



Journey

A PUBLICATION FROM HOSPICE OF THE WESTERN RESERVE

SPRING 2021

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STAY IN TOUCH

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 Western Reserve CareLink
hospicewr.org/carelink

OUR MISSION

Hospice of the Western Reserve provides palliative and end-of-life care, caregiver support, and bereavement services throughout Northern Ohio.

In celebration of the individual worth of each life, we strive to relieve suffering, enhance comfort, promote quality of life, foster choice in end-of-life care, and support effective grieving.



• 10 YEAR ANNIVERSARY •
2021 WALK TO REMEMBER

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HOSPICE OF THE WESTERN RESERVE

Join us for Walk to Remember on Sunday, June 13! pg.4

Dear Friends,

This spring and summer, we look forward to an increasing sense of normalcy, spending more time with loved ones and resuming some of the activities we have missed so much. As we adjust to our new normal, we know the need for recovery and healing will continue far into the future. We continue to be here for our community, so please reach out to us if you need our support.



We are providing a variety of virtual grief support groups including specialized "COVID-19 Loss" sessions, along with many of the other groups we normally offer. We have adapted our Healing Arts Workshops so you can participate virtually to create a meaningful legacy piece to honor and remember the person you love and miss. We are looking forward to returning to our beautiful camp settings in person this summer to provide our Together We Can children's camps, as well as providing grief support for veterans through a partnership with Fieldstone Farm Therapeutic Riding Center.

Sometimes, adversity opens the door to innovation. This year, we have introduced new volunteer support programs that further enhance quality of life for our patients and their families. Be sure to read about our Volunteer End-of-Life Doula and Pet Peace of Mind® programs in this issue.

So many of the services we provide are not reimbursed by insurance. It is your philanthropic support that makes them possible. One of the most rewarding ways to help is by participating in The Walk to Remember. This year, we are offering a hybrid event. There are options to join us for a fun, socially distanced walk at the Cleveland Metroparks Zoo or to participate as a virtual walker in your neighborhood. However you choose to participate, we are grateful. Your support matters.



Bill Finn

President and Chief Executive Officer



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Announcing Launch of The Hospice of the Western Reserve Foundation

In December 2020, our Board of Directors unanimously approved the launch of The Hospice of the Western Reserve Foundation, a separate 501(c) (3) nonprofit public charity that will provide financial support to programs benefiting patients and their loved ones. Funded through donations from friends of HWR, it will be operational later this year.

"We believe this new structure will allow us to engage with civic and community leaders who share our mission to relieve suffering and value personal choice and dignity at the end of life," said Laura Rayburn, who has joined the organization as President of The Hospice of the Western Reserve Foundation.

Laura, who holds an MBA from John Carroll University, comes to the Agency from Saint Martin de Porres High School, where she served as Vice President of Advancement. She has also held fundraising leadership roles at both the Great Lakes Science Center and the Cleveland Orchestra.

"I am excited to lead such a talented team of development professionals as we pursue this new chapter in the Agency's history," she said. "So many of our programs supporting the deeper work of hospice – such as art and music therapy and children's summer grief support camps – receive no funding from Medicare or commercial insurance. The foundation will bring together community leaders who share our passion so we can continue innovating and providing exceptional care for generations to come."



Together We Can camps cater to the specialized grief support needs of children.

Signing on as the inaugural foundation board member is Alfred F. Connors, Jr., MD, Professor Emeritus of Medicine, Case Western Reserve University School of Medicine, and a member of the Emeritus Medical Staff at The MetroHealth System. Dr. Connors is also a former HWR Board Chair and long-time supporter.

"Our goal is to make sure Hospice of the Western Reserve is here for the next 50 years and thereafter, so all families can receive the same expert and compassionate care that mine did," said Dr. Connors.

For more information about foundation board opportunities, contact Laura at [216.633.2171](tel:216.633.2171).

• 10 YEAR ANNIVERSARY •

2021 WALK TO REMEMBER



HOSPICE OF THE
WESTERN RESERVE

presented by

oswald®

Join us for Walk to Remember on Sunday, June 13

Join us for our 10th annual Walk to Remember presented by Oswald Companies on Sunday, June 13 at the Cleveland Metroparks Zoo. Since its inception, the Walk has raised more than \$1.4 million to improve the care and services HWR provides. We'd love for your family to join us as we celebrate life and honor the memory of those we hold close to our hearts.

We will be maintaining COVID-19 protocols. Social distancing will be observed and face masks are required and will be provided. If you are not comfortable being with us at the zoo, you can still participate by walking in your neighborhood. Invite your "bubble" to participate in weekly walk activities and share your photos with us on Facebook! Tag @HospiceWR.

Registration is \$25 per adult, \$12 per child (ages 3-12) or \$75 per family (two adults and up to three children) and includes all-day admission

to both the zoo and RainForest. Consider sponsoring one of our tireless caregivers who continue to provide patient care during the pandemic by making a special donation. More information is available when you register at hospicewr.org/WTR.

Why we walk

While patients' medical care is covered by Medicare, Medicaid or private insurance, many special programs and services are only possible through the generosity of community members. Monies raised by the Walk help us to provide programs such as pediatric hospice, pre-hospice pain and symptom management for chronic illness, art and music therapy, comprehensive bereavement services, customized programs for veterans and pet therapy.

Form a team by inviting your family and friends to walk with you. Creating a team allows you to share your story and why you support Hospice of the Western Reserve with others. On our website, you can create your fundraising page, share your story and track your team's progress. You can even share your page directly to your social networks right from your fundraising page!



Join Kristi Capel of "Fox 8 News in the Morning," 2021 Walk to Remember Media Chair

Registration is open!

Get started at hospicewr.org/WTR. Registration includes all-day admission and a commemorative Walk to Remember face mask. Wristbands will be issued to each visitor for admission and you must enter the zoo by 1 p.m. Wristbands and face masks will be distributed via drive-through registration tents beginning at 7:30 a.m. You'll begin walking in the zoo at 8 a.m. Day of event registration is available.

Be sure to check the website for safety protocols, event day details, zoo maps, parking information and fundraising tips to create a successful team! **See you June 13!**



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ASHTABULA OFFICE

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Journey is produced by the Marketing Communications team at Hospice of the Western Reserve. To contact the team, or request the digital edition, please send an email to communication@hospicewr.org.

For previous issues of *Journey*, visit hospicewr.org/journey.



Drs. Lam and Connors with their dog, Chloe

Dr. Alfred F. Connors, Jr. and Dr. Mildred Lam Gift Supports Music and Pet Therapies

Music and pet therapies are among the many services Hospice of the Western Reserve provides to improve the quality of life for our patients and their families. We recently received a major gift that will help establish funding continuity for these two programs for years to come.

Former board chair Dr. Alfred F. Connors, Jr., Professor Emeritus of Medicine, Case Western Reserve University School of Medicine and a member of the Emeritus Medical Staff at MetroHealth, and Dr. Mildred (Mimi) Lam, MD, a member of the Medical Staff at MetroHealth, have created the Alfred F. Connors, Jr. and Mildred Lam

Endowed Fund for Music Therapy and Pet Therapy. The fund is a blended gift, including current gifts during their lifetimes and a final gift from their estate. We had the honor of caring for both of Dr. Connors' parents.

Through music therapy, a board-certified professional uses music in a clinical way to accomplish goals tailored to each individual. Benefits include pain reduction, self-expression and support of the life review process. Pet therapy can also have a tremendous impact, reducing loneliness, lowering anxiety and providing comfort and companionship.

"Quality of life matters," Dr. Connors said, describing the impetus for the gift. "These programs provide meaning, joy and healing during a very difficult time. Since they are not reimbursed by Medicare or commercial insurance, they must rely on philanthropic support."

To learn more about how you can support Hospice of the Western Reserve through a current gift or a gift in your estate plans, contact Holly Selvaggi at [216.255.9066](tel:216.255.9066) or hselvaggi@hospicewr.org.



Music therapy



Pet therapy



James and Angela Hambrick Foundation Donates \$2 Million to Fund Care Solutions Center

Work is underway on building our \$3.25 million technologically advanced Care Solutions Center, which will dramatically expand access to hospice and palliative care. The new center is funded through a \$2 million gift from the James and Angela Hambrick Foundation along with matching grants from the Elisabeth Severance Prentiss Foundation and The Kelvin and Eleanor Smith Foundation. The 4,000-square-foot facility will be located at HWR's headquarters and is expected to be fully operational by the first quarter of 2022.

James Hambrick, a long-time supporter and previous board member, said: "Angela and I have seen firsthand the life-changing impact of Hospice of the Western Reserve's care. We are honored our gift will play a key role in helping families more easily access the quality care everyone deserves through the advanced capabilities of this innovative Care Solutions Center."

New technology will allow HWR to expand access to all our services, including hospice care, our Western Reserve Navigator palliative care program, pediatric hospice and community bereavement support.

The new center will eliminate administrative tasks and improve response time. Increased connectivity will mean HWR providers can coordinate, dispatch clinicians and problem-solve faster than ever. Physicians and community referral sources will be able to offer their patients faster enrollments.

"Families will benefit from immediate access to knowledgeable hospice experts and timely visits during one of the most stressful times in their lives. It will truly become the heartbeat of the agency," said Bill Finn, President and CEO.



Pet Peace of Mind® Allows Our Patients to Keep Their Beloved Companions

Hospice patients should not have to worry about the future of their pets. Through our Pet Peace of Mind program, pets stay united with their owners throughout their illness. Offered by trained pet therapy volunteers in consultation with a veterinarian, the new program aligns with our mission of relieving suffering, providing comfort and ensuring our patients and their families have the best quality of life possible.

Support is available for both dog and cat owners and includes transportation to veterinarian appointments or groomers, food and medication delivery, litterbox care, dog walking and more. Ultimately, the program will expand to include assisting patients and their families with the re-homing of their pets. Pet Peace of Mind, a national nonprofit headquartered in Salem, Oregon, provided the tools, training and expertise allowing HWR to develop the program and incorporate these meaningful pet care support services.

Volunteer End-of-Life Doulas Support Patient Dignity

Just as labor doulas offer a trusted source of support for expectant mothers by engaging them throughout the birthing experience, Hospice of the Western Reserve is now offering volunteer end-of-life doulas to support the physical, emotional and spiritual needs of our patients.

"We believe the final phase of a person's life deserves the same care, planning and reverence as the day they were born," explained Lisa Scotese Gallagher, Director of Staff Experience. "Death, just like birth, is a natural part of the life cycle. The personalized support provided by our volunteer end-of-life doulas ensures this final life transition will unfold according to each patient's personal beliefs and desires."

Through legacy work, the doulas help patients find meaningful ways to share their stories so their life lessons, values and experiences can be memorialized for future generations of their family. Through vigil planning, patients' wishes for their final days can be documented, ensuring each individual is provided with the setting and environment they desire. The volunteer end-of-life doulas are also available during the final hours to provide a reassuring presence and added support for patients and their loved ones.

"You were our sheltered port in the worst storm I've seen in my 65 years."

The emotional and spiritual pain of caring for a partner near the end of life is something no one can ever be truly prepared for. They are so much a part of our being. When we deeply love someone, they own a piece of our heart. Their suffering becomes our suffering.

Jeffrey Pinner, who was caring for his wife, Andrea Johannis, after her long battle with cancer, entered into this difficult journey at the worst possible time: the beginning of the COVID-19 pandemic. As the world began closing down, they found compassionate support at Hospice of the Western Reserve.

"You were our sheltered port in the worst storm I've seen in my 65 years," Jeffrey wrote. "You provided the care and support we so desperately needed. You kept us safe from the breaking storm of COVID-19, battering hatches against seas that swamped so many others. I will always be grateful for the safe harbor you gave us in our time of greatest need. "Our common humanity has called you to serve others by easing their passage from this world, and it is this same humanity which puts each of us in one another's chain of command. When Andrea and I called upon you in our hour of need, every one of you responded with grace, care, compassion and skills which we had no right to expect. Know that all you have done and are still doing has been seen, understood and, most of all, appreciated. Your very great kindness will never be forgotten."



Jeffrey, it was our privilege and honor to care for you and your beloved wife, Andy. We continue to be here, providing the dignity and compassion every life deserves no matter what the world throws our way. -HWR

Kids Find Hope and Healing in Nature

Children process grief much differently than adults, so they benefit from specialized support tailored to their needs. Being among other children their age who are coping with similar experiences can help. It provides a sense of normalcy, letting them know they are not alone.

This summer, trained bereavement specialists from Western Reserve Grief Services are hosting two Together We Can grief support day camps to help children coping with the death of loved ones. The camps are open to the community and are made possible through the generous support of donors.

"In an atmosphere of comfort and trust, the camps offer children a chance to learn about grief and new ways of expressing feelings, and to honor their special person," said Karen Hatfield, Director of Western Reserve Grief Services. "We start as strangers and leave as friends."



Riding Through Grief, for ages 8–12, is held in partnership with Fieldstone Farm Therapeutic Riding Center, 16497 Snyder Rd., Chagrin Falls. Equine therapy allows children to explore grief issues, combining horseback riding lessons with un-mounted activities. Scheduled for June 21- 25, 9 a.m. to noon, the cost is \$75 per camper. Scholarships are available.



Camp Red Oak, for children 6–13, is located at 9057 Kirtland-Chardon Rd., Kirtland. It combines art, music, play and nature exploration in a beautiful outdoor setting. Activities take place in a safe, supportive environment. The camp takes place Aug. 10–12, 9 a.m. to 3 p.m.

To register or request an information packet, call [216.486.6838](tel:216.486.6838). For a comprehensive list of community bereavement resources, visit hospicewr.org/griefandloss.

Bob Phillips-Plona Honored in "Notables in Healthcare" Report

Over the past year, the COVID-19 pandemic has tested the healthcare sector in ways we could have never imagined. A special report published this month by Crain's Cleveland Business, "Notables in Healthcare," recognizes some of the healthcare leaders who made a significant difference in our community during this challenging time. Among those honored is our own Bob Phillips-Plona. Congratulations, Bob!

In addition to his role as the Director of Residential Services for our two hospice inpatient units (Ames Family Hospice House and David Simpson Hospice House), Bob leads a team that worked diligently to secure personal protective equipment for our direct care staff. He collaborated with team members to develop policies and procedures to keep our staff safe and assure we were able to meet patient needs during this challenging time.

Bob also led the initiative to get our staff vaccinated across the nine counties we serve, coordinating with every county health department, even as information was changing day to day. Because of his tireless efforts, we were able to serve thousands of patients in hospitals, nursing homes, assisted living facilities, at home and in our inpatient hospice units, while educating staff, patients and their families on safety and best practices.

"As the leader of our internal agency-wide Emergency Response Team (ERT) Bob played a lead role in our emergency response coordination with local, county and state officials," said Bill Finn, President and CEO. "This collaboration focuses on having HWR be a part of the solution for our communities in addition to caring for our patients and families. We are most grateful for Bob's herculean efforts. They have truly made a difference to our organization, our patients and the community at large."



Gift Card Donation from Westlake/Bay Village Rotary Supports Hospice Families

We are grateful for the many ways organizations in our community continue to support our mission at a time when "business as usual" is not always possible due to the pandemic.

The Westlake/Bay Village Rotary Club has found a creative new way to bring comfort and caring to patients and their families at Ames Family Hospice House in Westlake.

"They have generously been providing dinners at Ames Family Hospice House once each quarter for the last few years," explained Patti Hanrahan, Volunteer Service Manager. "They hire a professional caterer and their members set up, serve the meal and clean up afterwards. The dinners have always been wonderful, and so appreciated by the families in our care.

"Due to the pandemic, they cannot provide this service, but they still had money in their budget and wanted to continue their support. Recently, I met with incoming Rotary President, Ray Glinka, who presented me with a donation of \$500 in gift cards. We will give these to our patients and family members to help with their personal or household needs, groceries, meals and patient celebrations. It means a lot to us – and to our patients and families – that our community continues to care."



Incoming Rotary President Ray Glinka with Volunteer Service Manager Patti Hanrahan