



# impressions

LEGACIES OF LOVE AND FINGERPRINTS ON THE WORLD



## *Make it Happen*<sup>®</sup> A Birthday Wish Comes True

Hospice patient Frances Barta was soon approaching her 90th birthday when a team member asked if she had any special wishes for her big day.

Frances replied with enthusiasm, “Why yes I do; I would like to bake my own birthday cake! It will be a red velvet cake with buttercream frosting.”

Through Senior Independence Hospice’s Make it Happen program, which brings special moments of joy to those nearing the end of their lives by fulfilling their life-enhancing wishes, Frances’ birthday wish came true.

The hospice team made plans to use the activity kitchen of the residential facility where Frances resides. Julie Bartlebaugh, a hospice employee, volunteered to assist. She donated all of the ingredients, brought in utensils, and lovingly took a back seat to a much accomplished baker.

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**ABOVE:** Hospice patient Frances Barta (left) and volunteer Julie Bartlebaugh craft a red velvet cake from scratch as part of Frances’ Make it Happen birthday wish.

SENIOR INDEPENDENCE  
HOSPICE

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# We Honor Veterans

Senior Independence Hospice is on a mission to serve those who served our country.

We now have level-one certification from the We Honor Veterans program, empowering us to meet veterans' unique end-of-life needs.

We Honor Veterans is a program of the National Hospice and Palliative Care Organization (NHPCO) in collaboration with the Department of Veterans Affairs (VA).

This program focuses on providing comfort at the end of life, helping veterans through the challenges they may be facing from illness, isolation or traumatic life experiences. Through respectful inquiry, compassionate listening and grateful acknowledgement, Senior Independence Hospice professionals guide veterans through their life stories and toward a more peaceful ending. ●



**WE HONOR VETERANS**  
*Hospice Professionals on a Mission to Serve*

To learn more about this program, visit [seniorindependence.org/hospice/we-honor-veterans](http://seniorindependence.org/hospice/we-honor-veterans) or call your local Senior Independence office (*listed on back cover*).

## *Birthday Wish, continued*

Julie had never met Frances before, and was delighted when a lovely, petite lady using a walker bounded into the kitchen going directly to the sink and declaring “A good cook always starts by washing her hands.”

Soon the cake was baked, and placed in Frances' suite to cool. Plans were made to frost the cake in the morning, and the homemade frosting was put in the refrigerator for safe keeping. But, you know what they say about the best laid plans...

When Julie arrived the next morning, she tried to remove the cake from its two layered pans. To Julie's horror, the cake crumbled into

a million pieces! She then discovered that the icing had become hard as a rock in the refrigerator. But with only five seconds in the microwave, it became a runny mess.

Julie was mortified; the cake was a total flop in her eyes and she worried that she had disappointed Frances. But Frances was forgiving and understanding, telling Julie “My dear, don't cry over spilled milk or runny frosting!” Frances had thoroughly enjoyed making the cake, even if the result was less than perfect. She was grateful for the experience and concluded the visit with sincere appreciation, telling Julie “This was just wonderful.” ●

# Meet Brooke Justiniano!

## Contest Winner, Name That Newsletter

When Senior Independence Hospice was developing its first newsletter, the editorial team knew that the best ideas for a title would most likely come from the people who have experienced hospice directly. So a contest was developed for employees throughout the Senior Independence organization, including those of non-hospice related services. We're proud to introduce our winner.

As the adult day services coordinator in Central Ohio, Brooke (*pictured at right*) is a believer in hospice and an advocate. She has made many referrals to hospice not only for her adult day services clients, but also for their caregivers who have become terminally ill. But she wasn't always such a fan.

Several years ago when her father was terminally ill, another hospice provider's poor service left Brooke bitter and more than a bit skeptical about the concept of hospice. Expectations were far from met, and the experience left her family with more hurt than healing.

Fast forward a few years and Brooke had been hired as a service coordinator for Senior Independence. During a staff training session, Julie Maynard, a hospice nurse, educated the service coordinators about hospice—but Brooke wanted nothing to do with it. When Julie asked if anyone in the class had ever had a negative experience with hospice, Brooke raised her hand high and told her story.

Julie listened to Brooke's experience, cried with her and hugged her. She then shared the true hospice philosophy; the support provided for families, the control and choice given to patients, the comfort and assurance to erase fear, and the opportunity for families to heal. In that moment, Julie took all of Brooke's coldness toward hospice and turned it into warmth.

"I see how it helps, how it heals, how it loves, and especially how it allows people to grow," says Brooke. "It only took a moment for me to hate hospice, and it took one hug to love it."



Brooke's winning submission for a newsletter title was *Footprints*, a name that mirrors the effect hospice has had on her life. The newsletter team kept coming back to this name, certain that the idea was on target, yet wanting to make sure that the name could be something each reader could relate to in his or her own personal way. The idea inspired the team, and the *Impressions* title was born. Thanks, Brooke, for your wonderful idea! ●

*always  
remember*

that the work you do makes  
such a positive difference  
in the lives of those  
going through the most  
difficult times of their lives.

~ The family of Russell Sherman





## Sewn With Love

Hospice nurses are not immune to grief for their patients. One particular patient recently touched the heart of registered nurse Sandy Stanton (pictured at left), hospice case manager.

Micki, a hospice patient in the Southwest Ohio Region, was a very private person, and was living with her sister at Mount Pleasant Retirement Village.

As you can imagine, it was difficult for Micki to let people take care of her, and she initially resisted the hospice team's help.

However, Sandy visited Micki every day and slowly gained her confidence. Micki lived out her remaining time in her own way, making her own choices all along the way—including wearing the same pair of red pajama pants every day.

When Micki passed away, Sandy asked Micki's sister, Martha, if she could have the red pants. Sandy used the pants to make a small quilt with embroidered images that represent both sisters' varied interests and passions.

Martha moved into a smaller house at Mount Pleasant, and Sandy gave her the quilt as a very special housewarming gift.

What a wonderful way to process grief while helping another through her own. ●

You do  
*caring*  
at its best.

~ Sue, a Hospice patient family member

# 11th Hour Volunteer

Lois has been a hospice volunteer for more than a year, saying “yes” more often than “no” when called upon. She is a Stephen Minister and has completed the 11th Hour training.

11th Hour Volunteers receive specialized training on the end of life stages, including physical and spiritual changes, as well as grieving and coping techniques. Lois’ passion is to support family members and patients at the end of life vigil, and one day this busy retiree cleared her schedule to do just that.

Lois arrived at the patient’s room and saw his daughter sitting in a corner, far from his bedside. Lois moved up beside the bed and quietly added her comforting presence to the room. As she

noticed the patient’s breathing changing, Lois told the daughter that it was time.

The daughter came over and told her father that she loved him, that she would watch over her mother, and that it was okay for him to let go—they would be alright. In what seemed like just a moment, her father died.

The daughter was grateful to Lois, saying that she would have missed an opportunity that could never be found had Lois not encouraged her.

Lois, too, was exceptionally touched by this moment. To be used by God is one of the greatest blessings anyone can ever have and on this day, Lois knew this was her role as a volunteer for Senior Independence Hospice. ●

## Hospice Myths & Realities

**Myth:** *Hospice is a place.*

**Reality:** Hospice care usually takes place in the comfort of an individual’s home, but can be provided in any environment in which a person lives (e.g. a nursing home or assisted living facility).

**Myth:** *Hospice is only for cancer patients.*

**Reality:** A large number of hospice patients have congestive heart failure, Alzheimer’s disease or dementia, chronic lung disease or other conditions.

**Myth:** *Hospice means that the patient will soon pass away.*

**Reality:** Receiving hospice care does not mean giving up hope or that death is imminent. The

earlier an individual receives hospice care, the more opportunity there is to stabilize a patient’s medical condition and address other needs.

**Myth:** *Patients can only receive hospice care for a limited amount of time.*

**Reality:** The Medicare benefit, and most private insurance, pays for hospice care as long as the patient continues to meet the criteria necessary. Patients may come on and off hospice care as needed.

**Myth:** *Hospice is just for the patient.*

**Reality:** Hospice focuses on comfort, dignity and emotional support. The quality of life of the patient, and also family members and other caregivers, is the highest priority. ●

# Donor Supports Hospice With Life Income Gift

An artist with an aptitude for accounting, Jaye Harris (pictured at right) has spent her career crunching numbers and her life making art. Her true legacy, however, is altruism.



A resident of Park Vista of Youngstown, Jaye is familiar with the services of Senior Independence, Park Vista’s sister company. But she was pleasantly surprised to learn recently that hospice is available through Senior Independence.

Like many, Jaye had always thought that hospice was a place to go. When she learned that Senior Independence Hospice can be brought to people wherever they call home, she was delighted. “It’s nice to know ahead of time that hospice can be brought in to where you live, and by your own organization,” she says.

Jaye is a longtime donor to Park Vista, and decided to make Senior Independence Hospice a beneficiary of her generosity as well.

“I had a CD coming due and decided to use it to do another Charitable Gift Annuity (CGA), I already have two supporting Park Vista,” she says. “Then I read about hospice in the OPRS newsletter, and it all came together. What better way to give than through something that’s tax-deferred, provides an income, and makes a difference for those served by hospice?”

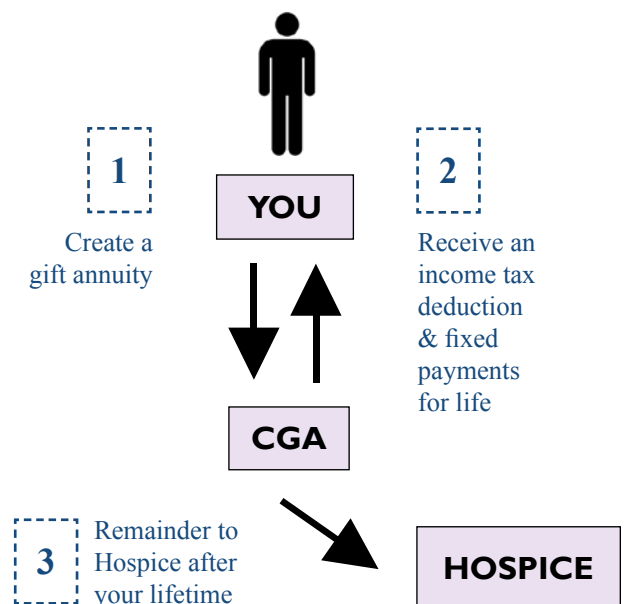
Jaye’s charitable commitment to the organization is a true expression of trust. She and her late husband, Jack, are longtime donors to Park Vista, and Jaye has served in several leadership positions with the parent company,

Ohio Presbyterian Retirement Services (OPRS). Senior Independence is a wholly owned subsidiary of OPRS.

“Everything OPRS does is well thought out; they consider the meaning of their decisions and how deeply those decisions affect the residents and clients. They have residents and clients in mind all of the time.”

“If I can make getting well or finding comfort for someone any easier, I certainly want to do it,” she says. “That might be me someday.” ●

## CGAs AT A GLANCE





A human life is a *story* told by God.  
~ Hans Christian Andersen

## Grief Support Groups in Your Area

### Akron/Canton Region:

Second Tuesday of each month, 3:30 p.m.  
St. Luke's Lutheran Church  
2121 6th St., Cuyahoga Falls, OH 44221

Fourth Tuesday of each month, 3:30 p.m.  
The Carrell Center at Rockynol  
1150 W. Market St., Akron, OH 44313

### Central Ohio Region:

Third Thursday of each month, 1:30 - 2:30 p.m.  
(beginning October 18, 2012)  
Westminster-Thurber Community  
Thurber Tower Conference Room  
645 Neil Avenue, Columbus, OH 43215

Wednesday, November 28, 2012, 6:30 - 8:00 p.m.  
Making Memories: Create a memorial ornament to  
honor a loved one who has passed\*  
The Community Center at Vineyard Columbus  
6000 Cooper Road, Westerville, OH 43081

*\* Families and children are welcome; materials and refreshments provided.*

### Greater Cleveland Region:

Third Thursday of each month, 3:00 - 4:00 p.m.  
(beginning October 18, 2012)  
Breckenridge Village—North Apartment Bldg.  
36855 Ridge Road, Willoughby, OH 44094

*\* Please RSVP by contacting Audra Kirchmeir at 440-953-1256 or [akirchmeir@seniorindependence.org](mailto:akirchmeir@seniorindependence.org)*

### Mahoning Valley Region:

Second Tuesday of each month,  
1:00 - 2:00 p.m. / 6:00 - 7:00 p.m.  
Lake Vista of Cortland  
303 N. Mecca St., Cortland, OH 44410

Fourth Tuesday of each month, 6:00 p.m.  
Senior Independence office  
6715 Tippecanoe Rd., Canfield, OH 44406

*\* Please call 330-533-4350 ext. 111 for reservations so that we may contact you in case of changes.*

### Southwest Ohio Region:

Monday evenings, 5:30 p.m.  
Emmanuel United Methodist Church  
4312 Amelia Olive Branch Rd., Batavia, OH 45103  
Call Carla Biddle at 513-314-8388 to register

Tuesday afternoons, 3:00 p.m.  
Mount Pleasant Retirement Village  
225 Britton Lane, Monroe, OH 45050  
Call Carla Biddle at 513-314-8388 to register

First Thursday of each month, 6:00 p.m.  
Senior Independence office  
9600 Colerain Ave., Cincinnati, OH 45251  
Call Peg Smith at 513-314-8435 to register

### Greater Toledo Region:

Last Monday of each month, 3:00 p.m.  
Senior Independence office  
5810 Southwyck Blvd., Toledo, OH 43614

# Thank you for your generosity

The following donations were made between January 1, 2012 and June 30, 2012 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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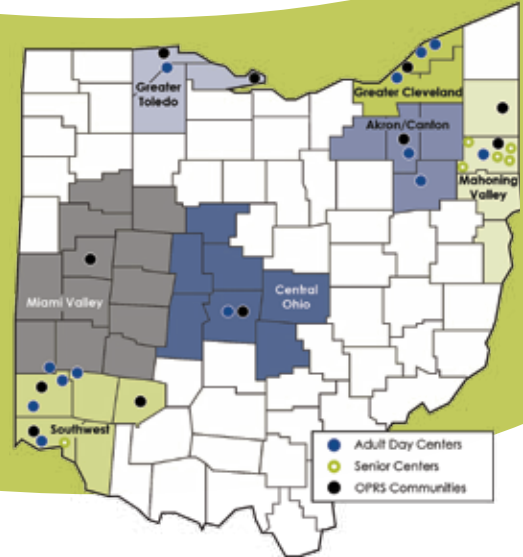
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