

# NEWS *to friends*

SERVING MONTROSE & OURAY COUNTIES

OCTOBER 2019 | HOPEWESTCO.ORG

## PET THERAPY VOLUNTEER BRINGS COMFORT TO HUNDREDS OF PATIENTS & FAMILIES

**V**olunteers come in many sizes and shapes—a few of them have copious amount of hair and four legs! We are speaking of our therapy pets, of course. HopeWest Montrose had one of the most faithful of these volunteers in Martha, a Golden Retriever mix. Martha along with her owner, Linda Noblett, visited hundreds of HopeWest patients over the years to provide support and companionship to patients and families; sadly, Martha passed away in July. At the time, Linda and Martha had 12 patients they

visited regularly. Linda has acquired a new puppy that she is currently training to be a therapy dog, but it will be quite some time before this little guy is ready to visit with patients.

This all came about at the same time one of our other pet therapy volunteers relocated to Grand Junction, which briefly left our office with only one pet available to visit our patients. It's always humbling to see how needs will be met. The right people just seem to show up at the right time. Angie *CONTINUED ON NEXT PAGE...*



*HopeWest pet therapy dog Martha along with her owner, Linda Noblett.*

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Committee Dedicated to  
Recognizing Veterans



Christy Whitney Borchard  
President & CEO

## A note from Christy

October – how can it be? I can honestly say, days flow into weeks into months into years and you stop to wonder, “wasn’t that just yesterday?” when in essence it was last year.

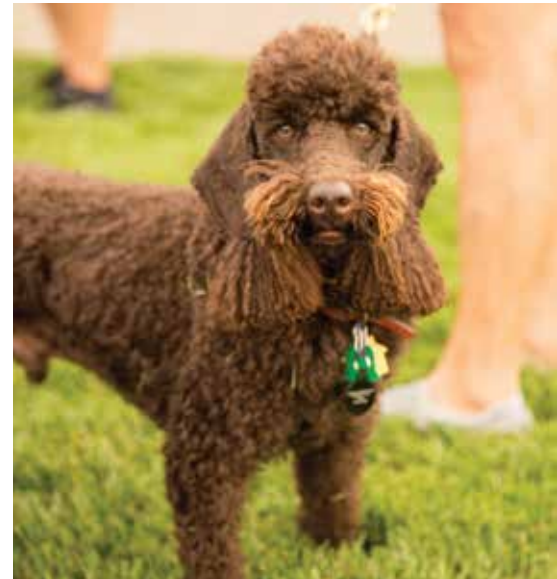
In our HopeWest world, it does feel just that way. We are at an all-time high of 400 employees, 1,300 volunteers and serving nearly 650 hospice and palliative care patients across all our sites every single day. Whew. This plus launching new businesses is enough to make you realize why it is hard to keep track of the days.

Our numbers are made up of many smaller communities who add up to make a significant difference. A special thank you goes out to all our supporters throughout Montrose and Ouray counties – employees, volunteers and donors who make an impact every day. We couldn’t do it without you.

Thank you for your continued support and allowing HopeWest stay true to its mission of profoundly changing lives – one family at a time.

- Christy

... CONTINUED FROM FRONT PAGE... Cooling, Volunteer Coordinator for the Montrose office, did a presentation to Morning Star Therapy Dogs Group, our local pet therapy training facility, and garnered two new volunteers and their pets. These dogs and their masters have completed orientation and are currently waiting that next referral for pet therapy. This is quite a team of four-legged, furry friends and the Montrose team is both blessed and honored to have them and their masters serving with us.



*Pet therapy volunteers provide support and companionship on their visits to HopeWest patients and families.*

## VOLUNTEERS NEEDED!

Along with pet therapy volunteers, we are always looking for massage therapists, barbers, hair stylists and reflexology therapists. If you know of someone who practices in one of these fields, please let them know we have a need; Angie Cooling, our Volunteer Coordinator would be happy to visit with them and answer any questions about volunteering their services for HopeWest patients.

**Call (970) 240-7734  
or visit [HopeWestCO.org](http://HopeWestCO.org).**



# Philanthropy Corner

## DOES INSURANCE PAY FOR HOSPICE CARE?

**A**t dinner recently, a friend asked me why HopeWest needs to fundraise. “Doesn’t insurance pay for hospice?” he asked. Like many questions in healthcare today, the answer is complicated.

I explained that hospice reimbursement is a capitated payment. What this means is that regardless of the actual cost of the services provided, hospices receive a set amount for each day a person is in hospice care. Often, the costs of providing patient-centered care are far greater than what Medicare reimburses. And surprisingly, reimbursement rates for HopeWest have not increased in the past 12 years. So, the answer is yes, insurance pays for hospice care, but not nearly enough to cover the cost of care.

To be hospice eligible, patients must have a life expectancy of six months or less and no longer seek curative treatment. Once enrolled in the HopeWest hospice program, a personalized care plan is developed to meet both the patient and

family’s unique needs. Service includes skilled nursing, pain and symptom management, physician services, medicines, durable medical equipment (like special beds), therapies to improve the quality of life, social worker services, spiritual services, and grief counseling. In addition to these services, trained HopeWest volunteers are available to provide an extra layer of care and support to the patient and family.

Because terminal illness can strike at any age, not everyone who needs hospice care has Medicare or the equivalent. Thankfully, at HopeWest, no one is ever turned away due to an inability to pay.

It is fundraising that enables HopeWest to provide the best comprehensive care to our patients and their families without being limited to the Medicare reimbursement. So, to get back to my friend’s question, HopeWest needs to fundraise so we can continue to provide the care our community expects and trusts. The kind of care we all want for our loved ones.

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*HopeWest needs to fundraise so we can continue to provide the care our community expects and trusts. The kind of care we all want for our loved ones.*

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As I finished explaining why fundraising is so important, he asked me another question. “What would we do if HopeWest wasn’t here?” It isn’t often when I am at a loss for words but I think the prospect of the answer stunned me. I shrugged my shoulders and said, “I’m not sure.”

Donors and businesses have supported HopeWest for 26 years, helping us grow to become an extraordinary organization of 400 employees caring for more than 2,500 families each year. I am always inspired by our community and the generosity shown to friends and neighbors, thank you!

*-Debbie*

*Debbie Horwitz  
Sr. Vice President of Development*



For Questions Contact Nancy Hannah,  
Director of Community Relations,  
Montrose & Ouray Counties • (970)497-5203

# Handling the Holidays

## While Grieving

By Melanie McClanahan, Bereavement Coordinator

**F**or people who are grieving, every day can be filled with reminders of their loved ones, emotional roller coasters and an overall feeling of loneliness. Holidays can often impact day-to-day grief much more.

### WHAT YOU MAY FEEL:

- Physical/mental exhaustion
- Increased emotions like sadness, anxiety, isolation and frustration
- Difficulty with reminders, such as certain scents, TV programs or music
- Increased pressure with social gatherings

Handling the holidays while grieving is a right everyone should have. People should be able to express themselves during this time, as well as personally attune to their own needs.

### YOU HAVE THE RIGHT TO:

- Take a “time out”
- Allow for down days
- Engage in different traditions, or keep old traditions the same
- Have a little fun
- Give yourself time for rest, reflection and self-care
- Attend events on your own terms (e.g. driving oneself to a gathering or telling friends that they may cancel last minute)

You also have the right to memorialize your departed loved ones during holidays.

### SOME IDEAS TO HONOR YOUR LOVED ONE:

- Light a memorial candle during special meals
- Give a keepsake of your loved one to a family member as a gift
- Make a “memorial table cloth” out of craft paper where family members write memories that remind them of their loved one
- Create a “memorial bowl” where family members can put on slips of paper their memories of their loved one and read aloud and family gatherings



*HopeWest's grief support program also provides Handling the Holidays workshops during the holiday season to provide support and guidance.*

*Contact your HopeWest office at (970) 240-7734 for more information.*

## MAKING A PERSONAL HOLIDAY PLAN

Even those who are not grieving often allow the frantic hustle and bustle of the season to create more stress. It is especially important for you, having suffered a loss, to slow down and listen carefully to your own needs and limitations. It can be helpful to think ahead about ways to make the holidays easier for yourself. Below are a few thoughts that can help you prepare for the upcoming holiday season.

I predict that the most difficult part of the holiday season for me will be:

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The most difficult people to be with might be:

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My grief triggers will be:

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My support people (those who can hear my grief ) are:

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This year I want to include the following traditions in my holiday:

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For more resources on grief and loss  
visit [HopeWestCO.org](http://HopeWestCO.org).

*It Only Takes  
a Moment*

*It only takes a moment  
to reach out to be a friend,  
but to the one who  
needs you the memory  
never ends.*

*A simple act of kindness  
to a person you don't  
know may plant a seed of  
friendship that for them  
will always grow.*

*We sometimes lose  
perspective of the  
difference we can make,  
when we care more of our  
giving and care less of  
what we take.*

*So remember that your  
actions may help change  
a life someday.*

*Always think about the  
person that you meet  
along the way.*

*For it only takes a  
moment to reach out to  
be a friend, but to the  
one who needs you the  
memory never ends.*

- Courtesy of  
[energizeinc.com](http://energizeinc.com)

# Celebrate those you love this holiday season!

As we are nearing the holiday season, become part of the HopeWest tradition and honor or remember your loved ones with personalized heart ornaments or luminaries of life.



## Personalize your own heart ornament

A commemorative pewter heart ornament can be purchased for \$25 each and personalized with your loved one's name and the year. As you unpack your holiday decorations each year, we hope you are reminded of your loved one and find a special place to display your personalized ornament.

## Dedicate a Luminary of Life

For a \$100 donation, personalized luminaries are available to honor your loved one. Each luminary will bear your loved one's name and when lit, will create a warm glow throughout the holiday season. Luminaries will be placed at your local office or Heirlooms in your area. A personalized heart ornament will be included with your luminary order.



**Visit [HopeWestCO.org](http://HopeWestCO.org) to purchase today.**

**What makes December 10th different from any other day?** It's Colorado Gives Day! A very special day set aside for online giving to your favorite charity!

Pre-schedule your gift today so together, we can continue changing the way our communities experience aging, serious illness and grief – one family at a time.

**When:** 24 hours starting at 12:00 a.m. | Tuesday, December 10

**How:** Online through [ColoradoGives.org/HopeWest](http://ColoradoGives.org/HopeWest)

**Why:** To support HopeWest's Living with Cancer Program



Every donation's value is increased on December 5 due to a \$1,000,000 incentive fund provided by Community First Foundation and FirstBank.

# We Honor Veterans



## Veterans Day is Monday, November 11

**T**he We Honor Veterans Committee at HopeWest has been in full swing since 2011. This committee is made up of a group of employees and volunteers with a passion for serving veterans.

The committee is dedicated to recognizing veterans, enhancing education based on veteran's needs, identifying resources and collaborating with our local community.

"We recognize those who served and genuinely appreciate the sacrifices they made for this country. At HopeWest we understand that veterans may have unique needs as they age and we are honored that they come to us for care. Our

staff and volunteers are provided with ongoing education to better serve our veteran patients," said Justine Fritzel, RN, Senior Director of Hospice and committee member.

Each veteran patient is recognized with a special, private pinning ceremony. In addition, veterans staying in the Hospice Care Center are honored with handmade blue star quilt wall hangings and an intricate patriotic lap quilt during their stay, handmade by dedicated volunteers.

What an honor it is to serve our veteran patients as they so bravely served our country.

"We appreciated all of you coming in with the quilt and honoring John as a veteran. It meant so much to me and him. I know what John went through in WWII and he carried the scars mentally and physically since he returned home from the war. Thank you all for being so professional and full of grace and letting John die with the dignity he deserved. God Bless All of You."

- A Grateful Family



WE HONOR VETERANS



# HopeWest

725 S. 4th Street  
Montrose, CO 81401

[HopeWestCO.org](http://HopeWestCO.org)

*As a nonprofit, HopeWest is dedicated to profoundly changing the way our communities experience aging, serious illness and grief - one family at a time.*

## Find Your Life's Work

Working at HopeWest is more than a job,  
it's making a difference – one family at a time.



# HopeWest

**NOW HIRING  
IN MONTROSE!**

Certified Nurse  
Assistants

*You too can make  
a difference, apply at  
[HopeWestCO.org](http://HopeWestCO.org).*

EOE/AA/M/F/Disabled/Veteran