Volunteer Recognition

In Your Own Words

It’s easy to make a buck. It’s a lot tougher to make a difference.

- Tom Brokaw

What a difference the volunteers at Hospice & Community Care make each and every day as they provide respite to caregivers, help administrative staff, sit with patients at the Inpatient Center, greet visitors to our facilities or the countless other positions they fill. These dedicated individuals were honored on April 14th at the annual Volunteer Recognition Dinner held at the Eden Resort under the theme, ‘In Your Own Words’, and sponsored by Rodgers & Associates.

The evening focused on specific stories of volunteers’ journeys and what motivates them to continue on their path with Hospice. Brent Keener, VP of Human Resources noted, “Becoming a Hospice & Community Care volunteer began with your story, your loss or your desire to give back. Each of you have taken the gift of your life experience and so willingly given to those at Hospice & Community Care to improve their story. As you give of your time so generously, you travel the journey of life with our patients, families, and staff.”

The dedication of volunteers is evident – in 2015 more than 32,000 hours were given and 172,000 miles were driven by volunteers.

This incredible number was celebrated at the dinner along with some milestones. Jean Adams, Dorothy and Ed Carvell, Betty Rudy, Kay Welty and Beverly Wert were recognized for 15 years of service; Nancy Alwine, Carol Liebl, Betty Rudy and Myrl Sherk for 2,500 hours of service; Jackie Nissley for 20 years; Trina Barr and Nancy Beddick-Houston have each served 25 years; and 5,000 hours of service was achieved by Cathy McMinn. Every single volunteer, regardless of their role in supporting Hospice patients and families makes Hospice & Community Care great. Thank you so much to our hard-working volunteers.

Cathy McMinn
Steve Knaub, Trina Barr, Brent Keener
Jenny Kushner, Sandy McCormick, Leslie DePace,
Elaine Kreider, Luci Steele
Carol Liebl, Nancy Alwine, Betty Rudy
Becky Noll and Walt Keesey

Jenny Kushner, Sandy McCormick, Leslie DePace,
Elaine Kreider, Luci Steele
Becky Noll and Walt Keesey
Gabrielle Carlucci
Volunteer and Artist

Hospice & Community Care volunteers often come to us from having had a personal experience and a connection with the organization. Gabrielle Carlucci felt a different tug to work with our patients. At the age of 15 she felt drawn to volunteer her time with a nonprofit, and Hospice gave her a chance at her young age. “I never had grandparents of my own so I really wanted to experience working with the older population,” Gabby explains. Now 22 years old, she is assigned to patients who are living in nursing homes. Gabby explains that her time with them is an uplifting experience and she enjoys being a positive light in their day as well as for the nursing home staff. She remembers a time when she was visiting a patient and describes it, smiling. “This individual was unresponsive. They didn’t speak or really communicate, so I started to sing. And they started to move their hand. Before I knew it the nurses and everyone on the floor was singing with me! It was wonderful to have a connection with the patient, as well as their nurses and roommates.”

Gabby has a very upbeat and cheerful demeanor and looks at how she can contribute to others’ lives. She knows that many may think that working with dying patients may not be for everyone, but to that she says, “Volunteering is not sad. It doesn’t drain you. You are able to provide someone with a wonderful time, whether it is for a day or a week. It has increased my empathy and I love it.” Her faith is very strong and she enjoys giving back by serving people. Her energy is infectious in every nursing home she visits and her fellow volunteers are quick to remember her positive attitude. Gabby’s involvement with Hospice & Community Care continues beyond volunteering; a talented artist she donates several original pieces to the Labor Day Auction each year. She discovered this talent in 6th grade when she picked up a pencil and tried her hand at drawing, and has nurtured that talent ever since.

When describing volunteering with Hospice & Community Care Gabby says, “If you can- do it and focus on providing friendship now.”

2016 PHPCN Award

Ken Smith, a 20-year Hospice & Community Care volunteer was awarded the Heart of Hospice and Palliative Care award at the Pennsylvania Hospice and Palliative Care Network’s annual conference in April. The Heart of Hospice Award recognizes an individual volunteer who demonstrates exemplary generosity and spirit towards the hospice & palliative care community.

Ken Smith
Hospice & Community Care Vet to Vet volunteer
We had an appointment with Hospice the day my husband died.” Lin Rengier’s husband was only 62 when he passed away, and his disease progressed too quickly for him to receive Hospice care. She was left not knowing what to do, so she turned to the Internet. “I searched online and found the Pathways Center for Grief & Loss. I called them and spoke to Lauren. She gave me all the information and walked me through the beginning steps,” Lin explains. After a brief interview in which a counselor helped to figure out where Lin was in her grief journey, she was directed to the support groups. “They helped me find the place that would be the most beneficial for me. I could utilize all of the resources at Pathways, and they were so knowledgeable and a great guide,” Lin says. She started with the three-week Newly Bereaved series which met once a week. The series is designed to make participants feel safe and free to express their feelings, fears and thoughts. “I saw the same people week after week,” says Lin. “We were all in the same boat.”

After completing the Newly Bereaved series, she began attending the Loss of Spouse group, during which she met new people each month. “The beauty of the group is that you can be as involved as you want to be and take away what you need to at that time,” Lin explains. “Because grief is a process.” The Pathways Center for Grief & Loss is available to anyone in the community, regardless of whether they received Hospice care. Lin recognizes the importance of this and what a resource it has been to her and to the countless people who access it. “My experience has been so positive. I’m still involved with Pathways and it’s been over two years since my husband died.” The annual Light up a Life ceremony holds a special place for Lin. She led the choral reading at last year’s event, sharing her grief journey with others who had experienced a loss. She has taken advantage of every opportunity to learn at Pathways, including the library. “I’m a huge proponent of the library at Pathways. The subject came up during my first group meeting and I’ve been utilizing it ever since. It’s free and I can return the books to Mount Joy or Lancaster. It’s a great service for everyone.”

After a 40-year marriage, Lin had much to adjust to and she found comfort in the groups, not just fellow participants but the leaders and volunteers. “Everyone was great. The volunteers have all been through a loss too, and their insight is valuable. We all share our experiences, grieve and grow together.” She also notes the difference in age groups and how no one spoke of grief and loss as she was growing up but held it in. Here there is an acceptance. “I’ve learned a lot during my life, but not how to deal with death. Pathways has taught me how to cope and move through my loss.”

The Pathways Center for Grief & Loss supported nearly 9,000 individuals in the community in 2015 and has specialized programs for children, teens and adults. If you have lost a loved one please call 717-391-2413 to speak with a counselor or visit www.pathwayssthroughgrief.org.

“My experience has been so positive. I’m still involved with Pathways and it’s been over two years since my husband died.”

Lin Rengier, Pathways Support Group Member
What is 32 years old and has moved three times? The Hospice & Community Care Labor Day Auction! This year marks the third time the Auction has had to move its location due to growth. The first Auction was held at the Willow Street Fire Company, and when that space was outgrown it relocated to the Lampeter Fairgrounds where it has been held for the past 15 years. Through continued community support, wonderful auction donations, corporate sponsorships and ever-increasing attendance, the time has come to move yet again.

Mark your calendars, drop a pin on your GPS and write a note in your smartphone that the 2016 Auction will be held at the Solanco Fairgrounds. This new location is much larger to allow for the thousands of auction items, attendees more space to view the Auction and enjoy the Amish-made food, and buildings to house our simultaneous specialty auctions. “We are so very grateful for the ongoing support we have received over the years from the Willow Street Fire Company, the Lampeter Fairgrounds and the Lampeter Fire Company,” Steve Knaub, President and CEO said. This move will not change what you can expect from the Labor Day Auction; it will still feature beloved Amish-made food, a specialty Quilt Auction, used cars, plant auction, a dedicated Art Auction, Amish-made furniture, sports memorabilia and more! All of what our attendees have grown to love about the Auction will remain, but with much more space, with every auction held in a building in case of rain. Attending the Auction has become a tradition to many in Lancaster County and beyond, and we are looking forward to expanding the reach of the Auction even farther through this move. We’ll see you at the Auction!

**Labor Day Auction**  
**September 3 and 5**  
**Solanco Fairgrounds**  
**101 Park Ave, Quarryville, PA**

**Bid on an Original Rockwell…**

“*Swords at Weehawken*” oil on paperboard, original sketch/study painted by Norman Rockwell. This is a preliminary piece to the final illustration published in American Magazine in 1938.

Schedule a private appointment to view the piece by contacting Ginjr Robinson (717) 735-2476 or grobinson@hospicecommunity.org.

**…at the Art Auction**

Monday, September 5  
Solanco Fairgrounds  
101 Park Ave, Quarryville, PA
Your Membership is Waiting!

Are you a member of the Auction Club? This great membership not only helps support Hospice & Community Care, but grants you unlimited access to fabulous Amish-made delicacies at the Labor Day Auction! Your gift of $100 means free food all day both Saturday and Monday of the Auction from the wide array of authentic Amish fare. Your support is noted in the Auction program and the upcoming Horizons newsletter. Enjoy all the Auction has to offer as a Labor Day Auction Club member! Sign up at www.hospiceconnect.org/auctionclub.

For more information and directions, please contact Natalie Scolnick at nscolnick@hospicecommunity.org or (717) 735-2497.

Spring cleaning has never been easier!

Think of Hospice as you begin to spring clean and how your new and gently-used items can be used at the Labor Day Auction. We welcome sports memorabilia, collectibles, handcrafted items, artwork, pottery and household items. Vehicles are also accepted in good running condition with all proper paperwork. We cannot take stuffed animals, electronics, books, records, bedding, or clothing. Donations are received any time of day at Phoenix Courier at Burle Industries. For more information please contact Natalie Scolnick: nscolnick@hospicecommunity.org or (717) 735-2497.

Auction Raffle

2016 Ford Mustang Coupe
$2,000 Visa Card
$1,000 Visa Card

Sponsored by: Family Owned MARKETS

Winning tickets are pulled Monday, September 5 at 4:00 p.m. Need not be present to win. Purchase tickets online at www.hospiceconnect.org/raffle or complete the following form.

Name:_______________________________________________________ Phone:____________________________________
Address:________________________________________City:_____________________________State:______ZIP:________
E-mail: ________________________________________________________________________________________________

☐ One ticket ($10 each) = $10.00 ☐ Seven tickets = $50.00
☐ Three tickets = $25.00 ☐ 14 tickets = $100.00

Note: For large quantity raffle ticket purchases, please visit www.hospiceconnect.org/raffle.

☐ Check enclosed to Hospice & Community Care: $_______

☐ Please charge my: ☐ VISA ☐ MasterCard ☐ AMEX ☐ Discover

Credit Card Number:_________________________________________ Security Code:_______ Expiration Date:____/____/____

Please enclose this form along with payment and mail to:
Hospice & Community Care, Raffle Crew, 685 Good Drive, P.O. Box 4125, Lancaster, PA 17604-4125
The ballroom at Lancaster Country Club served as the venue for Hospice & Community Care’s 11th Annual Spring Fling on May 3rd. Hosted by the Hospice Circle of Friends, the evening featured an array of gourmet food and cocktails, live and silent auctions, and music performed by Diane Snyder DeBord of DeBord Snyder Funeral Home & Crematory, Presenting Sponsor. Other sponsors included WellSpan Health, Lancaster Regional Medical Center and Heart of Lancaster Regional Medical Center, QVC, Susquehanna Style, Ron Tschudy Design and Trump Tschudy Design.

Spring Fling is dedicated to raising funds to provide children’s grief support services at the organization’s Pathways Center for Grief & Loss. More than $81,000 was raised during the evening, including more than $25,000 to sponsor children attending the Pathways’ Coping Kids & Teens Grief Support Series.

Hosted by local personality, Paul Scott, with guest auctioneer Rick Jones of Enterline Auction Services, bidders fiercely competed for fantastic items including an Ocean City vacation package, beautiful mother-of-pearl jewelry set and a signed Liz Hess print in a live auction. Diane Snyder DeBord added a special treat to the live auction by selling an enormous plate of melt in your mouth chocolate chip toffee cookies which raised more than $600. A very special thank you to the individuals and businesses who donated and purchased auction items.

The more than 200 guests listened as Brenda Pillari shared her experience of losing her husband suddenly when her daughter, Cecilia, was only six years old. Brenda moved to Elizabethtown to seek the services at the Pathways Center for Grief & Loss, and specifically, the Coping Kids & Teens program. She described how it helped both of them as they grieved the loss of a father and husband. Her story was a testament to the wonderful support that the Pathways Center provides and the reason that everyone was gathered together.

Presenting Sponsor:
DeBord Snyder
Funeral Home & Crematory, Inc.
Formerly Keamey A. Snyder Funeral Home
Not many individuals have a life story that involves major career changes, generous philanthropy endeavors and dedicated volunteerism among others. Kathleen Rhyne has all of the aforementioned activities under her belt, and she isn’t close to slowing down. “I’ve been married to my husband Bill for 35 years, and we were both service kids so we moved around a lot,” she begins. “But we spent most of our adult lives in Lancaster so we call this home.” She is dedicated to her home, and has given a lot of her time and energy to Lancaster County, in her work and free time.

She has had a dedicated career in marketing, having received her MBA from Morton and worked as the Director of New Products at Hershey Foods for many years while raising their youngest daughter. She felt a calling and made a drastic career change, attending the Lancaster Theological Seminary and graduating with a Master of Divinity degree in 2003. After graduation she initially worked in parish ministry. In 2011, working as a chaplain at Lancaster General Hospital she was impressed with the Hospice teams. “I worked with Palliative Medicine as a resident chaplain and the Hospice teams as a pastor,” she explains. “Their work was a tremendous gift to patients and families.” However, her experience with Hospice & Community Care began long before she was a chaplain. Her husband served on the board at Hospice from 1987-1991 so ‘I was very familiar with their work and mission’.

With a professional and personal knowledge of Hospice, Kathie has also been served by the same team of nurses, doctors and volunteers she worked beside. Her father received Hospice care and she describes the team as outstanding. “They gave him quality of life during his last year. They made changes and I got my dad back. Everything that they did was so meaningful.” Her dad was a music lover and the volunteer was a musician, forming the perfect combination. “She was amazing. They could have deep conversations about music, she could come and play for him. It was a priceless gift.”

Hospice & Community Care also took care of a very good friend’s son. “He was only with Hospice for a week but they were so supportive. And now the Pathways Center is there for his mother. Pathways was a lifeline right after he passed as I watched my dear friend grieve.” Kathie said she already knew she wanted to make a gift before Hospice took care of her friend’s son, but seeing how much support the Pathways Center has provided made it clear where she wanted to direct her gift. She made a gift to the Pathways Center for Grief & Loss to help recreate a meeting room space to a comfortable living room where grief support groups could be held. The plaque hanging beside the door reads ‘In Loving Memory of Chuckie Magee and In Honor of his mom, Bev Magee, who blessed him with endless love and dedication every day of his precious life.’ “The day I took her to see the plaque, I didn’t tell her. It was an emotional surprise, and means even more because the Loss of Child support group that Bev attends is held in that room,” Kathie said. “So many people need grief support but don’t have the resources, or aren’t sure where to look,” Kathie says.

Kathie is always looking to give back. She is part of the Women’s Giving Circle at Hospice, on the board of the Lancaster Theological Seminary and deeply involved at church. In her own spare time she and Bill love the theater, music, to travel and their five grandchildren. “I want to volunteer my time now because I’m at a stage in my life to serve.”
Everyone deserves the same medical care, regardless of financial means or capabilities. They deserve dignity,” Martha Shreiner says seriously as she describes the basis for the Clinical Patient Special Needs Fund at Hospice & Community Care. Martha was the idea behind this Fund, and her passion shines through as she talks about it and what it can do, and has done, for the patients and families of Hospice.

Martha has been served by Hospice twice, the first time when her father-in-law was suffering from a brain tumor. She witnessed the wonderful volunteers who came and sat with him, easing his anxiety. After he passed away, she became a volunteer and was active with Hospice until her husband became sick and he was admitted to the program. He passed away in 2003, and Martha knew she wanted to do more, so soon after she joined the Women’s Giving Circle. “I was very involved in hearing the proposals for funding, and many of them included the Pathways Center and in-home care. I started seeing greater needs beyond clinical and just the patient, it extended to the family.”

These needs, beyond clinical and beyond just the patient, are where the idea to begin a unique fund originated. A need was identified, and a solution sought. This new Hospice & Community Care fund, the Clinical Patient Special Needs Fund, is an open-ended fund created to help address patient and family needs that fall outside of the ever-changing insurance guidelines and for those who lack other financial resources. “As a volunteer I met so many fascinating people and became a friend. Dignity truly became real to me, and everyone needs dignity at end of life,” Martha says. “Serious illness impacts the entire family, especially financially, and no one should have to choose between their medications and groceries. This Fund eliminates that choice and restores dignity.”

Reducing stressors when dealing with end of life and helping to provide dignity are the goals of this Fund. Some ways that the Clinical Patient Special Needs Fund does this are:

- **Inpatient Extended Care**—paying for a patient’s stay at the Inpatient Center when it is not covered by insurance
- **Pediatric Specialized Equipment**—providing needed equipment and supplies for pediatric hospice patients for in-home care when it is not covered by insurance
- **Hearing and vision special needs**—to cover the costs of special services
- **Interpretation services**—providing interpretation services to facilitate communication for care in non-English speaking families

Hospice & Community Care doctors, nurses and social workers can utilize this Fund for special needs to provide the most comprehensive and best care possible for their patients and families. “I’ve seen many people who were coping with added stress beyond the illness that could have been alleviated by this Fund. I know how much it can help and I want it to continue to help patients and families at end of life.”

For more information or to make a donation to the Clinical Patient Special Needs Fund, please contact Ginjr Robinson, grobinson@hospicecommunity.org, or 717-735-2476.

The Clinical Patient Special Needs Fund is the brainchild of Women’s Giving Circle member Martha Shreiner.
Our New Website

We cordially invite you to visit our new website. The new site is user-friendly, mobile and responsive to every device to ensure that our patients, families and supporters are easily accessing necessary information. Some important features to note: separate pages detailing each of our services; a calendar with community, fundraising, grief, commemorative and educational events; and much more! Please take a few minutes to peruse the new pages, learn about volunteering with Hospice or meet our physicians. While you’re there, click on the link to our Facebook Page and follow us for great updates and event highlights. We’re excited to have launched this website as another way to better support our patients and families!

Follow Us on Social Media

Hospice & Community Care is on social media! Follow us for updates about current hospice, palliative care and health information and legislative updates, our event information and great photos, Pathways Center for Grief & Loss support groups and workshops, registration information and more! Our pages are great resources for patients and families and a wonderful place to connect with us and others.

Annual Report

The recently published 2015 Hospice & Community Care Annual Report highlights the strength and stability of the organization for 35 years. Highlights include the Inpatient Center, the Hospice historical timeline, We Honor Veterans, and the Sunflower Pediatric Program. You can access the full report online at www.hospicecommunity.org.
President’s Letter

Hospice & Community Care has been growing since 1980, and each issue of Horizons is bursting with stories that showcase our ever-increasing programs, events and families impacted by our care. As I read these pages I am reassured that we are fulfilling the mission set forth 36 years ago when Hospice of Lancaster County was established. Whether it is a story about a team’s dedication to our patients; a wonderful donor who chose to make a gift to Hospice; a child who was helped by the Coping Kids & Teens program, or a local business sponsoring one of our events, one idea shines through – extreme support.

This support has allowed us to care for thousands of patients and families, and to inspire the stories written in these pages. A large part of the Hospice & Community Care community that has supported us is our volunteers. We celebrated our 1,000 volunteers in April at the Volunteer Recognition Dinner and their enormous impact on Hospice. In 2015 alone, volunteers provided more than 32,000 hours of service to the organization. Our volunteers are vital in many areas. They provide respite for family caregivers, help at the Labor Day Auction, sit with patients, assist with transporting mail and office work, and so much more. We could not do all that we do without them.

May is also a special month in which we pay tribute to our more than 200 nurses during Nurse’s Week. These dedicated men and women care for our patients and families, providing support that makes families so grateful. I am inspired by their spirit and devotion and say a special thank you to each one of you. You and our entire staff are the core of our care at Hospice & Community Care.

We are honored to care for those in our community, and to receive so much support from our community. It is through you and because of you that we can share such meaningful stories.

Sincerely,

Steve Knaub
President and CEO
Memorial Contributors List

January 1, 2016–March 31, 2016

We have carefully reviewed this list for accuracy and hope that you will notify us of any omissions or errors. This list includes memorial gifts made during this period, including those made to our Annual Appeal; however it does not include the many generous gifts to our Capital Campaign, the Path of Remembrance or Light Up A Life. Contributions to the Path of Remembrance and Light Up A Life will be published in each event’s program. If you would like a copy of the program sent to you, please call the Development Office at (717) 295-3900.

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<td>The Beach Haven Park Yacht Club</td>
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<td>Bill &amp; Barbara Fisher</td>
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<td>The Slumbering Groundhog Lodge of Quarryville</td>
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<td>Martha J. Benner</td>
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<td>Bryant, Ellen, Claire &amp; Bradley Booher</td>
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<td>Marvin &amp; LaVonne Scott</td>
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<td>Glenna R. Book</td>
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<td>Short 60’s (Columbia High School Class of 1960)</td>
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<td>Stauffers of Kissel Hill</td>
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<td>Erin Watts</td>
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<td>Clarissa Weeks</td>
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<td>Charles F. Snyder Funeral Home &amp; Crematory</td>
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<td>Timothy &amp; Celeste Brooks</td>
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<td>Bonnie &amp; Wayne Heim</td>
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