



Journey

A PUBLICATION FROM HOSPICE OF THE WESTERN RESERVE

WINTER 2019-2020

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40 Years of Service

Supporters gather to benefit Hospice of the Western Reserve

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OUR MISSION

Hospice of the Western Reserve provides palliative and end-of-life care, caregiver support, and bereavement services throughout Northern Ohio.

In celebration of the individual worth of each life, we strive to relieve suffering, enhance comfort, promote quality of life, foster choice in end-of-life care, and support effective grieving.



Dear Friends,

As the year draws to an end and we prepare for the holidays, we have so much for which to be grateful. As a community nonprofit hospice, we have been privileged to serve our friends and neighbors for more than 40 years. From our earliest days, we have been humbled by the trust vulnerable families place in us to provide the best quality of compassionate care for their loved ones. It is a charge we take very seriously.



Caring for your loved ones is much more than a job for us. It's a calling. That's why so many of our employees – as well as our dedicated volunteers – have remained with us for 10, 20, even 30 years. One of our nurses, June Olson, expresses it very well: "What we do is very intimate. I compare it to someone having a baby – all that preparation for the birth. We are doing the same amount of work for the death. That means it's very intense, powerful work. We get very close with these families very quickly. Seeing the impact we make is incredibly rewarding. The most important thing to me is for every patient – and their loved ones – to experience a peaceful passing."

The simple truth is that we couldn't do all that we do without you. You are vital to our success. As partners in our mission, your support ensures people in our community can live with dignity, free of suffering, at peace. It allows individuals to die surrounded by a circle of love with their family and friends gathered around. For that gift, we are incredibly grateful to you, our partners in care.

We pledge to continue to innovate and grow to serve our community's needs for the next 40 years and beyond.



Bill Finn

President and Chief Executive Officer

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Palliative Care Program Earns National Circle of Life Award

Western Reserve Navigator (WRN), the home-based palliative care program provided by Hospice of the Western Reserve, received the prestigious Circle of Life Award® this summer at the American Hospital Association's annual Leadership Summit in San Diego. Palliative care focuses on providing relief from symptoms and improving the quality of life for people living with advanced illness.

The national **Circle of Life Award®** shines a light on programs and organizations that serve as models or inspiration for other providers.

"The work of this year's honorees represents the most innovative and creative thinking in end-of-life care," said AHA President and CEO Rick Pollack.

"Our team-based approach is the only one of its kind in Northern Ohio," said Joan Hanson, RN, Director of Western Reserve Navigator. "Home visits from advanced practice registered nurses and social workers and 24/7 phone access to nursing staff are combined with visits from trained volunteers to provide companionship and serve as a 'second set of eyes and ears' for the team."



New Grief Support Group Offers Help to Families Coping with Overdose Deaths

Recent news reports about court cases and settlements with pharmaceutical companies have focused attention on the need for more resources to prevent opioid overdose and support treatment and recovery. According to statistics from the National Institute on Drug Abuse (NIDA), in 2017, Ohio had the second highest rate of opioid overdose deaths in the U.S., with 4,293 deaths. That rate is nearly three times higher than the national average.

Along with the need for recovery, treatment and prevention programs, it is critical to provide resources to support thousands of people who have tragically lost loved ones to opioid overdose. Hope and healing are available in a safe, supportive, nonjudgmental setting through a new monthly support grief group: "Healing the Heart: Grief After an Overdose Death."

Co-facilitated by Katie Sutton, a bereaved parent, and Shawn Eigenbrode, a Bereavement Coordinator with Western Reserve Grief Services, the group meets the first Tuesday of each month, 6 to 7:30 p.m., at Hospice of the Western Reserve's East Campus, 34900 Chardon Rd., Suite 105, Willoughby Hills.

There are unique and significant aspects of grief following opioid overdose deaths. "There are always myriad emotions when someone dies," Shawn said. "However, when a loved one dies from an overdose, difficult emotions such as shame, blame, loneliness, fear and anxiety also surface. Meeting with others who have gone through a similar experience can provide hope and healing."

There is no cost to attend the group, but registration is required. For more information or to register, contact Shawn at 216.486.6364 or via email: seigenbrode@hospicewr.org.



As a community-based nonprofit organization, Hospice of the Western Reserve extends its bereavement expertise to anyone who is grieving through Western Reserve Grief Services. Every donation received supports the agency's ability to better care for our community. To learn more or to make a contribution, visit the website: hospicewr.org/donate, or contact the Development Team at donate@hospicewr.org or 855.475.0245.

Green Team Leads Sustainability Efforts

For over a decade, our Green Team has guided the agency's commitment to sustainability, coordinating and tracking HWR's recycling and resource redistribution efforts. **In the last 10 years, HWR has recycled more than 1.3 million pounds of plastic, paper, glass, cardboard and other traditionally recycled materials. That's over 684 tons!** We've also recycled 33 tons of electronics, 1,900 pounds of batteries, 750 pounds of fluorescent lightbulbs and almost four tons of cooking oil from our kitchens. Being green makes smart business sense, too. The savings achieved through environmental stewardship can be redirected into services benefiting patients, their families and our community.



BLUE DIAMOND CELEBRATION

COMMEMORATES 40 YEARS OF SERVICE

More than 300 friends, colleagues and long-time supporters of the agency's mission gathered at Landerhaven on Oct. 4 for the Blue Diamond Celebration, a 40th anniversary commemoration and benefit for Hospice of the Western Reserve.

Presented by Huntington Bank, the Blue Diamond Celebration raised more than \$225,000 to help support agency programs not reimbursed by insurance, including \$110,000 earmarked for programs provided by Western Reserve Grief Services such as children's summer grief camps, school services and community grief support groups.

President and CEO Bill Finn honored and thanked those who were involved in the founding and history of the agency, many of whom were in attendance, and shared unique services highlighting Hospice of the Western Reserve's ongoing commitment to quality and innovation.

The Dame Cicely Saunders Blue Diamond Award, named for the founder of the modern hospice movement, was presented to volunteer Keith Ashmus. As a long-time hospice advocate, Keith established the Hospice Lawyer Volunteer Program to bring free legal services to seriously ill patients. He is still actively involved as a Hospice of the Western Reserve volunteer today.

The Elisabeth Severance Prentiss Foundation was honored with the Blue Diamond Philanthropy Award. From the groundbreaking of the region's first Hospice House to the establishment of a bereavement center to construction of Ames Family Hospice House in Westlake, the Foundation's generous funding has made it possible for HWR to provide compassionate end-of-life care and healing grief support for countless families.



Family Donates Handmade Blankets in Memory of Loved Ones

Dana Avena and her daughter Jenna know that along with the changing seasons, there is a decided chill in the air. They've both had hospice experiences – including when we cared for both of Dana's parents – and know our patients can always use a little extra warmth this time of year. To honor their friends and family who have died, Dana and Jenna recently donated 36 homemade fleece blankets they've been working on all year.

"Our families were able to spend quality time with our parents/grandparents knowing that they were in good care. We could never thank Hospice enough or put our feelings into words," they wrote in a note they submitted with their donation. They added, "We felt that this was the least we could do and give back. Hospice has wonderful people or angels working and volunteering their time."



Thank you to the Avenas and all our generous donors! If you have a story worth sharing, let us know! Send photos and information to communication@hospicewr.org.



LANDON'S STORY

Over the last 40 years of caring for this community, we've learned a lot. But the lesson we cherish most is the simplest of all: **We can't do it alone.** You might know Hospice of the Western Reserve provides the very best end-of-life care and has the highest patient and family satisfaction scores in the area. But we're much more than that. Just ask Landon Burdick.

Landon was 8 years old when his mom Gina died of cancer in 2015. To help him process Gina's death, our Western Reserve Grief Services team invited Landon to our summer grief camp for kids. Experienced counselors helped Landon and other children dealing with the death of a loved one work through their grief using art, music, play and nature exploration. After that summer he knew – he didn't have to do it alone. What Landon did next is a testament to his strength and the life-changing impact our bereavement services can have on a child, a family and our community.

The lessons Landon learned at the camp stuck with him. Years later, when his sixth-grade class was asked to raise funds for a charity as part of a "Pay it Forward" project, Landon remembered the support he and his family had received. He led a group of his friends to raise money for Hospice of the Western Reserve.

Landon and his classmates got to work shoveling snow in their neighborhoods and making bookmarks and bracelets to sell. They hosted bake sales during Catholic Schools Week and at basketball tournaments. The funds they raised were donated to support other children and families grieving the loss of a loved one. "We wanted to help an organization that tries so hard to help other people through hard times," he said.

Many of the services offered by Western Reserve Grief Services are only possible because of charitable gifts from our community. Please consider donating to help us help families like Landon's for another 40 years and beyond. Tax-deductible gifts can be mailed with the enclosed envelope. To contribute securely online and view a video of Landon's story, go to hospicewr.org/Landon. We are grateful for your ongoing support.



AMES FAMILY HOSPICE HOUSE

30080 Hospice Way
Westlake, Ohio 44145-1077
440.414.7349 or 835.281.5727

ASHTABULA OFFICE

1166 Lake Avenue
Ashtabula, OH 44004-2930
440.997.6619

DAVID SIMPSON HOSPICE HOUSE AND LAKESHORE CAMPUS

300 East 185th Street
Cleveland, OH 44119-1330
216.383.2222 or 800.707.8922

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34900 Chardon Road., Suite 105
Willoughby Hills, OH 44094
440.951.8692

THE ELISABETH SEVERANCE PRENTISS BEREAVEMENT CENTER

300 East 185th Street
Cleveland, OH 44119-1330
216.486.6838

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Lorain, OH 44055-3400
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HMC HOSPICE OF MEDINA COUNTY

5075 Windfall Road
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330.722.4771

THE ROBERTSON BEREAVEMENT CENTER

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330.725.1900

WEST CAMPUS

22730 Fairview Center Drive
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Journey is produced by the Marketing Communications team at Hospice of the Western Reserve. To contact the team, or request the digital edition, please send an email to communication@hospicewr.org.

For previous issues of *Journey*, visit hospicewr.org/journey.

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Helderberg Hospice in Somerset West, South Africa

Cross-Cultural Hospice Relationship Earns Global Partnership Award

Hospice of the Western Reserve and Helderberg Hospice in Somerset West, South Africa, have enjoyed a sister hospice relationship for many years.

The partnership was recognized earlier this year with the Global Partnership Award from Global Partners in Care. The award recognizes exemplary partnership efforts and comes with a \$500 donation to the international hospice partner.

Global Partners in Care is a nonprofit organization promoting collaboration between U.S. and international hospice organizations to foster idea-sharing, education and professional exchanges, and to provide fundraising support addressing the limited resources of the international partner.

Every summer, under the leadership of the internal Helderberg Committee, HWR's paid and volunteer staff members

engage in a grassroots campaign to raise funds supporting the hospice's mission. This year alone, through a series of internal raffles and events, more than \$10,000 was raised.

The need is great. Helderberg Hospice has a service area of between 180,000 and 200,000 people. The agency serves an average of 190 patients at any one time with 30% of those patients diagnosed with HIV/AIDS. With limited resources and a much higher rate of infectious disease, the nonprofit organization provides exceptional care to many in desperate need of quality care at the end of life.

"As we care for those living with advanced illness back home in the U.S., it has broadened our hearts and minds to the human condition," said Bill Finn, President and CEO.

"The visits that we have been privileged to share over the years have highlighted our similarities and shown that as long as you have a hospice heart, we speak exactly the same language," added Gail Sykes, CEO of Helderberg Hospice.





Second Annual Boots, Brews & BBQ Supports Medina Families

The second annual Boots, Brews and BBQ, presented by Sandridge Food Corporation, took place Oct. 20 at the Thirsty Cowboy in Medina. Guests were treated to an afternoon of live country music featuring Medina's own Tyler Reid, a line dancing demonstration, beer tastings from Saucy Brew Works, a delicious barbecue buffet and raffles from generous businesses in the community. All proceeds from the event benefit HMC Hospice of Medina County, an affiliate of Hospice of the Western Reserve.

Veterans Recognition Ceremony Honors 92 Veterans



Mary Reynolds Powell, a U.S. Army Nurse, addresses the honored Veterans.

More than 200 veterans and family members attended a public Veterans Recognition Ceremony this fall hosted by Lorain County Community College in collaboration with Hospice of the Western Reserve. A highlight of the event was a moving ceremony during which each of the 92 veterans in attendance was individually recognized for his or her service and presented with a commemorative lapel pin.

"The Daughters of the American Revolution (DAR), Nathan Perry Chapter, worked with us to play a special role," said Sally Tomko, Provider Relations Manager, the event organizer. "They honored 42 Vietnam Era veterans with a special pin commemorating their contributions during the Vietnam War."

Luncheon speakers were Mary Reynolds Powell, a U.S. Army nurse, and Bill Brokop, Honor Flight Cleveland Board Member.

The recognition ceremonies are part of HWR's Peaceful & Proud initiative which each year honors and thanks hundreds of veterans for their service. The ceremonies range from private family ceremonies for hospice patients to large public events honoring veterans in our community.

*Medina
in the
Springtime*

Save the Date!

Medina in the Springtime: Caribbean Nights

A spring fundraiser benefiting HMC Hospice of Medina County will bring the exotic tastes, sights and sounds of a tropical island paradise to Medina!

"Medina in the Springtime - Caribbean Nights," will be held at The Blue Heron Brewery and Event Center, 3227 Blue Heron Trace, Medina, on Friday, May 1. Cocktails, dinner, silent auctions and entertainment are planned.

Watch for more details to come!

If you do not speak English, language assistance services, free of charge, are available to you. Call 216.383.6688.

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 216.383.6688.

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Providing Community Resources for Those Living with Dementia

Dementia impacts countless families in our region. In Ohio, more than 220,000 people are living with some form of dementia and an estimated 600,000 family members are involved in providing care. The percentage of those diagnosed is projected to increase by 19% in the next five years underscoring the need for educational resources and improved access to care.

Hospice of the Western Reserve is taking a leadership role to provide community outreach. The agency has formed a collective including other healthcare providers, community organizations and professional and family caregivers to improve the quality of life for people living with dementia. In collaboration with the Ohio Council of Cognitive Health and the Dementia Friends Ohio program, the group meets regularly to discuss innovative ways to break down barriers and support individuals and their families through the entire care continuum.

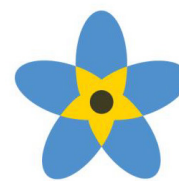
Dementia Friends is part of a global social movement to help everyone in the community understand they can and should do something to help people living with dementia. Carole Klingler, RN, BSN, Team Leader and Community Facility Coordinator for the HWR's Lorain County Office, has completed specialized training to become a Dementia Friends Master Trainer. She trains others – including HWR's paid and volunteer staff and professional and family caregivers – to provide informational sessions in the community.

"Resources are available every step of the way, from diagnosis through the entire healthcare continuum,"

Carole said. "A crucial first step is to change the community's perceptions. Our goal is to transform the way people think, talk and act about dementia. At the Dementia Friends informational sessions, we talk about communication techniques, signs and symptoms to look for and ways we can all come together to help.

"In my role at HWR, I have so many years of positive experiences working with families impacted by dementia, so I am passionate about improving quality of life," Carole said. "There is so much we can all do at every stage. By understanding what's happening to the brain, we can adapt the way we communicate and interact and do a great deal to improve quality of life."

Interested in attending a free Dementia Friends informational session or scheduling one for your organization?
Email HWRChangingTheLens@hospicewr.org.



**Dementia
Friends
Ohio**

A Dementia Friendly America initiative