



"Don't Wait!"

Editor's note: Many thanks to Scott Kindberg for penning this very personal story about his mother's journey at her end of life. He shares his brother Gary Kindberg's perspective on hospice care over a cup of coffee.

THE ANSWER CAME WITHOUT HESITATION, all of two words comprising a total of two syllables and delivered over the din of lunchtime diners at Tim Hortons Café & Bake Shop in Jamestown's Brooklyn Square.



Why wouldn't you call in the best for your loved one?

"Don't wait," Gary Kindberg said emphatically between bites of a grilled wrap. "Just because you talk to Chautauqua Hospice & Palliative Care doesn't mean they're going to come charging in with staff and a hospital bed." Instead, the nurses and aides simply take charge in their own caring, compassionate way.

And in our mother Carol's case, she was the true beneficiary. For nearly three years, the 80-year-old widower had been receiving treatment for soft tissue sarcoma, but by May 2014, all options had been exhausted.

"When Mom got to the point where I knew that we could use a little relief, I wanted CHPC in there," said Gary, President of Lind Funeral Home, Inc. in Jamestown. "I wasn't signing her death certificate. It was letting us breathe."

A sigh of relief?

"You get so caught up in the day-to-day grind," he continued, "that you don't even realize it until someone comes in and really gives you the help you need that you step back and you think, 'Phew, how are we living our lives and working?""

Most importantly our mom, Carol, who spent decades caring for others in her career as a registered nurse, was able to have the favor returned in her greatest time of need.

"Nothing caught you by surprise," Gary said. "They were so close to being spot-on to everything, it helped us mentally understand that, 'OK, this is what they said and this is what happens.' It wasn't so much to digest all at once. You knew ahead of time, because they told you."

In addition to caring for her physical needs (bathing,

medications, meals), the CHPC staff

extended family. The nursing and aide visits three days a week

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Dear Friends and Family,

IN OUR LAST NEWSLETTER WE SHARED OUR VISION OF serving more residents and reaching them sooner through focused outreach, education and collaboration. I am pleased to say that we are reaching out to, and working with, community providers and the underserved populations in a more comprehensive manner than ever before.

Through community outreach we are building stronger relationships with the faith communities, human service resources, providers of

healthcare, students and legislators. Our recent Autumn Auction brought school children through our doors and actually got them talking about Hospice!

The biggest challenge we face operationally, and which other hospices face across the nation, is short length of stay. One third of our patients pass within seven days; our cover story and the "Hello" article touch on this subject.

Our community demographic is changing and we are striving to reflect the same mix in the people we serve with the staff we hire. Bi-lingual care providers and volunteers are needed.

As I write this update we have a four-person team in Tanzania working with our sister agency in Karatu. The problems we face are very similar, and helping their team also helps ours to be a better provider of care for the person with a serious illness (Palliative Care) or the person living to the fullest extent the last six months of their life (Hospice).

Thank you for your continued support!

Sharina Arderson

P.S. A point of clarification about my last newsletter update... I have been a nurse for 40 years now including the most recent 15 years at Hospice. I have not been a Hospice Nurse for 39 years. My humble apologies.

New Employees



Kala Genberg RN Case Manager



Amie Norton RN On Call



Nancy Nelson Community Engagement Support Clerk



HOSPICE HEROS

CHPC is fortunate to have community organizations staging fundraisers on our behalf. Many community volunteers, sponsors and contributors make these events successful. Thanks to all those who organize and support these events!



Circulus Golf Tournament

Phil DeAngelo, Tom Olson, Bucky Lombardo, Ron Pappalardo and Jack Scalise are true Hospice Heros. They have organized the Circulus Golf Tournament which has benefitted CHPC for the last ten years. In 2017 the event raised \$7,500, bringing their 10-year total to \$64,225! Generous local and regional sponsors make the event a success and one of the most enjoyable and best run tournaments of its kind.



Skinner Family Picnic

An informal summer cook-out turned into a community benefit in memory of loved ones. Thank you to the Skinner family for donating the \$1,218 proceeds to CHPC! Pictured are Rosella Skinner Lewis, Michael Skinner, Christopher Skinner and BJ Buonaiuto.

CCDPF Golf Tournament

Chautauqua County Department of Public Facilities golf tournament was brought out of the mothballs this year and CHPC was the beneficiary. The "scramble" format tournament was held on July 8 at Maplehurst Country Club followed by a steak-fry at the Llama Club in Ashville. Organizers



Joey Triscuit, Andy Lata, Steve Sweeney, Corey Card and Kendrya Sheldon raised \$2,109 for CHPC.

Mel Perks Run for Hospice

The 5th Annual Mel Perks Memorial Motorcycle Run, sponsored by The Vegas in Kennedy, NY, raised \$5,485. The Vegas' new owners, Rick & Chris Rolls (center), and event coordinators Ellen Smith and Josh Smith (right), present Andy & Shauna with a big check for the event proceeds.





Lawnmower Poker Run Every September the American Legion #493 William L. Travis Post sponsors the Jack Carlson Memorial Lawnmower Poker Run, and shares the event proceeds with area charities including CHPC. The 2017 resulted in a \$2,500 donation to CHPC.



L.N.L. Cork Memorial Poker Rally The Cork Memorial Motorcycle Rally organized by the Late Night Legacy Motorcycle Club is their way of saying thanks to CHPC for the care provided to their late leader "Cork" Kergas. The 2017 event, held August 19 at the Cooler Café in Sherman, raised \$606 for CHPC.



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were something that she looked forward to. "There were times while they were there that they were just providing social support and talking," Kindberg said. "Mom being mom, she wanted to hear about the aide's family and wanted to pray for the aide's family. The workers ended up getting blessed while they were blessing her."

That's why Gary advises anyone in similar circumstances to call CHPC without hesitation.

"What are you waiting for?" he asked rhetorically. "To wear yourself out? These people do this for a living. They're giving a level of care. No matter how much you love your mom, you can't provide care at the level they can. Why wouldn't you call in the best for your loved one? You're getting the best end-of-life care, in the best place—their own home—and it costs you zero."

"I know a lot of Hospice workers and there's not a stinker in the bunch," Gary continued. "From the way I see it, you have to be part of a team; they all care tremendously, they all get the mission and the ministry, and they all carry it out."

Our mom passed away on July 17, 2014, not quite three months after CHPC paid its first visit.

"I have no regrets," Gary said. "She wasn't going to get better. The fact she could be home, we could be there, people could come for quick visits and leave again; it was the best it could be. Because we had talked about it, she knew it wasn't giving up. She was giving in to help."

The mission of CHPC, according to its website, is to provide end-of-life education and care in Chautauqua County. By that measure, the organization checks all the boxes.

"There's not a thing I wish they had done differently," Gary said.

Advance Care Planning CHPC To Participate in National Study

CHPC IS ONE OF 50 SITES CHOSEN from around the U.S. to participate in a study to engage underserved populations in substantive, enjoyable and meaningful end-of-life discussions. Underwritten by the John and Wauna Harman Foundation, the study will utilize a new conversation game called Hello.

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African Americans represent 13% of the American population but account for only 8% of hospice users. A 2014 study published in the American Journal of Preventative Medicine reports that African Americans are less likely to complete advance directives or have conversations with family about healthcare providers about end-of-life care goals. African Americans often opt for aggressive and futile treatments and are less likely to access hospice and palliative care.

"We were already focused on reaching underserved populations in Chautauqua County when the Hello opportunity presented itself," said Shauna Anderson, President & CEO of CHPC. "Cora Monroy, our Community Outreach Coordinator, is reaching out to Hispanic, African American and other underserved populations. The Hello study will give her a powerful tool to reach new audiences."

CHPC will be assembling a group of 20 to 50 local Hispanic and African Americans to play the Hello game. A post-game evaluation will be completed by participants.

Groups wishing to participate in the study or those who would like more information should call CHPC offices at 338-0033, ext. 201.

National and Local Hospice Utilization

	2010 U.S. Population	2010 Chautauqua County Population	Proportion of CHPC Patients*
Caucasian	74.8%	92.5%	92.9%
African American	13.6%	2.3%	1.7%
Hispanic	16.3%	6.1%	1.7%

*June 30,2016 - July 26, 2107



"We're All Just Walking Each Other Home"

HOSPICE WORKERS ARE OFTEN ASKED HOW WE CAME TO CHOOSE OUR professions (most often they chose us) and how we are emotionally able to "do what we do" (we lean on each other). It is a true privilege to help guide, support, and journey with people at the end of their lives. What we learn from those for whom we are privileged to care helps us to continually improve upon the care that we provide.

These experiences also provide us with unique opportunities to apply lessons learned to our own lives, as we all journey together in this life. The lessons are amazing, inspiring, often gut-wrenching, and too numerous to recount here. But please allow a grateful hospice worker a feeble, humble attempt to summarize and reflect upon some of the lessons learned from the courageous, beautiful, and wonderful people who have gone before us.



Living and dying well is less about fulfilling bucket lists and mending broken promises, and more about receiving love, giving love, and belonging to someone or something greater than ourselves. In living and in dying, there is not a "them versus us" mentality, for living and dying are unifying experiences. We are all walking together down the same path; although the mileage, the view, and the geography along the way may vary, we journey with one another.

Thus comes the greatest privilege and benefit of being a hospice worker: we are so very grateful for the opportunity to walk each other home.

Julie Nagel, LMSW

Editor's note: Julie Nagel has been employed as a CHPC Social Worker for 11 years.

¹ "We're all just walking each other home" is the name of a poem by Ram Das and Paul Gorman taken from the pages of their book, How Can I Help? Knopf Doubleday Publishing Group, December 21, 2011

Bereavement Updates

New Support Group Offered

Survivors of Suicide Loss bereavement support group offers a safe place in our community for survivors of suicide loss to share their stories in confidence with others who are experiencing similar thoughts and feelings.

The group meets on the 1st & 3rd Tuesday of every month at 6:30 pm at the CHPC offices in Lakewood. It is open to all adult survivors of suicide loss, 18 years and over, and is free of charge.

This program is co-sponsored by Chautauqua Hospice and Palliative Care and the Chautauqua County Department of Mental Hygiene.

Save the Dates: Memorial Butterfly Release

June 2 Dunkirk, Pt. Gratiot June 3 Lakewood Rod & Gun Club

Other Bereavement Support Offered CHPC

Four monthly bereavement support groups are offered for those who struggle with grief from the loss of a loved one:

2nd and 4th Thursdays Fredonia Office (3780 Eagle St), 7PM

1st and 3rd Thursdays Lakewood Office, 7PM

There are no charges for these groups and they are available to anyone, regardless of whether their loved one was a hospice patient.

For more information about the services and support offered by CHPC, please call our bereavement director, Jamie Probst, at 716-338-0033, Ext. 212.



In Memory Of...

The following individuals (bold) were memorialized between July 1 and December 31, 2017 with financial contributions by the listed donors:

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CHPC Thanks Retiring Board Members

At its January meeting the CHPC board of directors recognized two retiring members, Dolores Gould and Sam Shreffler. Both individuals have served as board chairs and have a combined tenure of 37 years! Thank you, Dolores and Sam, for your dedicated service and volunteerism.



Dolores Gould

DOLORES SERVED ON THE BOARD from 1997-2017 and was board chair between 2007-2009. She also chaired the Program Development and Review Committee from 2010-2017.

As a Registered Nurse with a Masters degree and diverse clinical and managerial experience, she brought a valuable medical perspective to the CHPC board. She is a life-long resident of Chautauqua County and knows her way around the medical community.

Dolores has two children, Jason and Julie, and two grandchildren, Justin and Haley. Not one to let the grass grow under her feet, Dolores recently joined the Busti Hazeltine Library board.



Rev. Sam Shreffler

SAM SERVED ON THE BOARD between 2000-2017, was board chair between 2010-2017 and served as Chair, Program Development & Review 2009-2010.

Sam began his career as a chemist for Kodak. However, the Viet Nam war refocused his priorities. After serving in the US Air Force in Okinawa, Japan he heard the calling and became a chaplain. He currently serves as Chaplain at Heritage Ministries.

Sam and his wife Dee have two children and two grandchildren to keep themselves young. Sam enjoys losing golf balls, riding his motorcycle down country roads and spending time at his cabin in the woods.