



**Power of Voicing Lived Experience**

**A Life-Long Calling**

**Giving Hope to Seriously Ill Children**

**Join Us at the Labor Day Auction**

**Get Peace of Mind... Secure Your Future**

**A Sense of Purpose for All Employees**

# Power in Voicing Lived Experience

## A Family's Struggle with Substance Use Disorder and Loss

They were your typical upper-middle class, clean-cut teens and young adults. They excelled at school, getting good grades. They were star athletes on the soccer field and wrestling mat. “If you looked at my sons or if you knew them, you would have no idea what they were dealing with or what their struggles were,” shared Dr. Bonnie Milas. At the ages of 27 and 31 and just 18 months apart, Dr. Milas and her family lost two sons to accidental overdoses.

Stressors, societal influencers and just being teenagers were the start of her sons’ substance use. “After their first experience taking prescription pills recreationally, their brains craved more and they could not stop,” said Dr. Milas. Although each son’s use started during different points in their lives, ultimately I watched my sons’ lives unravel.”

“Having someone in your family who is affected by substance use disorder is all encompassing,” shared Dr. Milas. “A lot of what my family went through was trying to find treatment options for my sons, such as medication, therapists and treatment facilities. It took a great deal of time and energy for us to find a good fit for whatever it was that my sons were dealing with at that time. It also required us as a family to work as a unit, to monitor them and to keep a close, watchful eye—making sure that it was a safe environment and providing emotional support.”

It can be difficult in the beginning to detect if someone is struggling with substance use disease. Most, if not all, addiction starts in secrecy. For Dr. Milas’ family, it was not readily apparent early on. Her sons did not come to her or their father with their struggles. “It would have been nice if even one of my boys came to us about their addiction,” commented

Dr. Milas. “I don’t think my boys thought their drug use would turn into a problem.” By watching her sons’ habits and behaviors, and after finding things in their rooms and backpacks, she realized that there was a problem. “There

are certain red flags that the school systems or authorities teach that are associated with substance abuse, such as the slipping of grades, change in appearance or hanging out with a different friend group,” explained Dr. Milas. “My boys did not exhibit any of those red flags.”

When their use transitioned to intravenous drugs, Dr. Milas and her husband started to see the subtle warning signs and took action. “My sons experienced ‘dipping out’ where they would nod off while they were standing up or eating dinner,” explained Dr. Milas. “Often, they would make excuses that they were tired from staying up late the night before. They would ask for a stool softener because they were constipated, which is not normal behavior unless something is medically wrong. We would find small, odd shaped orange caps that belonged to syringes, small wax paper bags and tiny elastic bands in the waste can or on the floor. All of these are associated with heroin use.”

Dr. Milas had to revive her youngest son twice after accidental overdoses only 48 hours after he was discharged from a treatment facility. “I found him on the kitchen floor,” shared Dr. Milas. “His lips were blue and I yelled for my father-in-law to call authorities as I grabbed the naloxone [medication to revive him]. The following day, I noticed that his shower water was running too long. I went upstairs and was unable to open the door, his body was blocking the entrance. My father-in-law and I were able to remove the door hinges and revive my son, again, with rescue breathing and naloxone. I have saved hundreds of patients because of my profession and yet there I was at the risk of losing my most precious patient of all—my son. No one should have to go through that.”

### Making a Difference

Dr. Milas is a cardiac anesthesiologist at the University of Pennsylvania Health System. She cares for patients in the operating room and intensive





Dr. Bonnie Milas

care unit during and after heart surgery, providing a safe environment, helping them breathe and placing them on a ventilator. She also routinely administers large doses of intravenous pharmaceutical fentanyl daily.

While her specialty hasn't changed after the death of her sons, it has changed the manner in which she addresses patients. There are different screening tools that are used in clinical practice to get a patient to understand their substance use patterns. Dr. Milas prefers the 'use conversation' with her patients. "In the operating room while preparing for heart surgery, my patients and I have the 'use conversation,'" explained Dr. Milas. "I ask them what they use to relax—medications or alcohol. I ask what pain medications they use or if they use drugs recreationally." Dr. Milas asks all of her patients these questions; she doesn't discriminate. The conversations can be quite revealing. "Frequently, my patients will tell me things they have never shared before about their substance usage," explained Dr. Milas. "I am a sensitive listener, passing no judgment, and I am also a link to services." She connects her patients to recovery experts, specialists and psychiatrists while they are in the hospital recovering from heart surgery.



## International Overdose Awareness Day

prevention and remembrance

**Wednesday, August 31, 2022**

**7:00 – 8:30 p.m.**

Pathways Center for Grief & Loss,  
4075 Old Harrisburg Pike, Mount Joy  
featuring keynote speaker:  
Dr. Bonnie Milas. Register at  
[www.HospiceCommunity.org/oad](http://www.HospiceCommunity.org/oad)  
or call (717) 391-2413.

"My experience has opened my eyes to how common this issue is and has changed my perspective," explained Dr. Milas. It has led to increasing her involvement with the American Society of Anesthesiologists (ASA). "I proposed to my fellow ASA members that we, as a group who delivers opioids on a regular basis, should be educating families on how they can be prepared in the event of an accidental overdose," shared Dr. Milas.

Dr. Milas is spearheading a campaign, REVIVEme.com, to help people recognize, respond and revive someone who is experiencing an overdose. "My family was fortunate to have the training needed to revive my sons, but I often think about someone without that training," explained Dr. Milas. "Reviving someone is very frightening and puts the rescuer in a dangerous situation. Rescue breathing is a missing piece of education that is often not talked about."

### Coping with the Loss of Loved Ones

"Anyone who has lost a loved one to drug overdose initially experiences shock," shared Dr. Milas. "Shock in the sense that, yes, you knew of their struggles and you always knew it was a possibility, but when it happens it is surreal. They are there talking to you one moment and now they are gone. They are never coming home and you will never get to see them again in the physical sense. It is profoundly sad. Over time that sadness improves and gets better, but that sense of loss is always with you. It is a matter of acceptance."

Dr. Milas copes with the loss of her sons by speaking publicly about her family's experience in an effort to help

others know they are not alone. She has written opinion pieces for *USA Today* and the *Philadelphia Inquirer*. She also speaks to professional societies so they can have a better perspective of a family dealing with addiction.

"I work with patients who are critically ill and suffering," shared Dr. Milas.

"Pain is part of the human experience and seeing that on a daily basis helps to keep me grounded. Whatever pain I've been through, many people are going through that same type of pain. Through my work, I can help others."

### Finding Hope

Dr. Milas' sons have been gone three and four years, yet their family had been dealing with substance use since 2009. "At the time no one was talking about the opioid epidemic," explained Dr. Milas. "We did not feel comfortable as a family sharing that with anyone. No one knew outside of our household what was going on."

"Today, there is less of a stigma associated with opioid use, but there is still a significant stigma," said Dr. Milas. "For us, back then, it was powerfully isolating. We all have unique stories, but we are not alone."

"The most important thing for those who are grieving is to take action. Everyone has a powerful voice. By sharing and talking publicly they offer the power to overcome that sense of grief. Everyone has valuable, lived experiences that should be shared. I encourage people to lean in and talk about their experiences, whether it is in an elevator or grocery store. Simply telling someone that you have an understanding or offering advice about treatment, allows others to open up and know that they are not alone." 🌟

Hospice & Community Care's 400 employees go above and beyond each day for our patients and families. All Hospice team members, regardless of their roles and disciplines, make a significant impact in the lives of patients and their families. In each edition of *Horizons*, you will meet a team member who is living out our mission as we shine a spotlight on these individuals.

# Staff Spotlight

## A Life-Long Calling Making a difference in people's lives

Simply being born helped to set Tina Anderson on the path to becoming a social worker in end-of-life care. "I was a surprise 'change of life baby,'" explained Tina, Social Worker, Hospice & Community Care. "My mom was 48 years old when I was born and my dad was 50. The oldest child in our family is 30 years older than me and the closest sibling to me in age is 20 years older." Tina's mother had two grandchildren when Tina was born, and two more on the way.

"I grew up with very open communication regarding end of life, death and dying because my parents did not believe they would live long enough to raise me," shared Tina. "My mother died at the age of 70 with small cell carcinoma of the lungs. This was 11 months after her prognosis and I was 21 years old." Tina's mother attempted chemotherapy and radiation. "If I could do things over again, I would encourage my mom to choose her quality of life and dignity over quantity or having 'more time,'" explained Tina. "She wasn't able to participate in any of the things that she enjoyed and the treatments robbed her of her dignity and zest for life. We did not have hospice support or home care support in the rural area where we lived so the caregiving responsibilities fell upon my father and me. Perhaps education and support of a hospice

team would have changed things for my mom and family."

Tina's siblings took an approach of hiding the truth, remaining positive and not discussing their mother's illness or death around their mother. "Even at an early, untrained age of then 22 years old, I was open to having those very difficult conversations about death with my mom. Privately, we would talk about her hopes and fears and her end-of-life wishes. I often reflect back on these intimate conversational moments as rare treasures."

It was because of her upbringing, her mother's death, and the multi-generational experiences and education of relating to older parents and siblings, that guided Tina to a career in the field of caring for older adults which eventually blossomed into a career of 15 years serving those in hospice care.

Tina is a social worker for Hospice & Community Care's Hospice Response Team, helping with patient admissions. The Hospice Response Team is a program which provides care and comfort to hospitalized patients who are seriously ill, are experiencing uncomfortable symptoms, have hours to days to live and are too fragile to be transported from the hospital.

"Our team has the unique challenge and responsibility of offering education, medical expertise and

symptom management support in the hospital environment," explained Tina, "an environment inherently designed around the concept of patient cure and recovery. The unique challenges unfold in working with families and patients who are processing through their emotional expectations and coming to terms with the reality that, despite being hospitalized, there may not be cure. I believe we offer them light when the tunnel appears dark."

"There are so many memorable moments interacting with our patients and families," commented Tina.

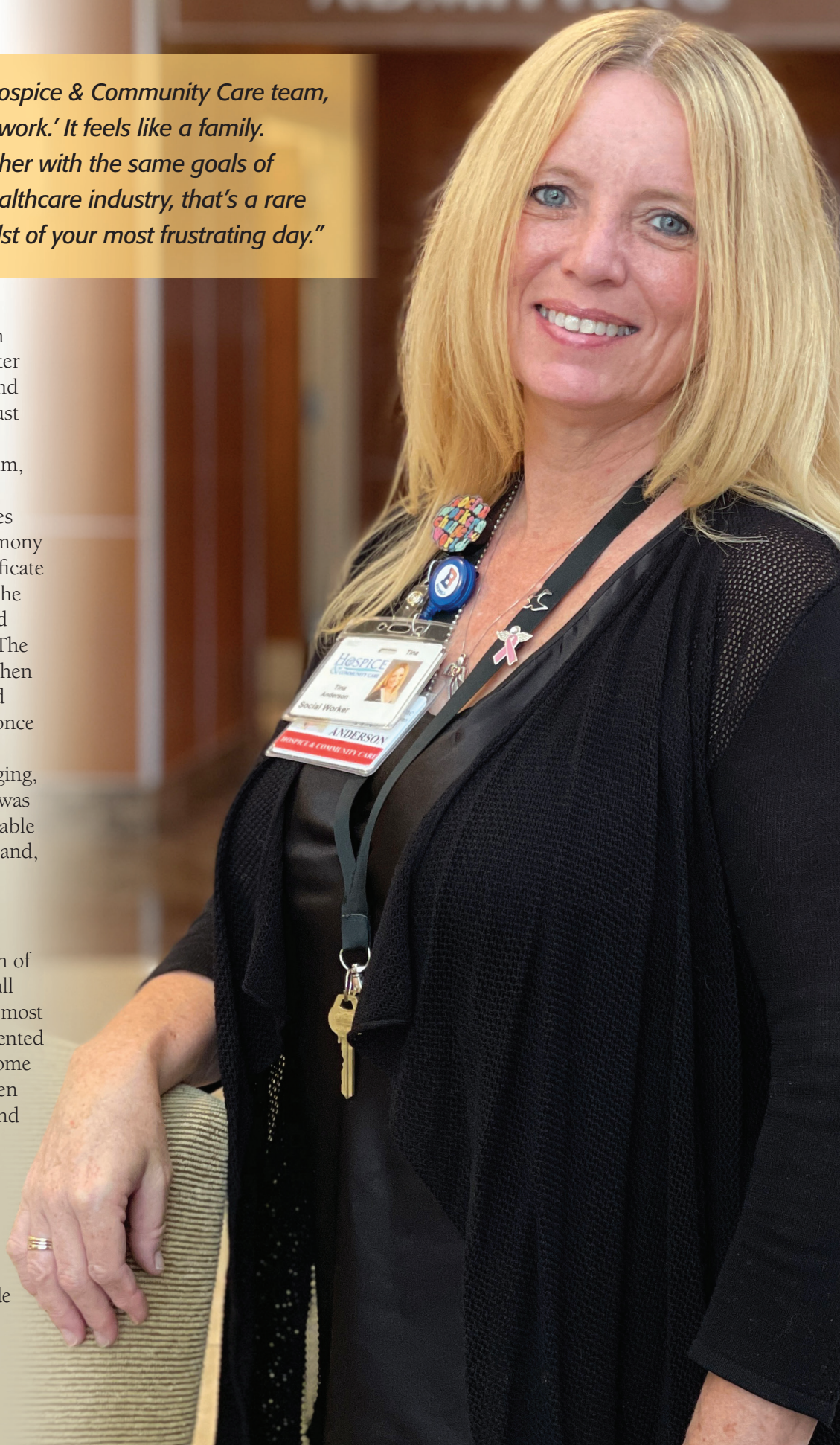
"More recently, I had the opportunity to meet a gentleman and his family for a late afternoon admission. The patient was alert and aware of his admission to Hospice care. He had an abundance of family support present, but overall, he appeared frail. I discovered that he was an Army Veteran and discussed honoring him with a certificate and pinning ceremony, and invited his family to be present for this event. I also made a promise to him in the event that he would die prior to my return, that we would still honor him in memory and make sure that his family received his certificate and pinning. He smiled and agreed with a 'thumbs up.'"

"Our amazing Volunteer Services team prepared everything I needed and I picked it up the following morning. Upon arrival to the closed

*"I enjoy being a member of the Hospice & Community Care team, because it doesn't feel like 'work.' It feels like a family. We all take care of one another with the same goals of patient-centered care. In the healthcare industry, that's a rare gem to be found; even in the midst of your most frustrating day."*

door, I could hear soft cries from the room. I spoke with a Lancaster General Hospital (LGH) nurse and she indicated that he had died just moments prior to my arrival. With the support of the LGH team, I offered the family a structured opportunity to say their goodbyes and performed the Veteran ceremony presenting a patriotic quilt, certificate and service flag pin. I also read the flag star and placed it in his hand saying, "You are not forgotten." The room was quiet for a moment. Then his sisters and daughters erupted into songs and those who were once tearful and heavily burdened by their immediate grief, began singing, dancing and celebrating him. It was a unique, emotional and memorable experience. It was a team effort, and, as a result, a promise kept."

"Having the opportunity to work with such skilled team members and leadership with a foundation of patient-centered focus and overall company integrity, is what I find most rewarding about my job," commented Tina. "That is often difficult to come by and balance as a business, even a non-profit organization, so I find it rewarding to be a part of such an amazing team and to work each day with a team that matches my personal and professional standards of patient care. It's nice to go home at the end of the day knowing that I made a difference in people's lives." 🌻



# Giving Hope to Seriously Ill Children

## HOPE in the AIR Supports Sunflower Pediatric Program

"A child is like a butterfly in the wind. Some can fly higher than others, but each one flies the best it can. Each one is different. Each one is special. Each one is beautiful."

~Unknown

In 2015, the artisans and craftsmen of Viocity Group, a family of companies, on a whim, created small metal butterflies, which are symbols of hope, that were to be used as garden ornaments. It did not take long for these butterflies to take flight and find their way around their facilities, tool boxes, and even employee homes.

"What started as a little fun seemed to have grabbed some outside attention," commented Chris Miller, President of Viocity Group. "It was soon decided that these butterflies could take on a much more important role by offering a sense of peace and hope." Within the first year, a custom design was created and over 500 butterflies found their way to homes all across the country. Much like the life of a butterfly, transformations happen quickly and before long a caterpillar turns into a beautiful butterfly.

Viocity Group's employees' dream to do more with the butterflies became a reality with the creation of *HOPE in the AIR*. "Our employees make an impact every day through the work they do to help our community grow and thrive," commented Chris. "The creation of *HOPE in the AIR* was a team effort and is another way our employees can make long-lasting, meaningful impacts. Since 2017, *HOPE in the AIR* and our supporters, have met some amazing individuals and together we have helped provide funding for community efforts that help organizations and programs get their feet on the ground," explained Chris.

Each year, *HOPE in the AIR* identifies an important mission that helps to improve lives in southeastern Pennsylvania and works to bring our community together to support it. "Our goal is to provide support to help needed programs like the Sunflower Program to grow and flourish," shared Chris. This year, Hospice & Community Care's Sunflower Pediatric Program has been selected as *HOPE in the AIR*'s 2022 cause with a goal of raising \$50,000 to help children, teens and families coping with a serious illness.

## sunflower Pediatric Program



"We are delighted to have our Sunflower Program join the list of worthwhile endeavors that *HOPE in the AIR* has supported over the last five years," said Bonnie Jess Lopane, Vice President, Chief Development Officer, Hospice & Community Care. Viocity Group, has been a tremendous supporter of our organization for more than 30 years. Their support of the Sunflower Program will directly help to provide personalized, quality care and comfort at home for seriously ill children, teens and their families in our community."

Hospice & Community Care's Sunflower Pediatric Program offers specialized pediatric care and comfort designed around the unique needs of children and teens with serious illness and their families. The organization has cared for children for more than 30 years and is now seeking to expand its home-based care for kids and their families. The Sunflower team aims to enhance a child's or teen's quality of life through relief of pain and burdensome symptoms, and provides an extra layer of emotional, spiritual, and psychosocial support for patients and their families. 🌻



**VIOCITY**  
GROUP



# Auction Schedule

From homemade treats prepared by the Amish community to handmade quilts, from original art to sports memorabilia, the Auction has something for everyone. Hospice & Community Care is delighted to have the support of Rodgers & Associates as this year's returning Labor Day Auction Presenting Sponsor.

In 2021, the Auction raised a record \$870,000 to help patients and families receive care and comfort while coping with a serious illness or loss. We hope we can count on you to help make this year's Auction at Solanco Fairgrounds even more of a success!



## Saturday, September 3, 2022

**7:30 a.m.**

### Breakfast available

Sticky buns, made-to-order omelets  
and much more

**Homemade Amish fare available all day**

**9:00 a.m.**

### Tool Auction

*Sponsored by:*

WIOV, 96.1. SOX, Warm 103.3 & NEWSTALK 93.9

**Gift baskets, gift certificates,  
new and used items are up for bid**

**Pork BBQ opens 11:00 a.m.!**

**12:00 noon**

### Day of Care Auction

*Sponsored by:*

Engle Printing & Publishing Company

**1:00 p.m.**

### Art Auction

*Sponsored by:*

Evans Burial Vaults and Crematorium

## Monday, September 5, 2022

**7:30 a.m.**

### Breakfast available

Breakfast logs, apple dumplings,  
warm donuts and much more

**Homemade Amish fare available all day**

**8:30 a.m.**

### New and Used Item Auctions Collectibles Auction

**9:00 a.m.**

### Plant & Outdoor Items Auction

*Sponsored by:  
The Gilded Lily*

**10:00 a.m.**

### Quilt Auction

### Sports Memorabilia Auction

*Sponsored by:  
Blue Ridge Communications*

**Chicken and Rib BBQ opens 11:00 a.m.!**

**12:00 noon**

### Day of Care Auction

*Sponsored by:*

Engle Printing & Publishing Company

### High-end items up for bid

Vacations, jewelry, experiences and more

**1:00 p.m.**

### Furniture Auction

New and used

**2:00 p.m.**

### Shed Auction

**3:30 p.m.**

### Used Vehicle Auction

**4:30 p.m.**

### Raffle Drawing for 2022 Ford Mustang

*Sponsored by:  
Viocity Group*

It is because of the generosity of local businesses that Hospice & Community Care has the resources to provide care and comfort for patients and families facing a serious illness or loss. We are deeply grateful for their support and hope you will consider patronizing these sponsoring organizations.

## Join the Auction Club

This is a club anyone can join,  
and the membership helps so many!



Your \$100 contribution will get you unlimited food for two days (dine-in only) but more importantly it will be used to provide hospice care and support for patients and their families. Your membership in the Auction Club enables Hospice & Community Care to provide quality hospice, palliative and supportive care, and grief support for patients and families at a time when it's needed most.

Join at **[www.LaborDayAuction.org](http://www.LaborDayAuction.org)** or call (717) 295-3900.

## Garden Ornament to be Unveiled!

Viocity Group, a family of companies, will debut this year's new garden ornament design at the Labor Day Auction. On sale for \$25.



## Win a 2022 Ford Mustang

Get your tickets today by completing the form below or online at **[www.LaborDayAuction.org](http://www.LaborDayAuction.org)**. The winning ticket will be pulled on September 5 at 4:30 p.m. at the Labor Day Auction. Need not be present to win, but we hope you are!

Sponsored by:



**VIOCITY**  
GROUP



Please enclose this form along with payment and mail to:

Hospice & Community Care, Development Office, 685 Good Drive, P.O. Box 4125, Lancaster, PA 17604-4125

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

E-mail: \_\_\_\_\_

☐ One ticket = \$10.00

☐ Seven tickets = \$50.00

☐ Please enter my name in the drawing.

☐ Three tickets = \$25.00

☐ 14 tickets = \$100.00

I do not wish to make a donation at this time.

☐ **Check enclosed to Hospice & Community Care:** \$ \_\_\_\_\_

☐ **Please charge my:**

☐ VISA

☐ MasterCard

☐ AMEX

☐ Discover

Credit Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Security Code: \_\_\_\_\_

# Thank You Sponsors

Labor Day  
**Auction**  
HOSPICE & COMMUNITY CARE

## Presenting

# Rodgers & Associates

WEALTH ADVISERS

## Premier



## Champion



## Leadership



## Diamond



## Platinum



## Gold



## Silver



## Bronze



The JKG Group at Morgan Stanley



# Retirement: When Can I Retire & How Much Do I Need?

By: Adam G. Saubel, Financial Advisor,  
CFP®, ChFC®, CLU®, RICP®, ChSNC®, CLTC®, CAP®  
Member, Hospice & Community Care Planned Giving Council

Let's address the elephant in the room: retirement planning is not an easy task. It requires effort, discipline, consistency, and 99% of the time some form of professional advice. Think about how hard it is for many people to save for a week of vacation—now imagine retirement being a 30-year vacation. That's a long "vacation" to plan for!

We are no longer in the era of retirement being solely funded by pensions and Social Security, so the retirement landscape has changed for most. The best way to plan for retirement is to save and invest early and often, which requires the effort and discipline mentioned.

So how much do you really need to retire comfortably? The short answer is "I don't know." There are many factors to consider such as: How long are we going to live? What is the market going to do? What will inflation be? What will our taxes be? How much will we spend on healthcare? Will we need some form of long-term care? How much do we need to spend? How much do we

want to spend? Do we want to leave a legacy to family and/or charity?

The summary: Retirement is about income, not about assets or net worth necessarily. However, having approximately 20–25X your desired annual retirement income is a good point of reference. If you want to retire off of \$75,000 a year, you would ideally have \$1.875 million of liquid assets saved for retirement to spend.

The good news: When working with a financial planner, they should have advanced software and tools to help calculate your retirement income picture. At the same time, they should be able to stress test your retirement scenario with a Monte Carlo analysis. This analysis runs hundreds of scenarios with different market returns, inflation rates, etc. to ensure that your plan works no matter what factors are influencing your plan. Meeting regularly—at least one time a year—with a professional team will also allow you to update your goals and modify your plan as economies, taxes, regulations, markets, and the world around you changes.



To learn more about retirement planning and to have your questions answered by Adam, register today for Hospice & Community Care's Financial, Estate and Retirement Planning Seminars in October. See page 11 for more information. 🌟

## Personal Estate Planning Kit

Estate planning can be confusing, stressful and just plain intimidating. But when you focus on the legacy you want to leave—the goals, needs and dreams you have for your family—your decisions get a lot easier. Download a free copy of the Personal Estate Planning Kit to learn how to set family goals and create a plan, lessen tax burdens, and use trusts to support you, your family and loved ones. The tool kit will also teach you how to keep a digital record of important information, organize everything in one place and easily update your records. No matter your age, it's important to start planning for your future. Visit **[HospiceAndCommunityCare.PlanMyGift.org](https://HospiceAndCommunityCare.PlanMyGift.org)** to download a kit.

Adam G. Saubel joined Northwestern Mutual Wealth Management Company, Saubel Financial in Lancaster after graduating from Elizabethtown College. One of only 6% of the CERTIFIED FINANCIAL PLANNER™ (CFP®) professionals who are under the age of 30, he has completed the following designations: Chartered Financial Consultant® (ChFC®), Chartered Life Underwriter® (CLU®), Retirement Income Certified Professional® (RICP®), Chartered Special Needs Consultant® (ChSNC®), Certification for Long-Term Care (CLTC®) and Chartered Advisor in Philanthropy® (CAP®). He can be reached via email at [adam.saubel@nm.com](mailto:adam.saubel@nm.com) or through his website [saubelfinancial.nm.com](https://saubelfinancial.nm.com)

# News & Notes

## Get Peace of Mind Securing Your Future Financial, Estate and Retirement Planning Seminars

I don't know where to begin. It seems too complicated. I don't have time to develop one. It's too expensive to get help creating one. These are some of the excuses that people make for why they do not have a financial, estate or retirement plan. Hospice & Community

Care, along with local experts, can help make the process easier from start to finish—giving you peace of mind and security for the future. Register today for this fall's Financial, Estate and Retirement Planning Seminars.

Local experts will give you a chance to get your individual questions answered to help you prepare, manage and achieve your financial, estate and retirement goals. The seminars are free and open to anyone.

**Sessions will be available** in person at The Essa Flory Center in Lancaster or held virtually. Please note that the October 17 session will be held at The Ann B. Barshinger Hospice Center in York. Register online at [www.HospiceCommunity.org/Seminar](http://www.HospiceCommunity.org/Seminar) or call Pat Cochrane at (717) 391-2456.

*October 4 at 12:00 noon*  
**Common Misconceptions in  
Estate Planning**

Presented by Grace Nguyen Bond, Esq., Blakinger Thomas, PC

*October 4 at 5:30 p.m.*  
**Income Tax Planning—Before  
and During Retirement**

Presented by Sarah Young Fisher, RKL Wealth Management, CFP®, ChFC®, MSFS®, CAP®, CASL®, CLU®

*October 5 at 12:00 noon*  
**Social Security Pre-Retirement**

Presented by Frank Magni, Public Affairs Specialist, Social Security Administration

*October 6 at 12:00 noon*  
**Retirement Income Planning:  
Tools and Strategies to Bolster  
Your Assets**

Presented by Adam Saubel, Financial Advisor, Saubel Financial Affiliated with Northwestern Mutual Wealth Management Company

*October 17 at 12:00 noon*  
*The Ann B. Barshinger Hospice Center, York*  
**Fundamentals of Estate Planning**

Presented by Thomas Shorb, Esq., Stock and Leader Attorneys At Law

*October 18 at 5:30 p.m.*  
**Best Vehicles for Your  
Charitable Giving**

Presented by Ben Atwater, Atwater Malick

*October 19 at 12:00 noon*  
**Getting Started with Medicare**

Presented by Monique Scott, Health Insurance Specialist, Centers for Medicare and Medicaid Services

## Hospice Plant Sale Raises More than \$47,000

Hospice & Community Care, in collaboration with The Gilded Lily, held its annual Plant Sale in June. This year was even bigger and better than before with The Gilded Lily donating thousands of flowers, shrubs, herbs, vegetables and more. Food trucks were also a big hit with shoppers. Special thanks to The Gilded Lily for making the Plant Sale a tremendous success and to Hospice volunteers for their incredible support.



Hospice & Community Care raised more than \$47,000 to provide care and support for patients and families coping with a serious illness or loss.

**Please mark your calendars for next year's Plant Sale on June 2 and 3.**



# A Sense of Purpose for All Employees



These days, employees are looking to work for organizations that offer extensive benefits, foster a strong internal culture, create a sense of purpose and fulfillment, and promote work-life balance. At Hospice & Community Care we are continuing to find that most, if not all, of our job candidates are citing those very reasons for what they're looking for in an employer.

Hospice & Community Care employs 400 people—ranging from physicians to RNs, from bereavement counselors, chaplains and social workers to aides, nurse practitioners and LPNs. We serve nearly 600 patients and families each day, at home, in senior living communities or at the Bob Fryer & Family Inpatient Center. We care for patients in Lancaster, York, and parts of Adams, Berks, Chester, Cumberland, Dauphin and Lebanon counties. And, we provide personalized care and comfort to help patients and their families live better with serious illness through end of life.

The nature of our business is challenging. Caring for and comforting people when they are seriously ill is not always easy. So, what motivates our employees to continue to deliver quality care and comfort? Knowing that they are making a difference in the lives of people every day at one of the most challenging times in their lives.

Here are some ways we create a sense of purpose for our employees:

## **Communicating & Acknowledging**

We make it a point to share with staff the feedback and many notes of appreciation that we receive daily from patients' families. We often hear from our team members that these

stories mean so much to them. It energizes them and validates their hard work.

In addition to our clinicians, we have patient account staff, fundraising professionals, technology support and many others. These individuals may not interact with patients or families daily, but they, too, feel a sense of purpose in their work. Our account representatives help provide clarity to families navigating the health insurance system, enabling families to spend precious time with their loved one rather than dealing with insurance companies. Hospice & Community Care's development team raises needed funds to enable us to provide care and support for patients and families, thanks to you. Our tech support team ensures that our computer systems are running efficiently and are user-friendly to ensure that patient information is secure to ensure patient safety and confidentiality.

## **Creating Opportunities to Learn and Grow**

We advocate for education and continuous learning among all of our employees at Hospice & Community Care. We offer in-house educational opportunities—from in-person trainings to webinars—as well as tuition reimbursement.

By offering these opportunities, our employees know that we value them and are committed to providing them with the tools and resources needed to succeed. It also shows them that we are willing to invest in their future at Hospice & Community Care. Providing educational opportunities has not only helped with our employee retention, but has also been a big draw to potential candidates. In addition,

## Our Mission

To provide personalized care and comfort to help patients and families live better with serious illness through end of life.

## Our Vision

Every person living in our community will receive the care and compassion they need while coping with serious illness, facing end of life, or experiencing the loss of a loved one.

Steven M. Knaub

President and Chief Executive Officer

## 2022 BOARD OF DIRECTORS

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clinical staff are able to take what they've learned and apply it to patient care and comfort—enabling us to continue to provide high quality, specialized care and services. A win-win-win.

## Promoting Work-Life Balance

In the healthcare industry there are times when staff can experience issues of burnout and compassion fatigue. It's important that they not carry that into their personal lives.

We recognize the value of having ample paid time off and offer employees 24 days of paid time off (plus holidays) during their first full year of employment. In addition, our paid time off package grows each year through ten years of service. We believe that having time away from work helps our staff enjoy life more, take care of themselves, and experience a better quality of life.

Employees who enjoy a sense of purpose and have good work-life balance results in our employees providing the highest quality care and support for our patients and families, and translates into a commitment to our organization. This is why our employees at Hospice & Community Care will always remain our top priority.

If you or someone you know is looking for a new career or job change, please encourage them to visit our website to learn about our available job opportunities, [www.HospiceCommunity.org/Careers](http://www.HospiceCommunity.org/Careers).

Sincerely,



Steve Knaub  
President and CEO

## What Matters to You Matters to Us

### Join Our Team Today!

Balancing work and a personal life can be challenging. At Hospice & Community Care we want all of our employees to make time for what matters most to them. We offer extensive opportunities and benefits to make their lives easier.



*"Aside from the fantastic teams, culture, care and respect, I value the flexibility that has been inherent in all of the positions that I have held. As a mother of a child with extra needs, working here has provided me versatile scheduling and ample PTO to attend school and provider meetings. The organization's participation with PA ABLE provides me with a simple way to continue saving for my son's future. The health insurance benefits go a long way toward helping for his necessary interventions. I am so proud to work for an organization that is progressive and helps me provide for my family."*

~ Elissa, Hospice RN

**For a complete listing of benefits and to apply, visit [www.HospiceCommunity.org/careers](http://www.HospiceCommunity.org/careers) or call (717) 295-3900.**

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April 1, 2022–June 30, 2022

We have carefully reviewed this list for accuracy and hope that you will notify us of any omissions or errors. This list includes gifts made during this period; however it does not include the many generous gifts to the Path of Remembrance or Light Up A Life which 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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Betty J. Snyder  
Katie G. Stoltzfus  
Mark F. Vesper

### **THE NANCY M. & H. CARTER CLEMENTS DEMENTIA CARE ENDOWMENT FUND**

Income from this fund  
provides support for patients  
and their families who  
are coping with dementia  
and its many challenges.  
This includes education  
and training for staff and  
volunteers, care and services  
for patients and families,  
and community professional  
education.

#### **IN MEMORY OF H. CARTER CLEMENTS**

Michelle & Chris Cable

#### **IN MEMORY OF NANCY M. CLEMENTS**

Michelle & Chris Cable

### OLIVIA L. LYNCH RAINBOW ENDOWMENT FUND

Income from this fund supports patients and families cared for by Hospice & Community Care's Sunflower Pediatric Program. Support helps to address the needs of families and siblings, and provides resources for specialized care. Funds are also used to support and enhance the Pathways Center for Grief & Loss' Coping Kids & Teens programs, new programming, continuing education, workshops, and financial assistance for program attendees.

#### *IN MEMORY OF KELLY M. LYNCH*

Charles F. Snyder Funeral  
Homes & Crematory

#### *IN MEMORY OF OLIVIA L. LYNCH*

Albert E. Shaffer Jr.  
Pete & Linda Sydorko

#### *IN HONOR OF HOSPICE & COMMUNITY CARE LEADERSHIP TEAM*

Angela & Stephen Sydorko  
Gilbert & Esther K.B. Sager

### THE BEVERLY MCCANN FLOWER ENDOWMENT FUND

Income from the fund supports the ongoing beautification of Hospice & Community Care's Centers and the Pathways Center for Grief & Loss. The fund will provide regular fresh flowers and maintain plants throughout the interior of the home-like atmosphere for patients and families.

#### *IN MEMORY OF WILLIAM D. McCANN*

Emily S. Frenzel  
Gilbert & Esther K.B. Sager

### RUACH "BREATH OF GOD" ENDOWMENT FUND

Income from this fund is used to support Spiritual Growth and Comfort for Children and Youth.

Gilbert & Esther K.B. Sager

### THE DONALD C. WILSON ENDOWMENT FUND

Income from this fund supports Hospice & Community Care's

bereavement and spiritual care services. Although mandated by Medicare, bereavement and spiritual care services are not reimbursed by health insurance. Thanks to the generous support of the community through contributions to this fund, Hospice & Community Care is able to provide spiritual care support for patients and their families. The Pathways Center for Grief & Loss also provides bereavement support to anyone in the community affected by serious illness or loss, not just those whose loved ones were hospice patients.

Brent & Bonita Keener  
Gilbert & Esther K.B. Sager

### CLINICAL PATIENT SPECIAL NEEDS FUND

Income from this fund provides for care and comfort to help patients and families live better at end of life. Special needs include those which are outside of the guidelines of Medicare reimbursements and which

may include unique care needs for pediatric patients, individuals with sensory impairments, non-English speaking patients and with patients with financial need.

Deborah J. Drury  
Martha E. Shreiner

### FACEBOOK FUNDRAISERS

Hospice & Community Care would like to recognize with sincere gratitude those individuals who held fundraisers in support of Hospice & Community Care on Facebook. Gifts were received from the following fundraisers.

Stacey's Birthday Fundraiser  
Stu's Birthday Fundraiser

Gifts of any amount may be made to these funds at any time.

Please contact Amy Lewis, Director of Philanthropy, at (717) 735-8729 or [alewis@hospicecommunity.org](mailto:alewis@hospicecommunity.org).

## Have you included Hospice & Community Care in your estate plan?

For information, visit [hospiceandcommunitycare.planmygift.org](http://hospiceandcommunitycare.planmygift.org) or contact Amy Lewis, Director of Philanthropy, at (717) 735-8729 or [alewis@hospicecommunity.org](mailto:alewis@hospicecommunity.org).



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**The E. E. Manny Murry Center**  
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*Horizons* is published four times annually. We may use certain information (name, address, telephone number, dates of service) to contact families regarding our organization's fundraising activities, such as our Labor Day Auction. These activities raise funds to expand and improve the services and programs we provide to the community. We also list names in our newsletter to recognize donors and memorial contributions. Please contact the Development Office at (717) 295-3900 or [info@hospicecommunity.org](mailto:info@hospicecommunity.org) if you wish to have your name removed from our mailing list. By doing so, you would not receive future fundraising requests supporting Hospice & Community Care or future issues of this newsletter.

Hospice & Community Care is licensed by the Commonwealth of Pennsylvania as a hospice provider and is federally certified as a provider of the Hospice Medicare Benefit. Hospice & Community Care is accredited by the Joint Commission and is a member of the Pennsylvania Hospice Network and a provider member of the National Hospice and Palliative Care Organization. A copy of the official registration and financial information of Hospice & Community Care may be obtained from the PA Department of State by calling toll free, within Pennsylvania, 1-800-732-0999. Registration does not imply endorsement.

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