



40 years of care

Building the Foundation

**Thank You to Our
Hospice Heroes**

Thank You Volunteers

**A Different
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Hospice Care

Building the Foundation

In the Winter 2020 edition of *Horizons*, Hospice & Community Care shared the story of its founding in 1980 as then Hospice of Lancaster County. The article highlighted how the Reverend Donald C. Wilson, pastor of the First Presbyterian Church in Lancaster, spearheaded the conversation about end-of-life care in the community, through a series of articles entitled “Terminal Candor” that were published in the *Intelligencer Journal*. Thanks to Reverend Wilson and others in the community, including physicians, clergy, and local social service organizations, Hospice of Lancaster County was born.

This edition of *Horizons* is building upon Hospice & Community Care’s founding and focusing on how it became a trusted organization in the community through the insights, drive and passion of three individuals —Paul Irion, Mary Graner and Jack Robinson—who were instrumental in establishing the organization to leave its mark on the community for the next 40 years.

From the comfort of his home at Willow Valley Communities, 97-year-old Paul Irion shares how he helped carry on his friend Reverend Donald Wilson’s vision of a hospice for Lancaster County. Paul had the opportunity to tell Reverend Wilson at his hospital bedside that a Hospice program was coming to reality. Paul was a hospital chaplain, professor of death and dying at the Lancaster Theological Seminary, and served as chairman of the community steering committee and planning committee

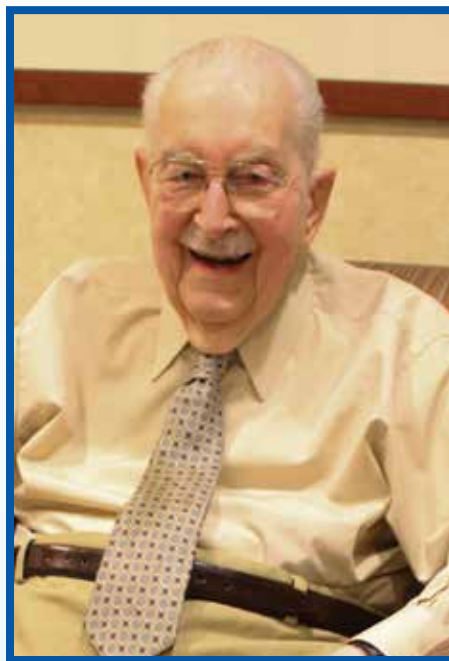
to establish a hospice program in Lancaster. In 1980, after the creation of Hospice of Lancaster County, he served as Chairman of the Board and remained active for several years.

Through personal experience while caring for her father-in-law, Mary Graner became

passionate about end of life. She saw her father-in-law struggling with pain and lack of treatment options, and knew there had to be a better way for people to live with a serious illness. Mary began as a volunteer with the organization in 1980 which quickly expanded into a life-long and impressive career. Mary became the executive director of Hospice of Lancaster County in 1983, and retired in 2008 following numerous accomplishments. Mary led the organization through challenging beginnings, tremendous growth, and expansion of the hospice program to include building the first free-standing hospice inpatient center in Pennsylvania which opened in 1996.

An attorney with Blakinger

Thomas, Jack Robinson served, alongside Paul, on the community planning committee after having been asked to create bylaws for the fledgling organization. Jack served early on with the Hospice of Lancaster County Board of Directors as Vice Chair and later as Chair, and was further instrumental in helping the organization to secure its incorporation and nonprofit or 501(c)3 status. Jack was also at the forefront of working with Hospice leadership to secure Medicare certification in 1985.



Paul Irion

Q. How did you help then Hospice of Lancaster County build the community’s trust in the beginning?

A. (Paul) – In the beginning people had a lot of misconceptions about hospice care. They thought it was a way of hastening death and that it was giving up hope. They also were concerned that patients would become addicted to the medications that hospice programs administered at that time, and they were uncertain about having their loved ones cared for in the home.

It was a grassroots effort from the beginning. I spoke to community groups, such as the local hospital council, medical society, churches and service clubs, to help change their way of thinking. It also took some time to persuade healthcare providers about the organization because they questioned the way hospice programs dealt with end-of-life issues. It took one day at a time and one patient a time.



Q ■ What were some of the biggest challenges and opportunities with maintaining a hospice program in Lancaster County?

A. (Paul) – Developing the community's support in the beginning took a lot of work; funding was also a challenge including finding enough money to make payroll.

Early on Hospice of Lancaster County received funding from the three local hospitals and the American Cancer Society. During that time, friends of Reverend Wilson also donated \$15,000 to the organization in his honor. The organization needed \$20,000 before opening for business, and thanks to the generosity of Reverend Wilson's friends and others the organization reached its goal. Those funds also helped to create the Donald C. Wilson Endowment Fund that is still in existence today and provides Hospice & Community Care with a strong foundation for its future.

I remember the husband of one of Hospice's first patients, who wanted to remain anonymous, brought to the office their AT&T bank shares to help bail out the organization so it could make payroll, which happened twice. The organization also needed to hire people in order to be eligible for Medicare status and, thanks to the generosity of the Steinman Foundation, the organization received funding to help cover the cost of staff. In its first

full year of operation the organization cared for 45 patients with two staff members and six volunteers.

These are some of my fondest memories – seeing the community come together.



Mary Graner

A. (Mary) – I looked at every challenge as an opportunity. Funding was definitely a challenge, as was becoming Medicare-certified, acquiring state licensure, and managing overall growth.

There was so much that the organization wanted to do in the beginning and it was starting to grow rapidly, however, Hospice of Lancaster County needed to become Medicare-certified in order to maintain and manage that growth. Becoming certified was the gateway

for getting other insurance companies to understand what hospices did in the '80s. At the time, many of the organization's patients were not of Medicare age and their private insurances would not cover hospice care. The organization received its Medicare status in 1985.

The organization's leadership began to network with other programs across the state who were evolving and advocated together for hospice licensure in Pennsylvania as it was one of the few states at the time that did not have this. The organization continued its advocacy work when it was opening its inpatient center on Good Drive. The state required Hospice to secure nursing home licensure and hire a nursing home administrator because legislators and the Department of Health were still uncertain about hospice programs. I, along with others, worked directly with state legislators to define what the organization was doing, demonstrate the importance of end-of-life care, and help author the needed regulation. Hospice & Community Care received hospice licensure in 1998.

For Hospice of Lancaster County to continue its growth, it also relied on community support. The organization opened its first office in the United Way building on Janet Avenue in Lancaster with only a table and chair, then moved to Fountain Avenue in 1984, after outgrowing the space at United Way. Hospice was so fortunate to have many businesses supply the

organization with affordable space, furnishings and office supplies to become operational. From there, it moved to Airport Road in 1989, and then opened The Essa Flory Hospice Center on Good Drive in 1996.



Jack Robinson

A ■ (Jack) – One of the organization's opportunities early on was forming its relationship with all of the hospitals, especially Lancaster General Hospital, which continues to this day. When Lancaster General was planning for the Health Campus on

Good Drive it approached Hospice of Lancaster County about relocating its offices to the Campus property, where the organization has resided since 1996. Because of Lancaster General's belief in hospice care, Hospice of Lancaster County was able to build its offices on the Campus and become one of the first free-standing hospice inpatient centers in Pennsylvania. It is now the location of the organization's Home Hospice program.

The organization had a forward-thinking Board of Directors who weren't afraid to take risks, which helped position Hospice for success. I can remember when the AIDS crisis was happening and there was a lot of controversy and unknowns, but Hospice of Lancaster County's staff continued to see patients and support families without hesitation. Such is the case with what is happening now in the community with COVID-19.

Q ■ What is your hope for Hospice & Community Care 40 years from now?

A ■ (Mary) – My hope is that the organization never loses sight of the foundation upon which it was built, and continues to design care

and services around people rather than solely around the regulations. I also hope that it continues to learn and grow from its beginnings, to be readily able to adapt to community needs, and to always provide exceptional hospice care wherever it may go in the future.

A ■ (Jack) – I hope that in 40 years, Hospice & Community Care will still continue to strive to put patients and their families at the center of the end-of-life care that it provides, and that it can continue to avoid the institutionalization that has affected so many health care organizations in our country.

Forty-years later the organization still relies on the support of the community and its extraordinary, talented employees. Thank you to Paul, Mary, Jack and the many others who helped create a lasting legacy and build a solid foundation for Hospice & Community Care.

Please watch for our summer edition of Horizons to learn how care for patients and families has evolved over the last 40 years.



Thank You to Our Hospice Heroes

COMPASSIONATE



Extraordinary

CARING KIND



FEARLESS



Thank You Volunteers

April is National Volunteer Month and each year Hospice & Community Care shines a spotlight on its volunteers at its annual Volunteer Recognition Dinner. Unfortunately, due to the Coronavirus outbreak, we were forced to cancel this year's event. While the organization could not celebrate in person, COVID-19 wasn't going to stop Hospice from lifting up the great work of its volunteers in this issue of *Horizons*.

Let's face it; Hospice & Community Care volunteers are the best! Each day they give their time, talents, and treasures to ensure the comfort and care of patients and families coping with serious illness, facing end of life, or loss. It takes a special person willing to lend support to someone they don't know, especially when that someone needs it most. Hospice volunteers also help the organization plan and organize events, assist with clerical work, support the Inpatient Center, deliver mail and help with gardening! No matter the role of the volunteers, they are valued by all Hospice team members and the community.

Throughout the last few weeks, Hospice volunteers truly exemplified what it means to be a volunteer when they continued to give to others during the Coronavirus outbreak. While they were social distancing and staying at home, they kept Hospice patients and families top of mind. Many volunteers continued to communicate with their patients and families through phone calls, emails, and letters. They made and donated cloth masks and gowns for Hospice staff to keep them safe. Volunteers also helped to deliver plants with thank-you cards to Hospice's 400 employees during National Nurses' Week. Those touch points and simple gestures meant, and continue to mean, so much to those in need. It also helped to support the organization's clinicians in adding another layer of support for patients and their families. Thank you to all Hospice volunteers!

In March, in conjunction with Hospice & Community Care's 40th anniversary, the organization launched a social media campaign that featured memorable moments from volunteers. Here is one of the many moments that highlights the impact volunteers have on the lives of patients and the impact the patients have on the lives of volunteers. Be sure to visit Hospice & Community Care's Facebook page to view additional moments.

"My first assignment brought a lot of stories about hunting camp, time with family, great feats in the outdoors, and more. I found the time I spent with that patient to be memorable and meaningful for me. More importantly, I believe in my heart that the patient found it helpful to share those stories and recount the important memories that meant the most to him over the years, as they all involved family and a special place they loved more than any other. The patient's joyful tears and his willingness to open up was all I needed to know that I was making a difference and that volunteering was making a difference in me."

~Jason Doll, Hospice volunteer since 2019

If you are interested in joining the more than 1,100 Hospice volunteers making an impact, visit www.hospicecommunity.org/volunteer or call (717) 295-3900.



While COVID-19 continues to impact the community, Hospice & Community Care's Labor Day Auction will look different this year. The health and safety of our staff, volunteers and auction-goers is the organization's utmost priority and it is currently evaluating several options. **Hospice will share updates at www.LaborDayAuction.org and through future communications.**



Proceeds from the Labor Day Auction help to provide personalized, quality care and comfort for families when coping with a serious illness, facing end of life or loss, and this year is no different. While the Auction's format may change, the need for community support has not. Hospice & Community Care hopes that it can count on your generosity.

Here are some of the immediate ways that you can support the Labor Day Auction:



Become a Member of the Auction Club

With your gift of \$100 you will be supporting patients and families of Hospice & Community Care as well as their dedicated team of nurses and other staff. While the community is social distancing, Hospice clinicians are on the frontlines continuing to care for patients and families.

Hospice is Still Accepting Auction Donations at Burle Business Park

While you're sheltering in place, now is a good time to clear out garages, sheds and closets and donate those new and gently-used items to the Labor Day Auction. Furniture, sports memorabilia, collectibles, tools, handcrafted items, artwork, vehicles and household items are welcome.

Items must be delivered to:

Burle Business Park – Phoenix Courier
1022 New Holland Ave. (Building #16)
Lancaster, PA 17601

Please note that this is a self-service drop off location and you will be required to unload your items yourself.

Vehicles are also accepted in good running condition with all proper paperwork.

Donations are still being accepted at Hospice & Community Care, 685 Good Drive, Lancaster, PA 17601. Please call the Development Office to arrange a drop-off time.

For more information please contact the Development Office at (717) 295-3900 or info@hospicecommunity.org and visit www.LaborDayAuction.org for more announcements.



News & Notes

Support for Overdose Loss

Hospice & Community Care launched a closed Facebook Group, HERO (Heal, Endure, Restore after Overdose) in an effort to support bereaved individuals following a loss due to drug overdose. This group provides a safe environment for those grieving to raise questions, express feelings, and support one another along their grief journeys.

It is a peer-to-peer group for mutual support, facilitated by the Pathways Center for Grief & Loss' Master's-level grief counselors. *(Those interested in joining the Facebook group are prompted to answer three questions which must be answered before being accepted into the group.)*

And, new for 2020, we will hold a commemorative event marking

Overdose Awareness Day on August 31 at the Pathways Center. Dr. Mitchell Crawford will share his personal story about the death of his younger sister due to a heroin overdose and talk about his current role as the Director of Addiction Services for WellSpan Philhaven. Watch for more information in the Summer issue of *Horizons*.

Make Your Wishes Known

When it comes to end-of-life care, talking matters. Now more than ever during these uncertain times, it's critical to have those tough conversations with your loved ones about their healthcare wishes.

During the COVID-19 outbreak many individuals are receiving medical care without the support of their loved ones, as well as the inability to communicate their wishes. Advance care planning allows you to decide in advance what care you want to receive if you become unable to speak for yourself. Rather than leaving your treatment options up to others, you are able to leave instructions that take your values and preferences into account and eliminate the uncertainty for your doctors and family members.

If you've already made an advance directive but haven't laid eyes on

it for a few years, now is a good time to make sure it still matches your circumstances and wishes.

While sheltering in place, now is an ideal time to start the conversation. Don't wait; your voice deserves to be heard! For more information on advance care planning, visit www.hospiceandcommunitycare.org/hospice-care/advance-care-planning.



Virtual Spring Fling a Success



Chip and Chad Snyder

Out of an abundance of concern for the health and safety of the community, Hospice & Community Care transitioned its Spring Fling from an in-person event to a virtual one. While COVID-19

prevented the organization from gathering in person, it could not stop the community from banding together to help grieving children.

More than 115 people participated in our virtual auction – bidding on items ranging from a trip to an island resort in the Dominican Republic to an Amethyst with Diamond Halo Pendant to Phillies' tickets. More than \$53,000 was raised to benefit children's bereavement programs at the Pathways Center for Grief & Loss.

Thank you to everyone who participated and to our sponsors. You are community stewards and true examples of the impact that we can all make when we come together to make a difference.

Sponsored by:





thank you... thank you...

Words cannot express Hospice & Community Care's gratitude for its staff, patients and families, volunteers, supporters, and community for your trust in the organization throughout these uncertain times.

Hospice & Community Care's 24-hour care and support for patients and families in need of the organization's care has not stopped because of the Coronavirus outbreak. The organization appreciates your commitment and dedication to helping it continue to deliver quality care.

- **To hospice staff** – While the world is sheltering in place, many of you are on the frontlines, helping to make a meaningful difference and that has not gone unnoticed. Thank you for your selflessness and dedication to helping provide care and comfort for patients and families.
- **To patients and families** – Your care and comfort is of utmost importance to Hospice & Community Care. During these unprecedented times, your trust in Hospice staff has been unwavering. Thank you for the privilege of caring for you and your loved one when you need it most.
- **To volunteers** – You are incredibly missed by all – Hospice staff, patients and families. Hospice looks forward to your return and seeing those smiling faces at all of our locations. While you are unable to visit with patients and families, assist with clerical work, help with landscaping and much more, many of you volunteered, and continue to volunteer, your time by making phone calls and sending emails and cards to help lift patients' and families' spirits and brighten their days. You're also sewing and donating much needed masks and gowns to help keep Hospice staff and patients safe. Your thoughtfulness truly exemplifies what being a Hospice volunteer is all about.
- **To Hospice supporters** – These uncertain times are having a significant impact on the economy, and you understand that for Hospice to continue delivering its care, our financial need won't stop. Thank you for continuing to give monetarily during this time and helping to make a meaningful difference.
- **To the community** – Our community has always been extraordinary and so supportive of Hospice & Community Care, and during COVID-19 the community has been stronger than ever before. Thank you for supporting Hospice staff and lending words of encouragement through social media, phone calls and emails. These unsung heroes are continuing to go above and beyond, and your support is appreciated and felt by all.



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.

Steven M. Knaub

President and Chief Executive Officer

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President's Letter

These last few months have been met with much uncertainty. Uncertainty... as a world, nation and community. But during this unprecedented time, I cannot be more proud of how our organization is rallying together to continue to provide quality care and comfort for our patients and families.

Our leadership meets daily to update the organization's plan and preparations as we continue to monitor the Coronavirus situation. We are following the guidance of the Centers for Disease Control and Prevention (CDC), Pennsylvania Department of Health and the Center for Medicare & Medicaid Services (CMS). We are communicating regularly with our staff, patients and families, and volunteers to insure everyone's care and safety.

Our clinical staff have been on the frontlines helping to provide quality personalized care and comfort for patients and families. We know that this is a scary time for them—as they are risking their safety to help others. Their dedication and selflessness is inspiring and much appreciated. Many of our non-clinical staff have been able to work remotely to insure their safety, as well as that of co-workers, patients and families, and our community. These individuals continue to help us operate effectively and efficiently behind-the-scenes, and for that I am grateful.

Like many organizations, we have had to cancel or postpone several of our programs and events. However, this has also brought about opportunities for us to think innovatively on how we can still provide opportunities for you, Hospice supporters, to connect while keeping safety as our top priority. Earlier this month, we held our Spring Fling virtually. This unique event raised more than \$53,000 toward children's grief support. We recognize that these uncertain times have had a significant impact on the economy, and you understand that for Hospice to continue delivering its care, the financial needs haven't stopped. We cannot thank our sponsors, donors and bidders enough for your continued support.

Many of the support groups offered by the Pathways Center for Grief & Loss have been held via Zoom and will continue to do so through August. In July and August we are holding virtual support groups for people who have lost a loved one due to the Coronavirus. Please call the Pathways Center at (717) 391-2413 or (800) 924-7610 to request the log-in address or phone number to participate via Zoom.

So many of you have reached out to us in recent weeks to help in many ways. We are tremendously grateful to you as well. Your generosity enables us to continue to serve the community, most notably in times of crisis.

We are in this together as we go through this time of uncertainty. Hospice & Community Care remains strong because of your dedicated support and commitment to us over the last 40 years.



Steve Knaub
President and CEO



Memorial Contributors List

January 1, 2020–March 31, 2020

We have carefully reviewed this list for accuracy and hope that you will notify us of any omissions or errors. This list includes memorial gifts made during this period, including those made to our Annual Appeal; however, it does not include the many generous gifts to the Path of Remembrance or Light Up A Life which will be published in each event's program. If you would like a copy of the program sent to you, please call the Development Office at (717) 295-3900.

OMISSIONS:

We apologize for these names that were incorrect or omitted in the Winter 2019 issue of *Hospice Horizons*.

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Hospice & Community Care would like to recognize with sincere gratitude those individuals who so graciously named Hospice & Community Care as a beneficiary in their estate. Gifts were received from the following individuals' estates.

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Income from this fund provides staff development including education, conferences and certifications. This fund will enrich the learning experiences and development of the organization's staff through educational opportunities at the state and national level, and supporting improvements and innovations in educational services by Hospice & Community Care.

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Income from this fund provides support for patients and their families who are coping with dementia and its many challenges. This includes education and training for staff and volunteers, care and services for patients and families, and community professional education.

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THE CHARLES L. DEARDORFF, MD MEDICAL EDUCATION ENDOWMENT FUND

Income from this fund improves and enhances end-of-life care throughout the community by continuing and implementing educational initiatives for physicians, nurse practitioners, nurses and other health care professionals about the importance of and methodology of best practice palliative medicine.

IN MEMORY OF CHARLES L. DEARDORFF, MD
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HERBERGE ENDOWMENT FUND: A HOPE CHEST FOR THE CARE OF THE AMISH COMMUNITY

Income from this fund provides care for patients and families of the Amish community who may not have insurance coverage or are unable to pay for services.

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OLIVIA L. LYNCH RAINBOW ENDOWMENT FUND

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.

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THE BEVERLY MCCANN FLOWER ENDOWMENT FUND

Income from this fund supports the ongoing beautification of Hospice & Community Care's Centers and the Pathways Center for Grief & Loss. The fund will provide regular fresh flowers and maintain plants throughout the interior of the home-like atmosphere for patients and families.

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THE JOHN A. NEVILLE CULTURAL AWARENESS ENDOWMENT FUND

Income from this fund supports needs related to cultural diversity awareness to Hospice & Community Care. Income may be used to provide staff and community education, financially support culturally diverse patients and families with special needs, or provide translation for non-English-speaking patients and families. Gifts of any amount may be added to this fund at any time.

IN MEMORY OF JOHN A. NEVILLE
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RUACH "BREATH OF GOD" ENDOWMENT FUND

Income from this fund is used to support Spiritual Growth and Comfort for Children and Youth.

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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.

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

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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.

Birthday Fundraisers

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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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The Bob Fryer & Family Inpatient Center
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Pathways Center for Grief & Loss
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The Ann B. Barshinger Hospice Center
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www.hospicecommunity.org

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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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Make a Memorial Gift to Hospice & Community Care

Designating Hospice & Community Care to receive memorial gifts, in lieu of flowers, can serve as a meaningful and lasting tribute to your loved one that will live on through care and service to others.

All gifts are used to provide medical, emotional and spiritual support to Hospice & Community Care patients and families and grief support for the community.

Each gift in memory of your loved one will be acknowledged with a personal note by Hospice. We will also notify you of each contribution, with gift amounts remaining confidential.

To make a gift visit, www.HospiceConnect.org/Memorial or call the Development Office at (717) 295-3900.



Families often ask us what language they should use when designating memorial gifts to Hospice as part of an obituary. We suggest, "In lieu of flowers, contributions may be made in LOVED ONE's memory to Hospice & Community Care, PO Box 4125, Lancaster, PA or www.hospiceconnect.org/memorial."