LESSONS WE HAVE LEARNED

Reflections from Hospice Staff

Hospice of Frederick County makes a difference in this community, and Hospice also makes a difference in our own lives—the staff who work in our office, at the Kline Hospice House, and in the homes of our patients and families every day. As Hospice staff, our hearts are touched in ways that are often difficult to express, much less quantify with numbers and charts.

When we tell people we work for Hospice, the typical response is "It must be so depressing" or "I could never do what you do. You must be some kind of angel." We're certainly no angels, and we're certainly not immune to sadness when someone we've been caring for dies. But the consensus among Hospice staff is that it is an honor to be allowed into a person's life at the end, to provide some measure of comfort and companionship.

We are grateful for the privilege to do what we do. The time and energy we devote to our patients and their families seem so small compared with what we receive in return, as demonstrated in the reflections that follow.

Denise Watterson – Bereavement Coordinator

"Appearances have nothing to do with our character, wisdom, or ability to love."

The patients and families teach me life lessons I couldn’t learn anywhere else, such as how valuable life and our families are. I’ve learned that appearances have absolutely nothing to do with our character, wisdom, or ability to love. I believe now that most everyone is worth getting to know.

Working with Hospice has taught me that strength isn’t something we choose. It’s thrust upon us. Strength is selfless and giving—even when you know life is limited to weeks. It's loving someone enough to say goodbye or to say it’s okay to let go.

None of us has any guarantees, but what we can do is invest our all into this present moment and live it to the hilt! Thanks to Hospice, I am much more aware of the need to live more in the present—and also how to die. I have watched people die with such class and dignity, and I hope that when it’s my time I will take those lessons with me.

continued on page 4
In Memoriam

During the last quarter, the families of the following individuals suggested that donations be sent to Hospice of Frederick County in memory of their loved ones. Their generosity at such a difficult time for them personally helps assure the availability of quality care for all.

REMEMBERING Jane Snider

One of the founders of Hospice of Frederick County and a longtime supporter of services died at the Kline Hospice House on January 17, 2008. Jane Snider was not a stranger to her community, having been very involved in many activities including her church, local fire company, groups, and clubs, just to name a few. Jane was the person who set up the first Social Work Department at Frederick Memorial Hospital and worked at the hospital for 25 years. Due to the many situations she encountered at the hospital in her role, she felt strongly that there needed to be options for patients and their families facing a terminal illness. She was a cancer survivor herself and spent many hours working with the local Cancer Society at that time. When she became aware of hospice, she immediately embraced this new concept of care.

During the early years as Hospice was struggling to grow and become a viable service for the community, Jane spent many hours selling tickets, serving food, and helping out with the yard sales—all to raise the needed monies to support the development of the organization. Lin, her husband, was always nearby, working quietly by her side. Hospice became a family commitment for them. Jane was recognized by Hospice of Frederick County with the Dick Sappington Award for her lifelong dedication and many contributions.

Jane's role changed many times at Hospice. She served on the Board of Directors and also chaired or participated in many committees. She joined the Hospice staff, providing her social worker skills to care for many Hospice patients and their families before eventually becoming a volunteer. It was during her volunteer years that she was a strong supporter of the dream to have a Hospice home for Frederick County residents. She was so excited hearing about the Kline Hospice House project that she jumped in immediately, helping with the many tasks that needed to be done. She worked with community groups to share the dream and to encourage community involvement and support.

Jane often joked that when it was her time she wanted to die at the Kline Hospice House in the "blue" room. Her husband Lin and family members wanted that to happen when they realized she was not going to get better. They wanted her in the place she dreamed of and loved so much. Jane died peacefully with her family all near her in the "blue" room at the Kline Hospice House.

Jane epitomized the Hospice motto of "Making A Difference One At A Time." With quiet gentle spirit that Jane possessed, she made a difference in the lives of many.
Individuals are vastly different in terms of our views, desires, likes and dislikes, religious and spiritual beliefs, backgrounds, personalities, even what we’ve been dealing with lately (i.e. the baggage we carry around). While death is the most inevitable and universal event every human will face, there are many variables that make these experiences personal and exclusive. Our world view and thoughts about death and dying can be transformed because of these given variables.

Given the fact that we are all unique individuals, the way we approach each other in regard to our personal views on end-of-life issues should be carefully assessed. We may not always get it right, but culturally-sensitive gestures of respect can go a long way.

Rather than assume that there is one dominant cultural response to death, dying, and grief—or that your cultural response is the one that others will also adopt—it is best to educate yourself about culturally-sensitive practices, rites, and rituals. There are many resources available today. Check out your local library, bookstore, or university library. Browse the internet, or find educational workshops that are available to you. It is your responsibility to make yourself as culturally competent as possible when walking a compassionate journey with others.

Here are a few examples to illustrate how race, ethnicity, and religion can impact appropriate versus inappropriate actions in the face of loss (as adapted from the work of Brenda Paik Sunoo):

- In some Native American cultures, such as the Navahoa nation, the name of the deceased is not mentioned. The same is true for some Aboriginal clans. Don’t assume that invoking the names and pictures of the deceased is always culturally appropriate. Some cultures honor the dead in non-verbal ways.

- When someone attends a Japanese-American funeral, it is customary to offer a “Koden”—a monetary offering that is given to the family in an envelope upon your arrival to the funeral or memorial service. The amount of "Koden" often is determined by how much money one has received in similar circumstances from the deceased or their family.

- If you are invited to a Buddhist funeral or memorial service or reception, gifts of vegetarian food are appreciated. There will usually be an incense ceremony. You needn’t feel obligated to participate. It is okay to sit quietly and observe the ritual.

- In Mexican-American cultures, individuals celebrate the Day of the Dead, known in Spanish as El Dia de los Muertos. It begins on October 31 and coincides with All Saints Day (November 1) and All Soul’s Day (November 2). According to popular belief, the deceased have divine permission to visit friends and relatives on earth and to share the pleasures of the living. Portrayed with affection and humor by artists, bakers, and craftworkers, these cemetery and community celebrations show a different attitude toward the loss of a loved one.

- In the Jewish religion, the anniversary of a death has a special name: yahrzeit, the Yiddish word for “year time.” For a family, it is a time to gather at a synagogue to “recall” the individual. On the first anniversary, in particular, family members visit the cemetery where they might dedicate the tombstone with prayers and brief remarks.

- If you attend an Islamic funeral service, dress modestly, although black is not typically required. Women will be expected to cover their heads and the length of their arms. If the service is performed in a mosque, shoes are not allowed. There will either be a designated area to leave the shoes, or plastic bags will be given in which to carry them. Also, in many instances, only men may attend the burial.

The end-of-life process is a significant experience for a person who is dying and his or her family, and it can be quite challenging for anyone providing emotional support during this time. Those providing support across diverse settings are keenly aware that this phase of life is usually accompanied by intense emotions, but what is often overlooked in the context of this phase is the importance of diversity and how it impacts end-of-life care.

As appropriate and accurate knowledge about a culture is obtained, the next step is to re-examine interventions and strategies to determine how we may modify or even reinvent ways of helping that are more culturally sensitive and respectful of diversity.

Cathy Campbell is the Manager of Family Services for Hospice of Frederick County.
Jim Dent – Nurse

"Every person's needs and journey are unique."

During the last seven years of working for Hospice, I’ve learned that freedom from pain and freedom from fear are two of life’s greatest achievements. This lesson is simple, universal, and always meaningful to every patient I’ve met—whether they’re rich or poor, famous or unknown.

Every person’s needs and journey are unique. Every individual travels on some track of purpose, no matter how lackluster or glorious—and discovering that glimmer of purpose makes that person very valuable to me. Hospice allows me not only to care but also to reflect on each of our patient’s interests, purpose, and value. Our nurses and the family caregivers make a tangible difference 24 hours a day by our care methods and medications and also just by our presence.

I wish more people understood that Hospice workers do nothing to hasten death or to prolong suffering. My wish is that more physicians would see Hospice as their final gift to their patients, not as their failure.

Melanie Sease – Home Health Aide

"No matter who you are, you deserve good care."

I worked at Frederick Memorial Hospital before coming to Hospice three years ago. There’s more of the one-on-one with Hospice patients, and I like that. You get to spend more time with them and really get to be friends.

Helping people just makes you feel so wonderful. All my Hospice patients and families are special—I treat them all the same, and I never judge anyone. I believe that no matter who you are, you deserve good care.

Sometimes it’s just overwhelming the way patients and families respond to Hospice. Some of them hug me when I come in the house and are just so grateful for the simple things we do for them. It makes family members feel so good to know that their loved ones are being cared for.

Brienne Superaczynski – Social Worker

"Life is finite...and we have to be gentle with each other."

My work with Hospice has shown me the immense strength we all have to withstand even the hardest of tests, and the dying and death of a loved one is one of the hardest times we have to endure. I encourage families to be mindful that emotions are magnified at this time and that we have to be gentle with each other, especially at times of high stress.

Working with families from different cultural backgrounds than my own has shown me other approaches to the end of life. I wish I knew all the languages of those we serve at Hospice, and I very much appreciate our interpreters who help relieve the frustration from communication barriers.

Because of Hospice, I feel a greater sense of urgency to be with my family and to experience every moment I can with them. Hospice families have taught me that life is finite. We have to make the most of every moment and make things happen now.

Jen Kilpatrick – Volunteer Coordinator

"Life is short and precious...and someday is not promised."

Through Hospice, I have learned to set my own expectations aside because they just become a barrier to meeting the patient and his or her family where they are and letting them have the control. Every person is so different, and each situation is unique.

Working for Hospice, I am reminded almost daily just how short and how precious life is. I’m less likely to put off things because I know that someday is not promised. I also have a much deeper appreciation and gratitude for those who give their time in service of others. The compassion and dedication of our Hospice volunteers is overwhelming, and they are pleased with simply a “thank you” in return.

My great-grandmother died in Hospice care when I was three years old, so I was surprised to discover how many people are not aware or have misconceptions about Hospice. I wish people understood that Hospice doesn’t mean giving up. It means achieving quality at the end of life.

Members of the Mt. Airy Ward of the Church of Jesus Christ of Latter-day Saints have once again touched the lives of four families by donating wrapped presents and gift cards during the holidays. Making their gifts even more special, the church members specifically shopped for each family member based on their individual needs. Through the Mt. Airy Ward’s extended efforts, kindness, and generosity, Hospice will be able to use some of the gift cards to purchase items throughout the year for families who have special needs.
Support groups and workshops are offered at no cost and are open to any adult who has experienced the death of a loved one. All programs are held at Hospice of Frederick County, 516 Trail Avenue in Frederick. To register or receive more information, call 240-566-3030.

**Journaling Through Grief**
Saturday, March 1 • 9:00 a.m.-12 Noon
Registration required by February 28.

This three-hour guided workshop explores one of the many strategies that can help us cope with the death of a loved one. Journaling can help to express thoughts, feelings, and memories and to record life events. This workshop is open to anyone 18 and older who is dealing with grief.

**NEW FOR 2008! Treasures—a Perinatal Loss Support Group**
Begins Tuesday, March 4 • 7:00-8:30 p.m.
Registration required by February 29.

Perinatal loss is a very emotional event in the life of a woman, her family, and significant others. The impact on marriages can be devastating, leading to divorce, grief, depression, and despair. This six-week educational support group is for couples and/or individuals who have experienced the death of a child through miscarriage, stillbirth, SIDS, or any type of infant death. Treasures provides information on the grieving process and offers a safe, comfortable environment in which to share the feelings associated with each one’s unique style of grieving.

**H.O.P.E. (Helping Others Progress and Express)**
Begins Wednesday, March 5 • 7:00-8:30 p.m.
Registration required by February 29.

This educational and emotional support group is for those whose spouse or life partner has died. Eight weeks of sessions focus on issues relevant to the grieving process. Guest speakers share information and allow group members to process the information while forming a friendship with others who have had similar experiences.

**Grief Awareness Workshop**
Monday, March 31 • 6:30-8:30 p.m.
Registration required by March 28.

This workshop aims to increase understanding of the grieving process and is open to those who have experienced a significant death, those who wish to be supportive to loved ones who are grieving, and anyone wishing to learn more about this universal experience.

**Genesis Support Group**
Second and fourth Monday of every month • 7:00-8:30 p.m.
No pre-registration required.

This open-ended (ongoing) adult self-help group provides a safe place where participants can share their stories and express their grief. Genesis allows for flexibility—so that we can go where the group members are (emotionally) on that particular day. Since participants are at different phases of their “grief journey,” everyone can learn from other’s unique experiences. Grief shared is grief diminished.

---

**A Very Special Weekend Experience for Grieving Children**

20th Annual Camp Jamie
May 16, 17, and 18, 2008
Skycroft Conference Center in Middletown

I had a wonderful time! It was so much fun and it helped a lot...I learned not to keep feelings inside but to talk about them...It’s okay to tell others about your loved one who has died...Feelings can be good and bad, and some should be let go...I liked the unbelievable food, playing all of those fun games, and the sharing circle.

These are some of the comments we’ve heard from Camp Jamie participants. This year, Camp Jamie celebrates its 20th anniversary of serving children between the ages of 6 and 14 who are dealing with the death of a loved one.

Throughout this special weekend, each camper is paired with a “Big Buddy,” a specially trained adult volunteer who offers one-on-one support and guidance. Professionals lead large and small group discussions on issues such as anger, guilt, and letting go. Children also enjoy many other activities, such as fishing, storytelling, toasting marshmallows around the campfire, and the Camp Jamie Olympics, which build self-confidence, teamwork and trust.

Applications for campers and volunteers for the 2008 Camp Jamie are due by **Monday, April 14**. Forms are available from Hospice of Frederick County, 516 Trail Avenue in Frederick, or online at hospiceoffrederickco.com. We are always looking for volunteers (18 years or older) to help as Big Buddies and/or support staff. Training is held at the Hospice office. For more information, contact the Bereavement Coordinator at 240-566-3030.

“My child talks about his dad now. Camp Jamie was a blessing in my child’s life.”

“Camp Jamie was a positive experience for my children as they realized that other children have experienced the same pain and loss as they have.”

“My child seems a little more at peace since he attended Camp Jamie.”
15th Annual

Hospice Taste of Gourmet

Wednesday, April 23, 2008
5:00 p.m.–8:00 p.m.
Lynfield Event Complex
10141 Hansonville Road
Frederick, MD

You’re invited...
This highly attended event gets better every year. Join us for an evening of delicious mouth-watering tastes, sights, sound, and just plain fun that includes...

**Up to 20 Area Restaurants and Caterers**
- Music
- Cash Bar
- Silent Auction—not to be missed!
- Great Door Prizes
- 50-50 Raffle

**TICKETS: $35 ADVANCE, $40 AT THE DOOR**

Help Needed
We need donations of high-quality items and services valued at $75 or more for our Hospice Taste of Gourmet silent auction. Think about what you can donate. Talk to any friends or family members who may be able to help. Examples of high-end silent auction donations include:
- Tickets to sporting events
- Vacation property (weekend or week getaway)
- Gift baskets

To learn more, please contact Angie Casterlin at 240-566-3036.

Hospice Taste of Gourmet is a Benefit for Hospice of Frederick County—Thanks for your support!

To purchase tickets or become a sponsor, call 240-566-3030 or download brochure from www.hospiceoffrederickco.com.

Support your local Hospice and community with a sponsorship.

**Sponsorship Opportunities**

**Gold $600**
- 9 admissions to event
- Reserved table for 9
  (may designate table in honor or memory of an individual)
- Signage at event
- Recognition in Hospice newsletter, website, and local newspaper

**Silver $350**
- 4 admissions to event
- Signage at event
- Recognition in Hospice newsletter, website, and local newspaper

**Bronze $150**
- Signage at event
- Recognition in Hospice newsletter, website, and local newspaper

**Top Reasons to Sponsor**
- A tax deduction for your organization
- Revenues will go directly toward supporting our mission
- Advertise your organization at a highly attended event

Hospice Taste of Gourmet is a Benefit for Hospice of Frederick County—Thanks for your support!
Hospice of Frederick County 2007 Annual Report

OUR Mission

Hospice of Frederick County (HOFC) provides a specialized service for patients and families. Our mission is to promote quality of life by providing comprehensive medical, emotional, and spiritual support to terminally ill individuals and their loved ones.

We focus on palliative “comfort-oriented” care designed to help those who have a terminal illness live each day comfortably and to its fullest. HOFC treats the person, not the disease. Our focus is on the family, not the individual, and we emphasize the quality of life, not the duration.

We care for people in the place they call home, whether it’s their private home, assisted living facility, nursing home, or our Kline Hospice House. Our team includes physicians, registered nurses, home health aides, social workers, bereavement coordinators, and trained volunteers.

We encourage patients to remain independent and in control of their lives. Our approach is about choices when choices seem so very few.

OUR Goals

In keeping with its vision of Superb Quality, Superb Service, All the Time, Frederick Memorial Hospital (FMH) has adopted standards of conduct applicable to all employees and volunteers to ensure that all customers (patients and families) receive exceptional care and service in response to their dignity, needs, and priorities. Hospice of Frederick County (HOFC) aligns with those same standards. Some of the key elements of this commitment include:

Customer Relations – Treat all customers with courtesy and respect. Respond quickly and appropriately to customer requests.

Teamwork – Recognize and support skills and qualities of all other healthcare team members.

Communications – Listen to customer needs and responds in a friendly, courteous, and tactful manner.

Ownership/Accountability – Present a positive image of HOFC/FMH through professional appearance and behavior and demonstrating a positive attitude.

Continuous Performance Improvement – Continually suggest and implement ways to improve services and personal goals.

Hospice of Frederick County has always focused on “making a difference one at a time” to our patients and their families with our leadership, the necessary tools, and our individual commitment. We can all look forward to an exciting time of growth with Superb Quality, Superb Service, All the Time. You have a right to the best hospice care and, with your continued support, we will reach our goals.

The Board of Directors, Staff, and Volunteers of Hospice of Frederick County extend our heartfelt appreciation to all donors and supporters. We are able to continue to make a difference—One at a Time—because of your belief in our mission and your generous support of our organization. We welcome this opportunity to present our annual report and to share some kind words from the families we’ve had the honor to serve.

Thank You!
Patient Care During 2007

Total patients served: 525. From that total, 67 patients were served in our Kline Hospice House. Hospice of Frederick County (HOFC) measures units of care as patient and family. Therefore, the total number of patient and family members served is 2,625. Average length of stay for all HOFC patients is 42 days.

Percentage Age of HOFC Patients Served in 2007

During the last several months of 2007, HOFC experienced a decrease due to no longer providing long-distance bereavement support. We now assist family members in identifying resources in their own communities.

"The care my mother received at the Kline Hospice House will never be forgotten by my family. You are truly special people. You remind me of the mourning dove. Every morning the dove has a new song to sing. With you it’s a new patient to care for."
Hospice News and Trends

Many people are not aware that hospice services are covered 100 percent by Medicare. A major study at Duke University published in the October 2007 issue of "Social Science & Medicine" shows hospice care in America saves money for Medicare and brings quality care to patients and their families.

**Highlights from the study include:**

- Hospice reduced Medicare costs by an average of $2,309 per hospice patient.
- Increasing length of hospice use by just three days would increase savings due to hospice by nearly 10 percent, from approximately $2,300 to $2,500 per hospice user.
- Medicare costs would be reduced for seven out of 10 hospice recipients if hospice was used for a longer period of time.

"Given that hospice has demonstrated to improve quality of life of patients and families, the Medicare program appears to have a rare situation whereby something that improves quality of life also appears to reduce costs," states Don H. Taylor, Jr., assistant professor of public policy at Duke.

**Impact of Late Admissions:**

The trends for increased usage of hospice services, both for the baby boomers as well as their parents, seems to make sense for quality care and cost savings. Yet Hospice of Frederick County has experienced an increase in late admissions, which limits the impact of our service to patients, families, and physicians.

So often, people think hospice is only for patients in their last days or weeks and that patients must be housebound or confined to bed to be eligible for hospice services. That is simply not true. Patients can be experiencing a somewhat normal life and still be appropriate for hospice care.

If a physician can answer "yes" to this question—"Do you have any patients who if they died before next year at this time you would not be surprised?"—then those individuals and their families are potentially appropriate for hospice services.

Patients and family members do not have to wait for a physician’s approval or referral before calling Hospice of Frederick County directly to discuss services. As consumers, patients have the right to investigate all their options and to make decisions regarding the path of care they desire. We encourage consumers to investigate the Medicare benefit for hospice care and discuss matters openly with their physician.

<table>
<thead>
<tr>
<th>Ethnicity* of HOFC Patients in 2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black</td>
</tr>
<tr>
<td>Hispanic</td>
</tr>
<tr>
<td>Oriental</td>
</tr>
<tr>
<td>Unknown</td>
</tr>
<tr>
<td>White</td>
</tr>
</tbody>
</table>

* HOFC offers interpreters and literature in Spanish

<table>
<thead>
<tr>
<th>Diagnosis of HOFC Patients in 2007</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALS</td>
</tr>
<tr>
<td>Cancer</td>
</tr>
<tr>
<td>Debility Unspecified</td>
</tr>
<tr>
<td>Dementia</td>
</tr>
<tr>
<td>Heart</td>
</tr>
<tr>
<td>HIV</td>
</tr>
<tr>
<td>Kidney</td>
</tr>
<tr>
<td>Lung</td>
</tr>
<tr>
<td>Motor-Neuron</td>
</tr>
<tr>
<td>Other</td>
</tr>
<tr>
<td>Stroke</td>
</tr>
</tbody>
</table>

"The personal phone calls, cards, and letters were helpful mostly because it was nice to know that someone was checking in on how I was doing since my Dad died."
"Thank you for allowing my mom to die with dignity and peace. You made her last few months comfortable with your heartfelt care. Your professionalism and compassion are truly appreciated."

Expenses Summary for 2007

Program 28%
Kline Hospice House 60%
General Administration 8%
Fundraising 4%

HOW YOUR SUPPORT MAKES A DIFFERENCE

Donor Gift Summary for 2007

Hospice of Frederick County General Fund 67%
Donations made to Hospice of Frederick County (HOFC) are placed in the General Fund, enabling us to continue to provide expert help for terminally ill patients and their families in the Frederick community. Donations also support patients and families with extraordinary financial need related to terminal illness, as well as the animal-assisted activities of our HosPets program.

Kline Hospice House Fund 31%
Donations made to the Kline Hospice House Fund are used to help us continue to provide expert, compassionate care for Hospice patients in a home-like atmosphere when a situation prohibits patients from staying at home. Room and board costs are assessed based on the financial resources of each resident.

Donations to this fund help offset the costs for those who are not financially able to pay fees in full during their stay. Fund donations also ensure that the Kline House will be available in our community for future generations.

Camp Jamie/Bereavement Fund 2%
Camp Jamie is a special weekend camp for children ages 6 through 14 who have experienced the death of a loved one. Made possible through the generosity of our donors and dedicated volunteers, Camp Jamie is offered at no cost to the children of Frederick County. Donations to this fund also enable us to provide bereavement services to anyone in the community, regardless of age, who has experienced the death of a loved one.

Hospice of Frederick County is accredited by The Joint Commission. HOFC is a member of the National Hospice and Palliative Care Organization, the Hospice and Palliative Care Network of Maryland. We have a general license for hospice care in the state of Maryland and are Medicaid/Medicare Certified.
Volunteers...A Work of Heart

Total Hospice Volunteers 159
Total Volunteer Hours 6993.25
Monetary Value of Volunteer Hours $131,263.30
Total Camp Jamie Volunteers 49

Thank You, Volunteers

Robert J. Abdinoor
Molly Aitken
Lindsay S. Bagley
Jim Baker
Kevin Baker
Teresa L. Baker
Pamala J. Barger
Margaret A. Bartholow
Rachel Bauer
Camille Baughman
Linda Beckman
Ronald Bell
Laura Better
Paula S. Biggs
Elizabeth L. Bittle
Rachelle E. Blum
Mary P. Bonen
Charles P. Bosmajian
Joshua Bowers
Lisa S. Brandenburg
Keith Brennan
Linda Brennan
William Brennan
Heidi Brogdon
Dina Brown
Karen E. Butler
Bridgett H. Byrne
Faith A. Carpenter
Denise Chasin
Eric Chasin
Anita M. Christie
Mary Jo Crolley
Chris Cucchi
Pete Cucchi
Patricia M. Delaney
Kenneth Derlinger
Joan C. Derr
Jillian L. DiLaura
Andrew DiPasquale
Annette M. Dove
Melissa D. Duvall
Mariana Ehardt
Steven Engel
Patricia H. Fehlinger
Lori L. Ferguson
Michele Fettner
Gary Fink
Daniel Friz
Danielle Gagen
Elisa D. Garza
Victoria Gates
Steven R. Gearinger
Sara Gerber
Vera T. Gerovac
David Giannini
Tim Gibian
Howard Goldstein
Michael Gray
Douglas Gruber
Dan Haffey
Rick Hamelin
Mark A. Hamilton
Joanne F. Harrigan
Patsy P. Hanwood
Debi Hendricks
Rebecca A. Herbert
Dwight Hill
Leslie Hornung
Monique S. House
Marie Huffman
Elsie V. Johnson
Fanny M. Johnson
Curt Judd
Jean B. Judd
Elaine Junker
Carol G. Keesling-Gehlsen
Dolores Keiter
Karen Kelleher
Miriam Klements
Sheila M. Kline
Daniel Lajewski
Joan Lazarski
William A. Lee
Kathy M. Lettowsky
Carol A. Lewis
Joseph F. Lewis
Margarette Liebeggott-Miller
Nancy R. Lind
Judith B. Lowe
Elizabeth Mark
Constance L. Martin
Meredith A. McDadam
Angela R. McCusker
Tom McIntyre
Mary Beth E. McGrath
Alyssa R. McLellan
Scott E. McNeil
Hilda M. McPherson
Cindy Melton
Deborah M. Merritt
Lois C. Miller
Eleanor S. Milligan
Jane Mirro
Marta L. Miskowic
Mark Mitchell
Diana Morgan
Jean Morris
Kay K. Morrow
Dale Ann Norton
Martha A. Norwood
Sylvia J. Nye
Kari O’Broin
Daniel O’Neall
Nicole C. Orr
Carman L. Peltzer
Margaret M. Perry
Daniel Petty
Joan B. Quinan
Shannon Razga
Stuart Reed
Emma E. Reise
Suzanne Rich
Barbara Ritenour
Melissa A. Rizzolo
Vince Robinson
James Roby
Darlene C. Schwartzman
Richard Shaff
Joan Silvers
Dennis Smith
Sherrie Smith
Jane P. Snider
Linwood Snider
Anne Soule
Joanne Spiller
Karen J. Streissguth
Patricia Sweet
Mary Louise Terselic
Paul Testerman
Gail T. Thomas
Joan D. Thomas
Ann N. Thompson
Debra Tyson
Curtis E. Vanover
Cookie Verdi
Charles E. Virtue
Jeanne M. Warfield
Mike Watson
Michael Watterson
Nina L. Weeden
Jennifer Weigle
Bruce Weinberg
Carol L. Wetherill
Jenny R. Whipp
John “Tinker” Williamson
Patricia Wyatt
Kathy Young
Katy A. Young
Patricia F. Young
Warren Zentz

"I admire the dedication of volunteers and appreciate the work of Hospice. I hope my donation will help ensure your important services continue so that other families in the same situation as mine will also benefit from the services you offer."
In this issue, we share the 2007 Annual Report—a look at the facts and figures that indicate what we are doing for the community. The numbers are, of course, incredibly important, but they only tell one part of the story. How do you quantify the comfort provided by a HosPets team and their special brand of furry, unconditional love? Which scale weighs the relief that Administrative Volunteers give Hospice staff with each project completed? Who can calculate the lifelong impact of the Camp Jamie volunteer on a grieving child—or measure the peace offered by the listening ear of a Bereavement Volunteer, or the caring companionship of a Direct Service or Kline Hospice House Volunteer? And what number could possibly reflect the value of a Community Support Volunteer’s education and outreach efforts? Facts and figures simply cannot convey the true impact our volunteers have each and every day.

With the approach of National Volunteer Appreciation Week (April 27 to May 3), I take this moment to honor the contributions of all Hospice of Frederick County volunteers. You are much more than statistics to us. The gift of your time, dedication, and service is appreciated beyond measure. On behalf of the entire Hospice team, I say thank you for all that you do!

– Jen Kilpatrick
Volunteer Coordinator

FROM ONE VOLUNTEER TO ANOTHER

Hospice Volunteer Elaine Junker shared the following quote, stating “it just seemed to me to be such an apt statement for those of us who are associated with hospice.”

Do not be daunted by the enormity of the world’s grief. Do justly, now. Love mercy, now. Walk humbly, now. You are not obligated to complete the work, but neither are you free to abandon it.

– The Talmud

Volunteer Dale Norton shared these thoughts on his one-year anniversary with Hospice. “Without question this has been the most remarkable and rewarding year of my life. I am so grateful to you and the Hospice family for the support and care always given to me. The Hospice work is a beautiful gift given to me by God. I only wish I could do this type of service full-time.”

1. Attend Hospice 101*—a two-hour introduction to the history and philosophy of hospice and an overview of the available volunteer opportunities.

2. Complete the volunteer application and interview with the Volunteer Coordinator.

3. Attend Direct Service Training*—an 18-hour training for any volunteer who will work with patients or their family members.

4. Complete additional training as required.

* See page 15 for training dates.
volunteer events

Events are offered at no cost to participants but advance registration is requested. To register, please contact Jen Kilpatrick at 240-566-3038 or email jkilpatrick@fmh.org. Events are held at Hospice of Frederick County, 516 Trail Avenue in Frederick.

Volunteer Social
Coffee and Conversation with Home Health Aides
Wednesday, March 12 • 9:00–10:00 a.m.

Hospice Volunteers and Home Health Aides will share coffee and donuts and get to know each other better. Come and meet other members of the Hospice team in a relaxed, casual atmosphere.

Long-Term Care Insurance Inservice*
Tuesday, March 18 • 6:00–8:00 p.m.

Don’t miss this educational presentation about the value of long-term care insurance. A fundamental piece of any complete retirement plan, long-term care insurance can help preserve your assets and protect your family’s quality of life by providing options and assistance when you need it most. Long-term care insurance can help provide the coverage that best meets your needs and goals and offers support far beyond money to you and your family.

Culture, Rituals, and Spiritual Traditions Inservice*
Wednesday, April 16 • 3:00–5:00 p.m.

Our daily focus at Hospice of Frederick County is to provide quality care and support to our patients and their families. Living in such a diverse society, it is common to encounter many cultures, rituals, and spiritual traditions that are very different from our own. Through this seminar, you’ll learn how to feel more comfortable dealing with these differences and how to avoid violating anyone’s religious principles.

Final Arrangement Planning Inservice*
Thursday, May 15 • 6:00–8:00 p.m.

Can I preplan my final arrangements without prepaying? Or is it best to prepay? Can I set a limit on spending and still be sure I’ll have the service I want? Where do I begin? The Services B4 the Service Advocacy Group will lead this informative discussion on prepaying versus preplanning your final arrangements.

Hospice-Faith Community Liaison Meeting*
Tuesday, May 20 • 6:00–7:30 p.m.

Liaisons serve as a point of contact between the congregations they represent and hospice. This group meets quarterly and is open to all faith communities.

* Event is open to the general public.

Taking Our Show on the Road

Hospice 101 is an informational session about the services and volunteer opportunities available through Hospice of Frederick County. This session is offered several times throughout the year at the Hospice office.

In October, we took “101” on the road for the first time and presented to a group of parishioners at Middletown United Methodist Church. Hospice-Faith Community Liaison Rem Jones helped to orchestrate this session by arranging to designate Hospice of Frederick County as the recipient of the love offering for the week prior to the class. This sparked interest in the presentation and resulted in a generous and much-needed $1,300 donation from the congregation!

We had a wonderful turnout for Hospice 101. Attendees walked away with greater knowledge of a valuable community resource, and some have already begun to volunteer with Hospice. Taking 101 on the road was a huge success in raising awareness about Hospice and getting our message out to the community.

Let’s continue the Hospice 101 tour! Would your club, social group, or faith community benefit from hearing more about the services and volunteer opportunities Hospice has to offer? Contact Jen Kilpatrick at 240-566-3038 or jkilpatrick@fmh.org for more information or to set a date.
PLANT A STARFISH
Grow Forget-Me-Nots

Here’s a beautiful way to celebrate living, or to remember or honor a loved one. Plant one or more of these special starfish, handmade from natural, biodegradable fibers and embedded with seeds. When planted, the starfish paper will recycle into the soil and the seeds will grow beautiful blue Forget-Me-Not flowers. Starfish are available at the Hospice of Frederick County office, 516 Trail Avenue, for a $3.00 donation.

Hospice of Frederick County depends greatly on the support we receive from individuals in our community. Whether your donation is your gift to hospice, a living tribute in honor of a special person or occasion, or a memorial honoring the memory of a special friend, relative, or colleague—your generous support makes a difference.

☐ Yes, I want to make a tax-deductible gift to Hospice of Frederick County.

Your Name_____________________________________________________________________________________________________________

Address________________________________________________________________________________________________________________

City______________________________ State__________ ZIP______________ Phone________________________________________________

E-mail__________________________________________________________________________________________________________________

Amount of Gift__________________________________________________________________________________________________________

Please place my donation in the following fund:

☐ Hospice of Frederick County Fund    ☐ Kline Hospice House Fund

My gift is in memory of__________________________________________________________

My gift is in honor of__________________________________________________________

Please acknowledge my gift to:

Name_____________________________________________________________________________ Relationship to deceased_________________________________________

Address________________________________________________________________________________________________________________

City______________________________ State__________ ZIP______________ Phone________________________________________________

(Hospice will send a card to the family or person you designate, acknowledging your gift made in their name or in the memory of their loved one. No reference will be made to the amount of your gift.)

☐ Check enclosed (Please make your check payable to Hospice of Frederick County)

☐ Visa  ☐ Mastercard  ☐ American Express  Card #____________________________________

Expiration Date________________________________  Signature____________________________________________________________________

YOUR GIFT TO HOSPICE OF FREDERICK COUNTY IS DEEPLY APPRECIATED.

Your donation is tax deductible to the fullest extent provided by law.

Please return completed form to:

Hospice of Frederick County
PO Box 1799 • Frederick, MD 21702
MARCH

- **Journaling Workshop**
  Saturday, March 1
  9:00 a.m.–12 Noon

- **Treasures Support Group**
  Tuesday, March 4
  7:00–8:30 p.m.
  Six-week class on consecutive Tuesdays through April 8

- **H.O.P.E.**
  Wednesday, March 5
  7:00–8:30 p.m.
  Eight-week class on consecutive Wednesdays through April 23

- **Hospice 101**
  Thursday, March 6
  6:30–8:30 p.m.

- **Genesis Support Group**
  Monday, March 10
  7:00–8:30 p.m.

- **Inservice: Long-Term Care Insurance**
  Tuesday, March 18
  6:00–8:00 p.m.
  Open to the public

- **Genesis Support Group**
  Monday, March 24
  7:00–8:30 p.m.

- **Grief Awareness Workshop**
  Monday, March 31
  6:30–8:30 p.m.

APRIL

- **Hospice 101**
  Thursday, January 3
  6:30–8:30 p.m.

- **Genesis Support Group**
  Monday, January 14
  7:00–8:30 p.m.

- **Direct Service Paperwork Session**
  Tuesday, January 22
  6:30–8:30 p.m.

- **Direct Service Training**
  Thursday and Friday, January 24 and 25
  8:30 a.m.–4:30 p.m.

- **Genesis Support Group**
  Monday, January 28
  7:00–8:30 p.m.

- **Inservice: Oxygen Use and the Hospice Patient**
  Thursday, January 31
  12 Noon–1:30 p.m.
  Open to the public

MAY

- **Camp Jamie Training**
  (All Volunteers)
  Monday, May 5
  6:30–8:45 p.m.

- **Paperwork Session for Direct Service Training**
  Tuesday, May 6
  6:30–8:30 p.m.

- **Direct Service Training**
  Thursday and Friday, May 8 and 9
  8:30 a.m.–4:30 p.m.

- **Genesis**
  Monday, May 12
  7:00–8:30 p.m.

- **Inservice: Final Arrangement Planning**
  Thursday, May 15
  6:00–8:00 p.m.
  Open to the public

- **Camp Jamie Weekend at Skycroft**
  Friday, May 16 through Sunday, May 18

- **Hospice-Faith Community Liaison Meeting**
  Tuesday, May 20
  6:00–7:30 p.m.
  Open to the public

- **Camp Jamie Potluck Meeting**
  Wednesday, May 28
  6:00–7:30 p.m.

SAVE THE DATE!

12TH ANNUAL HFC/FMH GOLF CLASSIC

Thursday, September 11, 2008
Registration – 8:30 a.m.
Shotgun Start – 10:00 a.m.
Maryland National Golf Club

This event is a fundraising benefit for Hospice of Frederick County.

Also Join us for Frederick County Association of Realtors' Funds for Friends Fundraiser

Tuesday, March 11
11:00 a.m. until closing
Eat in or take out

The Greene Turtle
50 Citizens Way, Suite 101
Downtown Frederick (near Carroll Creek)

Ten percent of proceeds support Hospice of Frederick County and other local charities.
BRACELETS COMMENORATE LIFE

A simple white bracelet with the word “Remember” offers affirmation of the special relationship and connection that continue when a loved one has died. This affirmation not only commemorates the life of the deceased but it also encourages communication, questioning, and reminiscing — all of which are vital to moving forward. Although the loss of a loved one is permanent, the bracelet is a reminder that the individual remains part of the life of the person who is wearing it.

If you are interested in obtaining bracelets, they are available at the Hospice of Frederick County office, 516 Trail Avenue, for a small donation.

HOW TO REACH US

Hospice of Frederick County is located at 516 Trail Avenue, Suite C, and is open Monday-Friday, 8:00 a.m. until 4:30 p.m. For emergencies, someone is on call 24 hours a day, seven days a week, by calling 240-566-3030.

Laurel Cucchi
Director
240-566-3035

George I. Smith, MD
Medical Director
240-566-3030

Wanda Frock
Clinical Manager
240-566-3041

Cathy Campbell
Family Services Manager
240-566-3031

Denise Watterson
Bereavement Coordinator
240-566-3709

Linda Kinna-Engel
Bereavement Coordinator
240-566-3037

Angie Casterlin
Community Liaison
240-566-3036

Jen Dickson
Volunteer Coordinator
240-566-3038

Board of Directors
Dana Cable, PhD
Board President

Horace Mark Alexander, Jr.
Vice President

Don Butt, Jr.
Treasurer

Linda Scott, PhD, M.Ac
Secretary

Wayne Allgaier, MD
Joan Derr
William Haugh
Thomas A. Kleinhansl
Alyce Luck
Frances Lynch
Carl Miller
Rev. David Oravec
P. Gregory Rausch, MD
Douglas Stauffer

wish list

Kline Hospice House
Hospice Office

Help us keep our mailing list up to date! Please contact us if your address has changed or if you no longer wish to receive this mailing.