



My View

YOU JUST NEVER KNOW

I have been reading TIP Call Reports submitted by volunteers and letters sent to us by grateful clients for years. Until recently, I thought I knew all of the ways that our Tip Volunteers help our clients, and all of the things our clients are grateful for... both big and small.

We know that our clients are grateful for our "loving presence", for the information and the resources we provide, for the phone calls we make, for the Kleenex we give, for helping them "say goodbye" to their deceased loved one, for helping with their children, and for our overall guidance through what is usually a very horrific and confusing time for them.

However, a few days ago I read a Call Report submitted by a Tip Volunteer which surprised me. The volunteer wrote that as she left a client's home the client thanked her for a number of things including something that neither the volunteer nor I had heard before. The client said *"Thanks for being here as it kept everyone on their good behavior and allowed us to get through things better."*

Maybe some of you already know this *"kept us on our best behavior"* effect a Tip Volunteer can have on a family in a tragic situation. But for the volunteer and me it was eye opening. When I think about it, it makes sense that a Tip Volunteer... a stranger... being with a family can have a "good behavior" effect. I just never occurred to me before.

Why am I bothering to write about what may seem like a small "insight", especially for those of you who may be saying to yourself *"why did it take him so long to realize that!?"* I am writing because I think that we need to continually remind ourselves and our TIP Volunteers that we often make much more of a difference on Tip Calls than we know... in ways we never dreamed of. As the Tip Volunteer who triggered my *"you kept us on our good behavior"* insight said at the end of her report ***"You just never know."***

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