

# Above & Beyond...

Your source for news and information to take our collective care to the next level



## Honoring Those Who Served

"All a Veteran wants from his or her time in the military is to be acknowledged for their service and the enormous sacrifice they made for this country," shared retired U.S. Army Colonel Michael Angelo. Michael has recognized and honored more than 100 Veterans and their spouses, to date, through Hospice & Community Care's Veteran-to-Veteran program, a program that pairs Veteran volunteers with Veteran Hospice patients and includes a pinning ceremony.

Over his three years of volunteering, Michael has participated in many memorable pinning ceremonies.

He had the chance to pin a 94-year-old Army Veteran who was at Normandy on "D Day" and only 17 years old at the time. The young soldier got hung up on the beach and was wounded, and that evening the Germans stormed the beach to ensure all enemy soldiers were dead. The soldier was smart enough to place a dead body over him to keep from being killed. "I am amazed that a 17-year-old would be that smart to save his life," commented Michael.

He also had a chance to pin a Silver Star recipient. A 95-year-old WWII Army Veteran was in a tank in a landing craft, an amphibious assault craft for landing tanks on beaches, which dropped 20 feet to the bottom of the ocean. The young soldier was able to get out and save all five of his comrades from drowning.

"I am amazed that there are so many heroes living among us who have served, been wounded, received Silver Stars, Bronze Stars, and Purple Hearts," shared Michael.

"Most cherish their service time and go about everyday life after their service," shared Michael.

"During the pinning ceremonies, I also thank the spouses for their support," commented Michael. When Michael would leave for duty, which at times was requested short notice, his wife of more than 50 years would take care of their children and household. "They are the real heroes," commented Michael. "They deserve to be recognized and honored for their sacrifice, too."

"Every time I visit a Veteran and see how much they appreciate being honored it makes the visit all worthwhile. Sometimes the Veteran is not responsive but the family just beams with pride when I present the pin, blanket, and certificate of appreciation to the Veteran. The pride I see in the family is something special and enriches their final moments with their loved one. The appreciation I see in the Veteran I am honoring is quite fulfilling to me."



Michael Angelo

## A Message from Hospice & Community Care's Director of Volunteer Services

Hospice & Community Care has amazing and dedicated volunteers. We could not be more proud of how our volunteers continued to answer the call to serve patients, families, and the organization throughout the pandemic. And I am certain that you feel the same way about your faithful volunteers.



Donna Mayes

Many of the pandemic-related regulations that Hospice had to adhere to resulted in changes to many of our volunteer roles, nevertheless our volunteers still found ways to give back. They wrote notes of encouragement to patients and caregivers, many of whom are your residents, made quilts and lap blankets, picked up groceries for patients and caregivers, and much more.

Due to new CDC guidelines, we are slowly integrating volunteers back into our home hospice program and at The Bob Fryer & Family Inpatient Center. All of our volunteers are eager to visit with patients in-person again. We are pleased to share that 70% of Hospice & Community Care's volunteers have received the Covid-19 vaccine to date.

We have heard from many of you throughout the years that our volunteers provide a calming presence to your residents and team members. We look forward to being able to serve your residents when it is safe to do so.

Thank you for allowing our volunteers to continue to complement the great care that you and your team members provide to your residents who are receiving hospice care.

Sincerely,

*Donna A. Mayes*

Donna Mayes

## Veteran-to-Veteran Pinning Ceremonies

Hospice & Community Care recognizes the unique end-of-life needs of Veterans in our community. The organization educates staff and volunteers to commemorate a Veteran's history and be cognizant of the emotional, spiritual, and physical associations that accompany serving our country. The specialized support that Hospice provides can be especially meaningful to Veterans at end of life.



Earlier this year, Hospice & Community Care achieved Level Five status through the We Honor Veterans program offered by the National Hospice and Palliative Care Organization in

collaboration with the Department of Veterans Affairs. Level Five is the highest attainable level recognizing the implementation of specialized training and programs focused on respectful inquiry, compassionate listening, and grateful acknowledgment of the Veterans in our care.

Through the We Honor Veterans program, Hospice & Community Care pairs volunteers who are Veterans with Veteran Hospice patients. These volunteers have the unique ability to relate and connect with each patient, creating an environment open to healing and life review.



Hospice also holds special pinning ceremonies, presenting military pins, service certificates and flags to recognize and thank Veterans for their service.

If you are interested in scheduling a pinning ceremony for your residents, please contact Hospice & Community Care's Volunteer Services Department at (717) 295-3900.

SW CEUs  
Available

## Soul Injury® "Liberating Unmourned Loss & Unforgiven Guilt"

**Friday, August 6**

**12:00 noon – 1:30 p.m.**

**Virtual**

National lecturer and author Deborah Grassman, RN, BSN, NP cared for more than 10,000 dying Veterans over a 30-year career. Now she shares what those Veterans taught her about the burden of Soul Injury, an emotional wound caused by unmourned loss and unforgiven guilt and shame. Learn how Soul Injury has the potential to affect us all, long before a serious illness, and how to respond to Soul Injury during this thought-provoking educational program.

### Learning Objectives:

- Identify and define an overlooked, unassessed wound: Soul Injury
- Describe the importance of acknowledging and addressing Soul Injury, especially in at-risk populations
- Compare and contrast traumatic Soul Injury and insidious Soul Injury
- Describe how stoicism, fear of emotional pain, unmourned loss, and unforgiven guilt/shame contribute to the creation and perpetuation of Soul Injuries
- Describe the value of grief, forgiveness, helplessness, loss of self-control, and the Anchoring Heart Technique to restore wholeness

The Lancaster General Hospital designates this live activity for a maximum of 1.5 AMA PRA Category 1 Credit™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

1.5 RN contact hours are available and 1.5 SW CEUs are pending approval from the PA State Board of Social Workers, Marriage and Family Therapists and Professional Counselors.

### Conflict of Interest Statement:

Faculty and all others who have the ability to control content of continuing medical education activities sponsored by Lancaster General Hospital are expected to disclose to the audience whether they do or do not have any real or apparent conflict(s) of interest or other relationships related to the content of their presentation(s).

### Event Disclosures:

#### Speakers:

Deborah Grassman, NP has no financial relationships to report in the last 24 months with an ineligible company.

#### Planners and other Administrative Support:

Deborah Grassman, NP has no financial relationships to report in the last 24 months with an ineligible company.

Kathy Eby, BSN, RN, CHPN has no financial relationships to report in the last 24 months with an ineligible company.

Ashley Nemith, BSN, RN, CHPN has no financial relationships to report in the last 24 months with an ineligible company.

Gail Smith, BA, has no financial relationships to report in the last 24 months with an ineligible company.

There is no cost to attend. Register online at <https://www.eeds.com/live/380817>. This program is funded by The Charles L. Deardorff, MD Medical Education Endowment Fund.

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Pennsylvania Medical Society through the joint providership of Lancaster General Hospital and Hospice & Community Care. The Lancaster General Hospital is accredited by the Pennsylvania Medical Society to provide continuing medical education for physicians. Hospice & Community Care is approved as a provider of nursing continuing professional development by Pennsylvania State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.



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