

# HOSPICE Companion

## HOSPICE

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## INSIDE

### THIS ISSUE

<b>The Human Touch</b> .....	page 1
<b>Palliative Care</b> .....	page 2
<b>Hospice Heroes</b> .....	page 3
<b>Volunteer of the Year</b> ....	page 4
<b>HCC Honors Veterans</b> ...	page 4
<b>End of Life Planning</b> .....	page 4
<b>Tributes</b> .....	page 5-7

## The Human Touch

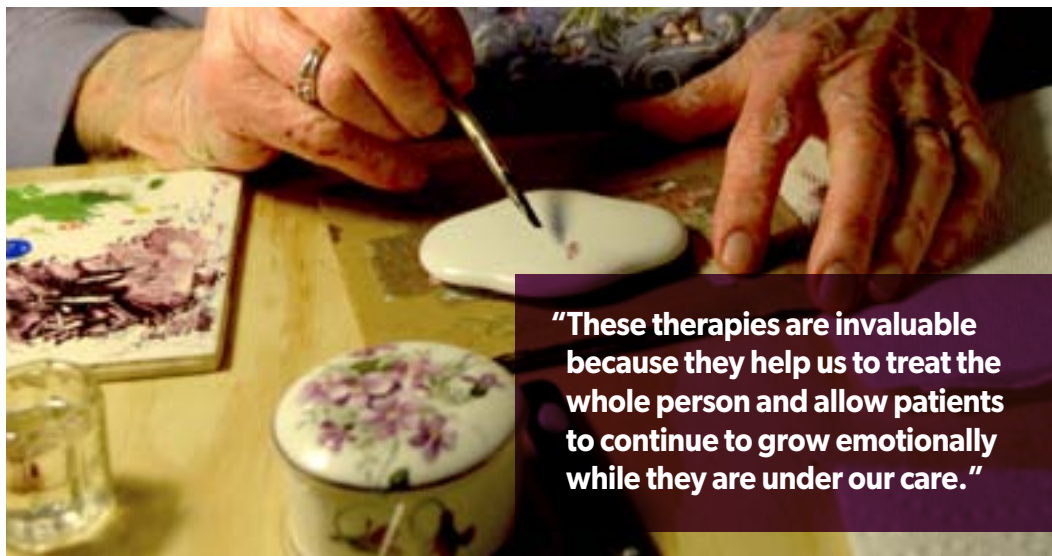
IMAGINE THE STRESS OF BEING TOLD YOU OR A LOVED ONE HAVE A SHORT amount of time to live. What could help you find comfort or relieve your stress? What could help you express your faith or share your feelings? What if there was a way to spark some happiness or reminiscence from someone slipping into the darkness of dementia?

The answers to these questions are the therapeutic programs at Hospice Chautauqua County, which bring forth wonderful moments, keepsakes and relief from physical, emotional, and spiritual pain for patients facing their end-of-life.

As the only Medicare-certified hospice provider in Chautauqua County, Hospice Chautauqua County (HCC) offers many therapeutic services to HCC families. While Medicare requires the availability of some therapies for our patients, HCC offers a host of additional therapies, all without regard to the patient's insurance or ability to pay. These include massage therapy, music therapy, art enrichment, Reiki, acupuncture and pet program.

"The variety of therapies that we offer distinguishes Hospice Chautauqua County from many other hospices," said Shauna Anderson, VP of Clinical Services at HCC. "These therapies are invaluable because they help us to treat the whole person

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**"These therapies are invaluable because they help us to treat the whole person and allow patients to continue to grow emotionally while they are under our care."**

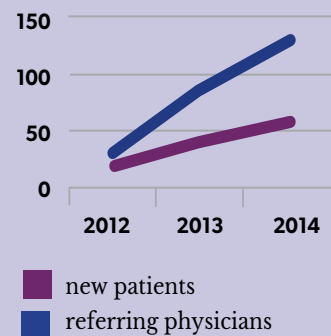
## Palliative Care *on the Rise*

NOW IN ITS THIRD FULL YEAR OF OPERATION, HCC's Palliative Care Program (PCP) under the leadership of Dr. Thomas Putnam is filling a community need. The number of patients served and the number of referring physicians are growing significantly.

HCC's home-based PCP cares for the sickest patients, many of whom are undergoing curative treatment. The goal is to keep the patient comfortable and out of the hospital & emergency room, relieve their symptoms and improve the timeliness and quality of treatment. Another important outcome of the PCP is restoring some normalcy and security to the daily lives of the caregivers.



Seated: Mary Rappole, RN, NT, Certified Hospice & Palliative Care Nurse Practitioner; Dr. Thomas Putnam, HCC Medical Director. Standing left to right: Lynn Austin, CHPLN, Palliative Care Director; Dawn Keefer, RN, Palliative Care Case Manager; Patty Humm, LCMSW, Palliative Care Social Worker.



Community support

remains strong for the program.

The program is being supported by area foundations and is expected to be self-sustaining by 2017. HCC is grateful to the local foundations that have funded its start-up including the Lenna Foundation, the Ralph C. Sheldon Foundation, the Chautauqua Region Community Foundation, the Carnahan-Jackson Foundation, the Johnson Foundation, the Jessie Smith Darrah Fund and the Northern Chautauqua Community Foundation.

If you or a loved one with a serious illness might benefit from palliative care, please call our offices to discuss the specifics with our medical staff.

(continued from page 1)



and allow patients to continue to grow emotionally while they are under our care."

### Music Therapy

Music affects many aspects of the body, mind, emotions, and spirit. For some individuals, music was a core part of their existence but their circumstances have prevented them from enjoying singing or connecting to music; the HCC music therapy program reunites these old friends. In other cases, music connects patients

with distant memories and joyful times, or relieves symptoms of pain, anxiety or depression.

Just as every patient has unique needs and limitations, every music intervention is unique. Maybe a patient is a musician who would like to sing or play an instrument or write a song. Perhaps hymns will allow a patient to continue his or her worship after they are no longer able to attend religious services. For most everyone, favorite tunes allow relaxation, reminiscence and life review.

"People will often share thoughts and feelings as a response to music interventions they don't share in verbal interactions," said Caitlin O'Reilly, who is a board certified music therapist and licensed creative arts therapist. "Allowing patients to choose the types of therapy, as well as the length and frequency of visits, provides an important sense of autonomy."

### Art Enrichment

Painting, photography, drawing, sculpture, collage, book-making and story-telling are just a few of the artistic possibilities available to HCC patients. HCC's Art Facilitator, Valerie Walawender, might look for a new form of expression for a hospice patient or she might reconnect a patient with a craft or medium that they once cherished.

Helping patients express themselves artistically often requires creativity on the part of Ms. Walawender. She often helps patients by making special accommodations to overcome a physical impairment or decline. In one case, she arranged for a special table to be made so that a patient could again paint china, a favorite past-time she hadn't been able to pursue in her later years. The patient thrived after reconnecting to her craft.

(continues on page 12)

## HOSPICE HEROES

The support of community organizations and volunteers is crucial to our ability to provide the best possible care to our families. Here are some highlights of the good work community members carry out on our behalf.



Jane Conroe, Shirley Ecker, Pat Martonis and Pat Pihl (not pictured) are helping get the HCC gardens in shape. More volunteer gardeners are needed to help maintain it and plan improvements. If you can help, call Andy Dickson at the HCC offices.



The 3rd Annual 'Mel Perks Memorial Motorcycle Run', organized by The Pad in Kennedy, NY, raised \$8,568 to support the services of Hospice Chautauqua County. Over 100 bikes and 200 supporters turned out for the event.

Univera Healthcare administrative employees brought their sewing machines to work for a community service project benefiting patients of area hospices including HCC. The "Nightgown Project" collected and modified 50 nightgowns for our patients.



The 2015 Circulus Golf Tournament raised \$8,500 for Hospice Chautauqua County bringing their eight-year total to \$49,225. Generous local sponsors contributed prizes and give aways valued at over \$4,000 for participants. The 128-participant event sold out again this year making it one of the most popular and enjoyable golf outings in the area.

The Preceptor Alpha Upsilon Chapter of the Beta Sigma Phi sorority held a "Paint and Sip" fundraiser at Shawbucks in Jamestown on Saturday, June 13th. This afternoon of creativity and camaraderie resulted in a \$450 contribution to HCC.



The first annual Cork Memorial Motorcycle Run, a fundraiser that was organized by the Late Night Legacy Motorcycle Club, raised \$1,032 for HCC. The rally was held at Murdock's Restaurant in Sherman, NY, and included a Poker Run, raffles, games, food, door prizes and live music.



Cummins employees dug the excavation and Jamestown Macadam, Inc. donated \$500+ of concrete to create a multi-purpose slab in our back yard. The slab will serve as a patio in the summer and hold our dumpster in the winter months. Thank you Cummins and JMI!

### MUST-SEE VIDEO



Check out our touching new video of Queen Carey's Life Celebration on our website at [hospicechautco.org](http://hospicechautco.org)

### DATES TO REMEMBER

- November 11th**  
Veterans Day
- November 19th**  
Children's Grief Awareness Day™
- November 28th**  
HCC Light A Life Memorial Tree Lighting
- April 16th**  
National Healthcare Decisions Day
- June 5th**  
HCC Memorial Butterfly Release

## Betty Hand is Volunteer of the Year



Betty Hand, 2015 Volunteer of the Year (right), and Mary Jo Bradish, HCC Volunteer Coordinator.

HCC VOLUNTEER OF THE YEAR BETTY HAND NEVER KNOWS FOR SURE what a patient or family will ask of her. But after a visit or two she knows what the patient needs. Sometimes, it is just holding their hand.

Sometimes it's reading out loud from the bible. At other times, a patient just needs a companion. "Whatever a patient allows me to do is a huge privilege," said Betty. "I get so much out of it."

Since 1996 Betty Hand has been helping hospice patients and families. She consistently goes above and beyond what is expected and becomes integral to the families she serves. "Betty is a treasure and an inspiration to us all," said Mary Jo Bradish, Director of Volunteer Services. "She has made a meaningful difference in so many lives. We are truly blessed to have her as part of our Hospice team."

"Whatever I'm giving, I get back many times more," said Betty. "You grow from these people and their experiences. One woman I was with for over a year gave me so much courage and strength to face the future. I'm truly blessed."

## HCC Honors Veterans

ONE OF EVERY FOUR DEATHS IN AMERICA IS A VETERAN. HCC IS actively working to provide the best possible care to those who have served our country. Sharing his or her war experiences with another veteran is often necessary and therapeutic as a veteran approaches the end of life. HCC has a team of four veteran volunteers who are available to companion veterans under our care.

HCC is also a member of the WNY Hospice-Veteran Partnership. This collaboration of the five hospices of WNY and the VA Hospital in Buffalo meets regularly to problem-solve treatment issues and smooth the end-of-life care for area veterans. HCC honors area veterans by providing customized care for their unique needs.



## How Do You Want to Die?

THIS IS THE MOST IMPORTANT AND COSTLY CONVERSATION AMERICA is not having. Thousands of Americans are given expensive and unnecessary medical care at the end of life and die in intensive care units. Yet most Americans don't want the end to be like this.

According to the National Institute of Health, 50% of us will not be able to speak for ourselves or express our wishes at the end of life. Most of us do not want our loved ones to be burdened with these decisions. Advance directives (living wills and health care proxies) are easy to implement and provide your family with a road map in the event you are unable to make your own decisions.

While the documents themselves are important, so are the conversations with our loved ones to ensure that our wishes are honored. These conversations can be difficult, but without them, your documents alone might not be enough.

HCC stands ready to help your family, organization or congregation consider this important subject. Please call us.

### Did you know...

Medicare will begin reimbursing doctors for discussing end-of-life planning with their patients in 2016? Ask your physician for more information.

## Dear Friends,



As the holiday season approaches I'm privileged to share with you the updates within the newsletter and the excitement of our upcoming Light A Life Memorial and Tree Lighting Ceremony.

The current economic environment is a challenge to every health care provider, yet Hospice Chautauqua County remains in strong financial position. We rely on your support to continue providing services and staff well beyond the amount we are reimbursed by Medicare, Medicaid and private insurances, such as many of our therapeutic programs and our new palliative care program.

HCC is well known and highly regarded by our community for the excellent care we provide. This was recently confirmed by a favorable survey just completed by the NYS Department of Health, as well as low employee turn-over and the many letters of appreciation that are delivered to our offices.

Our palliative care program, now in its third full year of operation, is meeting our expectations and growing significantly. While we knew there were many adults who were in need of our care, we did not anticipate the number of very sick children who would need our help and we have made adjustments by devoting a nurse with pediatric experience to these patients. Area foundations remain in strong support of the program and private insurers are beginning to provide coverage.

We are the only Medicare-certified provider of hospice care in Chautauqua County. We are able to provide care to any family in need, regardless of their ability to pay because you have made Hospice Chautauqua County such a wonderful organization. And it is the right thing to do. Thank you for your support and finally, thank you to Univera Healthcare and Ulrich Planfilling for their sponsorship of the Light A Life Memorial.

Please review carefully the information on the Light A Life Memorial and Tree Lighting Ceremony, as we have made a few changes and improvements. I hope you'll consider remembering your loved ones through this special holiday memorial.

I wish you all a joyous holiday season.

Ron Sellers  
President & CEO

# Light a Life

"We are able to provide care to any family in need, regardless of their ability to pay because you have made Hospice Chautauqua County such a wonderful organization."

# Light a Life

**Memorial Tree Lighting Ceremony**  
**Saturday, November 28, 2015, 6pm**  
**Gloria Dei Lutheran Church**  
**35 West Fairmount Ave, Lakewood, NY**

Each year Hospice Chautauqua County offers the Light A Life Memorial as a tribute to those who are no longer with us. We invite everyone in our community to join in this special time of remembrance and support our mission to care for our community members.

There are several ways to participate, all of which will include your loved one's name in our Memorial program and light towers.



Memorial Tree Star

## Tree Lighting Ceremony

On Saturday November 28th at 6pm we will hold our Light A Life Memorial tree lighting ceremony beginning with a memorial service at the Gloria Dei Lutheran Church across from the HCC offices on Fairmount Avenue in Lakewood. Following the service, we will move across the street to the HCC offices where we will hold the Memorial Tree and Tower lighting ceremony. Music, candle lighting



and refreshments will also be a part of the event. The Memorial Tree and Towers will remain lit through the holiday season.

## Light Towers

In addition to the newly decorated Memorial Trees, the lighted displays that debuted last year will again be staged in the Hospice gardens. These displays will illuminate the names of all those who are memorialized in the Light A Life program.



## Memorial Trees

This year we will be decorating our Memorial Trees with reflective stars donated by Ulrich Planfiling. Everyone who purchases a porcelain ornament or makes a \$10 minimum contribution will have a star hung on our trees in memory of their loved one.

## Ornaments

Keepsake porcelain angels and porcelain hearts are available for purchase. We hope the new designs we have chosen this year warm your heart. The oval hand-cast angel ornaments are hollow and made of translucent porcelain that glow beautifully when a small tree light illuminates it. Heart ornaments are flat and tastefully memorialize your loved one with reflective light.



Angel Ornament



Heart Ornament

### Your contribution of...

### Will give you...

\$10	\$25	\$50	\$100+
•	•	•	•
•	•	•	•
	•		•
		•	•

A star on the Memorial Trees in memory of your loved one

Your loved ones name listed in the Memorial program and light tower

A keepsake porcelain heart ornament for your home

A keepsake porcelain angel ornament for your home

# Light a Life

## and Year-End Contribution Form

The Light A Life Memorial is not just for families who have benefited from Hospice care. Everyone in the community who wishes to memorialize a loved one is invited to participate.

Order early. Orders must be received by November 17th to be included in the Memorial Program and Light Towers. Orders received after December 4th may not arrive before Christmas. Walk-in purchases are welcome at HCC offices in Lakewood.

Ornaments will be mailed to you. Memorial Stars are hung on the HCC Memorial Trees.

Your Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip Code \_\_\_\_\_

Email \_\_\_\_\_

☐ \$100 ☐ \$50

☐ \$25 ☐ \$10

In Memory of \_\_\_\_\_

☐ \$100 ☐ \$50

☐ \$25 ☐ \$10

In Memory of \_\_\_\_\_

☐ \$100 ☐ \$50

☐ \$25 ☐ \$10

In Memory of \_\_\_\_\_

☐ \$100 ☐ \$50

☐ \$25 ☐ \$10

In Memory of \_\_\_\_\_

Make check payable to Hospice Chautauqua County or make your Light A Life purchases or year-end contributions on line at [www.hospicechautco.org](http://www.hospicechautco.org)

PLACE  
STAMP  
HERE

Hospice Chautauqua County  
20 West Fairmount Ave.  
Lakewood, NY 14750



Light a Life

## In Memory of...

Memorial contributions  
received between January 1,  
2015 and June 30, 2015

### In Memory Of...

**Roslyn Adams**  
Anonymous  
Philip C. and Beulah  
Cammarata  
Terry Constantine  
Marcia De La Cerda  
Michael and Gail Espinoza  
Diane and Robert Forsberg  
Lewis and Pauline James  
Ellis and Barbara Johnson  
Edna Liden  
Brian Melquist  
Patricia Z. Munson  
Arlene Nordin  
James and Patricia Phillips  
William and Kathleen Roschy  
Charles and Jerrilyn Telford  
Ryan Telford  
Jane Winter  
**Annette Alexander**  
Richard Lahr  
Christopher and Tracey  
Schrader  
**Carolyn Anderson**  
Helen Mae Smith  
**David Anderson**  
Thomas and Linda Howard  
Lee and Lucille Stoeckel  
**Edna Anderson**  
Craig and Pam Lundgren  
**Gerald Anderson**  
Philip C. and Beulah  
Cammarata  
**James Anderson**  
Martha Anderson  
**Shirley Anderson**  
Patricia Dewey  
Rick and Ruth Eggleston  
Joyce Mosher  
Don and Jami Olson  
Harry and Sharyn Pearson  
Paul and Beverly Wahlstrom  
**Bessie Baggiano**  
Joseph and Josephine  
Constantino  
**Bernard Ball**  
Barbara Ball  
**Richard Bartell**  
Joni Bartell  
**Ann Beck**  
Robert Beck  
Joann Blackburn  
Stuart and Joyce Cain  
Paula and Joseph Coats  
John and Catherine  
D'Agostino  
Paul and Marguerite Eimers  
Betty Fellows  
Susan Hammond and James  
Wakeman  
Trish Heffernan  
Esther Hill  
Mary McCallum  
George and Nancy Neumann  
Janice Walzer Meehl  
**Jane Belknap**  
Ann Anderson  
Becky Anjeski  
Juanita Caskey

Sherri Kinney  
Neal and Deborah Stubbs  
**Paul Benke**  
Elizabeth Newlin  
**Janet Benson**  
Shirley and Clair Fletcher  
**Lyndle Berg**  
Gerald and Joann Bennett  
Doris Gulvin  
Douglas and Roxanne  
Hooper  
William and Susan McPhillips  
Stephen Tollivoro  
**Judith Blair**  
Sue Abbey  
Nancy Ahrens  
Roberta Ahrens  
Lyndon and Melanie Gritters  
Joanne Lundgren  
Sarah Nozinsky  
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Marion Bray  
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Victor and Fonda Kawski  
Francis McDonough  
Richard and Sylvia Mulkin  
Albert Olmstead  
Louise Page  
Earl and Lillian Saunders  
**Betty Brown**  
Nancy and Willard Anderson  
**Richard Brown**  
Cheryl Adams  
Duane and Marian Anderson  
David Beeson  
Desire Bennett  
Tom and Sandy Calalesina  
Carmella Cirincione  
Bruce and Suzanne Clark  
John and Helena Damond  
Myron and Allene Gilbert  
Ralph and Sylvia Hallberg  
Janet Henderson  
Don and Karin Hook  
Robert and Deborah Illig  
Maggie Irwin  
Carl and Lynne Jablonowski  
Allen and Phyllis Johnson  
Boyd and Mary Lou  
Matteson  
Rex and Michelle McCray  
Robert and Barbara Scott  
Shirley Sember-Daly and  
David Daly  
John and Elaine Sherwood  
Francis and Amelia Sirianni  
Mary Ann Smith  
Denise Walsh  
Jeffrey and Pamela Wilson  
Jane Winter  
**Charles M. Burkey**  
Sheila Morton

**Jane Burns**  
Wendy Burns  
**Audrey Card**  
Sondra and Horace Dansby  
**David Cave**  
Anthony D. Porpiglia  
**Filomena Centi**  
Donald and Carolyn  
Bloomquist  
James and Karen Ciminello  
Jeffrey and Sally DePetro  
John Grice  
Earl and Genevieve Johnson  
David and Nancy Kingsley  
Frances Marchiando  
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James and Sandy  
Christensen  
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Michael Clark  
**Margaret Couchenour**  
Suellen Northrop  
**Sally Crino**  
David and Carrie DeMatteo  
Michael and Andrea Drumm  
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**Kathryn Crossley**  
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Lucille Cole  
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William and Joan Feasley  
David Hansen  
Brenda Johnson  
Patricia Johnson  
Julie Myler

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Schmidtfrerick  
Loretta Shattuck  
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Norman and Kathryn Bach  
Russ and Robin Bonfiglio  
Dennis and Rebecca  
Brumagin  
Carol Butman  
Wendy Hasbrouck  
Candice Kohler  
Randall Present and  
Jeffrey Present  
Ray and Carol Wakley  
**Cynthia Ekstrom**  
Michael and Lori Bird  
Victoria Pederson  
**Jim Engdahl**  
Alice Engdahl  
**Angelus Ernewein**  
Lewis Milliner, Jr. and  
Martha Milliner  
**Marilyn Evans**  
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Robert and Karen Davis  
Sherman and Dorothy Grant  
Kathryn Heintzman  
Daniel and Joyce Ann Spear  
Marilyn Spear  
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Richard Hallberg

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Deputy Sheriff's Assoc. of  
Chaut. Co.  
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Finamore  
Jamestown Community  
College Employees  
Glenn and Joyce Johnson  
Elsie Wall  
WCA Hospital

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Halasinski

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*(continued from page 2)*

“You can’t imagine how fulfilling it is to explore and bring forth a patient’s creativity,” said Walawender. “The beauty, expression and creativity that comes forth from someone in physical, mental or spiritual constraint is so profound. And imagine a loved one’s joy in now having a special keepsake with a message of love. There are so many levels of meaning.”

### **Other Therapies**

The power of the human touch is brought to bear for many patients at HCC. Massage therapy has many benefits and can bring about relief from pain and tension. It can also improve circulation and one’s sense of well-being.

Reiki is a technique for stress reduction and relaxation that also promotes emotional and spiritual healing. Using a technique referred

to as palm healing, Reiki can improve a patient’s sense of peace, security and well-being.

Acupuncture is yet another available to HCC patients. This alternative medicine from China involves the use of needles inserted at acupuncture points around the body. It can relieve pain and treat other ailments.

For many of our patients, a visit from one of our therapy pets brings a smile to their face. HCC also has resources to keep pets with their owners at the end of life including volunteers who will walk dogs, assist with feeding and take pets to veterinary appointments.

### **Providing Options**

From traditional therapies like speech and occupational therapy to less traditional therapy like Reiki, HCC gives our patients as many

options as possible. Patients decide their own goals and choose their own therapies.

“We offer all of these therapies, free of charge to our patients, because they deserve the options,” said Shauna Anderson. “It’s the right thing to do and we are fortunate to have community support to help pay for them.”

