



# HORIZONS

## Community Newsletter

Comfort, dignity and compassionate care

WINTER 2021

### CARING FOR OUR COMMUNITY WITH STRENGTH & COMPASSION

It has taken courage, resilience and teamwork to meet the challenges encountered in this unprecedented year — a testament to the strength and dedication of our employees, our volunteers and our community. We are enormously grateful for the kindness and compassion that our healthcare heroes have shown. The incredible care provided to over 20,000 patients throughout the pandemic will always be remembered — and so will your trust and support.



*Nurse Bessie Medigovich brightens Dorothy's day with her home visits.*



*Nursing assistant Danae Holt reads to James at Gardiner Home, our inpatient care home for patients with dementia.*



*Nurse Janell Lopez shares a laugh with Nancy. Patients who are isolated by the pandemic count on our clinical teams for 24/7 support.*



*Nursing assistant Bill Manross brings a smile to Ronald at our Surprise inpatient care home.*



## WITH PERSEVERANCE AND COMPASSION, WE ARE STRONGER THAN EVER

The global health crisis that made 2020 the most challenging year in our 44-year history affirmed that, together, we are prepared to tackle anything — and lead the way in providing expert and loving care.

Our staff showed extraordinary fortitude and resilience to set the standard of excellence in care and bring families together in our inpatient care homes and patients' homes — where loved ones could safely be at the bedside to share precious moments.

In the early days of the pandemic, we mobilized quickly to meet the needs of our community; protect our staff, volunteers and patients; and support caregivers and community partners. We secured the necessary supplies and provided our clinical teams with the resources they needed, including rapid COVID-19 testing — and now, vaccines.

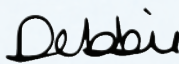
We have continued to serve anyone who comes to us in need. With the assistance of so many wonderful supporters and volunteers, we shopped for and delivered groceries to vulnerable patients who were isolated. We were able to provide holiday gifts and food

boxes to struggling families who were finding it hard to put a holiday meal on the table.

Even in this challenging time, we have grown and achieved new milestones in our care — and we eagerly anticipate 2021, filled with optimism and gratitude.

Thank you for your belief in our mission and for touching thousands of lives with your kindness and generosity. On behalf of our entire agency, we wish you a very happy and healthy 2021!

With appreciation,



**Debbie Shumway**

*Executive Director*



*Debbie Shumway*



*Rita Meiser*



**Rita Meiser**

*Board President*

## Healthcare *Heroes*

---

## RESILIENCE, INGENUITY & COMMITMENT TO OUR MISSION

When COVID-19 shook our community, our care teams came together in collaborative and selfless ways to support our patients, bereaved families and one another.

### **Frontline staff prioritize safety for all**

Our entire staff has shown great courage, compassion and dedication in creating safe environments so families could reunite.

Hospice of the Valley's Lund Home was our first inpatient care home to convert to a COVID-19 unit, followed by our Surprise inpatient care home and Eckstein Center.



*With support from departments across the agency, our staff at Lund Home, Surprise inpatient care home (pictured) and Eckstein Center developed new models of care for patients with COVID-19.*



## Healthcare *Heroes*

Our teams provided extraordinary comfort — helping those at high risk or living far away to be at the bedside or to be present through video and phone calls. They also provided extra education on personal protective gear to family members wanting to be close to their loved ones.

“Our teams’ willingness to forge this path at a time of uncertainty in our world was amazing. They took our agency’s mission of love and caring to the ultimate level,” Executive Director Debbie Shumway said.

### Innovating to support staff and patients

Thanks to many teams working tirelessly behind the scenes, our agency switched the “Zoom light” on almost overnight — learning to connect not just with each other, but also with patients, caregivers and countless others who sought our support.

The Education Department moved nurse and social worker meetings to Zoom; set up a virtual nursing skills lab; and helped educate all staff in proper use of personal protective equipment and other needed skills. The team also created virtual classes for healthcare providers and first responders on topics such as infection prevention.



*Education Director Kathy Roat Zooms with her team.*



*When the phones started ringing more than usual last spring, our Bereavement Department knew families were deeply feeling the effects of COVID-19.*

### Comforting our community

The pandemic has heightened our awareness of how emotional support is needed now more than ever. “We’re counseling people who, in addition to grieving and feeling isolated, can’t memorialize their loved ones in traditional ceremonies and can’t visit their own parents or spouses in facilities,” said Stacia Ortega, director of volunteer and bereavement services.

The Bereavement Department has converted 12 in-person support groups to virtual groups and transitioned one-on-one counseling to telephonic and Zoom formats.

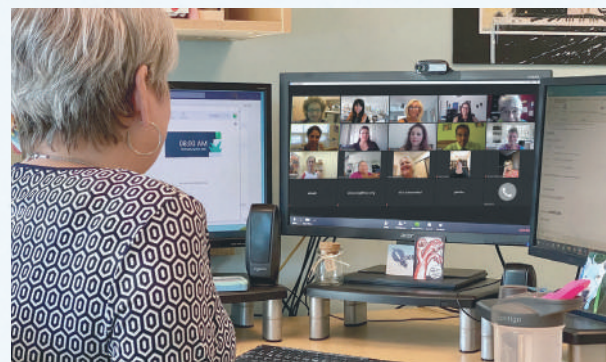
Our New Song Center for Grieving Children created a number of virtual programs, including online story time, seasonal workshops for siblings of kids with special needs, and a drive-in movie night.

### Virtual support groups and mindfulness

Hospice of the Valley’s mindfulness experts have offered ongoing virtual classes to provide self-care for our staff and community, as well as specific practices for easing the stress of the holiday season.

Our dementia team also created several online offerings, including a weekly support group for dementia caregivers and a Monday morning “wellness get-together” hosted by Dementia Program Director Maribeth Gallagher. She also hosted a session to help families living with dementia celebrate the holidays by discovering new ways to create memorable connections.

Even our music therapists have offered virtual harp sing-alongs, with guests joining from as far away as New York.



*Social distancing can take a toll on our well-being. Our Zoom presentations are designed to support the community from the comfort and safety of home.*



## EXPANDING OUR DEMENTIA CARE AND SUPPORT

We couldn't be more excited for the year ahead. These are some of the ways your support allows us to innovate our care, collaborate and create unique programs to meet our community's needs.

### Living well with dementia

Families often feel overwhelmed while caring for a loved one with dementia. Thanks to a three-year grant from the Administration for Community Living, Hospice of the Valley can expand our support to help more families living with dementia.

Our **Supportive Care for Dementia** program provides home visits from dementia educators to help caregivers with education, emotional support, behavior management strategies, medications, respite, placement options and living wills. Families have 24/7 phone support with a nurse, social worker or medical director.

"I don't know what I would do without it," confides Christiane Cole, who is caring for her husband Muryl. "I have a whole team helping me understand what to do as my husband's dementia progresses. But they also take care of me, so I don't feel so alone."



*Christiane and Muryl Cole appreciate the round-the-clock support they receive from our Supportive Care for Dementia program.*

### The Campus for Dementia Care and Education



*Progress is being made on the Dementia Care and Education Campus located at 3811 N. 44th St. in Phoenix.*

Scheduled to open in fall 2021, Hospice of the Valley's comprehensive, one-of-a-kind facility in central Phoenix will provide full-spectrum services to families living with all stages and all types of dementia.

"Our goal is to help patients achieve the highest quality of life, and teach caregivers to manage stress and nourish their own well-being," says Dr. Gillian Hamilton, medical director of our Dementia Program.

The campus will offer a small assisted living center, a hospice inpatient care home and an intergenerational adult center that provides respite for caregivers and creates joy and meaningful interaction with preschoolers in the adjoining child center. An education center will offer classes in dementia care to healthcare professionals and family caregivers to help them **live well with dementia**.

With this project, we hope to share best practices of care; educate the next generation of hospice and supportive care providers; and work to build a dementia care workforce for the future.

---

### Supportive Care for Dementia

*For more information on Hospice of the Valley's no-cost dementia support program, call (602) 636-6363 or email [DementiaCare@hov.org](mailto:DementiaCare@hov.org).*



### MediCaring® extended for another year

A new model of care that allows those with life-limiting illnesses to receive hospice care while also seeking curative care — called MediCaring® — is being extended through December 2021. Hospice of the Valley is the only hospice provider in Arizona chosen to participate in this innovative program, which is getting rave reviews from patients who need 24/7 support and in-home care from a specialized team. Kitty Gushee's husband, Ted, is one of them.

"It's an angel on our shoulder. I don't know what we'd do without it," Kitty says.

"We've enrolled over 1,000 patients so far," Special Projects Coordinator Barbara Volk-Craft said. "Feedback shows it enhances support at home, improves symptom management, lengthens patients' lives, and eliminates ER visits and hospitalizations." MediCaring® is for people covered by Medicare Parts A and B.



*Support from MediCaring® gives Ted and Kitty Gushee peace of mind.*

MediCaring® is a registered trademark of Joanne Lynn, MD.

### Tailored care for all faiths



*This certification adds to the confidence of our Jewish community that we are committed to enhancing their care.*

Our chaplains and clinical teams work in partnership with clergy in our community to meet the spiritual needs of patients from all cultures and faiths, including Christians, Jews, Native Americans, Muslims and Buddhists.

This individualized care was recently recognized by the National Institute for Jewish Hospice. NIJH awarded Hospice of the Valley a national certification for the care we provide to Jewish families.

"We are so proud of our tailored care — from the rabbis who visit patients, to our Shabbat Blessings program, to the kosher meals we provide in our inpatient care homes," said Rachel Behrendt, senior vice president of operations.

### Greater support for veterans and military families



*HOV Salutes volunteer Denny Bash (right) enjoyed honoring 99-year-old Marine veteran Ralph Einsel.*

Hospice of the Valley is excited to begin a new initiative to enhance care for our veteran patients and their families. Thanks to a three-year grant, we will participate in the Legacy Corps for Veterans and Military Families Program.

Members will be trained to provide up to 12 hours a week of respite care to military families, offering companionship and help with daily activities.

We are the second hospice in the country and the only non-profit in Arizona to receive this grant from Arizona State University and the Corporation for National and Community Service.

### Project ECHO helps rural communities

Hospice of the Valley is partnering with ASU and HonorHealth to help doctors in rural areas care for people with serious and life-limiting illnesses.

The new Palliative Care ECHO project is an innovative way for specialists to share knowledge and expertise through video conferencing with physicians anywhere in the world, particularly those in isolated or underserved areas. "This an amazing worldwide initiative to share important clinical information and education with the community and providers who may not have access to these resources," said Medical Director Dr. Frank Cordova. "I'm excited and proud to represent Hospice of the Valley in this key endeavor."

Medical students, residents, fellows, clinicians and faculty also are invited to participate.



## BRINGING JOY TO OUR PATIENTS

The past few months have certainly challenged all of us in new ways. You have been right beside us as we discovered creative ideas for delivering care — and love — to our patients and their families.

### Paying tribute on Veterans Day



*Each of our 300 veteran patients received a patriotic bucket, delivered by their care teams.*

For Veterans Day, Hospice of the Valley's volunteer coordinators filled 300 patriotic buckets with goodies for our veteran patients. Our clinical teams made the deliveries to show them how privileged we feel to care for them.

At My Father's Retirement Ranch, community liaison Anne Bash and her husband helped honor more than 25 veterans who live in the Wickenburg facility for their service to our country.

We thank all staff and volunteers who came together to make Veterans Day extra special for our community!

### A drive-by parade to remember

For Denny and Florence Roholt's 70th wedding anniversary, their Hospice of the Valley care team orchestrated an unforgettable safely spaced block party, complete with a cake, posters, balloons, flowers, decorations and live music.

"It was all about celebrating with this wonderful couple," said nurse Kathy Petty, who even baked a heart-shaped cake.

The 94-year-old lovebirds were thrilled. "It was going to be a quiet day for us, but what a surprise!" Florence said. "We will never forget this special day that all of you planned for us."

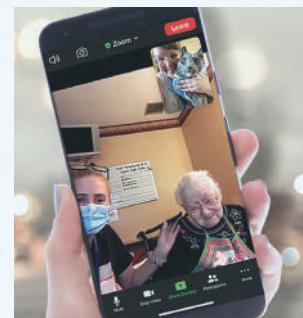


*Denny and Florence Roholt hold their beautiful wedding photo taken 70 years ago.*

### Virtual pet visits cheer patients

Barbara Peterson loved her 45-minute Zoom call with Roger, a beautiful therapy cat, and his human partner, volunteer Tracy Howell. Virtual pet-therapy visits are chasing away the blues for patients like Barbara, who are feeling isolated due to the pandemic.

Volunteers are finding new ways to connect. Besides telephonic and virtual visits, they're also corresponding with letters (like pen pals), dropping off groceries and patient care boxes, sending virtual music videos and making greeting cards.



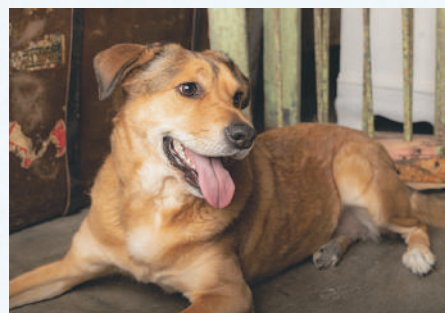
*"Barbara was very excited to see Roger!" said nurse Emily Schulz, case manager for our 87-year-old patient.*

### Volunteer on the Go app

Hospice of the Valley will soon roll out an additional way for volunteers to serve with an app called Volunteer on the Go. It lets volunteers review patient-care opportunities that work for them — and, with a few clicks on their smartphone, find the perfect match.

Volunteers can choose to make visits, run errands, drive patients to appointments, take them on outings and much more. Stay tuned for more details on this pilot program.

### 2021 Pet Connections calendar



Sophie is one of 13 adorable therapy dogs gracing our 2021 pet calendar — artfully shot on location inside local vintage market Sweet

Salvage. The calendars are \$10 at our White Dove Thrift Shoppes while supplies last, or call Hospice of the Valley to purchase a copy. Proceeds benefit patients and families.



## GRATEFUL FOR COMMUNITY AND VOLUNTEER SUPPORT

Individuals, volunteer groups, local businesses and community partners continue to support our mission in many ways. Here are just a few examples of their generosity.

### Thanksgiving gratitude



*Amber Kovarik enlisted the help of her daughters and father to deliver nearly 100 meals to our patients on Thanksgiving eve.*

For the past four Thanksgivings, Amber Kovarik has donated meals to Hospice of the Valley patients and families impacted by cancer — in memory of her sister Shannon, who was cared for at Dobson Home. This year, nearly 100 delicious meals from Whole Foods were delivered.

“It is such an honor to give back to HOV,” Amber said. “Our care team helped us so much, they felt like family.”

Hospice of the Valley provided additional Thanksgiving meals to patients and families in need — delivered by our staff and volunteers — and “adopted” families this holiday season.

### Songs from the heart

Sophie B. Hawkins and Emily Cavanagh are amazing New York-based singers who have recorded special songs for our patients and families.

Emily’s “Song for Melba” celebrates the love between two people who have shared 65 years together. Sophie recorded a personalized version of her 1995 hit, “As I Lay Me Down,” for Luke Morris, a 39-year-old patient.

Both artists said working with Hospice of the Valley was their way of thanking healthcare workers.



*Melba Deal with her nurse, Susan Young (left), and social worker, Lisa Maddock.*

### Touchdown for love and kindness

In the middle of a busy season, the Arizona Cardinals took the time for a lively Zoom call with our 27-year-old patient, Boyce Martinet, a huge fan! The idea came from social worker Katie Cozby, who just wanted to bring his family some cheer with a dream come true. The Cardinals also sent the family loads of team memorabilia, including an autographed football and jersey.



*Boyce Martinet’s parents, Lance and Holly, will forever cherish their son’s Zoom call with the Arizona Cardinals, including defensive lineman Zach Allen and former tight end Ben Patrick.*

### Donation drive for the Doves

Morgan Stanley held a monthlong donation drive for our five White Dove Thrift Shoppes, knowing that proceeds from sales benefit our patients and families. Here, company employees drop off donations at the Midtown White Dove. Since opening in July, the store — on Indian School Road and 27th Street in Phoenix — has been a big hit with shoppers.



### Horizons Editor

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





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

[hov.org](http://hov.org)

A not-for-profit organization

NON-PROFIT ORG  
US POSTAGE  
PAID  
PHOENIX AZ  
PERMIT NO 417

## SPECIAL EVENTS



### Tourney tees up support for our agency

The 2020 Pro-Am Golf Tournament, presented by Cigna Healthcare of Arizona, raised over \$31,000, pushing the 22-year total to nearly \$883,000.

"We really appreciate everything HOV does for our community — they are just phenomenal at what they do," said Donna Gallifant, Cigna's client service executive.

Congrats to the first-place amateur foursome — David Baum, David Levan, Brent Tally and Charlie Von Arentschildt — and first-place pro, Dennis Downs. Much gratitude to all our generous sponsors and volunteer tournament chairman Jay Hoselton for their steadfast commitment to Hospice of the Valley.

The 2021 tournament returns to Grayhawk Golf Club on **April 1**. Contact Hospice of the Valley Fund Development at (602) 530-6992 or [funddevelopment@hov.org](mailto:funddevelopment@hov.org) for details.

### Families tune into *Light Up a Life*

Hospice of the Valley's community remembrance event was held virtually on Nov. 22 on AZTV Channel 7. A record 994 photos of loved ones were included in the memorial music tribute, which can still be seen at [aztv.com/lightupalife](http://aztv.com/lightupalife).

Valley Youth Theatre's VYTeens wowed us with soulful renditions of "Memories" and "What the World Needs Now is Love."

"Although we couldn't meet in person, we can honor the wonderful people who have shaped our lives forever," Executive Director Debbie Shumway said.

### New date for: AAHA! Art. Food. Wine.

With great regard for the safety and well-being of our wonderful supporters and participants of AAHA!, Hospice of the Valley will forgo our event on March 5, 2021, and invites you to join us in 2022, when we can celebrate together again.

We are so grateful for your endless support that helps sustain our mission: Bringing comfort, dignity and compassionate care to our community.

Our new date is Saturday, **March 12, 2022**. We look forward to seeing you at Camelback Inn! Details: [hov.org/aaha](http://hov.org/aaha) or (602) 530-6992.

