



# Journey

A PUBLICATION FROM HOSPICE OF THE WESTERN RESERVE

SPRING 2017

## IN THIS ISSUE

- 2 From the President & CEO
- 3 Nurses Honored Nationally
- 4 Grief Support Offers Hope & Healing
- 4 Letter from Our Families
- 5 Chefs Serve Treasured Memories
- 6 Green Team Champions Sustainability

## STAY IN TOUCH

 Facebook  
[facebook.com/hospicewr](https://facebook.com/hospicewr)

 Western Reserve  
CareLink  
[hospicewr.org/carelink](https://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.*



Holly Craider shares a calendar she created in memory of her grandparents.

IN HER OWN WORDS

## Why I Walk to Remember

By Holly Craider, Family Caregiver

- ▶ **I grew up in a single parent home**, and my mom worked full time to support our family. As a result, I spent a lot of time at my grandparents' home. I became close to both of my grandparents, but most especially to my grandmother. She was much more than my grandma; she was a second mother to me and my best friend.
- ▶ **My mother and I moved in to care for my grandparents when they became ill.** Grandpa was diagnosed with mesothelioma after having been exposed to asbestos. Grandma got sick shortly after he passed away, also diagnosed with cancer. In both cases, when their illnesses advanced to the terminal stage, our family chose hospice care.
- ▶ **My grandparents' doctors both recommended Hospice of the Western Reserve.** We were told it had an outstanding reputation for its excellent patient and family care, and also for the support provided at its hospice houses.

see "Why I Walk..." on page 3

## Dear Friends,

Spring is the season of new beginnings. After a long winter season, the grass is green and growing again, flowers are in full bloom and birds are singing and nesting as the cycle of life begins anew. As the temperatures warm, many of us find ourselves spending more time outdoors enjoying the beauty of nature all around us.

For families who are in the midst of caring for loved ones living with advanced illness, the changing of the seasons can be bittersweet. Warmer weather can be a catalyst for remembering special milestones and memories we have shared through the years such as family vacations, sporting events, picnics or quality time enjoying each other's company at home.

At Hospice of the Western Reserve, we are committed to supporting caregivers and their families in the final phase of life so they can make the most of the time remaining. For some patients, compassionate care means home visits and medicine that relieves pain. For others, it means access to spiritual care, music therapy, or even specialized medical equipment that allows them to spend part of the day outdoors feeling the warmth of the sun or taking in the beauty of sailboats on Lake Erie.

I am constantly humbled and inspired by the creative ways the friends we have served choose to give back to help other Hospice of the Western Reserve families. Whether celebrating the life and legacy of a loved one at our Walk to Remember June 11, hosting a community fundraising event, contributing a financial gift or joining our volunteer team, your contributions are valued.

Your generosity makes it possible to offer much more than extraordinary medical care. We can provide life-enhancing comfort and care not covered under insurance benefits, such as art therapy, massage and Reiki services.

In this time of new beginnings, it is more important than ever to express our thanks to special friends and dedicated supporters who share their resources with us each year. We are deeply grateful.



**Bill Finn**

*President and Chief Executive Officer*



### BOARD OF DIRECTORS

Alfred F. Connors Jr. M.D.  
CHAIR

Victoria Varley  
VICE CHAIR

Laura K. Navin  
SECRETARY

Daniel J. DeMonica  
TREASURER

Richard A. Barone  
Cyndee Burke

Rev. Neroy Carter  
Janice Eva

H. Clark Harvey, Jr.  
Michael H. Jacobson  
Mitzi Kerr

Virginia A. Mooney  
Mary L. Ogrinc

K. Kay Potetz Ph.D.  
Mark D. Ribbins

James W. Rogerson  
Michael Sandridge

Mark L. Schroeder  
William Springer

William H. Stigelman, Jr.

### HONORARY BOARD MEMBERS

Duane E. Collins  
William H. Goff

Marina B. Grant  
James L. Hambrick

Sarah P. Robertson  
Constance W. Sallee

Kate Scovil  
Rev. William Spangler

## Now That Takes the Cake!

### TALK ABOUT A CREATIVE - AND DELICIOUS - WAY TO GIVE BACK!

This spring, the Ashtabula County Board of Realtors hosted its 26th Annual Cake Auction benefiting Hospice of the Western Reserve. Each year, the cakes are paired with fabulous auction items donated by community businesses and individuals. Through the years, the event has raised more than \$120,000 for patients and families. Thank you for your ongoing support!



# "Why I Walk..."

from page 1



**LEFT:** Holly and a student at her annual Ugly Sweater Holiday Party, **CENTER:** Holly and her team at Walk to Remember, **RIGHT:** Craider's Care Crew, a team of Tri-C volunteers recruited by Holly, performs service at David Simpson Hospice House each year.



- ▶ Hospice of the Western Reserve made one of the toughest experiences in life something that I remember as being **peaceful and full of love**. At first, care for each of my grandparents was provided at home. At the end, both transitioned to David Simpson Hospice House. The employees became an extension of my family. They were genuinely invested in the wellbeing of our grandparents.
- ▶ The care allowed our family to **come together and enjoy special time** with my grandparents. The staff introduced us to pet therapy and counseling services. The nurses made sure that we, as caregivers, were also taking care of ourselves. They kept me full of amazing tasty chocolate chip cookies that smelled just like the ones made by my grandmother.
- ▶ **I knew I had to do something to give back** to the place that had given so much to my family and me. Walk to Remember provides a meaningful way to do that while celebrating the life of my grandparents and the love and gratitude I still have for them.

- ▶ Each year, I form a Walk team. **Last year, I served as the Friends and Family Chair, as a community ambassador.** Each year, I also hold an annual *Ugly Sweater for Hospice Party* and this money goes toward the Walk's proceeds. This past December, we doubled our fundraising amount to over \$3,500.
- ▶ I live my life guided by the conviction that people will often forget what you said and did, **but they will never forget how you made them feel.** The tears the nurse shed when my grandparents passed are a testimony to the people employed at Hospice of the Western Reserve. They made my parents and our family feel important and cared for. It is my honor to give back. I will forever be indebted to them for their compassion and quality of care.

*Holly Craider, Ph.D., is Dean of Access and Completion at Cuyahoga Community College – Eastern Campus, and a member of the Adjunct Faculty, Speech Communications.*

**View a moving video testimonial from Holly at [hospicewr.org/walk](http://hospicewr.org/walk).**

## Nurses Achieve National Honors

The National Board for Certification of Hospice and Palliative Nurses has named Hospice of the Western Reserve's **Denise DiMare** *Certified Hospice and Palliative Care Nurse of the Year* and **Bob Phillips-Plona** *Certified Hospice and Palliative Care Administrator of the Year*. **Mary Kay Tyler**, Vice President of Quality, was named a *Fellow in Palliative Care Nursing*.



*DiMare*



*Tyler*



*Phillips-Plona*

The three honors were announced at the 2017 American Academy of Hospice and Palliative Medicine and Hospice and Palliative Nurses Association Annual Assembly in Phoenix this spring.

Denise supervises 60 members on the Referral, Assessment and Liaison teams. As Director of Residential Services, Bob oversees operations at Ames Family Hospice House in Westlake, David Simpson Hospice House in Cleveland and the HMC Hospice of Medina County Inpatient Care Center. Mary Kay (along with Hospice of the Western Reserve Chief Clinical Officer Judy Bartel) is one of only 68 Fellows in Palliative Care Nursing in the United States.

## Join Our Volunteer Team

Many people find it rewarding to give back to Hospice of the Western Reserve by volunteering their time and talent. There are numerous ways to serve, limited only by your imagination. If you have a special hobby or talent, we'll even work with you to create a personalized volunteer experience that lets you bring it to life to help others. To learn more, or to access the volunteer application online, visit [hospicewr.org/volunteer](http://hospicewr.org/volunteer) or call us at **216.255.9090**.

### CELEBRATE LIFE AT WALK TO REMEMBER 2017!

On Sunday, June 11, step up and join us at Cleveland Metroparks Zoo as Huntington Bank presents Walk to Remember 2017. Funds raised at the Walk help cover special services not reimbursable by Medicare including pediatric hospice care, art/music therapy and grief/trauma support in local schools.

For every \$100 raised or donated to the Walk, a Warmies® Comfort Buddy will be given to a HWR patient. Learn more and register today at [hospicewr.org/walk](http://hospicewr.org/walk).



# Grief Support Groups Offer Hope and Healing

Coping with the death of someone we love is one of the most challenging circumstances any of us will ever experience. Although grieving is a normal and natural process, coping with the swirl of emotions and the new reality of living life with the absence of a loved one can be overwhelming.

Many people find help and healing on their grief journey by attending a psychoeducational grief support group. Speaking with others who have experienced a similar death and hearing their stories in a safe, nonjudgmental environment provides the reassurance of knowing we are not alone. Conversations with others about their experiences can lead to fresh insights.

HWR's Bereavement Center provides a wide array of grief support groups for adults and children of all ages. The groups are open to anyone in the community



Diane Snyder Cowan speaks at a grief forum at Lorain County Community College co-hosted by The LCADA Way and Hospice of the Western Reserve. The two organizations are starting a new support group, Restoring Hope, for those grieving an overdose death. Sessions are available on both the east and west sides. For more information, call 216.486.6838

who has experienced a death whether or not their loved one received hospice care. The groups meet throughout Northern Ohio and are facilitated by licensed and/or certified bereavement coordinators. Registration is required for most of the groups, but there is no cost to attend.

"The support groups are made possible through funding from grants and through generous support from donors in the community," said Diane Snyder Cowan, Director of the Bereavement Center. Our goal is to meet the needs of the grieving community." Loss-specific groups are available for partner/spousal loss of various ages, death of both parents, death of adult children and more. We also offer art therapy grief support groups, healing arts

workshops, yoga and a variety of camps and retreats.

*Restoring Hope*, a new five-week grief support group for those grieving the death of a loved one from an overdose, will be offered at The LCADA Way in Avon Lake on Wednesday evenings, beginning May 24, and on Cleveland's east side, beginning June 21. The groups are limited in size and registration is required.

"Grief reactions are often intricate and complex," Diane said. "When you add that the person died from an overdose, accidental or not, it complicates matters." Families frequently need resources to help process their grief and the complicated issues that rise to the surface, such as shame, blame, isolation, loneliness, fear and anxiety.



## From our Families

**SOMETIMES, MEMBERS OF OUR OWN STAFF** have loved ones in our care. This letter was written by an employee whose mother had ALS. Palliative care was initially provided through our pre-hospice *Western Reserve Navigator* program. When her mother's illness advanced, she transitioned into Hospice of the Western Reserve's care.

*To each and every one of you who were involved in my Mom gaining her wings, I want to extend our heartfelt "thank you." You have shown me why I work for Hospice of the Western Reserve. As I write this, I can truly say this is how it is supposed to be. I know you each went above and beyond. We could be difficult at times, but you all just listened. You treated us as if we were your own family members.*

*As our Mom called it, she was "ready to go." You each did more than you had to do. Mom loved you all so much to the point we weren't allowed to visit on Monday afternoon for any reason because it was her spa day with "the hospice girls." You allowed me to be her daughter but also allowed me to be the nurse in some ways, but not too much.*

*You each impacted us in your own way. Your love, compassion and even tears with us helped. You helped my Dad, too. Your Hospice Nursing Assistants are awesome and cannot be replaced. I cherish those girls because my Mom loved their dances and conversations, which got her through the days of being trapped in her own body. She got her wings and I was able to dress her and put her makeup on. I was able to take my Dad to her to say goodbye after she passed. To each of you, thank you.*

# Cleveland Chefs *Serve Family Memories* at Hospice Houses

## MEAL TO REMEMBER HAS BEEN BRINGING CLEVELAND'S TOP CHEFS

to David Simpson Hospice House and Ames Family Hospice House since 2012. Recently, the program also began serving families at the Medina Inpatient Hospice Care Center.

The program connects families visiting patients at Hospice of the Western Reserve's three inpatient care units with restaurants in the community. Through the generous donation of dinners prepared by Cleveland's top chefs, families are able to enjoy a gourmet meal and conversation around the dinner table. Scoperta Importing, Inc. donates fine wines to accompany each dinner.

Volunteers are the lifeblood of the program, from setting the tables with fine linens and creating centerpieces to assisting with serving and clean up. Since the program's inception, virtually every independently owned restaurant in Cleveland has participated. Many are repeat donors, including Beach Club Bistro, which has returned to David Simpson Hospice House a record-breaking 10 times!

### First Medina Meal Honors Chef's Parents

George Santosuosso, owner of the popular Italian restaurant Santosuosso's, was the first chef to donate and serve a Meal to Remember in Medina. George saw the experience as a way to honor his late parents. His father, Johnny, was longtime owner of the critically acclaimed Johnny's Restaurant and Bar on Fulton.

When they became ill toward the end of life, both Johnny and his wife, Florence, received care from Hospice of the Western Reserve. Florence died in 2015 at age 89, followed by Johnny, in 2016, at age 91. George smiled as he recalled family memories, and recounted how much his parents enjoyed traveling and spending time together.

"Holidays and birthdays had special meaning for them," he said. "During their 69 years of marriage, they never missed a single holiday or birthday. They always made it a point to be together."

He described a conversation he had with his father on the last day of his life: "Dad's birthday was on St. Patrick's Day and I was visiting him the day before. I remember sitting by his bed and holding his hand. I said: 'Dad, tomorrow is your birthday. Is there anything special you'd like?' He opened his eyes and he had a smile on his face. He said, 'George, I have a date with your mother and you're not invited.' He passed away later that evening."

George said he feels honored to have provided the dinner to hospice patients and their families. "It was the last dinner together for many of these families. Knowing I had the privilege of providing it means a lot to me. "What hospice did for us was very special. They cared for our mother and father as if they were their own parents. They cried with us, laughed with us and felt pain with us. They became a part of the family."



#### 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

#### THE ELISABETH SEVERANCE PRENTISS BEREAVEMENT CENTER

300 East 185th Street  
Cleveland, OH 44119-1330  
216.486.6838

#### HEADQUARTERS

17876 St. Clair Avenue  
Cleveland, OH 44110  
216.383.2222 or 800.707.8922

#### LORAIN COUNTY OFFICE

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

#### THE ROBERTSON BEREAVEMENT CENTER

5075 Windfall Road  
Medina, OH 44256  
330.725.1900

#### WARRENSVILLE HEIGHTS OFFICE

4670 Richmond Road, Suite 200  
Warrensville Hts, OH, 44128-5978  
216.454.0399

#### WEST CAMPUS

22730 Fairview Center Drive  
Fairview Park, OH 44126  
216.227.9048

*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](mailto:communication@hospicewr.org).

For previous issues of *Journey*, visit [hospicewr.org/journey](http://hospicewr.org/journey).

© 2017 All Rights Reserved

### LEARN MORE

Inquiries from restaurants are always appreciated. For more information about Meal to Remember, please send an email to Lori Scotese at [lscotese@hospicewr.org](mailto:lscotese@hospicewr.org).



**LEFT:** LEED Certified Ames Family Hospice House from the detention pond which can be used to water the organic landscape during drought. **ABOVE:** Members of the Green Team brave inclement weather to pick up trash on I-90 while supporting ODOT's Adopt-a-Highway program.

## Agency Green Team Champions **Sustainability**

**W**hat does sustainability mean to you? At Hospice of the Western Reserve, sustainability is a core value. Its layers of meaning relate to providing the best care for our patients, families and community. Sustainable business practices support our fiscal well-being. Sustainable operations promote healthy living for those who work, stay and visit in our facilities. Environmental sustainability improves quality of life for all.

The Hospice of the Western Reserve Green Team convened in 2009 and influences agency sustainability on every level. Led by Kathy Gatto, Vice President of Support Services, Green Team efforts started off very hands-on. As one of its first activities, Green Team members donned hazmat suits and did a dumpster dive to determine what type of waste was being produced and where sustainability efforts could make the biggest impact. This (gross but effective) method of getting to know the agency's habits allowed the Team to set goals for immediate improvement.

Single stream recycling kicked off at the Lakeshore Campus. All teams were urged to use personal coffee mugs and disposable cups were phased out. Foam trays were banned and old-school light bulbs were swapped with high-efficiency bulbs. Low flow toilets were installed to reduce water waste and energy saving motion sensors replaced light switches. And that was just the beginning.

"To encourage our staff to embrace change, the Green Team did the math and demonstrated how operating money could be used for patient care," Kathy said. "Buying a case of disposable coffee cups, for example, cost the same as renting a Geri chair for a month. Measuring cost savings and Agency impact are extremely important; sustainability outcomes are factored into most major decisions."

Sustainability efforts range from small—celebrating Earth Day by handing out misprinted, donated coffee mugs—to true flagship projects like building Ames Family Hospice House. Our west side hospice care center opened in 2012 and was awarded LEED Gold Certification.

Two years later, Ames Family Hospice House received an "Emerald Partner in Change" award from Practice Greenhealth, a national nonprofit organization devoted to promoting environmental stewardship and best practices in the health care community. That same year, David Simpson Hospice House, earned a "Partner for Change Award" for continuously improving and expanding upon mercury elimination, waste reduction, recycling and source reduction programs. Then in 2015, HMC Hospice of Medina County and Hospice of the Western Reserve merged. The Gold LEED Certification of Medina's newly built inpatient unit was a factor in the decision to partner.

The Agency's commitment to sustainability is evident in large and small efforts. "Food waste is costly to dispose of because of its weight, so our hospitality staff found innovative ways to manage the garbage generated by cooking hundreds of meals each week," Kathy said. "Onsite composting turns food and flower waste into nutritious top dressing for our memorial gardens. Donated fruit and vegetable peels keep the goats and chickens happy at two nearby farms." Continually finding ways to reach for sustainability demands innovation and the willingness to make changes. And even small changes can make a big difference in our operations.

# Green Team **Recycling** Efforts in 2016

**THE GREEN TEAM IS RESPONSIBLE** for educating staff, volunteers and visitors about sustainability opportunities at all sites. Recycling—diverting useable materials away from landfills—is the most obvious way anyone at our facilities can participate in our sustainable practices. And even the smallest effort makes a big difference, for the agency and for the planet. Here are just a few examples of our 2016 recycling numbers and why we make the effort.



**WHY?** Lightbulbs contain mercury. Poisonous mercury vapors cause nervous system damage in people and animals.



**WHY?** In landfills, batteries corrode, leaking toxic heavy metals into the ground water. If they are incinerated with other trash, we breathe the heavy metals in pollution.



**WHY?** Cooking oils can damage sewer lines and leach into the water table; recycling transforms it into a high calorie additive for commercial animal feed.



In 2016, the Agency's single stream recycling program diverted 288 cubic yards of recycling from landfills. That is enough plastic, glass, cardboard and paper to create a two-foot-wide path stretching from David Simpson Hospice House to the Headquarters building on St. Clair Ave.



The Medina Inpatient Hospice Care Center's recycling program kicked off on Earth Day. Every garbage dumpster costs up to \$250 to empty. The recycling dumpsters cost only \$30. By increasing recycling and decreasing garbage, the Agency demonstrates sustainability in financial operations and environmental impact.



**1,640 pounds of electronic waste** was recycled in 2016. Our vendor is certified as a responsible reseller and recycler of electronic parts. That means devices are disassembled and their metals, plastics and minerals can be reused responsibly.

 HOSPICE OF THE WESTERN RESERVE

## WAREHOUSE SALE

QUALITY, GENTLY USED FINE HOME FURNISHINGS

September 8-9 ♦ December 1-2

17876 St. Clair Avenue, Cleveland  
[hospicewr.org/warehouse](http://hospicewr.org/warehouse)



**DONATIONS NEEDED.** For more information, visit [hospicewr.org/warehouse](http://hospicewr.org/warehouse). To donate, please call 216.255.9090.

*We are unable to accept mattresses and boxsprings.*

**SHOP ANY TIME.** Between Warehouse Sales, visit our Life's Treasures Thrift Shop in Medina. Learn more at [hospicewr.org/resale](http://hospicewr.org/resale).

**VOLUNTEERS ARE VITAL MEMBERS OF THE HOSPICE TEAM.** To learn more about how you can volunteer, visit [hospicewr.org/volunteer](http://hospicewr.org/volunteer).



17876 St. Clair Ave.  
Cleveland, OH 44110-2602

Serving the Northern Ohio counties  
of Ashtabula, Cuyahoga, Geauga,  
Lake, Lorain, Medina, Portage, Stark  
and Summit.

Life's Treasures Thrift Shop in Medina

800.707.8922 | hospicewr.org



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.

© 2017 All Rights Reserved

 **Huntington** PRESENTS



**WALK to REMEMBER 2017**

# Celebrate Life!

## Sunday, June 11

Rain or Shine ♦ Gates open at 7:30 a.m.  
Walk begins at 8:45 a.m.  
Closing Celebration at 9:30 a.m.

**Cleveland Metroparks Zoo**  
3900 Wildlife Way, Cleveland

Enjoy live music, food, family/team photos,  
crafts, facepainting and more.

For every \$100 raised  
or donated, a Comfort  
Buddy by Warmies®  
will be donated to a  
Hospice of the Western  
Reserve patient!



Register or donate today!



[hospicewr.org/walk](http://hospicewr.org/walk)



216.383.5291



THE ADCOM GROUP • BURNING RIVER ROLLER DERBY • CLEVELAND CAVALIERS • COLEONE'S • THE CUYAHOGA GROUP • DELTA DENTAL • EAT'N PARK • INCAHDOITZ • MALLOY & ESPOSITO • MEDICAL MUTUAL • MILLCRAFT • PRUDENTIAL • SHERWIN-WILLIAMS • TUCKER ELLIS, LLP • WARMIES COZY PLUSH •