Olivia was young, yet a girl who knew what she wanted,” commented Kelly Lynch, Olivia’s mother. “Her love of color and life presented itself every time she came home with another painting or drawing of a rainbow, which has now become a symbol of how she is remembered.”

At just four years old, Olivia Lynch was diagnosed with a terminal brain and spinal cord tumor. Olivia’s family chose to keep her comfortable in her own bed where this precious angel passed. “Hospice’s home nurses were wonderful, especially during her final hours as we were coached through the end stages of life,” shared Kelly. “Her nurse was a calm, nurturing presence.”

Thanks to Olivia’s godmother, Ang Sydorko and her husband, Steve, Olivia’s legacy and love of rainbows will live on. Ang and Steve started the Olivia L. Lynch Rainbow Endowment Fund at Hospice & Community Care. Olivia’s bright light will help bring comfort and support to other children and families who are suffering from a serious illness or needing grief support.

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Rainbows Became Her Trademark – Radiating Color and Light

Learn how you can support children suffering from a serious illness or grieving a loved one.
“Olivia’s impact on our lives and all those she encountered was undeniably extraordinary for such a young age,” shared Ang. “Olivia taught us life lessons that as adults we are still attempting to grasp an understanding of, she certainly knew her purpose in life; we were merely students in her classroom.”

Ang and Steve wanted to create a resource to honor Olivia and help children and families facing a similar journey. “Steve and I immediately felt drawn to Hospice & Community Care after witnessing Olivia’s experience,” commented Ang. “Olivia and her family utilized hospice services and to witness an organization that enabled the family to focus on spending time with their loved one, honoring their end-of-life wishes, and providing support and resources that extended beyond the illness will remain forever priceless.”

The couple explored their options and ultimately decided to create an endowment fund that would provide ongoing funds to support and provide opportunities for pediatric patients, their siblings, and their community. “There was no hesitation when we selected the Olivia L. Lynch Rainbow Endowment Fund name; rainbows became so symbolic during Olivia’s journey,” commented Ang. Olivia loved rainbows and often expressed that love of rainbows through her art that she shared with others. “It is so fitting, all the colors of the rainbow – the joy, happiness, and hope that goes with rainbows; very fitting of Livvy’s personality,” shared Ang. “She radiated a colorful and kind spirit and left a sparkle in all those she encountered. In essence, it became her trademark.”

The Olivia L. Lynch Rainbow Endowment Fund will support patients and families cared for by Hospice & Community Care’s Sunflower Pediatric Palliative Care Program. Support will address the needs of families and provide resources for specialized care. It may also be used to support and enhance the Pathways Center for Grief & Loss’ Coping Kids & Teens programs, Camp Chimaqua (see page 8 to learn about Grace Lynch’s experience at Camp Chimaqua when coping with her loss of Olivia), new programming, continuing education, financial assistance for program attendees and more.

To make a gift to the Olivia L. Lynch Rainbow Endowment Fund, contact Amy Lewis, Director of Philanthropy, at (717) 735-8729, alewiss@hospicecommunity.org, or visit www.hospicecommunity.org/hospice-care/endowment-funds.
Family “Pays it Forward” Over the Holiday Season

“My mother always showed me to give instead of receive,” shared Norma Perez. “In my heart, I always wanted to do something special.” Norma and her family put her mother’s, Ana Martinez, life lesson to great use this past holiday season – giving gifts to a Hospice family in need. And, what makes it even more special? They were “paying it forward.”

In 2017, the holidays were an especially difficult time for the Perez family. Norma was caring for her ailing mother, with the help of Hospice & Community Care, while caring for her young boys. And the pressure to have a special Christmas for her boys was mounting. But that all changed, thanks to a local family.

The Perez family received Christmas gifts from an anonymous donor through Hospice & Community Care. “I am so grateful my boys had a nice Christmas after losing someone very special in our lives,” commented Norma.

The generosity moved her to “pay it forward” in 2018 – donating gifts to a Hospice family in need. “I am so glad I could make a difference in the lives of another family,” commented Norma. “To be able to provide a bright spot in their lives during a challenging time, makes it all worth it.”
Leading the Way:
Providing Support Early in an Illness

As our patients’ needs change, it’s important that Hospice & Community Care diversifies its services to meet those needs now and into the future. And, it’s because of that forward thinking that led to your hospice being named one of 70 hospices nationwide in 2016 to participate in a demonstration project called the Medicare Care Choices Model (MCCM). The demonstration project is offered by the Center for Medicare and Medicaid Services, and allows patients to receive concurrent curative care and hospice support services. MCCM offers not only a chance to influence Medicare reimbursement decisions but also provided us with the opportunity to develop an expanded “bridge-to-hospice” program, which we named Supportive Care.

“Having Supportive Care is like having a nurse in the family...”.

Hospice & Community Care’s Supportive Care program assists patients in preventing and managing the symptoms related to their illness, and it helps them and their families discover what is most important to them and how to make it happen. Through the Supportive Care program, patients can receive concurrent curative care and hospice support services for treatment related to their illness. Patients and families enrolled in the program receive advance care planning, case management services where our team coordinates all aspects of care for each individual patient, family support, spiritual counseling, in-home respite care and 24/7 phone access to a nurse.

“The Supportive Care team sees patients during a very sensitive time of their illness, they are often making impactful decisions about their advance directives and end-of-life journey,” says Steve Sensenich, RN, CHPN and Supportive Care Team Leader. “Being able to be part of their care plan we can help the patient make informed decisions about moving forward with curative treatment. We help the patient to feel confident so they can focus on quality of life and have someone there to walk with them through it. When we serve a patient earlier, we can work on goals during a time of high anxiety and need. We are there to address questions and alleviate misconceptions.”

In just two years, we have seen an increase in our consumer satisfaction rate and an increase in the length of time patients receive Hospice care for individuals who were transferred from Supportive Care. These statistics help reinforce the importance of providing support early in an illness to enhance a patient’s quality of life. But beyond the statistics, we’ve heard from patient families who have reaped the benefits of this program.

“The team that cared for my husband was caring, supportive and amazing. The 24-hour phone line was so helpful for a person like me with no medical background. I have no words to express how grateful I am for the care my husband received.”

According to Steve Sensenich, “Having Supportive Care is like having a nurse in the family. We are able to give information about procedures, act as a liaison between the patient and doctor, and even help develop a list of questions for them to address at doctor appointments. Supportive Care helps keep patients out of the hospital by giving the patient 24-hour phone access to a hospice nurse.”

Supportive Care is provided at a patient’s home and at senior living facilities. There may be a cost for Supportive Care services; however, patients may qualify for Medicare coverage or be eligible for financial assistance. Hospice & Community Care will help patients and families determine program cost and if they qualify for assistance.

For more information, visit www.hospicecommunity.org or call (717) 391-2421 or (844) 422-4031.
Making Meaningful Connections
Hospice & Community Care Welcomes Memory Support Aide

It’s hard for any of us to fathom how someone else’s mind works, and it’s especially challenging to get into the mindset of someone with dementia,” commented Grant Parmer, Memory Support Aide at Hospice & Community Care. But, luckily for our patients and families we are working to change that with the help of Grant.

Through The Nancy M. & H. Carter Clements Dementia Care Endowment Fund, Hospice & Community Care created the Memory Support Aide position in early 2018. Grant works in collaboration with hospice physicians, nurses and social workers to provide supportive care for dementia patients. Grant’s essential roles are providing personal care, socialization and stimulation based on a patient’s interests, abilities and needs.

“It’s very hard to watch the person you love begin to change so completely,” commented Sue Clements, the daughter of Nancy and Carter Clements and creator of the Endowment Fund. “Being able to understand what the person is going through and knowing how to preserve the quality of their life and yours is crucial to managing their care. The Memory Support Aide position is essential in ensuring that patients and families get the care, comfort and education they need when they need it most.”

Getting His Start
“Growing up, I spent a lot of time with my great-grandmother,” commented Grant. “Seeing how dementia impacted her life gave me a better understanding of how to make a connection with her as her disease progressed. Since then, my grandmother has also been diagnosed with dementia. I now have a better ability to understand and support her in a sensitive and compassionate way. I am fortunate to be able to use these skills to support Hospice & Community Care’s patients as well.”

Prior to becoming the Memory Support Aide, Grant worked in the dementia wing of a personal care facility; later joining Hospice & Community Care in 2017 as a hospice aide. “When the Memory Support Aide position became available, I knew it was the right fit,” commented Grant. “It was a way to mix my skills and passion.”

When to Consider Dementia Care
“I am consulted by hospice team members to see patients with dementia or senile degeneration who are experiencing behaviors,” commented Grant. “Often I am asked to see these patients if the team believes I may be able to help support those experiencing restlessness, anxiety and/or combativeness. I can also be helpful in supporting and educating the family.”

If your loved one has been diagnosed with dementia and has been given a limited life expectancy, Hospice & Community Care’s Supportive Care program may be able to help. (See page 5 to learn more about our Supportive Care program and how to get support early in their illness.)

The Future of Dementia Care at Hospice & Community Care
According to the Alzheimer’s Association, more than 5 million Americans are living with a form of dementia. With this number continuing to grow, it is critical for us to have the care and education in place to meet the growing needs of our patients and families. The creation of the Memory Support Aide position is just one of the ways we are helping to make a difference.

For more information, visit www.hospicecommunity.org or call (717) 391-2421 or (844) 422-4031.
Many of us know a family member or friend who is suffering with a form of dementia. Check out these tips to help you successfully communicate and interact with your loved ones.

**Slow Down** – We are a society that is always on the go and for someone with a cognitive impairment it takes them longer to process conversations. Take the time to speak clearly, be patient and don’t get frustrated.

**Establish a Connection** – A person with dementia has limited peripheral vision so it’s important to approach them from the front and make eye contact. Approaching them from the side may startle them and cause them to lash out. You may also want to hold their hand or caress their face to help them feel comforted and connected with you during your visit.

**Step Away** – It’s only natural to get frustrated at times with someone with dementia. Excuse yourself for a few moments to collect yourself. Step out of the room, try breathing exercises or think of something pleasant. When you have taken the necessary time to regroup, then re-engage with your loved one.
A Comforting Place for Children to Cope
Making Lasting Memories

As the sun beat down on her face, suitcase in hand, Grace Lynch was taking her first step toward coping with the loss of her younger sister, Olivia Lynch, at Camp Chimaqua. And Grace wasn’t alone. Several children, just like her, were facing their grief that weekend head on. While Grace attended camp two years ago, it still has a memorable impact on her life...as it does for all campers.

“This was Grace’s first sleepover camp, which was exciting in and of itself,” commented Kelly Lynch, Grace’s mother. “One of her favorite memories was when she made a handmade boat, put a candle in when the sun had set, and gently pushed it out into a pool of water along with the other campers’ boats as a symbol of light and love to ‘show’ to their loved one who they were remembering.”

Offered through Hospice & Community Care’s Pathways Center for Grief & Loss, Camp Chimaqua is an overnight weekend camp for grieving children ages 6 through 12. The camp helps children explore their feelings, develop coping skills, and build self-confidence. Through group and individual activities, children learn how to express their feelings and share memories of their loved ones. Campers enjoy fun activities such as swimming and making s’mores around a campfire, as well as participating in grief related activities. During camp, a trained adult buddy is paired with each child for companionship, support, and supervision throughout the weekend.

“The bond between the buddies and campers is so memorable,” commented camp buddy, Heather Groff and Grace Lynch’s buddy. “To be with these children as their cheerleader, supporter, and protector while they’re expressing their feelings is so special. Though there are some tears shed during camp, the campers know they are not alone.”

“There were times when Grace felt shy and hesitant about participating in certain activities,” commented Kelly. “Her Camp Chimaqua buddy was wonderful and helped her to feel safe and supported while encouraging her, which very much helped Grace take one step at a time that weekend. Even years later, this has been an incredible memory for Grace.”

We all grieve differently. Yet, amid serious illness and death, children are often overlooked, and their needs are significant. There is no right or wrong way to grieve, but it is important that children are given the support they need to mourn their loved one. If you know a child who is struggling with a loss, please consider having them join us from Friday, May 31 – Sunday, June 2 at Gretna Glen Camp & Retreat Center, Lebanon. Children must attend an assessment to ensure that camp will best meet his or her needs.
Registration is on a first-come; first-served basis. Registration is $25 and financial assistance is available. Call the Pathways Center to request camp applications or visit www.hospiceandcommunitycare.org/grief-and-loss/camp-chimaqua. Applications must be received by May 10, 2019.
News & Notes

Calling All Women: Help Us Break Our Record in 2019

We are excited to announce that we ended 2018 with a record-setting 131 Women’s Giving Circle members. Thanks to their ongoing support we will continue to make an impact in the lives of Hospice & Community Care patients, families, staff and the community.

But it doesn’t stop there. Here’s your chance to help us go above and beyond in 2019 by signing up today to become a Women’s Giving Circle member. The more members we get, the greater our impact!

Our Women’s Giving Circle is a unique program that provides women with the opportunity to pool their funds and invest in projects that build and strengthen hospice-related programs. Funded projects have ranged from:

- Dementia Resource Kits for caregivers
- Funds to extend Inpatient Center stays for patients unable to go home
- Memory making kits for our Pediatric Sunflower Program

A yearly gift of $500 is contributed by each member. For more information, contact Amy Lewis, Director of Philanthropy, at alewis@hospicecommunity.org or (717) 735-8729 today!

Hospice & Community Care Launches New Website

We are pleased to announce that we have launched our new website. The new user-friendly site allows you to access information about available services and support, job openings, giving opportunities and more 24/7 with ease and clarity. New features will be added regularly to keep you in the know.

Share your thoughts and feedback with Allie Bucher, Communications Manager, at albucher@hospicecommunity.org.
Welcome New Board Members

Albert Kuhner is the president of Kuhner Associates Funeral Directors in York. Born in Sacramento, California, Al was raised in England, Germany and France, and attended military schools in Europe until returning to the United States. He was educated at Indiana University of Pennsylvania; Pittsburgh Institute of Mortuary Science; Kings College in London, Ontario; and Wills Eye Hospital in Philadelphia. A Licensed Funeral Director, he is president and owner of Kuhner Associates Funeral Directors, Inc., Baumeister, Orcutt & Small Mortuaries, Inc., William E. Little Funeral Homes, Inc., Workinger Semmel Funeral Homes and Cremation, Inc.; GrantitWerks Memorials, Paddletown Cemetery, Saint John's Cemetery; Emanuel Cemetery, Cross Roads Cemetery, Parkville Cemetery and Treewood Farms.

Tony Legenstein is president of Certified Carpet Inc., a family-owned business he co-owns with his brothers Joe and Mark. The company has been serving the South Central PA community since 1949 and specializes in all aspects of flooring, textile cleaning and walk-off industrial matting. Tony has served on several local organization boards and has attained Certified Rug Specialist with the Association of Rug Care Specialists. He lives in Lancaster with his wife Tonya and their three children.

Dr. Alyssa Moyer is a Board Certified Internist with WellSpan Health. In her clinical role, she serves as a Hospitalist at the WellSpan York Hospital. Administratively, she currently Chairs the York Hospital Department of Medicine and is the Chief Medical Officer at the WellSpan Surgery and Rehabilitation Hospital. Alyssa graduated in 1997 from Jefferson Medical College of Thomas Jefferson University and completed her Internal Medicine Residency at Penn State Milton S. Hershey Medical Center. Alyssa is an active member of Hospice & Community Care’s York Advisory Committee. In her free time she enjoys showing her horse and everything outdoors.

J. David Swartley, MBA, NHA is president and CEO of Moravian Manor – overseeing the operation of the organization since 2008. He earned a business degree from Eastern Mennonite University and an MBA from Temple University. David began his tenure at Moravian Manor in 1991 as the Controller and has served the organization in various capacities over the years. He is active in the community and has served on the boards of First Deaf Mennonite Church, Mennonite Children's Choir of Lancaster, Lititz Recreation Center and CARE.

Save the Date

Spring Education Luncheon

Hospice & Community Care’s Women’s Giving Circle invites women of all ages to attend this free educational forum. A panel of Hospice staff will provide a behind the scenes look at Hospice & Community Care—from referral to admission.

April 18, 2019
5:30 – 7:00 p.m.
Box Hill Mansion
1501 Copper Beech Drive, York

April 25, 2019
12:00 noon – 1:30 p.m.
Lancaster Country Club,
1466 New Holland Pike, Lancaster

Register at www.hospicecommunity.org/events or call Pat Cochrane at (717) 295-3900.

Special Thanks

13th Annual Todd Auker Hospice Fundraiser
12th Annual Tucquan Club George Wiest Golf Tournament
Adcock Bros Inc.’s Christmas Raffle
Patti Anewalt Birthday Fundraiser
   Beth Royer Gainer
   Birthday Fundraiser
Hayley Gerhart Birthday Fundraiser
   Henry Schein, Inc.
Patrick Martin Birthday Fundraiser
Hannah Mullin Birthday Fundraiser
Parkhill Jewelry November Sales
Lauren Shopp Birthday Fundraiser
Debbie Taylor Bender Yoder Birthday Fundraiser

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Patrick Martin Birthday Fundraiser
Hannah Mullin Birthday Fundraiser
Parkhill Jewelry November Sales
Lauren Shopp Birthday Fundraiser
Debbie Taylor Bender Yoder Birthday Fundraiser
“Life is not measured by the number of breaths we take, but by the moments that take our breath away.” ~Maya Angelou

Remember your loved ones who took your breath away with their strength, compassion, friendship, love and much more at our annual remembrance events.

Service of Remembrance

“What you leave behind is not what is engraved in stone monuments, but what is woven into the lives of others.”

~Pericles

Hospice & Community Care invites you, your family and friends to attend a special Service of Remembrance in honor of loved ones who died in 2018. Chaplains Deborah Miley, Timothy Sadler and Ellen Good will provide a meaningful message and words of comfort. For more information, please contact the Pathways Center for Grief & Loss (717) 391-2413.

Sunday, March 17, 2019, 2:00 p.m.
Highland Presbyterian Church
500 E. Roseville Road, Lancaster

Sunday, March 24, 2018, 2:00 p.m.
Luther Memorial Lutheran Church
1907 Hollywood Drive, York

Remembering Our Mothers

This annual Mother’s Day breakfast provides women whose mothers have died the opportunity to remember, honor and celebrate their lives. Join us to hear Vickie Price, assistant professor at a local college, former hospital chaplain, and community volunteer share “The Truths and Lies: My Mother’s Parenting Styles.” Registration and payment of $18 must be received by May 7. Register online at www.hospiceconnect.org/events or call (717) 391-2413. Space is limited.

Saturday, May 11, 2019
9:30 a.m. – 12:00 p.m.
Enck’s Banquet and Conference Center
1461 Lancaster Road, Manheim

Path of Remembrance

The winding path around The E.E. Manny Murry Center in Mount Joy is paved with the names of loved ones who hold a special place in our hearts. Their place on this tranquil path is marked with a brick, engraved with their name and often visited by family and friends. The names of these loved ones will forever be part of the Path of Remembrance, and provide an area of solace and a place of peace. You are invited to include your loved one’s name on the Path and join us at the Path of Remembrance Dedication. To purchase a brick visit www.hospiceconnect.org/path or call (717) 295-3900. Orders must be received by April 30.

Path of Remembrance Dedication
June 23, 2019, 2:00 p.m.
The E.E. Manny Murry Center
4075 Old Harrisburg Pike, Lancaster
President’s Letter

With the New Year in full swing, I would be remiss if I didn’t take time to reflect on our accomplishments in 2018. It is because of these achievements that we are poised for growth and even greater success in 2019 and beyond. All of these successes are a direct result of the community’s generous support, our volunteers, and our staff who gave (and continue to give) so tirelessly to our patients and families throughout the year. In 2018, we were privileged to provide hospice and supportive care to 3,674 patients and families, an 11% increase from 2017.

Here are some of the ways we’ve made a collective impact in our community last year.

In 2018, we partnered with WellSpan York Hospital to launch the Hospice Response Team program. The first of its kind locally, the program enables us to provide exceptional care and comfort to hospitalized patients who are seriously ill and have a limited life expectancy. Our team of specially-trained physicians, nurses, aides, and social workers work collaboratively with WellSpan York Hospital’s team to provide support these patients and families need.

I am pleased to share that our team is continuing to grow. Last year we created a new position to help patients and families living with dementia. Our Memory Support Aide works in collaboration with our physicians, nurses and social workers to provide supportive care for dementia patients, including: personal care, socialization and stimulation based on a patient’s interests, abilities and needs. (See page 6 to learn more.)

And because of you, we set a new Labor Day Auction fundraising record – thank you! In just two days we raised more than $760,000 during our Labor Day Auction. We also raised more than $76,000 in the community’s online day of giving, the Extraordinary Give. Through these contributions and many other generous gifts, our entire community will continue to have access to our hospice, palliative, and supportive care, and grief support regardless of individual financial circumstances.

I am very excited for what this year has to bring. It is only through our dedicated staff, community support, and our committed, incredible volunteers that we are able to continually grow and live our mission.

Thank you and Happy New Year!

Steve Knaub
President and CEO
Memorial Contributors List

October 1, 2018–December 31, 2018

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 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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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.

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Income from this fund provides staff development including education, conferences and certifications. This fund will enrich the learning experiences and development of the organization’s staff through educational opportunities at the state and national level, and supporting improvements and innovations in educational services provided by Hospice & Community Care.

IN MEMORY OF
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MEDICAL EDUCATION ENDOWMENT FUND
Income from this fund improves and enhances end-of-life care throughout the community by continuing and implementing educational initiatives for physicians, nurse practitioners, nurses and other health care professionals about the importance and methodology of best practice palliative medicine.

IN MEMORY OF
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THE BEVERLY MCCANN FLOWER ENDOWMENT FUND
Income from this 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
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Income from this fund is used to support Spiritual Growth and Comfort for Children and Youth.

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Income from this fund supports needs related to cultural diversity awareness for Hospice & Community Care. Income may be used to provide staff and community education, financially support culturally-diverse patients and families with special needs, or provide translation for non-English-speaking patients and families. Gifts of any amount may be added to this fund at any time.

IN MEMORY OF JOHN A. NEVILLE
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THE CEDRIC E. GROSNICK SCHOLARSHIP ENDOWMENT FUND
Income from this fund, established in memory of Dr. Cedric E. Grosnick, provides educational opportunities for Hospice & Community Care employees in clinically-related areas to enhance excellence in hospice and palliative care. This scholarship opportunity created in 2016, is offered in the name of Dr. Cedric E. Grosnick by his wife, Aniée Grosnick. Gifts in any amount may be added to this fund at any time.

IN MEMORY OF DR. CEDRIC E. GROSNICK
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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 patients with financial need. A gift in any amount may be added to this restricted fund at any time.

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Aaron, Jenna, Kimberlee, AJ and Baby Miller

IN MEMORY OF
JAMES S. HUME
Michele Polinitz

IN MEMORY OF
EDWARD D. KANE JR.
Martha E. Shreiner

IN MEMORY OF
ROY M. ROHRER
Susan L. Rohrer

IN MEMORY OF
VERNA E. ROHRER
Susan L. Rohrer

IN MEMORY OF
GALEN L. SHREINER
Martha E. Shreiner

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

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

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MAY 7, 2019