



About limits and boundaries

To protect you and your family, our Client Support Team Members rigorously respect important limits and boundaries.

What our Client Support Team Members will not do:

- We do **NOT** give medical, legal, or financial advice
- We do **NOT** act as a healthcare agent or decision-maker
- We do **NOT** replace your medical or hospice team
- We do **NOT** pressure you toward any particular options

Clear boundaries help ensure that our support is respectful, ethical, and centered on you and your needs and wishes.

“So, what happens next?”

Contact us:



Call our warmline:
505-393-1321



Visit the website:
endoflifeoptionsnm.org

- 1 Reach out.** Call the EOLONM Warmline dispatcher to inquire. They will direct you accordingly by offering information or connecting you to a Client Support Team Member.
- 2 Let's meet.** Our Client Support Team Member will call you to follow up and gather more information.
- 3 We can begin.** Based on each person's inquiry the Client Support Team Member will provide guidance and support.

We will answer your questions and help you explore whether our assistance is right for you.

You Don't Have to Navigate This Alone



Compassionate Support at the End of Life

All services are confidential and provided at no cost.

Who We Are

We are a nonprofit organization that provides information, education, and compassionate support for people navigating serious illness and end-of-life decisions

We support all end-of-life care options, including (but not limited to) medical aid in dying (MAiD), and always with respect for each person's values, beliefs, and choices.

Our Values

The collective values that bring us to end-of-life work compel us to demonstrate:

- **Compassion** for others' experiences
- Being **Inclusive** of our state's diverse population
- While showing **Respect** for each individual's end-of-life choices
- Supporting them in a **Non-judgmental** manner
- With steadfast **Integrity**.

What is a Client Support Team Member?

A Client Support Team Member (CSTM) is a confidential support person who will assist you after your initial contact with End of Life Options New Mexico.

CSTMs Offer:

- **Careful, non-judgmental listening**
- **Clear information** about end-of-life options in New Mexico
- **Help understanding** processes and next steps
- **Support** for you and your loved ones during difficult conversations



You choose the level of involvement that fits your comfort, circumstances, and needs.

What Support Can Look Like

Support Takes Several Forms:

Depending on your needs, CSTMs support may happen:

- By phone, video, email, or text
- In person, when appropriate

Education/Information:

Over just a few conversations, a CSTM may help you understand:

- Advance Healthcare Planning, including MOST, DNR, and Healthcare Directives
- Hospice and Palliative Care
- Voluntary Stopping Eating and Drinking (VSED)
- Medical Aid in Dying (MAiD)
- Final Arrangements

You Decide:

- What topics you want to discuss
- Who is involved
- How often you connect