



*Compassion, Comfort and Care
When it's Needed Most*



INSIDE

*Building a Palliative Care Program
Touring the Palliative Care Building
A Warm Hand to Hold
Camp Healing Hearts*

*Hospice in the Nursing Home
Hospice Memorial Garden
Hospice Honors Veterans
Hospice Calendar*

The mission of Hospice and Palliative Care of St. Lawrence Valley is to enhance the quality of life through compassionate care for people affected by advanced illness and grief.

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Office Hours

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A New Home for Palliative Care

by Brian Gardam
Executive Director



We are creating a home for our palliative care program.

Palliative care relieves pain and suffering, bringing the skills of many different professionals and care providers to address the needs of patients and families who are living with an advanced, chronic illness. By far, most of the palliative care our organization provides is for hospice patients, people who are not expected to live longer than six months. But the benefits of palliative care are not limited to people who are nearing the end of life.

For some years now, we have been offering services to people who have a long term illness. This care has been shown both to improve the quality of a patient's life, as well as reduce the costs of care. Our palliative care program includes:

- Care Transition Services, for people who are being discharged from the hospital with a chronic disease, providing visits and follow-up phone calls to educate people about their disease and the medications, to make sure they are connected to their attending physician, and to reduce the risk that they will quickly return to the hospital. This service is paid for by the Community Care Transitions Program from Medicare, or by contracts with local hospitals.

- Palliative Care Home Visits, offering nursing and social work visits to provide counseling and education to relieve symptoms and the stress of serious chronic illness. Unfortunately, Medicare and most insurance do not pay for these visits, so we must charge for them on a sliding fee schedule.

Next spring, we plan to greatly expand our palliative care services by adding a nurse practitioner to our staff. The nurse practitioner, along with our physicians Sandra McCloy and Gary Berk, will be providing clinical consultations with patients and their families to help them identify the goals of care, determine the best course of treatment to relieve pain and suffering, and recommend an appropriate level of care; these consultations will be covered by Medicare and many private insurance policies.

We are providing these services under the business name "Palliative Care of St. Lawrence Valley".

In order to house our palliative care program under one roof, we purchased the small home next to our driveway on Route 11. For the past few months, our contractor, Dick Maginn, has been renovating the house into an attractive office that reflects the appearance of our Hospice Center. The work is planned to be completed by December.

We will be providing consultation and counseling for patients at the Palliative Care office. As our services expand, we plan to coordinate with hospitals and physicians to increase access to care. Thanks to our supporters who have contributed to the development of our palliative care program. With your help, we have been able to develop an exciting and much needed service for our county.



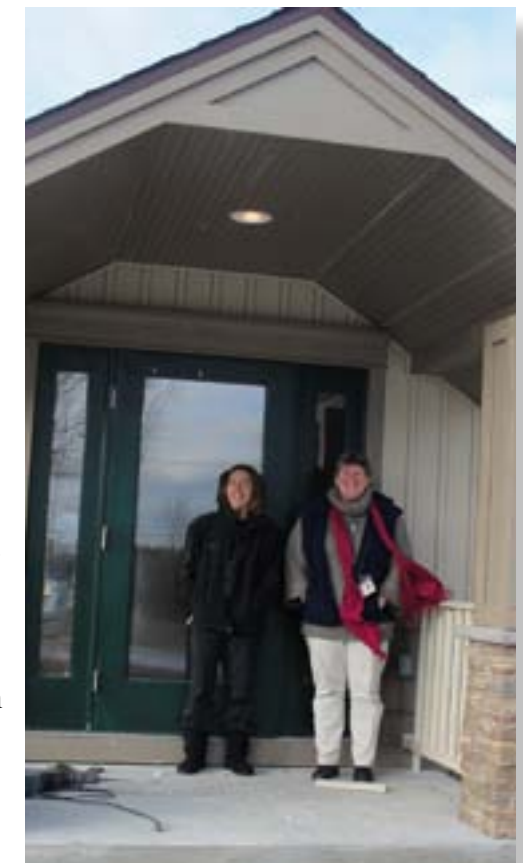
PALLIATIVE CARE OF ST. LAWRENCE VALLEY
6791 US Hwy 11
(315) 262-0861

Palliative Care staff tour the Palliative Care Center

Recently, Palliative Care staff members, Social Worker Jill Deno and Registered Nurse Sue Caldwell toured the soon to be completed facility on Route 11, next door to the Hospice Center.

Dodging workers installing last minute items, Jill and Sue were excited to see plans coming together.

The building will house an examination room and space for palliative care consultations along with several offices for staff to provide emotional support along with nursing care.



Registered Nurse, Sue Caldwell and Social Worker, Jill Deno seem pleased with their new digs.

A Warm Hand to Hold

by Kathy Love
Hospice Volunteer

I recently visited the beautiful garden located behind the Hospice Building on Route 11, Potsdam. I was there to help celebrate the good work they do and in their kind fashion they invited the volunteers for lunch to thank us for a good job done.

While walking around the garden, I recalled the first time I saw it. I was there at the opening ceremony of this serenity garden. As part of the ceremony they released butterflies. It was magnificent. Some flew high and some were still a little sluggish from being slightly frozen from their trip there. I wrote down a thought when I got home which was inspired by these butterflies:

**They came to the party frozen
But once released, they spread their wings
And looked for a warm hand to hold them.**

This was exactly the way I felt when I first started to look for a place to volunteer. My children were grown up, my parents had just recently died, my 12 year old dog died and I found myself newly single. To say I was floundering is an understatement. I had spent my whole life taking care of others and now, I was not sure what to do with myself. I felt quite frankly lost and irrelevant. You might say frozen in time, not sure what to do.

I began looking for a place where I might be needed and where I could feel needed again. Most plac-

es say they are looking for volunteers but are really looking for donations. I did not have money but I had time and a willingness to help. Finally, I called Hospice and said "What can I do?". They are interested in people who have time and good hearts. I took the training for in-patient care but my poor broken heart was not ready for that kind of intimacy. I did, however, offer to work in what is known as "The Little library that love built" as libraries were something I knew about. After many hours of arranging and rearranging, the library now is organized and quite useful to all. It was built on all donated items. It took me longer than it should as I kept wanting to read the books.

I have continued to work when I can in other projects as much as my post-retirement job allows. I love working with the student groups, I love working at the Grief Camps. I love attending the seminars and the lunches. You can literally feel the kindness mixed with a quirky sense of humor when you are surrounded by the staff and the volunteers. It is a little like that exceptional recipe that makes you ask "What is that spice?" That spice is genuine consideration.

I am here to tell you that these people make lives better right up until the end and they certainly made mine better just by giving me that "warm hand to hold".

Hospice in the Nursing Home

Hospice care is available wherever our patients happen to be; at home, in the hospital or even in a nursing home. Nursing home staff have specialized expertise in long-term care. Hospice staff have specialized expertise in end of life care. These strengths work together to enhance the care of nursing home residents. Our hospice is fortunate to partner with nursing home providers in St. Lawrence County who are deeply committed to the quality of life of their residents.

Following are some of the services hospice provides in nursing homes:

Hospice nurses have expertise in pain control and in the management of symptoms that often accompany a serious illness. They serve as a resource to the nursing home staff and the resident's doctor. They also assess the resident's physical condition and consult with the physician to ensure pain and symptom control.

Hospice social workers, bereavement staff and clergy provide emotional and spiritual support for both the patient and their family during the illness. Hospice staff also provides bereavement support for the family after the death of a patient. Hospice staff may also help to refer residents and families to services available through community agencies and organizations and act as a representative of resident and family needs.

While enrolled as a hospice patient in a nursing home, patients receive medications and supplies related to the patient's terminal diagnosis. Medicare, Medicaid and some private insurance plans provide hospice benefits. Hospice itself also has a sliding fee schedule for people without insurance coverage.

If you would like to learn more about the care hospice provides in nursing home, please call hospice at (315) 265-3105.

The Hospice Hall of Justice: Grief Camp 2013

This Summer's Camp Healing Hearts got off to a great start when six local superheroes visited the kids to share stories of how they handle adversity. Not your typical caped crusaders, these masked avengers each had a poignant story about the superpowers they used to overcome their grief. Campers were encouraged to create their own superhero characters to help them when they are coping with their grief. Captain Hilarious, for example used her sense of humor to bring herself joy when the thought of her losses were bringing her down.



RN, Alecia Tharrett



Social Worker, Aaron Knack
(aka Captain Hilarious)



4
Intern,



Volunteer, Kathy Love



Social Worker, Jill Deno



Social Worker, Amy Shaver



Hospice staff and area nursing home representatives meet for lunch to discuss ways for hospice and nursing home to provide the highest quality of care for nursing home patients. From left to right: Kristin Kennedy and Mary Dupree, from St. Joseph's Home; Nancy Vosbrink and Nancy Fletcher, hospice; RyAnn Cunningham and Julie Clifford, Maplewood Healthcare and Rehabilitation Center; Mary Jones, hospice; Joel Schuyler, Clifton Fine Longterm Care Facility; and Sue Cappione, Ericka Kendrew, Amy Shaver and Kay DePerno, from Hospice. Not pictured is Julianne Henry from Kinney Nursing Home.

Hospice Honors Veterans

America's veterans have done everything asked of them in their mission to serve our country and we believe it is never too late to give them a hero's welcome home. That's why our hospice is taking part in the *We Honor Veterans* program.

Our staff understand the unique needs of veterans and are prepared to meet the specific challenges that veterans and their families may face at the end of life. We have embraced our mission to serve America's veterans. It's our way of saying thank you for the sacrifices they have made in serving us.



Mike Boprey, Nancy Vosbrink, David Pearson, Mark Brouillette, Patrick Rourk, Dr. Robert Kasulke, Tom Powlin, Rev. Rob Schirmer, Kim Briggs, Nancy Morrow, Nina Nuwer, Mary Jones, Linda McLaughlin also participating in the Hospice County Veteran Service Department, Hospice of Jefferson County, St. Lawrence County American Legion, North Country Veterans Clinic, Fort Drum Military Retiree Council, VFW Post 1231, AMVETS, United Helpers-Riverledge and veterans living here in the north country.



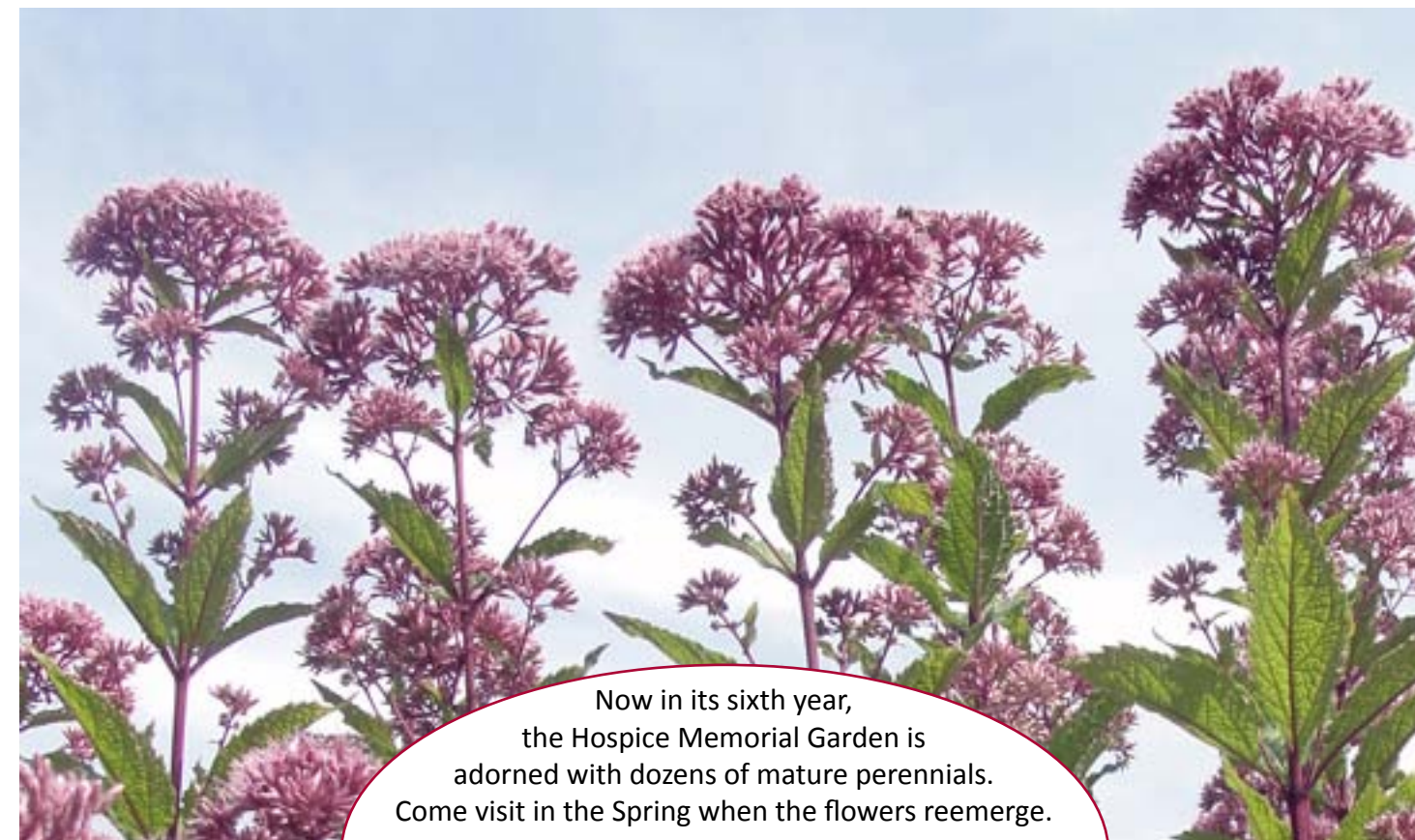
Honorary pin presented to veterans on hospice care

We Honor Veterans is a national hospice provider awareness campaign conducted by the National Hospice and Palliative Care Organization (NHPCO) in collaboration with the Department of Veterans Affairs (VA). NHPCO is actively supporting the campaign and providing resources for hospices to participate because: Of 2.4 million deaths in the United States each year, approximately 680,000 are Veterans. A vast majority of Veterans are not enrolled in the VA and may not be aware of end-of-life services and benefits available to them, including the Medicare Hospice Benefit.

Recently, hospice staff assembled a committee including representatives from several area veterans organizations, hospitals and nursing homes to discuss the best ways to educate veterans on available benefits, particularly those related to hospice care. Also discussed were ways to honor veterans through pinning ceremonies while they are enrolled in hospice care.



Shown above is the certificate hospice received from NHPCO in recognition of the steps we have taken to ensure high quality care and special recognition for our veteran patients.



Now in its sixth year, the Hospice Memorial Garden is adorned with dozens of mature perennials. Come visit in the Spring when the flowers reemerge.

Hospice Memorial Garden Reservation Form

I would like to memorialize/honor my loved one, _____, in the Garden with a gift to Hospice of \$_____ for the following Garden feature(s) (select from list below): _____

Name: _____ Phone: _____

Address _____

4" x 8" Memorial Paver, \$125

12" x 12" Memorial Paver \$500

Memorial Grove Tree, \$1,500

24" x 24" Corporate Paver, \$2,000

To Name the Hospice Memorial Garden in its Entirety, \$50,000

When ordering a paver, please print desired engraving below:

4"x8" Pavers: 3 lines, up to 14 characters per line (inc. spaces).

12"x12" Paver: 6 lines, up to 15 characters per line (inc. spaces)

Line 1															
Line 2															
Line 3															
Line 4															
Line 5															
Line 6															

Payment Method (Please circle one:)

Check (payable to Hospice of St. Lawrence Valley) Mastercard Visa Discover

Name on Credit Card _____

Card Number _____ Exp. Date _____

Signature _____

Please cut out and return form to: Hospice of St. Lawrence Valley, 6805 US Hwy 11, Potsdam, NY 13676



6805 US Hwy 11
Potsdam, NY 13676

Non-Profit
Organization
U.S. Postage
Paid
Permit No. 54
Potsdam, NY 13676

Hospice Calendar

Please call us at 265-3105 for more information about any of these programs.

Hospice Memory Trees:

November 27 - December 31

Two trees will be decorated with stars of remembrance and tribute at the Hospice Center in Potsdam. The names of those being honored will be placed on the stars and in a memory book displayed alongside the trees.

Grief and the Holidays

A grief education program for those grieving the death of a loved one during the holidays

Wednesday, December 11, 2013 from 4:00 - 5:30 pm

Saturday, January 11, 2014 from 1:00 - 2:30 pm

Workshop fee: free

Swim a Mile for Hospice

August 2, 2014 at Postwood Park in Hannawa Falls

This unique fundraiser is a non competitive swim on Hannawa Pond in Potsdam. All swimmers, from recreational to expert are welcome to join the fun!

Surviving Widowhood

1st and 3rd thursday of the month
at the Massena Library from 1:30 - 3:30 pm

Mending Broken Hearts: for parents of
children who have died.

2nd Tuesday of the month
at the Massena Library from 6:00 - 7:30 pm