

# HOSPICE NEWS

SPRING/SUMMER 2011

## HOSPICE RECOGNIZES VOLUNTEERS AND COMMUNITY MEMBERS

At the recent Annual General Meeting, Hospice Staff recognized the extraordinary contribution of volunteers, community members and local organizations with a celebratory luncheon. 139 volunteers were recognized for their outstanding commitment to the services of Hospice. Combined, they contributed almost 3,000 hours during 2010, providing assistance with patient care and respite for their families, office support, maintenance and garden upkeep, cookie baking and special events.



In presenting the Volunteers of the Year Award to Ike and Chris Burr, volunteer coordinator Chris Fancher remarked “this husband and wife team exemplifies what volunteerism is all about”.

Left to Right: Pat and Carl Sargent, Chris and Ike Burr and Margy Brown (Courtesy of the Batavia Daily News)

The Business/Civic Award was presented to the Albion Chapter of the St. Vincent DePaul Society, which was accepted by Carl and Pat Sargent. “The relationship between our two agencies is truly collaborative and whatever equipment is needed in the community, one of us is always able to provide. It is a testament to what can be achieved when community works together” noted Mary Anne Fischer, Executive Director

Margy Brown accepted the Mary Janet Sahukar Award on behalf of herself and husband, Eric Brown for their commitment and dedication to Hospice services. For 15 years, they have organized a 5K Race at Browns Berry Patch which has raised \$24,213 since its inception. To all of our volunteers we offer our deepest thank you. We could not provide the services without you.

*Hospice volunteers work in concert with the rhythms of the seasons  
helping people recall, retell, reflect and remember  
and celebrate all of the seasons of their lives.*

**HOSPICE RESIDENCE VERSUS COMFORT CARE HOME**

Many people have questions about the difference between a Hospice Residence and a Comfort Home.

A **Hospice Residence** is run by a certified Hospice program under the regulation of the NYS Department of Health. The patient’s medications and equipment are covered by the hospice program. There is usually a room and board charge unless the patient has Medicaid or Long Term Care insurance. The Hospice residence is staffed by licensed nurses and certified Hospice aides under the direction of the Medical Director of the Hospice. The Hospice program includes Physical therapy, Occupational therapy, Music therapy and Pet therapy for which the patient is eligible to receive if warranted. Each residence usually has the capacity to serve eight (8) patients at a time.

A **Comfort Care Home** is a primarily volunteer program which is not regulated and is unable to bill for any of its services. They are frequently funded by private donations, churches and foundations. The staffing of each home is unique to that particular program and the staff/volunteers are considered an extension of the patient’s family. In many of the Homes, certified Hospice programs or certified home health agencies provide medical care as they would in a person’s home. A comfort home can have two (2) residents at a time.



**13th Annual Ducks Ahoy Race  
To Benefit Hospice of Orleans!**



**July 4<sup>th</sup>, 2011 - 3pm at the Main Street Bridge, Lyndonville, NY  
Hosted by the Lyndonville Lions Club  
Sponsored by Sigma International, LLC**

**Cash Prizes: \$500, \$300, \$200, \$150, \$125, \$100, \$75, \$50**



**I’d like to show my support by purchasing duck tickets:**

Flock of 25 \_\_\_\_\_ \$100                      Family of 5 \_\_\_\_\_ \$20

Nest of 10 \_\_\_\_\_ \$40                      Single Duck \_\_\_\_\_ \$5

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_ Phone \_\_\_\_\_

Credit Card # \_\_\_\_\_ Exp. Date \_\_\_\_\_

Please send payments by Monday, June 27<sup>th</sup> to: Hospice of Orleans, PO Box 489 Albion, NY 14411  
Tickets will be mailed. For more information call Cora Goyette (585) 589-0809

**15<sup>TH</sup> ANNUAL HOSPICE SCRAMBLE  
WEDNESDAY, JULY 27<sup>TH</sup>, 2011  
HICKORY RIDGE GOLF & COUNTRY CLUB, HOLLEY, NY  
10AM SHOTGUN START • 4PM DINNER & AWARDS**

*Sponsored by Christopher Mitchell Funeral Homes, Inc.,  
MGB Building, Inc. and MRB Group*



**\$2500**

**TOURNAMENT SPONSOR**

Business/Organization Banner displayed during event, Complimentary Foursome, Table, Hole and Placemat Sponsor.



**\$250**

**TABLE SPONSOR**

A Reserved Dinner Table, Hole and Placemat Sponsor.



**\$150**

**CART SPONSOR**

Organization Name displayed on two Golf Carts and Hole Sponsor.



**\$100**

**SPECIAL HOLE SPONSOR**

Organization Name and Logo on a Hand-Painted Sign will be placed on a Special Hole. *(Special Holes include longest drive, closest to the pin and holes with 50/50 raffles)*



**\$75**

**HOLE SPONSOR**

Organization Name and Logo on a Hand-Painted Sign will be placed on a Hole.



**\$50**

**PLACEMAT SPONSOR**

Organization Name and Logo on all Dinner Placemats.



Organization Name: \_\_\_\_\_  
*(as you would like it to appear)*

**Want to play?  
Call 589-0809**

Sponsorship Level: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

*Please return to Hospice of Orleans, PO Box 489, Albion NY 14411  
Checks should be made payable to "Hospice of Orleans, Inc"*



## *Step Back In Time at the Historic Pillars Estate*

*Enjoy an afternoon at this beautifully restored Victorian mansion while supporting Hospice.*

**Saturday, August 6<sup>th</sup>**

**1:30 – 5:00 pm**

**\$25 per person**

**Limited Tickets**

*Afternoon Tea and Punch  
Sandwiches and Finger Food  
Delightful Desserts*

*Parlor Music*

**\*Door Prize\***

**Wine & Overnight Stay at the Pillars**



13800 W. County House Rd.  
Albion, NY 14411



***Please call or stop in to the Hospice Office to reserve your tickets!***

### **THOUGHTS FROM THE DEVELOPMENT DIRECTOR**

Of the many profound conversations with my mother over 55 years, there is one that still resonates in my mind. We started in the usual philosophical manner and somehow came around to talking about the path that our lives had led us down. “Cora - If you really want to put your life in perspective, you should write your own epitaph or just fill in the dash”. It took a minute to realize that she was referring to the hyphen between those two inevitable dates on a head stone! During my years as a development officer, I have, on several occasions had many analogous thought provoking conversations with numerous people. Interestingly, the thread of each one has, in essence been the same. Not one person ever alluded to their material possessions or what their life’s achievements had been. Most stated that they went to work every day to earn their living, but everyone said that it was from their “giving” that they received the most gratification.

At a time when we hear so much covetous talk in society, in a world where we are bombarded by triviality, it is very easy to overlook what is truly important.

Every day, Hospice is the beneficiary of so many “dashes”. I am truly humbled by the “giving community” that surrounds Hospice of Orleans. The numbers on the headstone may be unknown, but I can fill in the dash of so many – They gave their all in time, talents, gifts and love and sought nothing in return.

### **HOW DOES HOSPICE OF ORLEANS RATE?**

We have recently started to compare family satisfaction in certain areas against other Hospices in New York State.

Our rating for providing coordination of care, attending to family needs and providing information to the family was rated the **same or better than 94%** of other Hospices in New York State.

Thank you to the staff and volunteers for these great stats!

**SPOTLIGHT ON...C&H PC, INC.**

“Hospice of Orleans is very special and provides a unique service to those in need of support during a difficult time. We are very fortunate to have them”. Words shared recently with the staff of Hospice by Clara J. Lake, owner of C&H PC, Inc. also known as the Computer Doctor to her many clients.

C&H PC, Inc. established in 2004, offers quality technical services to the area and surrounding county businesses and home users. The company offers free, in-shop evaluation for computer repair and problems, computer and laptop sales and service, website hosting, website design, and SEO optimization for their clients. They are known for customer satisfaction and their services come with a warranty. The growing business has once again expanded its current staff, and all technicians hold certifications in hardware and networking.

C&H PC, Inc. established a relationship with Hospice while still in its infancy, providing them with support and solutions for all their technical needs. Since then, they have become strong supporters for the mission of Hospice through event sponsorship and continue to obtain products at a reasonable cost to meet Hospice needs.

Hospice is very special to Clara, who experienced firsthand, the Hospice difference in 2000 when she lost her father, Leonard Fraczak to cancer. “The support and comfort the family received from Hospice at our time of need, was always forefront in my mind, so when they approached me to work with them, I was honored”. While working with Hospice, Clara has had several clients using Hospice services. Each has shared the high regard they hold for the agency and their employees. Comments such as “angels”, “wonderful”, “what special people they are”, “well trained”, “comforting” are words earned and not spoken lightly.

We thank Clara for all of the support and friendship she extends to Hospice and encourage you to support the businesses of our community.



Visit the Hospice Booth  
Friday, June 10<sup>th</sup> &  
Saturday, June 11<sup>th</sup>

Purchase your Duck Tickets  
Here and be entered to  
**WIN A DIGITAL VIDEO  
CAMERA!**

**Hospice of Orleans  
Annual Yard Sale**

Friday, September 15<sup>th</sup> 9am – 5pm  
Saturday, September 16<sup>th</sup> 9am – 3pm

Hospice Office Lawns  
14080 Route 31 West, Albion

Items may be dropped off  
Monday through Friday  
9am – 5pm

Call  
585-589-0809  
for  
more  
information



**BROWN'S**  
since 1804  
**BERRY PATCH**

5k Cross Country Run/Memory Walk  
To Benefit Hospice  
Co - Sponsored by Albion Rotary Club  
**SATURDAY, OCTOBER 8<sup>th</sup>**  
Stayed tuned for details...

**COLLECTION OF TRULY USEFUL IDEAS YOU CAN USE TO SHOW YOUR CONCERN AND SUPPORT FOR PEOPLE WHO ARE CLOSE TO YOU.**

*When someone we know faces a serious illness, most of us find it hard to know what to do or say. Feeling helpless or uncertain, we say, “If you need anything, just call” but we really know that’s not enough.*

1. Don't avoid me. Be the friend...the loved one you have always been.
2. Touch me. A simple squeeze of the hand tells me you still care.
3. Call and tell me you're bringing over my favorite dish. Bring food in disposable containers so I won't have to worry about washing or returning them.
4. Watch my children while I take a little time to be alone with my loved one. My children may also need a little time away from this illness.
5. Cry with me when I cry and laugh with me when I laugh. Don't be afraid to share these emotions with me. Pain isolates. Help me reconnect with others.
6. Take me out for a pleasure trip, but know my limitations.
7. Call for my shopping list and make a special delivery to my home.
8. Before you visit, call to let me know you're coming, but don't be afraid to visit. I need you, I get lonely.
9. Help me celebrate holidays (and life) by decorating my home or hospital room, by bringing me flowers or other natural treasures.
10. Help my family. Invite them out. Take them places. I am sick, but they may be suffering also. Offer to come and stay with me to give my loved ones a break.
11. Be creative, bring me a book of thoughts, taped music, a poster for my wall, cookies to share with my family and friends.
12. Let's talk about it. Maybe I need to talk about my illness. Find out by asking me, "Do you feel like talking about it?"
13. Don't always feel we have to talk. Sitting together quietly is fine.
14. Can you take me and/or my children somewhere? I may need transportation to a treatment, to the store or to my doctor.
15. Help me feel good about my looks.
16. Water my flowers.
17. Talk to me about the future...Tomorrow, next week, next year, hope is important to me.
18. Bring me a positive attitude. It's catching. Help me respect reality.
19. What's in the news? Magazine, photos, newspapers and verbal reports keep me from feeling the world is passing me by.
20. Could you help me with some cleaning? During my illness, my family and I still face dirty dishes, laundry and house work.
21. Please include me in decision making. I've been robbed of so many things. Please don't deny me a chance to make decisions for my family or in my life.
22. Just send a card to let me know you care.
23. Pray for me, share your faith with me.
24. Tell me how you'd like to help me and when I agree, please do so.
25. Tell me about support groups so I can share with others.

**Condensed from the Brochure "25 Tips to Help Those Facing Serious Illness"  
St. Anthony's Health Center, Alton, IL.**

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*“Generosity is giving  
more than you can,  
and pride is taking less  
than you need...”*

- Kahlil Gibran



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