***Ask Me How Hospice Can Help* Button**

**Information for Volunteers and Staff**



Every day you interact with family, friends and neighbors who may not know about the work we do at your hospice. In celebration of National Hospice Month this November, we are asking a few of our experienced staff and volunteers to help us share the value of our organization and promote the importance of advance care planning.

Please review this information before wearing your button so you can respond to questions. If you don’t feel comfortable wearing the button, please just return it to staff member and we’ll ask someone else to wear it. If you have questions, please call or email me phone and email address.

**Why are We Using these Buttons?**

The *Ask Me How Hospice Can Help* buttons are designed as a way to talk to people about the great work we do and the importance of advance care planning. Our organization uses the Five Wishes advance directive and the people at Five Wishes sent us these free buttons to use.

**When and Where Should I Wear the Buttons?**

Wearing the buttons is a great way to engage people in conversations about hospice and advance care planning. Please wear the buttons when you are out in the community and have the time to talk about hospice and advance care planning. Since you will be representing our hospice, we ask that you only wear the button if you are dressed neatly and can represent the organization in a professional manner.

**What Should I Say When Someone Asks “How Can Hospice Help?”**

Text describing several specific ways your hospice supports people in your community.

Our hospice also helps people at all stages of life to think about, discuss and document their wishes in the event they become seriously ill. We use *Five Wishes* to do this, giving away hundreds of the documents each year.

**What is Five Wishes?**

*Five Wishes* is an easy to use legal document written in everyday language that lets adults of all ages plan how they want to be cared for in case they become seriously ill. *Five Wishes* helps you express how you want to be treated if you are seriously ill and unable to speak for yourself. It is unique among all other living will and health agent forms because it speaks to all a person's needs: medical, personal, emotional and spiritual.  Our hospice

**What Should I Do if Someone Wants More Information?**

If at all possible, ask if you can take their name, phone number and/or email address and let them know that someone from hospice will be in touch with them within the next 2 days. If they need immediate assistance, or if they aren’t comfortable giving you their name and contact information, give them our main phone number telephone number.

* If they are interested in learning about how to get hospice for a family member or friend, instruct them to ask for staff member when they call.
* If they would like a free Five Wishes document mailed to them, tell them to ask for staff member.
* If they are interested in volunteering for our organization, refer them to volunteer manager.
* For those interested in apply for a job with our organization, refer them to human resources director.