# FRIENDS of HOSPICE

OUTHERN ORECOZ

ANNUAL NEWSLETTER , NOVEMBER 2021



by Cheryl French, Volunteer



**"I love to care for families the way I would want someone to care for mine.** The first day for one of our residents was hard. She was unhappy and I knew she needed attention. I told her, 'you tell me what to do and when you want it.' That's when we had each other's mojo."

-Cindy Muñiz, Certified Nursing Assistant

"I don't look at someone here like they are dying, I think about how can I make their moments as sweet as possible. If they want ice cream, I give them ice cream. If they change their mind, I'll make whatever they want. I'm with them in the moment they are in, not in the moment they will be."

-Susy Wagner, Assistant Chef/Cook





"It is serene and peaceful at Celia's House and working here is rewarding just to know that I can take the time to be with a resident. I tell them 'you can always count on me—if you feel sad, I'll be there with you.' My Dad is like that and I learned it from him."

–Kristina Burrow, Certified Nursing Assistant

"I treat everyone like my family because we are one big family. Celia's House is like our own homes. Our residents can pass with dignity and be respected. We help them to have peace, and even if our residents may lose their words, we will still be here for them."

-Heather Atto, Certified Nursing Assistant, Med-Tech





"I like getting to know the family or friends of a new resident by asking how their loved one used to be; what they did, and what interested them. That way when we meet, I can help the resident open up and get comfortable with me. If they aren't verbal, I'll sit with them, hold their hand, or wash their face and make more of a touch connection. In their final days, knowing that I can help them go peacefully makes me feel like that is what I'm here to do."

-Mackenzie Mejia, Resident Service Assistant, Certified Nursing Assistant, Med-Tech

As of November 1, 2021 Celia's House staff have cared for 328 residents from Southern Oregon

# A Vision into Our Future

## Dwight Wilson, RN, MN, Executive Director

**Gratitude sets the stage.** I want to thank and honor the efforts and wonderful support so many of you have given to the organization during this past year. I also want to thank Fred Bockstahler and the board for the confidence they have placed in me. It is an honor to join such a strong team and to work together on such an important mission. In alignment with our mission, vision and values, I look forward to leading Southern Oregon Friends of Hospice through the years ahead with appreciation for the many who have founded, nurtured and sustained its success so far.

We are clarifying our direction. Going forward our priorities will be focused on enhancing the operations of the house, enriching the mindful caregiving culture that is so important to everything we do, and increasing the financial stability of the organization through a planned giving program along with broadening our community outreach.

We are listening and learning. In response to the many pressures on caregivers in health care, our team has restructured our staffing model to provide greater stability and improved compensation, and we are investing in our staff and volunteers to assure we can give the highest quality of care to the individuals and families we serve. We are re-opening more of the common rooms inside Celia's House while maintaining the safety requirements of the pandemic.

We are reinvigorating. Through an organization-wide commitment to mindful caregiving principles, we are enhancing our orientation and ongoing education programs for staff and volunteers. We are streamlining our committee structures to ensure we have broad representation and many perspectives to learn from. We are committed to ensuring more volunteers can return to resident bedsides enhancing the care that we can provide.

We are seeking believers. Our longterm stability is dependent on our ability to attract and engage donors who are interested in our mission and the model of care we champion. We have been blessed by the generosity of so many of you and we will need to expand our outreach given the high level of personal attention we provide our residents and the ongoing costs



of maintaining our beloved historic home. I personally will be reaching out too many of you as we go forward and look forward to your ongoing support of Southern Oregon Friends of Hospice, Celia's House and The HUB.

We are engaging a community of givers. My goal will be to focus on having our home be a source of pride to you, the community and those we serve. We are blessed to have such a beautiful mission, an inviting home and the support of so many wonderful volunteers, staff and donors. Now our work is to sustain and enhance those already rich relationships and resources. Thank you for your support in the year ahead.

# Your Gifts Matter, Now More Than Ever!



By Julie Raefield, Development Director Ware thankful for all of our donors, and each and every gift. In 2021, we needed additional operating funds to meet the rising costs from COVID impacts and you responded generously and swiftly! For the road ahead, we still need your kindness and hope to inspire each of you to help us meet our growing care costs. With your year-end gift, you can help us start 2022 with a strong foundation. Each gift will enable us to continue our mission of excellent end-oflife care that respects, honors and values the journey of each unique individual at Celia's House.

We know our friends are bountiful and have appeared bearing gifts of many types throughout each season. We are grateful for the caring touch of:

• Our DONORS, who have responded to pandemic financial challenges by giving generously to 2021 REVENUE SOURCES YTD

HUB Revenue 18% Direct Public Support 34% Celia's House Revenue 48%

(continued on next page)

# 2021...A year of unmatched challenges and successes!

#### By Fred Bockstahler, JD, Board Chair

With guidance and support of our entire community, I am struck by the number of hurdles our organization surmounted! Even with COVID operational and financial impacts, and key personnel changes, Southern Oregon Friends of Hospice, Celia's House and The HUB, have accomplished great things during a very complex time.

Throughout the year, we were presented with daily pandemic response duties. Complying with changing state and federal mandates raised our daily operating costs and challenged the vital "Mindful Caregiving" environment that is a hallmark of Celia's House. To keep everyone safe, visitor restrictions impeded our wonderful volunteers' ability to be with our residents at the bedside. Masks, gowns and face shields in place, we still found unique ways to support our residents, families, caregiving staff and volunteers, keeping hearts focused on quality end-of-life care and experiences.

In October, we were excited to announce our new Executive Director, Dwight Wilson, RN, MN. Dwight brings over 30 years of hospice leadership to his position and we are grateful for his experience and vision.

We are thankful to our many community donors who helped us meet rising costs during our Volunteers & Friends fundraising appeal. The subsequent generosity of Jed & Celia Meese allowed us to pay off the Celia's House mortgage—a

Your Gifts Matter (cont. from previous page) our appeals, by donating beloved objects to The HUB for resale, and by offering to increase their usual gift amounts. In 2021, just over 34% of our operating funds came from our circle of supporters.

• Our VOLUNTEERS, who stalwartly showed up to offer willing hands: at our resident besides, at our HUB resale shop, in Celia's House gardens and



The final mortgage payment!

monumental gift that now saves us \$6,330 in monthly payments! A second government "Payroll Protection Plan" loan helped us retain and pay all our employees during the darkest pandemic days.

With our emphasis on inclusion, residents who qualify are now financially benefitting from assistance agreements with Asante, Providence, Medicaid, and (most recently) the Veterans Administration. In partnership with the Oregon Community Foundation and through the contributions of visionary donors, we have established an endowment fund to build long-term sustainability. Our HUB retail store continues to shine brightly; and, with the aid of vaccinations, our volunteers are now returning to Celia's House, bringing joy to residents and staff alike.

I look forward to another year of accomplishments under the steady leadership of incoming Board Chair, Norman Fincher. As a long-term, successful investment advisor, Norman has provided

kitchen, and in our front office—even when being asked to wear full masks, gloves, shields and gowns.

• Our STAFF, who have remained focused on the quality of care each resident receives even while worrying about the impacts of the pandemic within their own families and across the community.

Thank you for making it possible for us to bring kindness, compassion, presence and

## **Board Officers**

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board leadership to several nonprofit organizations in Jackson County in addition to ours. I am grateful for his financial expertise, solid judgment, impeccable ethics and amazing service commitment to Southern Oregon Friends of Hospice. All things and challenges considered, 2021 year has been remarkable, and it has been a privilege to serve as Board Chair.

human connection to every person we care for. And, thank you for considering a year-end gift to help us begin 2022 with renewed resilience, supporting our goal of raising \$500,000 through direct public support. Let's go team!

**Donate here:** http://bit.ly/SOFHdonations

# Volunteers: A Work of Heart

Our volunteers generously give their time so that our hospice residents and families can focus on what is most meaningful during their end-of-life journey. Each lovely volunteer, whether working at Celia's House, The HUB, in Celia's House Gardens or serving on our boards or committees, is an embodiment of our philosophy of care, each striving to "Be Kind, Be Present and Be Real." We acknowledge and are grateful for each one of these special givers who make our mindful care possible.

Annually, we offer an extra tip-ofthe-hat to those volunteers who reach five years of service and to those who brought a unique light to our mission in 2021. We are inspired by their gifts and invite those of you looking for a unique experience in volunteering to join our team! For more information, please contact: Eleanor.Crescenzi@sofriendsofhospice. org or 541-500-8911 (ext. 304 - Option 5).



Eleanor Crescenzi, our new Celia's House Volunteer Coordinator is leading our team with heart and vision!

# Five-Year SOFH VOLUNTEER PIN Awardees

Toni Adams Kathy Apple Erik Glatte Dana Knoke Laura Naumes Mike Naumes Harry Oliver Kathleen Page Baiba Rozkalns, MD Barb Steely Mike Steely Bill Thorndike

# Celia's House and SOFH HEARTFUL HANDS Awards

ELLEN DOWNES: Ellen, a retired occupational therapist, has been volunteering since 2018 and is indispensable. She had served as a resident support volunteer in addition to being a member of both the Quality Assurance Committee and the Safety Committee. She expertly guides us as we stay in the good graces of statewide policy upholders and we are indebted to her for her willingness to gently meet us where we are as we continue to learn from her.

GEORGIE HISLOP: Georgie began volunteering in 2018 and is beloved for her ability to act not only as a great support to Celia's House residents but to staff as well. She is quick to recognize where to jump in and is gracious in offering her

# The HUB Team Reaches for the Stars!

This year saw The HUB (Hospice Unique Boutique) rocket to its best year of sales since its inception. Our upscale resale shop's star shone brightly in 2021, generating just over 18% of Celia's House residential hospice home's operating funds!

Donors offered special treasures to support us, and shoppers fell in love with the store's unique shopping experience, enjoying nifty deals and the stellar customer service offered by our team of 50 volunteers and dedicated staff.

Since opening in April of 2018, The HUB has helped sup-



port hospice care for 328 residents from our community. Our gratitude is endless to the volunteers, donors and staff who make this caring community possible.

time to anyone in need. Not shy in rolling up her shirtsleeves and doing the sometimes-gritty work, Georgie is highly valued for her contributions to every shift that she volunteers for.

SUSAN RUST: An absolute joy of a person, Susan has been volunteering at our residents' bedsides with us since 2018, consistently exploring what she can contribute to make each resident's day better. She's full of laughter and smiles, and she takes the time to talk with everyone at Celia's House. She is wise in her joyfulness and generous in her sharing, and her love for what she does shines brightly.

# Five-Year HUB VOLUNTEER PIN Awardees

Pamela Leandro-Notch Rebecca Reid Patricia Stricklin

# The HUB HEARTFUL HANDS Awards

SUE MACDONELL: How many times a week do we hear "This store always looks amazing"? Too many times to count! Well, one of the reasons is our extremely creative and artistic Reset Crew member, Sue! For 7-plus years, Sue shows up every Monday morning at 7am, she takes apart our store and puts it back together in the most inventive and extraordinary ways. Her creative talent gives her the ability to pick and choose the very best, make it colorful, and have it all match and look gorgeous by 10:30am when we open! She is a miracle worker.

MARY KAY WELLS: Over the past 4<sup>1</sup>/<sub>2</sub> years we have come to rely on Mary Kay and her dedication to The HUB. She has come to our rescue to cover last minute cancellations countless times and she always does it with a smile. Whether cashiering, volunteer managing, or training new cashiers she is always kind, energetic, helpful and extremely detailoriented. Her keen eye and knowledge of inventory makes her customer service skills top notch. When management is away from The HUB, we know and trust that the store is in perfect hands when Mary Kay is our Volunteer Manager. She's the best!



# 2021 DONORS

## Gifts Received October 1, 2020 - September 30, 2021

We honor and are grateful for every gift we receive. We also make every effort to record names accurately and hope we have achieved our goal. Please accept this moment of recognition and our deepest thanks for your generous and kind support!

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Celia & Jed Meese Drs. Baiba Rozkalns & J. Bryant Calhoun

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