



hospice of the
chesapeake
Foundation

CARING FOR

Life

hospicechesapeake.org

Leadership Letter

Dear Friends,

I am honored to welcome you to the Fall 2020 Caring for Life newsletter. As you will read on the following pages, many things have changed over the last six months, including my new role as Acting Chief Executive Officer for Hospice of the Chesapeake. We announced in early August that Ben Marcantonio, who many of you know so well, has accepted a new role as Chief Operating Officer for the National Hospice and Palliative Care Organization. This was an opportunity literally “too good to pass up” for Ben as in this new role he will provide strategic leadership and national advocacy for our hospice and palliative care industry. Quite an honor! Although we sadly said goodbye in late September, we know that he will continue to support us albeit from afar. I have been the organization’s Chief Financial Officer since 2017 and, upon Ben’s departure, the Board of Directors asked me to serve in an acting CEO role while they conduct a search for a replacement. I have been working with Ben and our leadership since mid-July to ensure a smooth transition.



Another change you may have noticed is on the cover of this newsletter. Our new logo. After a year of extensive research and a brand audit of how we present all of our program services, we are honored to share with you a new suite of logos for all our programs that are unified and focused on our commitment to caring and supporting our community. As well, last month, we expanded our reach in Maryland by acquiring Hospice of Charles County. More details on both endeavors can be found throughout the newsletter.

Speaking of change, the all too present global pandemic has changed the way we do everything. Not only the way we care for patients with additional precautions and how we operate as an organization, but also how we raise money to continue our mission-driven work. As we honored the need for physical distancing, all of our events have been cancelled for 2020. We are grateful for the many sponsors who continued to give as if the events had taken place and many others who have stepped up to support our mission. We need you more than ever.

Social distancing is temporary – family is forever. Each of you are an important part of our family. We miss you but know that when the time is right our family will be together again. Until then, please know I look forward to meeting more of you – hopefully in person – very soon.

With gratitude,

A handwritten signature in black ink that reads "Michael Brady". The signature is fluid and cursive.

Michael Brady
Acting Chief Executive Officer



Letter from our Chief Medical Officer



Dear Friends,

As we enter the season of fall, I am reflecting on what a year 2020 has been. We have used the tagline “this is what commitment looks like” over the last few months and I must honestly say I have never seen better examples of true commitment to each other. From physical distancing to wearing masks to embracing precautionary measures we employed to protect our clinical teams, patients, caregivers, and their families, I have witnessed so much courage, generosity, innovation and ingenuity.

I am proud to share with you Hospice of the Chesapeake has navigated the everchanging obstacle course known as 2020 through determination, commitment and skill. We have climbed that rope ladder to a whole new level of care for those who need us. In the last six months, we have increased our reach by caring for more than 580 hospice patients every day – more than ever before in our 41-year history. The Chesapeake Supportive Care team has expanded the care they provide through telemedicine and enriched the lives of so many struggling with illness. Our Chesapeake Life Center held

its first ever virtual grief camp for children ages 6 to 12 while teens in face masks physically distanced outdoors to participate in a grief camp at Terrapin Adventures. They did all this while still supporting clients through telehealth groups and individual counseling. And, as you will read later in the newsletter, we are reaching more citizens across Maryland than ever before.

Where you once might have heard, “I’m not sure how we will achieve this,” you now hear, “Don’t tell us it can’t be done. We will find a way because they need us.”

Truthfully, I look forward to seeing the days of the coronavirus in our rearview mirrors, not so much because of how difficult it has been, but more because the road ahead is so exciting. We are thankful for your continued support, demonstrating you are always there when we need you, so that we can prove to our growing community that we are there when you need us.

Gratefully,

A handwritten signature in blue ink that reads "Eric Bush".

Eric Bush, MD, RPh, MBA
Chief Medical Officer

JOIN THE COVID-19 EFFORT:

Send your words of encouragement to our care teams at

foundation@hospicechesapeake.org

or to:

Hospice of the Chesapeake

John & Cathy Belcher Campus

90 Ritchie Highway • Pasadena, MD 21122.

Finding a Way to be There

Hospital beds made of easily cleaned metal as opposed to porous wood. Public health reporting in support of the science of epidemiology. Laura Spinney, author of the book, "Pale Rider: The Spanish Flu of 1918 and How It Changed the World," wrote about these and other innovations that came from what she called "the worst disaster of the 20th Century."

How quickly the world can forget. Until 2020, that historic event was a blip in our history textbooks. But the innovations that came from it are lasting and playing an important role in how this 21st-Century world is responding to the novel coronavirus.



Certified Therapeutic Musician Alex Strachan is featured in one of several virtual Integrative Arts sessions we offer our hospice and supportive care patients and bereavement clients. Photo by Natalia Tull

Perhaps one of the top innovations that came from COVID-19 is telehealth. As hospice, supportive and bereavement care professionals, our ideal consultation is in person without masks and with the ability to comfort with touch. When restrictions by the Centers for Disease Control recommended changes, our information services team went into overdrive to ensure that our care teams could still visit face-to-face with a patient, albeit through the screen of a tablet, smartphone or laptop.

Telehealth has allowed us to reach more people who need us. With telehealth platforms there is no travel time for an urgent response from a nurse practitioner. A supportive care patient need not make the trip for a Hussman Supportive Care Center visit. A client experiencing grief can keep their counseling appointment from anywhere in the world. As our clinicians, in full personal protective equipment, are slowly returning to in-person visits, we know that telehealth technology is an important tool that we will always use in our mission of caring for life.

Another innovation is more of a rediscovery – the phone call. With a volunteer corps that has since the very beginning of our organization devoted itself to being there for patients and their caregivers, our compassionate care volunteers suddenly were no longer able to visit in person. It was not long before we had a dedicated corps of Caring Callers, volunteers who make weekly calls to new patients. They ask each patient if they would like routine calls from a volunteer. By August, 240 patients and caregivers looked forward to a regular check-in cheerful, supportive voice.

To volunteer during this critical time, please contact volunteers@hospicechesapeake.org or call 410-987-2003.

When You Need Us

During the initial call, the Caring Caller offers services that include Integrative Arts videos and, for Veteran patients, virtual Honor Salutes. The integrative arts videos come to them through an emailed link that takes them to a YouTube playlist featuring brief sessions of yoga, guided meditation, therapeutic music and even a video of horses from Maryland Therapeutic Riding. Christine Wilson, Director of Advancement and Volunteer Services, said everyone is very appreciative when they get the video link, even the volunteers. "The Caring Callers say, 'My gosh! It was so great to have these videos. They even help me!'"

More than 180 Honor Salutes, most of them virtual, were completed by the end of August. Part of the reason is we have volunteers who reach out to new Veteran patients every week, offering the honor salute to every Veteran patient. The volunteer team works to arrange to have an Honor Salute kit with a patriotic quilt, thank you cards, certificate of appreciation and an American flag lapel pin delivered to them. A link is emailed or texted to a virtual salute that includes a message from active-duty military and the anthem of their service brand sung by an active-duty volunteer. Presently, 27 volunteers don masks and gloves to drop off the kits at the front doors of patients' homes.

Of course, we look forward to the day when we can shake hands, provide support and gather in support groups of more than 10 people. At the same time, the COVID-19 crisis has brought another level of care to our services that is not bound by geography and affords a different kind of accessibility. In-person or via telehealth, we are there when you need us.



Registered Nurse Case Manager Kelly Brennan plays the video of active-duty military volunteers thanking veterans for their service during Bert Behringer's virtual honor salute at Morningside House of Friendship. The patriotic quilt and handmade Thank You card that is a signature of the salute are on his lap.

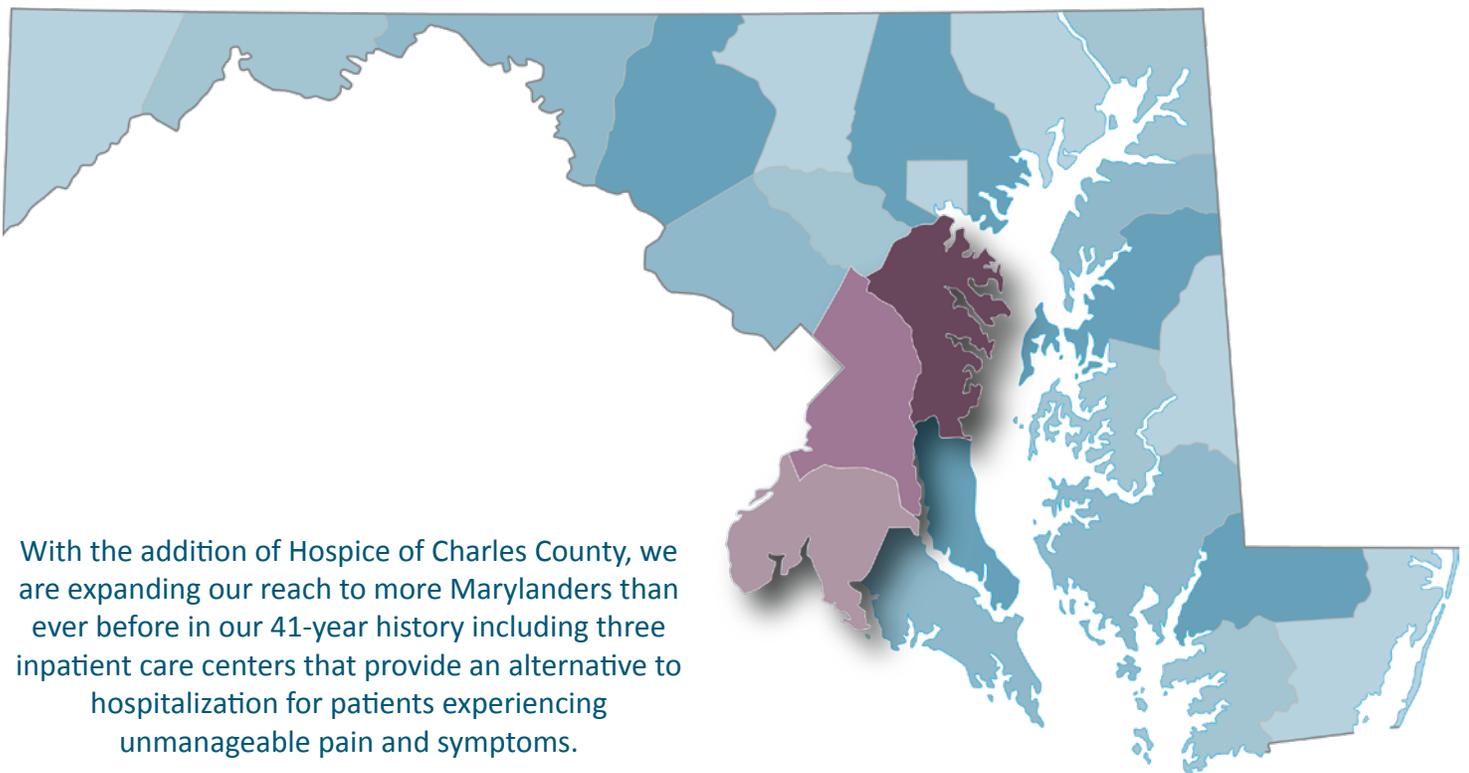


Commitment and expertise lead to

During an unprecedented time in history that is filled with uncertainty and anxiety for so many in our community, Hospice of the Chesapeake has turned this year into a time of unprecedented growth and commitment.

While pivoting to keep pace with the constant changes brought on by the ferocity of the COVID-19 pandemic, we cared for an average of more than 580 hospice patients each day, which is a number never seen before in our 41-year history.

As part of our long-term strategic planning process undertaken in 2019, we committed to caring for more Maryland citizens than ever before in our history. In early 2020, we began conversations about a potential partnership with Hospice of Charles County around the expansion of supportive care. After many months of collaborative conversations, the two leadership teams agreed that a merger of the organizations would be the most beneficial. We are honored to announce that on Oct. 1 we began to integrate the two local nonprofit organizations. Our goal for the citizens of Charles County is to strengthen their access to care for those living with advanced complex illness as well as to grief support.



With the addition of Hospice of Charles County, we are expanding our reach to more Marylanders than ever before in our 41-year history including three inpatient care centers that provide an alternative to hospitalization for patients experiencing unmanageable pain and symptoms.

Extraordinary Growth

Hospice of Charles County brings with it a long-standing heritage in its community. Like Hospice of the Chesapeake, it was founded by local volunteers and supported by many community organizations and local leaders. Chris Becker, the Chairman of Hospice of Charles County's Board of Directors, said the organization is excited about the future of the merger, and believes that we share their values of community, quality, and service. "I believe that joining the Hospice of the Chesapeake organization will bring strength and stability to the care we provide while simultaneously honoring our roots in Charles County," Becker said.

In addition to growing our hospice care geographically, we also focused on expanding our supportive care services to reach more patients who are living with advanced complex illnesses. We are serving those who can benefit from additional support as they navigate the complexity of a new diagnosis or rapidly advancing illness but are not quite at the point of needing hospice care. Through collaboration with our local healthcare partners, we have significantly increased the care we provide in reach and depth.

During this time of growth, it became apparent that it was time to change the perception of Hospice of the Chesapeake in our community. In the last 15 years, we have grown from a traditional hospice team in Anne Arundel and Prince George's counties into regional experts in hospice care, supportive care, general

inpatient care, grief support for those who've lost a loved one to illness and trauma, as well as grief education. As we progressed down this winding path, our brand and logo needed to more accurately represent the NEW Hospice of the Chesapeake and the many

new ways we care for the community. In response, we launched a full-scale brand audit and research campaign to gather community and professional opinions on our evolution. That in-depth analysis and reflection gave birth to new logos and creative for each of our business lines. We have included them below and are happy to share that we launched these new looks on Sept. 1. We truly believe this path represents the future of our organization and leaves room for more growth in ways we might not anticipate today.

Throughout all these positive changes we promise that one thing we will never change – we will always be an organization that is caring for life throughout the journey with illness and loss. And, we will always be there when you need us.

Become part of our growing legacy. To discuss end of year giving options and other charitable donation options, email foundation@hospicechesapeake.org, or call 443-837-1527.



Inside the box and out into the world: Community Education goes virtual in the age of COVID

By Tammy Turner, Community Education Manager

Susan Coale and Amy Stapleton have been all over the state this year. And they did not even have to leave their desks. They have become grief and loss education webinar rock stars.

Together, Coale, director of Chesapeake Life Center, and Stapleton, the center's bereavement services manager, presented "Creative Interventions: Supporting Children and Teens as They Grieve" to an audience of 305 Anne Arundel County Public School counselors in May. Word of their program reached the Howard County Public Schools who asked them to present to more than 100 counselors in September. In June, the duo presented the continuing education offering "Loss without Closure: Ambiguous Loss and Grief" to the Chesapeake Employee Assistance Professionals Association as well as to social workers employed by referral partners at hospitals and assisted and skilled nursing centers.

Other team members have made virtual presentations to different groups during the pandemic. Patti McMillan, our director of medical practice management, presented on supportive care to a cancer patient support group with our friends at the Wellness House in Annapolis. Chief Medical Officer Dr. Eric Bush presented online at the Value-Based Care Strategies for Hospice and Palliative Care Summit hosted by the national news organization Hospice News.

Community outreach and education is alive and well thanks to a team of experts that adapted to provide webinars and educational videos and the generosity of the John & Cathy Belcher Institute to fund the technology to make that happen. Like everything we have done, the restrictions of the pandemic forced us to think "inside the box." We have not been able to schedule an educational event in a venue since March 11 when we spoke at a Kiwanis Club meeting. We

reach more people with each webinar and online video than we ever did at any in-person event. By tenfold, if not more.

Our educational videos produced for Facebook and shared on social media have played an important role in keeping our community informed and offering interventions dealing with the unknowns of 2020. Our "Coping with COVID" series debuted March 19 with Stapleton talking about the loss of control and feelings of

isolation we were just beginning to feel. We have created more than 10 coping with COVID videos since, including a three-part series specifically for the Prince George's County community. The videos offer strategies for self-care, staying connected, and helping family, friends, and community, and conclude with resources for getting help. That first video has been viewed about 5,500 times on Facebook. All our pandemic-related videos have been viewed more than 45,000 times.



We are excited to have Dr. Karen Bullock, left, as our Caring for the Continuum of Life healthcare symposium keynote presenter for the second year. She will discuss "Racial Inequalities Exacerbated by COVID-19." Dr. Gloria Thomas Anderson is our featured speaker. Her presentation is "A Community Conversation: The Impact of COVID-19 and Historical Mistrust on African-American Health and Decision-Making."



The signature event of the Belcher Institute is our annual Caring for the Continuum of Life healthcare symposium. What started in 2015 as Courageous Conversations, free opportunities to discuss end-of-life, advanced illness, and bereavement care philosophies, grew to include this one large event, completely free for attendees with offerings for both community members and healthcare professionals. Hundreds of people attended the first two, and we were excited about what 2020 would bring until the pandemic once again forced us to change tack. This year's event is virtual, and as such, it allows us to reach even more people. The focus on addressing racial inequities in healthcare has been made even more relevant considering the social justice movement and how minority communities are disproportionately affected by the novel coronavirus. How inequity and faith-based culture factors into hospice and supportive care decisions will all be addressed on the morning of Oct. 24. It is free for anyone to attend: Registration must be completed through caringforlifemd.org.

It seems that this global pandemic has helped us to expand our reach, making us more global. We are proud of how our clinical leaders have helped the community navigate the hairpin turns COVID-19 has added to our journey through illness and loss.

Help us make more people aware of the importance of hospice, supportive and bereavement care. To support the John & Cathy Belcher Institute, please contact foundation@hospicechesapeake.org or call 443-837-1527.



Loss without Closure: Ambiguous Loss and Grief Webinar



Susan M. Coale, LCSW-C
Director, Chesapeake Life Center
at Hospice of the Chesapeake



Amy R. Stapleton, MS, LCPC, NCC
Manager of Bereavement Services,
Chesapeake Life Center
at Hospice of the Chesapeake

More than 100 people have learned valuable information about ambiguous loss after attending one of two webinars featuring Chesapeake Life Center team members Susan Coale and Amy Stapleton.

Weathering Two Storms:

Pandemic Restrictions and Pediatric Hospice Care

We have heard much about school systems going online as opposed to in physical classrooms. For the most part, we all understand the reason behind it but parents wonder how they can continue to work while also helping their children learn in a home setting that was never meant to be a classroom.

Now, imagine that one of those children has a life-limiting illness. It's like weathering two storms.

The job of raising a child who requires round-the-clock care is already more than most adults could handle. Along with frequent visits to see physicians and a daily regimen that involves medications, feeding tubes, therapies, and coordinating resources they now must manage the in-home education of other children along with the complicated requirements of getting to medical centers that are restricting access due to the pandemic.

This year has highlighted how important the Chesapeake Kids program is for these families. When it comes to a child who has a life-limiting illness or condition, you cannot care for the whole patient without caring for the whole family. It takes a pediatric hospice interdisciplinary team that includes a physician, nurse practitioner, registered nurse, social worker, chaplain and certified child life specialist. Also helping the team are specially trained counselors, integrative art therapists and dedicated volunteers.

This team works directly with the families' primary care physicians and specialists to add an additional layer of support that is focused on quality of life, again, not just for the patient but for the whole family. Child Life Specialist Alex Haarich said that an integral part of our service is supporting families who are actively seeking a cure for their child, including radiation, chemotherapy and other life-saving treatments. "A lot of times people don't know that when pediatric patients are on a hospice

service, they can continue to seek curative treatments and therapies," Haarich said. "We tell families all the time that joining hospice is not giving up hope. It just ends up being a change in their goals."

Of course, there are children who are dying, which makes one aspect of the team's job especially important — memory-making and legacy-building with the family. This includes documenting their time together and creating keepsakes to honor their memory. When this article was written, the team was planning for its annual Children's Memorial ceremony for Chesapeake Kids families who have lost a child. Traditionally held on campus, this year's event was privately held online.



Chesapeake Kids volunteer Alice Jo Weaver, AKA Mrs. Claus, delivers gifts to a family during the annual Adopt-A-Family holiday sharing drive. This year's drive will have added importance to help bring a sense of normalcy to the already complicated lives of pediatric patients and their families.

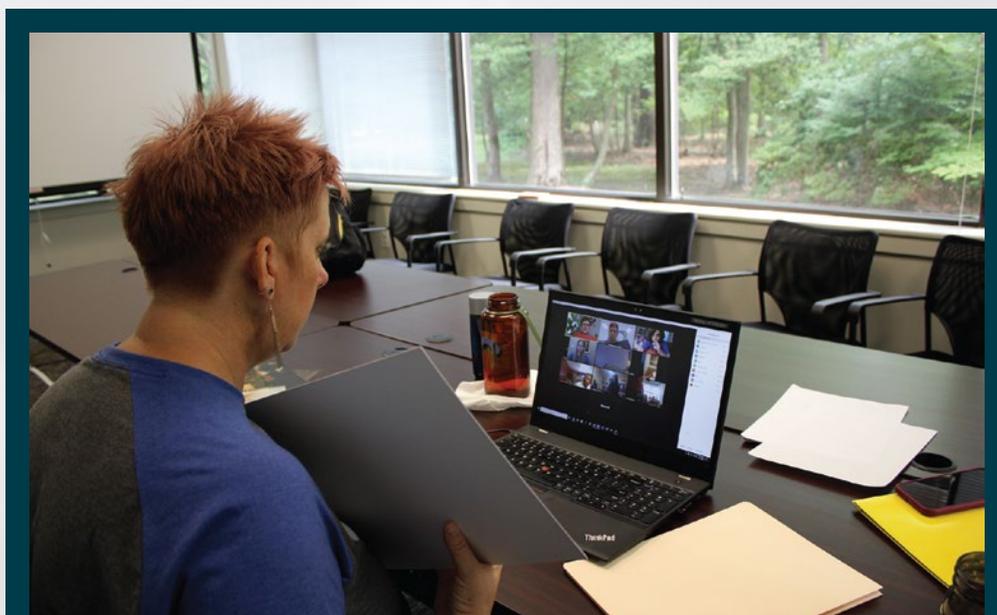
Haarich's role crosses disciplines as she also supports the Chesapeake Life Center by facilitating its pre-teen and teen grief support groups, which continued online during the coronavirus shutdown. She was one of the faces seen and voices heard on the Zoom gallery view during Grief Burst 2020!, the center's first ever virtual grief camp held in August. Now she and the team are gearing up for their Adopt-A-Family holiday sharing program. Last year, eight families benefitted from the generosity of donors who provided festively wrapped gifts for all the members of each family that were delivered to their homes. That will be even more important this year as extended families may not be able to celebrate in person.

Bring some holiday hope to a pediatric family this year. To participate in our Adopt-A-Family holiday sharing program, please contact foundation@hospicechesapeake.org or call 443-837-1531.

Like all of Hospice of the Chesapeake's services, Pediatric Program Coordinator Laura Smith said the pandemic has required her team to change the way they care for their patients. The care plan includes virtual visits, checking in by phone and adapting in-home visits with a balance that matches each

families' comfort level. She said that having to wear personal protective equipment creates some mental and physical barriers when meeting with a new family, talking to a small child or having difficult conversations with parents and siblings. "Especially when meeting with new families I try to have them see my face when I am still on

their porch before I gear up before coming inside," Smith said.



Chesapeake Life Center Bereavement Services Manager Amy Stapleton helps team member Roberta Rook guide Grief Burst 2020! Campers through a SoulCollage pictorial grief journaling exercise.

THE GIFT OF GROWTH



"The greatest thing in this world is not so much where we stand as in what direction we are moving."

– Johann Wolfgang von Goethe

Support Our Hospice Heroes

Give dignity and compassion for patients at end of life.

Offer comfort to loved ones who grieve.

Build a caring community.

Your care is needed now, more than ever, during COVID-19 and beyond.

Learn more about individual gifts, monthly giving, bequests, sponsorships and other ways to make a difference in the lives of others.

www.hospicechesapeake.org/giving

443-837-3385 to give by phone or to learn more

Thanks to you, so much is possible for patients, families and our community.

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