



Living Every Moment

with Care, Comfort and Hope

When a Loved One Dies from Overdose

Through a partnership with the Frederick Police Department's Victims Services Unit and the County Health Department, Hospice launched its Overdose Survivor Outreach Program to bring care, comfort and support to the families and friends of individuals who have died from overdose.

Until Deena Loudon lost her son, Matthew, to overdose last fall, the last place she expected to find grief support was at Frederick Health Hospice. Just weeks after the death of her son, still reeling from her devastating loss, Deena accepted an invitation to attend Surviving Our Ultimate Loss (S.O.U.L.), a peer-led support group for moms held at Frederick Health Hospice. Today, still in the early stages of what will be a lifetime journey through grief, Deena says that attending that first S.O.U.L. meeting helped put her on the road to reconnecting with herself and the world again.

"I connected with the other moms immediately," said Deena. "I instantly recognized that these women were my people—my tribe, my sisters. My heart was broken but I felt deep comfort right away. In fact, during the meeting and for five minutes after, I actually felt normal."



Deena Loudon found a safe place at Frederick Health Hospice to begin to mourn the loss of her son, Matthew, who died last year from overdose.

The S.O.U.L. support group is just one of the many pieces of the Overdose Survivor Outreach Program. Victoria Leizear, the Traumatic Grief Specialist who helped launch the program last year, responds to calls from police and first responders when a person dies from overdose. She also follows up with the family to offer support and resources, as well as one-on-one counseling and a variety of support groups for surviving family members. Where appropriate, Victoria provides referrals to recovery and harm-reduction resources to loved ones who are also struggling with substance abuse and addiction.

Even though the program's launch has been impacted by the pandemic, it has made a huge difference in our community. **According to the Frederick Police Department's Victims Services Supervisor Suzy Boisclair, PhD., Hospice's Overdose Survivor Outreach Program is helping to change how those involved in fatal and non-fatal overdoses are treated.**



STAY CONNECTED

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Frederick Health Hospice on Facebook



You can visit our Overdose Awareness and Recovery Month Memorial at the Frederick Health Village starting August 31st through September 30th.

Prior to the launch of the program, Boisclair says that her office would reach out to survivors of fatal and non-fatal overdoses. Although some were ready to be referred to recovery programs or grief support resources, many, she says, were too overwhelmed to even consider these options yet. It wasn't until Leizear began making these initial calls that people started to respond more favorably.

Connecting those who survive an overdose with recovery programs and treatment options falls to Michelle Marshall, the Frederick County Health Department's Peer Outreach Response Coordinator. "We help connect survivors of overdose with treatment options, and we also help connect the families and loved ones—what I call the 'left behind people'—with grief support," says Marshall. "This is where Victoria Leizear and Hospice's grief support services have had a huge role."

Kaili Van Waveren, Frederick Health Hospice's grief counselor who will begin running the program upon Victoria Leizear's retirement in September, feels that her predecessor has laid incredible groundwork for the program to grow. "With restrictions being lifted and more things opening up, the program is poised to really explode thanks to Victoria's hard work, vision, and the strong community partnerships she has established," she said.

One of the things Van Waveren is excited to explore is how to partner with schools and programs like the Health Department's *Kids Like Us* to provide grief support to children and adolescents who have been affected by an overdose. She is also eager to continue the grief support programs Leizear started in several local recovery centers, as well as support groups for families and friends impacted by death from overdose.

“Grief following the loss of a loved one due to overdose is complex, and can be overwhelming,” says Leizear. “We want people to know that Frederick Health Hospice’s counselors and volunteers are here to support them. No one has to grieve alone.”

To learn more about the Overdose Survivor Outreach Program, contact Kaili Van Waveren at 240-285-7836 or KVanWaveren@Frederick.Health.

We are grateful to the Maryland Opioid Operational Command Center for their program funding.

Carlos Graveran
Frederick Health Hospice
Executive Director

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Director's Corner

Carlos Graveran,
Executive Director



Joint Commission Survey

On July 5th I celebrated my fifth anniversary in my role as Executive Director. I can honestly say that my time here has been some of the most rewarding of my professional career. While we have accomplished so much, it seems to have all gone by in the blink of an eye. I am truly grateful to have been given the opportunity to play my small part in service to our community, while in the company of such a wonderful team.

While most organizations measure their success in financial terms, a hospice measures itself by the impact it has on the lives it touches. I suspect that many of you reading my words can count a loved one amongst the nearly 5,400 patients we've cared for in the past five years. Each one was unique and special, not just to you but to us as well. Each one has left their mark on the professionals and volunteers who cared for them.

Our hospice program began as a purely volunteer effort. It is heartwarming to see that, despite the passage of more than 40 years, our volunteers remain an integral and indispensable part of our care. We currently count on more than 200 volunteers to help us provide services to our community, most of whom had a loved one in hospice under our care.

Like most people, anniversaries for me are both an occasion for celebration and an opportunity for reflection. While we are proud of all we have accomplished, we are driven to improve a little more every day by the knowledge that we only get one chance to get it right. Our patients and families deserve only our best efforts. As I look forward to the next five years, it is my sincere hope that the care and support we provide surpasses all expectations.

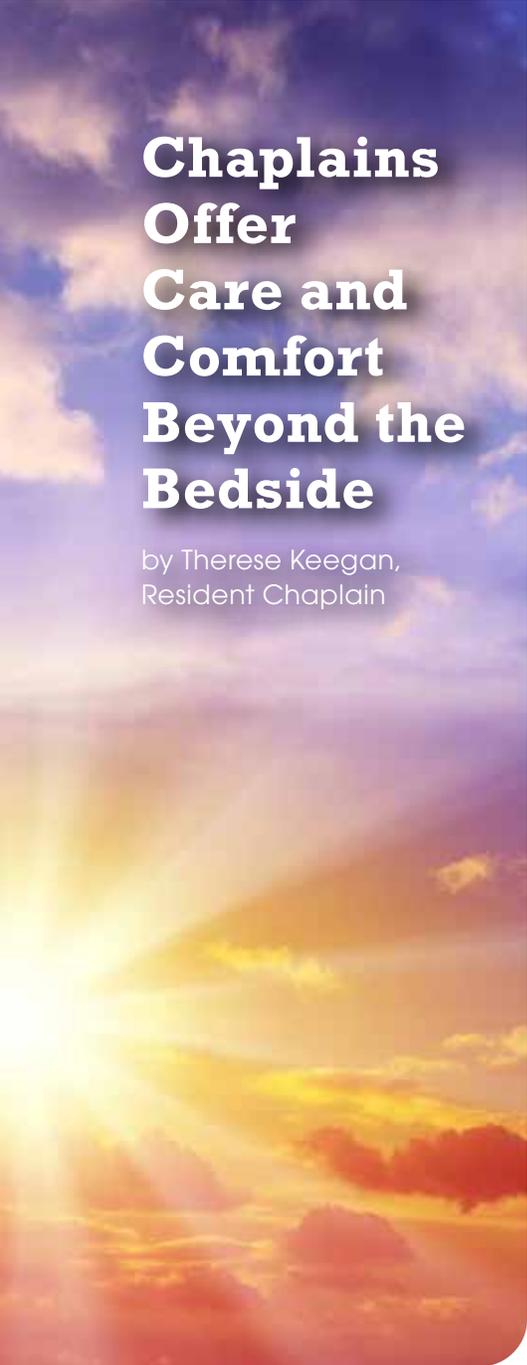
“A span of life is nothing. But the man who lives that span, he is something. He can fill that tiny span with meaning, so its quality is immeasurable though its quantity may be insignificant.”

– Chaim Potok

Recently, Frederick Health Hospice accomplished another successful Joint Commission survey. The Joint Commission (TJC) is a driver of quality improvement in health care. TJC sets its standards and establishes elements of performance based on the Centers for Medicare & Medicaid Services standards focusing on patient safety and quality of care. Becoming accredited by TJC is not a requirement for hospices but voluntarily pursued, so not all have achieved this accomplishment.

To achieve accreditation and certification by TJC means we have met all the quality and safety standards set forth. The surveyor was with us for five days and had many elements of focus including staff interviews, patient/family visits, and a Kline Hospice House tour.

We'll continue to provide the high quality of care to the community through our various services. With our next survey in 2023, we will be pursuing Deemed Status. This means we are determined to meet or exceed Medicare and Medicaid requirements and excel in providing safe and effective care of the highest quality.



Chaplains Offer Care and Comfort Beyond the Bedside

by Therese Keegan,
Resident Chaplain

Frederick Health Hospice's chaplains offer spiritual care and comfort to patients of different faiths (or no faith at all) who are facing the late stages of progressive illnesses. In addition, they offer spiritual care and support to the patient's family before, during and after their loved one's death in several different ways:

Family Support. Chaplains provide spiritual support to family members and caregivers, visiting with them in the home, talking with them on the phone, or using videoconferencing when preferred or indicated. They listen carefully to those who are involved in the patient's care so that they can offer spiritual support when needed.

Memorial Services. Chaplains may be asked to officiate or otherwise support the family's plans for a funeral, memorial service, or celebration of life. The continuity of the relationship that the family has had with the chaplain prior to their loved one's death can often build a bridge to a meaningful service with lasting impact for a family who is mourning.

Continuous Care. Chaplains follow up with family members after a patient dies, offering condolences or providing grief support to them while they transition toward Hospice's bereavement services.

Working with the entire interdisciplinary care team, Hospice chaplains tap into each family's values and strengths to provide care, comfort, hope, and greater peace to patients and their loved ones during one of life's most difficult and demanding chapters.

In Memoriam

We are grateful to the following individuals and families who donated to Frederick Health Hospice in memory of their loved ones during the last quarter:

Stephen E. Angleberger
Charles A. Beardsley, Jr.
Kenneth N. Bruchey, Sr.
Elizabeth R. Causey
Evelyn V. Creager
George M. Dorsey

Stephen G. Feeser
Carmen L. Fogle, Jr.
Betsey C. Gibson
Gary G. Glass
Jo Ann Lewis
Phillip Little

Rosemary S. Lyons
Suzanne Morrison
Dennis E. Myers
Donald E. Noland
Helen M. Nusbaum
Eileen T. Royer

Frank Russo, Sr.
J. Charles Smith, Jr.
Pauline R. Smith
Timothy D. Williams
Anita K. Yerka



Living Every Moment at the Kline Hospice House

Throughout the pandemic the Kline Hospice House was permitted to only allow two visitors for each patient—the same two visitors throughout their stay. As the pandemic dynamics have changed, we have been able to allow the rotation of two different visitors at a time. This small change brought great joy to patients, their families and our staff who care for them. We've also welcomed back our volunteers to our Kline House. While they are not yet permitted to help in clinical areas, we are so thankful to have their support with grocery shopping, cleaning, delivery of medical supplies and bringing comfort with music.

Top photo: Resident Bob Zirkle and several staff members enjoyed some sparklers on the Kline House deck on the Fourth of July. Middle photo: Hospice's Music Comfort volunteers serenading Kline House residents, their families and staff. Bottom photo: Katrina Wilson, Kline House Nurse Supervisor, making breakfast gravy for one of our patients.



A Family Affair

Music Therapy is a beneficial service for many of our hospice patients. It can also provide comfort and support for the patients' loved ones. Music therapy offers opportunities for meaningful, memorable connections among families both young and young at heart.

Pictured is our Music Therapist, Georgia, encouraging up-and-coming superstar Brynlee on guitar, while her great grandmother, Dottie, looks on with pride and joy. Music often acts as a powerful bridge between ages, interests, attitudes, and abilities.

Camp Jamie Summer 2021

Compassion, Caring and Camaraderie for Kids

by Kaili Van Waveren,
Bereavement Coordinator

While some of the details of Camp Jamie 2021 looked very different from previous camps, the spirit of camp remained unchanged. With the help of our incredible volunteers—most of whom come back year after year—our campers enjoyed a meaningful weekend of friendship, support and healing.

Although there were a range of losses, there was not a single camper whose grief experience was unaffected by the pandemic. For this reason, we made sure that there were ample opportunities for campers to share about their experience, memorialize their loved one, connect with their peers, and have fun.

We shared tears and stories during our sharing circle, made walking sticks to guide us on a mindfulness excursion, and created memory boxes and lanterns to memorialize our loved ones. We spent time with therapy animals and painted drums, which we later played in our drum circle around the campfire, and enjoyed games, books, arts and crafts, and more.

At the end of camp, many campers didn't want to leave, and we have heard from many parents that their children continue to talk about how much fun they had at camp. When kids have fun, even while working through the pain of their grief, we know we're doing something right!

We are grateful to our camper families and wonderful volunteers for their trust, flexibility, and commitment. This year's camp reminded us that when people join together to support others in their grief, it's not the details that matter. Instead, it's the genuine compassion, care, and camaraderie that make all the difference in the world.



Camp Jamie Fall 2021

**A One-Day Experience
for Families on Saturday,
September 25th**

Building on the success of last year's family grief support workshops, we are inviting family participation in this camp that will feature therapeutic activities for both campers and parents.

If your family, or someone you know, could benefit from Camp Jamie, please visit www.FrederickHealthHospice.org or call 240-566-3030 for more information.

Save-the-Date!



Annual Community Remembrance Service

Thursday, December 2nd, 2021 at 7:00 pm

Frederick Health Village
1 Frederick Health Way, Frederick MD

Luminaries in honor of your loved one are also available for purchase (\$10 each) and will be displayed at the event.

Anyone who has experienced the death of a loved one and wishes to commemorate their life during an evening of music, candlelight and personal reflection is warmly invited to attend this special evening. We welcome the families of those we have served, as well as those in the community who have lost a loved one.

At the Remembrance Service, join us in commemorating your loved one's life by participating in our photomontage. Please either email your photo to GriefSupport@Frederick.Health or mail a photo to 1 Frederick Health Way, Frederick, MD 21701, no later than Thursday, November 18th. Please include a self-addressed, stamped envelope if you would like to have your photo returned.

Your Name _____ Phone _____

Name of Person in your Photograph _____ Relationship to You _____

Date of Birth (Month, Day, Year) _____

Date of Death (Month, Day, Year) _____

List up to 5 Things Your Loved One Enjoyed (For Example: Fishing, Baking, Dogs, Traveling)

Making Memories through Legacy Projects

by Sharon Kimberly, LCSW-C,
Hospice Social Worker

Many of us can relate to that feeling of coming across a letter, photo, or other memento that keeps us connected to a special person, place, or time in our lives. To hear a loved one's voice, read their handwriting, or see their smile in a forgotten photo can be especially powerful during periods of illness or loss.

To honor a loved one's memory, capture their spirit, and help ensure their memory stays woven into the fabric of your family forever, Frederick Health Hospice has recently begun a Legacy Project program. Funded in part by our Sunshine Fund, we hope our families will find these memory-making projects and activities to be both comforting to them and a meaningful way to honor their loved ones who have died.

For those with less energy or ability, there are legacy projects that require minimal time, cost and supplies. You can capture your loved one through brief videos, recording them singing a favorite song, or reading a story. You can take photographs of them holding hands with others in the family, capture their fingerprint, or make a tracing of their hand—all of which can be framed



and treasured on their own, included in a family tree illustration, or even made into jewelry.

Easy memory-making activities are wonderful ways to involve children and teenagers in whatever ways feel comfortable to them and the adults in their lives. They can participate at the bedside as a family, in a different room, or at another location due to distance, time, or comfort level. Each person can contribute their part when gathered as a group or the separate pieces can be brought together in the future.

Legacy projects can also be created after your loved one has died in honor of Mother's or Father's Day, a birthday or an anniversary. Perhaps they saved copies of ultrasound images or the impression of a newborn family member's footprint, or letters, photos, newspaper clippings, calendars, journals, awards, or certificates that reflect family history. A framed recipe card for a family favorite written in your loved one's handwriting, or a necklace fashioned from a treasured keepsake, can commemorate an important milestone such as a graduation, religious ceremony, birth or wedding in a unique and special way.

Our Legacy Project program will continue to grow thanks to the generous support of Frederick Health Hospice's Sunshine Fund.



Direct Patient and Family Service Volunteers Offer Care and Support

by Dianne Elizabeth,
Volunteer Services Coordinator

The end-of-life can be a scary and lonely time for both patients and their loved ones. By simply providing a compassionate presence, our Direct Patient and Family Service Volunteers can help alleviate that fear and loneliness for our patients, and bring peace of mind to their caregivers and loved ones.

I am pleased to share an excerpt from a letter written by the son of one of our previous patients, which highlights the significant difference one of our volunteers, Marie Lester, was able to make.

“Please accept my heartfelt thanks for Marie’s exceptional volunteer work and sincerity toward my father. The sincere companionship and friendship she offered him during her visits helped him through some very difficult days. It always cheered him up and put a smile on his face when he heard Marie would be stopping by for a visit! One of his main concerns during this time was loneliness. Marie was always ready to lend an ear or go for a walk with him, which helped him in many ways. Marie even sang two beautiful and moving songs at my father’s memorial service. Her unique tribute to his memory will always be kept as a cherished memory. We thank Marie for all her kindness and sincerity toward our father.”

Volunteer Marie and her son Bentley. During the pandemic, Marie and Bentley created greeting cards for our patients and others in facilities.



If you are a good listener and have a caring heart, then you have all you need to make a positive impact in a patient’s life as a Hospice volunteer.

Here are some ways volunteers can help:

-  Be a companion to a patient or primary caregiver
-  Stay with a patient so the loved ones can take a break
-  Provide a compassionate presence at the bedside
-  Pick up/drop off groceries
-  Read to patients
-  Help patients write their memoirs
-  Deliver supplies
-  Sing to patients
-  Licensed massage therapists: provide gentle massage

As a Direct Patient and Family Service Volunteer, you will receive specialized training to help you feel prepared and comfortable working with our patients. Please consider joining our special team of Volunteers and touch the lives of others in need.

Refer to page 11 for upcoming training sessions.

Contact Dianne Elizabeth at 240-566-3030 or DElizabeth@Frederick.Health for more information.

Family Appreciation Board



Your Gift Matters

Your Gifts Touch the Lives of Families in our Community

This photo shows a few of the cards that we've recently received from families whose loved ones have been served by Hospice. Each and every card has its own story. Each one expresses a family's own heartfelt thanks for the services that Hospice was able to provide as a result of gifts from caring people like you. We are deeply touched to receive such kind words.

Frederick Health Hospice depends on the support we receive from individuals, businesses and organizations in our community. Whether your donation is a living tribute in honor of a special person or occasion, or a memorial honoring the memory of a friend, relative, or colleague, your generous support makes a difference.

Yes, I want to make a tax-deductible gift to Frederick Health Hospice.

Name _____

Address _____

City _____ State _____ Zip _____ Phone _____

Email _____

Donation Gift Amount \$500 \$250 \$100 \$50 \$25 Other _____

My gift is in memory of _____

My gift is in honor of _____

Please acknowledge my gift to:

Name _____

Address _____

City _____ State _____ Zip _____ Phone _____

Hospice will send a card to the family you designate, acknowledging your gift made in their name or in the memory of their loved one.

No reference will be made to the amount of your gift.

Check enclosed (Please make your check payable to Frederick Health Hospice)

Visa MasterCard American Express Discover Card # _____

Expiration Date _____ Security Code _____ Signature _____

To make a gift online, go to [FrederickHealthHospice.org/Donate](https://www.FrederickHealthHospice.org/Donate).



Your gift to Frederick Health Hospice is deeply appreciated.
1 Frederick Health Way | Frederick, MD 21701



Calendar of Events

Grief Support Groups and Workshops

General Grief Support Group

This open-ended (ongoing) support group is designed to provide support to individuals who have experienced the death of a loved one. Being with individuals who have had similar experiences and feelings allows sharing and healing to take place, and this group provides a safe place where group members can share their story and express their grief. **This is a "drop in" group. No need to preregister. Starting September 9, 2021 Every 2nd and 4th Thursday 5:00 PM – 6:30 PM**

Coping with the Holidays

This one-day workshop will explore some practical ideas to help cope with the upcoming holidays, as well as some ways to commemorate your loved ones, especially throughout the holidays. This time of year can be very stressful under the best of circumstances, more so if you are facing the holidays for the first time after the death of a loved one.

**Wednesday, November 10, 2021
5:30 PM – 7:30 PM
Registration required**

**Wednesday, November 17, 2021
1:30 PM – 3:30 PM
Registration required**

Community Events

Camp Jamie: One-Day Camp Fall 2021

We are offering a one-day camp that provides special opportunities for grieving children and adolescents to come together to talk about their feelings related to the death of someone special, and learn coping skills for dealing with those feelings. Through expressive and experiential activities, our facilitators help explore grief issues in a safe and supportive setting. All activities provide plenty of opportunities for the campers to express themselves and develop bonds with others. Additional information on page 6.

**Saturday, September 25, 2021
7:00 PM – 9:00 PM
Thorpewood Retreat Center**

Annual Community Remembrance Service

The death of a loved one is one of the most profound emotional experiences we will ever have to endure. By maintaining a special bond with our loved one, and by commemorating their life and keeping their memory alive, we are better able to find that special place in our heart that is reserved only for them. The relationship continues; just in a different way. A photomontage will be shared during the program. Additional information on page 7.

**Thursday, December 2, 2021
7:00 PM – 9:00 PM**

Volunteer Opportunities

Hospice 101

An informational presentation on what hospice is, what we do, whom we serve, and our mission and philosophy. Hospice 101 is a great place to learn about this unique concept of family-centered care and how volunteers can help.

**Thursday, September 30, 2021
5:30 PM – 7:00 PM
Registration required**

**Tuesday, October 12, 2021
5:30 PM – 7:00 PM
Registration required**

Direct Patient and Family Service Training

This specialized training will help new volunteers feel prepared and comfortable working with our patients and their families.

Hospice 101 is required prior to attending this specialized training. Additional information on page 9.

**Saturday, October 23, 2021
9:00 AM – 3:00 PM**

Additional details including how to register are available on our website at [FrederickHealthHospice.org](https://www.FrederickHealthHospice.org). All events are held at Frederick Health Village unless otherwise noted.

FrederickHealthHospice.org

1 Frederick Health Way | Frederick, MD 21701 | ph 240-566-3030

Has your address changed? Or would you prefer to get the online version of this newsletter? Email PJSmith@Frederick.Health

Hospice Wish List on Amazon!

You may continue to bring donated items to our office or you can purchase them directly from Amazon.com. They'll be automatically shipped to our Kline Hospice House.

Find our Amazon Wish list for the Kline Hospice House at FrederickHealthHospice.org/Kline-Hospice-House/Wish-List.

Kline Hospice House

Baby wipes (unscented)
Body soap for bathing (liquid)
Clorox bleach wipes
Coffee
Dishwasher detergent/dish liquid
Gift cards: Amazon, Food Lion, WalMart
K-cups
Laundry detergent (HE)
Paper towels
Sodas (regular, ginger ale)
Table napkins
Tissues
Toilet bowl cleaner
Trash bags (4 gallon and tall 13 gallon)
Ziploc bags (1 gallon)

amazonsmile
You shop. Amazon gives.

Use smile.amazon.com for extra giving to Hospice!



Grief Camp For Children & Adolescents

**Animal Therapy • Arts & Crafts
Memory Boxes • Sharing Circle**

**One-Day Camp
September 25th, 2021**

Thorpewood, Thurmont, MD | Ages 6-14

We are still accepting applications for this year's Camp Jamie. To ensure the safety of our campers, volunteers, and families, this year's Camp Jamie session will be a daytime program. Each child will be required to wear a mask and follow physical distancing protocols. Space is limited.

For more information, visit FrederickHealthHospice.org and click on Grief-Loss/Camp Jamie.