

# HOSPICE *Gifts*

HOSPICE OF THE PIEDMONT, SHARING THE JOURNEY  
FALL 2011

SPECIAL EDITION:  
ANNUAL REPORT ISSUE

## A Family's Gift of Time

“THE ONLY THING TOM WANTED WAS TO MAKE IT TO THE WEDDING.”

It was difficult for anyone to imagine how that dream could be made reality. Diagnosed only three months prior with stage four colon cancer, Tom Cooper, age 57, was lying in a U.Va. hospital bed, a very sick man. Tom was admitted to the hospital for emergency surgery to repair a perforated colon. Unfortunately, the surgery that doctors had planned to reduce his pain and extend his life was not a viable option. The likely result of the surgery would simply be more pain. His physicians predicted he would live only 24 to 48 hours.

It was a devastating blow to a loving family who had been forced to accept the seriousness of Tom's illness in a short amount of time. Very quickly they were forced to have conversations and to make decisions that had never been discussed before, like where Tom wanted to be at the end of his life.

Dawn Cooper, his wife, knew that taking him home to Madison County was not the best option for her family, or for herself.

Betsy Conley, a nurse and Hospice of the Piedmont liaison who works to make transitions to hospice care easier for University of Virginia hospital patients, explained to the Coopers how hospice could help. It was the first time this option was discussed with Tom and Dawn. Holding fast to hope for a miracle, even in their private moments the couple had never talked about what they would do if the radiation and chemo treatments were unsuccessful. A bed at Hospice House was available, and arrangements were immediately made for Tom's transfer.

Reflecting on their experience, Dawn remembers her feeling of gratitude each morning that Tom awoke, considering each hour with him an added blessing. *See COOPER, page 8*

*Dawn remembers her feeling of gratitude each morning that Tom awoke, considering each hour with him an added blessing.*



The extended and blended Cooper/Glascock family.



## EXCERPTS FROM GRATEFUL FAMILY LETTERS

**I want to send you** all my heartfelt thanks for your wonderful medical, spiritual, and emotional care you gave to [my husband], our family and to me. In addition the wonderful volunteer you sent our way was also a blessing.

**Thank you so much** for the love and support you gave dad during his last weeks. This was so appreciated by him and our family. Thank you also for the rose you sent to his service.

**Thank you for all you did** for my husband in the last months to keep him comfortable and allow him to leave with dignity. I am forever grateful.

To the Hospice of the Piedmont Team:

**I couldn't have done it without you.** Thank you for being so thoughtful.



Thanks! Hospice of the Piedmont is grateful for the support we receive from state, federal, and other employees designating this charity through workplace-giving campaigns.

**CVC CODE:** 3726

**CFC CODE:** 55808

From Roberta White, CEO

## Business as Usual?

**T**he Cooper family cover story and the *Daily Progress* article about their experience embody the essence of hospice care.

Almost at the same time that the Coopers were experiencing this bittersweet event, one of our bereavement counselors received a phone call from a young mother who needed support after the violent death of her fiancé. Somehow this young woman found her way to Hospice of the Piedmont for support as she and her children struggled with a very difficult loss.

Our counselor listened carefully to her concerns. The mother was worried about her children and how they would cope with the loss of their father. She was planning a wedding too, but it never happened because of the circumstances. She had been in a committed relationship with her fiancé for a number of years and now the wedding would never take place.


These were two very different sets of circumstances with one thing in common. Both the Coopers and the young family asked if the community knew what “a blessing” Hospice of the Piedmont is? The young mother has received support through individual visits with a counselor and participated in the Journeys family group with her children. The Cooper family will also be included in the grief and loss support that we offer. Two families with very different needs have found solace.

You might ask how all this is possible? What is unusual in today's world and healthcare is normal operating procedure for a community treasure like Hospice of the Piedmont, the area's oldest, nonprofit hospice offering a rich array of services from diagnosis of a serious illness through grief and loss. It is made possible because of a generous and enlightened community.

It is specific stories like these and a score of other ones that inspired the Board of Directors and staff to craft a bold and visionary five-year strategic plan that will sustain this mission for our community well into the future and for generations yet to come. Below are the new mission and vision statements designed for this great, community “blessing”:

**Mission:** *To serve our community with hospice care within a continuum of services related to serious illness and loss with the highest level of integrity, skill, compassion and respect.*

**Vision:** *To positively transform the way people view and experience serious illness, dying, and loss.*

We welcome your questions and input as we forge ahead to be the best hospice we can be. 



Roberta White

From the CMO's Desk

## The Challenge of Changing Perceptions

As I reflect on my first summer at Hospice of the Piedmont, I am amazed by the commitment of the entire team to the important work we do every day. Consistent with our 30-plus year history, we are reaching and helping many patients and families. However, there are many more in need of the expert care we provide. There still exist too many barriers making it difficult for patients and families to choose hospice care.

The biggest obstacle continues to be the premise that hospice care is something less than medical care. There is a persistent, falsely-held belief that a patient must **choose** between focusing on *quality of life* with hospice or *quantity of life* with usual medical care. There has been a long-held realization within hospice that our patients not only feel better but they also live longer with their terminal disease. We now have the benefit of research that proves hospice not only improves quality of life measures but significantly adds to quantity of life as well.

Hospice achieves its positive results from the relationships created and nurtured with the patients and families we are privileged to serve. Hospice expertise comes from the strong relationship we form as a dynamic, interdisciplinary team. We are continually learning from our patients and families and that knowledge allows us to improve our care for future patients. Hospice of the Piedmont is blessed with a rich history and strong relationship with our community that allows us to be uniquely positioned to provide expert care for complex medical situations.

This issue's cover story illustrates the experience of one of our patients: Thomas Cooper. Unfortunately, Mr. Cooper was expected to decline rapidly after surgery revealed the extent of his disease. Fortunately, when our nurse visited him in the hospital she recognized his will, strength, and desire to achieve his dream of giving his daughter away at her wedding. By moving to Hospice House and receiving coordinated care from

an interdisciplinary team of dedicated professionals we were able to provide the environment necessary for him to realize his and his family's dream. This expert, supportive care gave him the precious days that made a permanent difference in the relationships important to him. Again, hospice was more about the patient's life than the death with which it is so often associated.

I am thrilled to be part of such a wonderful team and appreciate your contribution to our mission. Trust that Hospice of the Piedmont is working each day in our community to change the dialogue and the perceptions of care at the end of life. ☀



Chris Pile, MD  
Chief Medical Officer

*We are continually learning from our patients and families, and that knowledge allows us to improve our care for future patients.*



### NETCOMMUNITY

#### New Online Tools for You

At Hospice of the Piedmont we continue to look for ways to maximize the impact of the generous donations we receive, and to reduce administrative costs.

Visit our website at [www.hopva.org](http://www.hopva.org) and click on "NetCommunity" to register for the new, secure, online community made available to Hospice of the Piedmont friends and donors.

From here, registered users can review their giving history, update personal profile information, manage email preferences, and make a gift or pledge whenever it's convenient.

Over time we'll add the ability for you to sign-up to receive breaking news and announcements about programs and events, educational resources as they become available, and additional opportunities to support Hospice of the Piedmont.

Online donations are now also an easier process and do not require registration, but by registering for the site and keeping your profile information and personal preferences up-to-date, you'll help us save money and time.

See you on NetCommunity!

[www.hopva.org](http://www.hopva.org)



## Speakers Bring Expert's Perspective

**A**re you a member of a local civic group, faith community, community organization or neighborhood association, or employed by a local business? If so, Hospice of the Piedmont can provide an expert speaker to attend your next meeting and share information on a wide variety of topics related to serious illness and loss. These informative and entertaining presentations are tailored to the specific needs and interests of your group. If your group sponsors a community health or information fair, Hospice of the Piedmont would like to be involved.

Over the past year, Hospice of the Piedmont's staff and volunteer speakers provided 390 hours of presentations and training to 4,500 members of our community. In addition to educating the public about our hospice care program and services, we also share our experience on topics like recognizing the complexity of being a caregiver, dealing with hard choices, coping with grief and loss issues, and the joys of being a hospice volunteer.

To learn more, or to make arrangements for a speaker for your organization, contact Jackie Gamache at (434) 817-6953, email [jackie.gamache@hopva.org](mailto:jackie.gamache@hopva.org), or complete the online request form at [www.hopva.org/speakers.php](http://www.hopva.org/speakers.php).



## Dining Around the Area—On Sale Now

**D**on't miss this year's Dining Around the Area program! We've partnered with fifty restaurants—including many new ones and many family-friendly establishments—and eight theatre companies. Dining books make wonderful gifts for friends, family, and business associates.

Restaurant coupons provide you with one free entrée, or sizeable entrée allowance, when you purchase an entrée of equal or greater value. Theatres offer buy one/get one ticket opportunities to enjoy a show.

An estimated value of well more than \$1,000, it's yours for just \$50. The program runs from November 1, 2011 until November 1, 2012. Thanks to the generosity of the participating restaurants and theatres, all proceeds from the Dining Around the Area Program benefit Hospice of the Piedmont.

Visit [www.hopva.org](http://www.hopva.org) to purchase yours today or call (434) 817-6900 to order by phone.



SCAN THIS CODE with your mobile device to read more online and place your order!

## CNAs Provide Compassionate, Personal Care

Certified Nursing Assistants (CNAs) are vital members of Hospice of the Piedmont's care team. They typically provide care related to very personal needs of their patients. The ability to listen to patients and their families, and work with other members of the interdisciplinary team are critical skills for all CNAs at Hospice of the Piedmont. "Listening to what patients want and need, as well as what they don't want, directs our care," says Kathy Roach, CNA at Hospice of the Piedmont. "Loving your job and caring about what you do comes across to patients and families."

Kathy has been caring for patients for 29 years. She first became involved in patient care early in the AIDS crisis. "I had a close friend who was a nurse caring for patients with AIDS. Seeing the compassionate care she provided convinced me that I needed to do similar work." Kathy now puts her expertise into practice by providing personal care to hospice patients. "I bathe patients, provide oral care, dress and feed them; I provide care for them just like they were one of my family members. This gives their family a break and allows them to do other things."

CNAs are in constant communication with the Nurse Case Manager, Social Worker, Chaplain, Volunteers, Bereavement Councilors and other members of the patient's interdisciplinary care team. Because of their close contact with their patients, CNAs can often pick up on changes in the physical condition or family dynamics. This information is shared with the other

team members when visit notes are entered in Hospice of the Piedmont's electronic patient record system.

Often, Kathy says she will call other team members while she is with a patient to pass along important information. "If something does come up I can call the patient's nurse directly. They can provide guidance or make arrangements to visit the patient themselves." Likewise, other team members will contact Kathy with important information about her patients. "The nurse will call us or meet with us about the patient; they will even make arrangements to meet at the patient's home to go over changes in the patient's care."

Kathy knows that her patients are very ill and need special care. She is inspired by the care her father received as a patient of Hospice of the Piedmont. "My faith gives me the strength to provide the best care I can," Kathy says. "To be there and do for them for the time they have is what makes my job meaningful." She goes on to say, "I know I can't heal them or take away their disease, but I can do everything I can to make them comfortable as long as they receive my care."

The most important thing that Kathy wants the community to know about Hospice of the Piedmont is that we are here 24-7 to support and care for our patients and their families.

"We are always here for them, we are always going to care for them, and they can always look for us to be there for them and their loved ones." 🌸



*"Loving your job and caring about what you do comes across to patients and families."*

—Kathy Roach, CNA

July 1, 2010 to June 30, 2011

# Hospice of the Piedmont: Fiscal Year 2011 at a Glance

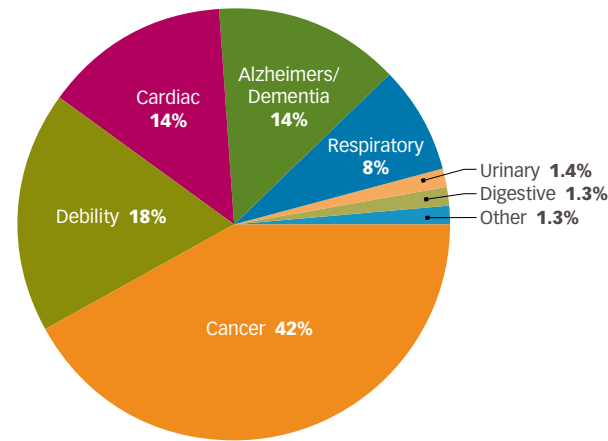
**A**t Hospice of the Piedmont we care for more than 1,000 terminally ill people each and every year, plus many more individuals coping with serious illness and others learning to live with their grief after the death of someone they love.

We accomplish this with the help of 159 staff members plus 172 trained, caring volunteers.

We also accomplish all of this with the help of a caring community and a visionary Board of Directors who are determined to make sure that compassionate, expert care is available in central Virginia for anyone with a serious illness, near the end-of-life, or left in the wake of a personal loss.

Hospice of the Piedmont is the area's oldest and largest non-profit hospice, established in 1980.

The following snapshot represents data (unaudited) from the fiscal year that ended June 30, 2011. If you are interested in additional detail please call Sean McCusty at (434) 817-6900.



PRIMARY DIAGNOSIS OF HOSPICE OF THE PIEDMONT PATIENTS

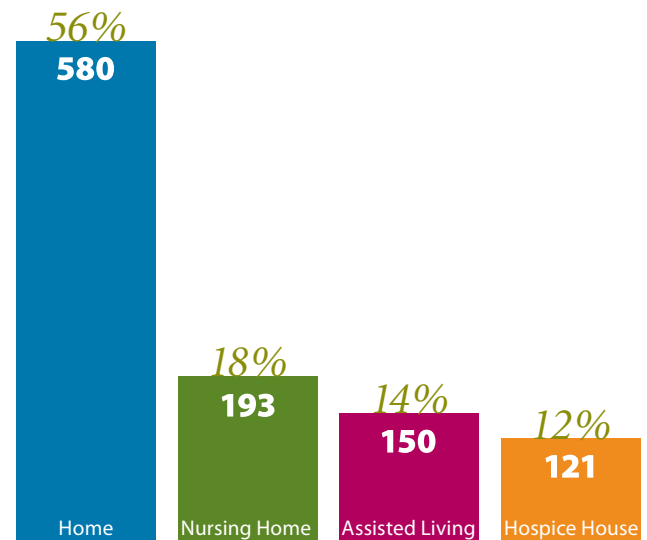
## BY THE NUMBERS

Hospice Patients Admitted	848
Hospice Patients Served	1044
Average Daily Census (Hospice)	186
Average Length of Stay in Days (Hospice)	81
Miles Traveled by Clinical Staff Through 9-County Service Area	666,611
Expert Staff	159
Trained Volunteers	172
More than 12,300 hours were contributed by trained volunteers who provided 17% of hospice administration and services in the fiscal year.	
Individuals Accessing Bereavement Service	1913
Community Bereaved	410
Hospice Family Bereaved	1118
Individuals in Transitions Program (pre-hospice)	249

**Service Area:** Charlottesville city and the counties of Albemarle, Augusta, Nelson, Buckingham, Fluvanna, Louisa, Orange, Madison, and Greene.

For more information, for referrals, or to donate, visit our website at [www.hopva.org](http://www.hopva.org) or call (434) 817-6900 or (800) 975-5501.

WHERE ARE HOSPICE OF THE PIEDMONT PATIENTS SERVED? *number served at each*

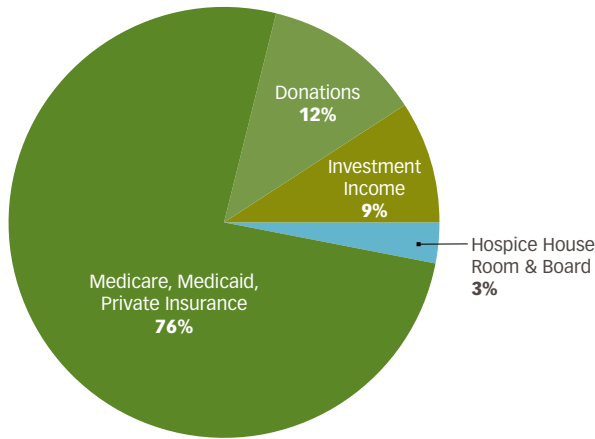


## HOSPICE OF THE PIEDMONT'S CONTINUUM OF CARE

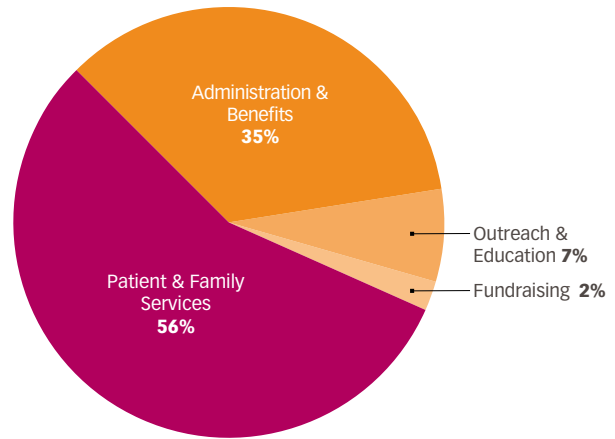
- Piedmont Palliative Care
- Transitions Pre-Hospice Program
- Care in the Home
- Hospice House Residency
- Continuous Care
- Respite

Hospice of the Piedmont is a nonprofit, tax-exempt organization under section 501(c)(3) of the Internal Revenue Code. We are licensed by the Commonwealth of Virginia and are a member of the National Hospice and Palliative Care Organization, the Hospice Foundation of America, the National Association for Home Care and Hospice, and the Virginia Association for Hospices.

We admit patients without regard to age, race, religion, political belief, gender, disability, national origin, sexual orientation, or ability to pay.

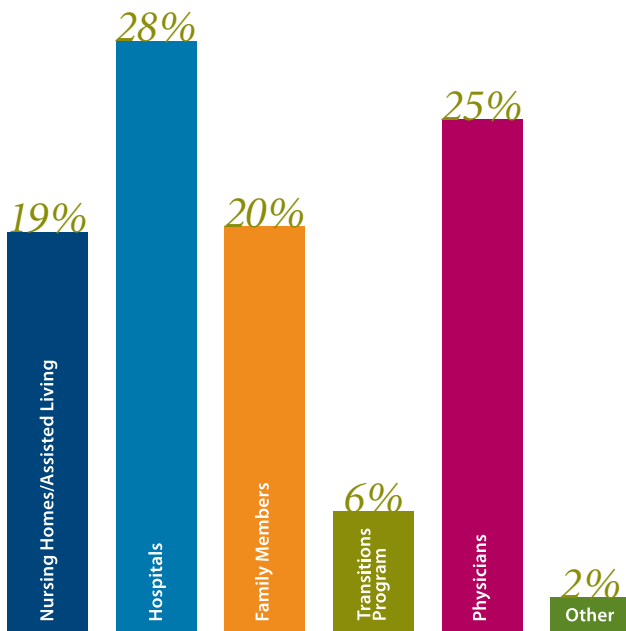


WHERE DOLLARS COME FROM



WHERE DOLLARS ARE SPENT

### HOSPICE OF THE PIEDMONT REFERRAL SOURCES

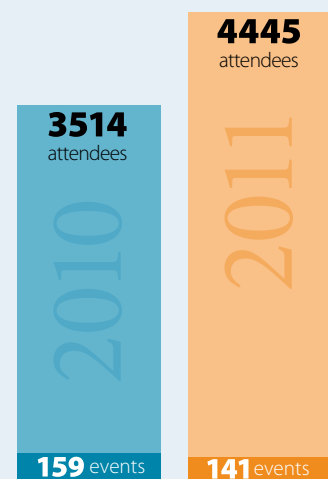


### SPEAKER'S BUREAU

Hospice of the Piedmont's Speakers Bureau was created to share our story and to inform the community of the services and programs we offer. The comment heard most often from patients and family members who have experienced Hospice of the Piedmont's care is, "if only we had known about hospice sooner."

Our desire is that everyone who needs us will benefit from our services when the time is right.

If your organization, group, church, or employer would benefit from learning more about Hospice of the Piedmont services, contact Jackie Gamache at (434) 817-6953 or email: [jackie.gamache@hopva.org](mailto:jackie.gamache@hopva.org) to schedule a presentation customized for your needs. Visit <http://www.hopva.org/speakers.php> to request a speaker, online.



Her children did too, and it was the gift of unexpected time that prompted their oldest daughter Beth and her fiancé Kyle Glascock to move their wedding up to the Saturday nine days following Tom's surgery, instead of the September 10 date they had originally planned.

It was during a conversation in preparation for Tom's transfer to Hospice House that Beth shared the news about the new wedding date and expressed her hope that her father would attend. Without much knowledge of Charlottesville, Beth asked Betsy Conley if she had any suggestions for wedding locations. "When Mr. Cooper looked at me and said, 'Betsy, I just want to see my daughter get married,' I agreed to try."

Betsy is hesitant to take much credit for the outpouring of support and generosity that followed her phone calls and requests. The community's response to the Cooper family's story was so remarkable it resulted in a story in the *Daily Progress* (written by Bryan McKenzie, it was published August 12, 2011).

Surprisingly, the U.Va. chapel was available and its use was offered without charge. HotCakes Catering designed and decorated a two-tier wedding cake; Agape Florists and University Florists both donated floral arrangements; Ragazzi's Italian Restaurant reserved and decorated half the restaurant for the reception and provided wine for toasting in glasses purchased and engraved by High-Tech Signs. Ambassador Limousine supplied limo transportation for the couple from the chapel to the restaurant, and Wood Transportation used their handicap-accessible van to help transport Tom Cooper from Hospice House to the wedding and back. Other local businesses made the day special, too, including the Doubletree Hotel staff who made the Jacuzzi suite available to the newlyweds for their wedding night.

As Betsy explained to the *Daily Progress* reporter, "We never asked for anything for free. We just asked if these businesses could help at the last minute and they went far above and beyond anything we could have expected. I'm so proud of our community."

Thanks to the expert medical and nursing care and symptom control he received at Hospice House, Tom was strong



Tom accompanies his daughter down the aisle on her special day.

*The gift of time that made the wedding a reality was not the end of Tom Cooper's story.*

enough to attend the wedding and to sit for some photos, but he returned to his bed after the ceremony while the family gathered for the reception.

All Tom asked was for Dawn to bring back enough pasta and wedding cake for him to share with Nikki Maupin, a licensed practical nurse who helps care for residents of Hospice House.

"Tom was a jokester, and he and Nikki forged a very special bond, right away," Dawn remembers. "Nikki helped Tom prepare for the wedding by bathing and shaving him the night before, and they shared many laughs even while she provided such intimate care."

The gift of time that made the wedding a reality was not the end of Tom Cooper's story. He lived for six more days, comfortably resting and alert for many of them. Friends and family visited often, including his grandchildren. Dawn and her family are grateful for their experience at Hospice House.

"It made our burden so much easier to bear. The staff immediately understood what we were going through, and they made the hard times a bit easier."

David Flack, a chaplain at Hospice of the Piedmont, visited with Tom several times. "The day he passed away, Tom told David he wanted to go home," Dawn shared. "When I heard him say that I worried that he wanted to go to our home in Madison, but David seemed to know what Tom meant." Sure enough, when David asked Tom who he would see when he went home, Tom simply replied, "Jesus."

A few days before he died Tom asked Dawn what day it was, and when Nikki would be back to work. His new friend returned for her next shift on Friday afternoon and that evening she gave Tom a bath, clean shirt, and a shave. Nikki remembers Tom telling her he was ready, and she reassured him that everything would be OK.

Tom Cooper died peacefully at 9:10 that evening, his family and hospice friends beside him. Dawn believes that since Beth and Kyle had originally planned to be married on September 10th, "that was Tom's way of having the last word about the wedding." 🌸

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## Sharing the Journey: The First 30 Years of Hospice of the Piedmont, 1980–2010

The long-awaited, written history of Hospice of the Piedmont traces its origins from the idealistic aspirations of a few dedicated individuals, through the difficult but exhilarating process of creating a viable organization, to the equally challenging process of sustaining and developing it. Author Tal Haynes sets the story of Hospice of the Piedmont firmly within the broader context of the birth of the hospice movement. Drawing on the archives of the organization, beginning with the first recorded board meeting in 1980, Haynes, recently retired from Hospice of the Piedmont after 21½ years, painstakingly traces the steps involved in nurturing Hospice of the Piedmont from concept to reality, thoroughly examining issues ranging from patient care to enlistment of volunteers to compliance with government and insurance regulation to fund-raising, and more, while never losing touch with the all-important human and emotional side of the work.

Copies of the book can be obtained online at [amazon.com](http://amazon.com). Proceeds from each purchase will benefit Hospice of the Piedmont. 🌸



*“I genuinely believe that every person over the age of 40 in America needs to see this movie. Be prepared to be terrified, illuminated, profoundly moved, confronted, comforted, and warmly hugged all within 60 minutes.”*

In honor of National Hospice Month, Hospice of the Piedmont invites you to:

## Consider the Conversation

*Are you caring for an aging parent?*

*Will you be responsible for your spouse in old age?*

*When you imagine the end of your life, what is the ideal scenario?*

**Do you know what your loved ones want?**

**Does anyone know what you want if you can't speak for yourself?**

**How do you make sure those wishes are honored?**

“Consider the Conversation: A Documentary on a Taboo Subject” movie screening to be followed by a moderated discussion and audience Q&A. Tickets are free but required to attend; seating is limited.

Reserve tickets online: [www.hopva.org/considerconversation.php](http://www.hopva.org/considerconversation.php) or call (434) 817-6939

**Wednesday, November 16, 2011**

**The Paramount Theatre**

**7:30 p.m.**

*A community event made possible with the help of these generous supporters:*

Bankers Insurance LLC,  
with Anthem Blue Cross Blue Shield  
The Genan Foundation  
SunTrust Foundation

Additional thanks to our media sponsors:





## Bereavement Services

The words “grief” and “loss” are naturally associated with death, bereavement, and mourning, especially when the services are provided by a hospice. But from the moment an individual is diagnosed with a serious illness, the bereavement department of Hospice of the Piedmont is involved in providing support and assistance.

Volunteers and staff of Hospice of the Piedmont receive training on how to recognize signs of grief and loss as patients and families adjust to the changes in life brought on by illness. They learn how to help foster hope while accepting the limitations of declining health. These volunteers then provide direct support through the Transitions and Hospice programs. Bereavement counselors actively participate in the interdisciplinary team serving patients and families in the Hospice program, providing consultation on anticipatory grieving, and supporting the work of chaplains and social workers, primarily, in meeting those needs.

It has been said that if you are old enough to love you are old enough to grieve. Believing this, Hospice of the Piedmont offers the Journeys program to support children and their families before and after a death. These are open to anyone in the service area, whether the loved one is cared for by Hospice of the Piedmont or not. Each year, Journeys staff facilitate support groups in area schools and offers camps for an outdoor experience. Anticipatory grief support and expressive therapeutic techniques help families in coping with the serious illness of a child through Children’s Support Services.

Adults may be more familiar with grief and loss, but that does not mean they are more skilled at coping with the experience. As with the Journeys program, services are offered

whether the loved one is cared for by Hospice of the Piedmont or not. Counselors provide individual support by phone or in person, group support and periodic workshops to meet a variety of needs. Specialized services for parents who have experienced the death of a child (Remembering Our Children) and a Men’s Breakfast Club are among services that meet particular needs.

The work of supporting patients and families at the end-of-life means staff are facing grief and loss daily. The bereavement department provides on-going support for staff weekly in team meetings and individually as desired. As a community

*If you are old enough to love you are old enough to grieve.*

outreach, the department provides education and support to community agencies and businesses through Hospice of the Piedmont’s Speaker’s Bureau and Grief in the Workplace/School programming. Through these programs, individuals can learn how grief impacts the whole person—physically, emotionally, socially, intellectually, and spiritually—and how to help themselves heal from the loss.

Community rituals of remembrance and celebrations of life are offered through the Memorial Illumination in December for the entire community and the Spring Memorial in May for Hospice of the Piedmont families served in the prior year.

Because death is part of life, we meet people where they are on their grief journey and accompany them from sadness to healing.

Grief support services are offered as a community service at no cost; donations are always appreciated. 🌸



## GRIEF AND LOSS SUPPORT

As a nonprofit organization dedicated to supporting our community along a continuum from serious illness through death, grief, and loss, Hospice of the Piedmont welcomes anyone in need of bereavement services, whether or not their loved one died in hospice care. Grief and loss support at Hospice of the Piedmont is free. These programs are supported by donations and grants.

**MEMORIAL ILLUMINATION: A COMMUNITY CELEBRATION OF LIFE** — December 6, 6:30 pm. See back cover for details.

**BEGINNING YOUR GRIEF JOURNEY WORKSHOP** — An introduction to basic grief concepts and an opportunity to begin to share the story of your loss, in a group setting. Held the first Wednesday of the month in Albemarle County, alternating each month between daytime and evening sessions. Daytime sessions run 1–3:00 pm; evening sessions run 6–8:00 pm. This workshop is also held in surrounding counties at times throughout the year. Please call or visit the website for specific dates, times, and locations.

**EIGHT WEEK SUPPORT GROUP** — Meets for eight consecutive weeks to learn about the grieving process and be with others who are grieving. These groups are for adults who have experienced the death of a loved one and three months have passed since the death. Upcoming groups: Mondays, April 18 through June 6, 5–7:30 pm.

**DROP-IN BEREAVEMENT SUPPORT GROUP SESSIONS** — Now held in two locations, three times each month. An open bereavement support group for any adult who has been affected by the death of a friend or family member. This is an opportunity to discuss grief topics and receive support from others going through the grief process.

Hospice of the Piedmont Offices: Second Monday of each month, 5:30–7 pm.

Senior Center, Charlottesville: Second and Fourth Fridays of each month, 3–4:30 pm.

**REMEMBERING OUR CHILDREN** — First Monday of each month, 5:30–7 pm. If you are a parent or family member who has experienced the death of a child, we invite you to join us for education about grief and loss, support, and healing.

**MEN'S BREAKFAST CLUB** — Third Thursday of each month, 8:30 am. A social gathering for men coping with the death of a loved one. Gain support through conversation and connection with other men experiencing the ups and downs of grief. A breakfast buffet will be available, payable by attendee at the front desk. Meets at the English Inn of Charlottesville, 2000 Morton Drive (behind Emmet Street Bodo's Bagels).

**SPRING MEMORIAL GATHERING** — Tuesday, May 3, 2012, 6:30 pm. Friends and family members of Hospice of the Piedmont patients who have died in the year since our last Spring Memorial gather together with Hospice of the Piedmont staff and volunteers to remember and honor their loved ones. As the date approaches, invitations to the event will be mailed.

**REGISTRATION** is required for bereavement events.

Call (434) 817-6900 or (800) 975-5501 for more information, including locations, directions and to reserve space in our groups. For the most up-to-date information on events at Hospice of the Piedmont visit [www.hopva.org](http://www.hopva.org). In case of inclement weather, events will be cancelled if that county's schools have been closed. 🌸

## WHAT CAN HOSPICE OF THE PIEDMONT BEREAVEMENT SERVICES DO FOR ME?

Just about anyone who has experienced the death of a loved one can benefit from the bereavement services available at Hospice of the Piedmont. Many people believe that as they grieve, the best way to survive is to "stay strong," or "hold it together." But we know that, although grief is often a painful process, there are opportunities to do more than just survive. A bereavement counselor can help you work through your grief individually or in a group setting.

A bereavement counselor can help you:

- ◆ **Understand** that what you are going through is normal.
- ◆ **Find** your own unique path on the journey called grief.
- ◆ **Accept** in your heart as well as your mind that the death is real and final.
- ◆ **Tell** your unique story of grief and loss.
- ◆ **Develop** tools within yourself to cope.
- ◆ **Find** alternative ways to grieve other than talking, crying, sharing feelings.
- ◆ **Remember** your loved one, both the good and the bad.
- ◆ **Explore** what your loved one meant to you.
- ◆ **Feel** and express the feelings of grief, because prolonged avoidance of grief can be detrimental.
- ◆ **Learn** to live a full and happy life, while remaining connected with your loved one in a way that feels comfortable to you.
- ◆ **Determine** if you need professional support as you cope with your feelings of loss.

You don't have to do it alone. Just pick up the phone and make the call. (434) 817-6900 or (800) 975-5501

## OUR MISSION

To serve our community with hospice care within a continuum of services related to serious illness and loss with the highest level of integrity, skill, compassion and respect.

### **VISION** *New! Adopted 2011*

To positively transform the way people view and experience serious illness, dying, and loss.

### **VALUES**

Hospice of the Piedmont espouses the following values:

#### **Respect**

We recognize and appreciate the diversity, worth, dignity and privacy of every patient, family member, co-worker, and volunteer.

#### **Advocacy**

We actively support the patient's choice for end-of-life care.

#### **Integrity**

We hold ourselves to the highest level of ethical conduct in every aspect of our organization.

#### **Stewardship**

We make effective and efficient use of the resources available to help us accomplish our mission.

#### **Effectiveness**

We work with individuals and organizations to ensure the most effective, compassionate, appropriate and highest quality care available.

*You are invited...*

# Light a Light, Celebrate a Life

**December 6, 2011 ☞ 6:30 p.m.**

**Aldersgate United Methodist Church**  
*1500 East Rio Road, Charlottesville*

This beautiful, nondenominational, candlelit service is open to the public and provides a meaningful opportunity to celebrate those whose lives you've shared.

Lights will be lit at the Memorial Illumination ceremony and a symbolic light will stay lit until the New Year begins.

*For more information, or to learn how you can donate a light, contact Hospice of the Piedmont:*

**(434) 817-6900 ☞ [www.hopva.org](http://www.hopva.org)**

**Illumination** memorial

A COMMUNITY CELEBRATION OF LIFE  
SPONSORED BY HOSPICE OF THE PIEDMONT