

**Celebrating 10 Years of Care
in York County**

**Giving Patients and Families
Respect and Compassion**

**Join Us for the Labor Day
Auction – Sept. 3 & 5**

**Meeting the Unique End-of-Life
Needs of Veterans**

**The Importance of Women
in Philanthropy**

Celebrating 10 Years of Care in York County

It has been said that “growth doesn’t come with a single action. It is the consequence of persistence, courage and hard work.” On July 30, 2012, Hospice & Community Care officially expanded into York County. Although Hospice & Community Care is a bedrock institution in Lancaster County, its growth into neighboring York was uncharted territory.

The Journey Begins

In 2010, Hospice & Community Care began to look at where to expand its footprint regionally; the organization was caring for an average of ten to 12 patients and families from York County. “There was an unmet need for end-of-life care in York,” shared Steve Knaub, President & CEO, Hospice & Community Care. Only 50% of York County residents over the age of 65 used hospice care compared to 75% of people over 65 in Lancaster County. This equated to one out of four people in York County not getting end-of-life care that would have received it in Lancaster County.

At the time there were several hospice providers in the York market, and one of the leading providers was WellSpan Health. The organization provided hospice services through the Visiting Nurses Association (VNA). Given their reputation and community roots, Hospice & Community Care began conversations with WellSpan about working with them to strengthen hospice services in York County. “Due to our decades of hospice and palliative care experience in Lancaster County,

WellSpan knew that we could deliver that same quality care and comfort to the York community,” commented Steve. “Being a large organization also gives us the ability to offer patients and families more specialization – inpatient care, Veteran care, pediatric care and more. From a business perspective, the more diversified our services, the more opportunities available to us to create economies of scale.” Hospice & Community Care acquired WellSpan’s hospice program and the organization’s employees in July 2012.

“It was a quick transition,” noted Paige Payne, Vice President, Patient Care, Hospice & Community Care. Paige began her career at Hospice & Community Care in 2012 as the Director of Strategic Growth. She was instrumental in assisting

the organization with exploring opportunities for expanding its services beyond its geographic region. Hospice & Community Care welcomed 13 of WellSpan VNA Hospice’s former employees to its team, followed by 30 of its hospice patients and families a few weeks later. Hospice & Community Care also opened an office in York as it expanded its Home Hospice program. The organization now cares for 120 patients and families each day in York County.

“Honestly, transitioning from WellSpan to Hospice & Community Care was difficult,” shared Chris DelGrande, Director of Home Hospice, York, and a former employee of WellSpan’s hospice program. “I am not one for change so it took time for me to adjust to this new situation.” “Chris was the unofficial



Left to right, (Back Row): Chris DelGrande, Lisa Brenneman, Holly Doll, Tammy Gobrecht, Sara Thomas and Renee Aston (Front Row): Jane Casale, Michelle Shya, Yana Bitel, Celeste Genovese, Miranda Miller and Dee Baker



*The Ann B. Barshinger Hospice Center
235 St. Charles Way, Suite 250, York*

leader of the team from WellSpan and people looked to her for guidance after the transition,” shared Paige. “After I came to the realization that this change brought about new opportunities for us, I helped to reassure my colleagues that even though we were now working for Hospice & Community Care, our goal remained the same, to provide quality care and comfort for all patients and families at end of life,” shared Chris.

Establishing Ourselves in the Marketplace

Like all communities, York County has a distinct culture. York residents are self-reliant. This is true for much of central Pennsylvania. “This independent spirit makes it hard for people to acknowledge that they need help,” remarked Paige. “People have different levels of acceptance. It is our role as an organization to help build trust among the community and show firsthand how we work alongside them, not take over.”

In 2012, Hospice & Community Care had been providing end-of-life care in Lancaster County for more than 30 years. The organization has been supporting, training and educating the Lancaster community since 1980, in the early years of

the hospice movement. “We had incredibly deep connections in Lancaster County, making for easier conversations between physicians and patients, and between patients and family members,” mentioned Paige. “Entering into a new market required us to change our mindset and approach,” explained Steve. “We needed to learn what we could do differently in York County, while still providing personalized care, as well as how we could change the community’s perception about end-of-life care. This is something that we are continuing to do as an organization.”

Operationally, the organization needed to adapt during the expansion. “Many of our team members were excited for the opportunity to provide exceptional care in a new region,” shared Paige. “Employees from our three locations are integrated into everything we do. We are one organization.”

Along with the expansion, came the organization’s name change from Hospice of Lancaster County to Hospice & Community Care. “We knew we needed to change our name due to the breadth of our services, hospice and palliative care, supportive care and grief support,” explained Steve. “We also knew that our former name was too restrictive now that we were expanding into York.”

The Future of Care

“While the healthcare industry is ever-evolving, one thing that will remain constant is Hospice & Community Care’s personalized care and comfort,” shared Chris.

Hospice & Community Care will continue to work to create influence through education. There are misconceptions about hospice and palliative care. “It is important for us to increase our awareness and understanding of hospice and palliative care in the community so that we can reach patients and families earlier in their disease progression,” shared Steve. “The longer a patient is under our care, the more that we can do for them and their loved ones.”

Partnerships are not only crucial to a successful hospice organization, but also a great way to innovate. “We will explore building stronger partnerships with area senior living facilities, hospitals, and physicians and specialists to better serve our patients,” commented Paige.

“We are excited for the opportunities that lie ahead for us as an organization,” shared Steve. “We look forward to growing our care and services to continue to deliver exceptional patient-centered care. Thank you for trusting us to serve you, your family and the community.” 🌻

Staff Spotlight

Giving Patients and Families the Respect and Compassion They Deserve

Hospice & Community Care's 400 employees go above and beyond each day for our patients and families. All Hospice team members, regardless of their roles and disciplines, make a significant impact in the lives of patients and their families. In each edition of *Horizons*, you will meet a team member who is living out our mission as we shine a spotlight on these individuals.



"My father received hospice care in the early '90s and my family's experience with that organization was not good," shared Chris DelGrande, RN, Director of Home Hospice, York. "As a nurse, I knew patients and families deserved better during such a difficult time. It took a few years after his death for me to come to the realization that hospice care was my true calling – to make a difference in someone's end-of-life journey and give them and their family the respect and compassion they deserve."

Chris joined Hospice & Community Care in 2012 as a Registered Nurse in the organization's Home Hospice program, and was later promoted to charge nurse and then to team leader. In 2021, Chris was promoted to Director of Home Hospice, York, where she oversees daily operations in the York office and provides support to Home Hospice team leaders and staff. "In my new role, I enjoy being able to mentor staff and work closely with other clinical directors to develop ways that we can provide next level quality care for our patients," shared Chris. "Hospice & Community Care has the most amazing employees. I have always felt supported, appreciated and valued."

Chris has had many memorable experiences over her last ten years with Hospice & Community Care. One that stands out the most was an admission visit. "I arrived at the patient's home, he was in his bedroom and his wife and daughter greeted me," recalled Chris. "We spoke for a while. I explained hospice care and listened to the patient's wife tell me about his recent decline and the story of their life together. She reminisced and told me how he was always there and took such good care of her. 'He's my angel,' she said. I asked permission to go into his room to do my assessment.

goodbyes. I remember his wife was sitting on the bed holding his hand and I was watching his breathing. She reached for my hand and squeezed it, looked up at me and said, 'You are my angel. I am so glad you are here.' When I looked back at the patient I noticed that he had taken his last breath. I placed my hand on her shoulder and told her, 'And now he is your angel in Heaven.' It took a moment for her to realize what I had just said. She clung to both of our hands and looked at me and thanked me for being there. While I was only there for two hours, I knew I had made a difference for them during that time."

"It took a few years after his death for me to come to the realization that hospice care was my true calling – to make a difference in someone's end-of-life journey and give them and their family the respect and compassion they deserve."

I walked in and I could tell that he was making end-of-life changes, which I was not expecting to see after just discussing his status with his wife and daughter. As I was completing my assessment, his breathing changed and I could tell that it would not be long. I explained to his wife and daughter that I felt he was going to die soon. They came into the room and said their

Chris shared that someone who is thinking about a career in end-of-life care, "should not be intimidated by dealing with death and dying, it is the most rewarding job that you will ever have at the most important time in someone's life." 🌻

Mark your calendars for Sept. 3 & 5!

Join Us for the Labor Day Auction

Join Hospice & Community Care for the annual Labor Day Auction, one of the must-attend events of the summer! From homemade treats prepared by the Amish community to handmade quilts, from original art to sports memorabilia, the Auction has something for everyone. And, back by popular demand, a Used Items Auction and Plant Auction, as well as a Drive-Thru Food Sale.

Because of the generous support of auction-goers since it began in 1983, the Labor Day Auction has raised more than \$9.5 million to help patients and families receive care and comfort while coping with a serious illness, facing end of life or loss. This year is no different!

The Auction is scheduled for September 3 and 5 at the Solanco Fairgrounds. We look forward to seeing you there! For more information, visit www.LaborDayAuction.org.

Presented by: **Rodgers & Associates**
WEALTH ADVISORS

Labor Day Auction

HOSPICE & COMMUNITY CARE



It is because of the generosity of local businesses that Hospice & Community Care has the resources to provide care and comfort for patients and families facing a serious illness or loss. We are deeply grateful for their support and hope you will consider patronizing these generous organizations.

To become a Labor Day Auction sponsor, please contact the Development Office at (717) 295-3900.

2022 Labor Day Auction Item Donations

Hospice & Community Care gratefully accepts donations year-round for the Labor Day Auction. The organization accepts new items, sports memorabilia, artwork, crafts, quilts and gently used items. We are unable to accept stuffed animals, books, electronics, record albums, upholstered furniture, mattresses, bedding or clothing. Vehicles are accepted in any condition as long as you can get them to us. Vehicle deeds must accompany the vehicle.

Questions about donations may be directed to Holly Cheek at hcheek@hospicecommunity.org or (717) 391-2434.

Used Items may be delivered to:

Burle Business Park
– Phoenix Courier
1022 New Holland Ave.
(Building #16)
Lancaster, PA 17601

This storage location is a self-service drop-off set-up, open 24/7.

Become a Member of the Auction Club!

With your gift of \$100 you will be supporting patients and families who are coping with a serious illness or loss. Membership includes a two-day, all-you-can-eat food pass to enjoy at the Auction (dine-in only). Enjoy breakfast logs, homemade donuts, barbecue chicken and ribs, and more! Join at www.LaborDayAuction.org or call (717) 295-3900.



It's Back! Mustang Raffle

Feeling lucky? Get your tickets today to win a 2022 Ford Mustang. The winning ticket will be pulled Monday, September 5 at 4:30 p.m. at the Labor Day Auction. Winner need not be present to win.

One Raffle Ticket – \$10 Three Raffle Tickets – \$25 Seven Raffle Tickets – \$50

Raffle proceeds help to provide hospice and palliative care and bereavement support for patients and families in need of our specialized care.

To purchase tickets, visit www.LaborDayAuction.org or fill out the form below.

Please enclose this form along with payment and mail to:

Hospice & Community Care, Raffle Crew, 685 Good Drive, P.O. Box 4125, Lancaster, PA 17604-4125

Name: _____ Phone: _____

Address: _____ City: _____ State: _____ ZIP: _____

E-mail: _____

☐ One ticket = \$10.00

☐ Seven tickets = \$50.00

☐ Please enter my name in the drawing.

☐ Three tickets = \$25.00

☐ 14 tickets = \$100.00

I do not wish to make a donation at this time.

☐ **Check enclosed to Hospice & Community Care: \$** _____

☐ **Please charge my:**

☐ VISA

☐ MasterCard

☐ AMEX

☐ Discover

Credit Card Number: _____ Security Code: _____ Expiration Date: ____/____/____

Meet Our Sponsors!

Labor Day
Auction
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Presenting

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WEALTH ADVISERS

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Bronze



Meeting the Unique End-of-Life Needs of Veterans in our Community

In 2021, Hospice & Community Care social worker, Jaclyn Berrios, asked one of her patients, who was a Vietnam War Veteran, if there was anything he wanted or needed. He expressed a desire to wear a hat worn by Vietnam War Veterans. Hospice volunteer coordinator, Carol Vanden Berg, put out this request to volunteers and they immediately sprang into action to locate a hat. This task was not as simple as first imagined, but volunteers Bill and Deb Daley and Jack Spinelli were relentless in their pursuit to ensure that this Veteran received his hat. In record time, several Vietnam Veteran hats were secured and

one was delivered to the patient. “He was beaming ear to ear with his hat on,” shared Kevin Darlington, LPN, Hospice & Community Care and a U.S. Navy Veteran. “He told us stories of his military service and promptly and proudly wore the hat until he died.”

“We live in the land of the free because of what Veterans have done for us,” shared Kevin. “At boot camp soldiers are told to rely on the person next to them for their life. While I never saw war during my time in the Navy, many of our Veteran patients have. These men and women experienced

combat and sacrificed so much for our country. It is an honor to care for these patients at the end of their lives.”

One out of every four dying Americans is a Veteran, according to the National Hospice and Palliative Care Organization (NHPCO). Veterans may have experiences from their military service that present unique needs at the end of life, and may require specific interventions. Their needs may be influenced by combat or non-combat experiences, the war or period of service, branch of service or rank, and if they enlisted as a volunteer or



were drafted. Veteran patients often have chronic illness related to conflict, including post-traumatic stress disorder (PTSD), Agent Orange, sleep disorders, chronic pain, Parkinson's disease, substance abuse, depression and anxiety. There is also an increased risk of amyotrophic lateral sclerosis (ALS) for Gulf War Veterans.

Hospice & Community Care staff and volunteers are specially trained to care for Veteran patients and their families; approximately 20% of the organization's patients are Veterans. Hospice recognizes the unique end-of-life needs of Veterans in our community and 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. "For example, end of life can be a PTSD activator," shared Kevin. "If I am caring for a patient with PTSD I may need to avoid using the bed arms, tucking in the patient's sheets or touching the patient without warning. Another example, I often find that my Veteran patients are not honest with me about their pain level because it will show a sign of weakness. These are just some of the factors that I need to take into consideration when caring for each patient."

Hospice & Community Care is a proud partner of We Honor Veterans, a pioneering program of NHPCO in collaboration with the Department of Veterans Affairs. The organization has achieved Level Five status, the highest attainable level recognizing the implementation of specialized training and programs focused on respectful inquiry, compassionate listening and grateful acknowledgement of the Veterans in our care.

"Veterans, especially those in war time, have been through the ringer," shared Kevin. "I had a patient who was a POW in Vietnam for a year. He was very closed off and did not want to talk. I was made aware of his past military service prior to caring for him. Over time, through the use

Kevin Darlington, LPN
Hospice & Community Care



"These men and women experienced combat and sacrificed so much for our country. It is an honor to care for these patients at the end of their lives."

of humor, we created a bond and he started opening up, telling me stories that his family had never heard. I love talking to Veteran patients. They are living, breathing history books."

Hospice & Community Care pairs volunteers and staff who are Veterans like Kevin, with Veteran Hospice patients, in its Veteran-to-Veteran initiative as part of We Honor Veterans. These volunteers and staff members have the unique ability to relate and connect with each patient, creating an environment open to healing and life review. Hospice & Community Care also holds special pinning ceremonies, presenting military pins, service certificates and

flags to recognize and thank Veterans for their service.

"I remember my first Veteran pinning ceremony like it was yesterday," shared Kevin. "I was caring for one of our patients at a senior living facility in York County. The patient was completely unresponsive and had been that way for as long as I had been caring for him. A volunteer from our Veteran-to-Veteran program entered the room and asked if he might offer a pinning ceremony for the patient. Intrigued, I watched how the volunteer delivered the entire ceremony without any response from our patient; that was until the end. At the conclusion of the ceremony, our volunteer, a Colonel in the United States Army, saluted the patient. Without hesitation, the patient saluted back. It was such a powerful experience and there wasn't a dry eye in the room."

If you are interested in becoming a Veteran-to-Veteran volunteer or know a Veteran who could benefit from Hospice & Community Care's specialized care for Veterans, please call us at (717) 295-3900. 🇺🇸

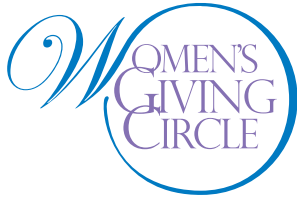
News & Notes

The Importance of Women in Philanthropy

Women are the driving force behind giving decisions in many households. And now their philanthropic opportunities are on the rise as women come to control a greater share of wealth. According to the Internal Revenue Service, women make up 47% of this country's top wealth holders (those with assets of \$2 million or more) and these women control nearly \$5 trillion in assets.

Motivated by a desire to make the world a better place, women are highly active and engaged in charitable giving, and give a greater share of their wealth to charitable organizations. Women also tend to often outlive their spouses and assume control of the family wealth.

Hospice & Community Care's



Join fellow women to learn about financial empowerment at Hospice & Community Care's Women's Giving Circle's Education Program. Hear Nicole Shaffer, Director of *Her Traditions*, Traditions Bank, share her experiences with women and philanthropy, with members of the Women's Giving Circle. *Her Traditions* was designed by and for women to help them discover their financial personality, become more financially prepared, and have the tools and guidance to improve their relationship with money.

Nicole will be joined by members of Hospice's Women's Giving Circle who will share why and how they give back to the community. The Women's Giving Circle provides women with a unique opportunity to pool their individual annual \$500 contribution and together fund specific patient care needs of Hospice & Community Care.



The Education Program is being offered on June 21 at 12:00 noon at the Lancaster Country Club and again on June 23 at 12:00 noon at the Country Club of York. There is no cost to attend. To register, please visit www.HospiceCommunity.org/wgc or contact the Hospice & Community Care Development Office at (717) 295-3900.

SPRING FLING

An Evening of Celebration & Giving

Hospice & Community Care's Spring Fling returned to an in-person event at Lancaster Country Club in early May. It was a fantastic evening that raised more than \$145,000 for children's bereavement services provided by the Pathways Center for Grief & Loss.

This annual fundraiser was an opportunity for members of the community to mix and mingle while bidding on items during the silent and live auctions led by master of ceremonies,

Brian Roche, WGAL8, with auctioneer, Darvin Rodgers. Proceeds from Spring Fling will be used to fund critically important services of the Coping Kids & Teens program including Camp Chimaqua, which help grieving children and teens in our community.

The event was a true example of the impact our community can make when we all come together.

Sponsored by



Our Mission

To provide personalized care and comfort to help patients and families live better with serious illness through end of life.

Our Vision

Every person living in our community will receive the care and compassion they need while coping with serious illness, facing end of life, or experiencing the loss of a loved one.

Steven M. Knaub

President and Chief Executive Officer

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President's Letter

As I reflect back over the last ten years of serving the York community, I am in awe of how far we have come as an organization. I can remember having those first initial meetings with our Board of Directors and Leadership Team about expanding our services into York County. We all knew that we needed to grow and evolve as an organization, but the unknown can be scary. We started with 30 patients in 2012 and have now grown to 120 patients who we serve daily in York County. I cannot thank the York community and our supporters enough for welcoming us and embracing the need for end-of-life care. It is a privilege to serve patients and families at one of the most difficult and sacred times in their lives.

I also want to thank all of our employees for coming together as one team, working to make a meaningful difference in the lives of patients and families. It is because of our 400 employees, that we are able to continue to offer personalized care and comfort when and wherever it is needed.

I am excited for the opportunities that lie ahead for us as an organization. I look forward to our growing our care and services to continue to deliver exceptional patient-centered care. Thank you for trusting us to serve you, your family and the community.

Sincerely,

Steve Knaub
President & CEO



Memorial Contributors List

January 2, 2022—March 31, 2022

We have carefully reviewed this list for accuracy and hope that you will notify us of any omissions or errors. This list includes gifts made during this period; however it does not include the many generous gifts to the Path of Remembrance or Light Up A Life which will be published in each event's program. If you would like a copy of the program sent to you, please call the Development Office at (717) 295-3900.

OMISSIONS:

We apologize for these names that were incorrect or omitted in the Winter 2022 issue of *Hospice Horizons*.

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Leon & Melba Eshleman
Carol, Michael, Quinn & Aaron Eby-Good
Mitch, Pia, William & George Fenimore
Lancaster Kickers Soccer Team
Patricia & Harold Leaman
Jennifer Linder
Lititz FC Over 40 Soccer Team
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 & Curt Shenk
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 Tammy & Tom England

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 Jim & Mary Ann Mahler
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Income from this fund provides staff development including education, conferences and certifications. This fund will enrich the learning experiences and development of the organization's staff through educational opportunities at the state and national level, and supporting improvements and innovations in educational services by Hospice & Community Care.

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Income from the fund supports the ongoing beautification of Hospice & Community Care's Centers and the Pathways Center for Grief & Loss. The fund will provide regular fresh flowers and maintain plants throughout the interior of the home-like atmosphere for patients and families.

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Income from this fund supports needs related to cultural diversity awareness to Hospice & Community Care. Income may be used to provide staff and community education, financially support culturally diverse patients and families with special needs, or provide translation for non-English-speaking patients and families.

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Income from this fund provides for the ongoing beautification, maintenance and growth of Hospice & Community Care's gardens, walkways, benches and exterior features intended for the enjoyment of Hospice patients, families, visitors, volunteers, and staff. The income may be used to purchase and maintain flowers and plants for Hospice & Community Care locations.

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Income from this fund is used to support Spiritual Growth and Comfort for Children and Youth.

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Income from this fund supports Hospice & Community Care's bereavement and spiritual care services. Although mandated by Medicare, bereavement and spiritual care services are not reimbursed by health insurance. Thanks to the generous support of the community through contributions to this fund, Hospice & Community Care is able to provide spiritual care support for patients and

their families. The Pathways Center for Grief & Loss also provides bereavement support to anyone in the community affected by serious illness or loss, not just those whose loved ones were hospice patients.

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Hospice & Community Care would like to recognize with sincere gratitude those individuals who held fundraisers in support of Hospice & Community Care on Facebook. Gifts were received from the following fundraisers.

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For information, visit hospiceandcommunitycare.planmygift.org or contact Amy Lewis, Director of Philanthropy, at (717) 735-8729 or alewis@hospicecommunity.org.



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