

Q A

FAST FACTS

Frequently Asked Questions about Hospice House



Hospice cares for people living with terminal illness wherever they live, be it a house, apartment, nursing home or retirement community. But when staying at home is no longer an option, people can now come to the Hospice House.

WHO IS THE HOSPICE HOUSE FOR?

- Hospice patients who need only temporary care such as managing physical symptoms or for caregiver respite; and
- Hospice patients who need a homelike setting where they can spend their final days with professional medical attention and care, surrounded by family and friends.

WHAT IS HOSPICE HOUSE LIKE?

Hospice House is designed with patients and their families in mind, blending medical expertise with the comforts of home. Hospice House offers:

- 12 private and spacious bedrooms, with bath, outdoor patio, and in-room overnight accommodations for a family member;
- Round-the-clock skilled nursing care;
- Emotional and spiritual support for patients and families;
- Comfortable spaces for families to gather, including a children's playroom to encourage visitors of all ages;
- 24/7 visiting hours every day of the year; and
- A full-service kitchen and dining area serving patients, families, visitors, and staff.

WHAT KIND OF PROFESSIONALS ARE AVAILABLE AT HOSPICE HOUSE?

- Doctor
- Registered nurses

- Certified nursing assistants
- Social workers
- Chaplain
- Bereavement counselor
- Trained volunteers

HOW IS CARE PAID FOR?

Medicare, Medicaid and private insurance reimburse for routine hospice services. For those without insurance, we will continue to rely on the community's generous financial support so that we can provide hospice services to everyone.

WHEN WILL HOSPICE HOUSE BE OPEN?

January 2009

FOR MORE INFORMATION

Please visit our web site at www.hocf.org to view a slideshow of construction progress and to read about opportunities to donate to the building fund or to purchase bricks and pavers for the Path of Remembrance.

This special issue of *Hospice Horizons* is made possible by the generous support of these sponsors.

- Giardini Pasta & Catering Co.
- Main Street Financial Group
- Tryon Estates, an ACTS Community
- Tryon Federal Bank
- Tryon Pharmacy



130 Forest Glen Drive
Columbus, NC 28722

Nonprofit Org.
U.S. Postage
PAID
Tryon, NC 28782
Permit No. 81



PRINTED ON RECYCLED PAPER

Hospice Horizons

NEWS FROM HOSPICE OF THE CAROLINA FOOTHILLS

Barking Up The Right Tree

Therapy dogs in action



ABOVE: Donna James and Jamie visit with a smiling Naomi Womack at LaurelWood. Naomi likes to recall fond memories of her Collie named Polly. RIGHT: Retired veterinarian Bob McDaniel and Possum, a Jack Russell, take a rest during pet therapy training.

Other Caring Canines and their Hospice patient companion owners include Annie, a Black Lab, and Mike McEntee; Coal, a Black Lab, and Margaret Kell; and Hannah, a Yellow Lab, and Marty Odom.

INSIDE

2
EXECUTIVE DIRECTOR'S
LETTER

5
SUPPORT & EDUCATION

6
FAST FACTS

“When a volunteer with a Caring Canine goes through a patient’s door, the immediate response can light up a room.” So says Wendy McEntire, who spearheaded the development of Hospice’s Caring Canines. “The sensitivity of these animals and the joy they bring is amazing.”

The connection between pets and people is universal, and HoCF wanted to add to the value of a volunteer’s visit by including their pet for patients who desire it. The Caring Canine program requires certification by a national organization, Therapy Dogs, Inc. Headquartered in Wyoming, they have a local O/T (Observer and Tester) here in Polk County, our own version of Super Woman, Katie Malone. Katie became certified as an O/T about five years ago because, she says, “It’s something we needed here!” Katie conducts the four-session training classes several times a year. “Only a few dogs have been dismissed,” she says, “primarily because they didn’t get along with other dogs.” Describing the perfect candidate, Katie says the animal not only gets along with other dogs and people, but actively seeks out and responds to human interaction.

Some dogs are naturals, like Donna James’s seven-year-old Springer Spaniel, Jamie. “Jamie is very gentle, a real people dog,” says Donna. She and Jamie have completed the program and applaud the system which stresses safety and animal management. “The owner/volunteer must maintain control of the dog at all times,” Donna explains.

During the sessions the dog is carefully observed as the O/T tests the dog’s manners with

strangers as well as with other dogs. “Most of what we learn,” Donna explains, “is a useful list of do’s and don’ts; for example, it’s important to keep your dog two feet away from any other dog.” Katie also tests for obedience and determines how the dog responds to petting of all kinds. If the pet passes the tests, the owner becomes a member of Therapy Dogs, Inc. and the team receives an ID wallet card and a tag for the animal’s collar, both for a reasonable fee.

Wendy says that Caring Canines is a popular addition to Hospice volunteer services. “So many of our patients have had special pets in their lives. It just made sense to connect the dog lovers to the dogs, especially in residential care facilities.” ■



GRATEFUL FAMILIES

I don’t how I would have gotten through the days prior to my husband’s death without you. You provided him with such tender care and me with lots of support.

— COLUMBUS FAMILY MEMBER

I cannot thank you enough for all you did to support me and my mother. I could call you anytime, day or night, and you were there for us! Words cannot express my appreciation. I will forever be indebted!

— CAMPOBELLO FAMILY

I just can’t say enough for your excellent work. My thanks to Dr. McCormack also for referring Hospice to us.

— TRYON FAMILY MEMBER

Serving Polk County, NC, and the northern communities of Spartanburg and Greenville counties in SC.

Jean H. Eckert
Executive Director

Garry Snipes, MD
Medical Director

Board of Directors

Ronald E. Smith
Chairman

William P. Jenks
Vice Chairman

Bruce Bowers
Treasurer

Jacquelyn W. Wright
Assistant Treasurer

Callie Smith
Secretary

Rockie Bull
Caroline Chapman
Kay Ennis
Jerry Johnson
Jack Newton
Joseph Phayer
Jennie Smith
Thomas P. Strader
William P. Wuehrmann
Dorothy Wyckoff

Mission Statement

Hospice of the Carolina Foothills promotes and provides compassionate end-of-life care, meeting the medical, emotional and spiritual needs of individuals and their families.

Contact Information

TEL 828.894.7000
800.617.7132
FAX 828.894.2254
E-MAIL hocf@hocf.org
WEBSITE www.hocf.org

Newsletter Editor

Marsha Van Hecke

FROM THE EXECUTIVE DIRECTOR

The More Things Change

The More They Stay the Same



Jean Eckert

There are those in the community who remember the early conversations and meetings that led to the incorporation of Hospice of Polk County in 1980. And there are those who remember the early days of a nearly all-volunteer staff. The first patient lived in Green Creek and was admitted to our care in July 1981. The statistics of that first year tell this story: 37 patients served by two part-time paid staff and 31 trained and active volunteers, who together made 1,098 visits and drove 29,070 miles; 16 families were receiving bereavement care.

In those days, hospice care had been in this country only 6 years, serving people with terminal cancer. There was no federal, state, or county funding and no insurance reimbursement. The first year's budget was \$20,000, and all funds came from voluntary contributions. The "office" was a rented room and a station wagon.

In *Report on the First Year of Patient Care*, board member Robert E. Lair wrote, "Cancer patients and their families have special needs (medical, psychological, social and spiritual). Pain control and quality of life are Hospice concerns." He also wrote that Hospice staff is on call around the clock and that "Hospice is as near as the telephone".

HOSPICE TODAY

Today, nearly three decades later, our mission remains the same: "to meet the medical, emotional, and spiritual needs of patients and their families" ... but not just patients with cancer. We care for individuals diagnosed with any end-stage illness, including heart disease, liver disease, Parkinson's, Alzheimer's, ALS, or a general failure to thrive.

Today, we are still as near as the telephone, and a Hospice RN is on call every hour of every day of the year. But the phone rings now in a

multi-purpose building, established seven years ago by a generous community.

Today, we still have many more volunteers than paid staff. We ended the year in 2007 with 59 full- and part-time staff and 193 trained and active volunteers, who together made 31,729 visits caring for 335 patients and their families. Volunteers alone drove 50,625 miles. More than 300 families were receiving bereavement care.

Today, we offer Palliative Care services for people with serious, but not terminal, illness who need extra help in managing disease symptom and whose families need assistance with resources and decision-making. Our bereavement services reach out into our service area to offer support for individuals, schools, churches, and businesses. We are building a Hospice House that will be a home-away-from-home for hospice patients requiring specialized care beginning in January 2009.

Today, our name reflects the larger community we serve: Polk County, NC, and the northern towns and communities of Spartanburg and Greenville counties in SC: from Landrum down to Inman, and from Glassy Mountain over to Fingerville. We are one of 4,600 hospices in the country, and our budget last year was \$4,678,000. We are reimbursed for services through Medicare, Medicaid and private insurance, but as always, rely on generous financial support from the community so that we can serve every person who needs us.

We have grown ... to serve more people. We have changed ... to serve them better. It is our goal to continue to grow and change as we help more and more people enjoy the best quality of life possible. ■

Jean Eckert
Executive Director

Winter 2008-09 Programs and Events

Hospice of the Carolina Foothills is happy to offer education and support to the community at large as people sort through the decisions and adjustments called for when life-changing illness, death and grief affect their families. There is no fee for these services, and no registration is required.

Grief Support Groups

If you would like to talk with someone about your loss, but aren't sure if a support group is right for you, please call us at 828.894.7000 or 800.617.7132. Our trained professionals can talk with you on the phone, or meet with you in person to listen and give support.

First Tuesday of each month, Noon – 1 p.m.
Hospice Center, Columbus, NC
(Nov. 4, Dec. 2, Jan. 6, Feb. 3)

This ongoing group, facilitated by a Hospice staff member, offers encouragement and comfort in a safe and confidential environment to anyone in the community grieving the loss of a loved one. Bring a bag lunch if you wish; drinks and homemade dessert will be provided.

Second Thursday of each month, 8:30-9:30 a.m.
The Dutch Plate, Campobello, SC
(Nov. 13, Dec. 11, Jan. 8, Feb. 12)

This ongoing breakfast group, facilitated by a Hospice staff member, offers encouragement and comfort in a safe and confidential environment to anyone in the community grieving the loss of a loved one. Scheduled for those who prefer an early morning group. Breakfast is "Dutch treat!"

Last Thursday of each month, 6 – 7 p.m.
Hospice Center, Columbus, NC
(Oct. 30, Nov. 20 (3rd Thurs), Dec. 18 (3rd Thurs), Jan. 29, Feb. 26)

This ongoing evening group, facilitated by a Hospice staff member, offers encouragement and comfort in a safe and confidential environment to anyone in the community grieving the loss of a loved one. Scheduled for those who prefer an evening group.

Men's Friday Breakfast Group

Every Friday at 8:30 a.m. at T.J.'s Café in Tryon
 Good food and conversation with men who share the pain of loss. Newcomers are welcome. For more information, contact Bob Wilson at 828.859.2148.

"Getting Through the Holidays When Someone You Love has Died"

Tuesday, November 18, 6 - 7 p.m.
Thursday, December 11, 10 - 11 a.m.
Hospice Center, Columbus, NC

This seminar, offered twice, is designed to help adults who are facing the holidays after the death of someone special to them. It can also be beneficial to anyone who wishes to learn how best to reach out to grieving friends. ■

NEED PROGRAM INFORMATION?

For more information, or to schedule a particular presentation for your church, civic club, school or business, please contact Marsha Van Hecke :

- 828.894.7000, 800.617.7132 or
- mvanhecke@hocf.org

9th Annual Tree of Life Celebration

Tuesday, December 9, 5 – 6 p.m.
Hospice Center, Columbus, NC

The Tree of Life Celebration offers a festive occasion during the holiday season for you to pause to honor or remember people dear to you. Join Hospice staff, volunteers and board members as we light the tree, sing carols, and enjoy homemade refreshments.



Watch the mail for your Tree of Life Annual Appeal letter, giving you the opportunity to support the work of Hospice through a donation and the purchase of gingerbread boy ornaments inscribed with the names of loved ones.



2411 Hwy 108E
 Columbus, NC
www.giardinigardens.com



22 North Trade Street
 Tryon, NC 28782
 828.859.9252



617 Laurel Lake Drive
 Columbus, NC
 828.894.3000



Columbus: 828.894.3021
 Tryon: 828.859.9141



TRYON PHARMACY
 Complete Pharmacy Service
A Valuable link to your over-all healthcare.
828-859-6615



Brighten someone's day with a regular visit, while providing relief for the caregiver, like Millie Bordin with Grace Wilson

Volunteers Make A Difference - Join Us



HOSPICE of the Carolina Foothills



Collect toiletries at your church from our "Wish List for Patients," like Good Samaritan Marty Odom



Help keep the office running, like Robert Parkinson



Deliver supplies to our patients who live in area nursing facilities, like Leona & Dallas Seiler



Make birthday parties for patients happen, like Shelvie Foust



Visit patients with your trained "Caring Canine," like Donna James & Jamie



Answer the telephones, like Helen Johnson



Socialize with neighbors at community festivals and health fairs, like Martha & Hoyt Champion



Make pillows for patients, or sew for fundraisers, like Alice Schlaack



Have fun helping with a mailing, like Christine & Jamie Miller and Olivia Nelson



Help out at a fundraiser, like Dorothy Wyckoff and Virginia Clark

Upcoming Holidays

Same Events ... New Challenges



Holiday celebrations can present a challenge for those adjusting to life after the loss of a loved one. There is no magic ball to predict how any of us will respond, and no right or wrong ways to cope with the additional apprehension this time of the year may bring. If you are grieving, try to discover what works best for you *this* year, and plan from there. If you are a friend or neighbor or family member of someone who is grieving, allow for changes as people attempt to cope with their grief while the world rejoices. The following suggestions may shed some light on how to manage the upcoming holiday season.

PLAN AHEAD. Recognize that during grief you may feel that many things are out of control. It is important to plan for the holidays. Consider ahead of time what may be expected of you socially and emotionally. Set both short-term and long-term priorities, and break them up into workable chunks. Try to anticipate and recognize possible sources of discomfort and decide what can or cannot be faced, altered or eliminated. Get family input about what activities would be most comfortable and meaningful.

EXPRESS YOUR FEELINGS. Acknowledge that holidays may be difficult and do not be afraid to express your grief. Feelings will not disappear by ignoring them. Talking to caring family and friends will often make you feel better and allow those closest to you an opportunity to express their grief as well.

LOWER YOUR EXPECTATIONS. Holidays require additional energy. Feelings of loss often leave you fatigued. Respect what your body and mind are telling you and do not over-commit yourself during this busy time of year. Pull back and leave special time for yourself.

ASK FOR HELP. Inform others of your needs, and accept assistance with holiday activities. Loved ones are most likely looking for ways to lessen your burden. Let those who care support you in concrete ways. You may also want to seek help from an established grief support group.

CONSIDER NEW TRADITIONS. Building new traditions can be a slow process. Let family and friends know that this year things may be different. Change things if you want to, knowing that the option to return to the old traditions will be there the next year, or the next.

EMBRACE YOUR FAITH. During the holidays, you may find a renewed sense of faith or discover a need to talk about your beliefs. Express and be comforted by your faith.

DO SOMETHING FOR OTHERS. Be aware that the greatest happiness may come in doing something wonderful for someone else. It can give the holidays special meaning.

SHARE MEMORIES. Do not be afraid to talk and share memories about the person who died. Though the process can be painful and sad, it may also lead to wonderful memories and laughter.

TAKE CARE OF YOURSELF. Be tolerant of and accept your limitations as you continue to heal in your personal grief process. Do not place too many demands on yourself and family or force yourself to do things you do not want to do. Give special consideration to activities that will help both you and your family, and forego unnecessary obligations. Do things that are self-supporting, and keep plans flexible. Allow breathing space and expect fluctuations in mood and perspective. You must be your own guide and do what makes you feel better.

HOLIDAY SUPPORT. If you would like extra support during the holiday season, call Shannon or Wendy at 828.894.7000 or 800.617.7132. ■

MEN'S & WOMEN'S GROUPS PROVIDE COMMUNITY BEYOND SUPPORT GROUPS

The Friday Men's Group has been eating breakfast together every week since January 2004, when the group was started by former chaplain Tom Swift. "Eating together," says original member Bob Wilson, "is what brought us together; we've stayed together because we have become friends and we have a good time." The door is always open for other men who are looking for good food and fellowship with men who understand loss. If you are interested, call Bob Wilson at 828.859.2148.

Women from current Hospice grief support groups are following in the men's footsteps, and are forming a social group that will provide fellowship with women who understand loss. If you are interested in belonging to such a women's group, contact Shannon Slater, Bereavement Care Coordinator, at 828.894.7000, 800.617.7132, or sslater@hocf.org