



## “Inter-disciplinary” -what does that really mean, when we speak of our “inter-disciplinary team”? And why is that important to a hospice program?

By Dr. Keith Price, Medical Director

At times, I sit back in awe of all this team is able to accomplish... and I often feel very humbled to be a part of this group. Let me explain...

*Let me first start with our fantastic group of VOLUNTEERS.* Headed up by our Volunteer Coordinator, each person commits to 20 hours of volunteer training spread over 8 weeks before accepting a role. As a non-profit organization, we rely heavily on their input...and what a tremendous input they make!! Here are a few examples of their accomplishments:

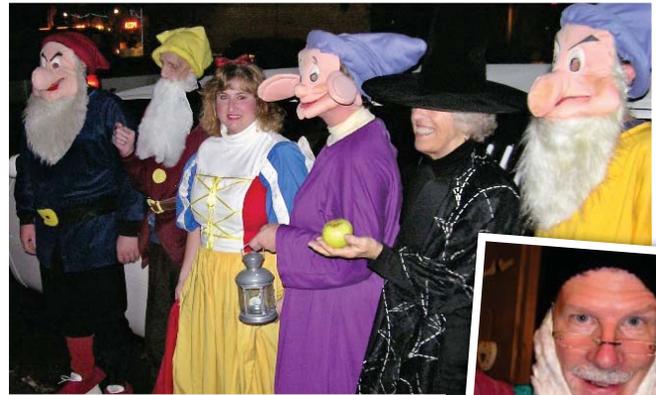
- Art therapy, helping one client to make a fishing pole & another a memory bracelet
- Haircutting & styling
- Limousine chauffeuring to an anniversary dinner
- Beautiful live harp music
- Friendly visits and at times just sitting with clients near the end of life
- Production of Lasting Legacy booklets, with client interviews & memories
- Monthly bereavement phone calls
- Pet therapy with friendly, cuddly animals
- Transportation, shopping and much more!

*Our CHAPLAINCY service,* with visits & spiritual & emotional support from well-trained, seasoned clergy members.

*Our SOCIAL WORKERS,* who help navigate very complicated payment systems to try to ease financial burdens, to connect folks with specialized social programs I might not even realize exist.

*Our PHARMACIST input,* there almost every week of the year as we discuss our clients...to help decrease side effects, stop unnecessary medication, provide economical & effective medicine suggestions.

*Our BEREAVEMENT staff,* that reaches out to Hospice of



Keith Price as “Doc” with a hospice client & members of the hospice team as Snow White & the Seven Dwarfs



Warren County families (both adults & children) as well as to the general community, providing free grief support through group or one-on-one counseling. An annual children’s summer grief camp was begun this summer, and an open grief support group meets monthly for those who suffered the loss of a loved one through suicide.

*Our LPN NURSE’S AIDES,* who get rave reviews on their caring & quality of their care...all the bathing, cleaning, dressing, etc.

*The most visible of our team, our NURSES,* who do their utmost to provide for the physical & emotional well-being of our clients. I get to see their fun-loving, “personable selves” as well as their “professional selves” & clearly see both their compassion & their expertise.

*Our DIRECTORS...*from the outset in 1979, the direction for Hospice of Warren County has been to provide excellent end-of-life care & to try to add “living to the fullest” to that care. We have been blessed with very capable executive directors who have a real passion for the hospice mission.

*Continued on page 2*

### Tuesday, Nov. 1 (Jefferson Room)

*Palliative and Hospice Care for Children*

### Tuesday, Nov. 8 (Slater Room)

*Being Mortal* – a video diary of a physician’s look at how to help patients and their families face end of life decisions. Based on the bestselling book, *Being Mortal*, by Dr. Atul Gawande

### November is Grief Awareness Month

*Warren Public Library • Tuesdays 6-7:30pm*

### Tuesday, Nov. 15 (Slater Room)

*The John and Orpha Blair Hospice Residence*

The “Hospice House Experience” – hear from families who have had their loved ones cared for at the hospice residence.

### Tuesday, Nov. 29 (Slater Room)

*“Caretaking”*– A video and discussion of support for those who are currently experiencing the challenges of long term home care of a loved one and those who are grieving the loss of a loved one after caretaking.

## “Inter-disciplinary” *Continued from front page*

And our board of directors is outstanding as well, active in meetings & constantly looking for ways to expand and further our outreach. A need for help in managing difficult symptoms was noted for patients with serious or life-threatening illness who were not yet appropriate for the hospice program (who still might be getting active treatment with chemotherapy, radiation, surgery, etc.). From this vision, our Palliative Care Service was launched 10 years ago, & thus far over 600 clients have been served. Another perceived need was for a hospice location available if clients could no longer be cared for at home but who wanted a home-like atmosphere. Thus, 6 years ago, the John & Orpha Blair Hospice Residence came into being...a beautiful setting for exceptional end-of-life care.

For the last 14 years, I have been privileged to be a part of this group...and I do mean privileged...and humbled, when I see all that it does for its clients. To all those involved, I say a tremendous “Thank You!”

For the last 28½ years, I have been privileged to be a part of the Warren County community and its level of support for many organizations, including Hospice of Warren County, is phenomenal. To all you Warren Countians, I say a tremendous “Thank You” as well!

*Keith*

### **Honor your loved ones in the John and Orpha Blair Hospice Residence Brick Memory Garden**

Have a brick inscribed and create a permanent way to honor and remember a special person in your life. This gift will also assist the John and Orpha Blair Hospice Residence in providing a beautiful, peaceful setting for the patients and families cared for at the Residence.

**Visit [hospiceofwarrencounty.com](http://hospiceofwarrencounty.com)  
or call (814)723-2455 to find out how to order!**

### **We love our four-legged volunteers!**

*Gaia doing what she loves for Hospice!  
(accompanied by her co-worker, Frankie Johnson - Grief Counselor)*

*Cocoa spreads his love. He volunteers with his co-worker, Tena, in Warren County as well as Georgia!*



## Featured Employee



Barb English, LPN, is our featured employee. She has worked at Hospice of Warren County for 9 years. Barb is extremely deserving of this recognition. She is an outstanding employee who puts her whole heart into her work and never “leaves a stone unturned” when it comes to patient comfort and care.

Her career as a nurse began after the death of her father. Hospice had been involved with his care and Barb was very impressed with the “wonderful care he received and the improvement in his quality of life with hospice”. She liked the idea of helping people and making a difference in their quality of life.

Barb says that her favorite aspect of working with hospice patients is the one on one care that she is able to provide for them. “I am able to take care of the whole patient, I am never rushed for time and my patients appreciate that. I love the hugs and the thank you’s I receive and knowing that I made a difference in their life, as they make a difference in mine.”

When asked what her favorite memory of working with a hospice patient is she recalls attending a veteran’s pinning ceremony for a patient. A pinning ceremony is hospice’s way of saying thank you and honoring our veterans’ service to our country. “His family attended the ceremony and he was so moved by it all. I still have the picture of him and me that was taken that day.”

Hospice nurses are frequently asked “how do you work for hospice, isn’t it sad and depressing?” Barb responds by saying “my job is sad at times because we form a bond, a friendship with the patient and family. On the other hand, I realize that I can make a difference in their quality of life and that is one of the greatest gifts we can give them. People always tell me you do so much, but I always say, I get so much more in return.”

Barb enjoys spending time with her family. She has 2 children. Susan is a nurse practitioner in Cleveland and Joe is the head of the math department at Sheffield High School. She has 4 grandchildren that she is very proud of, Kylie, Cole, Ava and Emma.

Barb plans on retiring in 2017. It is bittersweet for her (and for all of us that work with her). She says that she will miss working with everyone at hospice as “we are not just co-workers but also friends”. She will also miss the people that we care for. “They are only in my life for awhile, sometimes a very short while, but I am blessed for having known them.”

*And we are blessed to know and work with Barb.*

# Thoughts from the Director

By Lisa To, Executive Director

It's been a year since our last newsletter. A lot goes on in a day at our office and hospice residence, let alone a year. The Warren County community and beyond supports the work of Hospice of Warren County in so many ways throughout each year. Our newsletter is a way to stay connected with you. We want to provide you with a glimpse inside our special work –some education and some staff and volunteer stories. It's important that you have some understanding of what Hospice of Warren County is all about so that you can feel comfortable calling us –or stopping by our office.

Being in a position that assesses the broad scope of operations at Hospice of Warren County on a daily basis, I find it on my mind every day how Hospice of Warren County's past weaves in and out of the present.

Records document the well-grounded mission and values as our services developed starting in 1979 –“kind support of persons through their illness...simple and natural flow of spiritual care...humor, dignity, creativity, and continuity with familiar things...empathy...teamwork...commitment...”

People often remark how “times have changed...” “What is the world coming to?” There are a lot of crazy and controversial things that go on each day. Things inside the business of hospice have changed a lot too from its beginnings in the 1970s. Primarily caring for patients with cancer then, now hospice and the newer offering of palliative care work for any serious illness. Despite all the changes since our agency's beginning in 1979 we, as an agency and as individuals, remain committed to our mission. Vast changes in regulations, technology, insurance, laws, and business practices that have brought us to what we face and deal with today in 2016 have not deterred us from our focus on our core value of striving to do excellent hospice and palliative care for our patients and



Hospice of Warren County served 2233 individuals through our following programs this past year:

- Hospice Care
- Palliative Care
- Grief and Loss Support
- John and Orpha Blair Hospice Residence

families. With all that is pelted our way, focusing on our best practices of care keeps us steady on our course. Nothing replaces active and sincere attention to detail, empathy, listening, communication, and follow through. We work hard each day to give these traditional values to those for whom we care. Our hope is that our team's presence can help people in our community bear the seemingly unendurable. The modern day challenges of hospice will continue to keep us on our toes but, be assured, Hospice of Warren County will continue to maintain our focus of doing excellent hospice and palliative care – with a business model and organizational values that represent integrity. We hope you enjoy a peek inside our world at Hospice of Warren County. We greatly thank you for all you do to support our work!

*lisa*

## MYTH

“Hospice over-medicates people”

## FACT

Hospice of Warren County has unmatched expertise in managing pain and other common symptoms, so patients are as comfortable and alert as possible or desired, enabling them to enjoy each day to the fullest extent possible

## Bereavement Bear Therapy

By Barbi Zingone, Volunteer Coordinator

Hospice of Warren County offers many levels of comfort for our patients and beyond. After a patient moves on into the next life, many services of support and care are extended to family members, relatives and friends.

One such level of support is fulfilled with the help of a special angel, volunteer, April Gazalie, an extra special lady that so graciously gives her time making bears from garments chosen by family members of hospice patients that have passed on.

When April receives the article of clothing, she moves forward honing her craft to create a bear, stitching back the memories of loved ones held close to heart. Every bear has its own individual quality that reflects back on the patient and their path of life. When the bears are complete April adds a note of condolence to each one.



She delivers them back to the hospice office where they are wrapped in cellophane and tied with curly, colorful ribbon.

April's hospice journey is a therapeutic one. Jamie, April's sister had a girlfriend who lost her father. April made a bear in his memory. Fran Leto, volunteer and grief counselor for Hospice of Warren County, found out about this generous gift from April, and from there, hospice Bereavement Bears were born. Making the bears also has a tender side to it. She sews the bears not only for what she gives back in memory of loved ones lost, but also in memory of her late son, Nicholas. He is a silent angel, guiding her along with gentle grace, giving her a deep connection to each and every bear she makes. His bedroom is her sewing room, it has remained untouched. April just enjoys helping and comforting people, she is quite passionate about her work for Human Services. She enjoys her life in Tidioute, PA with her husband and their three dogs. She also has a daughter, Casey.





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# Newsletter • Fall 2016

*Inside: Letter from our Medical Director,  
 Thoughts from our Director,  
 Our Featured Employee and More*

“If someone had asked me what services hospice offers I think I would have given quite a complete list. **But, when I woke up this morning I realized I was unaware of the most powerful thing that is given – a simple phone number.** From the most trivial to the most major concern I have I can dial a number and someone will be there to listen to me and to help me in any way they can. I am no longer alone and that realization gives me an overwhelming sense of peace.” - *Mary*

## You Make It Possible!

Visit our website to donate  
[hospiceofwarrencounty.com](http://hospiceofwarrencounty.com)

### Local girl raises Sweet Support

Ella Card, 9 years old, has a special place in her heart for Hospice of Warren County. After she and her family's experience with our involvement in the care of her ill grandfather, Sidney, Ella took it upon herself to have a lemonade stand at her parents' garage sale, bringing the proceeds into our office herself to donate toward our work. This summer is the second time Ella has donated the proceeds from her lemonade stand to Hospice of Warren County. The lemonade stand was completely Ella's idea, according to her mom, Lisa who bakes cookies for Ella's stand. Hospice of Warren County thanks Ella and her parents for their extraordinary support of our work.



### “Camp Forget Me Not”

Wednesday, August 3, 2016 marked the first Hospice of Warren County's Annual “Camp Forget Me Not” day grief camp for youth ages 7-14. Held at the First United Methodist Church in Warren, youth experienced a day of special activities designed to help them share their memories and feelings about their loved one who died, learn new grief coping strategies, make new friends with other children who had experienced similar loss, and create new memories to encourage them in their grief journey. Camp Forget Me Not 2017 will be held again the first Wednesday of August at the First United Methodist Church. You are welcome to call anytime throughout the year to place a name on the invitation list.