



JOURNEY

A PUBLICATION FOR OUR FRIENDS | VOL. 1, ISSUE 5 | WINTER 2011

WHAT'S THE SECRET OF LIFE?

When my husband, Rob, received news of his Stage IV colon cancer diagnosis, the answer to “what is the secret of life” became crystal clear. For us, the secret of life became being able to enjoy being with our son, JT, and twin daughters, Meghan and Morgan. We wanted their last memories of their Dad to be ones that would bring a smile to their faces and loving memories of special moments they shared with their Dad. After all, those memories had to carry them through adulthood and those memories would help shape how they raised their own families.

Hospice of Dayton is viewed by some people as a place to go to die. For us, Hospice of Dayton is not about death – it’s about living the days you have left to the fullest – and Hospice of Dayton nurses, physicians, social workers, and volunteers do everything in their power to assure that every patient receives what they need.

Rob was 41 years old when he was diagnosed with end-stage cancer. Hospice of Dayton staff treated Rob like he was their only patient. We were amazed to learn that they provide end-of-life care for more than 600 patients each day. As Rob’s symptoms

became more pronounced, he utilized the Hospice House of Dayton located on Wilmington Avenue. With his pain under control, Rob began to feel “normal” again. The shining moment of Rob’s stay at Hospice House was October 24th, 2008. That was Senior Night at Twin Valley South High School. The physicians at Hospice of Dayton made sure that Rob would be there, and the nurses and aides prepared Rob to look his best for his “girls” on their special night. And, oh what a night it was for all of us!

Prayer, a positive attitude, patience, and perseverance are how Rob fought cancer. That coupled with the supportive care from Hospice of Dayton made Rob’s passing peaceful.

Someone once told me, “It’s not the things we get but the hearts we touch that will determine the richness of our life”. This community’s support for Hospice of Dayton has touched our lives and the lives of hundreds of thousands of others.

Thank you for caring,

The Rob and Holly Robbins Family



COMMUNITY COMMITMENT REFLECTED IN HOSPICE HOUSE REFRESH



BY KENT ANDERSON
PRESIDENT/CEO

As a community business, we are investing in our local economy through a total refresh of our Hospice House in Dayton, exclusively employing local architectural and contracting professionals, including artwork from Ohio artists. We are targeting the long-term unemployed and under-employed members with our recruitment efforts in expanding our workforce to meet the growing need for hospice and palliative care services in our community.

We have created 45 new jobs in the last 12 months, by increasing the care and services we provide to those patients that we have the privilege of serving. Our expanding care and complementary services now include

massage, occupational, light and music therapies, which enhance patient outcomes.

Hospice of Dayton is generating jobs, increasing care and services, revitalizing our facilities and engaging community leaders with a Servant Leadership approach to address community challenges. We are envisioning and delivering on a better, brighter and stronger future for our community and our country.

The generous donations and support we receive from our community helps us to realize this vision. From our entire staff, thank you for your generosity, support and gifts.

ENDURING LOVE

BY BRENDA C. HUMFLEET,
PRESIDENT, HOSPICE OF
DAYTON FOUNDATION AND VICE
PRESIDENT, HOSPICE OF DAYTON



Since the passing of my husband in November, I've spent a great deal of time going through old photos, papers, journals, letters and cards. It became almost like a mini-archeological dig. The sum total of our existence here on earth is revealed in a multitude of acts, words, and deeds. For some

people, their legacy hinges on one big, over-the-top event or circumstance. For others, their legacy plays out like the melody and lyrics of a ballad. When all is said and done, the visual memory of our loved one fades, but the emotional, spiritual and psychological impact of our loved one on our life endures.

Our youngest son, Aaron, wrote a poem eulogizing his Dad on the morning of the Celebration of Life Memorial Service. The poem was entitled, "What He Wasn't." Here is a portion of that poem honoring the memory of his father, mentor, and self-described "best friend":

*He wasn't a man who was selfish or unkind.
He wasn't a father who did not care or just
didn't have the time.*

*He wasn't a man who didn't love with all his
heart.*

*He wasn't a traveling scholar...but he was
really smart.*

*He wasn't a professional athlete or rock star
but he was my hero just the same,
And I can assure you, as a coach, he never
missed a game...*

*He wasn't able to win his last battle but he
surely won the "war."*

Leaving a living legacy happens many ways. Leading by example and "doing the right thing" every day, even when no one is looking certainly paves the way. We can also leave a portion of our earthly treasure. Our concern for others can serve as one small measure. When we take the time to think of others, the best in us shines through. Love endures. That much I'm very sure is true.

Please consider including Hospice of Dayton in your estate planning. You may make a specific dollar bequest (such as \$10,000), or you may include specifics that a percentage of your estate be given to Hospice of Dayton to perpetuate the care we provide to those who need it. Specify "Hospice of Dayton, 324 Wilmington Avenue, Dayton, Ohio, 45420; non-profit I.D. 31-0933339". There are almost limitless ways to leave an enduring remembrance gift. Contact me for more information: bhumfleet@hospiceofdayton.org or 937-258-4924.

"It's not the things we get but the hearts we touch that will determine our success in life.... In the end, however, the significance of our life will be determined by the choices we make."

Excerpt from *The Dash*, by Linda Ellis and Mac Anderson

FAITHFUL COMMUNITY SUPPORTERS IMPROVE QUALITY OF LIFE FOR OUR PATIENTS

FRESH AIR ON MY FACE

Mike is a young man in his early twenties with Duchenne's Muscular Dystrophy who resides in an extended care facility. His contractures are so significant that any attempts to move into an upright or seated position causes severe pain, so he must remain lying to be comfortable.

In working with his Hospice of Dayton nurse case manager, Mike communicated his desire to go outdoors because it had been over a year since he had been outside to, "feel the fresh air on my face." A referral to occupational therapy was made to address this quality of life goal. The nurse case manager had already identified a specialized chair in another facility that was capable of adjusting to a flat position while at the same time providing a means for him to be transported outside. In considering other equipment already available, no other options were feasible due to the unique circumstances that required Mike to be in a supine position. Our occupational therapist contacted the manufacturer of the chair identified by the nurse case manager and then followed up with the local vendor. The occupational therapist then collaborated with the prior authorization and

SPECIAL MOMENTS IN OUR GREAT ROOM

LINDA COREY SIMPSON,
HOSPICE HOUSE VOLUNTEER
SPECIALIST

On a Friday in November in our Dayton Hospice House Great Room, I had the honor of observing a very special moment that touched my heart. The adult daughter of a



patient was playing our new piano while her mother was asleep in her care suite. Playing the piano was her solace while her mother was spending her final days here.

Sitting on the sofa in front of the fireplace was an elderly couple. He, too, was a patient and had walked down on his walker with his wife. They both had their eyes closed, she had her head resting on his shoulder, and they were in a world of their own, just listening to the beautiful music being played. They were holding hands.

This is just one special moment – there are many that happen every day. I am thankful to our community supporters and staff for helping us create a comforting environment where this magic evolves.

"THANKS TO THE GENEROSITY OF OUR DONORS WHO SUPPORT OUR COMPLEMENTARY THERAPY PROGRAM AND THE HARD WORK OF OUR QUALITY OF LIFE TEAM, MIKE WAS ABLE TO ACHIEVE HIS QUALITY OF LIFE GOAL TO, 'GO OUTSIDE AND FEEL THE FRESH AIR ON MY FACE'."

Angelene Moore, OTR./L.

supply departments so that the equipment could be secured for Mike.

Once the chair was delivered, the nurse case manager and occupational therapist coordinated meeting at the facility with Mike's regular Hospice of Dayton aides as well as staff at the extended care facility. The occupational therapist contacted the local vendor representative who was present to provide an in-service

on the use of equipment to all those present so that the patient could be transferred safely on a regular basis. The occupational therapist also brought other cushioning devices so that Mike could be as comfortable as possible.

"Thanks to the generosity of our donors who support our complementary therapy program and the hard work of our Quality of Life Team, Mike was able to achieve his quality of life goal to, 'go outside and feel the fresh air on my face'," reports Angelene Moore, OTR./L.



2011 REMEMBRANCE WALK SETS RECORD ATTENDANCE

SPONSORED BY MED-PASS, INC.

The annual walk set record attendance with over 800 registered walkers on Saturday, November 5, 2011! The walk generated a seven-year grand total of \$307,000 for patient services at Hospice of Dayton.

According to Lori Poelking-Igel, Director of Leadership Giving, "Thanks to donor support, the walk helps fund several vital programs to the community such as Pathways of Hope, which provides grief support to anyone in the community regardless of whether they have used hospice services or not, the Hope Fund provides assistance to help address non-medical needs of patients to

assure quality of life and Indigent Patient Care Fund assures that every individual is provided the highest quality of hospice care no matter what their ability to pay.

Sponsors included title sponsor Med Pass, Interbrand Design Forum, Northridge High School Student Council and the Phone Booth Lounge.

Much appreciation is extended to the

champions of winning teams from the Remembrance Walk:

Diamond Winning Team: Med-Pass, Inc. with a grand total of \$6,076

Sapphire Winning Team: Harl's Harem with a grand total of \$1,855

Ruby Winning Team: Miles That Matter with a grand total of \$704



CHARITABLE PLANNING TO SUPPORT HOSPICE OF DAYTON

BY JAMIE SCHADE, FINANCIAL ADVISOR AND SENIOR VICE PRESIDENT - INVESTMENTS AT MERRILL LYNCH

Many donors wishing to support Hospice of Dayton discover they generate better benefits if they give long-term appreciated stock rather than a cash gift. These benefits may include both greater tax savings and increased cash flow. You receive a double benefit by donating appreciated stock. You obtain a charitable income tax deduction, which reduces your federal income-tax liability, and you avoid paying capital-gain tax on the paper gain. Donors are able to obtain a higher income-tax deduction by donating stock owned for more than 12 months because they can deduct the full fair-market value of the stock at the time of the gift, regardless of how much they paid for it. While the charitable deduction is limited to 30 percent of your adjusted gross income, the unused portion can generally be carried forward and deducted for up to five additional years.

Using several income-producing arrangements, such as charitable gift annuities or charitable remainder trusts, you can transfer the securities now and receive a stream of payments for

yourself and/or another beneficiary for life or for a term of years. Amount of payments is determined by the plan you choose. If you have depreciated stock, it is better to sell the investment and use the cash proceeds for your gift. By selling the stock, you recognize any loss you incur on the sale to offset other capital gain and possibly ordinary income.

How to Make Your Gift

Stock Certificates

If you have a paper certificate, deliver it to us with a signed stock power and a letter of intent. Please do not sign the back of the certificate. We suggest using certified mail to send the certificate to us. In a separate envelope, mail the stock power and letter of intent by certified mail. The date of the gift is the date of the latest postmark.

Stocks in a Brokerage Account

Please ask your broker to deliver your stock to our account:

Merrill Lynch

DTC # 5198

Account # 5SE02024

The date of the gift is the date that the stock is received in the Hospice of Dayton account.

If you need additional information or anticipate making a stock gift, please call 937-225-6730 or send an e-mail to Amy Cook, amy_cook@ml.com, to notify us of your pending gift so that we may promptly thank you and provide your tax receipt. Please allow plenty of time (especially at year-end), so your tax deduction is available in the calendar year you prefer.

14TH COSMIC BOWL

SPONSORED BY MEIJER, INC.

The 14th Annual Bowl for Hospice of Dayton benefit was held on Sunday, October 9 at Poelking - Woodman Lanes. This event is the continuance of a family tradition and a legacy started fourteen years ago by the late Jon Poelking. The event was started to honor the lives of Jon's brothers and over the years has grown to involve hundreds of participants and a

growing group of sponsors, including Meijer, American Legion Post 675, Helen Witt, R.J. Witt Realty, Robert Breathe Foundation, Newcomer Funeral Services, Linda Poelking in memory of Jon Poelking, Riffle & Associates, R.B. Jergans Contractors Inc, Parker Carlson and Johnson, McGohan Brebender, Jiffy Lube, KLH Engineers, Jet Express, Thaler Machine, Moose Lodge 73, Robert K. Jones Insurance Agency, Tinks Bar

& Grill, United Healthcare of Ohio, Joe Poelking Children, Ethan Allan Centerville, Yeck Brothers Company, I Supply, American Legion Post 776, Heidelberg Distributing. To date, a total of \$693,787 has been raised through Bowl for Hospice of Dayton to benefit hospice patients and families to help assure continued funding for terminally-ill patients and their families.

8TH ANNUAL FALL STYLE SHOW AND LUNCHEON

SPONSORED BY VECTREN AND THE LEVIN FAMILY FOUNDATION, IN LOVING MEMORY OF SAM LEVIN & IVY MICHAELS

Savor the Moment held at the Ponitz Center at Sinclair Community College in September was moments that will last forever! Hospice of Dayton Foundation honored a select group of individuals who through the years have helped make Hospice of Dayton what it is today. Honorees were Howard Burger; Larry Glickler; Roz Nelson; Walter Ohlmann; Marshall Ruchman; Betty Schmoll; Pam Stephens and Jerry Tatar. The Style Show and Luncheon featured fashions by London W Clothiers; Secret Ingredient; Joli's, Tom James; and Elder Beerman's, Kettering. A scrumptious dessert auction made possible by Bellyfire Catering; Cake Hope and Love; The Cakery; The Dayton Racquet Club;

Ele' Cake Company; The Philoptochos Society of the Greek Orthodox Church; Secret Ingredient to Hometown; and Sinclair Community College. A silent auction was featured with raffles and champagne service by Beavercreek Professional Firefighters Local 2857 and much more! Sponsored by Vectren and the Levin Family Foundation, the event raised nearly \$90,000 in support of programs and services at The Hospice of Dayton.

We would like to thank all our sponsors of the event, including:

- Vectren
- Levin Family Foundation, in Loving Memory of Sam Levin & Ivy Michaels
- Carol Levitan

- Premier Health Partners
- Brethen Family Foundation
- Kettering Health Network
- Dr. Nathaniel Ritter
- Economy Linen
- Emerson Climate Technologies
- Ellen Philips Schwarzman Katz Foundation
- Sandra Greenberg
- Med-Trans, Inc.
- Linda Poelking, in memory of Jon Poelking
- Barbara O'Hara
- Marjorie Bernhard
- Sisters of the Precious Blood
- Clark Schaefer Hackett
- DP&L
- Leslie Dixon

Also a special thanks to our stunning style show models, emcees and vocalists! Thank you to all whom attended and giving from your heart to support patient care at Hospice of Dayton.



AT A LOSS FOR WORDS

M. BERNADINE PARKS, MS, PCC-S, DIRECTOR, PATHWAYS OF HOPE

All too often, the news that a friend, colleague or family member has lost a loved one leaves us, quite literally, at a loss for words. While we want to be responsive, supportive and sensitive to the grief of others, most of us feel awkward and stymied, searching for the right words to put to paper. Although even young children learn the format for the annual letter to Santa, few of us were ever taught how to write a letter or note of condolence. Just as a structure and a few basic guidelines help us meet the challenges of business letters, structure and guidelines can help us communicate our sympathies in a meaningful way.

Florence Isaacs, author of *My Deepest Sympathies*, reminds us that the goals of a note or letter of condolence are simple — to communicate that you are aware that their loved one has died and that you care. Sending a card within a few days is preferable

to waiting until you have just the “right” words. Sometimes adding just a few words to a card is all that is needed to achieve these simple goals. “I’m so sorry to hear of the death of your mother. My thoughts and love are with you at this time.” or “I am much saddened by the news of Tom’s passing. I have many wonderful memories of our times together. I feel blessed to have known him”. In a few words, these sentiments acknowledge the loss and extend your personal sympathies to the bereaved.

An additional goal of a note of condolence may be to offer comfort, particularly when a close relationship exists between you and the bereaved. Leonard and Hilary Zunin, in their helpful book, *The Art of Condolence*, suggest a structure for somewhat longer condolence notes and letters. In addition to acknowledging the loss and extending your sympathy, it is suggested that you make note

of special qualities of the deceased based either on your personal relationship or what you may have heard. “I’m so sorry to have never met your mother—from the stories you have shared with me over the years, she was quite a courageous, creative and funny woman. Your stories of her years as a single parent have been more important to my own journey as a single parent than you will ever know’.

Sharing a memory of the deceased that evoked your own respect, affection or appreciation may be particularly welcomed. It may also be helpful to comment on a positive attribute the bereaved as well. “The way you have handled the competing demands of caregiver, wife, mother and employee during the last few months has taught us all much about grace, love and commitment. If appropriate, you may want to offer specific assistance. “If you would find it helpful, I would be happy to connect you with the

accountant I used after Jim died; I found her to be extremely helpful when tax time rolled around.” You may then close with a thoughtful word or phrase.

Common mistakes are easy to avoid, once you know what they are. Unless you know the other person well and know they share your religious views, it is best to avoid religious messages or interpretations. Likewise, interpretation of the events such as “It was her time” or platitudes such as “Time heals all wounds” are typically unhelpful. Even if you have suffered a similar loss, you really don’t know how the bereaved feels. “I can’t imagine what you are going through” is more sensitive, accurate and helpful. Avoid assumptions about how the bereaved is feeling, and avoid advice giving. While email may be useful for follow-up support, it really is not appropriate for a condolence message unless it is the only means available.

It is a given that our abilities to provide sensitive support will be tested many times during a lifetime. You don’t need to be a professional writer to compose a meaningful message. Sincerity and compassion for the bereaved are the keys — the most treasured notes are those that reflect the personal attributes of everyone involved, including you as the note’s author. Even a few short words inscribed over your signature — So very sorry for your loss — can bridge the gap between a pre-printed sympathy card and a personal message of concern.

In the end, communicating that you care is what matters most.



NEW HEIRLOOMS STORE OPENS

BY APRIL BROWN

For those of us who wish to gain a better understanding of what it means to “pay it forward,” Hospice of Dayton’s second upscale resale shop, newly named Heirlooms, is just the place to gain such an awareness. Located in the Normandy Square Shopping Complex in Centerville, the new storefront, boasts a vast collection of stunning furniture pieces, home décor, breakfast and fine china, artwork, antiques, vintage clothing and jewelry.

Though the shoppe’s exquisite layout resembles that which you would see in any Macy’s or Pottery Barn showroom, it is not the beauty of the items, but the mission of the store that clings to the heart of this community. The meaning of the name Heirlooms is the gracious passing on of something to someone else, with a key focus on simply using what you have to pour into the life of another. That focus is the shoppe’s primary ambition, which it strives to accomplish by placing all proceeds from the store directly into the cost of patient care at Hospice of Dayton.

Every item in the shoppe is donated by faithful supporters of Hospice of Dayton and Hospice of Butler & Warren Counties, whether they are the surviving loved one of a patient who has passed, or a community member desiring to partner with the shoppe

through their giving. It is to the credit of these wonderful benefactors that the store is able to maximize the amount of dollars it puts into caring for patients.

As a result of the incredible community response to the first resale shoppe in Dayton, it was clear that expanding to a Centerville location was important for the convenience of supporters living in the south Dayton area, “Each shoppe has unique merchandise. The shoppe located at 1413 Wilmington Avenue is open 6 days a week, Monday through Saturday.” explains Hospice of Dayton Foundation President, Brenda Humfleet. “Our new shoppe at 461 Miamisburg-Centerville Road is open 7 days a week. The pick-up and delivery phone line is 937-258-4995. And, aside from repurposing your items for a great cause, if you itemize on your income taxes, the value of your donated items serve as a charitable deduction at tax time so it is a win-win for everyone.”

Donations from the shoppes enable patients and families to benefit from the array of services and support from Pathways of Hope Grief Counseling Center, special wish requests, services and support such as payment of utility bills, the purchase of air conditioners or fans, groceries and other necessities for patient comfort and family support.

HOMECOMING FOR LISA BALSTER



Hospice of Dayton is honored to welcome back Lisa Balster as Director of Care for Patient and Family Services. Balster, who received a Bachelor’s degree in psychology from Furman

University and a Master’s degree in gerontology from the University of South Florida, first began working with Hospice of Dayton at the age of 29 as a social worker. She then went on to be the executive director of a small hospice for five years. “When people ask me why I came back, I tell them that this is my true hospice home and it is my heart to be here. I want to serve in my community rather than be a director of a hospice off in Kentucky or Indiana. I have a connection to this place that runs very deep and I feel a camaraderie here.” For 17 years, Balster worked at Hospice of Dayton as a homecare social worker, an in-patient unit social worker, a Care Partners social worker, and a bereavement counselor with Pathways

of Hope. Now she heads up a remarkable a team of chaplains, social workers, massage therapists and music therapists. “So much of what my team does has no playbook. Nurses often know their reason for going in to see a patient; it is not always like that for us. We need to go in and create a safe place for them, which can be challenging since there is no toolbox for this kind of work. We go and visit with you so that by the time we leave you feel better, but don’t know why.” For Balster, her role is all about serving. “I came primarily to serve, and I want to do that as effectively as possible. I hope to get a grip on the bigger problems people are facing and handle them, and have a good time while doing it.”

PHYSICIAN APPOINTED TO STATE BOARD



Dr. Ruth Thomson, DO, has served as Vice President of Medical Care at Hospice of Dayton since January of 2011. She joined the staff in 2001 as an Associate Medical Director. “I loved my job from the beginning,” said Dr. Thomson. “Being able to provide this type of support to patients and alleviate their symptoms and suffering is so rewarding. So many people see their job as just a job. I truly see this as my life’s work. I want to make a difference within the organization and the community, and I am so grateful and thrilled to be placed in a setting where I can complete this mission in my life.”

Dr. Thomson is an alumnus of the Ohio University Heritage College of Osteopathic Medicine DO program. After completing a three-year residency at Grandview Hospital where she received comprehensive training in Internal Medicine, she went on to do a Fellowship (specialized training) program in Hematology /Oncology at Cleveland Clinic. After joining Hospice of Dayton in 2001, she was named Medical Director in 2005 and in 2010 she also became the Director of In-patient Units.

“THIS PLACE BRINGS PEOPLE TOGETHER, AND I JUST LOVE IT. I COULD NEVER GO BACK TO MAINSTREAM MEDICINE.”

In her current role as Vice President of Medical Care, Dr. Thomson oversees all physicians for Hospice of Dayton and Hospice of Butler & Warren Counties, making sure that physicians and nurses are well educated and have the tools they need to work the most effectively at the patient’s bedsides. To further enhance clinical efficiency, Dr. Thomson is currently working on the 2012 Clinical Algorithms, which will serve as a consistency guide to help clinical staff quickly identify the best solutions for care and symptom management; all the while revising and developing clinical policies and procedures.

In order to help expand palliative care in the Dayton community, Dr. Thomson is currently fighting for legislative efforts on the state and local level to see that bills and laws are passed that support hospice care and palliative medicine. In 2011, Dr. Thomson was elected to the Board of Directors of the Midwest Care Alliance, a state-wide association that works to advance excellence in home, hospice and palliative care in Ohio. Her three-year term will go into effect in January of 2012. Additionally, Dr. Thomson was awarded the recognition of Fellow of the American College of Osteopathic Internists (ACOI) in October, 2011. This honor is bestowed upon members who are in good standing with the ACOI, and have demonstrated professional accomplishments in the field of Osteopathic Internal Medicine. Amidst all of this, she still has the pleasure of conducting individual patient care on a regular basis.

“I enjoy the philosophy of spending time at the bedside and really getting to know the patient and family as a unit. So often people think that hospice is a very sad, dark, depressing place. Yet, when you walk by the nurses’ station you see bright, smiling, cheerful staff; and when you walk through the unit you often hear laughter coming from the patient rooms as families reminisce with their loved one. This place brings people together, and I just love it. I could never go back to mainstream medicine.”

Hospice of Dayton Journey is published quarterly for patients, families, staff members and friends of Hospice of Dayton, Inc.

Kent Anderson, President/CEO,
Hospice of Dayton

Brenda Humfleet, President,
Hospice of Dayton Foundation

Founded in 1978, Hospice of Dayton has served over 60,000 families. Send suggestions and comments to Lori Poelking-Igel, Director, Leadership Giving. If you would like to be removed from our mailing list, please call us at (937) 258-5537 or log onto our website, www.hospiceofdayton.org, and choose the newsletter link and follow instructions for removal.



Hospice of Dayton meets the Better Business Bureau of Dayton/Miami Valley Charity Standards