



► **FUNdraising**
by our Director of Development
Betty Jo Ferry

1



► **Dear Jacquie**
Advice Column
Jacquie Fillmore

3



► **Death Education & Advance Directives**
by our Executive Director
Theresa Lynn, PhD, RN

3 & 6



► **V.I.P Volunteering Is Powerful**
a message from our Volunteer Coordinator
Mary Soule

4 & 5



► **Mission Moment**
Inspirational Story by our Chaplain, Greg Carlson

2

The Chrysalis

A New Journey Begins...

A publication of Wings of Hope Hospice & Wings Home

Spring 2018 | Issue 08

Allegan County Pleasure Riders



AMAZING!!!

Once again we are blown away by the Allegan County Pleasure Riders! Horse lovers united for this year's 44th annual benefit ride on a beautiful spring day.



Wings of Hope Hospice & Wings Home were the proud recipients of over \$7500 each thanks to this incredibly generous group!

Thank you!

Night of HOPE

Annual Auction

Join us at the **21st Annual Night of Hope Auction on May 19th** for our largest fundraiser of the year! This one-of-a-kind event allows Wings of Hope to care for any individual, regardless of his or her financial situation, with no out-of-pocket costs to the patient or family. Your support will help care for someone in your own community. In addition to incredible generosity, the night is filled with both silent and live auctions, fun-filled games of chance, great food, drinks and the most amazing people. This event is truly one to be a part of.

Time Doors open at 5 pm

Location St. Mary's Visitation Community Center
2455 146th Avenue, Byron Center, MI 49315

Cost \$50/person



A Partnering Agency of



MISSION MOMENT

Vietnam Veteran Soars After Being Tethered Most of His Life

By Greg Carlson

At my first visit at the Sunset Manor,* our new Wings of Hope patient Sam* introduced himself as a recluse. He had a long gray beard and hair. His four sisters laughingly referred to him as their hippie brother.

Sam was a Vietnam veteran who lived his life in severe pain because shrapnel was lodged near his spine. But his injuries were not just physical.

Sam told me he had done some things in Vietnam he still felt guilty about. His shame was intensified when he came home to an unsympathetic and hostile nation. When he got off the plane in San Francisco, he, along with other veterans, was booed, cursed and spit on. He said he didn't want to talk with me about these things because I am not a veteran, was not in Vietnam and wouldn't understand.

Sam went on to explain how he had let this wartime experience sever his relationship with God, his family, people in general and himself. He had not been able to forgive himself for the things he had done 55 years earlier. As life went along, he abused legal and illegal substances and spent nearly two decades in prison.

Many Vietnam veterans have similar stories of being loners who never healed from their wartime trauma. Many die by suicide. But Sam was blessed to find peace in the last few weeks of his life.

I asked our Wings of Hope Volunteer Coordinator to have one of our volunteers visit Sam. The volunteer I had in mind was Bill Dolley, himself a veteran. When Bill honored Sam with a little ceremony to go along with a We Honor Vets certificate and pin, Sam opened up and talked with Bill about his Vietnam experience for the first time in his life.

When I next visited Sam, he was ready to restore his relationship with God, himself, his family and people in general. He reached out to his children and sisters. He became a welcoming presence at the Sunset Manor. Staff, residents and our Wings of Hope staff enjoyed talking with him. He smiled a lot and enjoyed some of the hymns he had learned in childhood.

At his funeral, his family was glad to celebrate that Sam had found resolution to what had wounded his soul. They had tears of joy that he had died in peace. A minister at the funeral commented that Sam had found strength to "mount up with wings as eagles do"*** and soar in the last days of his life. With the help of divine strength and a Wings of Hope volunteer, he was finally able to conquer what had oppressed him.

*pseudonym

***Isaiah 40:31 from the Bible

WORDS to live by

"Let no one ever come to you without leaving better and happier. Be the living expression of God's kindness: kindness in your face, kindness in your eyes, kindness in your smile."

-Mother Teresa



Legislative Day

WOHH Medical Director, Dr. Amat, and Executive Director, Dr. Theresa Lynn, met with State Representative, Mary Whiteford, at the legislative day sponsored by Michigan Home Care. It was a great opportunity to discuss current issues surrounding healthcare and hospice.



*Thank
You*

Thank you to Dean Michaels and the cast of the **Cabaret Band Show** for putting on four amazing shows for our community. Your time and incredible talents are truly appreciated. Thank you also to the sponsors and attendees who supported the event!! What a show!!



DEATH EDUCATION

The goals of death education are to deepen understanding of death, stimulate thought and conversation about death, and increase comfort level with mortality.

By Theresa Lynn, PhD, RN, LMSW

Some years ago, I bought a used book with a fascinating title -- *Living Beyond Crisis: Essays on Discovery and Being in the World*.^{*} It was edited by Stephen C. Rowe who was a professor at the college I had attended. Best of all, in it was an essay by Dr. Elisabeth Kübler-Ross called 'Death Does Not Exist'. The essay was originally published in 1977 in the *CoEvolution Quarterly*, Summer and reads like the transcription of a presentation.

Dr. Kübler-Ross was a Swiss psychiatrist and a pioneer in terms of caring for dying individuals. Her famous book, *On Death and Dying*, made her theory of the stages of grief famous as well. If, however, she had not had one particular, amazing experience, we might never have benefitted from her work.

Dr. Kübler-Ross was teaching at the University of Chicago. Her seminar On Death and Dying was not going well, and she found herself "in trouble". After much soul-searching, she decided to leave. The thought saddened her because she thought her work was important, and she enjoyed it.

Standing in front of the elevator, Dr. Kübler-Ross tried to tell her supervisor she was leaving. Suddenly she realized that a woman was standing nearby, someone she knew but could not place. The supervisor stepped into the elevator and left the two women to themselves.

The woman asked permission to walk Dr. Kübler-Ross to her office. By the time they arrived, Dr. Kübler-Ross had begun to suspect who this woman was: a former patient who had died 10 months ago. Being a psychiatrist and a scientist, Dr. Kübler-Ross first assumed she was hallucinating. She even touched the woman's skin to see if she would disappear.

When we reached my door she opened the door like I'm a guest in my own house....She said, "Dr. Ross, I had to come back...the real reason why I had to come back is that you cannot stop this work on death and dying, not yet."I finally got to my desk. I touched everything that was real...but she didn't disappear...." Dr. Ross, do you hear me? Your work is not finished. We will help you, and you will know when the time is right, but do not stop now, promise."

Dr. Kübler-Ross realized that no one would believe she'd had this experience. She asked the woman to write a note to a mutual friend of theirs, which the woman did.

story continued in right column...

Then she got up, ready to leave, repeating: "Dr. Ross, you promise"...And the moment I said, "I promise," she disappeared.

We still have her note.

Dr. Elisabeth Kübler-Ross continued her work and is now considered one of the giants in death education. She died on August 24, 2004 at the age of 78.

^{*}Copyright 1980. Pilgrim Press: New York.



Dear Jacquie

What is an Advance Directive and how do I complete one?

An advance directive is a document that designates who you want to make health care decisions for you if you become unable to make your own decisions. Without it, you might get care that is different from what you would have chosen for yourself. It makes it much easier for family members who may be at odds over the focus of care you receive. Wings of Hope works with Making Choices Michigan. Check out their website. (go to www.makingchoicesmichigan.org, then click on Resources, then on Documents.)

Wings of Hope has several trained facilitators that can help you as well with your advance directive. This is a free and confidential service. Call us at 269-686-8659.

Dear Jacquie is a column which answers hospice-related questions and offers advice about end-of-life care. Our Office Coordinator, Jacquie, fields numerous calls on a daily basis regarding frequently asked questions about hospice. If you have a question feel free to call Jacquie at (269)686-8659; she'd be happy to answer them or find someone who can!

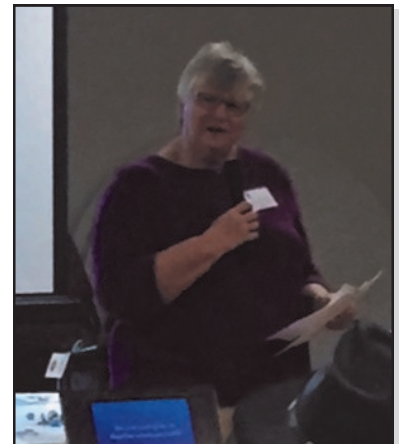
VOLUNTEER APPRECIATION

Wings of Hope honored our fantastic group of volunteers at our annual Volunteer Appreciation Dinner in April. The theme this year was *“Volunteers make the world a brighter place.”* And ours surely do!

The Volunteer Appreciation Dinner is held annually during National Volunteer Week. It is a wonderful opportunity to let our volunteers know they are a deeply valued part of our organizations, and that we are grateful for their dedication and support. Louann Dykstra gave a personal thank you to the Wings of Hope Hospice volunteers and Debbie Spitzner gave a personal thank you to the Wings Home volunteers. We are also grateful to the Women of the Moose Lodge and the Loyal Order of the Moose, who graciously take care of our group by preparing the food, serving the food and cleaning up.



Debbie Spitzner



Louann Dykstra

Wings of Hope Hospice is seeking the following volunteers:

- Patient Companions
- Licensed Massage Therapists
- Licensed Music Therapists
- Licensed Beauticians (to provide haircuts in Van Buren and/or Kalamazoo County)
- Bereavement Support

Wings Home is seeking the following volunteers:

- Patient Caregivers

For additional information on volunteering please call Mary Soule at (269) 686-8659



*** Volunteer Spotlight ***

Our Volunteer Spotlight is shining on Sue Cade, a true "Girl Friday," who we rely on to help at our office, and who is dedicated to making a difference for the good in the lives of our patients and their loved ones.

Sue Cade started volunteering with Wings of Hope in 1999. She used her knowledge from working at the Post Office, to teach Wings of Hope the proper way to complete bulk mailings. Not only did this save Wings of Hope some money, but also Sue's leadership developed a contingent of hard-working, fun-loving, volunteers. Throughout the year, they help with various mailings such as labeling postcards for special events, and stuffing envelopes for financial appeals. Sometimes they work several weeks to complete a large project. You can tell they are here when laughter erupts from the conference room. Who knew mailings could be so much fun?



Sue's dedication did not stop with mailings. Over the years, she added answering the office phones during staff meetings, representing Wings of Hope for volunteer recruitment at area Expos, and placing butterflies on the Allegan County Fair Parade Memorial Float. She also supports some of our patients and their loved ones in their home by providing companionship, and giving their caregiver a needed opportunity to run errands. When our Wings Home opened the fall of 2010, Sue added direct patient care to her many talents. The Wings Home is a four-bedroom residential home where terminally ill Wings of Hope Hospice patients are cared for in the final few weeks of life. This includes making meals, giving medications, washing laundry, housekeeping, assisting with activities of daily living, and encouraging patients along their journey.

No matter which area Sue volunteers, she offers a thoughtful, kind, caring effort. It is a privilege to know her. She has made a genuine difference for our patients, their loved ones, and for Wings of Hope staff.

Thank you Sue! We deeply appreciate you!

SAVE THE DATE | June 11, 2018 | 6-7:30pm
Death Café @ Wings of Hope Hospice Conference Room



SAVE THE DATE | September 10, 2018
Wings of Hope Hospice Memorial Walk - Allegan County Fair Parade

SAVE THE DATE | October 25, 2018
Remembering Service @ United Methodist Church, Allegan



Left: Our nurses Colleen & Nancy spend so much time together that they have started dressing alike! Looking good ladies!

Right: Check out this generous bunch! Employees at the [Allegan County Sheriff's Office](#) raise money each month for local charities and Wings of Hope was lucky enough to be on their list. Thank you to everyone who contributed! How cool!!!



ADVANCE DIRECTIVES

By Theresa Lynn PhD, RN, LMSW

What is the difference?

Many people do not understand the difference between a will, a living will and an advance directive. A will details what happens with funds and property after a person's death. A living will states one's values, beliefs and preferences for the kind of care one wants while they are still alive and can no longer make their own healthcare decisions.

An advance directive, in the state of Michigan, is a document that lists first, second and third choices for an individual's patient advocate. The patient advocate is the person who makes healthcare decisions for another when that individual becomes unable to make his or her own decisions. In the state of Michigan, the patient advocate must sign the document, accepting the responsibility of being patient advocate. This document does not need to be notarized.

Patient Advocate

An advance directive is not activated until two physicians say an individual is no longer competent to make his or her own decisions.

Ideally, an individual and his or her patient advocate will have conversations about what is most important. When the patient advocate is making decisions on behalf of another person, the more information they have about someone's values, beliefs and preferences, the easier their job is.

The ideal patient advocate is someone who will make the same decision for you that you would make for yourself, even if he or she does not agree with it. This person should be able to make important decisions in circumstances that might be highly emotional and do so on potentially little sleep.

Resources

An example of a living will is '5 Wishes'. This is published by the non-profit organization Aging with Dignity and can be purchased through their website.

An example of an advance directive is available (free) on the website of the non-profit Making Choices Michigan. Located in Grand Rapids, the organization was formed several years ago. Wings of Hope Hospice and Allegan General Hospital were both on the steering committee.

By itself, a living will does not meet the legal requirements for Michigan. However, combined with an advance directive form, a living will can be helpful for both loved ones and health care professionals in guiding one's care.

WINGS OF HOPE HOSPICE NAMED A 2018 HOSPICE HONORS RECIPIENT

Wings of Hope Hospice has been named a 2018 Hospice Honors recipient by HEALTHCAREfirst, a provider of Web-based home health and hospice software, billing and coding services, CAHPS surveys and advanced analytics. Hospice Honors is a prestigious program that recognizes hospices providing the highest level of quality as measured from the caregiver's point of view.

Award criteria were based on Hospice CAHPS survey results for an evaluation period of October 2016 through September 2017. Award recipients were identified by evaluating performance on a set of 24 quality indicator measures. Performance scores were aggregated from all completed surveys and were compared on a question-by-question basis to a National Performance Score calculated from all partnering hospices contained in the HEALTHCAREfirst's Hospice CAHPS database. Hospice Honors recipients include those hospices scoring above the HEALTHCAREfirst National Performance Score on 20 of the evaluated questions. More information is available www.healthcarefirst.com.

"Wings of Hope is pleased to be named a 2018 Hospice Honors recipient," states Executive Director Theresa Lynn. **"Our superb staff and volunteers deliver the highest quality care and support to our patients and their families. I'm so proud of them."**



"Because hunger doesn't take a summer vacation" Wings of Hope staff and friends donated several boxes of cereal for kids for the summer through the **Allegan County Community Foundation's** annual cereal drive. Fight childhood hunger!

Wings of Hope and the Wings Home received grants from the Allegan County Community Foundation. We are thankful and grateful for their help in fulfilling our missions.



We'd like to thank First Baptist Church of Allegan for their donation which helped us put new flooring throughout the Wings Home.



THANK YOU!

Thank you for supporting Wings of Hope Hospice



Wings of Hope Hospice Board Members

Diane Barton
Sara Borrink
Kathy Chapman
Jim Connell DVM
Richard Godfrey
Susan Klooz
Pablo 'Paul' Martinez
Cheri Schulz
Dawn M Sherman



Wings Home Board Members

Jim Connell DVM
Susan Klooz
Sandy Savage
Cheri Schulz
Mallory Smith
Julie Sosnowski



Wings of Hope Hospice Staff

1st row (left to right): Nancy Lyon, Joy Coffey, Christine Armintrout, Donna Coots, Dr. Belen Amat
2nd row: Fran DeRyder, Dr. Theresa Lynn, Lisa Farmer, Liza Rouse, Colleen Cupani, Jeannette Clark, Mary Soule
3rd row: Jenna Knowles, Amy Chestnut, Laurie Rinvelt, Betty Jo Ferry, Carol Tassone, Nancy Fauser
4th row: Cara Kemp, Greg Carlson, Jacquie Fillmore, Tanya Maurer, Michelle Brumley, Linda Dockweiler, Deb McCormick, Christie Gillett, Eva Cornelius, Cynthia Williams, Steve Peterson

www.wingsofhopehospice.com
www.wingshome.org