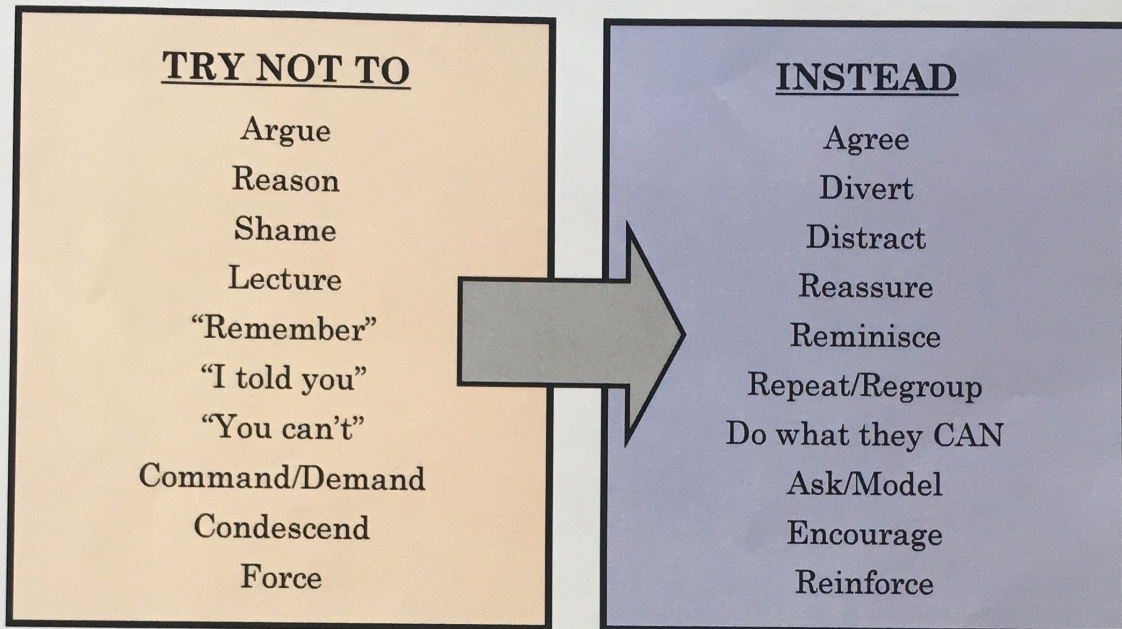
Sallie Tisdale – Community Conversation

7:00 pm, October 23, 2019

St. Luke's Community Health Education Center, 3333 Squalicum Pkwy, Bellingham, WA 98225

Free to the public

ALZHEIMER'S & DEMENTIA COMMUNICATION TIPS



***Remember*, we CANNOT change the person with dementia!**

The disease has shaped who your loved one has become. When you try and CONTROL or CHANGE their behavior you will most likely be unsuccessful or met with resistance.

10 TIPS FOR BETTER COMMUNICATION

1. Set a positive mood for interaction—your attitude & body language say more than your words do!
2. Get the person’s attention by limiting distractions & noise.
3. State your message clearly.
4. Ask simple, answerable questions.
5. Be patient, listen with your ears, heart and eyes,
6. Break down activities into a series of steps
7. When the going gets tough, distract & redirect.
8. Respond with affection and reassurance
9. Remember the good old days
10. Maintain your sense of humor