



impressions

LEGACIES OF LOVE AND FINGERPRINTS ON THE WORLD



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Veteran receives deserved diploma

At the age of 93, William “Bill” Oblizajek (*pictured at right*) is likely the oldest Northview High School graduate to receive a diploma.

Bill was born in 1920 in West Virginia, the only son in his family. When his father died suddenly, Bill was forced to drop out of high school to support the family—which he did until he was drafted into the Army at the height of World War II.

Bill was awarded a Purple Heart after he fought in the Battle of the Bulge, where only two of his 11-member squad survived.

When he was discharged from the Army in 1945, Bill settled in Detroit and began his career in retail. Over the years, Bill worked his way up from unloading boxes to becoming manager of the Big N store in Tiffin, Ohio, and he retired when the store closed in 1978.

Bill and his wife, Betty, enjoyed 60 years together before she passed away in 2005. They raised three sons, and it was their son Rich who took the initiative to talk with Sylvania City Schools about the possibility of awarding his father, now a Senior Independence Hospice patient, the high school diploma he never had the chance to receive.

On May 29, 2013, Bill received a standing ovation from the Northview graduating class and members of the audience when he was introduced as a World War II veteran.



During the ceremony, Principal Steve Swaggerty thanked Bill for his service to our country and presented him with his long overdue diploma.

A few days after the ceremony, family, friends and fellow residents of Kingston Care Center gathered for a graduation party complete with balloons, streamers and a cake decorated in Northview colors. ●

ON THE COVER: *Senior Independence Hospice patient Bill Oblizajek celebrates a special wish come true—receiving his high school diploma—with his son, Rich, and daughter-in-law, Jill.*

.....
You can help people like Bill enjoy special life-enhancing wishes by supporting our Make it Happen® program. Use the enclosed envelope to send your gift today!
.....

Meet Sue Brookins, Director of Hospice

When she was 11, Sue Brookins (pictured at right) began volunteering in a nursing home—and she's worked in geriatrics ever since.



Sue is now the director of hospice for Senior Independence, where she helps the organization comply with current and new federal regulations while maintaining quality and personalization of care. In her words, she's helping to guide Senior Independence Hospice into the future of health care.

Sue began her career with OPRS, the parent company of Senior Independence, as a floor nurse at Westminster-Thurber Community in Columbus. She worked her way up in the organization, earning her master's degree along the way. She became the first clinical team leader for hospice in the Central Ohio Region and was promoted to administrator before applying for her current position at the OPRS corporate office.

Why did you choose to work in hospice?

Hospice is my passion. I believe that death is a part of life. Worldwide, we need to normalize the death process while ensuring patient and family goals are met. Those goals might be to manage symptoms, but could also be things like getting closure with others or life review.

What do you find most rewarding?

What I find most rewarding is to be present at the time of someone's death. This is the most intimate experience you can ever have with a patient and their family. The little things fall away, leaving only what matters between people. You only get one chance to do it right. The key is really getting to know people, so that you can best support them.

What is something most people don't know about hospice?

Many patients "graduate" from hospice; their conditions improve to the point that they no longer meet the qualifications for hospice care. The care and support from the hospice team, as well as families, are what I believe helps patients make these turnarounds. Many families say they cannot be caregivers, but when faced with the situation, and with our help, they do a beautiful job. They often say that caregiving is the best gift they could give their loved ones.

How important are charitable donations?

Donations are vital to hospice! We rely on those funds to "make it happen" in so many beautiful ways. We are all going to take this journey, and there truly is no greater gift one could give than to support hospice. ●

Quality partner pledge means Senior Independence Hospice puts patients first

Senior Independence is a Quality Partner of the National Hospice and Palliative Care Organization. Out of more than 150 hospices in Ohio, only 33 have signed this Quality Partners pledge.

At the heart of the Quality Partners program are the following 10 components of quality in hospice care:

1. Patient & Family Centered Care
2. Ethical Behavior & Consumer Rights
3. Clinical Excellence & Safety
4. Inclusion & Access
5. Organizational Excellence
6. Workforce Excellence
7. Standards
8. Compliance with Laws & Regulations
9. Stewardship & Accountability
10. Performance Measurement

Senior Independence Hospice is proud to be part of the Quality Partner program and to pledge its commitment to these important components of quality hospice care. ●

“Thank you so much for your loving care of our father these last three months of his life. It takes a special person to do what you all do, and it shows in your staff. We would also like to thank you for all your support to our family so that we could keep dad at home. Words can never say enough for our appreciation to you all.”

~ The family of Richard Leonard

Donors gave comfort and so much more

It's official: **800 generous donors gave nearly \$200,000 last fiscal year** to help hospice patients and families throughout Ohio. The fiscal year, ended June 30, 2013, saw increases in all areas of giving including memorials, annual gifts and planned gifts.

Here's a sample of what gifts have done to extend care and compassion through hospice:

Make it Happen® events like birthday celebrations, special trips and more.

Comfort Touch® training for hospice employees, bringing the relief of soothing physical touch to patients who are in pain or discomfort.

National Jewish Hospice Certification, including employee training, materials and certification fees, in order to appropriately serve patients of the Jewish faith.

Rabbi services to bring spiritual care to our patients of the Jewish faith.

Leadership development programs for employees to further their professional training.

Lifeline® emergency buttons to alert family or medical professionals that a patient needs help.

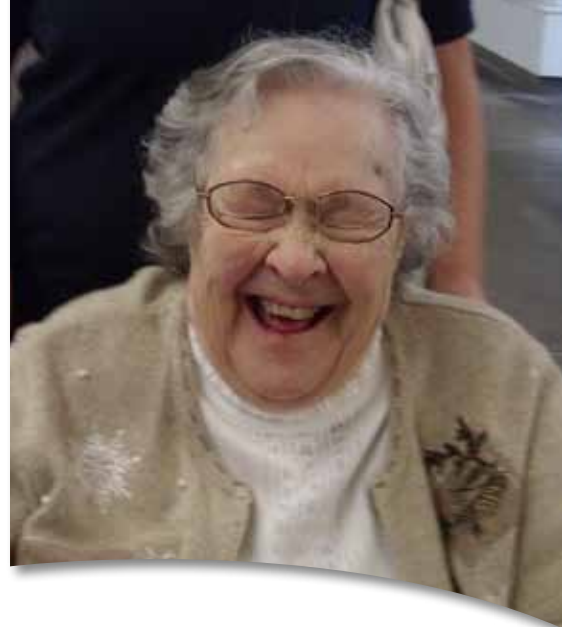
Memorial services each year honoring patients who have passed away.

A hospice endowment was established for the Greater Cleveland Region, providing annual income for hospice services long into the future. This was a result of an endowment campaign for Breckenridge Village, a campus of our sister company OPRS Communities. ●

Thank you for helping those who need your support!



Please remember Senior Independence Hospice in your will or trust.
For bequest language, visit seniorindependence.org and click on "Ways to Give."



A FUN-FILLED DAY

Edna Davis in her own words

“At 96 years old, I had never heard of hospice until I began receiving the service almost a year ago. It is wonderful; I’ve never had such great care and met such friendly people. The Senior Independence Hospice staff really care about the person; they’re all so kind. They make it easy and explain things. Last fall, they treated me to a fun-filled day at the West Side Market. It was a glorious, sunny day, and *we laughed*. It was such fun; so many things to see, and the hustle and bustle. Chris, Audra and the other staff made it wonderful. I was so surprised when, soon afterward, the staff gave me a scrapbook of photos from our day. I didn’t even realize they were taking pictures! I love this book. It’s my prized possession.” ●

Special wishes fulfilled

Make it Happen[®] is a special Senior Independence program that brings moments of joy and meaning to those nearing the end of their lives by fulfilling their life-enhancing wishes. Here are some of the wishes this program has helped to come true:

When Virginia (*pictured near right*) was asked by her local hospice team if she had any special wishes, her answer was immediate yet simple—she wanted to have lunch at Der Dutchman, her favorite restaurant.

Through the Make it Happen[®] program, the hospice team was able to accommodate Virginia's request, treating both she and her daughter to a meaningful lunch they're sure to remember.



Hospice patient Margaret (*pictured at left*) had worked near the Ohio Statehouse for years, but never had a chance to tour the building.

Margaret's local hospice team planned a special day for her that included the long-awaited tour and lunch. Margaret loved the tour and talked about it for days after!

Hospice patient Virginia's (*pictured at right*) special wish came true when her favorite gospel singer, Marvin Sapp, came to town. Thanks to the Make it Happen[®] program, Virginia was able to attend the concert with a close friend.

The last song of the night, "Never Would Have Made It," brought tears to Virginia's eyes. It was especially meaningful for her to hear Marvin sing "her song" in person. ●



Thank you for your generosity

The following donations were made between March 1, 2013 and May 31, 2013 in support of Senior Independence Hospice. If you believe your name to be omitted or printed in error, please accept our sincerest apologies and call the OPRS Foundation at 1-800-686-7800.

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“When someone you love becomes a *memory*,
the memory becomes a *treasure*.”

~ Unknown

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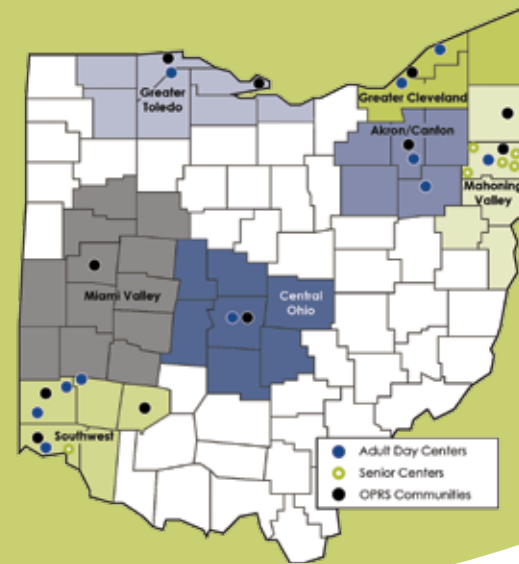
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Senior Independence welcomes new president

After a nationwide search, Senior Independence found its new president close to home—in northeast Ohio. With more than 16 years of health care leadership experience, Rich Boyson (*pictured at right*) oversees all operations of Senior Independence, including hospice. Hear from him in his own words:

What excites you about this position?

I am excited to be leading a great team that's focused on outstanding outcomes for patient care—not just financial performance. I enjoy getting ideas from the team on making the company better, and putting those ideas to work.



What's special about Senior Independence?

Senior Independence is committed to doing things differently in order to do them better. As a result, we have many needs, so it's reassuring that the OPRS Foundation is there for us to help raise charitable support. It gives me confidence in our future.

Why are donations important?

Gifts allow us to provide service above and beyond what Medicare and insurance will pay. Things like the Make it Happen[®] program, which is so important to providing laughter and joy to patients and their families. And Comfort Touch[®], which brings added relaxation and relief. But ultimately, gifts to hospice are a validation of the great care our employees provide, and that's rewarding.

What do you want donors to know?

Your gifts are used to further our mission. We value charitable gifts and will spend them wisely to give our clients the very best care possible. Above all, we thank you for your generosity! ●