



HORIZONS

Community Newsletter

Comfort and dignity as life nears its end

SUMMER 2019

INNOVATION AND COMPASSION DRIVE OUR MISSION

Hospice of the Valley was honored to provide compassionate care to more than 18,000 patients and their families this past year. Your wonderful generosity ensures that no one who needs hospice care is turned away. Your support also helps us create innovative new programs to serve patients and families facing chronic illness and dementia. Together, we are making a lasting impact in our community.



Our **Dementia Care** program supports Wally Brown with this mechanical cat that brings him immense joy.



Our **Pediatric Care** programs support families with medically fragile children in the comfort of their homes.



Palliative Home Care allows Mary Lou Salazar to manage chronic illness and live independently.



MAKING AN IMPACT: GRATEFUL TO SERVE OUR COMMUNITY

Over the last 42 years, Hospice of the Valley has had the privilege of caring for patients and families at such an important time in their lives.



Debbie Shumway



Dieter Gable

We are grateful for you, our community supporters, who help us carry out our mission as we develop new and innovative programs to enhance care across our community.

Each patient we care for is unique and special. Patients come to us at different stages of life: whether we're providing the best dementia care, helping children and families heal from the death of a loved one, providing palliative care to seriously ill patients or walking alongside them on their last journey. We continue to look for new and better ways to serve our fast-growing community.

Innovation has characterized Hospice of the Valley since our beginning. Our in-home palliative care programs support patients who have chronic medical issues, but are not ready for hospice. Our dementia care teams bring clinical expertise and new ways to

help caregivers navigate the disease.

As a not-for-profit healthcare organization, we don't — and couldn't possibly — do it alone.

Every donation helps support a program that enhances patient care and quality of life. Every fundraiser allows us to offer unique community services, such as our long-term grief support groups. Our professional bereavement counselors provided nearly 9,000 individual counseling sessions last year to bereaved family members. Our grief counselors facilitated 550 community support groups, which are open to anyone at no cost.

We are humbled that 2,100 of the finest volunteers one could hope for choose Hospice of the Valley to give back to the community, such as Jeff Riddle, who visits the Adinolfi family to prepare a big dinner. Our volunteers provide an extra layer of tenderness and compassion. We need each of them.

We are grateful for your support. The stories we share today are just a few ways you make a difference.

With gratitude,



Debbie Shumway

Executive Director



Dieter Gable

Board President

Community *Impact*

Golf event raises money for HOV programs



Jerry Smith of Cigna Healthcare of Arizona.

The 2019 Pro-Am Golf Tournament, presented by Cigna Healthcare of Arizona, pushed the 21-year total raised for Hospice of the Valley to nearly \$852,000. Proceeds from April's event benefit our patients and families. We'd like to express our heartfelt thanks to our sponsors, tournament chairman Jay Hoselton, and all the golfers who competed this year.

Art auction supports charity care

AAHA! An Auction of Heirlooms and Art...and more! netted a record \$358,000 to support our charity care and dementia care programs. An elegant crowd of 350 gathered at the JW Marriott Camelback Inn to bid on beautiful paintings, sculptures, jewelry, fine dining, exclusive trips and a precious goldendoodle puppy.



Committee Art Chair Diane Silver with husband Jim Condo.

DEMENTIA CARE

Dementia already is the fourth leading cause of death in Arizona, and affects more than a third of our patients. Through sensory experiences — music, photos, gentle massage, aromatherapy, food and even mechanical cats and dogs — we calm fears and anxiety and maximize comfort in body and mind. Thanks to your generosity, we are able to help people at any stage and with any type of dementia.

- **Hospice care** supports family caregivers while providing safety, comfort and dignity to those with late-stage dementia.
- **Gardiner Home**, an inpatient hospice home, provides clinical support and respite services for dementia patients and their caregivers.
- **In-home palliative care for dementia** supports caregivers and teaches compassionate ways to care for their loved ones as speech and memory fade.
- **Dementia Care Fellowships** inspire professionals from any field to create innovative ways to improve dementia care in our community.
- **ASU Dementia Courses** teach college students about different types of dementia and supports those interested in pursuing a career in this field.
- **Dementia Care and Education Campus** will open in 2020 and feature a small assisted-living center, inpatient hospice home, and adult day care and education center to teach caregivers, medical professionals and the community best practices in dementia care.



Number of dementia patients served annually: 9,745

2018 donors contributing \$5,000 or more for dementia care, including Palliative Care for Dementia, Gardiner Home, dementia education and the future Dementia Care and Education Campus:

- **AAHA! An Auction of Heirlooms and Art fund-a-need donors**
- **Comerica**
- **Laura Kandel**
- **Salt River Pima-Maricopa Indian Community**
- **Season for Sharing**
- **The Kemper and Ethel Marley Foundation**

Your donations also support our charity care programs, as well as no-cost community education programs.

A magical transformation

Walter “Wally” Brown is a real charmer. On good days, you wouldn’t know the witty Navy veteran has moderate vascular dementia. But a few months ago, he was a completely different man — lonely and depressed.

Desperately missing his cat, he was having a hard time adjusting to his new care facility. So Wally’s Hospice of the Valley care team presented him with “Sweetheart,” a mechanical feline, whose purring and gentle head tilts had an immediate calming effect. “Everyone says she’s got the prettiest face they’ve ever seen,” the 93-year-old says proudly.

The furry robots have been a game changer for Wally and many other dementia patients, helping them “focus on something other than their physical challenges,” says Tammi Spreier, Wally’s case manager. Patients get more social interaction and physical activity — many even take their “pets” for a walk!

“This has been a magical transformation,” says Michelle Bales, Wally’s social worker.

Hospice of the Valley social worker Michelle Bales visits with patient Walter “Wally” Brown and “Sweetheart.”

HELPING CHILDREN AND FAMILIES

Hospice of the Valley’s in-home pediatric program is the only one of its kind in Arizona for medically fragile children. Services include palliative and hospice care, bereavement and perinatal support. Health insurance only covers a small portion of the pediatric care we provide. Donations allow us to serve children and families in need.

Children with life-limiting illnesses and their families receive medical and emotional support from the time of diagnosis through bereavement.

Our New Song Center for Grieving Children is the oldest and largest child grief support group program in Maricopa County, open to all families in our community at no charge, regardless of whether they are being cared for by Hospice of the Valley. We work with community partners to offer pediatric bereavement counseling and support groups for families grieving the loss of their child.

New Song Center offers healing

Ellie was a beautiful baby with the sweetest little smile. When she succumbed to a deadly viral infection just 10 days after birth, her parents and grandparents were devastated.

“When a grandchild dies, grandparents grieve twice. They mourn the child and watch their own child suffer,” says Lisa Schmitt, executive director of New Song Center for Grieving Children. Jeanine Lavine remembers that feeling. “When my daughter Jessica cried on my shoulder, I felt like I had to be strong for her and couldn’t break down.” But at New Song, she and her husband Kent met other couples feeling the same pain. “We leaned on one another and forged some lifelong friendships,” he said.

Looking back now, with a new healthy grandson to love, the Lavines are grateful to have found a safe place to heal their hearts. And thanks to a generous grant from the New York Life Foundation, New Song will be able to help families who often have no access to grief support. To learn more, call (480) 951-8985 or visit newsongcenter.org.

Number of pediatric patients served annually: 980

2018 donors contributing \$5,000 or more:

- **Cardinals Charities**
New Song Center for Grieving Children;
Pediatrics Helping Hand Fund
- **Denise A. Mead**
New Song Center for Grieving Children
- **Employees Community Fund of Boeing Arizona**
New Song Center for Grieving Children
- **New York Life Foundation**
New Song Center for Grieving Children
- **Phoenix Suns Charities**
Pediatric Palliative Home Care
- **Wolf Family Charitable Fund**
Pediatric Palliative Home Care



Kent and Jeanine Lavine with their beloved granddaughter, Ellie. The Lavines sought help from New Song Center after Ellie died at 10 days old.

HELPING SERIOUSLY ILL PATIENTS: AZPHC

Our services go beyond hospice care. We provide a full spectrum of services to manage chronic diseases. Working with patients' doctors, our Arizona Palliative Home Care program (AZPHC) helps those with serious, advanced illness live at home as comfortably as possible. We also work with hospitals and health plans to help patients successfully transition home after a hospital stay. Donations support a large majority of the care.

Attitude is everything

Mary Lou Salazar has lived in her west Phoenix home for 33 years. Her house is a shrine to her Mexican Southwest-inspired art, which covers walls, doors, furniture, dishware, even her late husband's favorite pair of boots. "I paint anything that doesn't move," she quips, "as long as my back allows."

One thing is clear when you meet this talented 77-year-old: There is no way she is going to let chronic kidney disease and lupus cool her passion for painting. Thanks to Hospice of the Valley's palliative home care outreach program, Mary has the support she needs to live independently while her children have peace of mind, knowing their mom is not alone.

Mary's first experience with Hospice of the Valley was very personal, when her husband died 11 years ago. During a recent bout with lupus, she realized she could benefit from our in-home palliative care program.

Social worker Marcela Vazquez-Bowler visits Mary to provide emotional support, offer resources and assist with important healthcare decisions. Mary says "Marcela was very instrumental" in empowering her as a patient. "She just listened to me." During their visits, as Marcela works with Mary on her care needs and medical planning, they chat about Mary's art, travels and determination to treasure every moment.

"I love life!" Mary declares. "Terminal — it's just a word. I'll go when the good Lord says it's time to go."

A sign in her sunroom says it all: "Attitude is everything."



Hospice of the Valley social worker Marcela Vazquez-Bowler visits with patient Mary Lou Salazar.

Number of AZPHC patients served annually: **4,487**

2018 donors contributing \$5,000 or more:

- **Barbara and Jeffrey G. Schlein**
Palliative Care
- **Crystal Family Foundation**
Palliative Care
- **Salt River Pima-Maricopa Indian Community**
Palliative Care and Transitional Care

Horizons Editor

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GIVING FROM THE HEART *By Stacia Ortega, director of volunteer services*

Hospice of the Valley would not exist if not for the passion, vision and commitment of volunteers. In 1977, a small group of community volunteers envisioned a better way of caring for the dying and 42 years later, they are still making an extraordinary impact. This past fiscal year, volunteers provided 202,681 hours of service equaling \$4.7 million of value. And these amazing volunteers believe they receive much more in return. They tell us how spending time with patients “replenishes their souls,” is the “highlight of their week” or “warms their heart.”

We hold our 2,100 volunteers in high esteem and are grateful they have chosen to serve with us. Serving more than 18,000 patients, our greatest need is for people willing to offer patients companionship, respite and support with grocery shopping or running errands. Volunteers give deeply of their time and talent to bring moments of joy and comfort — whether it’s singing a song, throwing a tea party, performing a Shabbat Blessing or preparing a four-course meal.

To join our team, please apply at hov.org/volunteer or call (602) 636-6336 for more information.



Volunteer Carolyn Westermann enjoys coffee and sweets with patient Lois Mongan on Friday afternoons.



ALS prevents patient Mark Adinolfi from cooking, so every week, volunteer Jeff Riddle plays chef under Mark’s instruction.

HONORING THOSE WHO SERVE

Our commitment to honoring veterans has been recognized by the national We Honor Veterans program. Since 2011, volunteers with our Saluting Our Veterans program have made about 2,400 visits — thanking veteran patients for their service and sacrifice. They are also presented with a special lapel pin and keepsake flag.



WE HONOR VETERANS

If needed, support is provided by staff trained in issues that may emerge for veterans at end of life, such as post-traumatic stress syndrome. Currently, our proud volunteers make about 30 tribute visits a month.

DEMENTIA CARE FELLOWSHIP TRAINS FIRST RESPONDERS



Training videos depict real-life scenarios to help first responders better assist dementia patients who are agitated and combative — or lost and injured.

“I’m a hostage here!” But in fact, “Mr. Ford” is not a hostage. He’s a fictitious dementia patient at the center of a training video that Hospice of the Valley produced this year in partnership with the Phoenix Fire Department. The goal: To teach first responders the best ways to help dementia patients who are in distress.

By using actors to simulate real-life scenarios, firefighters, police officers and paramedics learn how to communicate in non-threatening ways, establish a comforting rapport and de-escalate fear. In this particular situation, crews are dealing with a military veteran with advanced dementia — he is agitated and combative. The man insists he is wanted back at base, so firefighters are quick to strike up a conversation about his service and explain that his superior officer is not upset with him.

Another video focuses on a frantic elderly woman with dementia who mistakenly believes her children

are waiting for her at a school bus stop. Firefighters gently calm her and offer reassurance that the kids are safe.

Both videos are part of Hospice of the Valley’s Dementia Care Fellowship program, designed to enhance dementia care across our community. “We have to show understanding and patience,” says Dan Daley, a recently retired Phoenix fire captain who spearheaded the idea. “It’s not the person acting that way, it’s the disease taking over.”

He and fire Capt. Benjamin Santillan are committed to making sure first responders serve the community with both compassion and expertise. “Our job is not to judge any patient, but to find out what’s really going on,” says Santillan, who lost his own grandmother to dementia. “We’re grateful for the education we’re getting from Hospice of the Valley.”



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News *Briefs*

Hospice of the Valley named best hospice

AZ *Foothills* magazine and *Jewish News* have both recognized Hospice of the Valley as the best hospice in metro Phoenix.

az foothills



Hospice of the Valley wins 2019 Healthiest Employer Award

Our Wellness program has received recognition for the seventh year by the *Phoenix Business Journal*. Hospice of the Valley placed 4th among mid-size companies — the highest placement we have ever received. Our staff is energized and excited that employee health and wellness is an important priority.



Everyone loves shopping at the Dove

We are grateful for all the thrifty shoppers who flocked to our four White Dove stores last year. They helped net a whopping \$1.2 million to support charity care programs for our patients and families. We also appreciate our dedicated staff of volunteers, who cheerfully sort through tons of donations, create beautiful displays and interact so graciously with our customers. And finally, a big thanks to everyone who donated clothing, furniture and collectibles to help support our mission!



White Dove volunteers Joye Nichols (left), Dona Barker and Betty Keilman.