

# Caring HANDS



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# Letter from Chris Wilson

Dear Volunteers,

We often use the phrase “get back more than you give” when recruiting new Volunteers. Many of you are nodding your head in agreement, that you truly do get an amazing feeling knowing you have helped a patient get through a tough day, given respite to a caregiver, guided a child struggling to cope with the loss of a family member, or sit by the bed of someone who is transitioning so they won’t be alone in their final hour.

But, that phrase doesn’t truly quantify what you are giving as a Volunteer. In this newsletter, you’ll read how a patient was brought to tears of gratitude upon accepting a flower arrangement from the Crofton Village Garden Club, having never in her life received a bouquet of flowers. You’ll learn that Healing Arts Volunteers can ease pain, bring peace and light joy in a difficult time. You’ll discover the impact that our military Volunteers have when they stand in salute of a dying Veteran, showing our appreciation for their service to our nation.

You should know that an hour or two of your time and attention can bring a patient a day of joy, a caregiver a week of hope, a child a month of normal, a family a memory to last a lifetime. We are touched by your progress notes, where some of you share the beautiful moments from your comforting visits. I encourage you to re-read those notes and understand the impact you have made.

No matter what you do for Hospice of the Chesapeake, each hour of your time is more than equal to 24 hours that a patient can be with their family and friends where they call home or that someone grieving can make it through another 24 hours of living without their loved one. Wherever you wear your Volunteer badge, each minute of your time helps our team in our mission of caring for life throughout the journey with illness and loss.

Please keep your calendar open for April 19 to 25, which is National Volunteer Appreciation Week. We want to thank you with some fun events and share the stories of our patients and families whose lives you have helped change for the better.

With gratitude,



Chris Wilson

Director of Advancement and Volunteer Services



*“Service to others is the rent you pay for your room here on earth.”*

—Mohammed Ali

## VOLUNTEER SPOTLIGHT

# Crofton Village Garden Club

On a recent Tuesday, Volunteer Services Coordinator Lydia Vincek was delivering fresh flower arrangements to patients in the Rebecca Fortney Inpatient Care Center in Pasadena. She was alarmed that when she placed a vase on the bedstand next to one patient, the woman began to cry. The woman explained that she had never in her life received flowers. This was the first time for her, at her end of life.

This powerful moment was made possible by the members of the Crofton Village Garden Club and Trader Joe's in Annapolis. Weekly, a team of club members picks up flowers donated by Trader Joe's and then arrives at the café on the John and Cathy Belcher Campus with what amounts to a pop-up flower shop. Vases are cleaned, flowers are trimmed, ribbons fly through fingers and arrangements are made. The arrangements are left on a table in the café for clinical team members to take with them on home visits as well as to be distributed to the Rebecca Fortney Inpatient Care Center. The club works hard to ensure arrangements are ready for when team members head out.

The project started in October 2015 after Trader Joe's reached out to Hospice of the Chesapeake to say that they have extra flowers they would like to see go to a good cause. The volunteer team reached out to the Federated Garden Clubs, who reached out to their District 2 members. Crofton Village Garden Club member Marie Bryer read the email sent by her club's president and responded, "Sounds very interesting." The response was to put her in charge of the project. She's okay with that. "It is one of the most fulfilling projects we do."

If you want to take flowers to a patient or a caregiver you're helping with, the weekly arrangements pop up by 1 p.m. every Tuesday with rare exception. Byer said that it's only when a major holiday falls on a Tuesday that they do not meet to create the bouquets. And though it doesn't happen often, when Trader Joe's has had no flowers to give, the members have been told to use club funds to purchase flowers. "And we do not stop in the summertime," Byer said. "Sickness knows no season."



PHOTO: From left, Crofton Village Garden Club members Carol McNemar, Diane Gallo and Gail Turner hold up some of the bouquets from Trader Joe's that will fill vases for patients and caregivers to enjoy.

# Patient Care Corner:

## WHY WE REBRANDED TO CHESAPEAKE SUPPORTIVE CARE

January 1 of any year is known as a date people choose to make big changes for the better. We chose that date to make a change that exemplifies our commitment to make palliative care more accessible to everyone who needs it. Signs were changed, brochures and forms updated, new business cards and identification badges distributed. And when the sun rose on the new year, Chesapeake Palliative Medicine became Chesapeake Supportive Care, rebranding the care we provide to those living with advanced, complex illness.

Much thought, research and consideration went into this decision. While the medical specialty remains palliative medicine, we rebranded the program under the term “Supportive Care” in the hopes this term will better define for patients and families the care we provide. The change is primarily a branding change and will not in any way change the focus of our patient care team or the level of customer service for which it has built a highly esteemed reputation.

Our palliative/supportive care team encounters a tremendous amount of misconceptions and hesitation to receiving the much-needed additional support that this type of care can provide.

“We are following the lead of many national palliative care programs, including MD Anderson Cancer Center, who have changed their program names,” said Dr. Eric Bush, Chief Medical Officer.

“Like those organizations, we hope to increase understanding and acceptance so that everyone who can benefit from palliative medicine will no longer hesitate to access it.”

As Shakespeare’s Juliet once asked, “What’s in a name?” According to statistics, the name “palliative” comes with societal baggage that betrays its powerful purpose. According to a recent Hospice News article, “Many patients who would benefit from palliative care do not receive those services. An estimated 71 percent of adults in the United States are unaware that palliative care exists, studies have shown, even though nearly 80 percent of consumers who received background information on palliative care say they would choose it for themselves or their loved ones.

“Other research shows that close to 60 percent of patients who would benefit from palliative care do not receive those services, despite the availability of community-based palliative care as well as hospital-based palliative care.”

New name, new brand, same great care team. As we have done for the past seven years, Chesapeake Supportive Care will continue to help patients and their families make sense of what’s happening, no matter the illness.



Your Chesapeake Supportive Care team

chesapeake  
supportive care

# Healing Arts Corner:

## HOW TO BRING COMFORT TO BODY, MIND AND SPIRIT

Joy. Calm. Peace. Comfort. Relaxation. These are all things we want for ourselves and our loved ones. These were all words our Healing Arts Volunteers used to describe what their contributions provide for our patients and their caregivers.

During the Integrative Healing Information Night hosted by the Chesapeake Life Center Jan. 22 we got to learn from different Healing Arts practitioners, most of them people who also volunteer to help our patients and their families. The evening served as an opportunity for us to introduce the community, and especially caregivers and people who are grieving a loss, how alternative therapies can help them on their wellness journey.

Guests to the campus could talk with, and in some cases, enjoy demonstrations from practitioners of reiki, acupuncture, aromatherapy, Comfort Touch, therapeutic music, art therapy, pet therapy and more. We asked each of them how what they do helps patients and families.

Kate Learn, a Hospice of the Chesapeake pet therapy Volunteer, shared a story about her 13-year-old black Labrador retriever. "I have actually seen him bring a man who had Alzheimer's out of a complete silence. He had not talked for weeks and Scutt went up to him and he just started talking to the dog. The nurses were all so amazed," Learn said. "It is amazing, the power of an animal."



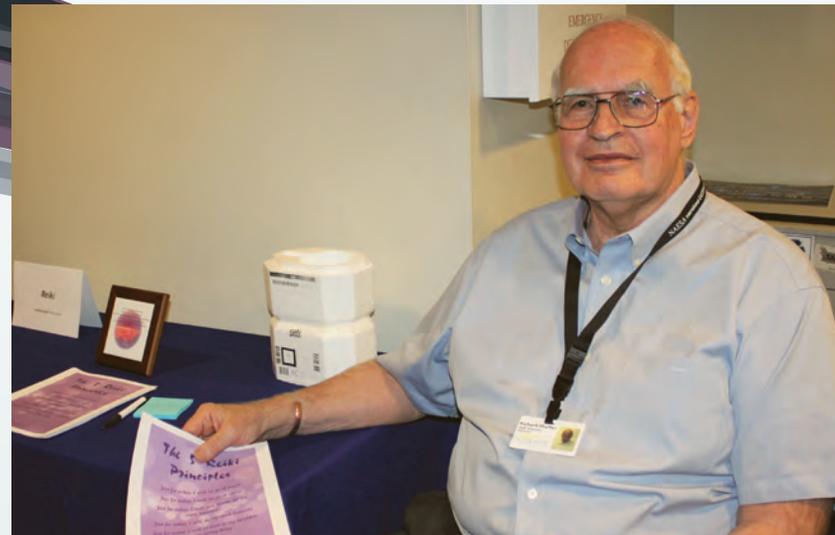
Ali with Ferrets and Friends holds Rory, a new "Volunteer" in our pet therapy program. The ferret loves the smell of human's breath, which Volunteer Bill Malicki discovered.

As Sue Brown rubbed essential oils into the palm of a visitor, she talked about the benefits of aromatherapy and reiki. “From what I have heard from patients, they enjoy it, they feel it is relaxing and they look forward to more treatments,” she said. Certified in aromatherapy and reiki, she also serves as a Vigil Volunteer.

Acupuncturist Jill Mady accentuated the fact that part of hospice care is healing the mind, body and spirit, which is what her ancient practice focuses on. “Acupuncture allows patients relief from nausea, pain and grief. It’s good for the caregivers, too. It helps them to relax and live through life in a more comfortable manner,” she said.

Table after table offered affirmations from kind-hearted and positive people who practice their gentle arts with a passion for compassion. Many of the Volunteers have been helping our patients and families for years, and several have also served to train other Volunteers in their art. Reiki Master Richard Schaeffer has trained dozens of our Volunteers, and even mentored one on her path to becoming a reiki master.

If the Healing Arts is something you’re interested in sharing with patients and families, reach out to our Healing Arts Coordinator Terri Fevang at 667-219-2889 or [tfevang@hospicechesapeake.org](mailto:tfevang@hospicechesapeake.org). She can connect you with training services, including our own educational offerings, such as our upcoming Comfort Touch trainings on March 14 and 28. We encourage anyone who wishes to bring joy, calm, peace, comfort and relaxation to patients and families. You may find it brings it right back to you, too.



Reiki Master Richard Schaeffer has trained dozens of our Volunteers in the art of reiki.



Healing Arts Volunteer Sue Brown applies essential oils while massaging guest James Smith’s hands.

# VETERANS CORNER: WHAT IT TAKES TO BE LEVEL 5

The National Hospice and Palliative Care Organization recently announced that our We Honor Veterans program has once again been named a Level 5 partner. We are one of only 36 hospices in the nation to achieve this goal. We are also the only partner in Maryland to earn this level of excellence.

We first earned the program's highest level in the beginning of 2019 for our commitment to providing specialized care to Veterans facing a life-limiting illness. Aside from existing partner requirements, Level 5 partners place a greater emphasis on staff education and caring for Vietnam-era and combat Veterans. Additionally, Level 5 partners take on the role of regional mentor to other WHV partners working to enhance their programs. The designation is not a one-time honor: Partner organizations must annually demonstrate they are meeting the program's stringent standards to qualify.

"When we set out to create the Level 5 program, we knew that it had to be different to truly showcase the efforts needed to go above and beyond," said NHPCO President and CEO Edo Banach in a statement to the Level 5 honorees. "Not only have you demonstrated your commitment, but you have helped shape the program and have continued as an example of what all hospice partners should strive to be."

Director of Volunteer Services Chris Wilson said that it is not only the hard work of team members and volunteers that make this program a success but also the Veterans themselves and their families. "We hear story after story about the powerful impact of visits with our Veteran-to-Veteran volunteers and how Honor Salutes bring healing to a Veteran in their final days," Wilson said. "It is affirmation that we are doing right by these men and women and we are excited that we can continue to serve as mentors to help bring this program to more hospices across this region."

Our Level 5 commitment is why we are changing the way we celebrate Welcome Home Vietnam Veterans Day, the commemorative celebration that in 2015 we pushed to have signed into law in Maryland. This year, we are celebrating in a more intimate and informal way, holding it at a community venue that has graciously donated their space: American Legion Post 226 in Edgewater. The event will be held on the morning of March 30, and will seek to provide insight to Veterans on finding joy, healing wounds and seeking support.

For more details on our Veterans program, reach out to Nikki Malatesta [HERE](#).



## WE HONOR VETERANS

## EDUCATION CORNER

### JOIN US IN HELPING THE COMMUNITY

# Take Charge!

Have you talked with your loved ones about how you want to live in the event of an advanced illness? It may seem a funny question to ask a Hospice of the Chesapeake Volunteer, but statistics say likewise: In a 2018 survey by The Conversation Project, 92 percent of people said talking about end-of-life care with their loved ones is important but only 32 percent have had the conversation.



## Take Charge of Your Healthcare

We are always trying to get the conversation started and are stepping it up in 2020 by partnering with the Anne Arundel County Department of Aging to educate residents about advance healthcare decisions. On April 16, which is National Healthcare Decisions Day, we will join the national movement along with other community health groups and agencies to kick off the Take Charge of Your Healthcare Decisions Initiative. Look for us online, and in person at the Annapolis and Arundel Mills malls and talk with professionals about creating advanced directives. You can even have a nurse practitioner review and sign off on your Medical Order of Life Sustaining Treatment, known informally as a MOLST.

For more information, visit [whymolst.com](http://whymolst.com).



President and CEO Ben Marcantonio thanks Volunteers at our Holiday Appreciation Party held in December at the Bowie Knights of Columbus's Boswell Hall.

## CELEBRATING *You* DURING NATIONAL VOLUNTEER APPRECIATION WEEK

We wish we had the time and resources to celebrate the work of our Volunteers in a big fashion every week of the year. We hope you know how grateful we are for all that you do in our mission of caring for life throughout the journey with illness and loss – a mission that was started more than 40 years ago by Volunteers that wouldn't be possible without Volunteers.

We get to join the nation April 19 to 25 to celebrate you during National Volunteer Appreciation Week. We are busy planning events taking place all that week, including Volunteer Breakfasts in Largo and Pasadena, a Wine and Design night in Largo, and the Volunteer Celebration and Happy Hour Awards Night. We also will have a few surprises – watch your email for details in the weeks to come.



## Meet our New Volunteers

We'd like to congratulate the people who recently completed the training to begin serving as Volunteers. Since September, 28 wonderful individuals decided to give of their time and talents to help our patients and their families.

**Trevor Bane** – patient care, Honor Salutes

**Anna Carter** – patient care, reiki

**Joseph Ebaugh** – patient care, Vet to Vet, Honor Salutes

**Susan Ebbitt** – patient care, pet therapy, Honor Salutes

**Ondine Eken** – patient care, Honor Salutes

**Darlene Ellis** – patient care

**Nyasia Gill** – patient care, administrative

**Barrett Hein** – patient care

**Benjamin “Jake” Higginbotham** – patient care, Honor Salutes, Vet to Vet

**Elizabeth “Marie” Hortopan** – patient care, vigil, Honor Salutes

**August Kruelle** – administrative

**Catherine Lash** – patient care, administrative

**Nancy Metze** – patient care, pet therapy

**Sandra Meyer** – patient care, Honor Salutes

**Jennifer Meyers** – patient care, administrative, Honor Salutes

**Teauna Mitchell** – patient care, Honor Salutes

**Nancy Portz** – patient care, administrative, Honor Salutes

**Daryl Reaney** – patient care, Vet to Vet, Honor Salutes, music

**Katie Ryzhikov** – patient care, Honor Salutes

**Victoria Sanford** – patient care, Honor Salutes

**Leila Shirvan** – patient care, Honor Salutes

**Jennifer Simms** – patient care, Camp, Chesapeake Life Center

**Mary Ann Sluga** – patient care, Honor Salutes

**Jessica Solis** – patient care, reiki, Honor Salutes

**Ryland Spence** – patient care, Honor salutes

**David Spore** – patient care, administrative, vigil

**Brigette Suerig** – patient care, Honor Salutes

**Amy Wingert** – patient care

Thank you for the gifts of your hands and hearts. We hope you can share your experiences with your family and friends and encourage them to join our Volunteer Team, too.

# Save **THE** Date



## Comfort Touch Training

Saturday, March 14, 2020: Session 1 – 9 a.m. to 3 p.m.

Saturday, March 28, 2020: Session 2 – 9 a.m. to noon

John & Cathy Belcher Campus, Pasadena

To register, call Terri Fevang at 667-219-2889 or email [tfevang@hospicechesapeake.org](mailto:tfevang@hospicechesapeake.org)

## Hope & Healing for Heroes: A Welcome Home Vietnam Veterans Event

Monday, March 30, 2020 – 9 a.m. to noon

American Legion Post 226, Edgewater

Space is limited; registration is required.

For details, click [HERE](#)

## An Evening Under the Tuscan Sky Annual Gala

Saturday, April 4, 2020 – 5:30 to 11 p.m.

The Hotel at the University of Maryland, College Park

For tickets, click [HERE](#)

## The Take Charge of Your Healthcare Decisions on National Healthcare Decisions Day

Thursday, April 16, 2020

11 a.m. to 2 p.m. at the Arundel Mills Mall in Hanover

Noon to 3 p.m. at the Westfield Annapolis Mall

# Save **THE** Date

## Volunteer Appreciation Week

Sunday, April 19, through Saturday, April 25, 2020

Watch your emails for a list of events happening in both Anne Arundel and Prince George's counties.

## 15<sup>th</sup> annual Emily Schindler Memorial Lecture

Wednesday, April 29, 2020 – 9 a.m. to 12:15 p.m.

Owen Brown Interfaith Center, Columbia

For registration, call 888-501-7077 or email [griefinfo@chesapeakelifecenter.org](mailto:griefinfo@chesapeakelifecenter.org)

## Annual Tribute Wall Unveiling and Veterans Remembrance

Saturday, May 16, 2020 – Time to be announced

John & Cathy Belcher Campus, Pasadena

## 12<sup>th</sup> annual Fashion for a Cause benefiting Chesapeake Kids

Thursday, June 4, 2020 – 6:30 to 9:30 p.m.

Porsche of Annapolis

For details, click [HERE](#)