



Hospice is About Living Life

Faced with a diagnosis of pancreatic cancer, Randy Sanders readily agreed to experimental treatments. With a wife, an 8-year-old daughter and adult children, he was determined to do anything that would keep him alive.

Sadly, his treatments were not successful, leading Randy and his wife, Dawn, to admit Randy onto our hospice services in August 2017.

When Randy and Dawn first met our hospice registered nurse Melissa Salayko, they were grateful for the time she took to educate them about what they could expect from hospice care. With their questions answered, the Sanders knew they made the right decision.

Almost immediately, they experienced the benefits of hospice care. The compassionate care team assigned to Randy – including Melissa, a social worker, spiritual care advisor, grief support manager and hospice aide quickly became part of the Sanders family.

Randy shared with his hospice team that there were some upcoming family milestones that he desperately wanted to be a part of. Driven by a philosophy to maximize every moment of life, the team went to work to help him achieve these goals.

The first order of business was to make sure Randy could attend the 20th annual golf outing with his best friends just a few weeks after he signed on. He had never missed one of

these memorable outings and looked to his care team to make sure he could keep his promise. They were able to get Randy's pain controlled so that he could attend and helped to organize his medications and supplies for the weekend. Because Dawn was anxious about Randy going out-of-town, his social worker made arrangements to have another hospice team available, if needed. This extra step meant so much to both Randy and Dawn.

The next big event was the October 13th wedding of Randy's adult daughter. In preparation for the wedding, Melissa advised Randy not to overdo it in the weeks prior to the wedding so that he had enough energy for the big day. Following Melissa's guidance, Randy

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A Message From Bob



Bob Cahill, President and CEO

Spring is the season of renewal, and a reminder of the ever-changing world we live in.

At Arbor Hospice we believe in supporting our mission today and into the future. It's why we constantly assess all aspects of our hospice and palliative care services, adjusting and improving our processes and programs to ensure we are offering the best care possible.

OUR FOCUS: Every person. Every time.

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

OUR CULTURE: Comes from working together providing more layers of support for anyone who needs and seeks our care – regardless of age, diagnosis or ability to pay.

OUR COMMITMENT: We are constantly working at improving quality, enhancing productivity and efficiency, while creating an organization where excellence is expected

and our staff become master teachers of end-of-life care for patients and families. We remain committed to preserving and strengthening the non-profit hospice brand.

OUR SUPPORTERS: We are ever so grateful for the generous support of our donors. Without you, we would not be able to fulfill our non-profit mission. Last year alone, we provided 10,533 charity patient days of service to those who were uninsured or underinsured and 8,056 pediatric patient days of service for our youngest patients who are not eligible for hospice benefits. It's because of philanthropic support that these patient days were possible.

Every Person. Every Time. It's a simple, powerful statement destined to motivate us all to provide the best care. Period.

Warmest regards,

Bob Cahill

Our Hospice Stats

Patients served	5,098
Total patient days of service	352,090
Veteran patient days of service	99,143
Charity patient days of service	10,533
Pediatric patient days of service	8,056
Average age	79
Average length of stay	81 days
Median length of stay	21 days
Largest primary diagnosis: Cancer	34%
Heart	22%

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was able to walk his daughter down the aisle and be “the life of the party” with his family.

Randy's third milestone was to be able to celebrate his youngest daughter's ninth birthday in November. Reaching this important date meant everything to him. Although his health was declining and he couldn't attend her party, Randy enjoyed seeing all of her presents and having a piece of cake with her. Sadly, Randy lost his fight a few days later.

Helping the Sanders family reach these milestones was a huge honor for the hospice care team. The team wrote letters of gratitude, thanking the family for allowing them to play such an important role in helping Randy live each day to its fullest and create such wonderful memories.

But the story doesn't end here. With the holidays approaching, Randy's care team opened their hearts to further honor his memory and reach one final milestone. They knew Randy wanted

to make sure his 9-year-old daughter had a Christmas to remember. The care team took up a collection, and presented Dawn with gift cards to use as she saw fit – ensuring them the Christmas bounty that Randy would have wanted.

The Sanders story beautifully illustrates how Arbor Hospice helps patients and families make lasting memories and enjoy quality of life at end of life.

If you would like more information about Arbor Hospice services, please visit the Website at www.arborhospice.org.

Arbor Hospice's New Look

If a picture is worth a thousand words, Arbor Hospice's new logo speaks volumes. You may have noticed our fresh look on the new sign outside our Oak Valley office, popping up on billboards around the community and on our newly updated website, www.arborhospice.org.

Arbor's contemporary new branding and "Under Our Care" tagline is packed with symbolism that celebrates our 33 years of quality, compassionate care, while underscoring our commitment to meeting the needs of families across Washtenaw County, and the surrounding communities, for decades to come.

Arbor's vision and mission are artistically reflected in the crisp green of the logo's eye-catching icon featuring a tree beneath an arbor. These natural design elements speak to our belief that hospice and palliative care are a natural and respectful approach to end of life.

The comfort, assurance and care at the center of Arbor's mission in sheltering those we serve are expressed through the icon's arbor

shape. It is also a nod to the graceful Oak Valley gardens that have long been a place of respite and reflection for patients and families.

Our legacy and stability are illustrated by the tree's solid trunk, from which branches and leaves representing our values of compassion, human dignity, comfort, service, trust, respect and stewardship flourish.

Arbor Hospice's rebrand launched in conjunction with the statewide roll out of NorthStar Care Community, designed to guide patients and families to the right care at the right time for their needs and

wishes. Formed from the affiliation of Hospice of Michigan and Arbor Hospice in January 2016, Arbor is a founding member of the network.

As we enter a new era with a refreshed brand and expanded services through NorthStar Care Community, we look forward to continuing to grow with the needs of this community...growth that is rooted in the longtime comfort, compassion and respect that are the hallmarks of Arbor Hospice care.



Our new Home Office monument sign along Oak Valley Dr.

A Closer Look at NorthStar Care Community

NorthStar Care consolidates the best in integrated programs and services that encompass adult and pediatric services, palliative care, grief support, education and training.



The five member organizations that comprise NorthStar Care Community include:

ARBOR HOSPICE – provides quality, compassionate care for those experiencing life-limiting illnesses throughout Washtenaw County and surrounding communities, including inpatient services through *The Residence of Arbor Hospice* in Saline, MI.

HOSPICE OF MICHIGAN – is a nationally recognized leader in end-of-life care delivering the highest quality of care to more than 1,800 families daily across the state.

NORTHSTAR PALLIATIVE CARE – an in-home service that provides specialized medical care that focuses on improving quality of life through pain and stress management and relief.

NORTHSTAR INSTITUTE – performs research, provides education and community outreach initiatives aimed at improving care for people who are seriously ill, as well as provides support for their caregivers.

JO ELYN NYMAN ANCHORS PROGRAMS FOR CHILDREN – the only statewide pediatric hospice and pre-hospice program to serve families with staff specially trained in medical, social, spiritual and emotional support for the youngest patients.

It is the depth of our NorthStar programs and services that allow us to provide the highest quality of care to our patients and families during their end-of-life experience.

Introducing Caring Circle Annual Giving Society

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 donors—whom year-after-year donate to our organization—that we are able to offer the quality, compassionate care that everyone deserves at end of life.

Because of the generosity of annual donors, we are introducing a new donor recognition acknowledgment—the Caring Circle Annual Giving Society.

By reaching the next giving level, Caring Circle members receive greater satisfaction from knowing they have helped more people on their end-of-life journey.

Contributions allow us to continue offering hospice and palliative care, bereavement services to adults and children, community education and outreach throughout the communities we serve.

The More You Give, the More Lives We Can Impact

Please 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). Donors will be recognized annually—by Caring Circle level—in Arbor Hospice’s spring edition of *Connections*.

We are introducing Caring Circle recognition levels in time for donors to plan their year-long charitable giving and to consider making an increased gift to Arbor Hospice this year and be recognized in the spring 2019 edition of *Connections*.

GIVING LEVEL	HOW YOUR GENEROSITY CAN ENRICH END-OF-LIFE CARE
COMPANION • \$1,000	Can provide three months of pet therapy visits with patients, or grief support to four individuals coping with the death of a loved one.
PARTNER • \$2,500	Can provide Camp Good Grief bereavement day camp for 30 children, or one week of continuous care for a pediatric patient and their family.
CHAMPION • \$5,000	Can provide one month of hospice care—including medication and clinical bedside visits—to one patient, or social work care to two perinatal pediatric families whose unborn child is diagnosed with a life-limiting illness.
BENEFACTOR • \$10,000	Can provide 40 <i>We Honor Veteran's</i> pinning ceremonies to recognize patients who served in the armed forces, or two months of music therapy for patients.
AMBASSADOR • \$25,000+	Can provide the creation of three caregiver videos to be added to the resource library for loved ones’ access as an additional source of support and education, or allow five patients to be weaned off from ventilation and transported from the hospital to their home.



As the Baby Boomer generation ages, hospice care is expected to increase significantly in the coming years. Please help us be prepared to reach these expanded levels of patients and families by joining the Caring Circle by supporting Arbor Hospice this year.

Employees are donors too!

The Legacy Club and Caregivers Club represents Arbor Hospice 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.

LEGACY CLUB (\$1,000+)

Bob Cahill
 Marcie Hillary
 James (Andy) Holtgreive
 LeeAnne Jamieson-Peeters
 Patrick Miller

Lee Ann Myers
 Dr. Michael Paletta
 Tracey Pierce
 Donna Pomaville

CAREGIVERS CLUB (\$500+)

Gloria Bunting
 Patricia Chomet
 Kelly Derouin
 Heather Doom
 Cathy Fuerstnau

Eric Kaplan
 Karen Monts
 Elizabeth Rocha
 Judy Vindici
 Carrie Welch

Giving from the Heart



Supporting Families on Their Journey Through Grief

Arbor Hospice knows that families often need help coping with the loss of a loved one, and we are pleased to offer a wide array of grief support programming for a minimum of 13 months after the death.

Following a significant loss, grief is a normal and natural response. It is personal and complex, and takes place over time. Recognizing that each individual's experience is unique, our staff is trained to understand the many dynamics of loss. Knowing that they can continue to "lean on" the Arbor Hospice staff on their journey through grief can be very comforting to our families.

Those dealing with loss want information on what to expect, guidelines for normal behaviors, and information on available resources. They need to give themselves permission to grieve in their own way and for as long as they want and need to. Many need to learn how to accept help from others and to remember that their own self-care is essential to healing.

Our grieving clients can access individual grief support, grief support groups, and special services for grieving children and youth. Following the death of a loved one, Arbor Hospice staff will

reach out to the bereaved individual to offer support.

Linda Hammond worked with our Grief Support staff following the death of her father several years ago, and more recently, the death of her husband of 40 years, Fred. During the first month, the presence and support of her beloved daughters and extended family helped her cope with the initial pain and pressing logistical problems created by Fred's death.

Nevertheless after six weeks, both Linda and her daughter, Ellen, desired more help coping with their sense of loss. Margie Martin, Arbor Hospice's Grief Support Manager, counseled both of them individually for a few months. They later enjoyed the group Memorial Service held in the Arbor Hospice Gardens on Oak Valley Drive. Linda joined a group for those mourning the loss of their life partner, which allowed her to share her feelings and fears with other widows and widowers who

were experiencing the same problems. She says that listening and talking to them helped her make sense of her feelings and fears. Likewise, Ellen, found comfort in the "Adult Loss of a Parent Group" discussions. Both

mother and daughter are now working on Memory Books for Fred.

In addition to the adult programs, we also provide specialized grief support services to children and youth. These involve counseling, groups, a summer camp called Camp Good Grief,

and specialized art projects. Anyone interested in learning more about these youth programs can contact Cindy Palmer at 734-794-5177.

Arbor Hospice Grief Support staff offer these services to anyone in the community who has suffered a loss, not just our patients' families. If you are interested in finding out more about these programs or wish to support them, please go to our website at www.arborhospice.org.



Fred and Linda Hammond

MICHIGAN HEALTH ENDOWMENT FUND

The Michigan Health Endowment Fund has awarded \$500,000 to Jo Elyn Nyman Anchors Programs for Children at Arbor Hospice and Hospice of Michigan to launch a pilot program for children living with complex chronic conditions.

The Pediatric Chronic Complex Care program will provide family-centered, sustainable service to children living with medical challenges and complications that currently are not adequately coordinated through their multiple specialist providers. The program is designed to minimize the amount of time youngsters with life-long serious conditions spend in

hospital emergency rooms and as in-patients, providing 24/7 home-based support to pediatric patients based on each child's specific needs.

Anchors Programs for Children will partner with C.S. Mott Children's Hospital in Ann Arbor for the Pediatric Chronic Complex Care program's pilot year, with the intention of adding another Michigan children's hospital in year two, expanding the geographic reach of patients served.

"Simply having a child with chronic, complex health issues is emotionally and physically challenging for families," said Kenneth Pituch, MD, professor of pediatrics and medical director of the Pediatric Palliative Care Program at C.S. Mott Children's Hospital. Dr. Pituch also serves as the

southeast pediatric medical director for the Anchors Programs for Children.

"Navigating health care through multiple sources adds an additional set of difficulties that we are looking to ease through this new program. We are dedicated to reducing the stress families' face and helping to enhance quality of life for these fragile children."

The Michigan Health Endowment Fund works to improve the health and wellness of Michigan residents and reduce the cost of healthcare, with a special focus on children and seniors. More information about the Health Fund can be found at mhealthfund.com

For more about the Pediatric Chronic Complex Care program, call 888-247-5704.

One Night, Two Cities—One Big Time Movie Premiere!

Hosting a premiere of a holiday blockbuster is big news. But hosting it simultaneously in two cities to shine a light on the important care provided to terminally- and chronically-ill pediatric patients and their families is REALLY BIG NEWS!

Thanks to a decade-plus friendship with award-winning children's author Chris Van Allsburg, we had the opportunity to host the Midwest premiere of one of the season's largest grossing films, *Jumanji: Welcome to the Jungle!*

This two-city, simultaneous premiere occurred on Tuesday, December 19th – the eve of the movie's nation-wide release – at Ann Arbor's historic Michigan Theater and Grand Rapids' spectacular Celebration! Cinema North. This extraordinary event raised more than \$250,000 to provide care for pediatric patients served by *Jo Elyn Nyman Anchors Programs for Children*.

This success was due in large part to the efforts of dedicated committee



Jo Elyn Nyman and Dr. Kenneth Pituch

members led by chairs Michael and Liz TerHorst in Grand Rapids and Jackie Silhanek in Ann Arbor. Dressed in their jungle best, 900 excited supporters walked the red carpet and enjoyed festive parties attended by Chris and Lisa Van Allsburg (before the Ann Arbor screening and after the Grand Rapids screening). Special thanks to our emcees – local television news celebrities, WDIV's Chuck Gaidica and WZZM's Jennifer Pascua – who helped energize the audience and inspire the dedicated giving portion of the evening.



The Van Allsburg Family

In addition to raising critical funds, these premiere events allowed us to provide a very special experience for more than 100 of our pediatric patients and their families who attended as our guests. Anchors staff made sure the children received the star treatment the entire evening, from walking the red carpet to an activity-filled night at special jungle-themed parties. It was an honor and a joy to be able to provide a fun-filled night out where they could forget about their healthcare challenges and just enjoy being a kid.

Philanthropy is a Family Affair

We all know that children learn by example. Cindy Monroe, a Blue Cross Blue Shield of Michigan employee and Hospice of Michigan Foundation board member, experienced this first hand last fall when her 12-year-old son, Wiley, told her he wanted to “do something” good for other kids.

As they strategized how he could help, Cindy learned of an upcoming fundraiser supporting Arbor Hospice's pediatric efforts, *Jo Elyn Nyman Anchors Programs for Children*. Learning that the fundraiser was the Midwest premiere of *Jumanji: Welcome to the Jungle*, Wiley knew he found the perfect match, proposing picking up extra



William "Wiley" Monroe

chores to raise the funds needed to become a Safari sponsor of the December 19th event.

Watching her son take on the extra chores, and knowing the motivation behind it, was truly a proud-parent moment for Cindy. Noting that her parents instilled philanthropic values early in her life, she's worked

hard – and successfully – to raise Wiley the same way.

When it came time to finalize the sponsorship, Wiley thought long and hard about how he wanted to be recognized. Thinking that his philanthropic effort was a very grown-up thing to do, he wanted his

sponsorship to reflect that. So thank you to **William A. Monroe** for your generous support!

The statewide premieres took place at Ann Arbor's Michigan Theater and Grand Rapids' Celebration! Cinema North – see *One Night – Two Cities – One Big Time Movie Premiere!* article above.



Jo Elyn Nyman
Programs for Children

Anchors Programs for Children offers a full continuum of pediatric services to support families facing the unimaginable. As the only statewide pediatric hospice and pre-hospice program, Anchors serves families with specially trained staff that provide medical, social, spiritual and emotional support to help navigate difficult situations. Since the inception of the pediatric programs, Anchors has served thousands of children and families across Michigan.

Savor the Journey: *Giving the Gift of Comfort*

The 7th Annual Savor the Journey: La Dolce Vita, took place on Friday, November 17, 2017 at the Sheraton Hotel Ann Arbor. The Italian-themed event was nothing short of a magical evening netting more than \$70,000 for Arbor Hospice.

Amongst a sea of dancing, food and a special performance by Mark Randisi featuring the Motor City Horns, a silent auction kicked off the giving efforts with many donated items from the community including Zingerman's, Jack White of the White Stripes, and the Motown Museum.

During the live auction, the bidding for a private dinner party from celebrated Chelsea Chef, Craig Common was intense, culminating in a final bid of \$6,000, more than twice its fair market value. In addition, three paintings by author and artist Tony Bennett went for \$1,500.

A series of four brief videos featuring pediatric hospice care, grief support



Arbor Foundation Chair Chris Prisby and wife, Paula.

services, uncompensated and charity care, and complementary (pet, massage, and music) therapies inspired attendees to participate in a live dedicated giving auction benefiting each of these programs. These videos can be viewed at www.arborhospice.org.

“The Savor the Journey Committee is led by community volunteers. They did an extraordinary job in capturing an elegant Italian evening, while educating and inspiring our

guests to support vital Arbor Hospice programs,” said Judy Vindici, Director of Major Gifts for Arbor Hospice Foundation.

The specific programs highlighted at Savor the Journey are made possible through generous supporters of the Arbor Hospice Foundation. If you would like to contribute, please contact Judy Vindici at 734-794-5542.



A special thanks to these 2017 Savor the Journey Leadership Volunteers:

- Sharon Cloake
- Pat Cooke
- Pat Janausch
- Marta Manildi
- Mike McCarthy
- Chris & Paula Prisby
- Jackie Silhanek
- Dr. Gen Stewart
- Dr. Kathy Wade



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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.

Alpine, Beloved Therapy Dog, Retires After Six Years of Service

Alpine, Arbor Hospice’s beloved—and original—therapy dog, officially retired in December 2017 after six years of dedicated service. To celebrate Alpine’s commitment to providing love and comfort to so many patients through the years, Arbor Hospice hosted a very special retirement party on February 3rd. More than 40 people (and a few canine friends) joined in the celebration to honor Alpine.

The party included a number of activities centered on Alpine, including a photo booth, a guest book and audio recording area where guests shared their favorite Alpine memories, a “Pin the Tail on Alpine” game and a “Bone Voyage” wall, where guests left a message for their favorite furry hospice worker.

The celebration also marked the retirement of Alpine’s host mom, Susan Cares, who

left alongside her four-footed friend after 11 years as an Arbor admissions nurse. Special gratitude was also bestowed upon Helen Buccella-Costa, Alpine’s devoted handler and Facebook page manager.

Although Alpine has left some big paw prints to fill, her colleague Leon—who has worked alongside Alpine for more than four years—is stepping in to make sure that the Arbor Hospice community will continue to receive the special brand of comfort only pets can provide.

Alpine’s retirement comes at a significant time for Arbor’s complementary

therapies program as we look to expand our ability to provide pet visits. Arbor Hospice is seeking pet owner volunteers

—preferably certified pet therapy animals—who will become part of the new pet visit program. This new corps of pet/owner volunteers will help meet the increasing demand for this special type of comfort.

To become a volunteer, pets must be at least

one year old and current on all annual shots. If you and a furry friend are interested in volunteering, please visit www.arborhospice.org and click on “volunteer,” or email Alana Knoppow at aknoppow@arborhospice.org.



Alpine with Arbor volunteers, Al Wooll and Helen Buccella-Costa.