



HORIZONS

Community Newsletter

Comfort, dignity and compassionate care

SUMMER 2023

CARING FOR OUR COMMUNITY TOGETHER

Throughout our 46-year history, Hospice of the Valley has been honored to advance our nonprofit mission: *Bringing comfort, dignity and compassionate care to our community.* Thanks to the support of wonderful partnerships, amazing volunteers and donors, along with dedicated staff, we have expanded our programs to meet the growing healthcare needs of our community. We are grateful for the generosity that helped us care for 23,000 patients and families last year. We are committed to serving all who come to us in need.



Nurse Erica Coronado and her patient, Javier.



Nurse Laura Wagner is part of Diane's care team.



MAKING AN IMPACT

We are grateful for the support of our vibrant community, compassionate volunteers and dedicated employees. Together, we are able to provide quality care, meeting patients' unique needs with specialized programs that place Hospice of the Valley at the forefront of healthcare innovation.



Debbie Shumway



Rita Meiser

On any given day, our skilled staff bring personalized care to almost 6,000 patients. We serve those living with chronic illness, such as cancer, heart and lung conditions, neurologic diseases and all types of dementia. Our physicians and nurse practitioners provide comprehensive home-based primary care to people too frail to visit a doctor's office. Our respiratory therapists help patients and educate families about pulmonary care. And when hospice services are needed, our interdisciplinary teams — which include a physician, nurse practitioner, nurse, social worker, nurse's aide and chaplain — provide customized care wherever the patient lives.

Our Dementia Care and Education Campus specializes in care for all stages of dementia and helps families navigate the stress and challenges of caregiving. We are excited to share groundbreaking dementia care education with students, health providers, caregivers and first responders to enhance quality of life for families affected by this complex disease, which is one of the leading causes of death in Arizona.

In this issue of *Horizons*, you will learn about the tremendous impact that individuals and groups are making in our community. With their unwavering support, Hospice of the Valley provided \$12 million in charity care services this past year.

Thank you for helping us fulfill our commitment to serving all who come to us. Together, we are making a beautiful difference.

Debbie
Debbie Shumway
Executive Director

Rita
Rita Meiser
Board President

In their words

"My dad's nurse and social worker have been complete angels throughout this whole process. I have seen their compassion and caring firsthand. Although this is one of the hardest things I have had to go through, they have made it a little bit easier. I'm forever grateful they were able to bring my dad some peace and comfort."

— *Candace, patient's daughter*

"I love my hospice nurse. She is always on point with my health. Her goal is to keep me stress-free and pain-free. I appreciate all her efforts, even with all my complexities."

— *Glorianna, hospice patient*

"Having a great care team is so reassuring. They hear our needs and find solutions for us. They're a resource I can go to when I have any questions."

— *Toni, patient's wife*

"Every person goes above and beyond in making us feel welcome, worthy and comfortable at the Dementia Care and Education Campus. My husband loves the interactive activities and socialization at the Adult Day Club. He is happier, more stimulated and alert. I have gained much insight, comfort and friendship at the support group for caregivers. Both staff and volunteers are exceptional."

— *Bonnie, Adult Day member's wife*

BUILDING COMMUNITY PARTNERSHIPS TO ELEVATE CARE

It is our privilege and priority to create learning opportunities that foster collaboration, help develop a skilled workforce and improve quality of life.

Mentoring the next generation

In a new partnership with Arizona State University, nursing students in the Accelerated BSN Program are spending an entire year learning all facets of our full-spectrum care.

We also work closely with the ASU College of Health Solutions, teaching immersive courses that combine classroom and field experiences. Students learn about palliative and hospice care from the perspective of patients, caregivers and health professionals. We're honored to inspire the next generation of healthcare workers.



Day 1: ASU nursing student Olivia Serpa enjoys Hospice of the Valley orientation.

"I was very surprised by how impactful music is. I will never forget seeing my first patient dancing and singing to Elvis when she wasn't verbal at all. Nothing makes me happier than knowing the next batch of students will get to experience the passion and joy the Dementia Team radiates.

— ASU student, MED 375 – Intro to Dementia

Master of Social Work internships

Our Education Department and social work preceptors create an academic yearlong experience for graduate students, positioning them for a fulfilling career as a hospice social worker. Interns spend the first semester in a home setting and the second in one of our hospice inpatient homes. We are honored that many find their calling with us.

"I got to see the kind of positive environment that Hospice of the Valley fosters: everyone I met was kind and accommodating; everyone treated me as their peer."

— NAU student, Master of Social Work

Education for first responders

Our dementia educators travel the Valley to conduct "Dementia Moments," a unique simulation exercise that equips emergency responders with critical insight and practical tools. When language becomes difficult, people with dementia often communicate with behaviors to express their frustration over unmet needs.

First responders experience this frustration firsthand as they try to perform exercises that mimic sensory challenges common in dementia. They gain a new perspective that can be applied to real-life scenarios.



Superstition firefighters experiencing "Dementia Moments."

"Being able to experience even a small fraction of what people with dementia experience certainly gave me more compassion for the struggles they face. We are better prepared to provide the highest level of service to them."

— Fire Chief John Whitney IV
Superstition Fire & Medical District

Education for health providers

The Maricopa County Department of Public Health asked Hospice of the Valley to train more than 3,000 primary care providers to improve care for people with early to moderate stages of dementia.

Our Dementia Care and Education Campus is committed to helping the medical community understand behaviors in dementia, learn how to address them and respond effectively with customized approaches.

For more on our dementia education programs, call (602) 767-8300 or email education@dementiacampus.org

Grateful for our *Dedicated Volunteers*

A caring village of 1,700 volunteers provides an extra layer of compassionate support to our patients and families. They graciously give their time and talent to serve in one of our 20-plus volunteer programs.

Patient care visits



Gretchen (left) and MJ glow when they visit patients.

Gretchen Surridge and MJ Schilling bring love and compassion to late-stage dementia patients, softly caressing their hands and gently combing their hair. “Even though they have dementia, they are still a person, and I want to show dignity and respect,” Gretchen says. Adds MJ: “I feel like I’m doing something good and get so much more than I give.”

Pet therapy



Lynn (left) and Comet bring smiles to residents at the Assisted Living Center at The Campus.

Comet is one of 45 therapy pets bringing cheer to our patients and families. The spunky 2-year-old Yorkie and his mom, Lynn Multari, are regulars at the Assisted Living Center at the Dementia Care and Education Campus, where residents light up as soon as the **Pet Connections** team arrives. “Seeing a dog and petting a dog makes them feel good, so it makes me feel good,” Lynn says. “It makes my heart feel about as big as this room!”

Cultural support

Brian Robles joined the **Hispanic Volunteer Program** eight years ago to provide socialization and companionship to Spanish-speaking patients like Jacobo, a gregarious 91-year-old. “He craves that cultural connection,” Brian says. Jacobo’s daughter, Elena, enjoys watching the two chat away while she takes a break from full-time caregiving. “I love his company,” Jacobo says. “He’s like part of the family.”



Brian (left) has been a source of joy in Jacobo’s life.

Veteran and First Responder recognition

In 2011, Hospice of the Valley launched **Saluting Our Veterans**, a program that honors veteran patients for their service to our country. Since then, volunteers — veterans themselves — have made 3,500 tribute visits. “It’s really special for me to bond with a patient who has served,” says volunteer Ron Garner, an Army reservist. Mesa police Lt. Bill Peters enjoys volunteering with **Honoring First Responders** to recognize emergency, medical and law-enforcement officers for their bravery and sacrifice.



Ron (left) is a proud Saluting Our Veterans volunteer. Bill helped create Honoring First Responders five years ago.

Grateful for our *Dedicated Volunteers*

Caregiver support



Legacy Corps members Major Brown (left) and Bill Pickett share a passion for volunteering.

Thanks to a partnership with ASU and AmeriCorps, volunteers who join our **Legacy Corps for Veterans and Military Families** program visit dementia patients in need of compassionate support.

Another innovative collaboration with **Community Care Corps** inspires *student volunteers* to help families touched by dementia. As part of our **College Partners Program**, Buhari Abdulai “faithfully” visited Myra’s husband four hours a week for seven months. “He connected with the entire family and brought laughter and joy into our home,” she said.



Rita (right) loves the camaraderie of the White Dove family.

New Song Center for Grieving Children

At New Song Center, families discover support groups and meaningful activities to help heal their hearts and validate their feelings of loss. More than 160 volunteers are trained to support parents while also helping kids feel safe talking about their grief. “It’s the first time I’ve felt like I made a difference in someone’s life,” says volunteer Trevin Reyes. “It’s rewarding and I love it.”



William’s memory is celebrated by his mom and brother as New Song helps them heal.

White Dove Thrift Shoppes

Rita Mazzacone was a loyal White Dove shopper who decided to become a volunteer. “It’s the best decision I ever made! We all do it for the love,” she says. About 315 volunteers serve at four locations across the Valley; some have been with their store since opening day. They sort through thousands of donations — treating each item with care and respect, as they are often brought in by family members of former patients. Volunteers also create inviting displays, greet customers and help them find just the right treasure. Proceeds support our charity care programs.

To join our volunteer team, visit hov.org/volunteer or call (602) 636-6336

Horizons Editor

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Supporting our *Legacy of Caring*

Our community comes together every year to raise funds for Hospice of the Valley's charity care programs and build awareness of our services. We appreciate the many generous and creative ways they support our mission. Here are several events that began over a decade ago.

Valle Luna's Murphy Memorial Fishing Derby & Lounge Lizard Golf Tournament



Fishing enthusiasts of all ages gathered at Lake Pleasant Harbor Marina for Valle Luna's 2023 fishing derby.

Valle Luna Mexican Restaurant and the Q Bar and Grill generously sponsor a four-day fishing derby, featuring live music, barbecue and fish fry dinners, a raffle and live auction, and a lot of fishing! Between this event and their golf tournament, Jesse White and his family have raised \$234,000 over the years. The decision to support Hospice of the Valley goes back to 2002, when Jesse's father was in the late stages of brain cancer.

"My three brothers and I were young and didn't know how to handle what was happening. Hospice of the Valley stepped in and was just such a huge help to our family and our dad. With their assistance, our dad was able to peacefully pass at home with family by his side. The nurses and entire staff were just so helpful, caring and compassionate during this difficult time."

— Jesse White



Sun Village golf chair Carol Golde and Hospice of the Valley community liaison Anne Bash enjoy a day on the course.

R.T. O'Sullivan's Charity Golf Tournament and Auction



Happy golfers take a break for a group picture at the 2022 R.T. O'Sullivan's charity golf tournament.

The O'Sullivan's brought the warm hospitality of their native Ireland to Arizona, opening their first pub 30 years ago. Their annual event has raised a total of \$145,000 for Hospice of the Valley, in memory of Trevor Griffiths. Trevor's wife loved to volunteer at our White Dove Thrift Shoppe.

"Throughout the years, Hospice of the Valley has helped many, many people who are severely ill and in need of care. It is an organization that has hit home for our friends, family and staff."

— The O'Sullivan's

These fundraisers also began more than 10 years ago and, combined, have raised over \$132,000 to support our patients and families in need:

- **Trilogy Bridge Club Memorial Tournament** at the Power Ranch Community, "in memory of bridge players and in appreciation of Hospice of the Valley for outstanding service to our community."
- **Dick LaPorte Memorial Team Fishing Tournament**, held by Liar's Korner Bait and Tackle in memory of its beloved founder.
- **Wieting Brothers Inc. Charity Quail Hunt.**
- **Sun Village Golf Clubs' Charity Golf Tournament.**

MAKING PATIENTS' DREAMS COME TRUE

Rocking like a superstar

Longtime Styx fan David was counting the days until his favorite band performed in Phoenix. His hospice team made it extra special by arranging a pre-show visit from famed concert promoter Danny Zelisko. The two quickly hit it off. On a whim, Zelisko made a call on his cellphone so David could say hello to lead guitarist Tommy Shaw. "I was shocked and happy at the same time," David said. The night of the show, David was recognized from center stage. "He's the bravest guy I know," Zelisko said.



Danny Zelisko (left) and David bonded over their love of music.

Arizona Diamondbacks hit grand slam



Myra (center) at the D-backs home-opening game with (from left) daughter Laura, caregiver Paul Piperata and HOV social worker Renee Adams and nurse Kelly McGovern.

Baseball superfan Myra scored a home run as the first recipient of the D-backs Senior Wishes program. Her nurse and social worker pitched Myra to the team, and the 100-year-old was a hit. Myra enjoyed an extra-large Budweiser, got to meet legend Luis Gonzalez and stuck it out all 9 innings. "I'm staying until the end," she insisted. She even got a customized jersey with her name on it. "It was such a thrill to see Myra living her best life!" chuckled Debbie Castaldo, the team's senior VP of Corporate and Community Impact.

A flight to remember



Social worker Jenna Gibbs (left) and nurse Brandy Thomas flew with Jerry on his final flight.

Jerry Foster's care team joined Western Sky Helicopter to give the pioneer TV news pilot one last chopper ride. The 82-year-old was Arizona's first helicopter reporter. "This is really special," he beamed. "You gave me wings again!"

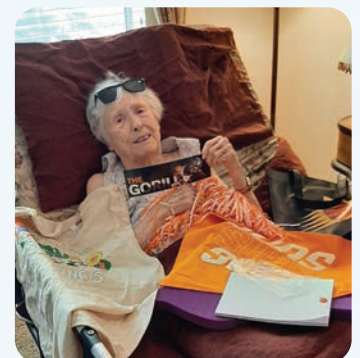
Sports fans for life

As a young man, Bill played football at the University of Arizona. While listening to him reminisce about his college sports days, his social worker was inspired to reach out to the Wildcats' athletic department. Imagine the excitement when Bill received a football autographed by the team!

Thanks to her care team, the Phoenix Suns sent a whole box of fan gear to 94-year-old Joyce. She was especially touched by the handwritten note tucked inside that mentioned her favorite player: "We hope watching our games brings you joy and strength. P.S. Devin wanted you to have this."



Bill's care team brought him a football from his alma mater.



Joyce shed tears of joy when she opened her Phoenix Suns gifts.



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Special *Events*



Our generous community and auction committee helped raise a record \$650,000 to support innovative dementia care programs for families across the Valley. More than 420 people attended the March 11 gala at the JW Marriott Scottsdale Camelback Inn to bid on paintings and sculptures, fine jewelry, high-end dining, rare wines, exclusive trips and a wine-pairing experience featuring the culinary talents of Chef Mark Tarbell.



From left: Freddie Lieberman, Carol Kern and Karen Harris are part of the event committee. Freddie, an artist, donated a beautiful painting to the art auction.

Hospice of the Valley Pro-Am Golf Tournament

It was a spectacular day of sun and fun at Grayhawk Golf Club for our 25th annual Pro-Am, organized by volunteer Jay Hoselton. Since 1998, the tournament has raised more than \$1 million for our charity care programs. This year, 32 foursomes raised \$58,000. Presented by Cigna Healthcare of Arizona, the April 6 event boasted a \$20,000 professional purse and showcased top players from the Southwest Section of the PGA.



Volunteer Jay Hoselton and his family celebrate \$1 million raised over the past 25 years.

Save the date

Tune in to AZTV-Channel 7 from 6–7 p.m. Sunday, **Nov. 19**, for our annual photographic tribute to loved ones who are no longer with us. Photos can be uploaded at hov.org/LUAL between Sept. 11–Oct. 11.

Light Up a Life

More info at hov.org/events