



Journey

A PUBLICATION OF HOSPICE OF THE WESTERN RESERVE

WINTER 2016-17

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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.

Creating Art and Music: *A Life-giving Blessing*

By Jackie Pfadt, Family Caregiver

Mom was scared. Her disease was causing her to lose her autonomy. When you can no longer feed yourself, go to the bathroom alone or even raise a tissue to wipe tears from your eyes, having a say in your care matters. While she became trapped within her own body, Mom could still decide who she invited into her home. She welcomed Hospice of the Western Reserve into our family.

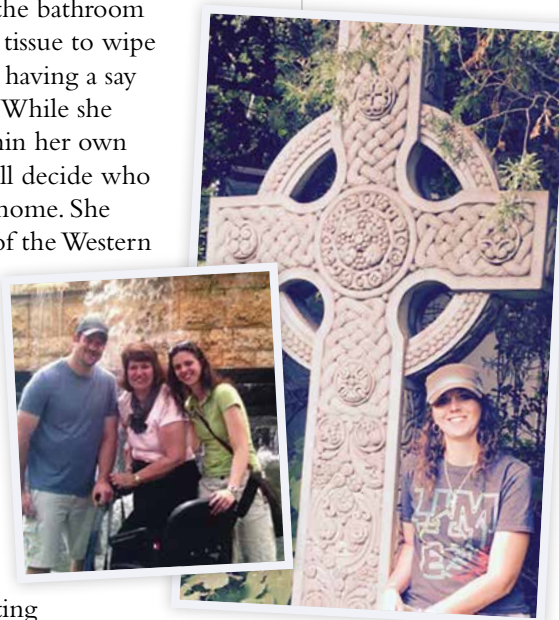
Living with a terminal illness is extremely stressful and heartbreaking. But we as a family went “all-in” together. We did so much. Hospice supported us in creating a care strategy to take care of Mom. Music and art therapy allowed us to create memories and works of art that we will cherish for the rest of our lives. My mom painted several paintings with the support of art therapist Holly Queen. My favorite is one she did of my cats, Axel and Maverick. She gave this to my husband for his birthday. I love it.

My mom was a teacher. ALS was steadily taking away every physical capability within her life. Her world continued to get smaller and smaller as she lost more and more of

her abilities. As her illness progressed, she was not able to create art projects herself anymore. So we became her arms and legs. She sat with us and instructed us on what to do. She cheered us on and encouraged us. She loved teaching. It gave her an avenue to continue to do that even when her body was no longer able.

Mom and I worked on her legacy book together. We wrote her story so that she could give it to her grandkids and so all of us would know her roots. Mom

and I had written so many things together over the years. I would write, and she would edit all of my college and graduate school papers. So, it was awesome to be able to do this together. To laugh and cry together as we did it. Holly worked with us to capture



LEFT: Jackie with her brother, Joe, and mother, Michele Tripi (center)
RIGHT: Jackie visits Lakeview Cemetery, where her mother is buried.

see “Blessing...” on page 5



Caring for *My Father*

By Bill Finn, President and CEO, Hospice of the Western Reserve

Three months ago, my father and mother came to Cleveland so Dad could receive a heart valve replacement. We were confident that after a short recovery at our home, he would be back at his home in Florida. While Dad was in the hospital, the world changed in a way we could not have imagined. A complication uncovered metastatic cancer engulfing his liver.

Dad was given a prognosis of three months, which turned out to be only three weeks. During these three precious weeks, we turned to Hospice of the Western Reserve to provide the comfort and care that both Dad and Mom needed, and the counsel and guidance I, as one of his sons, needed as well.

The journey our family experienced was challenging and emotionally difficult. But it was also full of exceptional moments of beauty, forgiveness, tenderness and love. This would not have been possible without the physical, emotional, social and spiritual guidance of the hospice team.

Members of the care team anticipated our needs as Dad's health failed. From the skillful administration of medications to make him more comfortable to the teaching and support, the ideal patient care they provided allowed us to be present with Dad and make every moment meaningful and comforting.

Hospice helped reassure and comfort Dad as he struggled with spiritual pain. On the final day of his life, he asked his nurse practitioner, Tamara Howell: "Why hasn't God taken me yet?" She replied with understanding and humility: "Maybe your work isn't done. Maybe you need to be here for someone."

That night, with the knowledge of a sage, my father announced to his family: "I am going to die tomorrow." It was not scary or sad. Dad was telling us he was ready. Several hours later, the last of my three brothers arrived. Then, with Mom and his four sons holding him close, Dad took his last breath and left this world.

This moment, and all the moments leading up to that Friday night, will never be forgotten. The team of Hospice of the Western Reserve gave us our Dad's life, moment by moment, when each moment was precious. Now, we move forward and learn to live a new reality. Dad is not here physically, but Barry William Finn is present in our hearts and minds every day.

Our family experience has given me an even deeper appreciation for the important work Hospice of the Western Reserve does every day. I see our mission now through the very personal lens of a son caring for his father. I thank God, and am humbled to be associated with this organization.

William E. (Bill) Finn joined Hospice of the Western Reserve in 2011. He has devoted his entire life to the hospice and palliative care mission, with more than three decades of experience in the field. His father was admitted into hospice Sept. 15, the same day he received his three-month prognosis. He died Oct. 7.



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Share your Journey

Do you have an inspirational story? Your story may help us reach others needing our care.

We'd love to hear from you.

To contact the Marketing Communications team, or request the digital edition, please send an email to communication@hospicewr.org.

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

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ELEONORE ROCKS: *A Celebration of Life*

A very special event was held in the Great Room of Ames Family Hospice House recently. It was not just the dedication of 10 rocking chairs. It was also a family reunion, a celebration of life and love, and a way for a family to say, “thank you.” The rocking chairs were custom-made for Hospice of the Western Reserve and HMC Hospice of Medina County so that babies and young children receiving care at their in-patient care units can be comforted, cuddled and rocked.

The story behind this generous donation from the Eleonore Rocks Foundation is inspiring. In November of 2009, Rochelle and Dave Friedrich were expecting their third child. Sadly, Eleonore died only five days after she was born. In their own words: “Eleonore Grace rocked our lives in a way that words cannot fully express. We established this foundation to honor Eleonore’s memory and to support other families enduring similar heartaches. We only

hope and pray to make her proud of our efforts to honor her memory.”

Tragically, Dave developed amyotrophic lateral sclerosis (ALS). He and his family received great comfort from Hospice of the Western Reserve’s Westlake Home Care Team. He spent his last days at Ames Family Hospice House surrounded by his loving family. He was only 45 years old. Soon thereafter, Rochelle told the hospice team members she wanted to donate rocking chairs to Hospice of the Western Reserve.



The rocking chairs were delivered this summer. Custom built by Amish craftsmen, there are four at Ames Family Hospice House in Westlake, four at David Simpson Hospice House in Cleveland and two at the HMC Hospice of Medina County in-patient care unit. “The workmanship is second to none,” said Bob Phillips-Plona, director of residential care. “They are exceptionally comfortable, with wide arm rests that are scaled perfectly for rocking a baby. They are welcome additions.”

Volunteer and Clinical Team Leader Honored at State Level

LeadingAge Ohio presented Hospice of the Western Reserve volunteer Roz Fabrotta with its Excellence in Volunteer Service award and Trudi Kozak, RN, clinical team leader, with the Heart of Hospice – Rose and Sam Stein Award at its annual conference in Columbus recently. LeadingAge represents 500 Ohio healthcare organizations, hospices and ancillary service providers in more than 150 cities.

Roz, a resident of Timberlake in Lake County, has volunteered since 2007. She regularly visits patients at David Simpson Hospice House, offering compassionate care that celebrates the dignity of each



Roz Fabrotta

person she touches. She also volunteers at Together We Can, a children's grief support camp, presents to community service organizations and helps in countless other ways.



Trudi Kozak

continuous commitment, dedication and passion for the agency's mission and values plays a key role in improving quality and patient satisfaction.

Learn more about Trudi and Roz's commitment to Hospice of the Western Reserve at hospicewr.org/leadingAge16.

Honoring Vietnam Veterans

Hospice of the Western Reserve has been accepted into the Vietnam 50th Anniversary Commemorative Partner Program. The program was authorized by Congress, established under the Secretary of Defense, and launched by the President. The primary objective of the partnership is to thank and honor Vietnam Veterans and their families on behalf of the nation for their service and sacrifice. As a lasting memento of the nation's thanks, Vietnam Veteran Lapel Pins have been provided to all Commemorative Partners for dignified public presentations to U.S. military veterans who served during the Vietnam War period.

Read more about our commitment to caring for our nation's veterans at hospicewr.org/veterans.

A Birthday Party to *Remember*

A Loving Mom's Last Gift to Her Son

Anyone can be a caregiver. Sometimes, hospice patients are filling the role of caregiver at the same time they themselves are receiving our care. This is often the case with parents of young children who are struggling with their own illness while addressing their family's daily needs and thoughts of a future without them in it.

Lisa knew she had very little time left, but she was still determined to help care for her kids. As the mother of two young boys, she wanted to give her oldest, seven-year-old Joey, a great birthday. However, Lisa was a patient at David Simpson Hospice House and she was too sick to leave.

So Lisa and her sister reached out to volunteer service manager, Lori Scotese, for help. The staff knew they could throw a great birthday party through *Moments to Remember*, a program that enriches the lives of patients by making special requests possible. The big day came and it turned out to be a very happy birthday for Joey with lots of presents, surprise visitors and a huge blue, frosted cake.



It was Joey's last birthday with his mom. Good memories of that day are a gift that Joey, his younger brother, Michael, and the whole family will treasure.

At Hospice of the Western Reserve, we are committed to helping to care for the caregiver as well as the patients. Our circle of care extends to children, parents, spouses, partners, friends and beyond. Not just medical care providers, we offer companionship, solace, education and a strong shoulder to lean on.

We are able to extend our circle of care beyond what others provide because of support from our generous donors. Donations of all sizes allow us to offer little things—like birthday parties—that make a big difference to a patient's emotional health. The *Moments to Remember* program costs about \$20,000 each year, but it offers joy to 600–700 patients and families.

Donors also assist with the big things, such as helping to provide charity care to under-insured patients -- a cost of more than \$1.7 million in 2015. To an under-insured family struggling to make ends meet, help with medication or respite care costs can be the difference between paying utilities or making sure their loved one is comfortable. That peace of mind is priceless.

As a supporter of our patients, families and services, you are also a caregiver. Without you, there would be no birthdays. No charity care. No community bereavement services. No pet therapy.

Thank you for your past generosity and please consider making a gift to our 2016 Annual Fund today.

LEARN MORE ONLINE

To see pictures of Joey's birthday, learn more about his "surprise guests" and connect to caregiver stories and videos, visit hospicewr.org/caregiver. Online giving is convenient 24/7 at hospicewr.org/donate.



Celebrating Our Friends

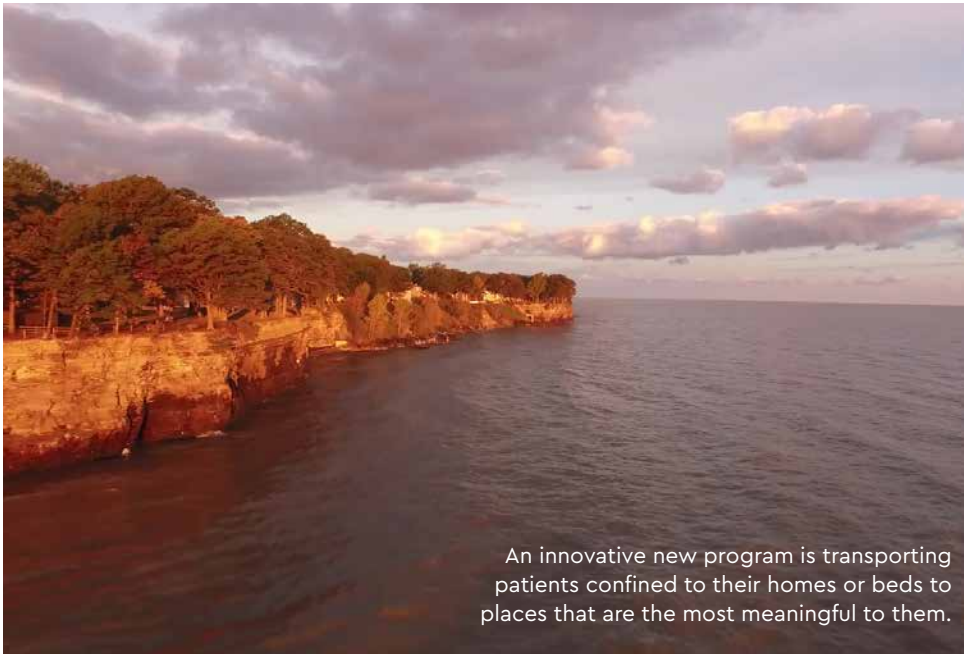
DAWNCHEM, BOTH A LONGTIME VENDOR and a corporate donor, held the *Cruise for Hospice* event this year to raise money in support of our patients and families. DawnChem employees and friends filled the Nautica Queen for a sunset dinner/dance cruise. The evening on Lake Erie raised \$4,000 for Hospice of the Western Reserve.

1 Ed Rossi, Steve DiMare, Jenny Laughlin, Marie Cavolo and Ken Henkel **2** Cecil and Stephanie Glover **3** Cris Sexton, Mike Sexton, Denise Finelli, Stephanie Laurenzi, Nick Oddo



The Heritage Society, our planned giving recognition group, has been renamed the **Helen Kassay Society** to celebrate the legacy of this generous and dedicated individual. Helen was the wife of a hospice patient, a longtime volunteer and donor. After her death, her transformational bequest of more than \$8 million is helping to improve the patient and family experience at David Simpson Hospice House.

4 President and CEO Bill Finn, Rick Petroc (Helen's nephew), Marilyn Deyling, portrait of Helen Kassay, Ilonka Hudak and Frenkl Hudak.



An innovative new program is transporting patients confined to their homes or beds to places that are the most meaningful to them.

Drones Take Hospice Patients on a *Virtual Flight*

A chance to walk along the beach again. One more visit to the family's vacation cottage. When an individual with a terminal illness has only weeks to live, it is impossible to place a value on how much it would mean to experience one of these things again. Hospice of the Western Reserve has found the next best thing. Our patients can bring these memories to life in real time through an exclusive program called *A Flight to Remember*.

The innovative service – the first of its kind in the United States – is offered in partnership with Aerial Anthropology, a Cleveland-based provider of aerial videography and photography. It allows our hospice patients to capture a live, bird's-eye view of a place meaningful to them using drone technology.

How does it work? The hospice team works with patients and their families to determine the location they would like to “visit.” Fly-over zones must comply with FAA safety guidelines. At a scheduled time, the family receives an email with a link to connect to a live feed of the drone video. The hospice patient is a virtual pilot, providing direction to the drone pilot by phone about what he or she would like to see. The flight can be viewed on laptops, tablets, or a Smart TV with internet access. Experiences typically last 20 to 25 minutes.

One patient asked to have the drone fly over Punderson State Park in rural Geauga County. She and her family had enjoyed many visits there exploring the park's trails in the warm months and sledding in the winter. Her husband, brother, daughter, son-in-law and granddaughter gathered together in her room to reminisce and enjoy the experience with her. During the live feed, she related many happy memories dating back to when she was a young girl.

Another patient who was receiving our hospice care in an assisted living community was “virtually transported” by the drone back to his old neighborhood. He was able to view the church and surroundings that meant so much to him and his family.

"Blessing..."

from page 1

and edit all the pictures and then arranged for a company to have the books professionally bound.

We also wrote poems and worked with our Hospice of the Western Reserve music therapist, Brooke Baker, to turn three of them into songs. When I hear them now, they transport me back into those moments and how I felt. When my mom passed away, she asked in her final moments to hear our three songs. I love that they were among the last things Mom heard before she went to heaven.

In the final weeks and days of Mom's life, we often reflected on how special this time of supporting Mom living with ALS was for us. Not only did we get help in her daily care and support in making really hard decisions; we sang, we danced, we painted and we wrote books. We composed songs and worked on puzzles together. We most likely would not have made time to do these things had she not gotten sick. It was a gift, and truly some of our best time together.

We opened ourselves up to the opportunity, which was absolutely necessary for this to be possible. Hospice of the Western Reserve came into our home and helped transform a life-shattering situation into a life-giving blessing.

The late **Michele Tripi**, who had ALS (amyotrophic lateral sclerosis), received care from Hospice of the Western Reserve in her own home. She was passionate about sharing her story to teach others, and became a strong advocate for Hospice of the Western Reserve during her illness. Her daughter, **Jackie Pfadt**, continues her mother's legacy. Learn more about their patient and family experience at hospicewr.org/jackie.

Hospice of the Western Reserve *By the Numbers*

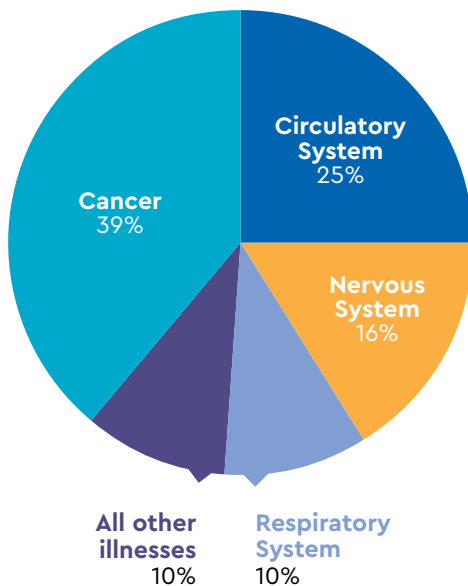
Who Receives Our Care



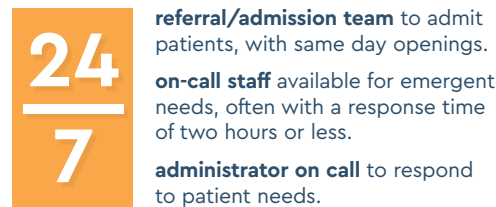
Where Our Hospice Patients Receive Care



Principal Diagnosis of Hospice Patients



Around-the-Clock Services



Items of Note

- 6th largest non-profit hospice** in the United States
- 2nd largest non-profit organization** in Northern Ohio (*Crain's Cleveland Business*)
- 98th largest employer** in Northern Ohio with 1,103 paid staff, and 3,350 volunteer staff (*Crain's Cleveland Business*)
- 4-star partner** (highest level) in the nationwide **We Honor Veterans** Program

Use of Donations and Other Revenue



Services provided in our **in-patient care units**



Art and music therapy



Pediatric hospice and palliative care



Navigator and palliative care services for **pre-hospice clients**



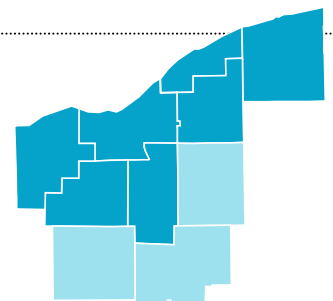
Grief support for families of hospice patients and the community, including schools and workplaces

Age Range of Hospice Patients (2015)



38 YEARS

Hospice of the Western Reserve has been caring for the Northern Ohio community for 38 years. Our roots are in Lake County, but we serve Ashtabula, Cuyahoga, Geauga, Lake, Lorain, Medina, Portage, Stark and Summit counties.



IRA ROLLOVER:

A Simple Way to Make a Big Impact

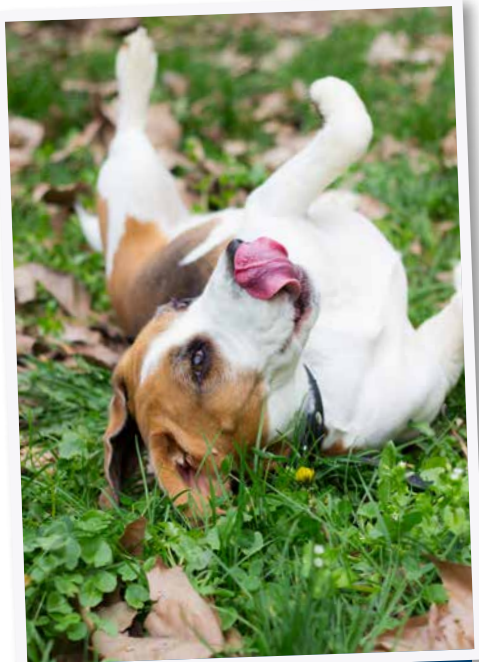
Last year, the news was full of stories about IRA rollovers and charitable giving. Remember the “fiscal cliff”? This law no longer has an expiration date! So, you are free to make a gift to Hospice of the Western Reserve through your qualifying retirement account anytime. Certain rules apply, but if you meet the criteria, you can support our patients and families while receiving some tax benefits in return.

Remember, you have to transfer the funds from the IRA to Hospice of the Western Reserve, not to yourself first. Please consult your advisor for more details, or call Laura Frye, planned giving officer, at 216.255.9066.

Important to note:

- **You have to be age 70½** or older when you make the gift.
- **You can give up to \$100,000** from your IRA directly to Hospice of the Western Reserve without having to pay income taxes on the money. The transfer generates neither taxable income nor a tax deduction, so you benefit even if you do not itemize your deductions.
- **If you have not yet taken your required minimum** distribution for the year, your IRA charitable rollover gift can satisfy all or part of that requirement.

To make a gift through your IRA or gift of stock, please contact Laura Frye, planned giving officer, at 216.255.9066 or lfrye@hospicewr.org.



Why Consider This Gift?

- Your gift will be put to use today, allowing you to **see the difference** your donation is making.
- You pay **no income taxes** on the gift. The transfer generates neither taxable income nor a tax deduction, so you benefit even if you do not itemize your deductions.
- If you have not yet taken your required minimum distribution for the year, **your IRA charitable rollover gift can satisfy all or part of that requirement.**



THE ELISABETH SEVERANCE PRENTISS BEREAVEMENT CENTER

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Cleveland, OH 44119-1330
216.486.6838

THE ROBERTSON BEREAVEMENT CENTER

5075 Windfall Road
Medina, OH 44256
330.725.1900

AMES FAMILY HOSPICE HOUSE

30080 Hospice Way
Westlake, Ohio 44145-1077
440.414.7349 or 835.281.5727

ASHTABULA OFFICE

1166 Lake Avenue
Ashtabula, OH 44004-2930
440.997.6619

DAVID SIMPSON HOSPICE HOUSE AND LAKESHORE CAMPUS

300 East 185th Street
Cleveland, OH 44119-1330
216.383.2222 or 800.707.8922

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Cleveland, OH 44110
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2173 N. Ridge Road E., Suite H
Lorain, OH 44055-3400
440.787.2080

MENTOR OFFICE

5786 Heisley Road
Mentor, OH 44060-1830
440.951.8692

HMC HOSPICE OF MEDINA COUNTY

5075 Windfall Road
Medina, OH 44256
330.722.4771

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4670 Richmond Road, Suite 200
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SUNDAY | 6.11.17



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If you do not speak English, language assistance services, free of charge, are available to you. Call 216.383.6688.

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 216.383.6688.

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Unique Treasures Await *at Hospice Shops and Sales*

Looking for a dress for date night or a kitchen table for dinner at home?

Hospice of the Western Reserve offers several fun ways to bargain hunt for unique treasures while benefiting our patients and families. Managed by the Volunteer Team, Hospice of the Western Reserve **Warehouse Sales** feature gently used furniture, antiques and collectibles, artwork, tableware, outdoor furniture and more. Our next Warehouse Sale takes place Friday, Feb. 17, 8 a.m. to 4 p.m., and Saturday, Feb. 18, 9 a.m. to 3 p.m. All sales are held at Hospice of the Western Reserve headquarters, 17876 St. Clair Ave., Cleveland.

For more information on shopping or donating goods, visit hospicewr.org/warehouse. Want to get notified in advance about our 2017 Warehouse Sales? Email communication@hospicewr.org and

use the subject line “Warehouse.”

The **Hospice of the Western Reserve Resale Shop**, 5139 Mayfield Road, Lyndhurst, just celebrated its 23rd anniversary. The shop is popular with fashionistas and those looking for one-of-a-kind jewelry, collectibles, scarves and home décor accents. In Medina, HMC Hospice of Medina County operates **Life's Treasures Thrift Shop** all year round at 317 Court St., selling new and gently used furniture, lamps, small appliances, books and home décor.

Not a shopper? The donation of gently used goods from individuals and local retailers are also appreciated, and provide another way to help fund the special programs and services we offer our patients.

For store hours and more information on shopping or donating goods, visit hospicewr.org/resale.

