

HOSPICE *Gifts*

HOSPICE OF THE PIEDMONT, SHARING THE JOURNEY
SPRING 2009

The Gifts of Grief

“Now the room is often filled with laughter, and an understanding that we do not need to feel alone in this journey.”

IT HAS BEEN A DIFFICULT year for Peggy Toms, a resident of Faber, Virginia. Both her mother and father died within the past twelve months, utilizing Hospice of the Piedmont services.

First, her mother Agnes Toms bravely and cheerfully endured a lengthy illness that defied all the medical odds. Living years beyond an original diagnosis for stage four lung cancer, Agnes often reminded Peggy to remember, “All we have is today; make the most of it, and if tomorrow comes we will deal with what it brings.”

Agnes was able to stay in her home

for most of her illness, first using supportive services from the *Transitions* pre-hospice program administered by Hospice of the Piedmont, and then later benefitting from regular visits from all the members of her hospice team—nurse, social worker, chaplain, and home health aide. Peggy’s father did all he could to help keep her comfortable but he was limited by his own heart condition. At the very end,

Agnes was moved to Hospice House where she died a few days later in a room Peggy describes as “full of peaceful energy; it felt so right.” In Hospice House, Agnes was encircled by her loving family and caring staff right up to her last breath on November 7, 2007.

As peaceful as the end was, the family was bereft, of course. Peggy,



Agnes and Edwin Toms

her father and sister all attended the Hospice Tree ceremony in December 2007. This annual memorial service and celebration of life helped them process their grief to some extent. But Edwin Toms’ depression over the loss of his wife was complicated by the progression of his heart disease. By February, he and his daughters again called on the Hospice of the Piedmont team to help him stay at home. “The continuity of services meant so much to us. Dad was grateful to see his hospice friends again, and he looked forward to their visits.”

During both their parents’ illnesses, Hospice of the Piedmont staff members were a big help to Peggy and her sister. “I would often talk to Edith Thomas, our social worker, to process what was going

NEW ADMINISTRATIVE OFFICE

In early December, Hospice of the Piedmont administrative offices moved to 675 Peter Jefferson Parkway. Located on the third floor in Suite 300, the new space allows all staff to be housed under one roof. The new location also offers flexible meeting space for staff and volunteers as well as ample space for bereavement support groups. Stop by and visit us at your convenience:



675 Peter Jefferson Parkway, Suite 300, Charlottesville, VA 22911

Phone: (434) 817-6900 · (800) 975-5501

Business Hours: Monday – Friday 8:30 am – 5:00 pm

On-call staff are available after normal business hours, seven days a week.

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LOVED ONES SHARE THEIR THANKS...

Friends and family members often share their sincere gratitude for the services we provide to their loved ones. These personal notes mean the world to everyone at Hospice of the Piedmont. We are honored to receive such kind words.

"With your help my father was able to have quality of life and independence until the very end. He was able to die with dignity, at home, lovingly cared for by you."

"I did not know what a 'lifeline' your staff would be—educating me, encouraging me as a caregiver, loving my sweet mama, and helping us to enjoy the time we had with her—learning to focus on the life we had yet to share."

"There is no way we can convey our heartfelt thanks to everyone who took care of our mom, always assuring us we could call at any hour. We are truly grateful and thank God for each of you."

"I really am not sure that words can express the gratitude that I feel for the help that you gave so freely at a time when I didn't know how badly we needed help. Thank you for your help and kindness to my mother and helping my family cope at a time of stress and loss."

Please feel free to share your thoughts and feelings with us:
newsletter@hopva.org,
(434) 817-6900, (800) 975-5501,
675 Peter Jefferson Parkway
Suite 300
Charlottesville, VA 22911

Q & A

How Does Hospice Work?

What area does Hospice of the Piedmont serve?

We provide our complete program of care to residents of a nine county service area surrounding the city of Charlottesville, including Albemarle, Augusta, Buckingham, Fluvanna, Greene, Louisa, Madison, Nelson, and Orange counties. Our team of care providers will travel to visit patients and their families regardless of where they reside within this service area.

Is hospice care just for cancer patients?

No, hospice care is not just for cancer patients. Hospice care is available to anyone suffering from a life-threatening illness who can no longer benefit from curative treatment. Any patient that has a life expectancy of six months or less, regardless of their illness, may qualify for care from Hospice of the Piedmont. Call us to find out how you or your loved one can benefit from our services.

Does Hospice of the Piedmont offer programs to help terminally ill patients who are still receiving curative treatments?

Yes. The Transitions Program and Piedmont Palliative Care are both designed to provide support to terminally ill patients and their families prior to their need for hospice care. Transitions clients are free to continue curative treatments for their illness while they receive case management support and assistance from trained volunteers. This program is available to all residents of our nine county service area. Transitions coordinators work with clients and their families to identify support resources throughout the community and our trained volunteers provide companionship, help with errands, and give family members and caregivers a respite break. As a community service, Transitions is offered without charge and is funded by donations. A Transitions coordinator is available to discuss the program's criteria and the services provided by calling (434) 817-6900. For more information on Piedmont Palliative Care, see page 6. 🌱

*If you have other questions please call us at
(434) 817-6900 or visit our website: www.hopva.org*

Dining Around the Area Program— Good Through November 2009

Enjoy great savings at many of the area's best restaurants with our Dining Card and Restaurant Directory. Your Dining Card provides you with one free entrée, or sizeable entrée allowance, when you purchase an entrée of equal or greater value.

An estimated value of more than \$700, it's yours for just \$45, and it's valid through most of 2009! Thanks to the generosity of 44 participating restaurants, all proceeds from the sale of the Dining Around the Area card benefits Hospice of the Piedmont.

Visit our website at www.hopva.org to purchase yours or call (434) 817-6900 to order one by phone with your Mastercard or Visa.



Weathering the Storm

Our primary mission is to serve our community with hospice care and supportive services related to serious illness and loss with the highest level of skill, compassion, and respect.

I AM PLEASED TO REPORT THAT HOSPICE OF the Piedmont continues to weather the many storms that batter our nation and our community. This has not been a banner financial year for anyone, and Hospice of the Piedmont is no different. Still, despite the full body blow of an economy on its knees and a retraction of spending, donations, and six percent reductions in our Medicare reimbursement, we are navigating our 29th year of service to our community, focused on a mission of service which is upheld by our Board of Directors, volunteers, and staff.

One reason we can claim such a long and vibrant history of stability and growth is our steadfast focus on some fundamental truths that continue to sustain and support our organization well into the future.

First of all, we are not a business. Hospice of the Piedmont is a service. Our primary mission is to serve our community with hospice care and supportive services related to serious illness and loss with the highest level of skill, compassion, and respect. That being said, we need to have sound business practices that support and enhance the mission.

Our “bottom line” is very different from a for-profit business. We look to achieve financial stability so that we can expand the services we offer, meeting identified community needs. We want to extend our reach to assure that we are serving all of the members of our community, regardless of their financial circumstance or cultural background. We strive to be good stewards of the reimbursement dollars we receive for hospice care. We are compliant and true to every regulatory body who oversees our practice. Finally, we seek support from a generous community to enhance and expand programs that have no other source of funding but that are vital to our mission: Journeys, Transitions, Bereavement, and Piedmont Palliative Care are a few of those services in need of the ongoing generosity and good will of donors.

Death may be inevitable, but how you die is not. Hospice of the Piedmont provides a choice of care and support for families who must navigate uncharted, sometimes turbulent waters.

Hospice of the Piedmont is a community investment and a much-needed service that will survive the many challenges we face because of the rightness of the model: patient- and family-centered care; comfort and relief from pain and other symptoms related to serious illness; supportive bereavement care for anyone in our community; and a compassionate and responsive team of staff and volunteers who are here when you need them.



 Roberta White, CEO

EXCITING NEWS FOR DONORS: DON'T MISS A SECOND CHANCE TO MAKE TAX-FREE GIFTS FROM YOUR IRA!

Thanks to the extended charitable IRA legislation passed in October 2008, you can once again make outright gifts using Individual Retirement Account (IRA) funds without tax complications. If you are required to receive minimum distributions from your IRA and you do not need the money for personal use, consider using those funds to make a charitable gift to Hospice of the Piedmont. While you cannot claim a charitable deduction for the IRA gifts, you will not pay income tax on the amount.


The provision will be made retroactive to January 1, 2008, and applies to gifts made from that date through December 31, 2009.

You may contribute funds this way if:

- You are age 70½ or older
- Your IRA gifts total \$100,000 or less each year in 2008 and 2009
- You transfer funds directly from an IRA
- The contribution must be a direct gift to a charity (no planned gifts)

The benefits to you:

- In most cases, the transfer counts toward your minimum required distributions
- The gift generates neither taxable income nor a tax deduction, so even those who do not itemize their tax returns receive the benefit
- The distribution may be in addition to or fulfill any charitable giving you have already planned

Contact Karen Ratzlaff at (434) 817-6910 or by email at karen.ratzlaff@hopva.org for more information. 

on and my feelings over this second impending loss.”

Peggy firmly believes, “We could not have done this alone.”

In May 2008, Edwin Toms’ heart stopped. He was where he wanted to be at the end; in his home, in his bed, with his faithful daughters on either side of him. And, Peggy believes, he was with her mother again.

Hospice stories don’t ever end there, however. All family members of Hospice of the Piedmont patients are offered the opportunity to tap into the expertise and support of trained bereavement counselors for more than a year after the death of their loved one. One-on-one sessions are available, as are educational workshops on topics like coping with grief during the holidays, and resource materials to read and process. In addition, a number of support groups are coordinated and run throughout the year to give participants a chance to learn about the grieving process and to be with others who are grieving. Groups are tailored to meet the needs of those who have recently experienced a loss, or for those who are further down the road. Support groups provide a safe place for the bereaved to tell the story of their loved one’s life and death to others who have the shared experience of grief and loss.

There is also a program called *Journeys* designed specifically for children and teens (ages 4 to 18) who have unique needs for education and support when struggling with the anticipated or recent loss of someone they love.

According to Denise Kirchner, the agency’s director of counseling, “The group process provides emotional support and education about how grieving is expressed and how it feels. Participants are reassured that what they are going through is normal. With increased confidence through peer support and facilitator guidance,

participants are encouraged that they will heal in time.”

What most people don’t know is that all of the bereavement programs administered by Hospice of the Piedmont are open to anyone in the community, whether or not their loved one was served by hospice. Anyone struggling with grief over any type of loss can access services. All bereavement programs are free, as well.

Peggy Toms joined one of the adult support groups that met weekly for eight weeks. She believes that the process of sharing stories, photos, and heartache not only helped her navigate her own emotions, they also contributed to a strong bond between participants. They became, as she describes it, “grief buddies.”

One of those buddies she made is Paul Summers, who admits he continues to struggle with the emotions he feels over the physical absence of his beautiful wife, Jill, with whom he shared his life for more than 53 years.

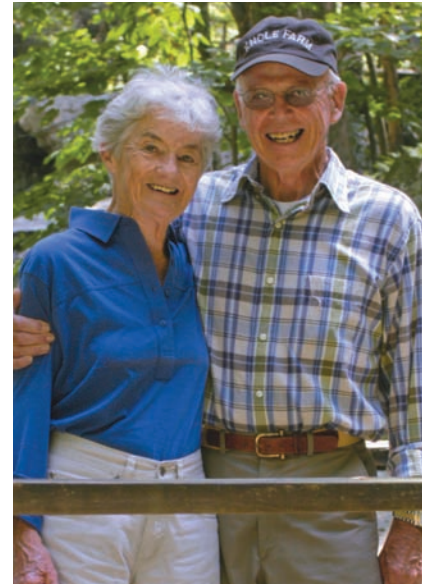
After a stroke in November 2006, Jill was on hospice service for more than a year—at one time, she was so improved she was discharged from the hospice program, but readmitted a few weeks later when her decline accelerated. Jill died in April 2008. Paul credits Hospice of the Piedmont for the tremendous support he received from the team throughout her illness.

He goes on to credit the friends he made in his grief support group, as well as the skilled facilitators, for helping him survive the months since Jill’s death. An extremely private person, Paul admits at first he was hesitant to “buy into” the group. But after a few sessions, when he realized everyone was coming from the same place and trying to reach the same goal, he was able to really listen to what was said and decide for himself how it affected his grief.

“My grief, although very personal to me, was obviously no different from

what the others were suffering,” he reflects. “When ten people shared my pain with me, it really helped lessen the sting of Jill’s death. And, how I don’t know, but it made it easier to cope with and face up to my loss on a daily basis.”

The support groups utilize a book and workbook written by Dr. Alan Wolfelt as resource materials. Both Peggy and Paul found the readings and



Jill and Paul Summers

journaling helpful, and they are grateful to Erin Webb and Dan Malcolm, their facilitators, who allowed them to share and explore stories and feelings while also keeping the group on track. This particular support group bonded so well that several of them still meet weekly for coffee and to connect on their own.

At the last of the eight sessions, a closing ceremony was spontaneously organized. Peggy shared her “Tribute to Grief Buddies” which includes this observation, “Now the room is often filled with laughter, and an understanding that we do not need to feel alone in this journey.”

Paul is grateful that, “I can close my eyes now and with all my heart remember her smile and hear her tell me “now pull up your socks” and move on with life.” 🌱

Planned Giving Society Established

HOSPICE OF THE PIEDMONT has established the Agnes Coburn Legacy Society to recognize, honor, and thank the dedicated friends of Hospice who have remembered the organization in their estate plans.

Through careful gift planning, individuals can make significant gifts in the future that may not be possible during their lifetime. A bequest to Hospice of the Piedmont is a wonderful way to support the community, to recognize the talented care team members who work for hospice, and to leave a legacy to ensure the hospice care model of skill, compassion, and respect is available for generations to come.

Membership in the Coburn Society is exclusive to those who have designated a deferred gift to benefit



Agnes Coburn

Hospice of the Piedmont and who have informed us of this commitment, or to those whose planned gifts have already been received.

Qualifying gifts include bequest intentions through an executed will or trust; gifts that provide life income (such as charitable remainder trusts and charitable lead trusts); and future gifts of real estate, life insurance, and retirement plan assets.

No minimum gift amount is required for membership, and the donor is not required to describe the anticipated value of their future gift. Requests for anonymity will be honored.

Donors who join the Coburn Society before June 30, 2010 will be designated charter members.

“A number of our friends and members of the Hospice of the Piedmont ‘family’ have told us of their intention to remember Hospice of the Piedmont with future support. The Agnes Coburn Legacy Society enables us to thank them now for their generous intentions,” explains Roberta White, CEO.

The society honors Agnes “Adge” Cooke Coburn, a founding member of the small volunteer group that established Hospice of the Piedmont in 1980. Her tireless efforts resulted in the creation of a vibrant, respected non-profit organization that has served more than 14,000 terminally ill individuals and their family members over the course of 29 years. 🌱

The official bequest language for an unrestricted future gift to Hospice of the Piedmont through a will is:

“I, [name], of [city, state, ZIP], give, devise and bequeath to Hospice of the Piedmont [percentage of the estate or written amount or description of property] for its unrestricted use and purpose.”

If you are interested in designating your gift for a specific program or purpose at Hospice of the Piedmont, call or email Karen Ratzlaff to discuss available options.

For information about bequests, other planned giving options, or about making a gift today to Hospice of the Piedmont, visit our website at www.hopva.org or call Karen Ratzlaff in the development office at (434) 817-6910 (email: karen.ratzlaff@hopva.org). 🌱

JOHN LANHAM, MD RECOGNIZED FOR 20 YEARS OF SERVICE

The Greencroft Club was the site of a surprise “roast” of John L. Lanham, MD on November 12th, honoring his twenty years as a volunteer Medical Director for Hospice of the Piedmont. It was announced that more than \$40,000 had been contributed by his medical colleagues and hospice friends for the “John Lanham Hospice House Elevator Fund.” A plaque thanking John for sticking with us “through all our ups and downs” is installed in the Hospice House elevator, and these gifts have been folded into the Hospice House Endowment to ensure access to all patients in need, regardless of financial circumstances.



John Lanham and Rob Pritchard, MD at the Greencroft Club

WHO ARE OUR PALLIATIVE CARE PHYSICIANS?

Dr. Timothy Short and Dr. Lisa Illig share Palliative Care responsibilities.



Dr. Short is Board Certified in Family Medicine and Hospice and Palliative Medicine. He has practiced family medicine for more than 20 years and has been a Medical Director at Hospice of the Piedmont for four years. He is currently the Chief Medical Officer.



Dr. Illig is Board Certified in Internal Medicine, and Hospice and Palliative Medicine. She has been on the Martha Jefferson Hospital Medical Staff for six years and a Medical Director with Hospice of the Piedmont for four years. She developed and directed the Martha Jefferson Palliative Care Service for the past three years before joining Dr. Short to create Piedmont Palliative Care at Hospice of the Piedmont.

Hospice of the Piedmont is pleased to announce the formation of Piedmont Palliative Care

What is Palliative Care?

Palliative Care is a medical subspecialty that aims to reduce suffering and improve quality of life for patients with a serious illness and their families. Palliative Care can serve patients diagnosed with challenging symptoms and illnesses who do not yet qualify for hospice services. Patients do not need to have a terminal illness or a limited life expectancy. Any patient suffering from a serious illness can benefit from Palliative Care.

How can Palliative Care Help?

Palliative Care works with the patient's entire team (family, nurses, social workers, chaplains, etc.) to help patients feel better no matter what illness they are facing. The physician consultant provides expert help with controlling pain or other symptoms, such as breathlessness, nausea, fatigue, anxiety, and cough. The physician may also help patients and families clarify goals of care, provide guidance with difficult treatment decisions, or explore advanced directives. The physicians work closely with those important to the patient's care to provide compassionate care at any stage of a serious illness.

How can Patients access a Palliative Care Consultation?

Piedmont Palliative Care Physician Consultations can be requested by physicians caring for inpatients at Martha Jefferson Hospital. Consultations are also available to patients at several area skilled nursing facilities, Augusta Nursing and Rehab, The Colonnades, and the Martha Jefferson Infirmary.

Why Provide Palliative Care?

Hospice of the Piedmont believes that providing palliative care services to the community is directly related to our mission of providing care and supportive services to seriously ill patients and their families. By initiating a palliative care program we are allowing patients to manage the symptoms of their illness, while maintaining the highest quality of life. As with all services provided and supported by Hospice of the Piedmont, Piedmont Palliative Care treats its patients with the highest degree of dignity and respect. 🌻

Please feel free to contact Dr. Short or Dr. Illig with questions about this new service: (434) 817-6925.



Upcoming and Ongoing Events

April

1	6–8pm	Beginning Your Grief Journey Workshop
18, 19	Please Call	Journeys — Teen Retreat Overnight at Camp Friendship
20	Please Call	Eight Week Bereavement Support Group for Adults Begins

May

5, 12, 19	9am–5pm	Volunteer Training
6	6–8pm	Beginning Your Grief Journey Workshop
16	Please Call	Journeys — All Day Camp at Triple C Camp for School-aged Children
19	6:30pm	Spring Memorial Gathering for Hospice Families

June

3	6–8pm	Beginning Your Grief Journey
6	8am	Keswick Club Hosts annual 5K Race to Benefit Hospice of the Piedmont



Information and registration forms will be posted to the Charlottesville Track Club website (<http://charlottesville-track-club.org/>). Or call Colette Long, Keswick Health & Wellness Director at (434) 923-4319.

8	Please Call	Eight Week Bereavement Support Group for Adults Begins
9, 10, 11	6–7:30pm	Living With Grief Workshop Series: Coping With Loss Through Creative Expression

Living with Grief Workshops

This series supports the bereaved and facilitates a deeper understanding of the grief journey.

Beginning Your Grief Journey Workshop

An evening of education and sharing for the newly bereaved.

Part 1, 6–7 pm Understanding Grief: Introduction to basic grief concepts

Part 2, 7–8 pm Sharing Your Story: Time to share the story of your loss in a group setting and discuss topics of grief

Bereavement Support Group

Learn about the grieving process and be with others who are grieving. This group is for adults who have experienced the death of a loved one, and three months have passed since the death.

Journeys Support Groups

Journeys provides support groups throughout the year for children, teens and their parents. The child and teen groups are facilitated by registered art therapists who use art and other creative means to help children express their inner feelings. Art expression is a natural mode to express grief when words are not enough. Under the leadership of bereavement counselors, parents/guardians meet at the same time the children and teen groups are meeting to help them live with their own loss as well as dealing with the loss experienced by their children. Groups are usually done as eight week sessions. Please call for more information.

Call (434) 817-6900 or (800) 975-5501 for more information, including locations, directions and to reserve space in our groups. 📍

QUICK FACTS

About Hospice Care

- Hospice is a philosophy of care, not a place.
- The patient and their family is the unit of care.
- Anyone can make a referral for hospice care, including the patient or family members. Referrals are not driven solely by the physician.
- Hospice provides highly individualized, intimate, and personal care.
- Bereavement care begins at the time of admission and continues after the patient's death.
- Hospice exists to reduce suffering for the patient and family. Once physical symptoms are addressed, then we address the spiritual, emotional, and interpersonal needs.
- Hospice is a community asset and a social and cultural revolution, not a medical one. Still, hospice services encourage continued primary care physician involvement to avoid fragmentation of care.
- Most of our patients want to live and die wherever they call home, surrounded by family. That is just one of the gifts we can give them, whenever possible. For others, Hospice House is a wonderful alternative.
- In 1988, Hospice of the Piedmont became a Medicare hospice provider. At that time, nursing and medical services began, in addition to the services previously offered by volunteers.
- The Medicare Hospice Benefit is a six-month benefit (minimum), and is the right of everyone who qualifies for Medicare. The sooner patients involve Hospice, the more we can do to help them live life fully until the end. 📍



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OUR MISSION

Our mission is to serve our community with hospice care and supportive services related to serious illness and loss with the highest level of skill, compassion and respect.

VISION

To be the provider and the employer of choice in our community for the delivery of hospice care and supportive services related to serious illness and loss.

VALUES

Hospice of the Piedmont espouses the following values:

Respect

We recognize and appreciate the diversity, worth, dignity and privacy of every patient, family member, co-worker, and volunteer.

Advocacy

We actively support the patient's choice for end-of-life care.


Integrity

We hold ourselves to the highest level of ethical conduct in every aspect of our organization.

Stewardship

We make effective and efficient use of the resources available to help us accomplish our mission.

Effectiveness

We work with individuals and organizations to ensure the most effective, compassionate, appropriate and highest quality care available. 

How To:

Contact Hospice of the Piedmont

Phone: (434) 817-6900 or (800) 975-5501

On-call staff is available 24 hours a day, seven days a week.

Website: www.hopva.org

Email: info@hopva.org

Address: 675 Peter Jefferson Parkway, Suite 300, Charlottesville, VA 22911

Share your story

Personal stories are the best way to spread the word about Hospice of the Piedmont. If you would like to share your experience, please let us know. Help us make everyone who can benefit from hospice care aware of our services. Call or email: newsletter@hopva.org.

Volunteer

Volunteers are the "heart of hospice." Without our current team of dedicated volunteers Hospice of the Piedmont would not be able to provide the quality and quantity of services we make available to our community. If you are compassionate, caring, and sensitive and have time, patience, and desire, your community needs you. Call one of our Volunteer Coordinators or email: tina.hughey-comers@hopva.org or kathy.doby@hopva.org.

Support Hospice of the Piedmont

We provide the "gold standard" of care for every patient and family we serve, regardless of their ability to pay. And we offer many valuable services that are not covered at all by revenue from Medicare, Medicaid, or private insurance—like grief support for adults and children, and pre-hospice support through Transitions. The scope of our services is enhanced immeasurably thanks to generous financial support from our community. To make a gift today, use the envelope included in this newsletter. To make a gift tomorrow, consider including Hospice of the Piedmont in your will or estate plan. Call Karen Ratzlaff, director of development, at (434) 817-6910 or email karen.ratzlaff@hopva.org.