



Circles of Care

Spring 2018 Newsletter Vol. 25 No. 1

HARBOR HOSPICE

Your Journey. Your Terms. Our Expertise.

We Honor Our Veterans

by Susan Newhof

“Respectful inquiry, compassionate listening, grateful acknowledgement”



The Bunnell Family



The D'Amico Family



Harbor Hospice veteran volunteer Jan Marie Arseneau conducted Grace's pinning ceremony.

Grace D'Amico enlisted in the US Army when she was 21. After boot camp, she was responsible for hospitality and support for the troops, and that's when she met Navy man T.J. Kostrzewa. They fell in love, married and raised a family. Their wartime romance continued for 61 years, until T.J. died in 2013.

Early this year, Grace's health began to fail, and she became a patient of Harbor Hospice. When social worker

Pam Wingard learned that Grace was a veteran, she suggested to Grace's daughter, Sheila Surian, that they conduct a pinning ceremony as part of Harbor Hospice's *We Honor Veterans* program. Grace's son, Bob, came from his home in Rhode Island to attend. Jan Marie Arseneau, one of eight volunteer veterans involved in the program with Harbor Hospice, conducted the moving ceremony. Surrounded by her family, Grace received a special veteran's pin, a certificate, and heartfelt thanks for her service.

“Harbor Hospice was doing everything to keep my mother comfortable, but she never expected this special ceremony,” recalls Sheila. “She was very touched and quite honored.”

Then the group turned to Bob, who served in the Navy and had been stationed in several places including Japan and Vietnam. Sheila and her siblings had made plans to have their brother pinned, too, and managed to keep it a secret from him.

“He never anticipated it,” says Sheila. “He's not used to being in the limelight, and he was honored by it, too.”

Today, one in four Americans dying is a veteran. *We Honor Veterans* is a program of the National Hospice and Palliative Care Organization and the Department of Veterans Affairs that enables hospice organizations throughout the country to provide

patients and family members who are veterans, such as Grace and Bob Kostrzewa, with grateful recognition of their service.

Bob Bunnell is proud to have served in the Navy, and 25 years after retirement, he says he'd do it all over again given the chance.



A family member takes part in Bob's pinning ceremony.

The West Michigan resident began his military career in boot camp at Great Lakes Naval Station and went on to Vietnam onboard the USS Midway. When Vietnam fell, Bob was part of the crew that pulled out remaining American soldiers and many South Vietnamese.

Bob's sister, Norma Bunnell, and his mother, Laura Bunnell, were patients of Harbor Hospice this past year when social worker Amy Geldersma learned that both Bob and Norma were veterans. Norma had served with the Marines. With their permission, Amy arranged for pinning ceremonies for them.

Despite Bob's love of military service, something had been missing. Vietnam was an unpopular war that divided the country. When Vietnam vets returned home, there were no ticker tape parades, no crowds gathered at airports to thank them and welcome them back.

With his mother in attendance, Bob received the veteran's pin and certificate from volunteer veteran Pete Hoekema. He also received a long overdue “thank you.”

“It was a way of welcoming me home,” says Bob, “and it meant a lot to me.”

Bob was then given the honor of pinning Norma.

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Hospice Care in West Michigan – Celebrating 35 years and growing!

Some organizations are created amid much fanfare.

Some come together because a few people have a dream and the patience and determination to see it unfold. Such was the case with us.

Lisa McMichael
President & CEO

Four pioneers who believed in the mission of hospice established a steering committee in **1979** to assess the feasibility of establishing a hospice organization in Muskegon County. A Challenge Grant from the Community Foundation for Muskegon County gave the project legs, and those four intrepid founders became the first employees of Hospice of Muskegon County. The first patient was accepted into the fledgling program in January **1983**.

In **1985**, we became eligible to receive reimbursement from Medicare for patient care. It was a turning point in the financial stability of the organization and assurance that we could continue providing essential support for those nearing the end of their lives. We added Oceana County to our region in **1993**.

Over the next several years, we added Newago, Mason and Ottawa Counties. We also launched *Camp Courage* for children coping with the death of someone close to them.

The organization grew steadily, and we moved into the new millennium with more than 60 employees. Dr. Leonard Wright became our first full time medical director in **2002**. In **2005**, we welcomed patients to our new Leila and Cyrus Poppen Hospice Residence in Muskegon, which had been built solely with community funding. A year later we adopted the more encompassing name of Harbor Hospice.

Mary Anne Gorman retired as director in **2016** after piloting the organization for 32 years. She was an early champion of hospice care, and her decades of steady leadership were characterized by her tireless ability to guide and inspire, to recruit and partner, and to expand the organization and its services beyond what anyone envisioned in its early years.

I had the honor of coming aboard as the new president and CEO of Harbor Hospice in November of 2016, and soon after, we completed a joint venture with Trinity Health at Home/Mercy Health Hospice. This wonderful opportunity is strengthening our relationship with physicians in local hospitals by bringing us together to learn how we can most effectively serve patients and the community. As part of the transition, the marvelous Bob and Merle Scolnik Healing Center was moved to our location in the Fricano Building. Every week, adults and children who have lost loved ones come to the center to learn ways to share and manage their grief through individual counseling, workshops and support groups.

Our *palliative care* program is growing, too. This unique facet of our work focuses on helping patients manage symptoms such as

nausea and pain that sometimes accompany diseases and treatments. We help them adapt to life-changing conditions brought on by a new diagnosis such as heart disease or dementia. As physicians understand better how we can partner with them to improve the quality of their patients' lives, we expect more patients will be referred to us.

As we celebrate 35 years of service to the people of West Michigan, I want to express my deepest gratitude to our Harbor Hospice volunteers and staff on the front lines. Many of you have met them through your experiences with this organization, and you know they are awesome! It takes a rare individual to be able to deal each day with death and dying. Every week they say final goodbyes to people they have cared for so tenderly and have come to know and love. Yet, they also see how they make a difference, how their skills, their compassion, and their joyful presence can comfort a patient and support a family. Our admin volunteers and staff back them up each step of the way and keep this organization functioning seamlessly. They are all extraordinary individuals who love their work, and together, they are an inspiring team.

On behalf of all of us and our patients, thank you for all you do to make our mission possible and for being alongside us in this remarkable journey.



Celebrating **35** years



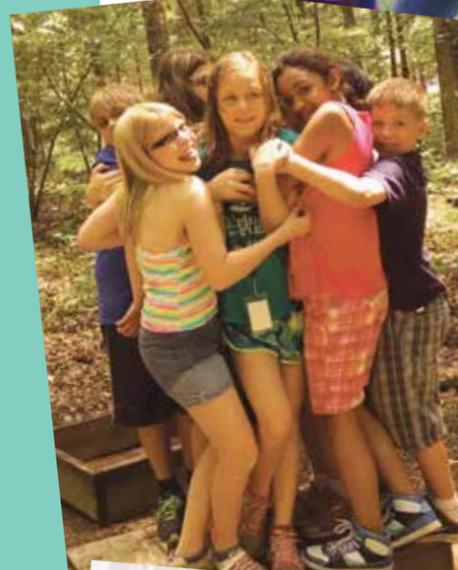
Camp Courage

Helping children find a path out of grief

If you walk the lakeshore and beautiful wooded paths of Pioneer Trails in northern Muskegon County on a warm weekend in June, you'll encounter dozens of children swimming in Big Blue Lake, working earnestly on crafts and making new friends. They look like carefree summer campers everywhere, but these children have one unfortunate thing in common. Each has been struggling with the recent death of someone they were close to.



Despite this tragic connection, you'll see them laughing and playing, because the three days and two nights they spend at this uniquely designed *Camp Courage* are gently changing the course of their young lives. As they share experiences and emotions with other children and are guided through activities and conversations by specially trained counselors, they are learning how to navigate their grief in a healthy way.



When children lose a loved one, the adults around them — the people they would normally go to for comfort and support — are usually grieving, too. Often children's questions about death go unanswered, and their fear and grief grow in silence as family members struggle to cope with their own overwhelming sadness.

But at *Camp Courage*, the children are encouraged to open up, to talk, to grieve and to remember the person they miss so deeply. Counselors walk alongside each child, answering their questions and addressing their fears. In that safe environment, punctuated with plenty of fun, children come to see their strengths, and they gain tools for managing grief that will help them deal with the death of those close to them for years to come.



Amanda Morse was just 14 years old when she attended Camp Courage with two of her siblings after their father died.

"It was an emotional experience," she recalls. "There were a lot of other great campers who had been through the same situation we had, so we could remember the good times, share our grief together, and comfort each other.

The counselors organized activities for us that would help us remember the person we lost. I made a memory box where I could put photos and stickers that represented things my dad and I had done together like golfing and camping. When it was time to go home, I felt better."



Harbor Hospice has sponsored *Camp Courage* at Pioneer Trails since 1994, and each year we see, again, how important this experience is for grieving children. That's why we charge only a \$10 registration fee, and that fee is waived for any family that can't afford it. We don't want a single child to be turned away from the help they need and deserve.



And that's why we come to you each spring and ask for your support of *Camp Courage*. The cost of three days of meals and lodging, staff and supplies is about \$700 per child. It's a small investment to make in the future of a child — a remarkable opportunity, really — and your support makes it possible.

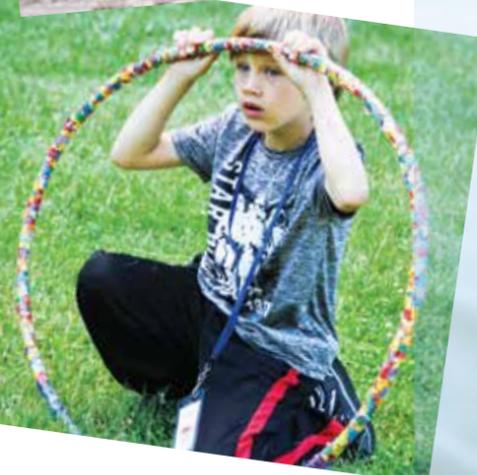


Amanda's experience at *Camp Courage* more than 15 years ago touched her deeply. She has been on staff at Harbor Hospice caring for patients, first at the Poppen Residence and now in their homes, for three years. And this summer, she is going back to *Camp Courage* as a volunteer counselor.



"I want to help others go through the same process that helped me so much," she says. "This time, I'll be the counselor who can help them openly grieve and listen to them — the adult they can turn to who isn't also grieving."

Would you like to sponsor a child at *Camp Courage*? We've included an envelope with this newsletter to make that easy for you! For more information, call Ammy Seymour at Harbor Hospice 231.728.3442 / 1.800.497.9559, or go to HarborHospiceMI.org.



A special thanks to our Corporate Partners and Group 18 – Greater Muskegon Service League for supporting *Camp Courage*.

Calendar of 2018 Events

A warm welcome to our new incoming member of the Foundation Board of Directors



Jeanna Rauschert
Human Resources Manager
Shape Corporation

"My love for Harbor Hospice and its mission began in 2007 when I had the pleasure of working for this organization. My deep-rooted respect for the Harbor Hospice family and the work they do in our

community has only grown. I am honored to be part of the HHF Board and continue to serve this team in any way I can!" (Jeanna officially began her term in 2017)

Ways to Give

There are many ways to give, choose one that is meaningful to you.



"As a community bank, we feel it's important to give back to the community, and that's why we are proud to embark on a three-year corporate partnership with the Harbor Hospice Foundation. It is an integral part of the community as well. Harbor Hospice

volunteers and staff bring their compassionate end-of-life care to hundreds of patients and their families in West Michigan every year. We are grateful for their amazing work and happy to help make it possible."

Mishelle Comstock
President and CEO of Shelby State Bank
One of the Harbor Hospice Foundation's newest corporate partners



"Harbor Hospice is a group of very special people on the front lines providing quality end-of-life care and supporting families by easing their burdens during a very difficult time. We appreciate the important work they do, and we're grateful to be able

to make a Legacy gift to the Harbor Hospice Foundation so their skilled, compassionate care can continue, regardless of the uncertain future of healthcare funding. Harbor Hospice volunteers and staff touch so many lives in a positive way!"

Tim and Laurene Grunwald,
Legacy members of the Harbor Hospice Foundation since 2013



"A few years ago, we needed hospice support for Sandy's mom, so we know first-hand how terrific that kind of care and assistance is for a family. The first year in the Harbor Hospice

Regatta/Judy Miller Challenge, Sandy and I raised some extra money, and we were pretty sure we had won. But we only came in second! We are very competitive at all we do, so we had to figure out a strategy to WIN! The next year, we shared with our family members, friends and vendors the wonderful work that Harbor Hospice does, and we raised a LOT more money and won! Every year now, we send a flier to engage donors for the next Judy Miller Challenge, and afterward, we let them all know that winning the Challenge is their victory too!"

Sandy and Bobby Cox
Consistent winners of the Judy Miller Challenge

For information on any of these upcoming events please call 231.728.3442 or 1.800.497.9559. You can also email us at info@HarborHospiceMI.org



purse Auction

4th Annual Purse Auction

A purse for change
12:30 pm Sunday, May 6
White Lake Eagles

This annual purse auction, hosted by our friends in White Lake, draws together friendship and shopping in support of grieving children. Proceeds from the purse auction benefit *Camp Courage*. When you attend this event, you help transform lives — today and for generations to come — by

helping children gain the skills of navigating grief and loss. Donations of gently used and new purses, bags and totes can be dropped off at Harbor Hospice or The Leila and Cyrus Poppen Hospice Residence in Muskegon or at Fetch Brewing Company in Whitehall by April 27.



12th Annual Ride To Remember

Saturday, May 26
Ride starts at 11:00 am

Please join us and our sponsors for this annual family-friendly bike ride during Fruitport Old

Fashioned Days. This beautiful 15-mile bike ride around Spring Lake starts at Fruitport Public Schools and ends at Pamonka Park. Proceeds from the event will benefit The Leila and Cyrus Poppen Hospice Residence, a program of Harbor Hospice.



25th Annual Camp Courage

June 22-24
Pioneer Trails on Big Blue Lake
Muskegon County

Registration open now until May 31. Free camp for children ages 6-12 or teenagers 15-19 who are mourning the death of a family member or friend. This is a very difficult process, especially for children. Camp Courage shows children they

are not alone in their grief. In turn, camp counselors provide the children with a secure and nurturing environment, while experiencing traditional camp activities.



Harbor Hospice Regatta

Saturday, August 18

Celebrating its 11th year, this event features a sailing race with registration starting at 11:00 am. Open to the public, come experience a fun and relaxing afternoon at the Muskegon Yacht Club while joining us for a carnival-themed picnic and entertainment at poolside or on the dock.

This hugely popular race has raised more than \$25 million dollars for hospice services across the country. West Michigan sailors love this race, and

in the past 10 years have helped raise over \$329,000 to support local hospice care. This unique party fundraiser includes amazing food, cash bar, live entertainment, auctions and raffle games. Join us for fun and philanthropy!

Harbor Hospice Foundation Corporate Sponsors



We Honor Our Veterans

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Since Harbor Hospice became involved in *We Honor Veterans*, more than 400 of its patients who are veterans have been pinned.

"It's a wonderful way for us to thank our patients and pay tribute to them for their military service," says Harbor Hospice volunteer coordinator Paula Poel. She especially likes knowing that each pinning ceremony is created individually for each family and can be as large or small as the family wants.

"Some have been just a quiet, intimate moment between the veteran bestowing the pin and the veteran receiving it," she explains. "Others have been big celebrations complete with cake and beer! There are flag pins and military bracelets for family members attending, too."

"We have been told by some of our patients that no one ever thanked them until their pinning ceremony," says Paula, "and our simple, meaningful ceremony has often been the key to unlock stories from the past. A lot of veterans never talked much about their experiences in the war, and with a veteran there to listen, their stories begin to come out."

When that happens, Paula offers vet-to-vet visits and makes arrangements for a volunteer veteran to visit the newly pinned veteran patient regularly so they can share memories of their time in the service.

There are four tiers in the *We Honor Veterans* program. Harbor Hospice has reached the top tier, completing all the requirements, which includes providing extensive veteran education to its staff and volunteers so they are able to offer the greatest amount of support to veterans and their families.

"We're all very proud of our service to our veteran patients," says Paula, "and we do all we can to thank them and honor them for their service when they are in our care."

Epilogue

We were honored to be able to care for Grace, Laura and Norma until their passing. Many thanks to Sheila Surian and Bob Bunnell for sharing their stories.

A warm welcome to our incoming member of the Board of Directors



Connie Learman
Account Executive
AON Risk Solutions

"I am pleased to be a new member of the Harbor Hospice board of directors. I am no stranger to Harbor Hospice as I have enjoyed volunteering at many of the wonderful fund raising events these past few years. When I was asked if I would consider becoming more involved, I did not hesitate to say yes!"

Two of my immediate family members have passed (my father and my only sister) and both utilized the care of hospice. I only wish that it would have been Harbor Hospice. I want to contribute to the success of our community hospice services. I can't think of a better way than to be at the table listening to the needs and participating fully in the mission of an organization who holds the hands of those in need and comfort their loved ones with a warm and sincere heart. Harbor Hospice is a very special organization."

Fall 2018 Volunteer Trainings

Basic Orientation Training Wednesday

Nov
7) 9:00 am
to
4:00 pm

Patient Care Training Wednesday

Nov
28) 9:00 am
to
3:00 pm

Become a volunteer today, an essential part of our hospice team!

"I am blessed to be able to volunteer at the Poppen front desk. I have met and been able to visit with so many wonderful families."

– Carolyn Reinertson, Harbor Hospice Volunteer since 2011



There are several steps prior to basic orientation so please contact us for more information at 231.728.3442 or 1.800.497.9559, email info@HarborHospiceMI.org or visit our website at HarborHospiceMI.org

(In order to attend Patient Care Training, you will need to have completed the Basic Orientation Training)

Join us at the 5th Annual Community Remembrance Thursday, September 27, 6:00 pm



This event is a program of the Scolnik Healing Center of Harbor Hospice encompassing beautiful music, readings and bulb planting to help individuals and families in our community to both mourn the death and honor the life of a loved one. The annual Community Remembrance is held at the Heritage Memorial Garden located at 545 West Western Avenue and welcomes 80–100 attendees each year. Local community supporter, Pam Babbitt, developed the beautiful garden in honor of her late husband; a haven located in downtown Muskegon and an incredible representation of the love that remains even after a person dies.

In our culture, mourning is becoming increasingly taboo. Grief is a natural and normal response to loss, and mourning is how one heals. It is our privilege to offer this opportunity to mourn and heal in an environment of acceptance and understanding. If you would like to participate in this meaningful event, **please RSVP by Friday, September 21, 2018**

For more information on grief support programs including individual and groups please visit HarborHospiceMI.org.

"A very moving and meaningful way to remember my loved one"

– 2017 Attendee

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231.873.0359 – Oceana
231.845.5060 – Mason
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Friends of Nursing Award Recipient

Congratulations Cathie

The recipient of the monthly *Mercy Health Friends of Nursing Award* was **Cathie Evans, RN, CHPN**, Clinical Outreach Specialist at Harbor Hospice. Cathie was nominated by the Mercy Health Mercy Campus 4 East staff and manager. Cathie was presented the prestigious award in January along with their DAISY Award winner, Jennie Moore, RN, BSN who was nominated by her peers and manager.



(Pictured (l to r)
Lisa McMichael,
President & CEO,
Cathie Evans, RN,
CHPN, Clinical
Outreach Specialist,
and Gerald Harriman,
DO, Medical Director

"The Friends of Nursing Award was created at Mercy Health Muskegon five years ago to acknowledge and thank all the people who help Mercy Health Nursing staff deliver amazing care to our community. It was fashioned after the Nation-wide DAISY Award that is given by Mercy Health Muskegon to Nurses around the country. We are very proud of Cathie and happy we could award her!"

– Kim Maguire
Chief Nursing Officer/VP Patient Care Services

In January 2017 Harbor Hospice finalized a joint venture with Trinity Health at Home/Mercy Health Hospice. The joint venture is strengthening our relationship with providers and health care systems by bringing us together to learn how we can most effectively serve patients and the community.

"I am pleased, honored and humbled to accept this award and to join past recipients who have also been awarded the Friends of Nursing Award."

– Cathie Evans
Clinical Outreach Specialist
Harbor Hospice and Harbor Palliative Care

Celebrating 35 years

35th Anniversary Open House 1983 – 2018

You are cordially invited
Thursday, May 3, 2018
from 3:30 pm – 6:30 pm

The favor
of a reply
requested
by Friday,
**April
20**

The communities we serve have supported Harbor Hospice for 35 years. In that time, over 14,000 patients and their families have touched our lives. In their honor, we invite you to help us celebrate 35 years of service at an Anniversary Open House on the grounds of Harbor Hospice Main Office and Scolnik Healing Center at 1050 West Western Avenue in Muskegon.

RSVP by calling 231.728.3442 /
1.800.497.9559 or
emailing rsvp@HarborHospiceMI.org