



The Beacon

A Publication of Crater Community Hospice: Volume V Issue I

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Crater Community Hospice moves to Petersburg

When you receive this first newsletter of 2009, we will be working from our new location at 3916 South Crater Road and well into the new year! I am optimistic and say all will be organized and in place, but if not, we will definitely be providing the same high quality services in the community.

The new location will provide you easier access to our office and greater visibility. With the closer proximity to Southside Regional Medical Center, Health South, Appomattox Health and Wellness Center and other medical offices, we are positioned to provide services to more referral sources as well as to the families we serve. Additional space allows CCH to have room for growth in patient care as well as grief support groups and programs to educate and inform the community. This is a very exciting time for CCH and one which has been a dream for many years. Part of what makes this such a great place is the effort of local residents to support and improve their communities.

We find there is strong commitment to donating time and a willingness to find new ways to make the Tri Cities and area counties even better.

With the overwhelming support we have received from you, our friends, our dream to be serving those in need of hospice care is becoming a reality. As we begin to feel the effect of the slowing economy, we are prepared to provide for more families, many of whom are uninsured. We continue to need your ongoing support as we begin a new year in our new home. We hope to see you at our open house, one which is planned for the business community on Thursday, March 12 and one on Saturday, March 14 for the many families and volunteers we have known throughout our fourteen year history. We welcome you to visit us at anytime!

**-A Letter from Brenda Mitchell,
Chief Executive Officer**



CCH welcomes new staff into new location

Mary Burns Ball, RN, BSN, MBA, DHA(c) is CCH's new director of clinical services. Mary's position as the clinical team leader is to ensure high quality home care to support seriously ill patients and their loved ones.

Carolyn Turek, has moved to a new role as RN admissions nurse. In her position, Carolyn assesses and admits patients to hospice and works with the community liaison team.

Mary Butterworth, RN, has joined CCH as director of compliance and quality care. Mary develops systems to ensure the maintenance and quality of care for patients and their families in compliance with federal and state regulations.

Krista Ratliff joined CCH as director of development where she works with donor relations, fundraising events and campaigns and public relations.

"Living with a life-threatening illness is tough, demanding and intense for loved ones as well as the patient. But with practical, emotional and spiritual support through all the stages of illness and bereavement, loved ones can also experience moments of special communication, growth and even joy. This is the goal of the hospice team!"

-Mary Burns Ball, Clinical Director, Crater Community Hospice

"CCH knows that caregivers work tirelessly very day to make life better for their loved ones and CCH wishes to provide care and support. If you have family members who may need services from us please let us know how we may help."

-Carolyn Turek, Admissions RN, Crater Community Hospice

Crater Community Hospice

Cordially invites you to attend an

Open House

for Families, Volunteers, and Guests

Saturday, March 14, 2009

1- 4 p.m.

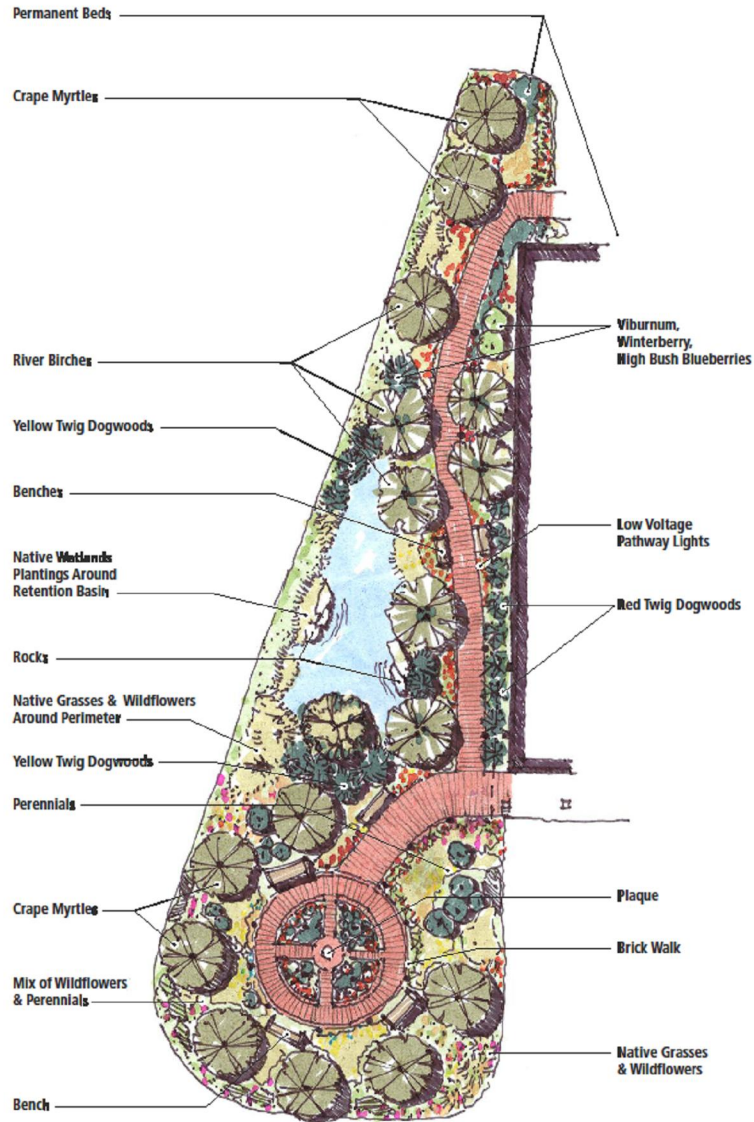
3916 South Crater Rd.

Petersburg, Virginia

RSVP : 526-4300

By: March 10, 2009

CCH Memorial Garden is planned for Spring at Crater Community Hospice's new S. Crater Rd. location.



Memorial Garden

Commemorative bricks adorn Crater Community Hospice Garden

A memorial garden at Crater Community Hospice will begin being built in early Spring 2009. It will serve as a community resource for families and friends to memorialize their loved ones as well to beautify the community with a lovely area of colorful shrubs, perennials, pathways and benches bordered by bricks inscribed with messages and names of loved ones.

“Despite limitations for a spacious garden, we want our garden to be a very pleasant, important statement of commitment to this community, said Brenda Mitchell, Chief Executive Officer for Crater Community Hospice, “we feel very strongly that we want to be visible in the com-

munity. Many of the area civic organizations and churches have supported us over the years and may wish to be a part of the garden. We envision a lovely space where families have a special area for remembrance celebrations.”

Friends and family members can be honored with a commemorative brick placed in the memorial garden with a contribution of \$125. Bricks can be imprinted with names, dates or special messages. All proceeds from the fundraiser support patients and families benefiting from hospice care, education or bereavement services. For information call Krista at (804) 526-4300, ext. 234.

1. Choose the brick level. Use a separate order form for each brick ordered.
2. Print legibly in the lines allowed as indicated by brick size ordered. Numbers, spaces, dashes and punctuation marks count as one character.
3. Complete the order form including payment information.
4. Mail the order form with payment to Crater Community Hospice.
5. A confirmation will be sent within 30 days.
6. If ordering more than one brick and you would like the bricks to be placed next to each other, orders must be placed at the same time with special instructions included. Every effort will be made to accommodate the request.
7. Your payment is a fully tax deductible contribution. Tax ID #54-1739621

4" x 8"
Standard size
\$125

In memory of
Louise Tracy
Our Founder

8" x 8"
Double size
\$250

The Smith
Family

John, Jane
John, Jr., Mary
and
Gerald

METHOD OF PAYMENT
Check (Payable to Crater Community Hospice
3916 South Crater Rd, Petersburg, VA 23805
VISA MASTERCARD

Name on Credit Card

MasterCard/Visa Number

Expiration Date

Purchaser's Name

Address

City State Zip

Phone

Email Address

Please send brick orders to: Crater Community Hospice
3916 S. Crater Rd., Petersburg, VA 23805

Crater Community Hospice reaches out to serve Planning District 19

Created in 1995 through joint efforts of administrators of Southside Regional Medical Center, John Randolph Medical Center and local community members, Crater Community Hospice, (CCH), founders laid the groundwork to develop community-based resources throughout Planning District 19 (PD 19). PD 19 encompasses the cities of Colonial Heights, Petersburg, Hopewell, and Emporia and the counties of Prince George, Dinwiddie, lower Chesterfield, Sussex, Surry, Charles City and Greensville.

Ambitious as it was to serve a very large, primarily rural area, since that time CCH, a 501 (C)3 non profit hospice, has provided care to over 3,000 patients and their families, and educated thousands more about hospice care and the need for end-of-life planning.

The underserved throughout PD 19 continues to be a challenge as well documented in the *2008 Service Area Needs Assessment*, conducted by Central Virginia Health Planning Agency. In almost all health indicators, PD 19's percentages are worse than Virginia's percentages. Based on data from the most recent survey, at least one in ten people in PD 19 are uninsured. Almost half of the residents leave the area for medical specialists. Lack of access to health care and lack of health

education are cited as major contributors to barriers of health services. Utilization of hospice services in PD 19 mirrors these health trends. CCH estimates utilization of hospice services to be 15 percent lower than the national average. The socioeconomic and demographics of the area play a large part in this occurrence. Almost one in three people in PD 19 live at or below the federal poverty level.

CCH is proactive in planning for increased needs. As we begin to feel the effect of the slowing economy, we are prepared to provide for more families, many of whom are uninsured. Outreach has been identified as a strategic goal for CCH to reach the underserved within our geographic target. With the generous support of community partners such as **The Dunlop House** and the many contributions from the families and businesses throughout the community, CCH continues to meet the needs of our community.

A 2009 award from **John Randolph Foundation** will provide CCH with funding to centralize operations from our new site better serving our southern communities. As CCH is preparing to increase outreach efforts we will be providing more education and supportive programs in communities as well as in a Community Room located at our new location on South Crater Road.

calendar

Thursday, March 12, 4-6 p.m. Business Community: Join us at our Open House in our new location at 3916 South Crater Road, Petersburg, one mile south of Southside Regional Medical Center. RSVP at 526-4300 or email kratliff@cratercommunityhospice.org by March 10.

Saturday, March 14, 1-4 p.m. Families and volunteers: Join us at our Open House in our new location at 3916 South Crater Road, Petersburg, one mile south of Southside Regional Medical Center. RSVP at 526-4300, or email kratliff@cratercommunityhospice.org by March 10.

Tuesday, April 7. Join us at *The Bistro at Grove and Market* in downtown Petersburg for a delicious dinner and a portion of the sales will be donated to CCH!

Thursday, April 16, 2-3:30 p.m. National Healthcare Directives Day. In recognition of National Healthcare Directives Day, Crater Community Hospice is welcoming the public to share free information about advance healthcare planning and advance directive forms. With planning and communication about our personal medical preferences, fewer families and healthcare providers will have to struggle with making difficult healthcare decisions in the absence of guidance from the patient. Healthcare providers and facilities will be better equipped to address advance healthcare planning issues before a crisis and be better able to honor patient wishes when the time comes to do so. For more information call 526-4300.

Saturday, May 2, 6:30 p.m. Join us in an evening of fun, fabulous food and a live auction. Tickets cost \$20 per person and include heavy hors d'oeuvres and libations. It all takes place at Meadowbrook Country Club. All proceeds benefit Crater Community Hospice. Invite your friends and call today for tickets!

The Hospice Concept

The hospice concept of caring derived from medieval times symbolized a place where travelers could find rest and comfort. Today hospice offers a comprehensive program of care for patients and families facing serious and terminal illness. Hospice care involves a team-oriented approach to nursing care, pain management, and emotional and spiritual support for the end of life patient and their family and friends. Care is individualized to the needs and wishes of each patient. At the center of hospice is the belief that each patient has the right to die pain-free with the support and care available through family, medical professionals and a network of volunteers and caregivers. The focus is on care, not cure; provided in the familiar comfort of the patient's home, when possible.

Hospice is also provided in facilities, hospitals, nursing homes and assisted living facilities, where the expertise of the hospice professional can collaborate, supplement, teach and care for the patient's unmet needs. When available, family and friends serve as the primary caregiver. The family and the patient care givers are primary recipients of care and support. Members of the hospice staff make visits to assess the patient, provide direct interventions and coordinate identified service needs. Staff is on-call 24 hours a day, seven days a week.

The team consists of the patient, family, available care givers, physicians, nurses, home health aides, bereavement coordinators and trained volunteers. A care plan, developed with the input of team members, addresses each patient's individual need for pain management and symptom control. Supportive interventions include education; counseling addresses anticipatory grief, anxiety, fear, loss of control, and dependency. For families, hospice care eases the burden of care giving, through medical and nursing interventions, emotional and spiritual support, respite care, and assistance with managing the household.

Hospice care is provided to patients who have a limited life expectancy, usually six months or less. Although many hospice patients are cancer patients, Crater Community Hospice serves anyone, regardless of age or type of illness. Crater Community Hospice provides care for all eligible families, regardless of their ability to pay. Services are covered by a variety of sources

with Medicare being the single greatest source of coverage. The Commonwealth of Virginia also has a Medicaid Benefit and Crater Community Hospice is an approved agency. Private insurance plans may also offer hospice benefits. In most cases, reimbursement from third party payers does not fully cover the costs incurred.

Crater Community Hospice depends on supporters to help defray these costs as well as the costs for those with no health insurance. All donations are tax deductible and go to directly to the care and services of the families served. Charitable donations enable CCH to continue to reach out to those in need. Our mission is to be "the community leader passionately committed to providing loving care of the highest quality to families facing serious illness, death and grief."



Claire Guerin and Maryann Shevitz volunteer for the nursing staff each week providing CCH with their expertise with medical records. CCH has ongoing recruitment for volunteers for many roles including technology and office support, special events and care giving relief. Volunteers are an essential part of community support.

Ways to support

Charitable gifts to CCH help underwrite more than 26 per cent of patient care costs. We count on your support to make hospice care available to everyone, regardless of their ability to pay, and to provide excellent comprehensive care, bereavement support and other services.

Cash Contributions and Matching Gifts

Cash contributions to CCH are tax deductible. Each and every gift you make to CCH is receipted and acknowledged regardless of how big or small to facilitate your tax filing. You can double the impact of your gift through matching programs sponsored by employers.

United Way

The United Way coordinates one of the largest annual fundraising campaigns in the country. CCH receives many generous gifts through this annual campaign

Bequests

Making a bequest in a will or living trust is a simple way to provide for our work while helping to reduce your inheritance taxes. Any part, percentage, or component of estate or trust assets can be left to CCH.

Honor & Memorial Tribute Gifts

A gift in honor/memory of a loved one, family, friend or co-worker-is a wonderful way to pay tribute. For each honor/memorial gift, CCH sends notification to the individual's family, friend, or neighbor of the remembered or honored person-that you designate.

Notice of Tribute Gifts

Families may prefer to ask for memorial gifts through the obituary. The notice in the obituary might read, "In lieu of flowers, the family requests contributions be made in memory to Crater Community Hospice, 3916 South Crater Road, Petersburg, VA 23805."

Shop to Support

Register your MVP card by calling (800) 210-9569, on line at www.foodlion.com (follow the links), or call us with your info and we'll take care of the rest!

Register your Ukrops Value Customer Card online at www.benevolink.com at (800) 556-GIVE. On a quarterly basis, Benevolink will contact you and ask you to direct accumulated funds to the organization of your choice. Once registered, note your calendar to call Benevolink every quarter to designate your funds to CCH!

Volunteering

From memorial and planned gifts to matching corporate gifts, there are many ways to support Crater Community Hospice financially. Please remember that your gift does not need to be monetary; we offer many volunteer opportunities for those able to donate time to our organization. Students and business or organizational groups are welcomed and we have flexible hours for volunteer training. Volunteer opportunities include:

- Fundraising support
- Patient and family support
- Office assistant or clerical support
- Special Events

Contact Rose at ranzolut@cratercommunityhospice.org or call 526-4300 to become a hospice volunteer!

community speaker's bureau

Crater Community Hospice wants to share our expertise about topics such as understanding grief, coping with the stress of care giving, communicating personal medical preferences or sharing your talents as a hospice volunteer. Please call us at 526-4300 to speak to your church, group or community organization about hospice.

The Bistro at Market and Grove

422 North Market
Petersburg
(804) 732-4480



The Bistro at Grove and Market Supports Crater Community Hospice in an April Fundraiser

Present this coupon on Tuesday, April 7
and a portion of our sales will be
donated to Crater Community Hospice.
Enjoy a delicious meal out and support
your community at the same time!



Non-Profit Organization
U.S. Postage
Permit #
Richmond, Virginia

3916 S. Crater Road
Petersburg, Virginia 23805

www.CraterCommunityHospice.org
1-800-526-4300

The Beacon is published by Crater Community Hospice, a non profit organization providing comprehensive end of life services and education to the Tri-Cities area and surrounding communities including Chesterfield, Prince George, Dinwiddie, Sussex, Surry, Greenville, Charles City Counties and the cities of Petersburg, Colonial Heights, Hopewell and Emporia. If you do not wish to receive fundraising communications from Crater please call the development office at 804-526-4300.

CCH SPRING AUCTION

Meadowbrook Country Club
Saturday, May 2, 2009

Preview 6:30 p.m. Auction 7 p.m.
*Tickets: \$20 per person includes
Heavy Hors d'oeuvres & Libations

CCH Spring Auction ticket opens the door to great fun, fantastic food, beautiful music and fabulous items for your bidding pleasure! An array of items will be placed in Silent and Live Auctions for your consideration while you enjoy the evening! Call 526-4300 x234 for tickets and info!



Emcee: Wayne Covil, Senior Reporter, WTVR CBS-6