

2015 annual report

hospice

a photographic journal



35 years
of hospice care
inspired by our
community



**HOSPICE
CARE** *of*
Southwest
Michigan



Matt Gross, Hospice Nurse, visits our client, Vivian, at Bickford of Portage Senior Living. Matt says of Vivian, "She's 99 years old, bright, funny, and engaging."

Hospice. A life story.

Vivian's life began in Holland, Michigan, where her father was a piano maker. He and Vivian's mother instilled in her a positive attitude and a love of music. In college, Vivian's lovely mezzo-soprano voice could be heard in the choir, as well as in smaller vocal groups.

After graduation and before her marriage, Vivian taught music in Holland and in Bear Lake in the Upper Peninsula. She is still proud of producing Holland's first operetta. When she moved to Kalamazoo, Vivian was often asked to sing for weddings at St. Monica and St. Joseph Churches, "Now I can't even carry a tune," Vivian says regretfully.

However, it's not in Vivian's nature to be unhappy. Her zest for life makes her determined to reach her 100th birthday in May. She laughs when she says that her daughters, Susan and Paula, spoil her with attention, but admits she doesn't mind. She loves her room and the staff at Bickford of Portage, where she has resided since September 2014.



Chaplain Mary Beth Sarhatt supports and encourages Vivian in what gives meaning and purpose to her life.

Hospice has a firm policy of keeping all information about clients, including their names, in the strictest confidence. However, the clients profiled in this edition have given us permission to share their stories.

35 years of hospice care
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Val Kennedy, Hospice Aide, helps Vivian with personal care. Val honors Vivian's pride in being well-dressed.



An interdisciplinary team.

Vivian also appreciates her hospice team. Their attention to all of her needs helps Vivian and her family make the most of their time together.

Matt Gross, is Vivian's Hospice Nurse. He uses his experience and knowledge of pain and symptom control to keep Vivian comfortable and alert. As her disease progresses and changes occur, Matt will help Vivian and her family to understand what is happening and what to expect. In addition to his regularly scheduled visits, nursing care is available on-call 24 hours a day, 7 days a week.

Val Kennedy's job as a hospice aide and certified nursing assistant includes skin care and pain assessment. The personal care that Val provides to Vivian helps to build a trusting relationship. Val also teaches the family how to prevent Vivian from falling and contacts the hospice nurse if she sees something that needs medical attention. It can be difficult to communicate when clients are hard of hearing as Vivian is, but Val is always patient and kind. She says, "My job gives me a feeling of being needed. All seniors are special to me." Val is a recognized presence at Bickford of Portage and works well with the facility staff.

continued...

vivian

Hospice. Taking away the fear.

Emilie Hale, Hospice Social Worker, encourages Vivian to talk about her life and makes sure that she and her family are coping well with the stresses of her illness. Daughter, Paula, coordinates much of Vivian's care and Emilie helps her plan for future needs, like funeral arrangements. When Vivian dies, Emilie will make sure her daughters are aware of our comprehensive grief support program, which offers both private counseling and support groups.

Vivian talks with Chaplain Mary Beth Sarhatt about the death of her 54-year-old son to cancer more than a year ago. Mary Beth supports and encourages Vivian in what gives meaning and purpose to her life. Vivian tells Mary Beth, "You have to stay busy or you'll fall into a million pieces."

At Bickford of Portage, Vivian enjoys Pet Therapy Volunteer, Julie Shaffer's visits with Mandy, a retired greyhound racer. Mandy's mild manner makes her an ideal therapy dog and her visits brighten Vivian's day.

Vivian loves the care and comfort the Hospice team brings. When she first heard about going into hospice, she says, "I thought I was going to die right away, but it's not like that. I'm not worried about anything. I've had a wonderful life and, if I go tomorrow, it's okay. I couldn't wish for more. The people at Hospice are special."

Mandy is a retired greyhound racer who brightens Vivian's day.



vivian



Emilie Hale, Hospice Social Worker, looks on as Vivian shows off her talent in what is the latest popular pursuit, adult coloring books. These keep Vivian engaged and help her hands and fingers to remain nimble.

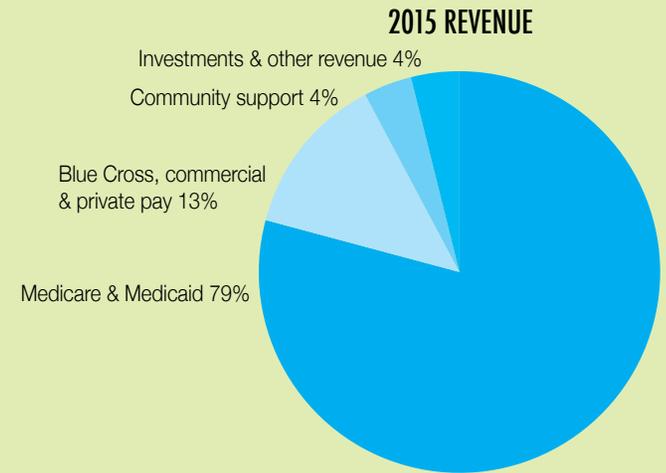
**35 years of hospice care
inspired by our community.**



Carolyn Koebel, Music Therapist, visits Vivian about once a month. Before her stroke, Vivian sang semi-professionally. Now she says she can't carry a tune. It was an emotional moment for all (including the photographer) when Carolyn played "O Danny Boy".



Jean Maile, CEO,
Hospice Care of Southwest Michigan
jean.maile@hospiceswmi.org

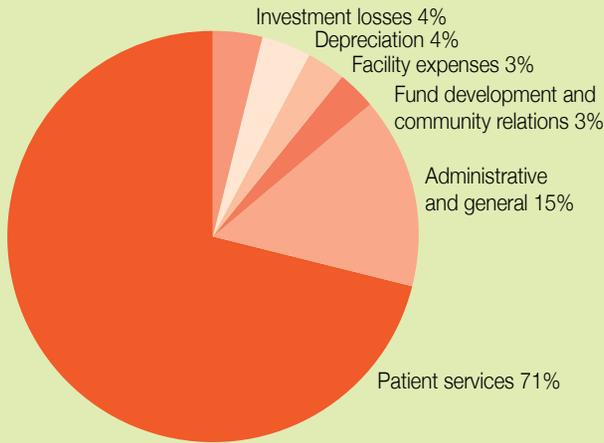


This past year presented us with several important opportunities to expand our services to help more people in the community. Your support made that possible.

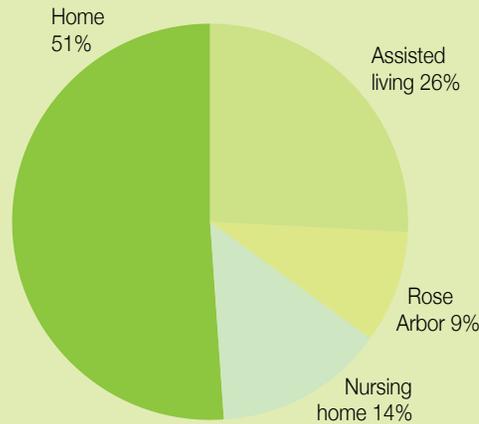
- ▶ **In collaboration with Bronson Methodist Hospital**, Hospice Care of Southwest Michigan developed the Advanced Illness Management (AIM) Program. AIM extends the role of the primary care physician by reaching patients in their homes through an interdisciplinary team composed of nurse practitioner, social worker, chaplain, and palliative care physician. This team works to improve the quality of life for seriously-ill people and their caregivers by providing comprehensive, integrated management of their chronic illness.
- ▶ **We added a new position to our Admissions Team.** The nurse liaison works with our hospital partners to support terminally-ill patients as they transfer from the hospital to home. The nurse liaison is available to quickly answer questions and assist families, so the transition is smooth and families are confident in coordinating their loved one's care.
- ▶ **We worked closely with CentraCare**, our local PACE (Program for All-Inclusive Care for the Elderly) program, to ensure that their participants had access to hospice services at home and at Rose Arbor. We also provided after hours on-call nursing, as well as education on palliative care, advance directives, and pain management to their staff.

aiming high

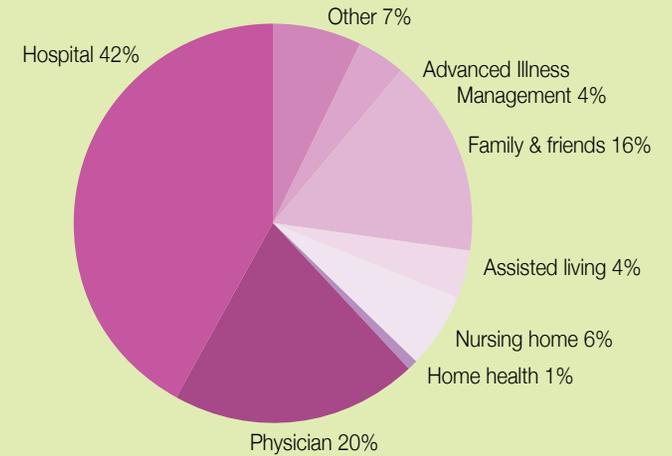
2015 EXPENSES



2015 HOSPICE CLIENTS BY LOCATION



2015 HOSPICE REFERRAL SOURCES



▶ **Fifteen new dogs were trained and certified in pet therapy**, bringing our total number of pet therapy teams to twenty-one. These animals and their humans visit with both our hospice clients and adult day guests, bringing their own special care and comfort. Because of their dedication, we were able to increase our pet therapy visit hours by 51%.

▶ **Adult Day Services at Oakland Centre** continued to see a steady increase in attendance. We have found that 98% of families who take advantage of the free four-hour trial day enroll their loved one in our services.

Peace, Dignity and comfort — all because of you.

Whether you “run” in the Ultimate, Extreme, Ultra .1K, buy a ticket for the Duck Derby Raffle, or play a round in the Golf Fore Hospice tournament, you are supporting the many services that make such a difference in our clients’ lives. Grief support, music therapy, and care for those with limited resources are all possible because of strong community support. Last year, these events raised over \$62,000. Memorial and annual gifts also make these services possible. We are deeply grateful for that support.

Our 160 active volunteers provided over 13,000 hours of service to our agency in 2015. No matter how they help us do the work of our agency, they have a positive impact on the quality of life for our clients and their families. We absolutely could not do our work without them.

For 35 years, Hospice Care of Southwest Michigan has been striving to provide the best possible care for our clients and their families. We reach for a goal that is always elusive, for there will always be more that we can do for those who give us a very special trust at a difficult but precious time in their lives. We never forget the honor and responsibility that comes with that trust.

home hospice
 rose arbor residence
 grief support
 adult day services
AIM

**35 years of hospice care
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Volunteer, sponsor, view employment opportunities, or

Like us on facebook for stories and events at hospiceswmi.org

thank you

for your generosity

donors

2015 friends

The following list of individuals, businesses and organizations represents those who have generously donated to Hospice Care of Southwest Michigan through our annual **2015 Friends Campaign** as of March 15, 2016.

We are also grateful to those who support our work through memorial, United Way, matching, and planned gifts, as well as event sponsorships and participation. Thank you to *all* of our generous donors. **Without you our work could not be done.**

If you would like to make a donation, please call Laura Latiolais at **269.345.0273** or visit **hospiceswmi.org/donations**.

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Maggie Anderson
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"When we arrived at Rose Arbor, we were immediately struck by the feeling of calm comfort that we encountered. Dad was in a huge room, with plenty of light and space for the family to gather."

Rose Arbor Hospice Residence

meets a special, continuing need in our community. The professional staff and volunteers (some pictured above) make sure that Rose Arbor remains the same beautiful, compassionate home away from home it was when it opened 18 years ago. hospiceswmi.org/rose-arbor-special-place

Continuum of Care: Adult Day Services & Hospice Home Care

Martha was the person who looked after everyone else in the neighborhood. She also showed her caring nature through her work in a Bloomingdale doctor's office. Vibrant and fun loving, she liked to dress as a clown and was even invited to perform at the White House Easter Egg Hunt during the Reagan administration.

Martha has vascular dementia. Early in her disease process, when Martha's husband Dave could no longer leave her home alone, she attended Adult Day Services at Oakland Centre. Our adult day program gives families the support they need to keep their loved ones at home longer.

Martha loved going to Oakland Centre. She would ask Dave, "When are we going to the center? I have to go to work." There, she felt she could do what she had always done — help people.

On the days that Martha went to Oakland Centre, Dave was able to take care of errands and other business. As her disease progressed and her needs increased, she transitioned into our hospice program. Now that Dave is home with Martha all the time, the support that the hospice team provides is even more important to both of them.

Caring for the caregiver

Ronda Peters, Hospice Nurse, examines Martha and assesses her current needs each time she comes to visit. Then she sits down and talks with Dave. She makes sure that he is taking care of himself and getting time away from caregiving. Ronda asks Dave if he



Amy Wycuff, Hospice Aide, makes regular visits to care for Martha and make sure she's comfortable. Amy communicates with Martha's nurse to monitor her condition.

feels confident giving Martha her medications or has any questions about what foods are best for her as she declines and it becomes more difficult for her to swallow. Ronda reminds him that if any change in Martha's condition makes him uncomfortable or worried, he should contact her or the on-call nurse any time day or night.

Colleen VanSlambrouck is Martha's hospice social worker. She provides a compassionate presence for both Martha and Dave. She has watched Dave care for Martha and assures him that he is doing a great job. Colleen also helps Dave think about the future. They have talked about funeral arrangements and picked out pictures from his and Martha's life together for the service.

continued...

35 years of hospice care
inspired by our community.

martha



Martha enjoyed her days at our Adult Day Services at Oakland Centre. The Adult Day Services team helps families early on by providing individualized care to keep their loved ones interested and engaged in life for as long as possible.



Colleen VanSlambrouck, Hospice Social Worker, comforts Martha as Gretchen Ross, Hospice Music Therapist sings Martha's favorite songs. Gretchen says that hearing may be the last sense that remains for a dying client. That is why music therapy is so important.

martha

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Team. Hospice.

continued...

Another very important member of Martha's hospice team is Volunteer Joyce Guetschow. Our volunteers are matched with assignments that fit their skills, interests and schedule. Joyce, a seven year veteran of volunteering with our hospice, has found her niche in visiting clients in their homes.

Dave and Martha have two sons, Andy and Casey. They and their families help when they can, but Dave does the biggest share of the caregiving. He is grateful when Joyce comes for her visit every week. He loves to be outdoors and those two hours are his time to get out in nature and relax with the family's two-year-old lab, Gabby.



Volunteer Joyce Guetschow, gives Dave a break, which he often uses to take Gabby to the dog park.



Rhonda Peters, Hospice Nurse, (above) sits down with Martha's husband Dave to discuss her care.

During the Christmas holidays, Andy stopped by to visit while Gretchen Ross, Hospice Music Therapist, was there. Gretchen says, "Music is therapy for the whole family, not just the client. We had a wonderful time that day." Gretchen played "This Little Light of Mine", one of Martha's favorite songs from her time as a teen group leader at Bloomingdale Christian Church. Gretchen points out that "No matter what stage a client is in, music therapy is still beneficial." Adult Day Services and then Hospice have provided the comfort, peace, support and help that Martha and her family need during this difficult time in their lives.

For grieving children, teens, adults and families.

Grief 101. “There is no shortage of grieving children in our community,” says Cate Jarvis, Hospice Grief Support Counselor. Hospice Care of Southwest Michigan has supported Grief 101 in community schools for more than eight years and Cate has been there since the first day, helping the program grow and serve more children each year.

Cate helps grieving children get back to life. “I watch children who are unyielding in their determination to not speak of their loss then not be able to stop talking about their loss. I’ve seen angry children become great supports to their peers. I see kids and teens smile. I watch kids recognize the changes in themselves from the beginning of group to the end of group. I watch kids try new things that are helpful and not destructive and seen their surprise that the new thing works”.

If you are a parent, caregiver, teacher, or school counselor caring for a child or teen who has experienced a life change through the death of a loved one, parental separation or other life transition, please call us at 269.345.0273.



Every one of these support groups is free and supported by donations from the community. Please consider making a donation at hospiceswmi.org

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Volunteer, sponsor, view employment opportunities, or
Like us on Facebook for more stories and events at hospiceswmi.org

grief



Journeys is Hospice Care of Southwest Michigan's year-round program for grieving children, teens, and their families. Jamie Nowaczynski, LMSW, is Journeys' newest grief counselor. Jamie came to Journeys because every day is new when you work with children. "Kids are so honest and caring. They are also the forgotten mourners," she says. "It's so important to be there for them. I've never seen a program like Journeys where the curriculum is developed to meet each child's individual needs. The facility is beautiful and the rooms were specifically designed for children and teens of all ages."

In addition to Jamie and colleague, Jenny Mulder LMSW, Journeys relies on volunteers to lead the individual age-appropriate groups. Jamie and Jenny carefully select and train volunteers to make sure that each group feels safe and encourages participants to express their emotions, tell their stories, and be themselves.

Parents and caregivers are also involved in Journeys. They receive support and practical information to recognize and understand symptoms of grief in their children. They support each other as they help their young people through one of life's most difficult challenges.

If you know a young person who is grieving, email Jamie and Jenny at journeys.hospiceswmi.org or call 269.345.0273.



Grief Connection Drop-in Support Group. Layla Jabboori, Hospice Grief Support Counselor, facilitates a year-round drop-in support group at Oakland Centre for adults who have recently experienced the death of a loved one.

Layla says, "We see people whose grief is the newest twice a month. People who are farther along in their grief process come once a month to meet with the newer group. In that way, they can be supportive of people who are just discovering their grief. Some people have attended Grief Connection for as many as three years and still find it relevant and helpful. We even have groups that break off when they are ready and form their own groups."

Please visit hospiceswmi.org to see dates and times for this group and others, or call 269.345.0273.

"Layla Jabboori did a masterful job describing, clearing away and minimizing every impediment I thought was preventing me from getting on with my life..."
—a grief support client

support

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hospice is a choice for hope

Volunteer

160 active volunteers logged 13,424 volunteer hours for our agency in 2015. Our volunteers are nothing less than extraordinary because they commit their time to helping clients live well. They volunteer in clients' homes and nursing facilities, for our pet therapy program, at Rose Arbor Hospice Residence, with grief support for children and teens, and at Adult Day Services at Oakland Centre. Please join our amazing group of volunteers by emailing volunteer.mail@hospiceswmi.org or calling 269.345.0273. **Like us on Facebook** for events, stories and contests.

we would love to share

we welcome the opportunity to speak at your club, church, or service organization and share the many ways Hospice Care of Southwest Michigan can help when someone is coping with serious illness, with aging, or with the loss of a loved one. Speakers are available almost any time at no charge. For more information, please contact Laura Latiolais at 269.345.0273.

6.17.16
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