



Above: Olivia with Bob Cahill, CEO

## Sharing the Power of Music

### 14-year-old Volunteer Creates Web Application Revolutionizing My Music Program

Many of us have experienced firsthand the transformational power of music. Arbor Hospice harnesses the power of music through the *My Music* program, a non-medical intervention which allows volunteers to use MP3 players and headphones with dementia patients to promote joy, healing, and peace.

In 2017, at the tender age of 14, Olivia Bronstein began volunteering with *My Music*. Seeking ways to combine her desire to give back with her interest in music, ultimately Olivia's knowledge of coding offered the perfect way to make an enormous impact on the *My Music* program.

Olivia's initial volunteer task was to make playlists for *My Music* volunteers to use with patients. However, a week or two into volunteering,

she noticed the way playlists were assembled was an unnecessarily complicated, manual process. She immediately began thinking about how she could use her passion for coding to improve the way playlists were created. "The playlists were not getting out to patients as quickly as they could be, and at the end of life, time is so important," Olivia shared. So she began planning a solution.

That solution—creating a web application which dramatically simplifies the process of creating playlists for patients—became Olivia's mission for the next several months. She dedicated 700 hours to code the entire program. When asked what inspired her to invest so much of her valuable time on this project, Olivia

shared that she knew it could have a positive impact on many people.

Olivia's interest in coding began in third grade as a creative outlet, and over the years, she built her skills to a point where she was able to create a program that will be "literally transformational," according to Alison Wagner, Director of Volunteer Services and Complementary Therapies. Olivia has generously decided to gift the program to the NorthStar Care Community so it can be used across the state, and is working with the IT department on implementation. She will also write training documents, give presentations, and lead in training other *My Music* librarians on the system, which allows users to easily drag and drop songs into folders and

*Continued on page 5*

# A Message From Bob



Bob Cahill, President and CEO

It's now been more than two years since Arbor Hospice and Hospice of Michigan joined forces to sustain and enhance the mission of nonprofit hospice. In that time, we've accomplished a great deal—aligning and strengthening operations, opening a new residential unit, and introducing a framework to identify our network of integrated programs and services: the NorthStar Care Community. This progress has been essential to maintaining our commitment to the communities we serve.

During this time, we also undertook an extensive renovation of the Oak Valley building so it could not only continue as the home of Arbor Hospice, but also accommodate the administrative operations of the NorthStar Care Community.

To celebrate the completion of our new home office, on August 22, 2018 we were delighted to welcome several hundred of our friends—board members, donors, referral partners, volunteers and the community—to an Open House celebration. This event marked the official rededication of the Oak Valley building in Ann Arbor which was originally constructed in 1998 to be the home office and inpatient residence for Arbor Hospice.

Warm and sunny weather provided the perfect opportunity to showcase the lush grounds, as well as the building. Following a brief rededication ceremony, guests had the opportunity to participate in guided tours, visiting special installations throughout the building that uniquely highlight the programs and services of the NorthStar Care Community.

The Open House also served as the debut of two special recognition displays—**The Pioneer Wall**, acknowledging those whose contributions have made a transformative impact to the organization; and a **Donor Wall** recognizing the lifetime giving and planned giving commitments of our most generous donors.

With the renovation complete, we welcome all in the community to visit the building to learn more about the impact of our programs and services. Please contact us at (888) 992-2273 to set up a tour.

As we commit to work with urgency, purpose and compassionate accountability to lead the way in expert end-of-life care, we know the future of nonprofit hospice is secure. With the generous support of our donors, we will continue to fulfill our nonprofit mission of serving anyone who needs and seeks our care—regardless of age, diagnosis or ability to pay—from our new home office.

Warmest regards,

Bob Cahill



The Oak Valley gardens are the legacy of Mary Richards, former Arbor Hospice board member and longtime donor, whose vision was to build a park-like setting for patients and families that provided calm, reflective spaces. Various memorials from both Arbor Hospice

and Hospice of Michigan now share a special home within the gardens, reminding all who visit of the compassionate care provided over the years. Through the continued support of the Richards family and other donors and volunteers, the gardens will continue to provide a beautiful backdrop for memorial services and community events.

## Writing Through Loss: A Virtual Touch Program

Because a busy schedule, work or travel challenges may make it difficult to attend our live programs, Arbor Hospice proudly offers Virtual Touch Programs. These are special webinars that you can be part of right from your home or office.

On **September 25, 2018 at 12 pm EST**, Arbor Hospice is offering *Writing Through Loss*, facilitated by **Kathryn Holl, MA, LPC**, NorthStar Care Community Grief Support Services Manager. Kathryn has

over 20 years of experience as an educator and counselor, providing support, teaching, and resources to individuals, family and community via counseling, professional educational workshops and memorial services. She has co-developed *Writing Through Loss*, a poetry and writing program for bereaved individuals.

*In this one hour session, you will...*

- Explore the value of writing in the grieving process

- Begin to put pen to paper through writing exercises
- Have time for questions and interactions. You will be able to see and talk to the presenter as well as other participants.

To join us, please register with Cynthia Palmer at [cpalmer@arborhospice.org](mailto:cpalmer@arborhospice.org) or (734) 794-5177.

# Homemakers Make a Difference

Arbor Hospice is committed to enhancing quality of life for patients and families as they face the stresses that often surface at end-of-life. One of the unique ways Arbor Hospice is able to assist families is by offering the services of a Homemaker. This added layer of support, available on a limited basis as a supplemental service, provides light housekeeping so families can focus their energies on their loved one. Read our Homemaker Lisa's perspective below on the difference she makes:

*While my official job title is Homemaker, I prefer "Cleaning Therapist." Yes, I will dust, vacuum and even clean a toilet. What this service does is give someone a little bit of control in a world that has taken the wheel and is steering them. This care may be for the worn and weary caregiver or for the frustrated patient; each home is a home in crisis and this service offers some relief. Each home has different needs—if I can take something off the plate of a caregiver so they have time to give to the patient or maybe take some time for themselves, they can rest knowing that things are still getting done.*

*Sometimes my cleaning helps the patient; watching their home slip from the standard they maintained to chaos causes stress and frustration. I take orders and listen to what that patient needs and do my best to do it their way. That is control and a sense of purpose and even accomplishment for them, in a place where they may not be feeling so useful. Some of our patients want to stay in their homes but live alone, and illness has them too weak to stand long enough to wash dishes, or walk the stairs to do the laundry. Some of our patients have diminished sight and don't even see dirt and dust, or expiration dates on their food. The care plan is individual to each patient and can include special projects.*

*I had a patient who voiced that her once beautiful garden path was a weed patch and she hadn't been able to trim back her roses. I received special permission and on my next visit, I trimmed her roses and weeded that bed and our patient had a lovely window view her last summer on this earth. I have put up and taken down countless Christmas trees, helping patients who feel hopeless because they can't do it themselves. One patient sat up and unwrapped and held each ornament before allowing me to place it on the tree. Her smile is still with me; it was a good last Christmas. I helped a caregiver set up her deck furniture and clean it so she could have lunch outside with her husband like they used to.*

*This service helps, cares and even educates. Countless caregivers are stepping into different roles. Some have never done laundry, or cooked a meal.*

*I taught a patient how to Snapchat this week—his grandkids always sent him pictures and messages and he loved it. He had never sent back; his daughter called immediately after receiving his snap and wanted to know who taught him. She was so moved, she saved it. I care for mothers of sick children and healthy children who don't have enough time in their day to care for both and still keep up with the housework—I give them time. I have cooked with a patient who gathered recipes on his journeys through life: clam chowder, chili relleno, and pecan pie. He couldn't breathe well enough to cook or prep, so I was his hands. He thought he would never make or taste these things again. I have walked beloved pets, cleaned kitty litter, and bird cages. We love our pets and what happens when we can't see to their care?*

*The Homemaker position is about serving our patients in a way that is as unique as our patients—hearing their needs and meeting them.*

## Hearts of Remembrance

Hearts of Remembrance is a signature Arbor Hospice Foundation fundraiser, raising more than \$65,000 annually in support of patient care, pediatric hospice, grief support and complementary therapies.

This amazing program started more than 25 years ago by generous and talented volunteers—many whose loved ones received care from Arbor Hospice. It is a unique way for the volunteers to give back to the community and ensure patients and families know they are not alone.

Each year a new design is created, making these Hearts unique keepsakes and—for many families—collectibles. Hearts come with a tag to write a loved one's name, and a ribbon that makes it easy to hang on a holiday tree, window, etc.

The 2018 Hearts of Remembrance are now available by making a gift (recommended minimum \$25 donation for the first Heart, and \$15 for each additional Heart) to the Arbor Hospice Foundation in support of our mission.

*Large image: Veterans design; Inset: 2018 design*

This year, we are pleased to offer a Veterans heart, a wonderful way to honor loved ones who have served our country (recommended minimum \$20 donation for the first Veterans Heart, and \$15 for each additional Heart). Veterans hearts are available in a limited edition of 200.

For information, or to order a Heart, call **Danielle Cook: (313) 578-5025.**



# Planned Giving Society

The Arbor Hospice Planned Giving Society recognizes individuals who have named Arbor Hospice as a beneficiary in their estate plans, trusts or wills. Through their generosity, these individuals have left a legacy that will impact lives for generations to come.

*For more information about remembering Arbor Hospice in your estate planning or how to become a member of this Society, please call Stephanie Le at (248) 346-4253.*

Gerald O. Bahnmler*	June Jennings*
Nina Barwick*	Barbara and Norman Koch*
Gladys Blackmer*	Betty LeMaster*
Eleanor I. Cunningham*	Elizabeth McConnell*
Morris M. and Ruth A. Dalitz*	Judith G. Mich*
Alice Dobson*	Kathleen Mitchell*
Helen Fecko*	Mabel Murray*
Susan Fisher	Paul J. Rice*
Sophie H. Gerisch*	Olga Sadowski*
Harold E. Jr. and Gwendolyn S. Groves*	Loretta M. Skewes*
Margaret Hicks*	Lisa Marie Tubbs*
Esther Humphrey*	Pauline Virginia Walters*
Cheryl G. Hunt*	Gretchen Whitman*

*\*In Grateful Memory*

## Leaving a Legacy

Leaving a gift to Arbor Hospice through your estate plan, trust, or will can create a lasting legacy. Susan Fisher, dedicated Arbor Hospice supporter, shares why she has chosen to include Arbor Hospice in her legacy giving:

*Arbor Hospice was there for me and my beloved husband when he faced the end of his life. I want to ensure that others have the same support, care and compassion we received well into the future.*

*The fact that I was able to make one call to Arbor Hospice and receive all the help we needed to transition from hospital to home continues to amaze me. Everyone should be able to have such an option available when facing end of life.*

*I want to ensure that the services Arbor Hospice provides remain sufficiently funded so others have the same care options that my husband and I received.*

For more information about remembering Arbor Hospice in your estate planning, call Stephanie Le at (248) 346-4253.



## Paul J. Rice Charity Bed

Paul J. Rice had a passion for helping the less fortunate in our community, especially those in hospice care. In 2017 he made the largest bequest ever received by Arbor Hospice, designed to provide residential care to our charity patients. A special ceremony to dedicate the *Paul J. Rice Charity Bed* was held in June 2018 at the Residence of Arbor Hospice. Joining in this ceremony to honor Mr. Rice's memory was Shari Roberts-Osojnak, trustee to the Paul J. Rice estate. If you would like to contribute to the Paul J. Rice Charity Bed Fund, please call Megan LaCross at (734) 794-5116.

## #GivingTuesday: November 27, 2018

The hustle and bustle of the holiday season will be here before we know it. In the middle of all the "busy" is a very special day: #GivingTuesday, November 27, 2018, is an opportunity for you to support the compassionate care that Arbor Hospice provides to patients and families in our community.

Your gift to the Arbor Hospice Foundation will help provide important services to patients and families on their end-of-life journey, including: pediatric hospice,



grief support, complementary therapies like pet, massage, and music therapies, and support for patients who may be uninsured or underinsured.

One of the best gifts you can give this year is a gift to a charity that is important to you. We hope that you will choose to support Arbor Hospice on #GivingTuesday, and make a

difference for someone at the end of life.

Join the #GivingTuesday movement by supporting Arbor Hospice on November 27.

# Savor the Journey 2018

On May 10th, Arbor Hospice held its annual fundraiser, Savor the Journey, at the Jack Roth Stadium Club at University of Michigan Stadium.



Marge Wisniewski relating a personal experience with hospice care

Over 200 donors and staff attended, including Leon, the pet-therapy dog.

The evening featured a strolling dinner, brief presentation and a successful dedicated giving appeal.

Guests learned more about the impact Arbor Hospice makes in a family's life in a touching video featuring the experience of Arbor Hospice employee Marge Wisniewski, whose father received care from Arbor Hospice. (View video at [www.arborhospice.org/donate/stj](http://www.arborhospice.org/donate/stj))

To wrap up the evening, guests had the unique opportunity to tour the team locker room and walk through the tunnel and on to the field at the Big House, where they threw footballs, ran routes, and took great pictures!

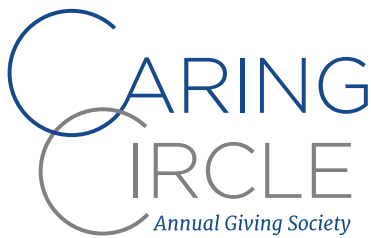


In total, more than \$75,000 was raised between sponsorships, ticket sales and dedicated giving. Special thanks to Chris and Paula Prisby for their role as co-chairs of this wonderful event.

## Thank You to Our Sponsors

<b>Gold</b>	Royal Truck and Trailer
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<b>Bronze</b>	ABG of Michigan Howard Hanna Nie Funeral Home and Cremation Services Rehmann Theodore St. Antoine John Vartanian
<b>Patron</b>	Ann Arbor State Bank Old National Bank J. Michael Richards Visiting Angels of Ann Arbor

**SAVE THE DATE: SAVOR THE JOURNEY 2019 • MAY 9, 2019 • JACK ROTH STADIUM CLUB, U-M STADIUM**



Annual giving is the foundation of Arbor Hospice's ability to fulfill its nonprofit mission of serving all who need our care regardless of their diagnosis, age, or ability to pay. It is through the annual support of our donors—who support Arbor Hospice year after year—that we are able to offer the quality, compassionate care everyone deserves at the end of life.

Our Caring Circle Annual Giving Society allows us to recognize our generous donors, whose giving allows Arbor Hospice to continue offering hospice and palliative care, bereavement services to adults and children, community education and outreach throughout Michigan.

You can give the gift of hospice care and join the Caring Circle by making cumulative annual gifts of \$1,000 or more within a calendar year (January through December). As a Caring Circle donor, you will be recognized annually in Arbor Hospice's spring edition of *Connections*.

*Make your gift to Arbor Hospice at [www.arborhospice.org](http://www.arborhospice.org), or call (800) 669-9335.*

### Sharing the Power of Music, continued

collaborate with other users. "The web application allows *My Music* librarians to easily create, manage, and collaborate on playlists that are relevant and distinctive to each patient," shared Olivia.

Olivia is glad that her interests in music, coding, and helping people combined to have such a meaningful impact. "Coding

gave me the tools to make a positive impact on so many people," she said. "I'm excited for the possibilities the application has to offer." The impact of Olivia's contribution is sure to be monumental, and our gratitude for her hard work and dedication cannot be overstated. Thank you, Olivia, for using your skills to make such a wonderful difference for our patients!

Special Thanks to our Board Members:

### Arbor Hospice Board of Directors

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Lee Ann Myers, *Treasurer*  
John Evangelista, *CFP Secretary*  
Robert J. Cahill  
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#### OUR NONPROFIT MISSION:

The mission of Arbor Hospice is to give comfort, assurance and care to families and patients who have life-limiting illnesses and to educate and nurture others in this care.

#### OUR VALUES:

Compassion | Human Dignity | Comfort | Service | Trust | Respect | Stewardship

If you wish to remove your name from future fundraising solicitations, contact the Donation Processing Center, 800-669-9335 or email: [inquiries@arborhospice.org](mailto:inquiries@arborhospice.org).

## Thank You, Volunteers!

Arbor Hospice volunteers provide valuable support to patients and families during very challenging times. Their compassionate hearts, attentive ears and helping hands make a profound difference in the lives of patients and families. Please join us in thanking all of our wonderful volunteers for sharing their time and talents with others in need of support, and read on to find out more about a few of these exceptional individuals.



**Benjamin, Music Volunteer**

I am a junior at the University of Michigan majoring in cellular and molecular biology with a minor in music. Volunteering at Arbor Hospice has been one of the most rewarding and enriching engagements that I have had the privilege to be a part of. Bringing

joy into the lives of residents and their families through the gift of music has refined my understanding and appreciation of the human condition.



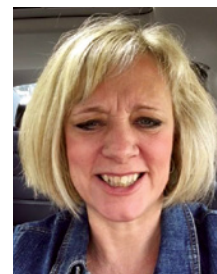
**Steve & Joyce, Patient Visitors and Special Event Volunteers**

Joyce and Steve have been Arbor Hospice volunteers for 23 years, after experiencing hospice care with their parents. They wanted to show their appreciation for the work hospice did by giving back through volunteering. Bringing comfort to patients and their families has been very gratifying to them. Steve, a retired electrical engi-

neer, and Joyce, a retired teacher, contribute time and financial resources to many organizations in the community, in addition to Arbor Hospice.

**Toni, Residence and Office Volunteer**

My name is Toni and I reside in Saline. I am married and have three grown children—two daughters and a son, who is married and has one child. My passions are my family, painting, exercising and volunteering. I have thoroughly enjoyed helping out at Arbor Hospice. Every time I'm there I feel great joy in helping and being a part of a worthy cause. I have enjoyed everyone I have encountered.



**If you would like to join our volunteers in giving back to Arbor Hospice, please visit [www.arborhospice.org/volunteer](http://www.arborhospice.org/volunteer).**