CARELINES

A Quarterly Newsletter Published for the Friends & Families of Caldwell Hospice and Palliative Care, Inc. Early Spring 2011

Kirkwood Celebrates Renovations with Open House



On Friday, February 25, 2011, Caldwell Hospice celebrated three months of renovations at 902 Kirkwood Street, Lenoir. We welcomed the community to enjoy refreshments and tour our refurbished inpatient unit, family areas, and offices.

From the Director's Chair: Measuring the Benefits of Two Inpatient Units

Caldwell Hospice and Palliative Care held an "open house" at Kirkwood on February 25. Patients, their families, and the community got a first-hand look at the main house, the carriage house, offices, and the patient care unit, all of which underwent extensive renovation from mid-August to mid-November 2010. With the completion of this latest project, we can now report on the benefits to patients and families of our construction project at the Robbins Center and our renovations at Kirkwood.

To date, the occupancy rate for both facilities is between 90 and 100%, which shows that constructing a second facility addressed a real need experienced by our patients and their families.

Even with three times the number of beds, the demand for rooms remains greater than the supply. "We stay full almost all the time," said one of our medical social workers. "People have been amazed that we filled up immediately and have pretty much stayed full." Another of our medical social workers reported that a family member expressed appreciation for the new facility in Hudson and said, "We need *another* facility to help more people so they don't have to wait!"

We offer two levels of patient care at both facilities: general inpatient (acute and respite care) and residential hospice care.

The opportunity to offer residential hospice care was a major reason for constructing the additional facility. According to one of our medical social workers, having residential care as an option was a "lifesaver" for two of the families with whom she works. In the second half of 2010, we served a combined 18 residential patients and 156 general inpatients.

Mr. Morris Blizzard (pictured at right) was admitted to the Forlines PCU as a residential patient soon after it opened. "I couldn't ask for any better," he said. He begins his day with the morning paper and a good cup of coffee—
"just like home." For a
time, his wife was a
patient in the room
next to Mr. Blizzard's.
When she was able,
the two of them could
walk from one room
to the other, "like



being at home." On December 10th, Mrs. Blizzard "passed away in that next room," he said.

With warmer weather forecasted, Mr. Blizzard looks forward to going outside, he says. A certified nursing assistant wheeled him around the grounds one day; he and one of our CNAs aim to plant tomatoes and herbs by the terrace outside his room.



Mrs. Margaret Ailene Frye (pictured on page 14, with Inpatient Coordinator Anita Pinson) was Caldwell Hospice's first residential patient. On August 12 when we moved our Stevens PCU patients to the Forlines PCU, she was ready at 4:30 a.m.—the staff encouraged her to wait a few more hours before making the eight-mile trip to

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A Moment with Dr. Robert Belk: Cardiac Care at Home

Among terminally ill patients under hospice care, end-stage cardiac patients are our most fragile because any one of four significant problems can arise so quickly: chest pains, shortness of breath (SOB), edema (swelling), and anxiety.

We need to resolve these symptoms immediately so that patients feel better, physically and emotionally (for example, chest pains and SOB can heighten anxiety, or vice versa, thus making the situation worse). We developed a general plan that our hospice nurses follow and a symptom relief kit, based on the accepted standard treatment for each problem.

Each cardiac patient's personal doctor oversees the treatment plan because that doctor knows the patient and can tailor the plan and the symptom relief kit to the patient's specific needs. This method of providing care ensures that hospice nurses have specific orders to relieve patients' symptoms.

The Cardiac Care at Home program helps hospice end-stage cardiac patients gain confidence in recognizing and responding to the problems associated with their condition. It might include our recommending solutions and/or changes to the patient's daily routine and habits; for example, incorporating "rest breaks" rather than trying to accomplish a task all at once. A clear benefit is that patients can stay at home, with fewer emergency room visits and fewer hospitalizations. This matters

because heart failure is the leading cause of hospital admissions in the United States for people 65 years and older.

Cardiac Care at Home is not limited to resolving medication concerns. Patients can choose to



have a medical social worker, a chaplain, and/or a counselor assigned to them—this service will be of particular benefit if they're experiencing anxiety. They can have a Caldwell Hospice CNA help them with their daily tasks in order to conserve their energy. For example, if shortness of breath is an issue, without having someone help the patient get to the shower, it might take two to three hours to complete this "simple" task.

Anyone can refer a patient to Caldwell Hospice's Cardiac Care at Home program. We'll follow up on the referral by requesting an order for admission from the patient's attending physician. The patient is always in charge; our focus remains centered on the individual. The patient and family will determine what the plan of care will be, and it will be tailored specifically to the patient's needs.

If you want additional information about Cardiac Care *at Home* or if you want to make a referral, please call us at 828.754.0101.

How Is Your Heart Today?

Your symptoms are under control if you have

- no shortness of breath
- no weight gain more than two pounds in one day
- no swelling of your feet, ankles, legs or stomach
- no chest pain

Seek medical assistance if you have

- a weight gain of three pounds in one day or five pounds in one week
- more shortness of breath
- more swelling in your feet, ankles, legs or stomach
- a feeling of more tiredness, no energy
- dry, hacky cough
- dizziness
- ❖ a feeling of uneasiness—you know something is not right
- a harder time breathing when lying down—you need to sleep sitting in a chair

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Our family is deeply indebted to your staff and volunteers for the excellent care you gave to our loved one while she was your patient. You always treated her with the utmost dignity as you tried to keep her pain-free. In addition, you did everything to make family members comfortable during their time with her....Professional, yet loving; efficient, yet gentle; straightforward, yet compassionate are just a few of the words that come to mind as we think of your staff...—a Caldwell Hospice family member

When our loved one was admitted to your facility, we could never have imagined the genuine compassion, care, and love he would receive from each of you during the final weeks of his life. We love you for all you gave and will never forget how you made this experience easier to bear.—a Caldwell Hospice family member

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We would like to thank everyone who had a part in the care of our loved one... You showed great concern, help, love, and compassion in the care of the last few weeks of our loved one's life. Every time when we had to call for help, you were there immediately to help in any way that we needed. We have only the greatest praise and gratitude for what you did, not only for our loved one but for the entire family....—A Caldwell Hospice family member

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Caldwell Hospice and Palliative Care, Inc., gratefully acknowledges memorials and contributions received between 01 August and 31 December 2010. Please notify us if we have omitted a donation from this listing. Contributions received after 31 December 2010 will be listed in our Summer 2011 issue.

Newsletter mailing list policy. Carelines is published four times a year. Each person who makes a contribution to our hospice during the six months prior to a mailing will receive the next two issues. Individuals may ask to be placed on our "do not remove" mailing list; in that case, they will continue to receive the newsletter every quarter.



Avis Corpening — January 26, 1922 to February 26, 2011

We will miss Avis S. Corpening, retired Caldwell Hospice and Palliative Care Board member, whose memories span this organization's almost 30-year history. Avis liked to say that she was "familiar with hospice from every direction." She was a member of our very first volunteer training class. In those early years, she served as one of our volunteer nurses, after completing a "hospice course" through Catawba Memorial Hospital (now Catawba Valley Medical Center) and CVTI (now CVCC). She contributed unselfishly and humbly. According to Avis, "I just went where they sent me."

Understanding Your Suicide Grief: Permission to Heal

In counseling terminology, "complicated grief" refers to situations—such things as divorce, estrangement of siblings, extreme remorse following an argument prior to the loved one's death—that make families' grief after the loss of a loved one harder to absorb. One of the most powerful and least-discussed circumstances follows the death of a loved one by suicide. Shame, guilt, and embarrassment discourage many people from talking at all, even though family members *need* to talk, as part of coming to terms with the loss, the emotions, the profound changes that result from the death and will follow them for years to come.

People can go for years *not discussing* a death by suicide with anyone outside the immediate family—if they even discuss it *within* the family. Friends and neighbors may be reluctant to mention the person, the person's death, or memories of the person, afraid they might hurt anyone's feelings by bringing up a "sore subject." The silence becomes deafening, and the emotional wounds may never heal.

Rev. Marcus Ollis, pastor of St. John's Lutheran Church in Hudson, knows suicide survivors' complicated grief very well. When his church hosted an eight-week grief support program with Caldwell Hospice's chaplain Dr. Steve Butler as the lead facilitator, the two ministers learned



that every participant was a suicide survivor. The program brought healing at a level that neither one had anticipated. One assignment, writing a letter to the person who had died, was especially helpful. "The participants broke through their isolation and ministered to each other," Rev. Ollis said. By the program's conclusion, they were more able to talk and remember in a healthy way.

Survivors' shame—fear of how others will react to the death—is one of the first responses, Rev. Ollis says. Guilt is common, as survivors wonder what they missed, what they might have done differently, etc. Survivors feel anger and betrayal, wondering why their loved one did this; they may feel abandoned by the loved one, too. It can be hard to remember the person's life apart from the person's death, as if the death is all that matters.

Rev. Ollis says a breakthrough takes place when survivors are able to talk, when they are "given

permission" to express feelings, tell memories, and grieve in their own way. Some family members have been grieving for *years* without talking to others. He recommends that friends and family members "check in" with survivors more frequently than they would if it were a "regular" death.

Suggestions for friends, co-workers, and family members:

- Surround the survivors with love and concern.
- You don't have to say anything—just be there and listen; it can help you to know what to say.
- Be sensitive to what's happening in their lives.
- ❖ Tell your memories of the person who died funny stories, favorite sayings, shared experiences. Family members may be starved to hear something good about—and unrelated to the death of—their loved one.

Advice to the survivors:

- * Ask for help because you're not alone.
- ❖ You may be feeling alienated, but there is help.
- Your pain can be lessened.
- ❖ You can learn ways to grieve in a healthy way.
- There are people who care, who want to help, who will listen without judging.

Caldwell Hospice held the first meeting for a sixweek support group for suicide survivors, Feb. 10, at Ashewood Grief and Counseling Services. Bereavement Coordinator Emily Pitts facilitates the meetings.

More Ashewood Events Call 754.0101:

- ❖ TLC in the Workplace™: The Working Caregiver, Wed., Mar. 30—noon to 1:30 p.m., Meeting Room B, McCreary Fam. Pro. Ctr., Robbins Center. Bereavement Support Specialist Brittany Bonn will facilitate.
- Good Mourning Children's Grief Camp, Sat., May 7, registration at 9 a.m.; activities conclude at 3 p.m. United Presbyterian Church, Pennell St., Lenoir. For children, six to 12, who have lost loved one to death. Lunch provided. Pre-register.
- Living with Grief: Spirituality and End-of-Life Care, Hospice Foundation of America annual educational event, Tues., June 7, 3:30 to 6 p.m. McCreary Fam. Pro. Ctr. meeting room, Robbins Center. CEUs available. Pre-register.

Going "Above and Beyond"

Camelot Manor CNA Jeffrey McElrath has been named Caldwell Hospice's "Above and Beyond" recipient for fourth quarter 2010. When he enters a patient's room to bring ice or complete any other task, Jeffrey "always asks residents if they need anything and waits for an answer before leaving." He is "very gentle and cheerful to residents, as well as to visitors and staff members." Judy Baire, Caldwell Hospice's Above and Beyond committee chairperson (photo, left), presented him with a certificate and gift bag, recently. "Jeffrey is a part-time employee, but I wish he could be full-time," Ashley Norton (photo, right), Jeffrey's supervisor, said. "I love working with him."



Caldwell Hospice Volunteers

Caldwell Hospice offers, as a service to its patients and their families, specially trained 11th Hour volunteers who are available to be with them during what will be, most likely, their final 24 to 48 hours. We asked two of our 11th Hour volunteers to explain what they do and why their presence matters.

Reba Barlow: "When I go to a home, I sometimes find people tired and worn out from being caregivers. They see the hospice volunteer as a new face who will offer support and a good listening ear. The families need to talk about their loved ones, tell stories about them."

In one case, Reba explained, "a young man and his wife were visiting his mother at a nursing home. He looked scared and confused. After talking to him and getting a feel for where he was in his grieving, I asked if he had told his mother goodbye; he said no. He walked over to her, held her hand, and talked to her for several minutes. I think he needed that time with her. After the son left the room, I went to the patient's bedside, and she died, as I held her hand."

The rewards are many for our volunteers, Reba said: "When you see the faces of family members as their loved one dies, when you can get a hug from a family member because you cared enough to be there, when they say 'thank you' and can't thank you enough for being there, when they trust you enough to bring you into their circle of grief, it is rewarding in ways you can never explain. So I say to you who might be thinking of becoming an 11th hour volunteer, take the training. Go sit with one family, and you will see what a difference you can make to that one family."

Joyce Roberts: When she arrives, Joyce introduces herself to the patient, family, and everyone in the room. She asks whether there's anything she can do and lets them know how long she is scheduled to stay because, Joyce says, "Families need reassurance that I'll be there for the allotted time."



Sometimes, the patient or a family member will want to talk about worries or concerns. At other times, talk isn't necessary. "It's important to have a hospice presence—to be a comfort—whatever comfort you can be, even by sitting in the corner and not saying a thing."



Most of the time, Joyce shares the 11th hour vigils with patients in long-term-care facilities or hospital rooms. "I'm right here," she says to them. "You're not by yourself," and she will tell them over and over, if she suspects they need the reassurance. Some patients are facing the end of life alone, without family nearby, and for Joyce, this strengthens her resolve to "be there."

Reba and Joyce recognize their experiences as being life-changing. At this vulnerable time, Joyce said, patients or their family members "sometimes reach for you." They may initiate the hug because "they think you, representing hospice, have something special."

Caldwell Hospice Volunteers in Action

Welcome, New Volunteers!



During the February 2011 volunteer training workshop, Caldwell Hospice welcomed the following adult volunteers: (front row, L to R) Brian Fawcett, Greg Hamby, Carmen Hamby, Andrea Hendrix, Jackie Clark, Kathy Pursley, Alma Staton, Dana Glenn, Brenda Martin, Marsha Vega, Barbara Rose, Robert Rose, Steve Reid, and Debby Annas; (back row, L to R) Betty Weaver, Rose Townsend, Wanda Miller, Debra Peele, Vonda Burns, Donna Hart, Lisa Bentley, Sherry White, Shannon Young, and David Annas.

VolunTEENS Play Bingo

The volunTEENS who serve Caldwell Hospice's patients and staff are young people with a purpose. Their assignments include holiday caroling in long-term-care facilities and our patient care units, creating cards and other crafts for patients, baking cookies for patients, helping with yardwork and grounds maintenance at both facilities.

Our South Caldwell High School volunTEENS club "adopted" Brockford Inn in Granite Falls, and our West Caldwell High School volunTEENS club adopted Grandview Villa. They make monthly visits to play Bingo or enjoy "movies and popcorn" with the residents. Some of the students have carried their end-of-school-year parties, with refreshments, to share with the residents.

Our volunTEENS say it's almost like being with family members, and the residents say our teens help them feel young.

We are proud of the work these young people do for us.



Pictured, L to R: Grandview Villa residents Jim Coffey, Gerald Clark, Gerald Messer, and Berk Fellers get Bingo advice from voluntEENS Katie Church and Shelby Bishop; volunteens and Grandview Villa resident Ernest Waters review his Bingo score; Brockford Inn residents Thomas Kennedy, Betty Jean Cutshaw, and Mildred Wagner during a crafts-making afternoon visit.

The Volunteer Program's Wish List

- * Yardwork and maintenance: Help with planting, mulching, pruning, and watering at Kirkwood in Lenoir and the Robbins Center in Hudson.
- ❖ Vigil Music by the Bedside: Bring musical talent or ability to operate the CD player; receive special training to provide music to our patient care unit patients at the end of their lives.
- ❖ **PCU receptionists:** Front desk, Forlines PCU, 8 a.m. to 8 p.m. Monday through Friday—welcome visitors, show them to patients' rooms, answer the phone, accept Caldwell Hospice employment applications, introduce family members to the PCU, give tours for families, groups, etc.
- Activities for residential patients: We received an activities cart and an art cart at the Forlines PCU; now, we need volunteers to organize activities, plan pastimes, and spend time with our residential patients.
- * Hairdressers: Our patients need volunteers who can cut and style hair, trim beards, etc. for patients in their homes or in the PCUs because nothing makes people feel better than having their hair styled!

From the Director's Chair

(continued from page 2)

her new home. One of the benefits of being a residential patient, she said, is that "I'm sure to eat." Quality of life is another. Mrs. Frye's medical social worker took her on an afternoon excursion, recently, visiting her old neighborhood, her hairdresser, and other friends.

(Photo, right) Caldwell Hospice Inpatient Coordinator Anita Pinson helps Margaret Ailene Frye from the car on moving-in day at the Robbins Center, August 12, 2010.



To staff an additional facility meant hiring more employees. Between June and December 2010, we added 31 employees; 24 of them were related directly to our opening the Forlines PCU. Two of the new employees, our dietary staff, prepare three meals a day for patients in the Forlines PCU. "The patients love the food, even when it is pureed!" one of our direct-care staff members said. "Most have commented on how lucky they feel to have Caldwell Hospice, and how good it is to have a facility in Hudson."

The convenience of having facilities in southern Caldwell County and in Lenoir is a benefit. "When we have beds available on both units, patients and families request a specific location, closest to their own home," said one of our medical social workers.

"We don't always have an available bed on the requested unit, but we try to serve our patients with the best options for care, understanding the financial or time constraint on families when they must travel a great distance to visit their loved ones."



Caldwell Hospice chaplain Nancy Campbell visits with Mrs. Margaret Ailene Frye in the Forlines PCU.

What does residential care mean to our patients? According to Mrs. Frye, who counts staff members as her friends, "I wouldn't advise anybody to go anywhere else. They are so good up here!" To someone with doubts about moving to one of our residential rooms, Mr. Blizzard's advice would be: "Go! You'll like it!" I couldn't have said it better myself.

—Cathy Swanson

2011 Wish List

Snacks (ind.-sizes) for patients' families
Individual-size soups
Applesauce
Artificial sweetener (Equal, etc.)
Paper towels
Napkins
Aluminum foil
Storage bags (quart & gallon)
Coffee (cans, regular & decaf)
Styrofoam coffee cups (8-oz.)
Solo cups (16-oz.)
Paper plates and bowls
Plastic spoons and forks
Large boxes tissues

Baby wipes (no scent, refill pack)
Liquid soap (8-oz. bottles, etc.)
Lotion (personal size)
Deodorant (personal size)
Toothpaste (travel size)
Mouthwash
Nail clippers
Disposable cameras
Hair brushes
Amazon.com gift cards for teen/children grief
books, music, & resources
Music CDs (instrumental, gospel, inspirational, meditation, etc.)

Caldwell Hospice Board Member Spotlight: Dr. Robert Belk

When Dr. Robert Belk came to Lenoir in 1973, he intended to practice medicine in cardiology and "cure people," as he says. He was familiar with the concept of hospice care, but nothing concrete. In 1981 as the Caldwell County Hospice steering committee was forming, he became involved. Rev. Parker Williamson, his pastor at First Presbyterian Church, Lenoir, asked him to represent the medical community and help it understand the need for a hospice program in the county.

How instrumental was Dr. Belk to gaining community support for Caldwell Hospice? "Very," said Board President Parker Williamson. He was "highly respected by the medical community," and "Bob believed in this hospice; his faith and his confidence in it won the medical community." Parker reports that Dr. Belk "went to Medical Society meetings, and when it was his turn to do the program, he would bring in a hospice speaker; as a result, we started getting referrals."

Thus began the treasured relationship between Dr. Belk and our hospice staff, our patients, and their families. Dr. Belk has remained the bridge between our organization and the people we serve for nearly 30 years.

Dr. Belk calls his Caldwell Hospice tenure, first as a volunteer and then as its full-time medical director, a rewarding experience. He also admits that it "gets difficult at times." This is a small community and the Caldwell Hospice staff takes care of people who know each other. Part of the job is to tell families that their loved one is dying and leave them with a different kind of hope.

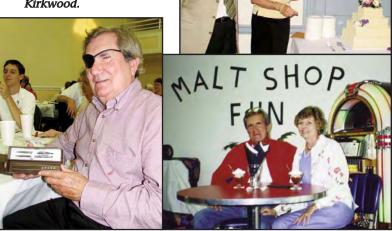
One of the best things Caldwell Hospice does, in Dr. Belk's estimation, is to help bring families back together. He's impressed with Caldwell Hospice's staff members and their involvement with patients. They couldn't work here if they didn't care so much, he says. And they care enough to try to fulfill patients' wishes and needs.

Dr. Belk wants the community to know that "we appreciate all that you do" to help Caldwell Hospice serve people who are dying. He says, "It's rewarding to be there with people who aren't going to get well."

In his life away from Caldwell Hospice, Dr. Belk goes home every day to Donna Belk, his wife of nearly 43 years, and their beloved dogs: "we've had Golden Retrievers forever." The Belks have two sons, one daughter, and five grandchildren: three three-year-olds, one five-year-old, and one seven-year-old.

Another of Dr. Belk's passions is sailing, which "we try to do three to four times a year—on the Chesapeake Bay as much as possible and Tampa a good bit."

Photos (top, L to R): at CHPC 25th anniversary, Dr. Belk and Donna celebrated their 40th wedding anniversary; Dr. Belk in his office at Kirkwood.



Photos (bottom, L to R): Dr. Belk, at 2008 volunteer banquet, displays award for 25 years of service; Dr. Belk & Donna at 1991 volunteer banquet; Dr. Belk, Exec. Dir. Cathy Swanson, former Exec. Dir. Gibbie Harris, and Board President Parker Williamson at CHPC 25th anniversary celebration in 2007.



Caldwell Hospice and Palliative Care, Inc.

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