

# Whispers from Home



*A program to help you connect with your loved one,  
no matter where you are.*



[www.homehospice.org](http://www.homehospice.org)

(903) 868-9315 (940) 665-9891

## Whispers from Home

At Home Hospice, we recognize that familiar voices bring great comfort to those traveling their final journey.

Words can make us laugh. Words can give us comfort. Words can say, "I love you." **Now** is the time to share your thoughtful words with the person you love.

### Questions & answers about this program

*Q. What is the Whispers from Home program?*

A. Whispers from Home is a program in which family and friends may call into a toll free number 24 hours a day, 7 days a week, and record a message to a loved one on Home Hospice service.

*Q. How will my loved one listen to the recording?*

A. After the phone messages from family and friends are recorded, a trained volunteer from Home Hospice will record them to a CD for the patient to hear.

*Q. Why use a recorded message?*

A. Normally hearing is the sense that a person retains the longest and he or she may be able to hear and understand even when family or friends think they are not aware.

*Q. Who can participate in the recording?*

A. Family members, friends in community or service organizations, social groups, Sunday School classes or church members, high school friends or others groups can all participate in the recording.

*Q. Who should I contact if I, as a Hospice patient, or my caregiver, think I would benefit from the program?*

A. Contact a member of the Home Hospice staff and ask to talk with the assigned Social Worker.

*Q. What paperwork is involved?*

A. The Social Worker will ask the patient or legal representative to sign a release for us to begin the recording process.

*Q. Will there be a charge for this program?*

A. The program is free for persons on Home Hospice service & the number you call will be a toll free within the United States. The family will be responsible for international charges.

*Q. How long do we have to make the calls?*

A. Once we begin the recording process, 7 days are allowed for everyone to call. You may take a week prior to the calls to let your family and friends know how the program works.

## The process for calling in a message:

Your time frame begins \_\_\_\_\_

Your time frame ends \_\_\_\_\_

## Instructions for recording a message:

Please read all the instructions to familiarize yourself with the  
Whispers from Home process:

- Consider scripting the talk to your loved one ...**see suggestions on back**
- **Call 1-877-514-4244, 24 hours per day, 7 days a week**
- Press 1 to record a message for your loved one
- **Slowly state your loved one's name, spelling the last name**
- Speak in **normal volume** and tone of voice, but please do not whisper
- State your name (as he or she knows you) to the patient...**see suggestions on back**
- Record your opening or greeting...**see suggestions on the back**
- Record your memory or story ...**see suggestions on back**
- Record your ending...**see suggestion on back**
- Hang up when you are finished talking
- Recording time is 5 minutes, but you may call back if you need additional time

## Other Options for Whispers from Home

- After calling 1-877-514-4244, press 2 to leave a message if you need additional information. One of our staff will return your call or respond to your question via email *if you leave contact information*
- Press 3 for additional instructions on recording



## Suggestions for the speaker

Use familiar terms or nicknames to assure your loved one you are speaking directly to them. It is recommended that you script your opening, message and closing. See examples below.

### Opening or Greeting examples:

- "Hi Mom, it's your daughter, Elise from Chicago"
- "Hi Tom, it's your old Tech fraternity brother, John Doe"
- "Hi Buddy, it's your niece Gretchen, and I'm calling from the Peace Corps in Honduras"

### Message examples:

- "I don't know if I ever told you how much I appreciated your help when our son Joe was born and you helped by....."
- "I just heard a song and thought about you and wanted to sing it for you, it goes like this....."
- "I wanted you to hear your grandson Timmy singing his ABC's song for you...here he is....."
- "I haven't told you about the time I made the biggest mess out of your potato salad, but I....."
- "I just wanted to call and wish you a happy day and to say I love you"

### Closing examples:

- "Hope you have a comfortable day today. Bye"
- "Bye, You are in our prayers today and everyday"
- "Take care"
- "I love you"

For a downloadable version of this brochure:  
Visit [www.homehospice.org](http://www.homehospice.org) and click on the link for  
**Whispers from Home** or call the Home Hospice office.

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