



CONNECTIONS

NEWS AND EVENTS FROM THE NORTHSTAR CARE COMMUNITY

FOREVER GRATEFUL

Throughout the fall, Hospice of Michigan and Arbor Hospice conducted personalized pinning ceremonies recognizing members of the *Dolores Bos Crystal Rose Society for Lifetime Giving*.

Renamed in late 2019 in memory of Dolores Bos – one of the organization’s most loyal and generous donors – this special society honors extraordinary giving of individuals, foundations and companies whose generosity has exceeded \$50,000.

Despite original plans to host formal recognition dinners in Grand Rapids and Ann Arbor, the events were re-imagined into COVID-friendly personalized pinning ceremonies conducted at members’ homes, places of business, and even virtually.

From September through December, Hospice of Michigan and Arbor Hospice had the honor to recognize more than 50 members of the *Dolores Bos Crystal Rose Society for Lifetime Giving* with pinning ceremonies.

In addition to receiving Crystal Rose pins, all members of the society are also recognized on the donor recognition wall at the home office in Ann Arbor.

Hospice of Michigan and Arbor Hospice are immensely grateful for the legacy of support from each member of the *Dolores Bos Crystal Rose Society for Lifetime Giving*. Their generosity provides the vital resources that have shaped our history and will secure our future. We look forward to celebrating and honoring them for years to come.

For more information on ways to get involved or make a donation, please visit www.hom.org or www.arborhospice.org.

“The goodwill created from these pinning ceremonies will come back to us in ways we don’t even know yet.”
- Bob Cahill, CEO

“These pinnings have been just terrific. I had the privilege of pinning my longtime friends Tom and Micki Fox and that was particularly meaningful as they are great friends of Hospice of Michigan. I am so pleased to remember Dolores and support the organization in this special way.”

- Larry Bos, Sr.



Left to Right: SVP Marcie Hillary, CEO Bob Cahill, Amy Van Andel and James B. Fahner, MD



Left to Right: SVP Marcie Hillary, Dudley Holmes, Director of Philanthropy and Judy Vindici



Middle: Director of Major and Planned Gifts, Stephanie Le and CEO Bob Cahill present to RCO Engineering

northstar Care Community



Jo Elyn Nyman
Programs
for Children

A MESSAGE FROM BOB

Every day throughout the COVID-19 pandemic, Hospice of Michigan and Arbor Hospice received urgent calls from families wanting to know,

“How can we get the support we need to care for our loved ones?”

“Will my loved one be alone at their end of life?”

“We need help, but we don't know where to turn!”

While these questions are not unusual in hospice care, what's different now is the increased level of urgency we are hearing from caregivers who are calling for help during the pandemic.

If a loved one is in the hospital, caregivers want to know how to get them to the safety of their home... now. Caregivers also want to be assured that they are capable of providing care at home, and look to the support of hospice care to keep their loved one comfortable and at ease.

Earlier this year, we recorded radio and television public service announcements to address the questions we were hearing from our communities.

These messages – which ran on radio and TV stations across the state throughout the first quarter – were a powerful reminder that Hospice of Michigan and Arbor Hospice are the bridge that connects patients and families to the resources they need to confidently navigate the end-of-life journey.

Now, more than ever, our communities look to Hospice of Michigan and Arbor Hospice to facilitate end-of-life discussions, provide education and better understand the resources available to best address their goals – whether it's through palliative care, hospice care or navigating other community resources.

As we continue to respond to the challenges of providing care through the pandemic, Hospice of Michigan and Arbor Hospice remain committed to being that “go-to” resource during life's most sacred time.

Best wishes,



Bob Cahill
President and CEO



HOPE ON THE HORIZON

We are infinitely grateful for the financial support of our donor community to ensure our staff had access to appropriate levels of personal protective equipment (PPE). This support was especially critical in the early days of the pandemic when supply was limited, and continues to be essential to the safety of both our staff and the families we serve.

With the vaccine now available to healthcare workers, staff across the NorthStar Care Community have had the opportunity to receive this important protection – taking a step in the right direction toward putting COVID-19 in our rearview mirror.

GRIEF HAS NO AGE LIMITS

INTRODUCING LIVING ON FOR YOUNG ADULTS VIRTUAL SUPPORT GROUP

While grief is universal, everyone grieves in different ways.

To help young adults deal with the loss of a loved one, Hospice of Michigan and Arbor Hospice have established a new support group that focuses on this traditionally underserved group of bereaved.

Offered virtually, *Living On for Young Adults* occurs on the first Monday of every month from 6:00–7:15 pm. This group is designed for adults in their 20s and 30s who are grieving the loss of a loved one. “So many of those we serve have experienced the loss of

an older parent or spouse. Naturally, this has meant most of the people in support groups are 55 years old or older,” said Grief Support Services Manager Wesley Lawton.

Research shows that commonality is an important indicator of the value of a support group. Lawton added, “We see young adults facing issues specific to their age, so we wanted to start a group where they can have that in common as they support one another.”

Hospice of Michigan and Arbor Hospice are excited to introduce this new support group.



Grief Support Manager, Wesley Lawton, facilitating a virtual support group.

For more information, please contact: Wesley Lawton at wlawton@hom.org or Naomi Avril at navril@arborhospice.org.

DYING WITH DIGNITY AND GRACE

For more than 50 years, Richard Douglass, PhD, focused his career in public health, epidemiology, health policy and other related fields. In 1982, he received Fellow status – the highest class of membership within The Gerontological Society of America – acknowledging his work in the field of gerontology (the study of old age and the process of aging).

“End-of-life issues, quality of care, health ethics, and practical matters of health care administration and management have been “bread and butter” issues for me since 1977, although this career has very little prepared me for being a widower or the caregiver of a terminal cancer patient,” said Richard.

When his wife, Marian, was diagnosed with stage 4 lung cancer in 2014, her life expectancy was 18 to 22 months. Following a variety of treatments and procedures, Marian miraculously proved her doctors wrong, surpassing their expectations, not by months, but by years.

When Marian’s doctors delivered the disappointing news that her chemotherapy was no longer effective and other options would only cause more pain and suffering, Marian and Richard agreed that quality of life was their priority and hospice became the only viable option. Upon making this decision, they called Arbor Hospice.

For 19 weeks, they received the comfort and support of the hospice care team, finding each member of the team to be caring, patient, smart and helpful. Marian and Richard knew they were in the hands of experts, and relied on them to be honest about her illness, never offering false hope.

Marian especially appreciated her nurse, Galen, not only because he made technical information understandable, but also because he understood and respected her wishes not to suffer.

As a caregiver, Richard sought the 24/7 support from Arbor Hospice’s Contact Center to help him through some truly challenging moments. On several occasions, often late at night and on weekends, Richard called seeking guidance when Marian’s pain was critical. Each time, the response and support was swift and thorough.

In a poignant letter to Arbor Hospice, Richard reflected, “With the help, advice, and support of the Arbor Hospice team, we made the best of the time we had. Marian remained alert, radiant and vibrant until two days prior to her death, still actively engaged in community volunteer activities.”

When Marian began actively dying, her care team dressed her in a favorite night gown, combed her hair, and freshened her up. This gesture preserved the calm dignity

Marian desired. It also provided Richard a memory he treasured. “The last image of my wife was beautiful.”

On the day of Marian’s death, Galen and her Social Worker Karen, were with Richard, comforting him as Marian took her final breath. “In the literature this would be called a good death; it was what Marian deserved after living an amazing and good life,” said Richard.

Richard is grateful to Arbor Hospice for the time he was able to share with Marian and the memories they made. “We did not know, yet, what the hospice experience would be for us; my academic background did little to prepare me for the realities of oncology or hospice from the perspective of a caregiver,” said Douglass. “She accomplished everything she wanted to on hospice.”

In memory of Marian, Richard has indicated Arbor Hospice will be remembered in their estate.

*If you would like to learn more about estate planning, please contact:
Judy Vindici | jvindici@arborhospice.org
Stephanie Le | sle@hom.org*



BRINGING PATIENT AND CAREGIVER SUPPORT TO AN ENTIRELY NEW LEVEL WITH



Last March, in what seemed like an instant, COVID-19 changed hospice care as we knew it. As Hospice of Michigan and Arbor Hospice continued to provide in-person admissions, emergency visits and death visits, telehealth options quickly became an acceptable – and requested – mode of care and connection to reduce the risk of virus exposure.

RESPONDING TO A PANDEMIC

By late spring 2020, with the help of several donors from across Michigan, internet and video-enabled devices were supplied to a test group of patients and caregivers. These tablets – aptly called **wE-Connect**, made it possible for clinicians to continue to safely care for their patients through virtual visits, while also providing a tool to bring families together who had been separated due to physical distancing. The immediate benefits of the **wE-Connect** tablets were clear:

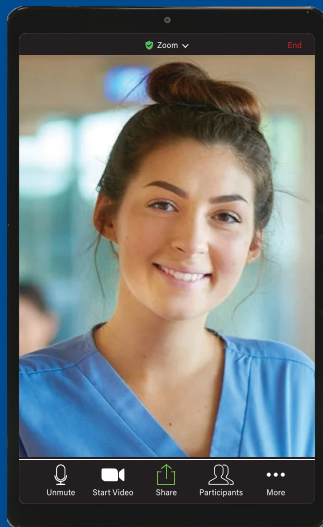
A recent study of nearly

1,000 family caregivers

indicated that

62% of respondents are more likely to use telehealth in the future.

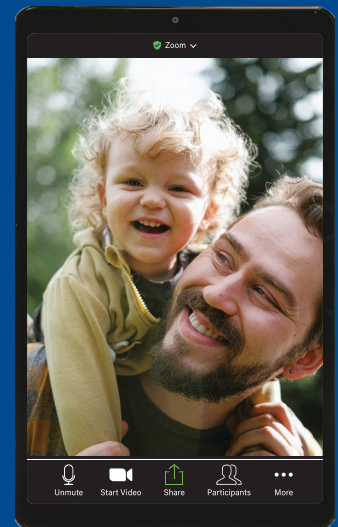
Source: “C” Change: The COVID Shift of Caregivers Minds, Transcend Strategy Group; May 2020



One Click = Real-Time Visual Response.
Interactive video capability lets the hospice nurse or physician view a patient's symptoms while they are occurring.

Safe, Socially Distant Support.
Virtual visits bring the entire team to the bedside, providing important physical, spiritual, and emotional support while practicing social distancing protocols.

Maintaining Family Connections.
Virtual visit capability also offers patients – particularly those living in facilities – the ability to bridge the distance separating them from their loved ones, providing a therapeutic connection to overcome social isolation.



As a leader in utilizing technology to advance hospice care, we quickly realized that these tablets offered so much more than just video visits.

wE-Connect is an innovative program harnessing technology that **anticipates** patients and caregivers changing **needs**, and enhances bedside care to build confidence, reduce anxiety and foster connection through **immediate, 24/7 access** to expert end-of-life care.

WE-CONNECT, THE FUTURE OF HOSPICE CARE

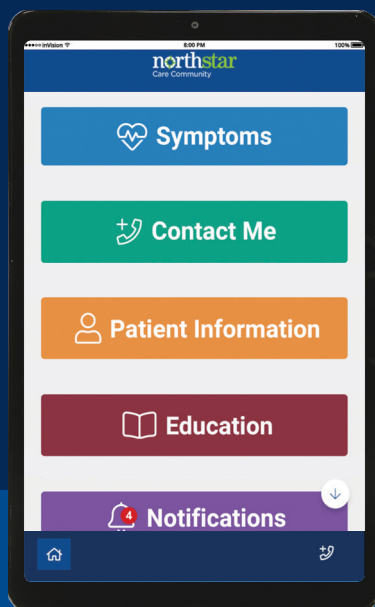
While other healthcare providers turned to telehealth options to navigate the pandemic, Hospice of Michigan and Arbor Hospice recognized the tablets had the capacity to offer so much more than just virtual visits. In fact, as a leader in utilizing technology to advance hospice care, we quickly realized **wE-Connect** had the potential to permanently revolutionize hospice care.






Building upon decades of hands-on community hospice care, 24/7 Contact Center interactions, and lessons from video visits, Hospice of Michigan and Arbor Hospice are now taking **wE-Connect** to the next level, developing an innovative solution – in the form of a user-friendly **custom application** (i.e. an app) – that, when loaded to the tablet, offers a virtual Contact Center experience with the click of a button.

The **wE-Connect** app offers instant, well-organized access to the information and resources caregivers need, and real-time interactive tools to enrich the hospice experience.



The Ultimate Caregiver Tool: wE-Connect Custom App



-  **SYMPTOMS:** Reports how patients 'feel'
-  **CONTACT ME:** Easily initiate RN video call or chat
-  **PATIENT INFORMATION:** Medication, Care team info, Scheduled appointments
-  **EDUCATION:** Videos to assist caregivers and patients
-  **NOTIFICATIONS:** Alert for upcoming appointments, etc.

Currently in pilot phase, our goal is to provide **wE-Connect** tablets to all patients and families by the end of 2021.

Meeting the needs of patients and families wherever they are on their end-of-life journey will always be our motivation to continue innovating. With **wE-Connect**, Hospice of Michigan and Arbor Hospice are proud to seize this unique opportunity with the right tool at the right time to advance hospice care.

If you would like to help transform the caregiver experience through **wE-Connect**, please contact Barbara Anderson at banderso@hom.org | 616-356-5266



NO LITTLE FISH

Hospice of Michigan volunteers are known for their compassion and commitment, especially when it means helping a patient fulfill their last wish.

When Will Gasper, a Cadillac team volunteer, learned that Donald, a patient in Harrietta, MI wanted to go fishing on the pier in Manistee, Will was determined to fulfill his wish.

With four liters of oxygen, Donald's wheelchair scooter and winter fishing gear in

Volunteer, Will Gasper, fishing with patient Donald.

tow, they headed out to the river despite temperatures in the low 40s and a heavy wind coming from the north. As they neared their intended fishing location, they noticed five-foot waves were aggressively crashing over the pier.

Knowing it was not safe to venture out to the end of the pier, Will quickly shifted gears, heading to the city marina docks on the south side of the river. With all safety measures in place, Will helped Donald prepare the hooks and lines, and next thing you know, Donald was fishing.

Within five minutes, Donald began to feel a familiar tug at the end of his line. He knew from 86 years of fishing that the critter on the end of the line, was "no little fish."

With all his strength and power, Donald reeled the fish closer to the dock, only to realize that neither he, nor Will, had brought a fishing net to capture this impressive fish.

Will quickly improvised, using his bare hands to retrieve the fish. Like true fishermen, Will captured the catch with a memorable picture.

As a volunteer, Will has had many unforgettable moments with patients and families, but this moment will always hold a special place in his heart.

A MOMENT OF PURE JOY

During the pandemic, Arbor Hospice Massage Therapist, Tori Jennings, found it difficult not being able to visit patients. "The best way I know how to help people is through touch," she said. "I have been doing my best to help my patients virtually, but it can be a struggle."

Nevertheless, through a little creativity and perseverance, Tori has been guiding caregivers to use the comforting touch of massage through Zoom virtual technology.

Recalling a session between a husband and wife in her final days, Tori was nervous about being able to effectively guide the husband through a virtual session. Speaking to the husband before the visit to plan the logistics – where his wife would sit and how to position the video source – was essential so Tori could observe and guide the session virtually.

Tori instructed the husband to begin with the patient's hands, moving on to the arms and shoulders, starting on one side, then moving to the other. With Tori's guidance, he moved on to his wife's neck, placing his hands behind her neck, gently applying pressure with his fingers. As he held this position the most beautiful thing happened.

"I watched as the patient's body relaxed under his touch. Her eyes closed, her breathing slowed and at that moment, I also witnessed her husband feel her relax. When he felt her tension release, he smiled the biggest, warmest smile. I could see the joy and love on his face as he looked down at his wife as she was completely relaxed and comfortable in his hands."

Despite the barriers to in-person visits during the pandemic, donor support funded the purchase and deployment of the internet-enabled devices that were used to conduct more than 460 virtual visits from trained massage and music therapists.

As a quiet bystander in a moment of pure joy, Tori holds this session close to her heart, "I am forever thankful to be able to facilitate moments like these. It's what makes my career so fulfilling."

To learn more about the complementary therapies Arbor Hospice and Hospice of Michigan provide, please visit our website at www.arborhospice.org or www.hom.org.

EMPLOYEES ARE DONORS TOO!

The Legacy Club and Caregivers Club of Hospice of Michigan and Arbor Hospice's special appeal campaign *Giving from the Heart* are employees who contribute annually at levels of \$1,000 and \$500 respectively. We are grateful to all of our employees for their commitment to the compassionate care they provide, as well as their monetary support.

Arbor Hospice employees are italicized.

LEGACY CLUB (\$1,000+)

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Christi Collins
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HONORING A LEGACY WITH A FAMILY FUND

“ Since losing our grandson to Stage 4 brain cancer, we have often thought about how something so tragic and sad could become a living memory of life, hope, and positive thoughts.

While we can never express our grief of Liam's passing adequately, we are immensely grateful to the thoughtful and gentle care from Hospice of Michigan's *Jo Elyn Nyman Anchors Programs for Children*. Their support allowed us to carry sweet, loving, and inspirational thoughts forward.

Because Liam received this special care in the comfort of his home, our extended family could travel across the country (COVID testing along the way) to gather with Liam during the last month of his life.



Lloyd and Janet Hansen's grandson, Liam

Last year, former Board Member and long-time supporter, Lloyd Hansen and wife Janet, lost their teenage grandson, Liam, to a rare form of brain cancer. To honor the care Liam and his family received through *Jo Elyn Nyman Anchors Programs for Children*, Lloyd and Janet established a family fund in his memory.

When his last hours came, he was surrounded by the family he loved. We laughed, cried, sang, and watched videos of Liam as a pre-teen, lip-syncing and dancing to boy band songs!



The hospice care team always made sure Liam was comfortable, providing equipment and supplies to make life less burdensome. These true “angels” not only offered exceptional care, but were positive, uplifting, knowledgeable, comforting and compassionate - with a focus on our entire family.

Hospice of Michigan allowed us to reframe this tragedy into a wonderful and powerful legacy. Our entire family now draws strength from Liam's memory - when we need to be more courageous in our own lives, when we need a more positive attitude, and when we just want to remember Liam.

It only seems fitting that as a family, we would want to come together and help Hospice of Michigan provide these blessings to others.

— **Lloyd and Janet Hansen**

Hospice of Michigan and Arbor Hospice are grateful for our established Family Funds. Opportunities to establish named family funds begin at \$25,000 and are payable up to a five-year term.

The Brower Family Fund

Lynn Bowers Family Fund
in memory of Stella Bowers

The Jerry Clay Family Foundation

Sylvia and Ed Hagenlocker Family Fund

Lloyd and Jan Hansen
in memory of Liam Fairbanks

Nancy L. Philippart and Thomas F. McGrail
Family Fund in memory of
Cheryl A. McWilliams

George and Florence Seyburn Fund
for Open Access

For more information on establishing a Family Fund, please contact Stephanie Le, Director of Major and Planned Gifts, at 248.346.4253.

HOSPICE OF MICHIGAN LOCATIONS

- Ada (Grand Rapids)
- Alpena
- Ann Arbor
- Big Rapids
- Bloomfield Hills
- Cadillac
- Charlevoix
- Clinton Township
- Dearborn
- Gaylord
- Holland
- Ludington
- Muskegon
- Southfield
- Traverse City

ARBOR HOSPICE / HOME OFFICE

- Ann Arbor
- Saline

northstar

Care Community

2366 Oak Valley Dr., Ann Arbor, MI 48103

24/7 CONTACT CENTER

888.247.5701



24/7 CONTACT CENTER

888.992.2273 (CARE)

If you wish to remove your name from future fundraising solicitations, contact the Donation Processing Center: 800.669.9335 or email: info@hom.org

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*In Memory Of

SAVE THE DATE

Keep your head down and swing through the ball to support *The Residence of Arbor Hospice!*



You can be a hero for Arbor Hospice on **Tuesday, June 22** at the **Eagle Crest Golf Club!**
1275 S. HURON ST., YPSILANTI

Join us for a safe, socially distant golf outing to raise funds for *The Residence of Arbor Hospice.*

Since 1998, this important community resource has provided unparalleled in-patient hospice care to patients and families within a comforting and supportive environment. Yet, because the cost of care usually exceeds insurance and patient contributions, donor support is vital to ensure our community has access to this special resource for years to come.

Tickets include: 18 holes of golf, cart, food and beverages. 9 am shotgun start

For more information on tickets and sponsorships, please contact Kim Streich at 734.794.5120 or kstreich@arborhospice.org.