

MIND, BODY & SPIRIT

m a g a z i n e

Clinical Director's Letter

**A Conversation About Grief and
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Clinical Director's Letter

Rene Wheaton, RN

Dear Friends,

November is National Hospice and Palliative Care month. The theme that has been chosen for this year is "We Listen. We Care." In other words, we listen to what our patients want, and we care about them and about their wishes.

In hospice, the wishes of the patients and their families are always at the center of care. That is one reason why it is important to be clear about just what your wishes are.


We encourage families to discuss end-of-life care long before it is needed. Talk about hospice before it becomes an issue. Learn about hospice care before you or your loved ones are faced with a terminal illness. The phrase we hear most often is, "we wish we had known about hospice sooner." While in the midst of coping with a serious illness is not the time to



have a discussion about care priorities.

It isn't easy to broach loved ones about your or their end-of-life wishes, but the effort will pay great dividends when the time arises. Most people prefer to be cared for at home, and yet one of their greatest fears is being a burden to family and friends. That is where hospice comes in. We are able to provide the support needed for you to keep your loved ones at home. It is even possible for hospice to offer short respite breaks for caregivers. As a matter of fact, 96% of hospice care is offered in a place that the patient calls home.

In an effort to serve the wishes of all potential



A Beautiful Way to Remember Loved Ones

Would you like to honor the memory of a loved one in a special and unique way? Why not consider our *Memorial Trees of Life*, hand-crafted by local artist Toni Lee. On permanent display at our Faith Hospice residence Trillium Woods, the *Memorial Trees of Life* offer a beautiful and lasting tribute to your loved ones.

Memory leaves, engraved with the name of your choice, are available at the following levels:

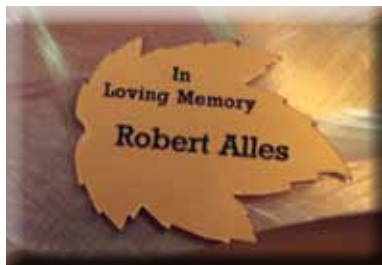
Bronze: \$200 -299

Silver: \$300 -399

Gold: \$400 and up

For more information on this special opportunity, or to secure your memory leaf, please contact Scott Halquist, Director of Special Gifts, at 616-235-5461.

* Your loved one need not have been a patient of Faith Hospice to be honored on our Memorial Trees of Life.



Bereavement - Signs Towards Recovery

1. Recovery is feeling better.
2. Recovery is reclaiming your circumstances instead of your circumstance claiming you.
3. Recovery is enjoying fond memories without having them stir up painful feelings.
4. Recovery is acknowledging that it is alright to feel bad from time-to-time and to talk about those feelings.
5. Recovery is the desire to LIVE again with a renewal of HOPE.



Food and Fellowship at Trillium Woods

Please join us for food and fellowship at Trillium Woods, the Faith Hospice residence in Byron Center. We offer a service in our chapel starting at 10:30 a.m. Following the service is a delectable brunch buffet typically including a meat, starch, vegetable, fresh fruit and assorted desserts and pastries. The buffet starts promptly at 11:00 a.m. and costs from \$9.00 to \$13.00 depending on the menu. **Please see our website for the monthly Sunday we are hosting our food and fellowship** faithhospicecare.org/calendar.



Children are most welcome. Children's tickets for the buffet are \$5.00 for those ten years of age and younger.



patients, the National Hospice and Palliative Care Organization has undertaken a new initiative—recognizing the unique needs of our country's veterans. The program is called "We Honor Veterans," and the tenets of the program echo this year's theme of "We Listen. We Care," focusing on respectful inquiry, compassionate listening and grateful acknowledgement.

We hope that in honor of National Hospice and Palliative Care month, you will consider starting a conversation with your loved ones about their end-of-life wishes. If you need more information on hospice care, please visit our web site at www.faithhospicecare.org or the National Association of Hospice and Palliative Care at www.nhpc.org.

Sincerely,

Rene Wheaton, RN

Clinical Director
Faith Hospice

Faith Hospice Staff

Susan Mast, RN, CHA

Executive Director

John Mulder, MD

VP of Medical Services

Rene Wheaton, RN

Clinical Director

Janet Jaymin, M.A., LPC, NBCC

Bereavement Counselor

Jacquie Karr-Zlotnicki

Volunteer Director

Faith Hospice Contacts

Faith Hospice Intake

2100 Raybrook St. SE
Grand Rapids, MI 49546
616-235-5113

Faith Hospice Residence

Located at Trillium Woods
8214 Pfeiffer Farms Dr., SW
Byron Center, MI 49315
616-356-4820

Volunteer Office

Located at Trillium Woods
8214 Pfeiffer Farms Dr., SW
Byron Center, MI 49315
616-356-4859

Bereavement Office

2100 Raybrook St. SE
Grand Rapids, MI 49546
616-235-5122

Corporate Office

2100 Raybrook St. SE
Grand Rapids, MI 49546
616-235-5000



A Conversation About Grief and the Bereavement Process

We were fortunate to be able to sit down for a conversation with Janet Jaymin, Faith Hospice bereavement counselor, to discuss the bereavement process. There were two things that Janet especially wanted us to take away from the conversation—that everyone's grief is unique and that recovering from grief does not mean forgetting your loss.

Janet has experienced both “ends” of hospice—as a social worker and part of the team that is called in at the beginning to provide hospice services to the patient and their family, and now at the “end” as a bereavement counselor working with the patient's

surviving spouse and/or family.

According to Janet, “hospice isn't a job like other jobs. Hospice is a calling. It's not easy. Every life touches you whether you are there at the beginning stages as part of the hospice team or at the end as part of the bereavement process. You still hear their story.”

“It's a gift to work with each and every person, and a privilege to stand next to them,” said Janet. “It's the end of a chapter in their life, and it's our job to help them turn the page.”

Janet feels her role is to give her clients the tools they need to survive and to provide reassurance





Faith Hospice® Bereavement Support Groups

Please call or check our website for updated 2012 support groups.

Grief, Loss and Recovery I - *This group is open to anyone who has experienced a loss within the last 1-6 months*

When: Wednesdays - Sept. 14 - Dec. 14, 2011

Time: 1:30 pm - 3:00 pm

Where: Holy Cross Episcopal Church

4252 Breton Rd. SE, Grand Rapids

Contact: Janet Jaymin M.A. LPC, NBCC • (616) 235-5122

Grief, Loss and Recovery II - *This group is open to anyone who has experienced a loss within the last 7-13 months.*

When: Thursdays - Sept. 15 - Dec. 15, 2011

Time: 1:30 pm - 3:00 pm

Where: Holy Cross Episcopal Church

4252 Breton Rd. SE, Grand Rapids

Contact: Janet Jaymin M.A. LPC, NBCC • (616) 235-5122

Individual and Family Bereavement Counseling 2011

When: **On-going, support as requested**

Where: Home visit or in Office - Located at:

2100 Raybrook Street, SE • Suite 300


Grand Rapids, MI 49546

Contact: Janet Jaymin M.A. LPC, NBCC • (616) 235-5122

Every stage of life has its rewards and lessons - even grieving.

Faith Hospice® believes that grief can be a growth experience. With compassionate and supportive bereavement care, grieving persons can

find themselves enriched by sharing in group experiences. We invite you to join us for any of the support groups that are appropriate for you.



The Faith Hospice®

Make a Memory “Wish” List

Won't you help a family make a memory? Some of the patients and families we serve are living on very tight budgets that do not allow for any extras like trips to the movies, visits to restaurants or special pampering like manicures and pedicures.

Donations to a general “wish” fund will be used at the discretion of social workers to benefit the patient and/or family.

Won't you consider donating one or more of the following?

- Gas cards
- Gift cards to restaurants
- Gift cards to Target, Walmart, Meijers or Family Fare
- Gift cards for Coldstone Creamery
- Gift cards for beauty salons or day spas
- Movie tickets
- Twin sheets—long

When you care about a cause, you want to be involved in whatever way you can.



Faith Hospice has found a unique way to support our passion by partnering with **Awareness Home Funding**. Their company started around the idea of first giving back to the communities they serve with the program, **Awareness Works 4 U**.

For every home loan they close either a purchase of a home or a refinance of your current home **they will donate \$250 to Faith Hospice**. When you complete a loan application they will ask you who your favorite organization is, **Simply mention Faith Hospice**.

What better way to show your support for our cause than to use this program to provide additional financial support.

Anyone can participate so tell everyone about this great way to care and get involved. AwarenessWorks4U.com • 866-98-AWARE



A Conversation About Grief and the Bereavement Process con't

that they are going to be okay.

People have misconceptions about the term recovery as it applies to grieving. Many people think recovery is synonymous with "forgetting." Janet stresses that moving on after a death does not mean forgetting the person who has died. The loss will always be there. "You'll miss your loved one forever. Thirteen months of grief counseling doesn't "cure" your grief. The loss doesn't go away." Janet noted that, "someone losing a spouse of fifty or sixty years feels as if they have lost half of themselves."



And someone losing their parents, no matter their age, may still feel orphaned.

But what does happen, according to Janet, is, "you get to the point where you think life is worth living. Recovery is not about forgetting the past. Recovery is when you move forward into life again. It can be a long or short period of time. But eventually you move to a place of

peace and comfort and healing." Janet stresses that eventually, "you will be able to remember without pain." Recovery is about the renewal of hope.

Janet offers a number of bereavement groups





A Conversation About Grief and the Bereavement Process con't

through Faith Hospice. She understands that going to a group can be daunting—rather like starting a new school—but she does her best to make clients feel comfortable and to foster connections between the members. Eventually, Janet finds that the members become very supportive of each other. She provides support as needed and helps group members set appropriate goals.

Faith Hospice offers bereavement counseling

for survivors of Faith Hospice patients for 13 months after the death. It's at this point that the focus of hospice shifts from serving the patient to serving the family. According to Janet, the departure of the hospice team can leave a void which the bereavement counselor and bereavement groups can help fill.

For a schedule of Faith Hospice bereavement groups, see page 13.



The number of hospice programs nationwide continues to increase — from the first program that opened in 1974 to more than 5,000 programs today.



Interested in becoming a volunteer at Faith Hospice®?

By volunteering at Faith Hospice®, you will make a tangible difference in the lives of others, and you will receive tremendous personal satisfaction from the help you provide. Everyone has their own gifts to share and we can match your talents with existing needs. Volunteering is a great way to respond to the call for service to others. Contact the volunteer office at 616-356-4859.

The U.S. hospice movement was founded by volunteers and there is continued commitment to volunteer service. The National Hospice and Palliative Care Organization (NHPCO) estimated that in 2009, 468,000 hospice volunteers provided 22 million hours of service.

What Types of volunteers are needed?

Virtual or Offsite Volunteer: All volunteers must schedule an interview and orientation before the process can be completed. You can also expect a post-training meeting to confirm your volunteer assignment and schedule.

Corporate or Administrative Volunteer: Volunteers who come into our office setting to do various office tasks, or special projects (e.g. mailings, filing, shredding, fundraisers, flower arranging, etc.) are required to take a minimum level of training (per job description requirements - contact the volunteer office).

Trillium Woods Residence Volunteer: Volunteers may be assigned administrative tasks or direct patient assignments. While the highest level of training is required for the volunteer who wishes to have direct patient involvement, a moderate level of training is required for those wishing to do other center activities or administrative work in the center. Regardless of the task, patient interaction at some level can be expected.

Faith Hospice Community Volunteer: There are various needs in patient homes that a caring individual can be trained to handle at this level, including companionship and respite. The highest level of our training is required for volunteers seeking this type of giving.



Hospice 101: The Role of the Hospice Admissions Nurse con't

"I am in awe of the love and care I see every day," Jennifer said.

Jennifer is one of the initial people to meet with the patient and family. She first verifies that the patient meets hospice criteria. She then calls the patient's doctor with her findings as well as one of our hospice doctors. Two physicians are necessary to qualify a patient for hospice services.

Jennifer usually spends at least two hours with the patient and family, meeting in their home or wherever the patient is staying when hospice is called. She does a head-to-toe exam, takes a verbal history and notes all of the medications the patient is currently taking. She then calls Faith Hospice intake to share the information and verify the patient's insurance.

She also spends part of the time with the family, explaining hospice and hospice services and making sure they have all the information they need.

The information gathered by Jennifer is ultimately shared with the staff members assigned as part of the patient's care team—the case manager, doctors, nurses, aides, social workers and chaplain.

Jennifer usually doesn't see the same patient twice except at times when she might be called in to spell one of the Faith Hospice case managers.

Jennifer had one word of advice for patients and their families considering hospice care. "You have to ask for Faith Hospice by name," she said. "There are a lot of hospices, but only one Faith Hospice."



Hospice 101: The Role of the Hospice Admissions Nurse

Jennifer Van Wyhe's face glowed as she talked about her work. Jennifer is an admissions nurse for Faith Hospice, and one of the first of the Faith Hospice staff to interact with a new patient. Jennifer always knew she wanted to be a nurse, and she was drawn to hospice work early on. Her grandmother, aunt and 16 year old cousin had all relied on hospice care. "I really appreciated the support hospice gave to our whole family," she said.

Jennifer finds the work uplifting because "the families are working so hard to come together to provide the care the patient needs, and hospice can do so much to help them." In many cases, the patient is tired of fighting and weary of the rounds of chemotherapy or

other treatments and are "ready to go home to be with their Lord," Jennifer said. Hospice care will make their final days comfortable and allow them to spend that precious time with their families.



Jennifer said, "it is so rewarding being in hospice." She remembers one patient, a woman who had dementia and could no longer speak or move. Her daughter was her primary caregiver, and every morning she would fix her mother's hair and make-up the way she liked it.

(continued on page 10)





Dear Friends,

Faith Hospice made all the difference in our lives.

That is why I am asking you to support the ministry of Faith Hospice.

My name is Betty Jeltès. In November 2008, my husband John was diagnosed with pancreatic cancer. In March 2009, he passed away peacefully at our home. Our family and friends were supportive, and our church family was a marvelous help to us during this time, but we knew that we would call on Faith Hospice to care for John at the end of his life. John's aunt and mother were served by Faith Hospice and received wonderful care. We knew our experience would be the same and that Christ would be the center of this experience.

The support we received was tremendous. The Faith Hospice team, made up of nurses, social worker, chaplains, and physicians, was unbelievable – nothing at all was too much trouble for them and for the first time in a long while we didn't feel alone – we were among friends that shared our experience. John and I looked forward to the team members' visits. Each one spent time talking with us and helping us feel secure, ensuring that John remained comfortable without pain, and answering any of our doubts or fears. The nurses treated John as an individual, not a medical condition, and they gave me the strength to carry on. The grief support afterward carried me through, with the support group and social worker playing a vital role in helping me through the grieving process.





Your support is vital...

The Faith Hospice care we received was priceless. I'm asking you to support Faith Hospice so the teams can continue to provide this care to those in need. November is "Hospice Awareness Month," and I am writing this letter as my way of giving something back.

Because of generous friends, Faith Hospice is able to serve those who would otherwise be unable to afford hospice care. Whatever you can give will make a difference to people who rely on this vital support. We never know when we will take the end of life journey, but when we do, it is a blessing to have Faith Hospice sharing it.

Thank you for taking the time to read my letter, I do hope you will join in supporting Faith Hospice.

Sincerely,

Betty Jeltos
Faith Hospice
Family Member
Recipient

