

# Celebrating Life's Stories®

A NEWSLETTER FOR OUR FRIENDS

VOL. 2 | ISSUE 2 | SPRING 2019

## An Enduring Friendship



Walter and George

**Volunteer Tom Ciha began visiting an Ohio's Hospice LifeCare patient named George at a local nursing home about six months ago.** George was 96 years old and was diagnosed with end-stage heart disease. He also had Alzheimer's disease, but his cognitive decline had not progressed to the point where it impeded his social abilities. George and Tom immediately gravitated to one another. They had wonderful conversations. On his first visit, and every visit thereafter, George told Tom the story of his relationship with a young financial advisor named Walter.

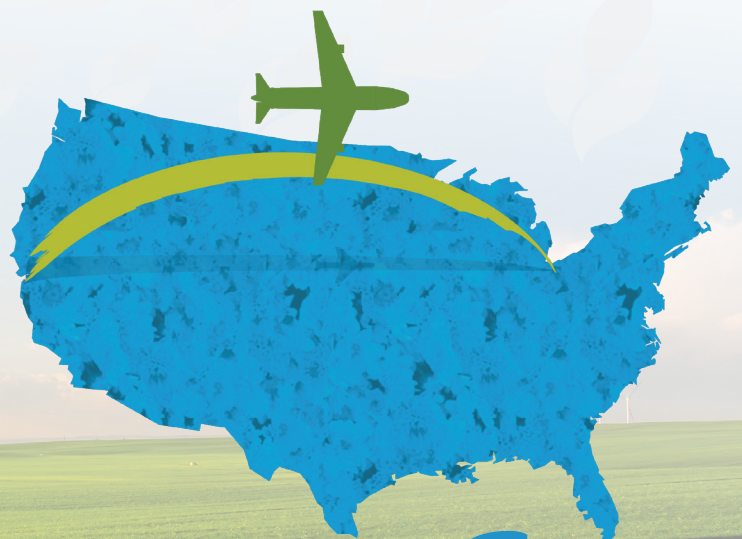
Decades earlier, Walter had assisted George in setting up part of his retirement income to benefit an orphanage in India. The process was complicated and took quite a bit of time and effort. George and Walter became fast friends. Every week when Tom visited George, George would say, "I sure wish I could talk to Walter one more time." It turned out that the Walter in question was Walter Bettinger, the CEO of Charles Schwab Financial Services.

Tom felt he needed to try to contact Walter to see if he would be willing to give George a call. He didn't want to tell George what he was planning, because Tom was afraid that he wouldn't actually be able to reach the man, or that the memory of their association would not be as important to Walter as it was to George. But Tom felt he needed to try, so he wrote a letter.

Tom put the letter in the mail on a Tuesday. It reached Walter at Charles Schwab headquarters in San Francisco on a Thursday. On Friday, Walter flew from San Francisco to Cleveland, rented a car, and drove to Wooster to see George. Walter probably had a few other things on his calendar that Friday. But it seems none were as important as seeing George again.

George and Walter spent the day together. They talked for hours. George told Tom that Walter knelt at his bedside and prayed with him.

When George died, Tom texted Walter to tell him of George's passing. Walter texted back, "This morning, God welcomed into his arms one of his most deserving servants."



OHIO'S

*Hospice*<sup>™</sup>  
LifeCare®

# Hospice Culture



Kurt Holmes  
Executive Director  
Ohio's Hospice LifeCare

**It seems you can't turn on the television without seeing an advertisement for a gene mapping service, one that promises to tell you exactly who you are and where you came from — in other words, your cultural background.** But figuring that out isn't quite as easy as taking a test. Sure, your genetics play a part in who you are, but so do the various cultures that surround and shape you every day.

We have cultures for our work, family and faith communities; perhaps you experience culture on a team or in your neighborhood. Sometimes they share qualities or similarities, but they also can be different. They pull from a different part of who you are, and they shape you in a different way. The culture of a group demonstrates what is important to the group, shapes how members will behave, and embodies the overall goal the group shares.

Ohio's Hospice LifeCare both exists within its own culture and responds to the many cultures in our community. We respond to the needs of our patients, wherever they call home, and tailor treatment to individual wishes.

One of the first questions asked by our Care Team is, "What is your goal?" Is it important to participate in a special holiday? Are there unresolved emotions that now command attention? Each patient, various family members and different cultures will frame these questions. Maybe a relationship is in need of mending, or a Veteran is struggling with past conduct in combat service, or fundamental questions of faith are beginning to arise as the end of a life draws close. The culture of our organization is to give everyone the room and the tools to answer those questions.

The Care Team approaches each patient as a unique individual who will have a singular path in our care. The sacred act of caring for someone at the end of life requires a servant leader with a healer's hand and a spirit attuned to cultural needs.

## Volunteers: Where Passion Meets Comfort



Rebecca McCurdy  
Manager, Volunteer Services  
Ohio's Hospice LifeCare

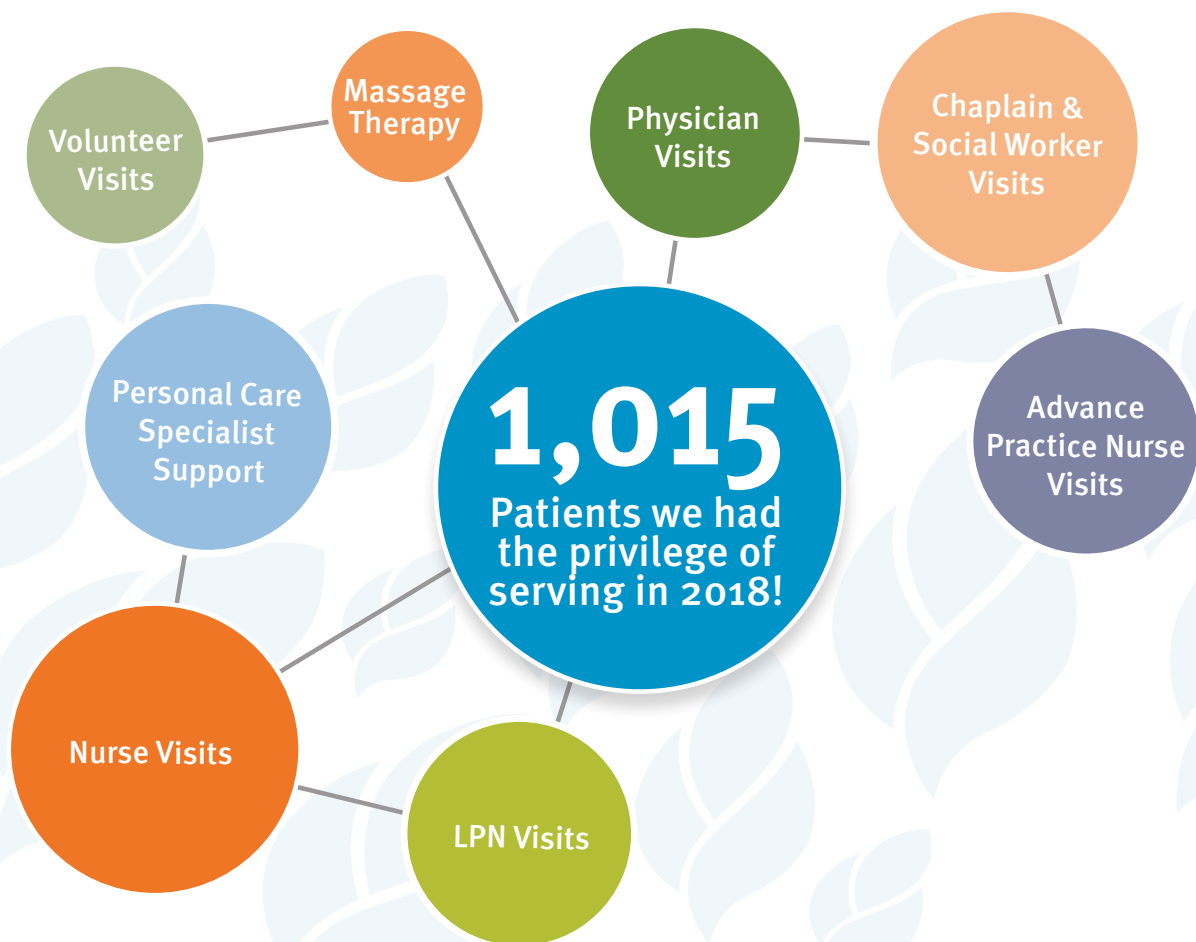
**The incredible volunteers of Ohio's Hospice LifeCare are a true gift to this organization and, more importantly, to the patients and families that we serve together.** Nothing matters more in this work than contributing to the comfort, care and choice of our patients in the last season of life.

Ohio's Hospice LifeCare offers volunteer trainings throughout the year. These sessions are offered at no cost and without obligation. Upon completion of the 30-hour course, attendees who choose to do so will be commissioned as official hospice volunteers. The topics covered in the course include hospice history, active listening and communication techniques, spiritual-care training, hands-on patient care, and pain and symptom control, to name a few.

At the completion of the course, I like to individually sit down with the new volunteers to get a sense of who they are. I ask the volunteers what kinds of things they are willing to do and, more importantly, which of the available volunteer opportunities spark their interest. It's really important that volunteers find joy in what they are doing. Whether it's reading a book to a patient who was once an avid reader or giving a caregiver the opportunity for a few hours away, the peace of mind that volunteers provide cannot be overstated.

Our amazing volunteers offer so much heart to Ohio's Hospice LifeCare. They give their time to provide comfort and companionship to our patients in their final days. To find out more information on volunteer training dates and the importance of volunteerism in hospice care, contact our volunteer office at 330.264.4899 or 800.884.6547.

# 2018 Patient Support



## Office Locations:

### Ashland

1109 Eastern Ave.  
Ashland, OH 44805

### Millersburg

1263 Glen Dr., Ste. B  
Millersburg, OH 44654

### Wooster

1900 Akron Rd.  
Wooster OH 44691

**Gault Patient Pavillion**



# 5 Easy Ways to Support Ohio's Hospice LifeCare

**OUR MISSION:** To celebrate the lives of those we have the privilege of serving by providing superior care and superior services to each patient and family.

Here are five easy steps you can take to support our mission and benefit patients and families in our community who are coping with life-limiting illnesses.

- 1 Volunteer.** Time is a valuable resource to our patients and their families. From friendly visits and flower deliveries to office support and data entry, every minute of volunteer time helps Ohio's Hospice LifeCare deliver on its mission.
- 2 Give.** Financial gifts are the main source for grief support services and complimentary therapies. All gifts stay in our community, making an impact on our patients and families.
- 3 Match.** Many employers offer matching funds when employees make gifts to Ohio's Hospice LifeCare. Contact your employer's human resources department for more information.
- 4 Like.** Share our Facebook page ([www.Facebook.com/LifeCareWooster/](http://www.Facebook.com/LifeCareWooster/)) to keep our community up to date on all that is happening with Ohio's Hospice LifeCare.
- 5 Honor.** A meaningful way to celebrate the memory of a loved one is to make a gift in their name.

Donating is safe and secure by visiting [www.LifeCareHospice.org/Donate](http://www.LifeCareHospice.org/Donate) or calling 330.264.4899. Every gift is greatly appreciated.

## 2019 Volunteer Training Schedule

**Volunteers are vital to our mission.** Please consider becoming a member of our volunteer team in 2019. All trainings run for 10 weeks and consist of 10 3-hour sessions. For questions or more information, contact Rebecca McCurdy at [RMccurdy@LifeCareHospice.org](mailto:RMccurdy@LifeCareHospice.org) or call 330.264.4899.

Ashland	1109 Eastern Ave., Ashland, OH 44805
Millersburg	1263 Glen Dr., Ste. B, Millersburg, OH 44654
Wooster	1900 Akron Rd., Wooster, OH 44691

*Celebrating Life's Stories* is published semiannually for patients, families, staff members and friends of Ohio's Hospice LifeCare.

Kent Anderson, President & CEO, Ohio's Hospice  
Kurt Holmes, Executive Director, Ohio's Hospice LifeCare

Ohio's Hospice LifeCare has the privilege of providing superior care and superior service to members of our community. If you would like to be removed from our mailing list, please call us at 330.264.4899.

Copyright © 2019 Ohio's Hospice, Inc. All rights reserved.



[www.LifeCareHospice.org](http://www.LifeCareHospice.org)  
330.264.4899