



Bringing the Comfort of Home to *The Residence of Arbor Hospice*

Arbor Hospice knows that most people prefer to receive hospice care in their homes, where the comfort of familiarity surrounds them. However, there may be instances where utilizing the services provided by *The Residence of Arbor Hospice* would be more beneficial to the patient and their family.

For those who choose an inpatient experience at *The Residence of Arbor Hospice*, they can be assured that they will receive exceptional, compassionate medical care that focuses on the comfort, privacy and dignity we all deserve at end of life.

While patient care is always our top priority, we are equally concerned with the family's comfort and well-being during this difficult time. Under the leadership of Board Member Richard Laurin, we recently launched an effort to makeover our 13 patient rooms to enhance the personal comfort and warmth.

Important upgrades have already been purchased that have transformed the first three rooms with more welcoming décor and comfortable furniture that reflect a more home-like environment.

In healthcare there is a delicate balance of providing high-quality care within a comforting and supportive environment, especially as the cost of care continues to rise. In fact, because the cost of care usually exceeds insurance and patient contributions, *The Residence of Arbor Hospice* operates at a significant loss each year.

Despite these financial pressures, our not-for-profit commitment to the community continues to drive us to do what is right and decent for patients and their families. *The Residence of Arbor Hospice* needs your support in order to complete the remaining rooms so patients and their families can enjoy their final days together in peace and home-like comfort.

Please consider donating to help Arbor Hospice complete the room makeovers before the end of 2020.

For more information please call or email Judy Vindici, Philanthropy Director, at 734-794-5542 or jvindici@arborhospice.org.

A Message From Bob



Bob Cahill,
President and CEO

Dedicated. Brave. Committed.

When I think about the incredible team of hospice professionals who represent Arbor Hospice, these words only skim the surface of the respect and admiration I have for them.

I've heard from so many of these "angels" – as our families often refer to them – that this difficult, yet rewarding work is more than

just a job. To them, it is a calling. Yet, I also recognize that their tireless devotion to meet the needs of our patients and families is incredibly stressful, and the demands of the job can burn out even the most passionate team member.

Last year, the NorthStar Care Community was awarded a \$500,000 grant from the Michigan Health Endowment Fund to conduct the first-ever research regarding worker burnout rates in the hospice and palliative care industry.

The first two phases of this five-phase study were completed last year, providing excellent insight for the development of tools and practices to help manage workplace stress. Participation has been exceptional, with 85% of all clinical staff (representing all disciplines) responding to the initial agency-wide survey.

Key findings included:

- 38% of clinical staff indicate that they experience **very good** professional fulfillment.
- 58% of clinical staff indicate they experience **some level** of work exhaustion.
- 34% of clinical staff indicate they are/have experiencing **burnout**.

Deeper insight into the factors impacting exhaustion or burnout were revealed during one-on-one interviews during phase two. These insights will inform the development of a variety of interventions to be tested across the organization later this year.

Entering the next phases of the study, we will continue to work closely with our research partners from Michigan State University, Duke University and Stanford University as we implement and assess these interventions, drawing data-driven conclusions that will improve employee retention here and across the hospice and palliative care industry.

The heart of our service rests in the health and well-being of our clinical staff. We are excited to be at the forefront with this research as the outcomes will only build on Arbor Hospice's legacy of providing comfort, peace and dignity at end of life.

With regards,

Bob



2019 POST EVENT REPORT

4

DAYS

4

CITIES

1,500

GUESTS

\$265,000+

RAISED TO BENEFIT



Jo Elyn Nyman
Programs
for Children

FUNDING
1,600

DAYS OF CARE

TRAVERSE CITY

275 GUESTS

1ST MAJOR FUNDRAISER
HELD IN TRAVERSE CITY

GRAND RAPIDS

570 GUESTS

60 PEDIATRIC PATIENTS
AND FAMILIES

SOLD OUT!

ALPENA

160 GUESTS

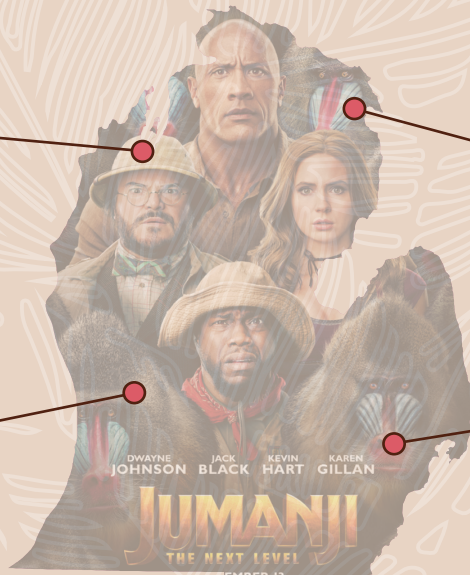
TOOK OVER ENTIRE
AMC CLASSIC THEATER

ROYAL OAK

480 GUESTS

65 PEDIATRIC PATIENTS
AND FAMILIES

SOLD OUT!



A Trip of a Lifetime

When word got out that the *Jo Elyn Nyman Anchors Programs for Children* would be hosting an exclusive statewide screening of *Jumanji: The Next Level*, starring Dwayne “The Rock” Johnson and Kevin Hart, pediatric patient Liam Fairbanks was thrilled.

Liam and his family were planning on attending the Royal Oak screening and were excited to be able to see the movie before its nationwide release. Little did the Fairbanks know that thanks to Arbor Hospice, Hospice of Michigan, The Jenna Kast Believe in Miracles Foundation and Sony Pictures, a once in a lifetime trip was being planned to attend the Los Angeles Red Carpet premiere for *Jumanji: The Next Level*.

Diagnosed with brain cancer at 16, Liam faced his disease with poise far beyond his years, never complaining, even on the toughest days. Despite the challenges and setbacks, the family has remained firmly focused on making the most out of every day and to “live, laugh and love” frequently.

When Liam’s care team floated the idea of sending him and his family to Los Angeles, Liam’s mom, Heather, couldn’t imagine that he would have the stamina to travel. Liam had just been hospitalized with a debilitating infection and his nurses weren’t sure if he was stable enough to attend the screening in Royal Oak, let alone fly across the country to California.

Fortunately, Liam recovered from the infection, and by his 19th birthday, he had regained enough strength and mobility that he did not need to rely on his wheelchair as much. Heather knew that the prospect of the trip gave Liam something to look forward to. So with the doctor’s clearance, the planning for a red carpet adventure began, bringing together Liam’s community of support to create a one-of-a-kind trip.

The first surprise was a personalized video message from Dwyane “The Rock” Johnson and Kevin Hart expressing their excitement of Liam’s participation at the premiere. Next, was a fitting for a new suit to wear at the premiere, thanks to the generosity of a long-time donor.



Liam preparing for the private helicopter ride

Working with The Jenna Kast Believe in Miracles Foundation to make the family’s travel arrangements, Liam’s care team made sure that all of their plans while in Los Angeles were set, including a few surprises planned by a family friend.

Beginning with a limousine ride to the airport, Liam, Heather and his younger brother Walker, set off on an epic California adventure.

Upon arrival, a family friend arranged for a helicopter ride flying high over the iconic Hollywood sign and other Los Angeles sites. Later that evening, their friend scheduled a relaxing cruise on a Tall Ship that was decked out for the holidays with lights from stern to bow.



Liam aboard the decked out sailboat

On premiere day, the family joined A-list celebrities for a walk down the red carpet at the famed TCL Chinese Theatre in historic, downtown Hollywood. Liam and his family had the chance to socialize with some of the cast members including Nick and Kevin Jonas, Danny DeVito and Alex Wolff before the lights went down in the theater.



Danny DeVito (left) poses with Heather, Walker (left) and Liam meet Nick and Kevin (right) Jonas



To wrap up their trip, Liam, Heather and Walker were treated to a private tour of the Sony Pictures Studios. They visited famous sets and saw props from well-known movies and shows like *Spiderman* and *Breaking Bad*. The experience even included a private lunch in Sony Picture’s executive dining room.

From limo to red carpet, the Fairbanks experienced Los Angeles in style and headed back to Michigan with memories to last a lifetime.

With the support of *Jo Elyn Nyman Anchors Programs for Children*, Liam and his family are doing well and continue to make the most out of every day. “We are eternally grateful,” said Heather.

For more information on the *Jo Elyn Nyman Anchors Programs for Children*, please visit www.anchors4children.org.



Annual giving is the foundation of Arbor Hospice's ability to fulfill its not-for-profit mission of serving all who need our care regardless of their diagnosis, age, or ability to pay. It is through our donors' annual support that we are able to offer the quality, compassionate care that everyone deserves at the end of life. A special thanks to our 2019 Annual Giving Society individual donors and organizations!

INDIVIDUAL DONORS & ORGANIZATIONS

AMBASSADOR (\$25,000+)

The J. Ferrantino Charitable Foundation
Mr. and Mrs. Richard N. Sarns
Timothy and Laurie G. Wadhams

BENEFACTOR (\$10,000)

Mrs. Christiane Anderson
The Buhr Foundation
The J. F. Ervin Foundation
Ms. Carolyn A. Gatward
Howard Hanna Childrens Free Care Fund MI
The Jones Family Foundation
Mr. and Mrs. Thomas C. Liebman
E. Richard and Penelope G. McPhee
Mr. and Mrs. James J. White

CHAMPION (\$5,000)

Bob and Nancy Cahill
Mr. Richard L. Davis
Judith L. Dow Rumelhart and Donald Rumelhart
Edward F. Redies Foundation
Ford Motor Company
Mrs. Kathleen Griffiths
Marcie and Brian Hillary
Benard L Maas Foundation
Michael F. and Denise N. McCarthy

Patrick and Tamara Miller
Lee Ann Myers
Rotary Club of Ann Arbor
Gabriel and Gerane Weinreich

PARTNER (\$2,500)

Mr. Lawrence Bullen
Samuel T. Byron Jr. Charitable Fund
Ms. C. Kendall
Kiwanis Club of Ann Arbor Foundation
Mr. and Mrs. Richard Laurin
Mr. and Mrs. Robert A. Mason
Mrs. Sarah A. McNaughton
Mary M. Curtiss Richards and J. Michael Richards
Mr. Keith D. Scott

COMPANION (\$1,000)

Mr. and Mrs. Edward Atler
Mr. Jerald G. Bachman
Ms. Gwendolyn L. Ball
Dr. Rosemary Berardi and Ms. Carolyn Zaleon
Stephanie T. Le and Ky M. Cam
Mr. and Mrs. Charles W. Borgsdorf
Mr. and Mrs. David Corrigan
Costco Wholesale
Mr. John Crishock

Carl Curtiss
Mr. Thomas C. Davis
Bill and Molly Dobson Fund
Mr. and Mrs. Stephen B. Dobson
Mr. and Mrs. Del Dunbar
Mr. David Feller
Mr. Stephen K. Fisher and Ms. Anne Heacock
Ms. Carol Gardner
Mr. and Mrs. Peter Grebeck
Mr. and Mrs. David Gregorka
Mr. and Mrs. Larry Hastie
Mr. and Mrs. Thomas Hay
Mrs. Raye M. Holden
Andy and Emily Holtgreive
Home Point Financial Corporation
Mr. Wallace Hopp
Dr. Terry D. Howell
Mrs. Diane C. Imredy
Johnson & Johnson
Brad and Cathy Killaly
Paul C. Kokkales
Mr. Fred W. Kreye
Dr. Dennis Lopatin
Mrs. Gwendolyn Louis
Mr. Paul Courant and Ms. Marta A. Manildi
Mr. Robert Masta

Mr. Jerry N. McCowan
Ms. Krista Newman
Mr. George Nicols
Mr. Jonathon K. Norris
Dr. Michal Paletta and Dr. Cheryl Patterson
Mr. and Mrs. John F. Pasek
Mr. and Mrs. John G. Pedley
Ms. Rhonda L. Jamieson-Peeters
Tracey and Bob Pierce
Dr. Kenneth J. and Mary Pituch
Mrs. Barbara Prehn
Mr. & Mrs. Christopher Prisby
Mr. Anthony J. Procassini
Mrs. Jacqueline R. Raphelson
Mr. and Mrs. Jon Richards
Mr. and Mrs. Erik H. Serr
Jack & Ginny Sinn Family Foundation
Frederick and Priscilla Smith Charitable Fund
Mr. Frederick G. Smith Jr.
Mr. and Mrs. John R. Stanton
Ms. Beverly Towler
Mrs. Carol W. Weber
Ambassador and Mrs. Ronald N. Weiser
Whitewoods Charitable Foundation

Employees Are Donors Too!

The Legacy Club and Caregivers Club represent 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
Sheila Hay
Marcie Hillary
Andy Holtgreive
LeeAnne Jamieson-Peeters
Stephanie Le
Patrick Miller
Lee Ann Myers
Krista Newman
Dr. Michael Paletta
Tracey Pierce
Dr. Kenneth Pituch

CAREGIVERS CLUB (\$500+)

Chris Bowman
Gloria Bunting
Heather Doom
Colleen Dorris
Matt Endres
Kelly Errer
Eric Kaplan
Karen Monts
Kathryn O'Neal
Dr. Thomas O'Neil
Elizabeth Rocha
Carrie Welch

Thank You to our 2019 Event Sponsors

ABG Portfolio Strategies
American House
Amerisure
Bank of Ann Arbor
Walter Bielski
Brightstar Care
Carelinc Medical Equipment and Supply
JS Clark
Comerica Bank
Domino's
Dunning Toyota
Evangelista & Associates
Forte Belanger
Howard Hanna Children's Free Fund MI
IHA
Jewish Family Services of Washtenaw County
Richard and Karin Laurin
Martin Family Foundation

Michael F. and Denise N. McCarthy
Montague Foundation
Nie Family Funeral Home
Old National Bank
Rehmann, Ann Arbor
Royal Truck & Trailer
The Shamrock Companies
Theodore St. Anthoine
University Litho
USI Insurance
The Vindici Family
Visiting Angels of Washtenaw County

Finding Purpose After Loss

Arbor Hospice's strength comes from a dedicated team of hospice professionals, working together to provide layers of support to bring comfort, dignity and respect at end of life. The impression the hospice experience makes on a family often has lasting impact, and in some cases, has opened the door to a new and fulfilling career path.



Tina and husband Ken

Social Worker – Tina Lamb's Story:

“My husband, Ken, was diagnosed with colon cancer in 2005. At the time, I was in school to obtain my associate's degree in teaching. Two years later, I proudly graduated and was grateful that my husband was able to see me walk across the stage and receive my degree.

During the summer of 2008, Ken's disease progressed and the cancer had metastasized to his brain. I was told by doctors that Ken had only two short months to live. That's when I decided to give him the best end-of-life experience and called Arbor Hospice.

Sadly, Ken passed away in November 2008, but his care team never left our side. The social worker continued to visit our home after Ken's death, encouraging me and our children, Emilie (21), Sara (12) and Jessica (11), the

opportunity to participate in support groups hosted by Arbor Hospice's grief care team.

During one of the visits with our social worker, I mentioned that I was planning to return to school to become a social worker because I was inspired by the dedication and commitment she showed our family. I wanted to help families during one of the hardest times in their lives and give them the support and guidance that our social worker gave to us.

In the fall of 2009, I took the leap, starting classes at Madonna University and earned my Bachelor's Degree in Social Work in 2012. I continued my education at Wayne State University, receiving my Master's Degree in Social Work in 2013. Soon after, I started my first job in child welfare, but quickly realized it was not where my heart was.

As fate would have it, I came across a job posting for a social worker at Arbor Hospice and eagerly, yet nervously applied for the position. I was excited when they called for an interview.

Amazingly, I was offered the position and accepted with great pleasure. When I called to accept, I tearfully remembered what I had told my social worker years before, “This is what I want to do. I want to do what you do,” and it struck me... “here I am!”

Innovating and Expanding Caregiver Education

Introducing The Arbor Hospice Caregiver Resource Library

The responsibility of being a caregiver for a seriously ill loved one is both a great honor and an enormous undertaking. With the guidance of the Arbor Hospice care team, caregivers learn the skills necessary to help keep their loved one comfortable and focused on quality of life.

Because caregiving can be both physically and emotionally demanding, Arbor Hospice knows how important it is to provide resources that help caregivers be confident in this meaningful role.

That is why we are grateful for the generosity of a group of dedicated donors who have funded the production of a video series to reinforce the teaching our care teams provide caregivers during one-on-one visits.

The *Caregiver Resource Library* is accessible on www.arborhospice.org on a password-protected page.

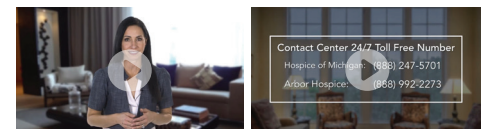
It is designed with accessibility in mind, and acts as a reminder when a caregiver needs to refresh their knowledge of how to manage the most common pain and symptoms that patients experience at end of life.

The eight professionally produced videos are created to deliver information in an easy-to-understand format that guides them through the skills and techniques required to help keep their loved one comfortable. Some of the video topics include fall prevention, incontinence care, nausea and vomiting – to name a few.

Having this library readily available on a home computer, iPad or mobile phone will not replace one-on-one interactions with our patients and families, but will enhance the caregiver experience and quality of life for Arbor Hospice patients.

Our goal is to build and grow the *Caregiver Resource Library*, adding new topics so we can continue to help caregivers address the needs of their loved ones. Of course, to expand this video series, it requires funding from generous donors. The cost to film, edit and produce a video for the library is \$10,000.

If you're interested in funding a video for the *Caregiver Resource Library*, please contact Judy Vindici, Philanthropy Director at 734.794.5542.



Special thanks to Lawrence D., Sr. and Dolores E. Bos, Thomas S., Sr. and Mickie Fox and the Brookby Foundation whose generosity and advocacy made this Caregiver Resource Library possible.*

**In Grateful Memory*

Special Thanks to our Board Members:

NorthStar Quality Board

John Evangelista, *Chair*
Lee Ann Myers, *Treasurer*
Richard Laurin, *Secretary*
Robert J. Cahill
Brad Killaly
Michael Paletta, MD, FAAHPM
Mary Jo Smith

Arbor Hospice Foundation

Chris Prisby, MFA, CFA, *Chair*
Kathleen Griffiths, MSW, MPA
Marcie Hillary
Mike McCarthy, CPA, CFP, MST
Deborah Bratkovich Thompson



2366 Oak Valley Dr., Ann Arbor, MI 48103

Non-Profit Org.
US Postage
PAID
Ann Arbor, MI
Permit No. 886

OVERARCHING STANDARD OF HIGHER PURPOSE

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.

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

Live! FROM THE BIG HOUSE 3 SAVOR THE JOURNEY

Featuring Special Guest
MITCH ALBOM

THURSDAY, MAY 14, 2020 | JACK ROTH STADIUM CLUB
6:00 - 9:00 PM | UNIVERSITY OF MICHIGAN

Arbor Hospice is proud to return to the Jack Roth Stadium Club to host **Savor the Journey – Live from the Big House 3** on Thursday, May 14, 2020. Offering sweeping views of the football field, this special venue provides a spectacular setting to enjoy an elegant strolling dinner, open bar and the opportunity to learn more about the specialized care that *Jo Elyn Nyman Anchors Programs for Children* provides children with life-limiting illnesses.

This year's program welcomes not one, but two best-selling authors. Ann Arbor's own, John U. Bacon will be the evening's emcee, bringing his unique brand of energy to the podium.



As the evening's special guest, Mitch Albom will share his unexpected path through parenthood and how *Jo Elyn Nyman Anchors Programs for Children* provided the support he and his wife, Janine, needed to navigate the

last stage of Chika's illness. All guests will receive a copy of his best-selling book, *Finding Chika*.

Following the program, guests will have an exclusive opportunity to experience Michigan Stadium as a true Wolverine - touring the locker room, running through the tunnel and taking the field just like the team does on game day!

Please join Arbor Hospice and friends from across the state at this one-of-a-kind event to learn more about *Jo Elyn Nyman Anchors Programs for Children*. Meet the care team and experience some of the complementary therapies that bring comfort to our most fragile patients.

For tickets, sponsorship or donation information, please contact:

Kim Streich
734.794.5120 | kstreich@arborhospice.org

Judy Vindici
734.794.5542 | jvindici@arborhospice.org



Jo Elyn Nyman
**Programs
for Children**

Despite unprecedented progress in medicine and technology, there are still children who spend their young lives battling terminal illness.

That is why Arbor Hospice and Hospice of Michigan have forged an extraordinary partnership, offering *Jo Elyn Nyman Anchors Programs for Children* - the only statewide pediatric program of its kind in the US.

The specially-trained clinicians at *Jo Elyn Nyman Anchors Programs for Children* are dedicated to ensuring that families have the resources and support they need when facing the journey no family wants to take.

www.anchors4children.org
888-247-5704