The **Mission** of The Chaplaincy is to serve others with impeccable spiritual, emotional, and physical care.

Hospice Care • Grief Support • Chaplain Services

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**11th Hour Program**

Hospice at The Chaplaincy

• Judy Westerberg, MSW Program Supervisor
• Chuck Watson, Hospice Volunteer since 2001

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**11th Hour Program**

Agency History

• Hospice at The Chaplaincy began in 1980
• Medicare/Medicaid certified in 1985
• Hospice House opened in December, 1996
  • Six bed in 1996
  • Four beds added in 2001
Developing an 11th Hour Program

• Patients were still dying alone.
  • In the home
  • In the Hospice House
  • In facilities
• Families sometimes need extra support in the hours before death.
• Call team in to assist when needed
• Pain and symptom issues

Qualifications for becoming an 11th Hour Volunteer

• One year working as a hospice volunteer
• Emotional maturity, sensitivity, good “listener”
• Ability to discuss prior losses, especially death of loved ones
• Completion of 11th Hour Training

Training

• Entering the room and engagement
• Comfort measures
• Psychosocial interventions/needs
• Spiritual needs
• Signs of approaching death
• When to call another team member
• Volunteer support
11th Hour Program

Entering the Room and Engagement
- Addressing the patient
- Being present with the patient
- Resource Bag (See attachment)
- Family needs

11th Hour Program

Comfort Measures
- Repositioning
- Keeping the mouth moist
- Keeping lips moist
- Washcloth for face
- Assessing non-verbal cues for pain
  - Fan/blankets
  - Medication
- Observe for incontinence

11th Hour Program

Psychosocial Interventions/Needs
- Touch
- Music
- Speaking to the patient
- Comfort with silence
- Cultural considerations
- Awareness of family needs
  - Modeling behavior
  - Normalizing/reassurance
**11th Hour Program**

**Spirituality**
- Non-judgmental
- Affirmation
- Prayer/Scripture as appropriate

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**11th Hour Program**

**Signs of Approaching Death**
- Irregular breathing
- Restlessness or no activity
- Mottling
- Lack of responsiveness

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**11th Hour Program**

**When to Call Team**
- Pain issues
- Symptom issues
- Medication needs
- Any concerns
- Death
11th Hour Program

Volunteer Support
- Debriefing
- Self-Care
- Attend service, if any
- Take a break

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11th Hour Program

Stories from the Bedside
- 11th Hour Volunteer Experiences
- Chuck Watson, 11th Hour Volunteer

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11th Hour Program

- Questions?
- Growing Edge
- Summary

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