

THE FOCUS

Summer 2019



HOSPICE

of ORANGE & SULLIVAN Counties, Inc.

31 Years
of Service
1988-2019



Accredited
by the
Joint
Commission

In your home or ours, Compassion is a given.

“End of life care is something most of us are not trained for. I can tell you with most certainty, I was not.”

~Dave Terwilliger

My wife Maureen died in May 2018 after a 12-year cancer battle. Maureen was sick but she was ready. Dying didn't scare her...but it scared me.

I'm not a Doctor...I don't know how to medically treat a dying patient. I'm not a nurse...I don't know how to provide that kind of care. I'm not a counselor...I don't know how to emotionally support a dying person. I'm not a pharmacist...I don't know how to manage the myriad of prescribed drugs, and I'm not a health aide...I don't know how to move, bathe or transport easily.

But all these things, I did over the twelve years of her battle, plus make meals, do laundry and clean the house. I had become so focused on my "job", Maureen once said, "Damn it Dave, I'm not your project...I'm your wife."

Hospice came to our home at the end of January and changed everything! For the last four months of Maureen's life, I was able to be what she needed and wanted me to be... her husband.

Our Hospice Team came into our home and became the "managers." Nurse Deirdra evaluated Maureen weekly, managed symptoms, coordinated with doctors, ordered medications, answered my questions 24/7 and instilled confidence and assured comfort.

Hospice Aide Amber bathed and dressed Maureen. Changed and washed bedding which was frequently needed and assisted with feeding Maureen as well. The pharmacy delivered everything that was ordered right to our door, and Social Worker, Donna provided the emotional support we all needed.

I simply could not have done it; I didn't have the knowledge, understanding or ability. With Hospice, Maureen received every form of care she needed, right where we both wanted her to be, in the comforts of our home.

HOSPICE provided her a comfortable, peaceful journey to the end of her life, and maybe most importantly, HOSPICE gave Maureen her husband for those last four months of her life...something that was priceless to us both.



You can see Dave in our new video, along with the Muro Family, who share their story of the care given to mom, brother and sister at our Kaplan Family Hospice Residence. You can view it on our website: hospiceoforange.com and facebook.com/Hospiceoforange



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Message from the President

Daniel M. Grady, President and CEO



Our primary mission in Hospice is to provide the highest quality of care to our patients and families. To ensure we are meeting this objective we use data, a majority of which is supplied by our patients and families who provide feedback on the effectiveness of our services. By measuring key indicators, we can then use the information to improve our service to our patient and families.

Recently, our patient and family satisfaction survey revealed an opportunity to improve our services on evenings, weekends and holidays. We organized teams to improve service and we reorganized our care teams in order to maximize care for all times of the day. As part of a Customer Service Excellence project we began routine check-in calls to new patients and families during the first few days of care in order to determine whether expectations were being met. We were heartened by the overwhelmingly positive comments and acted quickly on any suggestion for improvement.

Lastly, we added a Weekend Call Center that is open from 8 am to 8 pm and is staffed by a Registered Nurse. This has proven to be a great resource for not only patients already on the program, but also those seeking information.

We just received our results from the surveys, and they validated our efforts. Thanks to the hard work of our staff in each of the categories that we received a score – we exceeded not only the New York State average, but the entire national database for our Patient and Family Satisfaction Survey. The domains included:

- Hospice Team Communication
- Getting Timely Care
- Treating Family Member with Respect
- Getting Emotional and Religious Support
- Getting Help for Symptoms
- Getting Hospice Care Training
- Overall Rating of Hospice and
- Recommending Hospice

We hope that you will visit our website and social media site so that you can review some of the testimonials and comments shared by those who we have served. hospiceoforange.com/testimonials and facebook.com/Hospiceoforange.

We will always do our best to meet and exceed community expectations and we thank you for your loyalty and support.

Hospice of Orange & Sullivan Counties, Inc. 13th Annual Golf Classic



Photo Taken: September 17, 2018

Hospice will hold its highly anticipated 13th Annual Golf Classic at **The Powelton Club, Newburgh on Monday, August 12, 2019.** As most know, **the Hospice golf classic fills up quickly every year so golfers are encouraged to register early!**

The cost of play is \$250 per golfer or \$1,000 for a foursome and golfers will play in a scramble format. Registration begins at 10:30 am, followed by a barbecue lunch at 11:00, and Shotgun Start is at 12:30 pm. Following golf, cocktail style dining and open bar begins at 5:30 pm, and the awards presentation is at 7:00 pm. Prizes will be given for each division. Our famous cash raffle follows with ten cash prize winners to be drawn, including a \$10,000 winner; you won't want to miss it! A maximum of 600 tickets will be sold and you need not be present to win.

**Special thank you
to this year's major sponsors:**

**Barton Chevrolet Cadillac
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The proceeds will benefit Hospice's homecare program and the Kaplan Family Hospice Residence.

Sponsorship Opportunities

Masters Sponsor	\$10,000
Green Jacket Sponsor	\$ 5,000
Shotgun Start Sponsor	\$ 3,000
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Birdie Sponsor	\$ 750
Par Sponsor	\$ 500
Tee Sign Sponsor (2) \$500 (1)	\$ 350
Golf Cart Sponsor (2) \$250 (1)	\$ 150



**2019 HOSPICE Thirteenth Annual
Golf Classic Raffle**
to benefit
HOSPICE of Orange & Sullivan Counties, Inc.

PRIZES	DONATION
1 st Prize - \$10,000	\$100 per ticket
2 nd Prize - \$5,000	A maximum of 600 tickets will be sold.
3 rd Prize - \$2,500	DRAWING
4 th Prize - \$1,500	The drawing to be held during the
5 th Prize - \$1,250	Golf Classic Dinner on
6 th Prize - \$1,250	Monday, August 12, 2019
7 th Prize - \$1,000	or rain date
8 th Prize - \$1,000	at The Powelton Club.
9 th Prize - \$1,000	You need not be present to win.
10 th Prize - \$500	Please note: A copy of the latest Annual Report is available from the New York State Department of Law, Charities Bureau, 120 Broadway New York, New York 10271 or from Hospice.

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To purchase a \$100 golf raffle ticket, register to golf, or have any questions regarding sponsorship package details, email **Maggie Sutter** at m.sutter@hospiceoforange.com or call **(845) 561-5362 ext. 366**

or visit our website at hospiceoforange.com.

Online registration is now available.

Please be reminded, the sponsorship deadline is **July 3, 2019** / Journal Artwork deadline is **July 9, 2019**.

All proceeds benefit **HOSPICE of Orange & Sullivan Counties, Inc.**

All contributions are tax-deductible as provided by law.

HOSPICE IS PROUD TO HAVE HONORED MR. ALAN SEIDMAN



AT SPRING FLING GALA!

Long time Hospice supporter Alan Seidman was honored at the 2019 Hospice Spring Fling Gala on March 30, 2019 at Anthony's Pier 9 in New Windsor.

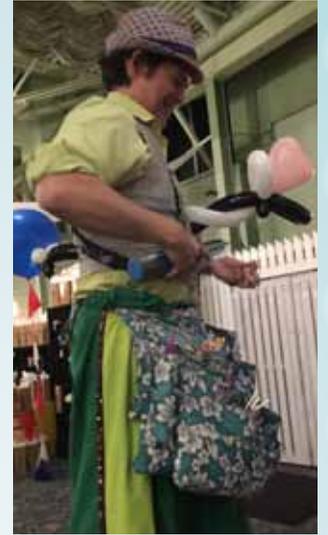
Anthony's Pier 9 was the place to be as 334 guests attended one of our best events yet. The fun filled, elegant evening included carnival games, 10 premium prize drawings full of quality items and beautiful pieces donated by Hospice donors and local vendors, a 50/50 raffle drawing and dancing to the music of The Motones.

Special thanks to Mary Bonura, Michael Bonura, Mike Post and all the staff of Pier 9 for the elegant ambiance that only Pier 9 can offer. David Recine of Flowers by David Anthony once again exceeded all expectations with the floral décor as well. Guests enjoyed a meal-like cocktail hour including gifts from the sea, carnival games for friendly competition, dinner and dancing, and award presentation. The ballroom was a beautifully scented garden of flowers from the floor to the ceiling. As everyone knows, this is the elegance that only Pier 9 can do. The evening wrapped up with the premium prize drawings and 50/50 raffle drawing; congratulations to winner Sean Barton.

Maggie Sutter, Director of Special Events & Fundraising, was proud to work with such a talented, innovative committee! Special thanks to Gala Co-Chairs, Lauren Ostner and Mary Bonura, and the entire Gala Committee: Joann Menendez, Gianna Franco, Linda Goldstein, Adrianna Andrade, Taylor Raimondo, Eric Maldonado and Lauren Naru. Hospice is extremely fortunate to have them!

Major sponsors of the event were Kaplan Family Foundation, Kiewit Companies, Construction Contractors Association of the Hudson Valley, Barton Chevrolet Cadillac, Dr. Robert Dinsmore, and Crystal Run Healthcare. Because of their continued support, and the support of ALL of our sponsors, supporters, and guests, the Hospice gala continues to be a success year after year. This year the gala netted over \$112,000 for the organization and this doesn't happen without YOU.

We hope to see you at next year's gala on Saturday, March 21, 2020



Whether this is your first holiday season without your loved one or your tenth, the season can produce anxiety. It is difficult to enjoy the festivities when you feel anything but festive. The holiday season does not stop for the grieving. Instead, managing your grief through the holidays can go a long way toward an enjoyable holiday season. We are here to support you with seminars specifically to help you during the Holiday Season.

Coping Through the Holidays

Our Bereavement Department is offering a special seminar called **“Coping Through the Holidays”** this coming fall. It is a wonderful way to join with others in our Hospice family to gain strength from one another. Each year those who attend express deep satisfaction in participating and receiving a copy of “Coping through the Holidays” booklet.

To make it convenient, there will be four seminars offered during the day and in the evenings.

1. Wednesday, September 25, 2019 at 1:30 pm -3:00 pm
Government Center, 100 North Street, Monticello, NY
2. Thursday, October 3, 2019 at 6:30 pm – 8:00 pm
Monroe Free Library, 44 Millpond Parkway, Monroe, NY
3. Thursday, October 10, 2019 at 1:00 pm – 2:30 pm
Braemar Living at Wallkill, 21 Riverside Drive, Middletown, NY
4. Seminar in Newburgh will be offered in the evening. TBA

Please consider joining us. These programs are free and are offered to the public regardless if your loved one received hospice care. To register for anyone of these seminars please call:

Kim Warner, Director of Social Work and Bereavement Services
845-561-6111 X 117 or email: kimwar@hospiceoforange.com



Friends of Hospice Spring Membership Luncheon

Blu Pointe Restaurant was blooming for the annual Friends of Hospice In Bloom spring membership event on April 11, 2019.

Guest speaker, Joe Gizzerelli of Devitt's Landscaping gave pointers of how to ensure a blooming garden with his "Container Gardening 101" program.

A friend and fundraiser for Friends of Hospice, the luncheon hosted close to eighty guests, most dressed to welcome spring. A beautiful auction of donated spring themed gifts brought even more anticipation for the

season, as well as the FOH bracelets personally made by Caren Aiello.

Thank you to co-chairs of the event, Ann Smith and Marlene Stang; along with the FOH committee for this lovely event enjoyed by all who attended.

Friends of Hospice proudly support The Children's Grieving Center, Camp Chrysalis and hospice families in need. If you are interested in finding out more about becoming a Friend or about their coming events go to: hospiceoforange.com/hospice-auxiliary/



The Friends of Hospice Board and committee members



Ellen Galligan, President, FOH with co-chairs Ann Smith and Marlene Stang



Joe Gizzerelli shares his gardening tips



Dan Grady and Lauren Naru



Volunteer Training: 2019 Fall Session to Be Announced

Hospice of Orange and Sullivan Counties, Inc. New Volunteer Training Model was a great success this past spring. We are again looking forward to present this in our Fall training session. A shorter, more concise program has been developed, offering more opportunity for those who want to become a Hospice Volunteer.

Hospice Volunteers are important members of our Hospice team, providing companionship and caregiver relief, as well as administrative support in our office locations. Hours are flexible and conveniently arranged to fit the volunteer, patient and caregiver schedules/needs. Snowbirds welcomed!

If you are interested in becoming a valued member of our hospice volunteer team, please contact Beth Fitzpatrick betfit@hospiceoforange.com or Kerry Gignevitch kergig@hospiceoforange.com or call Volunteer Department at 845-561-6143 x 317



WE HONOR VETERANS

Veteran to Veteran Volunteer Training: 2019 Fall Session to Be Announced

Hospice is seeking Veteran Volunteers to support Veterans through our **Veteran to Veteran Volunteer Program**. This program allows Veteran patients to be paired with a volunteer who can provide a better understanding of what a Veteran has experienced by providing bedside reminiscing, recognition ceremonies and unique camaraderie support. Once the prospective Veteran volunteer has graduated the training, they can provide support in the geographic location in which they reside. If you are interested in becoming a valued member of our hospice Veteran volunteer team, please contact:

Veteran Program Coordinator, Erik Magnussen, LCSW, ACHP-SW 845-561-6143 x 207 or Veterans@hospiceoforange.com



Ride on "Shiney" ... Ride On...

Another March means another "Shiney" Van Horn Run thanks to Dad's Change of Pace in Port Jervis and Dorothy Van Horn!

On March 23, 2019 the 19th Annual Van Horn Run brought in over \$5,000 in donations in memory of name sake, Thomas "Shiney" Van Horn. To date this dedicated family and friends have donated \$40,857.00 to Hospice of Orange and Sullivan Counties.

Tommy was a Harley man and loved to ride his motorcycle with his friends. We thank all friends and family who continue to ride, keeping his memory alive. The RIDE will continue on the 20th Anniversary Run on March 21, 2020 at Dad's Change of Pace Port Jervis, New York!





Hospice Veterans Appreciation Breakfast Debuts New Veteran2Veteran Award.



Our annual Veteran Appreciation Breakfast was held on May 2nd at West Hills Country Club honoring our Veterans who filled the room to near capacity. Each of the twenty tables was proudly sponsored by local businesses and families.

A presentation of the Hospice Veterans Program included photos of recognitions and honor salutes provided in 2018. A beautiful video of an Honor Salute that was given to Veteran Sigmund Gruen, provided by his grandson, a senior West Point Cadet, conveyed emotion to all. (video can be viewed on the Hospice of Orange and Sullivan YouTube channel)

An emotional personal testimony from Marie Murphy of New Windsor was given for the care and respect received by her father, Patsy Garzione at the Kaplan Family Hospice Residence. Marie spoke of what it meant to her father when he received his Honor Salute, thanking him for his service in the US Navy during WWII.

Our program ended with the debut of a special Veteran2Veteran Award in Memory of Paul V. Rader. Paul began his journey with Hospice when his beloved wife Diane was in our care. In 2017, Paul became a Hospice Volunteer and soon after a Veteran to Veteran Volunteer. A Veteran himself, Paul was devoted to the care of our Veterans. In 2018 Paul took the position as Lead Veteran Volunteer and handled all Honor Recognitions and Salutes.

Paul was an inspiration to us all and assisted in growing our Veteran to Veteran Volunteer Program. In April 2019, Paul received his own Recognition and Honor Salute at our

Kaplan Family Hospice Residence. On that day, Paul remarked, "I have come full circle. I know about Hospice as a caregiver, a volunteer and now a patient."

In his memory, the Paul V. Rader Veteran2Veteran Volunteer Award will be given to a Veteran Volunteer who represents the dedication to Veterans in our care as Paul did.

To find out more about the Veterans Program and opportunities for a Veteran to become a Hospice Veteran2Veteran Volunteer, visit: hospiceoforange.com/veterans-care/

Much Gratitude to our Patriotic Sponsors!

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MSG Mary Kay Messenger from the United States Military Academy sang our National Anthem and TSgt. Alexander E. Javier-Hernandez, of the 105th Airlift Wing Honor Guard.



The inaugural Veteran2Veteran Award was presented to Paul Rader's family. Brother-in-Law Rick Kinkle, Brother Kenny Rader, Kim Warner, Dir. Bereavement and Social Work and Charlie Alonge, of Rolling Thunder, NY Ch. 3.



Marie Murphy gave her testimonial about her Dad, Veteran Patsy Garzione.



RIGHT ON CUE SERVICES

Special Thank You to Erick Santana & Right on Cue Productions for providing all our technology needs for this event.



In Memory of Paul V. Rader April 17, 2019



**CAMP
CHRYsalIS**
Growing Through Grief



Transportation
now available

Camp Dates are August 23, 24 & 25

Registration open until August 9, 2019. Enrollment is limited to 30 campers.

This is the fourth year that Hospice is partnering with the YMCA of Sullivan County in offering Camp Chrysalis -Growing Through Grief. This free 3 day-camp is for Sullivan County residents with children and teens ages 5 -17 who are grieving the death of a loved one that has occurred within the last two years. We are grateful to be able to offer transportation this year through the generous support of Friends of Hospice and Rolling V Bus Corp. There will be pick up locations in South Fallsburg and Monticello.

Camp Chrysalis provides a safe atmosphere of acceptance, understanding and grief education. This permits growing through grief with healing activities including art, music, discussion and play guided by Hospice Social Workers, Hospice Bereavement Volunteers and YMCA Staff. Location is the YMCA of Sullivan County 98 Wild Turnpike, Rock Hill, NY.



- Camp begins at 9:00am and concludes at 4:30pm each day.
- Lunch will be provided.
- A commitment of participating fully in all 3 days of the camp is required.
- Bus transportation for children in Sullivan County can be arranged thru Hospice and will be provided by Rolling V Bus Corp with pickup points in Monticello and South Fallsburg.
- Parents and guardians are invited to attend the full day Adult Track on Sunday Aug 25.

For more information or for registration please call Kim Warner, 561-6111 x117 or email kimwar@hospiceoforange.com

This year we are offering online registration: Go to our website for more information: hospiceoforange.com/childrens-grieving-services/



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*Totals reflect cumulative donations to Hospice since corporate inception in 1988.
We regret any omissions, they are unintentional.*

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Your generosity helps Hospice of Orange and Sullivan Counties provide extraordinary and dignified comfort and compassion to individuals and families facing the end of life.

We gratefully acknowledge these memorial donations and other contributions received between January 1, 2019 through April 30, 2019

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The family of Mark Burdi

Compassion is a Given

We recently launched a new campaign for Hospice and End Stage Heart Disease.

hospiceoforange.com/hospice-and-heart-disease/

We wish to acknowledge the underlying theme was inspired by our staff and volunteers, and what they do every day.

This look may be new, but our mission remains unchanged; we commit to providing comfort and care with a level of compassion that money can't buy. This new campaign launched on social media. Please share if you follow any of our platforms.

 **facebook.com/Hospiceoforange/**

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In your home or ours,
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Comfort and care
for end-stage heart disease



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SAVE THE DATES 2019

- August 12** **Thirteenth Annual Golf Classic**
The Powelton Club, Newburgh
Contact: Maggie Sutter: (845) 561-5362 x 366
m.sutter@hospiceoforange.com
- September 11** **Annual Friends of Hospice MUM Sale**
Pick up at Anthony's Pier 9, New Windsor or
Bernie's Holiday Restaurant, Rock Hill
For order form go to: hospiceoforange.com/hospice-auxiliary/
- November 1** **Presidents Community Breakfast**
West Hills Country Club, Middletown, NY



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