



TIME TO BUILD A HOSPICE RESIDENCE

A local residence would provide care for more than 200 patients and their families each year.

CHAUTAUQUA HOSPICE & PALLIATIVE CARE (CHPC) is excited to formally announce plans to establish a hospice house in Chautauqua County and launch its "Our House" campaign to raise the funds necessary to build and sustain a residence.

Most large communities have a residence that provides round the clock hospice care. CHPC is regularly reminded of this profound necessity because too many of our most frail patients are transferred from the area because we don't have our own hospice residence.

Many people do not realize that, outside of a hospital or nursing home, hospice care in Chautauqua County does not provide in-home 24-hour care. Hospice care

team members visit regularly, sometimes multiple times a day, but are not able to stay with the patient day and night. Once admitted to the hospital, patient stays are limited and, if unable to return home, they are transferred to a nursing home or an out-of-area hospice residence. The end result is the patient is separated from the trusting relationships they have established with hospice. For patients in Chautauqua County, the nearest hospice residence is located in Warren, PA.

Two area residents recently reminded the staff at CHPC why we need a hospice residence. About two years ago Liz Frederick and Eric Hall visited Shauna Anderson, CHPC president and CEO, to find out why



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Dear Friends and Family,

2020 has proven so far to be a year of growth and opportunity for Chautauqua Hospice and Palliative Care. We have been challenged as never before by the COVID-19 pandemic to continue to provide outstanding care and support for families facing serious illness. All the while we have been working quietly to bring a new, and much-needed addition to end-oflife care in Chautauqua County, a hospice residence.

In March our administrative staff transitioned their work to their homes in only 4 days, all the while wondering if our lives would ever be the same. Our clinical team continued to provide comprehensive care while being deluged with rapidly changing directives, policies and guidelines, sometimes several times per day. Staff was creative and resilient despite heightened stress, working in isolation, and profound personal challenges. Words cannot begin to capture the pride I have for the employees of CHPC and the importance of our care during this difficult time.

Throughout the COVID-19 challenges, we have been quietly advancing an exciting opportunity for our community, a hospice residence. Nearly two years ago pieces began to fall in place to make this a reality. Architects, attorneys, regulators and municipal partners all laid the ground work. A year ago we assembled a volunteer fundraising team and began quietly raising lead gifts. And now it is time to share this story with you.

The response of community leadership to the hospice residence during the quiet phase of the fundraising effort has been remarkable. Local and WNY foundations have provided generous support and their stamp of approval; we have raised over \$1.1 million of the \$2.1 million project goal. Their message is clear: the time for a hospice residence in Chautauqua County is now.

And now we turn to the businesses and residents of our community to help us make the residence a reality. Your support is crucial to its success. With your help we will bring comfort, control and dignity to over 200 families a year.

Sharina Anderson

CHPC is grateful to these corporate sponsors for supporting our events:













OUR DE Let's Build a HOUSE Hospice Home

A \$2.1 million campaign to build a hospice residence and sustain CHPC long into the future

hospice residence in Chautauqua County came into focus, the challenge of paying for it required some deliberation. CHPC has never attempted to raise this amount of money before.

With the help of consultants, we tallied the costs to buy, renovate and build the 5-bed facility. We moved fast because the ideal residence adjacent to our offices on Fairmount Ave was available to purchase. The total? It will cost \$1.1 million to buy, renovate and construct the home. The figure also includes pre-construction, contingency, fundraising and start-up costs.

Our estimates indicate the hospice residence will be a break-even operation, but what if unforeseen interruptions occur once the hospice house becomes operational? To protect the residence and our hospice and palliative services, we will also need endowment and designated funds in the order of \$1 million. That brings our campaign total to \$2.1 million.

Although this is a considerable sum, we knew in our hearts that our community would support the campaign. Early indications are that it will. To date, we have raised over half of the campaign total. Besides CHPC's investment in the project, WNY foundations generously provided grants to the project giving

AS SOON AS THE NEED FOR A it legitimacy and early momentum. Pledges and gifts from board members, campaign committee members and other local supporters have helped get us this far in such a short amount of time.

> The campaign's success to date is the result of several factors. The most important reason is the comfort, dignity and control it will bring to the 200 individuals who will be served by the residence. However, there are more reasons for its success. The hospice residence will provide significant benefits to the community. Positive economic impact will result from the hospice residence including construction jobs in the skilled trades. Once operational, twelve new full-time jobs will be created, half of which will require professional licensure.

> Early success of the campaign may also be due to the financial strength of CHPC and its reputation as a trusted member of the local healthcare community. For nearly 40 years CHPC has grown steadily, established credibility in the medical community and become an integral part of the local healthcare network.

> The volunteer campaign leadership, however, is a primary reason for the early success of the campaign. Two extraordinary people, whose commitment to end-of-life care is unwavering,



Campaign co-chairs, Bert and Mary Rappole

"What makes hospice so special and compelling for me and other board member volunteers is that we are caring for families when they are their most vulnerable. The families this hospice house will help are those who need us the most. Now we'll be able to properly care for them."

Charles Rice, Board Chair

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a local hospice residence didn't exist. Liz and Eric met because Liz's neighbor, who was on hospice care, had wandered from his home. Eric had the presence of mind to reconnect the gentleman with Liz and his hospice caregivers. The gentleman had no caregiver and ultimately passed in the hospital. Although he had the resources to hire private in-home care, none could be found on short notice.

"My dear neighbor's financial resources could not buy a caregiver on short notice when his illness overpowered him," said Frederick. "The fright he experienced when he thought he would be transferred in his last days to the care of strangers and lose his beloved hospice nurse will always be with me."

The conversation between Liz, Eric and Shauna quickly renewed interest, the CHPC board agreed, and the wheels began turning to make a local hospice residence a reality. While this story sparked the campaign to build a home, it is by no means an isolated one. Every day CHPC care teams work to find solu- limited financial means still living



tions for community members in E need. The circumstances that may challenge a family to come to the hospice residence are many.

Consider an elderly couple of



in their rural two-story home. The wife is bed-bound and declining rapidly while under hospice care. Her husband is overwhelmed trying to maintain the household and care for his wife. His memory is fading, and his wife is not receiving her medications regularly. Their only child lives more than 400 miles away and is only able to visit every two weeks. A member of the hospice care team visits nearly every day, but the elderly wife is often in pain and her husband is growing desperate and frustrated. We all know someone with a combination of these or similar circumstances who cannot safely remain at home.

The vast majority of people at the end of their life would prefer to die at home. Sadly, there are many more situations where it's not feasible to





remain at home due to difficult living conditions, lack of financial resources or complex medical needs. A local hospice residence will enable these patients to transition to a dignified and beautiful homelike environment. easing the stress of all those involved with caregiving. The strong bonds that have been developed with CHPC staff can remain in place. More significantly, family visitation will be easier than if the patient were transferred to a more distant care setting. We estimate the hospice residence will serve more than 200 patients and their families each year.

To realize the dream of a residence in Chautauqua County, CHPC set out to raise \$2.1 million through the "Our House" campaign, allowing them to buy land, renovate and construct a residence, and



establish endowment and reserve funds to guard the residence and agency from adverse conditions. To date, more than \$1.1 million has been raised from generous donors and foundations in a quiet phase of the campaign. NYS has approved the project and issued the certificate of need. Renovations have begun, and the residence, located next to CHPC administrative offices, will open in the next year.

Five patient rooms will be constructed off the back of the existing house. The rooms will accommodate complex medical needs and include a hideaway bed for a vigilant family member or close friend. Upgrades to the existing house will provide accommodations for out-of-town guests and a kitchen for their own meal preparation. A peaceful outdoor space overlooking gardens and wooded landscape will also allow spouses and family members to stay close and have some privacy and quiet. Please take a moment to view a one-minute animated video that provides an exterior and interior tour of the house at chpc.care/hh or https://youtu.be/4wHTGwYZnlY.

The Hospice Residence will be accessible to everyone regardless of ability to pay. "Room and board will be paid in full by Medicaid or private pay on a sliding scale, or with funds provided for the un- and under-insured through an existing fund at the

"The Hospice program has been a valuable resource in our community for nearly 40 years. I am very happy to see that they are now establishing a residence facility. This will provide a much-needed home-like location where people and their families can spend their last days together if their care needs do not allow them to stay in their actual home when they are dying."

Dr. Patrick Collins, MD, and early organizer of our local hospice program

Northern Chautauqua Community Foundation," according to Shauna Anderson, President & CEO.

She added, "This will be a community asset available to everyone in



the county and will make a difference in ways we don't think about. At the end of life, family members need to be family—emotionally supportive companions, allowing time for reconciliation and growth. This would allow them not to become exhausted from the overwhelming stress of providing physical care as well."

With the residence located next door to CHPC administrative offices, a campus setting will be established and administrative and maintenance services will be shared. If extra staff are needed on short notice at the hospice residence, on-call employees will be close by to assist. And there will be room to expand in the future.

Community involvement will be needed to make the residence a success. Additional volunteers will be needed to assist with reception, light household chores, hospitality and help with the youngest family visitors. Please contact our volunteer coordinator at 338-0033, if you would like to help.

Since the founding of CHPC in 1982 as the Hospice Information and Referral Service, the need for hospice care has never been greater. The most vulnerable local residents are too often unable to remain at home in their final days. The care CHPC provides now is as important as the volunteer assistance it provided 38 years ago and stands as a testament to the vision of its founders. CHPC honors that vision and commitment as it takes this important next step in caring for the community.







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quickly accepted the invitation to lead the campaign: Mary and Bert Rappole. They are "bookends" to the story of hospice care in our community and highly respected in the community.

When Bert began his medical practice in Jamestown in 1973, hospice care was a new concept and not available locally. He saw first-hand how terminally ill patients were left to navigate the profound time at end-of-life with family members, if they had any, or with some help from organizations, such as the American Cancer Society. He and several other community leaders were instrumental in establishing an allvolunteer referral agency; he also helped secure local foundation support in 1991 to transition the agency to Medicare certification and payment for our care.

Timeline

1978 Community leaders began investigating hospice care for our community.
1981 The Hospice Information & Referral Service was incorporated and began providing all-

volunteer assistance to families.

- **1991** Licensure granted and eligibility established to receive Medicare reimbursement for our services.
- 2012 Community-based palliative care program established, later named the "John A. & Oscar Johnson Palliative Care Program."



Mary worked for CHPC early on as an on-call registered nurse. After the Palliative Care program was launched in 2012, Mary came back on board as a nurse practitioner and provided both hospice and palliative care. She provided the compassionate care CHPC is known for and she witnessed first-hand the transfer of frail and vulnerable patients in their final days, sometimes to distant communities.

"No one can prevent the inevitable, but we can provide these individuals the control they

deserve in order to have a dignified and comfortable death," say the Rappoles. "Many communities have a hospice house; now it is our turn."

"The Rappoles were a perfect choice to lead our campaign," said Shauna Anderson. "They have devoted their lives to providing the best possible healthcare and they are more passionate about our mission than ever before. We are lucky to have them leading the charge."

We will need more than just campaign volunteers and local foundations to make the hospice house a reality. We'll need the support of you, our friends and family, whose donations, advocacy and volunteerism have been vital to our success. May we count on your support?

Please visit our website at CHPC.care to learn more about the hospice house and view the one-minute animated video that provides a unique perspective of the exterior and interior of the house. The website also provides background information, photographs, naming opportunities, a pledge form and an online contribution form.

Make your donation today. Look for our campaign envelope included in the center of this newsletter.

CAMPAIGN LEADERSHIP

An impressive group of volunteers has joined the campaign committee to help CHPC reach its goal. The volunteers are board members - past and present - and those who have been touched by hospice care:

Bert & Mary Rappole Patty & Marty Idzik Eric Hall Liz Frederick Charles Rice Gregory Noon Carmen Hlosta Ellen Luczkowiak Kathie Cracium-Wright Mary Jane Covley-Walker Lori Thierfeldt David Switala Karen Goodell Betsy Kidder Karen Begier



We're more than half way to our goal! Watch for this sign outside of our Fairmount Ave. office and keep track of campaign progress.

СНАЧТАЧОЧА

Hospice & PalliativeCare



ATTENTION WHILE MEDIA has focused on the difficulties facing hospital in-patient and ICU operations, end-of-life care and palliative care couldn't be delayed during the pandemic. CHPC has provided uninterrupted care throughout the COVID-19 pandemic...and we did it without layoffs! Here's a glimpse of the steps we took to assure the safety of our employees, patients and families, as well as a glimpse into our world over the past few months.

Our care was deemed "essential" but we closed our offices with just two employees performing administrative functions while most administrative staff worked from home. Strict infection screening procedures are in place for employees accessing the offices. Access to the office by visitors was initially disallowed but we are now allowing limited access subject to our screening protocols; please call ahead or be creative to avoid unnecessary visits to our offices.

CHPC has always followed strict infection-control protocols in our patient care. Nonetheless, COVID-19 required that we implement additional safety measures. Daily Zoom meetings of key clinical staff allowed us to stay abreast of regulatory waivers, executive orders, CDC guidelines and best practices. All clinical and administrative staff are screened twice daily for fever and other COVID-19 symptoms or known contact with an infected individual. Potential risk is also assessed based



Tele-Medicine is being used sooner and more widely than originally planned. Our care team meetings are being conducted on Zoom until we can safely return to our offices and in-person meetings.

on travel to known areas of outbreak : at different facilities requires heightand/or recent contact with anyone from such an area. The same screening procedures were directed to patients and families whenever our staff visited.

The pandemic brought changes to patient care in addition to screening. Some families prefer that we reduce in-person visits, so telehealth visits are now an important tool to minimize the possibility of virus transmission Our volunteer visits to families are curtailed for the time being, as are therapeutic care including physical therapy, Reiki and art enrichment. The use of masks and personal protective equipment ("PPE") by our staff and patients during our visits is now essential to protecting all concerned.

Patient care at area nursing and assisted living facilities has required significant changes to our procedures. Variations in the timing and extent of the policies and procedures ened awareness and communication by our staff. Besides strict procedures for the use of PPE, our staff are tested weekly at the facilities.

Despite early news of shortages of PPE, we have been fortunate to maintain adequate supplies. Vendors have been able to deliver the needed gloves and gowns; many community volunteers have provided us cloth masks. We are pleased to report that not once has a staff member needed. PPE and it was not available.

"This has been a herculean effort by all our staff during the last three months," said Shauna Anderson. President & CEO. "The COVID-19 experience has made us a better, stronger and more resilient healthcare provider than we were when 2020 began. The experience we have gained in telehealth, advance care planning and the increasing awareness of the importance of palliative care will serve us well into the future."



Grief Support During the Pandemic

Grief is a daunting challenge in normal times. Grief during the COVID-19 pandemic is proving to be especially difficult and more complex.

A family which experienced the loss of a loved one may not have been able to say good-bye due to visitation restrictions. Restrictions limiting normal funeral arrangements may have prevented mourning or life-celebration customs that allow grief to be processed. There is sadness about isolation, the loss of culture, recession and the many life experiences that were cancelled or deferred that is complicating the grieving process. This change in how we handle grief as a society has challenged CHPC to adapt and move forward.

The CHPC Bereavement Department would like you to know that we have adapted to provide grief support services in these challenging times, but with the

help of some new tools. We are scheduling counseling services through Zoom, as well as via phone calls. In many cases we can even do in-person support visits. We have also continued to offer support groups by meeting online via Zoom, and in the future we plan to offer attendance through a hybrid of both online and in-person options. Soon, we anticipate we will be able to conduct groups in-person again while adhering to CDC guidelines.

While some of us prefer the old ways of interacting, the new tools the pandemic has given us will provide us with more options for helping the bereaved when our world returns to normal. We are here for you and your loved ones, if you need us. Please call our offices if you or someone you know is struggling.

HOSPICE HEROES

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 them!

BLB Chicken BBQ

The fourth annual Chicken Barbeque to raise funds for CHPC was held by Bahgat & Laurito-Bahgat CPAs and the BLB Insurance Agency of Fredonia. The delicious chicken dinners sold out and the hard work of the BLB staff raised \$2,025.00 this year.

Mel Perks Run for Hospice

The 7th annual Mel Perks Motorcycle Run for Hospice was held on July 20, 2019. It was a beautiful day with over 70 bikes taking place on the ride. The event honors the memory of Perks, a local business owner and US Army Veteran. The 2019 event raised \$7,500 bringing their multi-year total to over \$53,000.

4th Annual Skinnerville Picnic

CHPC would like to thank the Skinner family for their hard work organizing and hosting the annual cook-out and donating the proceeds of \$3,865.50 to CHPC. The annual cook-out began as a promise to their mother Darlene Skinner to "gather every year and celebrate life". Many people attended and enjoyed the great food and friendship.

Circulus Golf Tournament

The Circulus Golf Tournament was held on August 26, 2019. Circulus has supported CHPC for the past twelve years. Each year volunteers organize this event to benefit CHPC. Generous local and regional sponsors make the event an enjoyable and successful event. This year the event raised \$10,000.00, bringing their total support to \$82,225.







David and Marge Switala

The IRS recognizes the gift of appreciated securities to Hospice as a valid tax deduction. As such, gifting of a small account that has compounded over many years will now reach its rightful home- the Chautauqua Hospice & Palliative Care "Our House" Campaign...

A Gift that Keeps on Giving By David Switala

APRIL 18, 1994 WAS AN INFAMOUS DATE FOR ME. IT WAS THE DATE OF MY mom's passing. My mom was a beautiful soul. Her death was relatively swift but her passage was comforted by the loving care of Hospice.

My dad had passed away suddenly in 1965. I remember because like many families Sunday night was spent, in part, watching the Ed Sullivan Show. This Sunday night was special because the Beatles were appearing on the Show. My father was not a fan. "Yea, Yea, Yea" he said shaking his head in disbelief- "At least Elvis could sing," was his commentary on the nascent phenomena. I believe that those were among his last words.

So my mother became a single mom, without a high school diploma, with two children and no job. Needless to say, the future looked somewhat dismal. Finances were always tight but "Mother Mary," as she affectionately came to be known, always made life right.

As I matured, and learned more of financial management, I suggested that with a portion of her meager savings that she open a bond mutual fund and receive the income as a supplement to her Social Security. Like many of her generation, she essentially only knew of two financial vehicles: passbook savings & US Government Savings Bonds.

So, this was a monumental step for her. My advice was sound and the bond fund served its purpose. Upon her death, I inherited that bond mutual fund and in her honor, I have retained the account. With each and every passing year as it grew, I was reminded of her unselfish love. That account, which was opened with \$3,000.00, had grown to almost \$15,000.00 by late 2019. "Mother Mary" spoke many words of wisdom in her life and I heard her voice and its message was clear – use the account to relieve the suffering that death brings to all at some point.

The IRS recognizes the gift of appreciated securities to Hospice as a valid tax deduction. As such, gifting of the account that has compounded over many years will now reach its rightful home- the Chautauqua Hospice & Palliative Care Campaign to provide a residence for those who are terminally ill in our community and allow some of our Chautauqua County friends & neighbors who are in need to pass with compassion, love & dignity.

I know that the journey of my mom's bond account has finally reached its compassionate home.

Perhaps you might have an appreciated stock, bond or mutual fund, a surplus life insurance contract or IRA that could also promote the compassionate care that Hospice brings to the suffering day in and day out. The process is relatively easy. Your gift like "Mother Mary's" can become the gift that keeps on giving. I can not think of a greater tribute.



In Memory Of...

The following individuals were memorialized with contributions between July 1 and December 31, 2019:

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