



HORIZONS

Community Newsletter

Comfort, dignity and compassionate care

SUMMER 2020

KINDNESS BRINGS US CLOSER AND MAKES US STRONGER

This challenging time has strengthened our relationships and connected us more deeply to this beautiful community we have been privileged to serve for 43 years. We're blessed to have such compassionate and resilient staff, who remain committed to supporting those who turn to us in need. We are grateful for extraordinary volunteers who care so much about our patients and families. We are thankful for our generous donors, who make it possible for us to provide excellent care to all, regardless of financial means. Together, we are supporting our community during such an important time.



Chaplain Cristiano Artigas was honored to baptize patient Lee Foster during a special visit at Ryan House Adults.



A public tribute to our amazing team at Lund Home, which is providing beautiful care to our patients.



Patient Opal Grandon's social worker Samantha Teddi Deetz (left) and nurse Gina Day help celebrate her 100th birthday.



Volunteer Linda Muller has sewn hundreds of masks to keep our patients and families safe during visits.

SUPPORTING OUR COMMUNITY TOGETHER

Back in February, as Rita Meiser reminisced about her 40 years of volunteer service to our agency, our board vice president shared:

“I have complete and unwavering faith that Hospice of the Valley can survive just about anything that comes our way. The dedication and loyalty of our staff, leadership and volunteers to the organization’s mission is the core of our success and growth.”

At the time, none of us could have predicted that our country would be hit so hard by this global health crisis. But what Rita could anticipate with full confidence is that Hospice of the Valley is prepared to weather a once-in-a-century pandemic and grow even stronger in the midst of it.

This strength comes from our culture and solid foundation. Our staff have shown unwavering commitment and dedication to serving our mission. Our volunteers remain passionate and engaged. And our donors are present every step of the way. Together, we have risen to new challenges, committed to bringing comfort, dignity and compassionate care to our community.

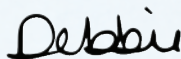
Our teams have continued to do a phenomenal job caring for all patients in need, including those with COVID-19. It has been so rewarding to see patients

reunite with their loved ones in one of our inpatient units for the first time in months, since many have been isolated in the hospital or other care settings. We have adapted

quickly to meet the needs of our patients and families, as well as our amazing staff, providing training, education, equipment and a safe environment for all.

Here, you’ll read many heartwarming stories of kindness that define our agency and all those who continue to mightily support us, especially in these uncertain times. We are humbled by the outpouring of love and honored by your trust in us. Our deepest thanks to each of you.

With gratitude,



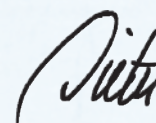
Debbie Shumway
Executive Director



Debbie Shumway



Dieter Gable



Dieter Gable
Board President

Words of *Encouragement*

“A good friend of mine passed yesterday from complications of cancer. Because of COVID-19, his friends couldn’t visit him in the hospital to say goodbye. He was transported to Ryan House Adults. He was able to pass peacefully with his good friend holding his hand. At Hospice of the Valley, no one dies alone, even during a pandemic.”

—Tina Hudak



We were touched by this striking billboard from Outfront Media, thanking us for caring for our community during this pandemic.

LOVING OUR PATIENTS THROUGH ACTS OF KINDNESS

These past few months have given us the opportunity to show the limitless compassion, ingenuity and flexibility of our caring staff and agency. These are just some of the daily acts of kindness that have touched our patients and families.

Celebrating our centenarians



Clockwise from left: Chaplain Jerry Hillman, social worker Wanda DeBaun, nurse Millie Davis, patient Helen Nicol and Dr. Shelly Myers celebrate a big milestone.

Back in the 1940s and '50s, our sweet patient Helen Nicol pitched in the All-American Girls Professional Baseball League. Thanks to nurse Millie Davis and Dr. Shelly Myers, this lovely lady celebrated her 100th birthday in style — with cake and a drive-by salute from a Scottsdale fire engine. On Facebook, we asked the community to send her birthday wishes, so Helen would know she was not alone during the pandemic. She received dozens of cards.



Social worker Samantha Teddi Deetz and nurse Gina Day organized a luau-themed, drive-by parade for Opal Grandon, who also turned 100 during the pandemic. Family, friends, neighbors and Hospice of the Valley staff wore leis and decorated their cars (and dogs) in a vibrant island motif. “Since this is such a monumental birthday and she wanted a tropical theme, we thought outside the box to make her dream come true,” Samantha said. Opal sat under a

canopy of colorful balloons in front of her group home and waved to the three dozen cars cruising her street blaring music and sporting birthday signs. “This is wonderful,” Opal gushed.

Nurse journals visits for patient’s sons

COVID-19 prevented our patient’s out-of-state sons from visiting her. But her nurse, Deb Griffith, took the time to write what one son described as “beautiful, poetic reports.”

“You have given us some amazing insight into how Mom sees her life as she nears the end. You couldn’t do the outstanding job that you do with hospice patients without a deep well of loving-kindness,” one son told Deb. “We are amazed by your sensitivity, insight and skill,” another son added. “Thank you so much for your care and I hope you can feel my hug from 2,000 miles away.”

For her part, our nurse was humbled “to bring one tiny little ray of light into the days of those who are nearing the other shore. We are blessed to be the lighthouses to help guide them. It is our honor.”

Patient’s final wish granted

Days before 81-year-old Lee Foster died, chaplain Cristiano Artigas was honored to baptize him during a special visit to one of our inpatient care homes. Spiritual care is especially comforting to patients and families during this pandemic.

Sharing one final Shabbat

With most in-person volunteer visits suspended due to COVID-19, our social worker Jennifer White had to come up with another way to help one of our families celebrate Shabbat. She worked with our Volunteer Department to prepare a special tray with written instructions so this family could enjoy Shabbat together at Gardiner Home.

HELPING OUR COMMUNITY NAVIGATE CHALLENGING TIMES

These are some of the ways Hospice of the Valley has helped soothe our community's soul and support central Arizona families, even in the toughest times. Our donors' generosity has allowed us to provide these vital programs and services at no charge.

Music therapy



*Hospice of the Valley
music therapist
Danielle Franklin
performing at
Ryan House.*

Our talented music therapists have brought live harp music to facilities and hospitals throughout the Valley, performing mini concerts on patios, courtyards and sidewalks to allow for ample safe distancing. Amanda Butner, our team leader for Pediatric Programs, said harpist Danielle Franklin “has truly been a blessing at Ryan House—a lifesaver! She has been able to integrate music therapy and have fun with the kiddos.” Jocelyn Obermeyer also has entertained hundreds of patients who have been isolated due to the pandemic, lifting their spirits with soothing and beautiful harp music.

Bereavement support

Our Bereavement team created a helpful flyer, “Finding Comfort in Uncertain Times,” with practical tips for coping with stress and isolation. This valuable resource was shared with our community partners and published by newspapers and websites in English and Spanish. The flyer can be found at hov.org, along with our relaxation videos produced in-house.

Community mindfulness

During this heightened period of uncertainty, Drs. Gillian Hamilton and Maribeth Gallagher have offered virtual mindfulness to help us calm the mind and body. They are leading live online classes and retreats for everyone in the community, as well as sessions for our staff—an opportunity to start the day with “a cup of kindness.” Enjoy a session yourself at hov.org/mindfulness.

Dementia education and caregiver support

Hospice of the Valley has continued its commitment to dementia education — most recently as a six-part virtual series designed to reach out and support caregivers and our community. Dr. Maribeth Gallagher led the presentations, sharing how brain changes impact behavior and ways to maximize quality of life for loved ones so they can live well with dementia.

Virtual story time

In this time of safe distancing, we continue to support families grieving the loss of a loved one in our New Song Center program. We are staying connected and providing support with “virtual story times.” Our staff has recorded videos of several delightful books for families to enjoy.



Clinical Director Jill Lovill reads one of her favorite books for New Song Center's virtual support groups for grieving children.

Horizons Editor

Debora Britz, communications specialist
(602) 636-6320 dbritz@hov.org

GRATEFUL FOR OUR VOLUNTEERS AND DONORS

As we give thanks for all the frontline workers who are our heroes, we also take a moment to praise the other heroes among us. Our volunteers have stayed in touch with their patients through window visits, virtual visits, phone calls, cards and more. And our wonderful donors continue to encourage and support us each and every day.

Hearts of gold, hands of steel

By day, Linda Mullar works in auditing for CVS Health. By night, the Hospice of the Valley volunteer is a mask-making wizard. At last count, she had donated 545 cloth masks to our organization, so that family members can safely be with their loved ones at the bedside in our inpatient care homes.

Using her own fabrics and paying for many supplies out of pocket, Linda says she's giving back to the agency that provided beautiful, compassionate care to her father over 20 years ago. "I'm happy to be part of it, however little contribution I can make. It's my way of paying it forward."

Another industrious group, Hospice Helpers, has sewn and donated thousands of items to Hospice of the Valley since joining our volunteer family in 2015. When they found out we needed cloth masks, these hardworking ladies made nearly 1,400 cloth masks in just two months.



Linda's colorful masks

Pet Connections gets creative

Our pet therapy teams also are finding fun new ways to stay connected to our patients until it's safe to visit in person again.

Volunteer Diane Bykowski and her two adorable pooches, Zoe and Mia, dropped off dog-shaped cookies with Diane wearing a cute Zoe mask! She also made life-size cardboard prints of her therapy dogs for our Sherman Home inpatient unit, which the trio used to visit regularly before COVID-19.



Diane Bykowski's therapy dogs, Zoe and Mia.



Volunteer Nancy Davis and her therapy dog, Rocky.

Another Pet Connections team — Rocky and his human partner, volunteer Nancy Davis — miss their patient so much, they sent him a little poem they wrote to brighten his day.

Shopping to meet critical needs

Our patients are grateful for the volunteers who have been shopping for them and delivering essential groceries. "My volunteer is doing a magnificent job and needs to be commended for his fine work!" one patient said. Our clinical teams and donors continue to work closely with the Volunteer Department to provide grocery staples for families in need who have no other support system to rely upon.

We love Saluting Our Veterans

Since in-person visits are suspended for the time being, volunteer Denny Bash has been performing virtual tribute visits to our veteran patients. Our Saluting Our Veterans program honors veteran hospice patients with a commemorative pin, small flag from their branch of service and gratitude for their courageous service and sacrifice. "The military has given me every break in my life and that's the reason I'm giving back," he says.



Denny Bash performs virtual tribute visits to our veteran patients.

HUMBLED BY AN OUTPOURING OF COMMUNITY SUPPORT

We are deeply grateful for countless donations of face masks, hand sanitizer, toiletries, cleaning supplies, flowers and meals to support our staff, patients and families, and volunteers. Our community has truly rallied behind our agency, eager to give back to our care teams for their dedication and service.

New use for 3D printers



Our frontline staff quickly put to use face mask ear guards and stands, donated by local schools.

Three elementary schools in the Deer Valley Unified School District used their 3D printers to help Hospice of the Valley care teams. They made and donated 500 surgical face mask ear guards — plus stands to hold them — far more than the 200 we had requested.

Bringing cheer through handmade items

Teen members of local National Charity League chapters — Cactus Wren, Scottsdale, Sonoran Centennial and Boys Team Charity Roadrunners — created hundreds of items to provide comfort to our patients, families and staff. Things like handmade cards, treat bags, cupcake washcloths, face masks and blankets. They also made dozens of signs expressing appreciation to our staff.



Lovely goodies from local National Charity League chapters.

Flowers to lift spirits

On Mother's Day, Trader Joe's and Camelback Flowershop generously donated white roses that were lovingly delivered to 60 moms in our New Song Center program who are grieving the death of a child.

Fry's Floral in Surprise delighted one of our community liaisons who stopped by to purchase one small bouquet of flowers. She left with an armful! The store generously donated 16 fresh tulip and iris bouquets to brighten our Surprise inpatient care home.



More generous donations

Longtime community partner Beaver Stripes donated gallons of hand sanitizer, joining other volunteer groups that donated paper towel rolls, hundreds of rolls of toilet paper, jugs of laundry detergent, large spray bottles of Simple Green cleaner and bottles of hand soap.

MIDTOWN WHITE DOVE IS NOW OPEN

There's a brand-new place to hunt for treasures and bargains! Hospice of the Valley's Midtown White Dove Thrift Shoppe just opened at 2711 E. Indian School Road in Phoenix. The hip new space features excellent-quality resale furniture, housewares, art, fashion, designer shoes, purses, jewelry and more. This is our fifth thrift shop in the Valley — and all support patients and families without insurance or financial means.



In this *Together*

Comfort food for the soul

Unable to cook a Sunday Easter meal for our Thunderbird inpatient care home due to social distancing, Midwestern University's dental students ordered 40 meals from Boston Market. To their surprise, the restaurant chain offered to donate all the meals. Boston Market prepared the food and the students volunteered to pick up and deliver. What a beautiful Easter gift to our patients, families and staff.



Boston Market donated 40 meals to brighten Easter Sunday at Thunderbird Home.

Grant provides food assistance

Hospice of the Valley's Helping Hand Fund provides financial assistance to our patients and families with urgent daily living needs like food, housing and utilities. We were grateful to receive \$5,000 from the Arizona COVID-19 Community Response Fund to help us provide essential groceries to our patients and families affected by the pandemic.

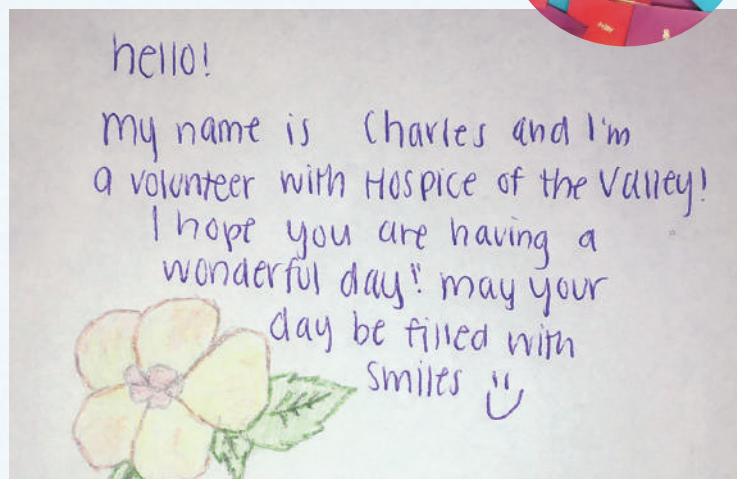
Crochet hearts make us smile



Community volunteers like those at Mountain View Presbyterian Church are crocheting hearts to comfort our patients — something soft and meaningful to hold. They also bring smiles to youngsters in our New Song Center for Grieving Children program.

Cards from the heart

Young people throughout the community have been making beautiful cards and writing the sweetest notes to remind our patients they're always in our thoughts and hearts.



DEMENTIA CAMPUS STARTS TO TAKE SHAPE

Much has happened since we broke ground on our Dementia Care & Education Campus at Indianola Avenue and 44th Street in Phoenix's Arcadia area.

Our general contractor, PCG Construction, has cleared and prepped the site at 3811 N. 44th St., and has completed the underground work. When finished, the campus will include an Assisted Living Center, Inpatient Care Home, Adult Center, Child Day Center, Education Center and Dove Café.

"We've been asked many times if COVID-19 has delayed our construction project. Fortunately, everything has progressed on schedule," says Diana Murray, Hospice of the Valley's vice president of facilities and purchasing. "We're on track to open next summer!"



Administrative Office
1510 E. Flower St.
Phoenix, AZ 85014

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SPECIAL EVENTS



Oct. 29, 2020, 11 a.m. Shotgun

What: Hospice of the Valley's Pro-Am Golf Tournament presented by Cigna Healthcare.

Where: Grayhawk Golf Club, 8620 E. Thompson Peak Parkway, Scottsdale.

Highlights: A fun day on the course that raises funds for Hospice of the Valley programs and services. The tournament begins with a shotgun start, includes lunch and is followed by an award ceremony. Foursomes include a top player from the Southwest Section of the PGA.



Nov. 22, 2020, 5-6 p.m.

What: An annual remembrance of loved ones who have died.

Tune in: Presented for the first time in a virtual format airing on AZTV-Channel 7.

Why: With the uncertainty of COVID-19 and out of precaution and respect for the 1,800-plus families who annually attend, Light Up A Life will be televised this year. The program features a photographic tribute of loved ones who have died, but still brighten our lives. Invitation to follow.

Photo submissions: Upload photos Oct. 5–Nov. 2 at hov.org/lual.



March 5, 2021, 6-10 p.m.

What: AAHA!, an art, food and wine experience, is Hospice of the Valley's signature fundraising event.

Where: JW Marriott Camelback Inn, 5402 E. Lincoln Drive, Scottsdale.

Highlights: A memorable evening honoring chef Mark Tarbell that features a seated dinner with dancing, and silent and live auctions of fine art, fine wine, beautiful jewelry, culinary delights, fabulous trips and unique experiences. Invitation to follow.



Mark Tarbell

Join us! Contact Hospice of the Valley Fund Development at (602) 530-6992 or funddevelopment@hov.org for details.