



CONNECTIONS

NEWS AND EVENTS FROM THE NORTHSTAR CARE COMMUNITY

OVERARCHING STANDARD

Every Person, Every Time.

PURPOSE STATEMENT

We meet our patients and families where they are with urgency, purpose and compassionate accountability surrounding them with decades of dedicated hospice expertise.

CULTURE STATEMENT

Our strength comes from working together providing more layers of support for anyone with a terminal illness who seeks and needs our care regardless of age, diagnosis or ability to pay.

A MESSAGE FROM BOB

THANK YOU



Without a doubt, the last few months have challenged our organization, pushing us to think and act differently in order to keep delivering care. Yet many of the challenges posed by COVID-19 related restrictions have inspired great creativity and flexibility, further demonstrating the innovative, pioneering spirit that has defined Hospice of Michigan and Arbor Hospice for decades.

Yet, even in the face of such dramatic circumstances, I can honestly say I have never been more proud of our staff. Their perseverance throughout this global pandemic has represented our mission in the

most impressive ways. I have witnessed their unfailing commitment. I have witnessed their extraordinary teamwork. And I have witnessed their fierce determination to ensure that patients and families receive the support they need to honor and celebrate life.

I have been in awe of our frontline staff who are trained – perhaps even wired – to run toward a crisis. They shifted their practice, adopting new models of care in the face of unknown hazards – all in the blink of an eye. Through it all, they continued to deliver compassionate patient-centered care, helping families navigate their end-of-life journey.

Behind the scenes, countless other staff worked tirelessly, each making meaningful contributions to ensure that our operations continued uninterrupted. They too, had to quickly adapt to new processes, shift their work location, take on additional tasks, or find new ways to apply their skills.

Our donors, volunteers, vendors, sponsors and community partners have also been a tremendous source of support and generosity, providing important resources to face the many unexpected challenges of the pandemic. Their contributions have provided the critical support needed to ensure our staff could continue safely delivering personalized care.

In many ways, the COVID-19 pandemic has been revelatory. It has shown our resilience. It has affirmed important relationships. And, it has introduced opportunities that will help us continue to grow and innovate for a bright future.

Thank you to all who have helped us through these most unusual times and for never losing sight of why we have chosen this path.

With gratitude,

Bob Cahill
President and CEO

The NorthStar Care Community - anchored by Hospice of Michigan and Arbor Hospice - believes everyone has the right to the best end-of-life experience possible, filled with comfort, dignity and peace. We strive to fulfill that mission no matter what the patient's age, diagnoses, complexity of care, place of residence or financial circumstances. Our collaborative network of resources provides specialized expertise, education, research and innovation, setting the standard for end-of-life care across the country.

northstar Care Community



GRACE AND GRATITUDE

Did you receive a call, voicemail or notecard during April or May from someone at Hospice of Michigan or Arbor Hospice? Turns out, that call or note may have been from one of these smiling faces from our development team.



Hospice of Michigan and Arbor Hospice Development Team

Upon the cancellation of our spring events, as well as the uncertainty surrounding our ability to host any events later in the year, we wanted to take this opportunity to reach out to our 10,000+ donors and supporters. As a group we wanted to thank you for your past support, but also to simply check in during the pandemic and listen to how you're coping.

Thank you for supporting our mission. Thank you for your generosity in helping to fund our special programs. Thank you for being our biggest advocates. Because of your continued

support and generosity, Hospice of Michigan and Arbor Hospice patients and families receive the best end-of-life care from our care teams.

These calls turned out to be a heart-warming and inspiring measure of grace and gratitude all the way around. The many sincere and compassionate expressions of gratitude for the support loved ones received – whether it was last year or more than ten years ago – was deeply appreciated, and provided the chance to deepen our relationships. Without a doubt,

the kind words and resilience you shared validates the importance of our mission.

We'd also like to give a special shout-out to a handful of colleagues from other parts of the organization who stepped up to help the development team accomplish the goal of reaching 10,000+ donors – we couldn't have done it without you.

As always, thank you for your enduring support. We look forward to more of these enriching conversations!

CONNECTED WITH **10,921** DONORS • APRIL - MAY 2020

THANK YOU TO THOSE WHO DONATED PRECIOUS PPE THESE PAST FEW MONTHS:

INDIVIDUALS

- | | | | | |
|-------------------------------|--------------------|-------------------------|-------------------|-------------------------|
| • Anonymous Donors | • Holly Corry | • Kay Hahn | • David Morrison | • Karen Sommerfield |
| • Laura Ball | • Pamela Derry | • Jared Holyszko | • Nora Myckowiak | • Karen Stitt |
| • Beth Bauer | • Katie Doherty | • Sharon Houdeck | • Barbara Nalian | • Jennifer Theisen |
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| • Donna Blomquist | • Abby Dutcher | • Conrad Knutsen | • Barbara Sbrocca | • Lindsey Wenger |
| • Cheryl Brown | • Bob Fields | • Richard Laurin | • Sherry Schmidt | • Ron and Eileen Weiser |
| • Theresa and Dave Buckingham | • May-Ger Fisse | • Ann MacPherson | • Kori Schultz | • Kao-Lee Wilkins |
| • Jennifer Bunting | • Megan Fortuna | • Louise Mahl | • Karen Shane | • Jim Wisneski |
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| • Paula Clutter | • Dr. Gary Sinar | • Marlene McCastle | • Linda Smith | |
| | • Michelle D. Groe | • Janice and Judy McKay | • Thad Smith | |

ORGANIZATIONS

- | | | | | |
|--------------------------------------|--|--|-------------------------------|---|
| • 2k Tools | • Association of Chinese Americans | • Coppercraft Distillery | • Home Instead Senior Care | • Sewing Warriors of Detroit Suburbs |
| • Alpena Public Schools | • Attitudes Muskegon | • Farmbrook Dentistry | • Hybrid Machining | • The Grilling Company |
| • Amway | • Barn Sanctuary | • Grand Rapids Field Office of Department of Homeland Security | • Iron Fish Distillery | • TopLine Automotive and Engineering, Inc. – Hylift Johnson |
| • Ann Arbor Costco | • Bier Distillery | • Grand Traverse Distillery | • Manistee County Dental Care | • Walgreens – Muskegon |
| • Ann Arbor Public Schools | • Brookside All-Natural Dairy and Discount Grocery | • Grosse Pointe Public School System | • Mercy Geriatric Group | • Water's Edge Dentistry |
| • Ann Arbor Quilting & Sewing Center | • CareLinc Medical Equipment | • Haviland Enterprises | • PCA | • Whispering Pines Country Store |
| • Arbor Brewing Company | | | • Pioneer Construction | |

KEEPING PATIENTS AND CAREGIVERS CONNECTED

Hospice care has always offered patients and families the space to reflect, connect and celebrate life together. For many, it provides the opportunity to spend precious time with each other – talking, laughing, praying, or simply holding hands – to create lasting memories.

When nursing homes, assisted living facilities and other senior living communities began restricting outside visitors as a way to minimize their residents' risk of transmission of the virus, many of our patients were effectively “cut off” from having their loved ones – and often our care teams – at their bedside.

While these regulations allowed our nurses to provide care at the bedside at critical times – at admissions, at times of crisis to manage significant pain and symptom, and for death visits – other team members were not allowed into these facilities to provide the dignified social, emotional and spiritual care that is the hallmark of hospice care.

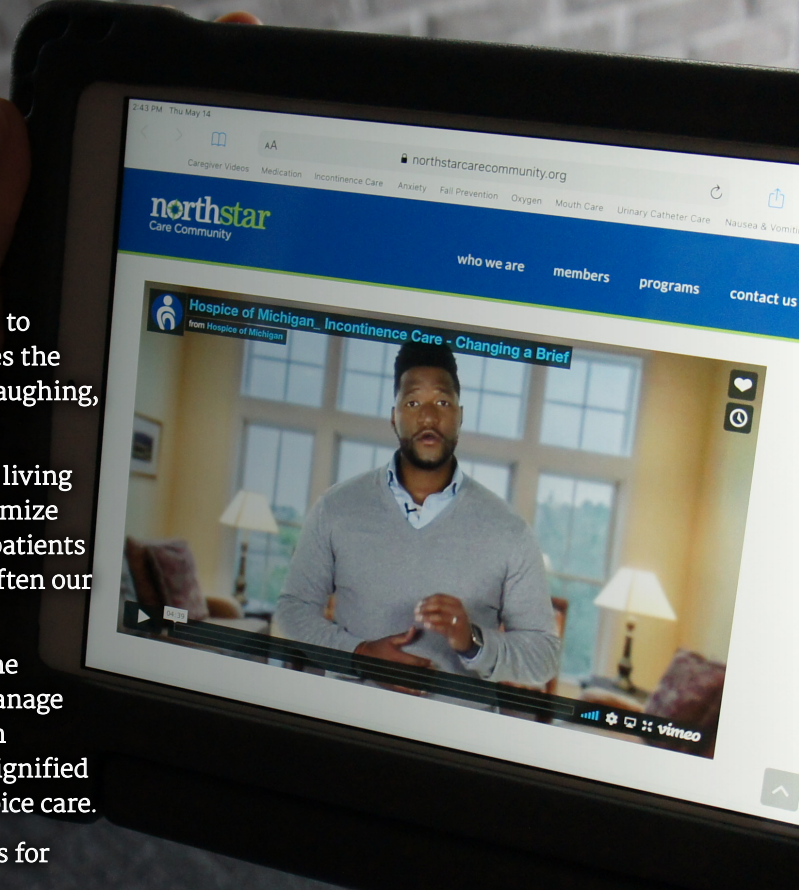
Harnessing the innovative, pioneering spirit that has defined us for decades, we recognized an opportunity to expand the use of Zoom video meeting technology to offer patients and families a way to visually connect with each other, as well as enhance how our care teams provide a broader range of support.

With swift outreach, the Hospice of Michigan and Arbor Hospice Development Teams secured four gifts, totaling more than \$40,000, to purchase the devices needed to get the ball rolling. Within a few weeks, the devices were formatted and distributed to patients in homes and facilities across the state.

These devices, dubbed **Video Connect**, are designed to help patients stay in touch with their care team – and their loved ones through virtual video visits. With the **Video Connect** device, patients are one click away from:

- Participating in a video visit with their hospice nurse to view and monitor symptoms, and discuss care options
- Receiving important social, spiritual or emotional support through video visits from their social worker, spiritual care advisor or bereavement counselor
- Safely connecting with friends and family members who are not able to visit in person
- Access to eight caregiver support videos to help confidently care for loved ones

These specially-configured devices have made their way into the homes and long-term care facilities of Hospice of Michigan, Arbor Hospice and Jo Elyn Nyman Anchors Programs for Children patients across the state.



While **Video Connect** was born out of the necessity of the pandemic, we recognize the long-term potential this technology offers to enhance the value of the patient care experience. As a result, we will be expanding our commitment to **Video Connect**, with the intent to purchase and deploy additional devices across the state, offering patients and families the opportunity to include virtual visits as part of their overall care plan.

It's important to note that high-touch, in-person care at the bedside will **always** be our primary model of care. That will never change. **Video Connect** will simply add another dimension to complement the service we provide patients and families to enrich the end-of-life journey.

Deepest thanks to the Jones Family Foundation, Jennie V. Kerr Memorial Fund at the Community Foundation of Northeast Michigan, Grand Traverse Regional Community Foundation and James and Shirley Balk for providing the funding to implement this essential program.

RETURNING THE FAVOR

Among the many services impacted by the guidelines to stop the spread of COVID-19 was a suspension of bottle and can returns to retailers and distributors. As the **Stay Home. Stay Safe** orders passed the three-month mark, many Michiganders discovered their returnable bins overflowing.

With her own collection of returnables growing, Alpena-based Hospice Aide, Delynn Wiseman, had a clever idea to help those in her community wanting to dispose of their bottles and cans. Delynn, along with Susie, the daughter of one of her patients, worked together to organize a bottle drive, with the proceeds donated to Hospice of Michigan.

Delynn, Susie and other individuals blasted their personal social media accounts to get the word out, and it took off from there! The community rallied together, and soon enough, both Delynn's and Susie's garages were stacked with garbage bags filled with returnable bottles and cans. While most of the donations were picked up from locations within 30 miles of Alpena, several generous individuals packed their cars full of returnables, personally delivering them to Delynn and Susie.

During the early planning stages, Susie contacted a local general store who was willing to accept and deposit all the returnables once the restrictions lifted. However, as the quantities of returnables kept increasing, the general store realized they did not have the capacity to accept such a large volume of cans and bottles.



Delynn (left) and Susie

Without hesitation, Delynn packed her car to the roof and headed to the local Meijer to deposit the remaining cans. After many trips back and forth, freezing the u-scan machine and enlisting the assistance of the store's management, Delynn collected \$594 ... and that wasn't even all the returnables!

News traveled fast about the momentum fueling this great community effort to support Hospice of Michigan as the cans and bottles kept coming in. Seeking additional support, Delynn contacted Megan LaCross, Hospice of Michigan's Director of Philanthropy. A native of Alcona, Megan reached out to someone she knew at Huron Distributors, a local beverage distributor, helping to coordinate and organize a pick-up of the remaining cans and bottles, which by now numbered in the thousands.

A big thank you to Delynn and Susie for organizing the can and bottle drive and to all who donated returnables or helped collect and transport them. In the end, Delynn and Susie collected more than 35,000 cans and bottles, totaling \$3,512. Impressed and grateful for Delynn and Susie's efforts, Megan's family made a donation to bring the grand total to \$3,600.



Hospice Aide Delynn posing with her impressive collection of donated cans and bottles.

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**In Memory Of*



Hospice Aide Bonnie Sabias delivering groceries to patient Dorothy Rink

GENEROUS GROCERY GO-ERS

When COVID-19 arrived in Michigan, **Stay Home. Stay Safe** guidelines were established to minimize the spread of the virus. Unfortunately, the impact of wide-spread shutdowns left many citizens without work or a steady paycheck.

For those caring for a loved one receiving hospice care, the added stress of being laid off or furloughed can only intensify the anxieties and concerns often felt at the end of life. During these sacred and special moments caring for their loved ones, no one should have to wonder how they will pay for necessities like food and personal care items.

When it became evident that several of the families under our care were facing financial hardships related to the impact of COVID-19, we knew that we could do something to help. Upon the recommendation of Hospice of Michigan social workers, we quickly established a program to help ease the financial burden and task of grocery shopping.

HOW THE GROCERY SHOPPING PROGRAM WORKS

Patients and families seeking assistance worked with their social worker to submit a request to participate in the Grocery Shopping Program. Utilizing funds from Hospice of Michigan's **Quality of Life Fund**, gift cards were ordered and delivered to hospice aides who were tasked to complete the shopping for a participating family. *Note: Shopping lists cannot exceed \$100 per patient/family and includes necessities only. This program does not permit the purchase of alcohol and tobacco.*

To date, \$3,000 worth of groceries and other necessities have been purchased for patients and families across the state.

If you know a patient family under Hospice of Michigan's care who is struggling financially due to the pandemic, please contact Philanthropy Manager, Michelle Gallagher at mgallagher@hom.org or 231.631.3668 for more information.

STEPPING UP TO HELP

In mid-March, Hospice of Michigan and Arbor Hospice had to make the difficult decision to cancel our much-anticipated spring fundraising events, **Barley, BBQ and Beats** and **Savor the Journey! Live at the Big House 3**. These signature events had been scheduled for April and May, during the height of the COVID-19 pandemic.

The cancellations were especially disappointing as event planning was well underway and support from vendors, sponsors and committee members was stronger than ever. Upon sharing the news with all those who had generously invested time and/or funds to support the events, Hospice of Michigan and Arbor Hospice were humbled when so many event supporters raised their hands to help in any way possible.

They were there for us in the early days of the pandemic, when shortages of Personal Protective Equipment (PPE) and disinfectant solutions posed a threat to maintaining the health and safety of staff, as well as the families we serve.

Understanding this urgent need, several of our **Barley, BBQ and Beats** and **Savor the Journey** vendors came to the rescue, providing 10 gallons of hand sanitizer. A special thank you to **Bier Distillery, Coppercraft Distillery, Grand Traverse Distillery, The Grilling Company, Iron Fish Distillery** and **Arbor Brewing Company** for their generous donations of hand sanitizer. Like so many businesses that had to adapt their operations, they repurposed resources and materials to distill spirits to help alleviate the hand sanitizer shortage across the state. Cheers to you for stepping up when needed most!

Hospice of Michigan and Arbor Hospice look forward to hosting our signature events in the spring of 2021 – but until then stay safe, healthy and enjoy the summer.

HOSPICE OF MICHIGAN LOCATIONS

- Ada (Grand Rapids)
- Alpena
- Ann Arbor
- Big Rapids
- Bloomfield Hills
- Cadillac
- Clinton Township
- Dearborn
- Fremont
- Gaylord
- 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



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888.247.5701

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

A UNIQUE WAY TO GIVE

As an organization, we are amazed by the creative fundraising events individuals host to benefit Hospice of Michigan and Arbor Hospice. While there have been many thoughtful and engaging third-party fundraising events through the year – jeans day, fun runs, can and bottle drives – recently one anonymous donor took a most unique and topical approach to support the organization.

In late March, the federal government passed a \$2 trillion CARES Act, providing economic assistance to protect families and businesses from the public health and economic impact of COVID-19. The stimulus checks provided a financial cushion for many Americans – especially those who had lost their jobs.

Across the nation, recipients of the stimulus checks used the money in a variety of ways – to pay bills, build their savings, or made a special purchase.

This donor, however, decided to use her stimulus check to help others. Donating the entire \$1,200 stimulus check to Arbor Hospice, this anonymous donor noted their financial stability allowed them to use these unplanned funds to pay it forward and support an organization they admire.



Thank you to those who continue to support our mission of providing end-of-life care regardless of age, diagnosis or financial circumstances.

For more information regarding the CARES Act or questions about the stimulus check, visit www.irs.gov or consult with your financial advisor for further details.