



40 years of care

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The Evolution of Hospice Care

A Team Approach to Care and Comfort

In the first two editions of *Hospice Horizons* this year, we shared a glimpse into why and how Hospice & Community Care began. In this edition, you will learn how Hospice & Community Care's specialized care for patients and families has grown and evolved over the last 40 years.

In 1980, Lancaster County had numerous social service organizations that focused on different community needs. When then Hospice of Lancaster County [now Hospice & Community Care] was formed, it became part of a community support system and focused on end-of-life care and supporting patients and families physically, spiritually and emotionally. Hospice of Lancaster County served as a liaison between local human service organizations and families needing support. As there were few resources at that time, this model was met with challenges as not all organizations were in tune with end-of-life needs. This became the catalyst for Hospice of

Lancaster County to learn more about the recently enacted Hospice Medicare Benefit, which would require the organization to provide its own full range of end-of-life services to the community. Hospice of Lancaster County became Medicare-certified in 1985.

In addition to educating the community about the benefits of good end-of-life care, Hospice of Lancaster County worked with the medical community to bring awareness to the benefits of hospice care and the integral role it played in health care. "Hospice care was a very new concept in the United States, Pennsylvania and, certainly, in Lancaster County in the 1980s, and often met with skepticism," shared Joanne Berkowitz, clinical support nurse at Hospice & Community Care since 1985. "Hospice of Lancaster County's very small staff participated in outreach to the broader community – including educating physicians about the benefits of having hospice care at home. It was an amazing coming together of staff and

volunteers to educate others regarding comfort care and diminish the fear of the word hospice."

"Nursing care provided by registered nurses 40 years ago was very inclusive," shared Joanne. "The RN had a patient caseload and provided all aspects of care – nursing care, personal care, IV care and often advocated as a social worker. On one occasion I had a physician call and ask me to 'take the patient for a ride around the block' and assess his driving skills. The patient wanted to keep his license and the physician was questioning his ability. He passed!"

"When Hospice & Community Care began, it relied on the support of community physicians to help serve patients and families," commented Tracey Wheatley, Director of Home Hospice, Lancaster with Hospice & Community Care since 1985. During that time community physicians attended Hospice's weekly team meetings, which were comprised of a part-time nurse, social worker, volunteer community chaplain and a volunteer bereavement counselor.

In the '80s there were fewer medical specialists and more family doctors. Hospice staff were responsible for calling physicians directly. "Physicians counted on us, as nurses, to give them our recommendations about their patients' needs," shared Tracey. "When we would make recommendations they usually responded with, 'You know what to do and I will approve that.' Even though they trusted us, it was a bit scary being a registered nurse and asked to tell the physician what we wanted."

Hospice and palliative care have evolved since the early 1980s and today, the



medical community seeks Hospice & Community Care's expertise in end-life-care as part of the continuum of care. "It's wonderful to now have physicians available to us on staff," shared Tracey. "Our on-staff physicians are able to speak directly to medical specialists and primary care physicians on behalf of their patients – helping to assure that the highest quality medical care is delivered to each and every Hospice patient." The organization now has 11 physicians and 12 nurse practitioners on staff.

Today, Hospice & Community Care continues to take this team approach. Patients may be seen by a physician, nurse practitioner, RN, LPN, aide, social worker and chaplain. This holistic approach ensures that the patient and family is getting the best care possible when they need it most. It also helps to strengthen the relationship between Hospice team members and build trust among one another.

Advancements in Care

In the beginning, Hospice of Lancaster County's primary patients were adults who were diagnosed with cancer. As the organization's care and comfort measures continued to evolve, the organization began seeing patients of any age with any diagnosis – positioning itself to better meet the needs of the community. It also helped to strengthen the family's role in patient care. Today, cancer patients make up just 34% of Hospice's patient population. The organization now cares for patients with any serious illness including heart disease, dementia, and kidney failure, just to name a few.

"Conversations about end-of-life care were challenging to have when hospice programs first began," commented Ann Marie Ackerman, Vice President, Patient Care at Hospice & Community Care since 2014. "People did not want to think about dying and did not fully understand the concept of hospice. They knew that dying was inevitable, but wanted nothing to do with it." People are now more aware of end-of-life care and are taking the time to have

those conversations with their families and their physicians.

When the concept of hospice started, it focused on caring for the patient at home. Throughout the years the organization saw an increase in the number of patients who were living in nursing and personal care homes, resulting in the organization seeking out partnerships with these facilities. Today, Hospice & Community Care continues to embrace these relationships and works with senior living facilities in Lancaster and York counties, and in surrounding counties, helping to provide support and complement the care that these organizations provide to their residents.

In 1996, Hospice of Lancaster County opened The Essa Flory Hospice Center on Good Drive, the first freestanding hospice inpatient center in Pennsylvania. The Inpatient Center enabled Hospice staff to manage patients' pain or other difficult symptoms 24/7 until their symptoms were under control and they could return home safely and comfortably. The organization relocated its Inpatient Center in 2008 to Mount Joy, which is now known as the Bob Fryer & Family Inpatient Center.

These two locations of care, in addition to home hospice care, will continue to impact the future of the hospice industry. "Now that families are more open to end-of-life conversations, individuals are expressing their desire to spend their final moments where they call home – resulting in a decrease in the number of deaths that occur in hospitals," shared Ann Marie.

Hospice & Community Care provided support for less medically complicated patients early in its founding. Today, medical technology has come a long way and people are living longer and as a result, the disease process is more complex.



"Forty years ago, each Hospice patient had a blue portable chart," shared Joanne. "Each staff member carried their own patient caseload in those portable folders which included all of the patient's information. It wasn't uncommon for a patient to look up a nurse's phone number and call them at home with questions instead of calling Hospice's 24-hour number. There were no cell phones and nurses carried beepers or pagers, and had to call in to the main office as they arrived at each patient visit so their whereabouts were known at the office at all times."

Technology has changed all of that. Patient documentation is now completed and retained electronically in secure, HIPPA-compliant patient medical records. High-tech tools, such as a bladder screener and pulse oximeters, are readily available, along with resources and techniques to reduce a patient's pain and discomfort. Technology has further allowed the organization to conduct telehealth visits with patients and families.

Grief Support

Grief support has always been an important aspect of the organization's holistic approach to caring for the patient and family. Over the last 40 years, grief support has evolved from caring for individuals who lost a loved one due to illness to now becoming more complex. Today, the staff of the Pathways Center for Grief & Loss, a program of Hospice & Community Care, are caring for children, teens and

adults who have lost a loved one due to tragic circumstances including suicide, overdose, and homicide, as well as serious illness. Support is available to anyone in the community, not just those who received hospice care.

“When I began 26 years ago, Hospice of Lancaster County offered one grief support group through its bereavement program,” shared Patti Anewalt, Director of the Pathways Center for Grief & Loss. “The support group served anyone who had experienced the loss of a loved one, regardless of how the person had died. Over time, the Pathways Center inherited a grief support program specifically for children and families, which, at the time, had been offered by a local community group, which is now known as the Coping Kids & Teens program.”

The Center also piloted a Good Grief Club in the early ‘90s in the Solanco

School District and School District of Lancaster. This seven-week support series is still available today as a ‘train the trainer’ program for school counselors and is available to all area school districts. Pathways counselors are also a resource to area school administrators and guidance counselors after sudden unexpected losses.

Under Patti’s leadership, the Pathways Center for Grief & Loss was established and has grown from one full-time counselor to 11 bereavement counselors and support staff. The Center offers up to 20 support groups each month that focus on loss of a spouse and companion, loss of a parent, loss of a child, and most recently, loss of a loved one due to the Coronavirus, just to name a few. These support groups provide an opportunity for attendees to feel safe and comfortable, sharing with others who have experienced similar losses.

“The Pathways Center has become a nationally-known organization that is in the forefront of its industry, sought out by other grief professionals to better understand the most effective ways to support bereaved individuals,” shared Patti.

While the approach to grief support has evolved over the last 40 years, Patti has found that more people are open to the idea of seeking support, as the stigma associated with bereavement support has diminished. “The subject of grief has been heightened, especially during the pandemic, through the media,” shared Patti. “People understand grief better and are more aware that help is available.” In 2019, the Pathways Center served nearly 9,000 adults, teens and children.

Please watch for the fall edition of *Hospice Horizons* to learn how Hospice & Community Care’s programs and services are continuing to evolve and grow.



Ann Marie Ackerman is the Vice President, Patient Care at Hospice & Community Care. She oversees home hospice and inpatient hospice care, and quality and compliance. Ann Marie is a registered nurse and received a Bachelor of Science in Nursing from the University of Delaware and a Master’s in Business Administration from Widener University. She is certified in hospice and palliative nursing, and has more than 40 years of healthcare experience. Prior to joining Hospice & Community Care, Ann Marie served in leadership positions in hospice, home health and nursing homes.



Patti Anewalt, PhD, LPC, FT is Director of the Pathways Center for Grief & Loss with Hospice & Community Care. The focus of her clinical practice, writing and teaching is on issues related to end of life, grief, compassion fatigue and crisis response, presenting at the national, state and local level. Patti is a Fellow in Thanatology with the Association for Death Education and Counseling, and a member of the International Work Group on Death, Dying and Bereavement. At the Pathways Center for Grief & Loss Patti oversees a wide variety of bereavement services for adults, children and teens, serving close to 9,000 hospice and community bereaved each year. A disaster mental health specialist and instructor for the American Red Cross, she serves on several community crisis teams, providing trainings, debriefings and support when local tragedies occur.



Tracey Wheatley is a registered nurse also certified in hospice and palliative care for 30 years. She is the Director of Home Hospice, Lancaster at Hospice & Community Care with 35 years of hospice experience. Tracey manages the delivery of home hospice services overseeing the interdisciplinary teams’ direct care services. She has developed and presented a wide variety of educational programs at the national, state and local level. Tracey served two terms on the National Council of Hospice and Palliative Professionals (NCHPP) Nurse Steering Committee, and now serves as the Nurse Community Leader for Nurses for NHPCO (National Hospice and Palliative Care Organization). Tracey serves as the lead person for the organization’s We Honor Veterans program and serves as the co-chair for the Veteran and Community Partnership of South Central PA.



Joanne Berkowitz began her career with Hospice of Lancaster County in December of 1985 as a staff nurse. Throughout the last 35 years, she has served as a staff nurse, team leader, education and orientation nurse, admissions and intake nurse, and liaison. She currently serves as a clinical support nurse.

Providing Spiritual Care for All

"Many of the patients and families who arrive at our facility are in crisis, nearing end of life or with unmanageable symptoms," commented Kevin Frain, Hospice & Community Care Chaplain. "Providing spiritual care with a calming presence, conversation, prayer, or playing songs on a harmonica can help them to relax and know that they are in a good place to be cared for. I work with amazing staff who are dedicated to working together and do whatever it takes to support and care for our patients and families."

Hospice & Community Care supports the entire person – mind, body and spirit. Kevin is one of many chaplains on staff who provide spiritual support to patients and families when they need it most.

Kevin is currently a chaplain at the organization's Bob Fryer & Family Inpatient Center in Mount Joy, previously serving as one of the organization's Home Hospice chaplains in York County.

Before becoming a chaplain, he was a pastor for 31 years. "Pastoral care was a very important part of my ministry in the congregation and community," shared Kevin. "I had several family members and church family members who went through hospice care. I was impressed with the quality of care provided to them, so I asked my friend Ellen Good, who is a Hospice & Community Care chaplain, how to get involved with the organization and end-of-life care." Kevin resigned from his church with his congregation's blessing in 2017 and worked for a year at Wellspan York Hospital as the Oncology and Palliative Care Chaplain Resident. After completing his residency, he joined Hospice & Community Care in 2018.

One of his most memorable moments was when he served a 97-year-old patient with advanced stage dementia. She had a broken hip and was experiencing significant functional decline. She was restless and agitated, shouting out continually. The staff had difficulty trying to calm her through medication, so they asked Kevin to visit her. "I could not reach her through conversation or prayer until I discovered that she was a lifelong Episcopalian," shared Kevin. "Knowing she was nurtured in a liturgical faith, I recited Psalm 23. Halfway through the psalm, she began repeating some of the familiar phrases. Afterwards I asked



her if she would like to recite the Lord's Prayer with me. She was spot on every word! Her agitation and restlessness receded. After the prayer I told her I

would visit her again. She responded in halting words: 'I will wait for you... thank you...I love you.'

Kevin not only provides care for patients and families, he also provides spiritual support for Hospice staff. During the Covid-19 pandemic, he is spending more time checking in with Hospice staff to hear how they are coping with the additional stress they are under in these difficult times. "Providing words of encouragement to each other is an important practice to affirm that we are all facing this challenge together," shared Kevin.

"Several years ago, I spent time during a sabbatical to reflect and pray about how I would invest the last third of my vocational journey," shared Kevin. "The theme that came into focus was: 'Helping people to finish well.' This has become my life mission, and I find that working for Hospice & Community Care is the best place to accomplish this objective."

"There is a great spirit of teamwork and camaraderie at Hospice & Community Care. We are all passionate about what we are doing to fulfill our personal and corporate mission to care for people facing end of life challenges."

~Kevin Frain, Chaplain

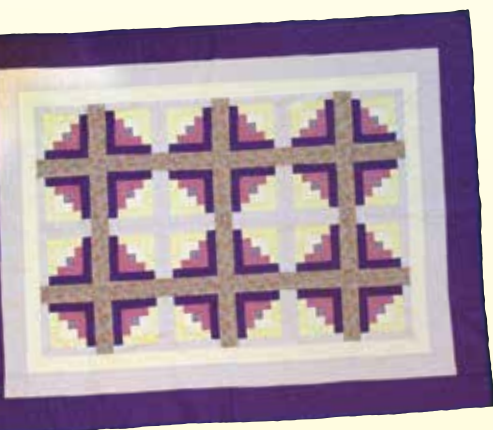


Labor Day Auction to Go Virtual



Hospice & Community Care's annual Labor Day Auction will be held virtually this year from Tuesday, September 1 to Tuesday, September 15.

"The health and safety of auction-goers, volunteers, Hospice staff and the community are of the utmost importance to the organization," commented Bonnie Jess Lopane, CFRE, Vice President, Chief Development Officer, Hospice & Community Care. "With the current uncertainty of the ongoing pandemic, we have made the difficult decision to not hold an in-person auction this year."



While the energy of the crowd will be missed by all, the Virtual Auction will still create a buzz of excitement with sports memorabilia, vacation stays, jewelry, artwork, quilts and more. Please visit www.LaborDayAuction.org for

frequent updates and information about the auction. You may also visit the site to subscribe to auction-related emails, text messages and web notifications to keep up-to-date.

"I commend Hospice & Community Care for making the decision to change the format of the event," commented Tom Buter, Chair of the Labor Day Auction Committee, event volunteer, Hospice Board member, and funeral director at The Groff's Family Funeral & Cremation Services Inc. "I, along with my fellow committee and Board members, know that it was a difficult decision for Hospice staff to make, but are confident that the Virtual Auction will still bring the community together to make a meaningful difference. We hope we can count on your continued support."

"The response that we have had from our corporate sponsors affirming their decisions to continue their sponsorships this year, despite the Auction not being an in-person event, has been extraordinary," commented Bonnie. "We are tremendously grateful to Turkey Hill Dairy, our Presenting Sponsor for the last 22 years, and to all of these major contributors for their commitment to Hospice & Community Care's mission."

It is because of these generous companies that Hospice can insure that patients and families receive the care



and support they need when facing a serious illness.

"We are sensitive to the significant impact that Covid-19 has had on local businesses, and we greatly appreciate the support from those businesses and individuals that are still able to support the Labor Day Auction," commented Bonnie. See page 7 for a listing of Auction sponsors.



Throughout the pandemic, Hospice & Community Care has continued to care for more than 600 people and their families daily, and the organization's need for financial support also continues. Proceeds from the Virtual Auction will help to provide services and support for patients and families who are coping with serious illness, facing end of life or loss.

For more information, visit www.LaborDayAuction.org or call (717) 295-3900.

Meet Our Sponsors!

Presenting Sponsor



Leadership Sponsors



Diamond Sponsors



Platinum Sponsor

Gold Sponsor

Silver Sponsors



Bronze Sponsors





Items Up for Bid to Enhance Your Home or Workspace



The Virtual Auction is your one-stop-shop for finding treasures to enhance your home or workspace, and add to your collections. From

original artwork by famed local artist Dick Weidman to festive gift baskets; from custom-built sheds to exquisite jewelry there is something for everyone. New items will be added throughout the online auction so make sure to visit www.LaborDayAuction.org.



Labor Day Auction

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Join the Auction Club

While there may not be mouth-watering chicken barbecue this year, your gift to Hospice & Community Care as a member of the Auction Club will feed your soul! Your \$100 donation to become a member of the Auction Club will be a 100% contribution to help provide quality hospice, palliative and supportive care, and grief support for patients and families at a time when it's needed most. It will also support the organization's dedicated team of nurses, physicians and other team members who continue to be on the front lines caring for patients and families during this pandemic.

Join online at www.LaborDayAuction.org or call (717) 295-3900.



Take a Chance at the

50/50

RAFFLE

While Hospice & Community Care will not be conducting a raffle for a Ford Mustang this year, the organization will instead offer a 50/50 raffle. If you're feeling lucky, take a chance to win big while supporting Hospice & Community Care.

Ticket prices

- 1 ticket – \$10.00
- 3 tickets – \$25.00
- 7 tickets – \$50.00
- 15 tickets – \$100.00

The winner will be notified on Tuesday, September 15. For more information or to purchase raffle tickets, visit www.LaborDayAuction.org or call (717) 295-3900.

❑ Please enter my name in the drawing. I do not wish to make a donation at this time. Return this with your name and phone # to PO Box 4125, Lancaster PA 17604-4125



Enjoy the Tastes of the Auction at Drive-Thru Food Sale on September 7

With the move to a Virtual Auction, the Amish community is organizing and hosting an independent drive-thru food sale on Monday, September 7 at Intercourse Fire Company from 8 a.m. – 5 p.m. or whenever the sale runs out of food. Proceeds will be donated to Hospice & Community Care. Many of the tasty treats you've grown to love at the Labor Day Auction will be sold. From breakfast sandwiches to chicken BBQ to sweet treats, you won't be disappointed!

To view the full menu as well as order and pay in advance, visit Food.LaborDayAuction.org now through September 1. Pick-up of pre-ordered food will be available either at Intercourse Fire Company (10 N Hollander Road, Intercourse) or Hospice & Community Care (685 Good Drive, Lancaster).



Wedding Bells Are Ringing

Creating Lasting Memories

The rose garden at the Bob Fryer & Family Inpatient Center in Mount Joy was in full bloom and a hymn could be softly heard playing in the distance while Andrew (Andy) and Dorothy met face-to-face to exchange wedding vows. This memorable moment was 45 years in the making.

Andy and Dorothy met in 1975 at Rocky Springs Skating Rink. “There were not many people on the rink during the couples skate,” shared Dorothy. “Andy came up to me, a complete stranger, grabbed my hand and said ‘let’s skate.’ And off we went. We met there every week after for about six months.”

After those six months, Andy and Dorothy ended their relationship until they rekindled their romance briefly in 1979, welcoming a son. The couple went their separate ways until 2002 and have been together ever since.

“Andy started asking me to marry him in June 2003 and I kept saying ‘ask me next month,’” shared Dorothy. “The last time he asked, I said ‘yes.’ I wanted to make him happier during the time he has left, and believe me, he is very happy.”

When asked what it is about each other that makes them smile and love one another even more, Andy replied, “Just being with her and everything that she does for me.” Andy is a patient currently receiving care and comfort measures from Hospice & Community Care. Dorothy shared, “Just being with him and how he depends on me. It’s the littlest things, like helping in the apartment or giving me a decorative stone he had just painted. Those mean so much.”

The Ceremony – Saying “I Do”

When members of Hospice & Community Care’s Orange team

heard that Andy and Dorothy were getting married they sprung into action. They wanted to give this loving couple a memorable, intimate experience.

“Originally, Andy and I were going to have a small wedding ceremony in our apartment,” shared Dorothy. “To be honest, I would have never known what it was like to have such a beautiful wedding without all of you [Hospice staff].” Both Andy and Dorothy’s previous marriages were held at the justice of the peace.

Hospice staff arranged for Andy to receive respite care at the Bob Fryer & Family Inpatient Center the night before their wedding day to keep with the tradition of the bride and groom not seeing one another until meeting at the altar.

Volunteer Services enlisted the help of various Hospice volunteers to write cards of congratulations and well wishes to the happy couple – which were given to them following their wedding. A volunteer also made Andy’s boutonniere and Dorothy’s bouquet, along with a matching wreath to hang in their apartment. “We were both very happy with what Hospice and all of the volunteers had done, and continues to



do for us,” shared Dorothy. “A big thank you to everyone!”

On June 22, 2020, Andy and Dorothy exchanged vows in front of a small group of family and friends with a Hospice chaplain officiating the ceremony. Hospice staff was honored to be able to help this couple commit their love and devotion for one another, and help create lasting memories.

Honoring Patients’ Wishes

Andy and Dorothy’s wedding is just one of many examples that debunk the misconceptions that people have about hospice care. Hospice is not about dying; it’s about living. It’s important for patients and families to live for the time that they have left rather than concentrating on dying. Because Andy and Dorothy sought out Hospice & Community Care early in his illness, Hospice staff were able to help honor their hopes and wishes.

A Brother's Love

Continuing the Conversation on Addiction and Loss in the Community

Elizabeth Crawford struggled with opioids during her early adulthood. In 2015, she died from an accidental overdose. Her death deeply affected her brother, Dr. Mitchell Crawford, who ultimately chose to work in the field of addiction treatment.

"After she died, I remember feeling helpless, that despite all that we could think of to help her at the time, it didn't seem to work," said Dr. Crawford, Director of Addiction Services, WellSpan Philhaven.

Over the last several years, Hospice & Community Care's Pathways Center for Grief & Loss has seen a significant uptick in the number of children, teens and adults supported who have lost a loved one due to overdose and addiction. Many of us have been impacted by the opioid crisis in some way. For Dr. Crawford, the opioid epidemic has impacted him in life-changing ways. His sister was not the only person he lost to the epidemic.

"I completed medical school the year Elizabeth passed away and then transitioned to start my residency training in psychiatry," shared Dr. Crawford. "Near the end of that first year, one of my colleagues asked me to cover a weekend shift for him so that he could go home to celebrate his birthday with friends and family. I covered the shift for him and then learned that he had been in recovery for many years but had died from an

accidental overdose that weekend at home."

"Unfortunately, these experiences are not unique in our society," Dr. Crawford said. But, he has also seen many examples of long-term recovery, both in patients and in colleagues.

While all types of loss are challenging, Pathways Center bereavement counselors are extremely sensitive to the needs of individuals grieving an overdose loss. Those grieving may feel anger because they missed clues that their loved one was addicted, blame themselves, or feel a sense of guilt and isolation.

"When Elizabeth died, I lost a part of myself," commented Dr. Crawford. "I imagine that many who are reading this right now can relate to this experience that is hard to put into words. Her death challenged my conceptualization of what addiction was and to think critically about what I felt called to do with my life. My colleague's death taught me about how we all have unique journeys in life and that we are all susceptible to addiction. Finally, the many experiences of long-term recovery gave me hope."

Today, these experiences encourage him to continue his work.

There were two main coping skills that were critical for Dr. Crawford at the time of the deaths and still today. The first is to share open and vulnerable dialogue with his wife, with whom he is very thankful to share his journey.

The second is endurance exercise, in particular triathlon events. The open dialogue helps him process his emotions and share his experience with someone he trusts. The exercise is therapeutic for him for many reasons, but most importantly, it provides a constructive outlet for him.

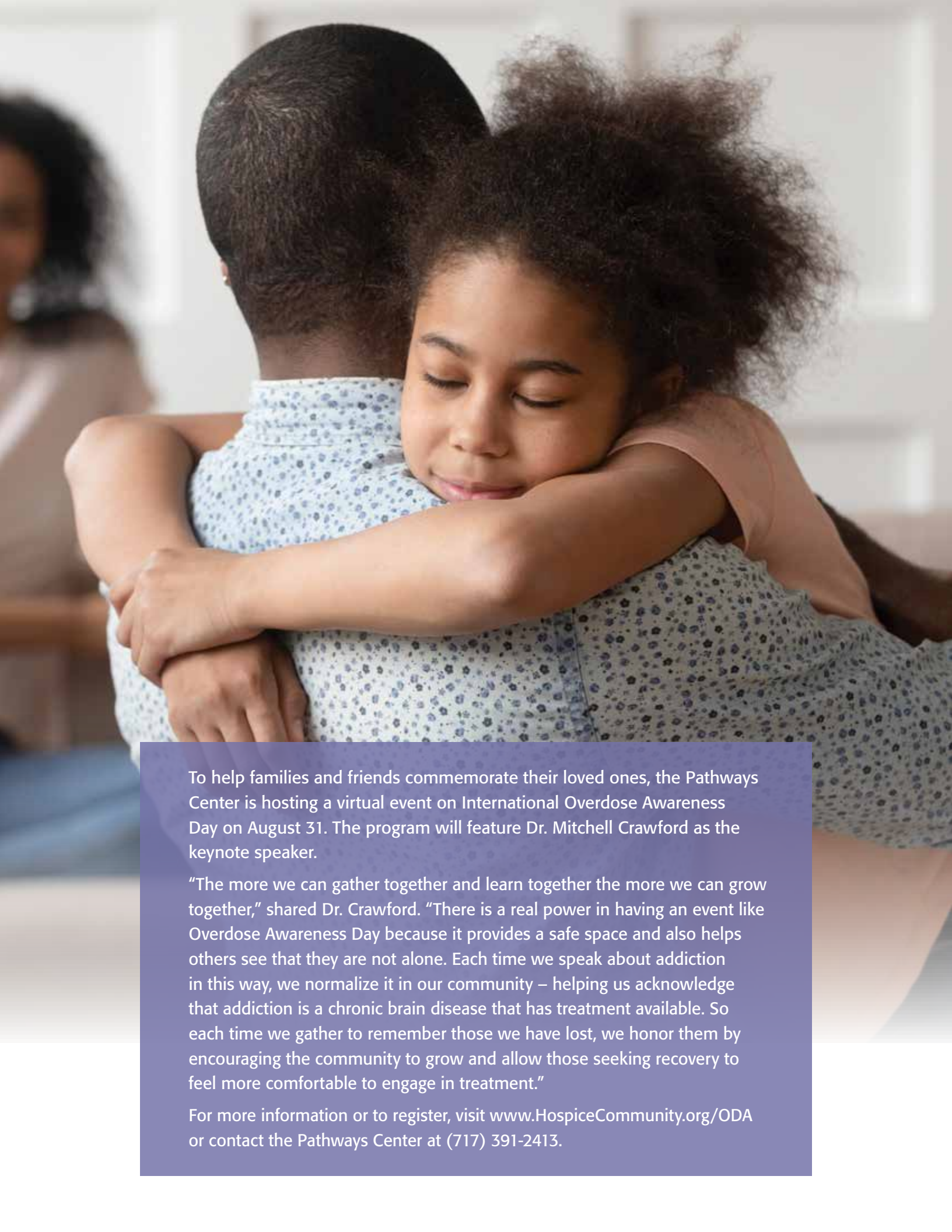


Dr. Mitchell Crawford

The Pathways Center for Grief & Loss offers a variety of ways to support this type of loss – from short-term individual or family counseling to a closed Facebook group called H.E.R.O. (Heal, Endure, Restore after Overdose), from in-person and virtual support groups to online videos. For more information, visit www.PathwaysThroughGrief.org or call (717) 391-2413.

Thankfully, we have come a long way in the past few years to erase the stigmas associated with overdose and addiction, but there remains a lot of opportunity for improvement.

"Our community can continue to grow by remaining curious and empathetic as we learn more about addiction together," commented Dr. Crawford. "We are very fortunate to have many strong health systems and treatment providers in our region, and I encourage outreach to these experts to engage in dialogue."



To help families and friends commemorate their loved ones, the Pathways Center is hosting a virtual event on International Overdose Awareness Day on August 31. The program will feature Dr. Mitchell Crawford as the keynote speaker.

"The more we can gather together and learn together the more we can grow together," shared Dr. Crawford. "There is a real power in having an event like Overdose Awareness Day because it provides a safe space and also helps others see that they are not alone. Each time we speak about addiction in this way, we normalize it in our community – helping us acknowledge that addiction is a chronic brain disease that has treatment available. So each time we gather to remember those we have lost, we honor them by encouraging the community to grow and allow those seeking recovery to feel more comfortable to engage in treatment."

For more information or to register, visit www.HospiceCommunity.org/ODA or contact the Pathways Center at (717) 391-2413.

News & Notes

Women's Giving Circle – Providing Opportunities to Enhance Patient and Family Care

“If your actions create a legacy that inspires others to dream more, learn more, do more and become more, then you are an excellent leader” ~unknown

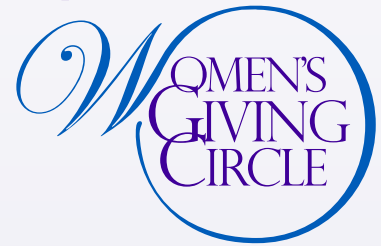
Members of Hospice & Community Care's Women's Giving Circle are the true embodiment of this quote. It is because of their commitment to leaving a lasting impact on the lives of patients and families that Hospice staff are able to dream more, learn more, and do more to help those coping with serious illness, facing end of life or loss.

Join the more than 150 women who are making a meaningful difference by becoming a member of the Women's

Giving Circle. For a yearly investment of \$500, your gift will have a far reaching influence. All dollars raised through the Women's Giving Circle are reinvested back into Hospice & Community Care to help build and strengthen the organization's patient- and family-focused programs and services.

Membership for 2020 is open until October 31, 2020. If you're 70 ½-years or older, you may be able to join the Women's Giving Circle for 2020 with a tax-free gift from your IRA.

Hospice & Community Care's



For more information, please contact Amy Lewis, Director of Philanthropy, at (717) 735-8729, alewis@hospicecommunity.org, or visit www.HospiceConnect.org/WGC.

Hospice Raises More Than \$12,000 during Plant Sale



In response to the ongoing pandemic, Hospice & Community Care held a first-of-its-kind online plant sale in July. The organization partnered with The Gilded Lily and other local greenhouses and landscaping businesses that donated hundreds of flowers, shrubs, trees, mulch and more. All purchased items were picked up at Hospice & Community Care in a drive-thru format to adhere to social distancing requirements. Special thanks to The Gilded Lily for making the Plant Sale a success and to Hospice volunteers for their support.

The organization raised more than \$12,000 with all proceeds helping to provide care and support for patients and families coping with a serious illness, facing end of life or loss.

Each year, the plant sale is part of Hospice & Community Care's annual Labor Day Auction. Due to Covid-19, that event has moved from an in-person one to a Virtual Auction in September. To accommodate the needs of local greenhouses, as well as to take advantage of the prime planting season, the plant sale was moved to July.

The plant sale is just one of the many ways that the organization has adjusted creatively to the uncertainty of the pandemic while continuing to engage donors and raise funds to help patients with life-limiting illnesses.

President's Letter

While our community is slowly embracing the "new normal," Hospice & Community Care's leadership team are continuing to meet and assess what that new normal looks like for patients, families, volunteers and staff.

The fact is, this new normal will not impact the quality and level of care that we've been providing to all individuals for 40 years, because of our amazing staff. We have continued to see more than 600 patients and families each day, even at the height of the pandemic, and provide grief support.



While our care and comfort has and will remain the same, the method of how it is delivered will change and evolve to insure everyone's safety and well-being. We will continue to offer telehealth visits between patients and Hospice staff when needed to serve those in senior living facilities. Our Home Hospice and Inpatient Center team members will continue to wear personal protective equipment (PPE) when visiting with patients and caregivers.

Our volunteers are slowly being integrated back into Hospice and being placed in positions that insure their safety while being most effective to patients and families, and the overall organization. We cannot thank them enough for being understanding and cooperative while we navigate these challenging circumstances.

I would be remiss if I didn't mention that this new normal will have an impact on the Labor Day Auction. While it was a difficult decision, this year's Auction will go from an in-person event to a virtual one. Check out page 6 to learn how you can bid on the same great items and support the organization from the comfort of home.

While we are still facing the unknowns with the pandemic, one thing that you can be sure of is that Hospice & Community Care will be here to provide care and comfort to all people when they need it most.

Sincerely,

Steve Knaub
President and CEO

Our Mission

To provide personalized care and comfort to help patients and families live better with serious illness through end of life.

Our Vision

Every person living in our community will receive the care and compassion they need while coping with serious illness, facing end of life, or experiencing the loss of a loved one.

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Income from this fund supports patients and families cared for by Hospice & Community Care's Sunflower Pediatric Palliative Care Program. Support helps to address the needs of families and siblings, and provides resources for specialized care. Funds are also used to support and enhance the Pathways Center for Grief & Loss' Coping Kids & Teens programs, new programing, continuing

education, workshops, and financial assistance for program attendees.

IN MEMORY OF

OLIVIA L. LYNCH

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ENDOWMENT FUND

Income from this fund supports Hospice & Community Care's bereavement and spiritual care services. Although mandated by Medicare, bereavement and spiritual care services are not reimbursed by health insurance. Thanks to the generous support of the community through contributions to this Fund, Hospice & Community Care is able to provide spiritual care support for patients and their families. The Pathways Center for Grief & Loss also provides bereavement care to anyone in the community affected by serious illness or loss, not just those whose loved ones were hospice patients.

ANNE D. GARDNER

CLINICAL PATIENT SPECIAL NEEDS FUND

Income from this fund provides for care and comfort to help patients and families live better at end-of-life. Special needs include those which are outside of the guidelines of Medicare reimbursements and which may include unique care needs for pediatric patients, individuals with sensory impairments, non-English speaking patients and patients with financial need. A gift in any amount may be added to this restricted fund at any time.

VALERIE J. CLARK

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THE CEDRIC E. GROSNICK SCHOLARSHIP ENDOWMENT FUND

Income from this fund, established in memory of Dr. Cedric E. Grosnick, provides educational opportunities for Hospice & Community Care employees in clinically-related areas to enhance excellence in hospice and palliative care. This scholarship opportunity created in 2016, is offered in the name of Dr. Cedric E. Grosnick by his wife, Andee Grosnick. Gifts in any amount may be added to this fund at any time.

IN MEMORY OF

DR. CEDRIC E. GROSNICK

Dr. Keith K. Burkhart
M/M Christopher Junkin

IN HONOR OF

ANDREA E. WILSON

Sarah Bugay

FACEBOOK FUNDRAISERS

Hospice & Community Care would like to recognize with sincere gratitude those individuals who held fundraisers in support of Hospice & Community Care on Facebook. Gifts were received from the following fundraisers.

AMIE ROBINSON BARONE

BIRTHDAY FUNDRAISER

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Have you included Hospice & Community Care in your estate plan?

For information, visit hospiceandcommunitycare.planmygift.org or contact
Amy Lewis, Director of Philanthropy at (717) 735-8729
or alewis@hospicecommunity.org.



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(717) 295-3900

The Bob Fryer & Family
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4075 Old Harrisburg Pike
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Horizons is published four times annually. We may use certain information (name, address, telephone number, dates of service) to contact families regarding our organization's fundraising activities, such as our Labor Day Auction. These activities raise funds to expand and improve the services and programs we provide to the community. We also list names in our newsletter to recognize donors and memorial contributions. Please contact the Development Office at (717) 295-3900 or info@hospicecommunity.org if you wish to have your name removed from our mailing list. By doing so, you would not receive future fundraising requests supporting Hospice & Community Care or future issues of this newsletter.

Hospice & Community Care is licensed by the Commonwealth of Pennsylvania as a hospice provider and is federally certified as a provider of the Hospice Medicare Benefit. Hospice & Community Care is accredited by the Joint Commission and is a member of the Pennsylvania Hospice Network and a provider member of the National Hospice and Palliative Care Organization. A copy of the official registration and financial information of Hospice & Community Care may be obtained from the PA Department of State by calling toll free, within Pennsylvania, 1-800-732-0999. Registration does not imply endorsement.

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