



# HOSPICE OF JEFFERSON COUNTY

## NEWSLETTER/WINTER 2022



### *Hospice in 2023: Focused, Optimistic and Confident*



Exterior and Interior of new Hospice Solarium for Hospice Patients and Families

As we watch the expansion project take shape on Gotham Street, everyone at Hospice grows more focused, optimistic, and confident. We are **focused** on expanding and continuing our expert care for Hospice patients and their families. Following the closure of Oswego County Hospice in May, we are helping to care for patients in northern Oswego County. The families, patients and physicians are immensely grateful that hospice care is available once again.

We grow **optimistic** about our future, knowing we will also open our Hospice Residence to more patients. We will also have more space for families to visit with their loved ones, mediate and navigate more comfortably through the end of a loved one's journey. All of the above make us more **confident** in our ability to serve our community. We are truly grateful for all community members who donated to help make our **Room With A View** expansion project a reality. We also want to thank BCA Architects and Engineers and Northern Tier Contracting for managing this project with respect, dignity, and kindness. Thank you for allowing us to care for our patients throughout this construction process. Not an easy task, but tremendously appreciated.

Looking back on 2022, we have much to be thankful for and we are ready to move into 2023 with a renewed passion for taking care of patients and their families as they face a challenging phase of their lives. Stay tuned as we look forward to the Ribbon Cutting Ceremony for our **Room With a View** expansion and to **Making Every Day Matter** for our patients and their loved ones.

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## A MESSAGE FROM OUR CEO

As I look out my office window this morning, as I have for countless mornings over the past 10 years, the view is beautiful, calming, and inspiring. Few people have the privilege to see this view, and I consider myself among the privileged. This view has helped me focus, consider strategic direction, and identify solutions to daily challenges. Above all, it inspires me to be creative and brave. New opportunities are rarely available to those unwilling to step "outside the box."

With steadfast leadership from our Boards of Directors, we have taken bold measures to ensure that hospice care remains available to all in our region. Among the bravest decisions was to expand the Residence due to our continued waiting list. The Residence expansion project broke ground on April 4th and has gone exceptionally well and will soon be finished. The next steps will be to refresh the current 8 patient rooms to match the 4 new rooms. The added patient, staff, and family rooms will provide much-needed space. We plan to hold the ribbon-cutting ceremony early in 2023, and will be forever grateful for the community support for this expansion. Hospice will be in a better position to serve our community now and into the future.

The next challenge in the new year will be revising and updating our 3-year Strategic Plan. This work will be carried out jointly with the Hospice Board and the Foundation Board to ensure both operational and funding success.

Positioning Hospice of Jefferson County for growth and stability will be the focus of the new plan. And one of the key initiatives will be recruiting a new CEO, as I will be retiring in April 2023. The ten years I have spent at Hospice of Jefferson County have been some of the most challenging and rewarding of my 50-year career. I have been blessed with a wonderful Leadership Team and Staff, all dedicated to providing excellent hospice care. The Executive Committees of the Boards are leading the search for my replacement, and I have assured them (and the staff) of a smooth transition. I thank you for your support of Hospice of Jefferson County and trust that this support will continue for the new CEO.

I wish you a meaningful holiday season filled with love and joy and a most happy and healthy new year.

*Diana*<sup>s</sup>,



Diana K. Woodhouse, Ph.D., RN



## “We Wish We Would Have Called Hospice Sooner.”

After being admitted to Hospice, patients and their families realize the comprehensive service Hospice provides. They often express this sentiment when speaking with our nurses and social workers, ***“We wish we would have called you sooner.”*** By understanding the depth of services that the Hospice interdisciplinary team provides, patients and families can make informed decisions about a care plan during this significant stage of life.

***Hospice is best utilized over several months not just for the last days of life.***

Knowing what to expect when a life-limiting illness progresses is key for everyone involved. Fear of the unknown makes it difficult to find peace as changes in a patient’s condition continues. ***Starting Hospice early gives patients and their families time to form relationships with those caring for them.*** Seeing familiar faces can be a source of great comfort. ***Our goal at Hospice is to foster the hope that patients live out their remaining days as they wish, with dignity, having made their own decisions and maintaining as much control over how they spend those days.***

We are fully aware of the reluctance to accept Hospice, but the reality is that Hospice is not going to hasten the time of death. ***Hospice does not mean giving up. It means that the patient and family have a plan supported by a caring, professional Hospice team, offering ongoing clinical, emotional, and spiritual support.*** Knowing options for end-of-life care can help families and caregivers fulfill their loved one’s wishes.

***It is never too soon to call Hospice.*** Take the time to understand the benefit of Hospice so we can help you and your family ***Make Every Day Matter.***

### A Word About

## Bereavement

*Those we love don’t go away,  
They walk beside us every day,  
Unseen, unheard, but always near,  
Still loved, still missed and very dear.*

*- Anonymous*

Grief is the normal process of reacting to a loss. As a family goes through a serious illness, many losses are experienced, and each triggers its own grief reaction. The grief process depends on the relationship and the attachment to the person who died. Hospice offers a wide range of bereavement services for people of all ages at no cost to Hospice families and the community. Bereavement is a personal experience that no two people find the same. Hospice is here to assist family and friends after losing a loved one.

Family bereavement needs are assessed when it is decided that a patient will be admitted to Hospice. Social workers help support families with anticipatory grief needs. After the death of a loved one, Hospice engages with a family member as the point of contact for bereavement services. Services, however, can extend to additional family members.

Hospice bereavement services include mailings, scheduled phone calls, support groups, and individualized support based on need and the individual’s desire for support. Bereavement support is provided for 13 months and can go beyond if needed.

If you or a loved one have questions about the Hospice Bereavement Program, please contact Hospice Bereavement Coordinator, Brittney Fields-McIntosh, (315) 788-7323 or [bfields-mcintosh@jeffersonhospice.org](mailto:bfields-mcintosh@jeffersonhospice.org)



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Go to the Hospice Website to stay  
up-to-date on all Hospice events.



Like us on Facebook!



### 2023 Hospice Events

**March** - Hospice Annual Golf Event  
Watertown, NY

**June 2<sup>nd</sup>** - Golf for Hospice Tournament  
Lowville, NY

**August 12<sup>th</sup>** - Hospice Hustle Walk-a-thon  
Henderson Harbor, NY

**September 9<sup>th</sup>** - Hospice Ball  
Clayton, NY

**Nov 24<sup>th</sup> - Dec 19<sup>th</sup>** - Memory Tree  
Salmon Run Mall, Watertown, NY

**December 21<sup>st</sup>** - Memory Tree Lighting &  
Memorial, Hospice Residence  
Watertown, NY

*A special thank you to Coughlin Printing for donating a portion of the printing cost.*

1398 Gotham Street, Watertown, NY 13601 - 315.788.7323 - [www.jeffersonhospice.org](http://www.jeffersonhospice.org)



# Hospice Masquerade Ball: A Night to Remember



To learn more about our Hospice, other ways to support our organization or the services we provide to the community contact: Kathy Arendt, Director of Marketing & Community Relations [karendt@jeffersonhospice.org](mailto:karendt@jeffersonhospice.org) - 315.788.7323





**Hospice  
Volunteers**  
*help make every day matter*



## *Lend A Hand, Volunteer!*

As we move forward with our expansion, I am looking to recruit direct patient volunteers.

Becoming a Hospice Volunteer can be one of the most rewarding experiences ever. Most of our volunteers, not all, have had a Hospice experience and have experienced firsthand the value of having a volunteer. Please consider this rewarding opportunity.

Typically, a volunteer is assigned to a family once per week for three hours. Often the volunteer is utilized to provide respite for the caregiver, allowing them to get out of the house and run errands, go to lunch, get groceries, etc. They can also help with laundry, dishes, vacuuming, etc. Hospice also has pet therapy volunteers, a patient favorite.

- *Nancy Morrow*  
*Director of Volunteers*

For more information on how you can volunteer, please contact Nancy Morrow (315) 788-7323 or [nancy@jeffersonhospice.org](mailto:nancy@jeffersonhospice.org).

*"Volunteering is at the very core of being a human. No one has made it through life without someone else's help."* – Heather French Henry



## *Cash's Corner*

### Hospice Therapy Dogs & Pet Peace of Mind Mission

Hi Everyone!

We have much to celebrate this month. Nora June earned her therapy dog certificate, and we could not be more proud. Nora received her certificate from Hospice CEO, Diana Woodhouse and quickly got to work visiting patients in the Hospice Residence. Congratulations, Nora! You are a valued member of the Hospice team.



### **Join *Cash's Pet Crusaders* and help support keeping patients and pets together!**

We are happy to accept donations of the following to ensure the viability and sustainability of our program:

Dog Food Cat Food Kitty Litter Cash Donations

We are always looking for volunteers to help out. For more information contact Nancy Morrow, Director of Volunteers ([nancy@jeffersonhospice.org](mailto:nancy@jeffersonhospice.org))

Remember, you can find me at my daytime job at The Wine Sellars on Arsenal Street in Watertown. The Wine Sellars is a sponsor of our *Pet Peace of Mind* program, where you can find the *Pet Peace of Mind* donation box and receive one of my Cash Coasters with every donation. Please stop by the store to meet me and my family.