Candlelant

A publication of Community Hospice

Spring/Summer 2020

Inside:

- Stitched With Love
- Coming Together
 While Staying Apart
- **We Honor Veterans**

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Mission Statement

To serve the community through compassionate hospice and palliative care.

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From the Director...



So much in our lives have changed since we published the last edition of the Candlelight. Words that now consume our thoughts and control our behaviors such as COVID-19, social distancing and PPE, were almost unheard of just a few months ago. How quickly life as we knew it has changed due to

COVID-19. We have all endured and continue to experience restrictions and disruption to our lives. As inconvenient as these disruptions have been to most of us, they are miniscule compared to the suffering and loss that many have experienced due to this terrible virus. My heart and prayers go out to those who have suffered with this virus or worse, lost a loved one.

The impact of the virus on the health care community has been significant and Community Hospice has been no exception. Hospice patients are extremely vulnerable to COVID-19 and responding responsibly to this virus has challenged the main principles of our hospice program. The cornerstone of hospice is hands-on care that fosters close relationships between hospice workers, patients and caregivers. Hugs and hand holding, which are often a vital part of our care, are in direct opposition to the distance and separation necessary to control the virus. As you can imagine, social distancing has been a big adjustment for our staff. While hospice nurses and nursing assistants have continued with in-home visits, social workers and chaplains have often found it necessary to provide their support and encouragement through phone calls. Although we have had to temporarily suspend most volunteer activities – be sure you read Andrea's article on page 4 to see how our amazing volunteers found new ways to help our organization during these unprecedented times.

Another key principle of hospice care that has been challenged during this pandemic is the tradition

of encouraging family and friends to visit and gather around their loved one. Although necessary, restricting visitation to patients in our Care Center was not an easy decision for us to make. This is something that we re-assess daily based on each patient's condition. Bereavement support, another key component of our care model, has also made adjustments to how services are provided. Grief support groups have been put on hold but individual grief support is available with counselors.

Like most organizations, we have made major adjustments to our daily operations. Hospice workers, like all health care workers have been real heroes during this pandemic and keeping them safe is a priority with our organization. Our daily routine now includes temperature checks for all staff, social distancing and the use of PPE. We disseminate COVID-19 updates from local, state and federal agencies to all staff on a daily basis. Many of our team members are working from home and contact with them is limited to phone calls or on-line meetings. I really miss seeing staff on a regular basis and hope we can return to a more normal way of operations soon.

COVID-19 has resulted in countless changes to our daily lives and it is unknown how long this virus will continue to disrupt our world. As we face the challenges that this public health crisis is creating, Community Hospice stands ready to continue to deliver high-quality care to patients and families in need of our services. Our commitment to serving our community remains as strong as ever.

Best Regards,

Susan Hunt Executive Director

BOARDPROFILE



Luke Vincent

Community Hospice board member Luke Vincent carries on his family tradition of serving the community. Luke's father, John Vincent, has previously served on our Board of Directors.

Mr. Vincent is an attorney with Martin, Wheeler & Vincent. His focus is in the areas of personal injury work, along with wills and estate planning. He is an Ashland native, graduating from Ashland Blazer High School. He holds a Bachelor of Arts degree in Political Science from the University of Kentucky

and also graduated from the UK College of Law. In addition to numerous awards and honors while in school, Luke currently serves as Vice President of the Boyd County Bar Association. He has been a Community Hospice board member since 2018.

Luke also serves his alma mater as an Assistant and Junior Varsity baseball coach at Ashland Blazer which helps keep him active and fit.

Thank you, Luke, for sharing your time and talents to further the mission of Community Hospice.



Board of Directors Annual Meeting

Community Hospice is fortunate to have strong community support, including our Board of Directors. As a non-profit organization, we have local leaders throughout our service area who serve on our Board to help lead and guide our organization.

Completing their terms as Directors are Dr. John Darnell and Jennifer Sparks. Both health care professionals, Dr. Darnell and Mrs. Sparks offered a unique perspective to the Board. We appreciate their time, talents and continued commitment to our mission. New Directors for 2020 are Paul Craft, a local lawyer with McGinnis Leslie Attorneys

at Law and Molly Webb, a retired professor and department chair from Ashland Community & Technical College. Mrs. Webb is now working parttime at ACTC as the Career Services Coordinator.

The 2020 Officers are: Autumn McFann, President; Tom Burnette, Vice President; Mary Kay McGinnis-Ruark, Secretary; Jason Suman, Treasurer; Jansen Fennell, Past President.

A complete list of all Community Hospice Board of Directors can be found on page one. We appreciate their willingness to serve. Thank you!

Coming Together While Staying Apart

by Andrea Arnett, Director of Volunteers

The coronavirus pandemic has affected everyone differently but we all share a common thread of having to practice social distancing as much as possible. This has been especially difficult for our Community Hospice volunteers who are used to visiting patients at nursing facilities and at home or providing support at the Care Center. We have a very close group of volunteers who cherish the social aspects of volunteering almost as much as they cherish their time given to support our patients and families. Quarantine restrictions have nearly halted our volunteer department and the support we provide. Having that social connection taken away on multiple levels has been challenging for many of our volunteers. Luckily, we do have a few volunteers who were able to continue volunteering from home. We asked one of those volunteers. Tom McCormick, to give us his insight on his new normal. Tom serves in almost every volunteer capacity available to him and volunteered over 1,500 hours for Community Hospice last year.

"It has been very unreal not to do my visits at the Care Center and the nursing facilities, answer the phone at the Care Center, or see and talk to all of my friends. I still get to do some volunteer work through bereavement support phone calls and am blessed to be making caregiver support calls as well. I am doing all of this from my home. Just me, my wife and my dog.

Volunteering has really helped me get through the coronavirus ordeal. I am able to get away to my quarantine cavern, aka back porch, and still offer the support I normally would, without seeing anyone in person. It's very rough out there in my quarantine cavern with a TV, refrigerator, microwave, two grills, a swing, and table and chairs! I'm grateful I have been able to continue volunteering. Bringing people together, while staying safely apart, is important to me and the families I serve. Please stay in and stay safe until we are able to come together again." - Tom McCormick

Social distancing continues to keep our volunteers at home but we are hopeful that we can slowly phase volunteer services back in when appropriate. Community Hospice continues to look for new and innovative ways to engage volunteers and support our patients and families while staying apart. If you are interested in volunteering with Community Hospice or know someone who might be, please reach out to our Director of Volunteer Services, Andrea Arnett at 606.329.1890 or aarnett@chospice.org. We look forward to navigating this new normal with you.

Bringing people together, while staying safely apart, is important to me and the families I serve.



Tom McCormick, Community Hospice Volunteer

New Volunteers



Left to Right: Helen Hayes, Isabelle Sherer, Chelon Moatz, Jenny Griffith, Sandy LeMaster, Gaythel Auxier and Andy Jones

Just before the pandemic and restrictions began in March, we conducted a New Volunteer Orientation session. We are eager to have these new volunteers join our team soon. To learn more how you can volunteer with Community Hospice, please contact our Director of Volunteers, Andrea Arnett at 606-329-1890 or 800-926-6184.

Stitched with Love

Community Hospice is blessed to have eight very dedicated groups of quilting volunteers. Last year, these groups volunteered their time and talent to donate 725 quilts to patients and families at our Care Center. Due to the recent coronavirus pandemic, our quilters have not been able to hold their regular monthly meetings to share supplies and sew these beautiful quilts. In lieu of meeting, our quilters have been generous enough to take on a new project of making cloth masks for our staff, patients and caregivers.

During this uncertain time, with guidelines changing daily, our quilters have come together, while staying safe at home, to ensure Community Hospice has the masks we need to continue providing the best care possible. Our individual quilting groups, along with additional donations from community members, have donated

over 400 masks to date. We offer our sincere thanks to these caring groups of people who continue to support Community Hospice even in trying times. Just like their quilts, each individual mask is truly stitched with love and given away with the hope that the quilter's contribution will continue to provide peace and comfort when it is most needed.

If you are interested in joining any of our quilting groups, please contact Andrea Arnett, Director of Volunteer Services, at 606.329.1890. We are currently supported by the following groups: Boyd County Hospice Quilters, Burnaugh Baptist Church Quilters, Carter County Hospice Quilters, Friendship Quilters out of Greenup, KY, Greenup County Hospice Quilters, Ironville Independent Baptist Church Quilters, Ohio Hospice Quilters and Quilted Treasures in Louisa, KY.

Pictured here are several Community Hospice employees wearing their masks made by our quilters.



Andrea Arnett



Janet Wire



Kristie Martin



Volunteer Quilter



Sandy Zerkle



Donated Masks



Keith Craycraft



Holly Schneider



Kathy Cunningham



Lori Ison

Earning Our Stars



For those of you who have been keeping up with Community Hospice for years, you know we have always placed an emphasis on caring for our Veterans. When the We Honor Veterans program was implemented ten years ago, Community Hospice was one of the first hospices to sign on. Very steadily over the years we have achieved subsequent levels of participation, earning the highest Level IV partnership in 2014. Last year, they added a Level V partnership and again, we immediately signed on.

Over the course of 2019, we increased our training for staff and volunteers, participated in many veteran-centered events, strengthened our partnership with the local VA Medical Center, pinned and presented certificates to all our veteran patients, conducted our annual Veterans Day Service, and so much more. In December, we submitted our detailed Level V application.

In January, we received word that we had met the criteria and were awarded the We Honor Veterans Level V partnership! The Level V partnership is different, in that there is

an annual reporting and re-certification process. We have already participated in several veteran-related events this year (see below).

We owe a great deal of gratitude to many of our staff and volunteers for this achievement, but volunteer Harry Thacker has gone above and beyond to assist us in this accomplishment. Thank you, Harry, for your service to our country and to Community Hospice. We could not have done it without you!!



Honoring Our Vietnam Veterans

As noted in the previous article, Community Hospice has a strong commitment to our nation's veterans. On Saturday March 14, we participated with the local Daughters of the American Revolution (DAR) chapter, to recognize Vietnam War Veterans Day (March 29) and to honor our local Vietnam War Veterans.

The DAR hosted a luncheon at Ashland's National Guard Armory featuring Captain (Ret) Tom Waterbury as the speaker. More that 50 Vietnam War era veterans plus their guests were in attendance. They each were honored with a certificate from the DAR and from Community Hospice. Additionally, Community Hospice had a display table and several staff members were available to answer any questions.

It was an honor to "Welcome Home" our Vietnam Veterans. Thank you to Poage Chapter DAR and chapter Regent Cheryl Spriggs for allowing us to be your partner.



Director of Social Services Leigh Ann Hamilton, Director of Volunteers Andrea Arnett, Community Hospice Volunteer and DAR Member Ann Riffe, and Executive Director Susan Hunt



The **We Honor Veterans** (WHV) program is a collaborative initiative of the National Hospice and Palliative Care Organization and the Veterans Administration designed to ensure veterans are receiving the specialized care they need at end-of-life. Community Hospice has been a proud partner in the **We Honor Veterans** program since it's inception. Here is a recap of our annual **We Honor Veterans** activities.

VETERANS SERVED & BRANCH OF SERVICE

Army - 109 Navy - 54 Air Force - 39 Marines - 15

National Guard & Unknown - 3

Reserves - 9

Total Served - 229*

^{*}Some duplicates











VET-TO-VET CAFÉS

Events - 4 Veterans Attending - 31

STAFF & VOLUNTEER TRAINING

Training & In-service Programs - 11
Employees Attending - 153*
Volunteer Participation - 196*
*Some duplicates

VETERANS SERVED BY ERA

15% World War II

30% Korea

7% Cold War

35% Vietnam

7% Peace Time

>1% Gulf War

6% Other/Unknown

9 VET-TO-VET VOLUNTEERS





Level 1 ★ - 2010

Level 2 ★★ - 2012

Level 3 ★★★ - 2013

WE HONOR VETERANS

Level 4 ★★★ - 2014

Level 5 $\star\star\star\star\star$ - in progress



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Building Strength in Times of Turmoil

by Betsy Cole, M.Div, Community Hospice Chaplain



During hard and trying times, times that shake up our lives and our routines, we can quickly find ourselves struggling physically, emotionally, and spiritually. We live by routines. Even those of us who like to be adventurous still have quite a bit of predictability in our lives.

What, then, do we do when our whole world is shaken up? What do we do when we are asked to change our routine and our way of doing life?

Many of us have experienced this recently with the COVID-19 epidemic. Nothing about our outside world looks the same. The changes that have been made to our surroundings have caused a great deal of turmoil spiritually as well, since churches have had to find new and inventive ways to reach their congregations.

James 1:2-3 reminds us, "My brothers and sisters, you will face all kinds of trouble. When you do, think of it as pure joy. Your faith will be tested. You know that when this happens it will produce in you the strength to continue." This is a test of our faith. To have our world thrown into chaos shows where our faith and strength lies. The hope is that we all come out the other side with stronger and deeper faith than when we began.

How is that done? How do we build spiritual strength in times of turmoil?

First, and always first, go to God. When you are upset go to God. When you are mad—go to God. When you are confused, frustrated, excited, happy—go to God. Prayer, talking to someone who loves you no matter what state you are in, is the fastest way to center yourself.

Second, read your Bible. Read scripture that talks about trials and the strength gained from going through hard times. One search of the word trial in the scripture will provide plenty of resources, but here are a few to get you started: James 1:2-18; 1 Peter 1:7; Psalm 66:10-12.

Third, start a blessing journal. Every day, write out at least three things you are thankful for. Some days, all you can be thankful may be that you woke up. The more you focus on the things you can find joy in, the more your heart will be able to find joy itself.

First, and always first, go to God. When you are upset—go to God. When you are mad-go to God. When you are confused, frustrated, excited, happy—go to God.

These are hard times. No matter where you are with all that is going on, it has shaken our world. With the physical ailments that we are facing, it is imperative to also focus on our spiritual health. God is a God of hope and compassion. May you find strength in the heart of God.



2019 Annual Statistics

Hospice Admissions	1,255	Average Daily Census	168
Palliative Care Admissions	239	New Volunteers Trained	42
Patients & Families Served	1,789	Total Number of Volunteers	215
Care Center Patients	740	Charity Care & Services \$52	3,710

Mission Statement: To serve the community through compassionate hospice and palliative care.

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\$100 Contribution - Brick Inscription - 2 lines - Maximum 18 characters per line including spaces

The Memory Brick Walkway in the Sam Mansbach Memorial Gardens at the Care Center is an excellent way for you to recognize a friend, family member, neighbor or colleague while supporting the programs and services of Community Hospice.

Bricks may be purchased in memory of or in honor of anyone who is special to you and your family, not just those who have been served by hospice. This is an excellent way for you to recognize someone on their birthday, anniversary, Christmas or other special occasion. Your \$100 contribution will be used to support the Care Center.

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