

MADRONE HOSPICE, INC.

Quality, Compassionate Care



July-September 2020



Executive Director

*Lauri Hunner and
Therapy Dog, Trenton*



A letter from the Executive Director

While pondering the message I want to share in this space, I strolled through the Madrone Hospice gardens. On my walk, I was struck by the beauty and the serenity provided by our well-maintained grounds (Thank You John Hasemeyer)! As I reflected upon the impact of the COVID-19 pandemic, I realized how much time has past since the beginning of this new age in March. I also had the awareness that just as things were “shut down” and we were practicing social distancing, the gardens began to grow, the butterflies returned and our caring for patients and their families has remained constant.

This would normally be the time I would invite you to the Garden Party in September but due to the concerns and uncertainties surrounding the COVID-19 virus, I have cancelled the garden party for this year. We are making plans to acknowledge and honor our wonderful community for the continuous support we receive that assists us in providing quality, compassionate care to our community.

Stay safe!

~Lauri

Hospice is not a place but a philosophy

When considering Hospice care for themselves or a loved one, people often think that enrolling in Hospice means they will be admitted into the Hospice House. For some that may be true but for most it means the care will be in their home.

Hospice is not just a “place”, but a philosophy embracing the patient and the family during care. Hospice services offer help and support 24 hours a day, 7 days a week to patients and their families.

The Hospice philosophy encompasses treating the patient and the family, not the disease. The medical, social, psychological and spiritual needs all become part of the individualized care plan. Hospice services offer sophisticated methods of pain and symptom management in order to assist the patient and the family to live as fully and comfortably as possible.

Another element of the Hospice philosophy includes embracing the quality of life rather than the length of

life. This concept can be difficult for family members to grasp, especially if they have been the caregivers taking the patient to and from doctor and/or treatment appointments and providing hands-on care. The Hospice philosophy honors this transition by including the family/caregivers in caring for their loved one. This can also include anticipatory grief support and bereavement services before, during and after the loss of their loved one.

Madrone Hospice embraces the philosophy that has been described above. Quality, compassionate patient care, whether in the Hospice House or in the patient’s home is one of our highest priorities. Our staff take pride in being able to work together as a team to ensure a patient and their family members have everything they need to preserve the quality of life for the patient.



The Frontline Heroes of Hospice

Imagine for a moment that you are in hospice and near the end of your life. You will most likely be surrounded by loved ones and family members and supported by a team of medical professionals who ensure you experience a comfortable end-of-life journey. While these medical interventions will be administered by physicians and nurses, the most intimate and personal tasks involved in your care fall to a different group of caregivers; the Certified Nursing Assistant (CNA). Under the general supervision of RN Case Managers, the Madrone Hospice House CNAs work directly with our LVNs and together are responsible for the daily care and practices that enhance patient comfort and well-being. These responsibilities include bathing, feeding, toileting, repositioning bedbound patients, changing linens, laundry, and ensuring a clean and comfortable living space. The CNAs also assist in monitoring the patient's dietary needs, ensuring they receive appropriate foods and liquids.

While patient care is their primary duty, a CNA is much more than just a "bath aide." CNAs must complete a 6 to 12 week program endorsed by the California Department of Public Health. During this program they are trained in patient care, basic life support, infection control, taking vital signs, and monitoring skin conditions, bodily functions and mental stability. This extensive training allows the CNAs to act as the eyes and ears of the physicians and nurses, reporting pertinent changes and observations to the hospice care team as well as updating this information in the patients' charts.



CNAs Jeff Virgin and
Sydney Castil

Being a Certified Nursing Assistant at the Madrone House is much different than working in a skilled nursing facility or hospital. "There is no set schedule of duties," says Dona Oscar, CNA. "We do everything on their own time. Everything is tailored to the patients' and families' individual needs. If they want ice cream for breakfast, they get ice cream for breakfast. If they want to eat in the middle of the night, our wonderful NOC

shift makes sure that is what they get." Hospice CNA Jennifer Dalin adds, "Each and every patient is different and the care we provide is tailored to their needs. Just as no one lives the same, nobody dies the same. We are all different."

Our Madrone House CNAs care for patients during their most intimate and vulnerable moments. It is during these moments that patients and their loved ones often look to the CNAs for emotional support. Our CNAs focus on providing conversation and a listening ear, engaging patients in activities such as games and music, and encouraging laughter and cheerfulness. Providing comfort and support to the family members takes high priority. "Supporting the patient's emotional needs as well as their family's is a big part of our job," said Dalin. "Sometimes the family needs more support than the patient."

The Madrone House Certified Nursing Assistants are extremely valuable members of the hospice care team and are committed to the very delicate and sacred work that end-of-life entails. At times the job can be physically, emotionally and spiritually demanding. Providing personal and intimate care during the final chapter of a person's life creates a special bond and our CNAs often become emotionally attached to our patients. Many times the CNAs are there holding the patient's hand during their final moments of life. But the taxing part of their job is mitigated, in part, by the rewarding knowledge that they have made a difference by helping and supporting the patient and family during one of life's most difficult times. "Hospice care is more than end-of-life care," said Dalin. "It's about helping patients live life to the fullest, until the very end." Adds Oscar, "The Madrone House is much more than a healthcare facility. We try to bring a sense of family and home."

Madrone Hospice is proud of our CNAs and grateful for the work they do in providing excellent care and comfort to our patients and their families. They are truly frontline hospice heroes.



Madrone Hospice CNAs
Dona Oscar & Jennifer Dalin

Memorial Donations

Donations received between March 16, 2020-June 15, 2020

Gary Allen

Charlene & Robin Broce
Tana & Ralph Gliatto
Marsha Pitkin

Jackson Robert Amens

Keith & Vonnie Hansen
Carrol Jackson

Jan Baker

Caroline Luiz

Dave Barnett

Robert Purves

Dugan Barr

Dom & Joan Favero

Diane Beebee

Opal & Elaine Weber

Marcia Buchanan

Doug Buchanan
Ann Burton
Patricia Cummings
Michael Wolter

Jana K Cahill

Rita Haas

Ruth A Carpenter

Goldman & Joanne Cothren
Kim & Joe Foster

Jim Carrier

Tana & Ralph Gliatto

Sam Chase

Fritz & Linda Mason

Barbara Deas

Mary Lea Lemos & Family
Jerry & Sheri Middleton
Shirley Saulsgiver

James W DePree

Rita Haas

Steve DeRose

Errol & Mary DeRose

Dick Enos

Robin Bailey
Robbie Mossgraber

Richard Enos

Janice Enos

Jean Fasig

Jim & Judy Finses
Mary Lou LaCom

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Norma Young

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Karen Brown

Mary Fox

Dom & Joan Favero

Ed Frederick

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Richard Hale & Joyce Landi
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Richard Hale & Joyce Landi

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Shasta Forest Products

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Dom & Joan Favero

Ed Harris

Nancy Bacon
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Errol & Mary DeRose
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Tana & Ralph Gliatto

Jane Hunter

Tana & Ralph Gliatto
Elaine & Charles Kische
Daralyn E Reed

Bob Jackson

Tana & Ralph Gliatto
Bill & Mary Kleaver
Jim & Kathy Kutzer

Hospice Shop re-opens

For many, stay-at-home orders due to the coronavirus led to a spring cleaning frenzy and now many of the gently-used items from those efforts have landed at the Madrone Hospice Thrift Shop. We are so appreciative!

Our donation center and thrift store began reopening on June 3rd, when the county moved into phase two. Precautions are now in place for customers, volunteers, staff and donated goods that make the shopping and donating experience much different than the pre-pandemic world. Store changes include limiting the



Shop managers Cheryl & Terrie take a break from sorting all the wonderful donations

number of customers, enforcing social distancing and frequent sanitization, while behind the scenes, donated items are subject to a quarantine period before they're handled and cleaned. Store hours are now limited from – 11am to 3pm, Tuesday through Thursday.

Other precautions include frequent hand-washing for staff and volunteers, social distancing, added signage and markers in the store, protective masks or face shields for all workers and plexiglass installed at the registers. During the closure, we took that opportunity to deep clean the entire store, as well as have the floors professionally cleaned at both the Shops and the Senior Center.

The thrift shop is one of the major sources of funding for all the work we do at Madrone Hospice. Our customers and donors have been incredibly patient and understanding. We couldn't be more grateful for our community.



Madrone Hospice volunteers gear up to help our customers find some awesome deals.

Memorial Donations

Donations received between March 16, 2020-June 15, 2020

Robert Jackson

Ron Black
Erma Hunt

Kaila Jorgensen

Audrey DeAvilla & Family
Rita Fiock

Donald 'Pete' King

John Hasemeyer

Robert King

John Hasemeyer

Bobbi James Kurka

Sandy & Duane Johnson

Bruce Marshall

Goldman & Joanne Cothren
Kim & Joe Foster

Connie Mason

Jim & Kathy Kutzer
Kelly, Michael & Jon Meiners

Will McClain

Dom & Joan Favero

George Miles

Norma Young

Virginia Milne

Patty & Ken Dooley

Lorine Moore

Nickie Meek

Jack Morgan

Hawkinsville Hall Assoc

Jan & Gary Anderson

Carol Brower

Norman & Pat Cooley

Patricia Cummings

Mary Cummins

Audrey DeAvilla & Family

John & Sheila Dickson

Patty & Ken Dooley

Gerald & Rhonda Dunlap

Dom & Joan Favero

Bill & Mary Kleaver

Jim & Kathy Kutzer

Bernadine Langford

Patricia Dunlap Murphy

Marsha Pitkin

Lillian Robberson

Barbara Machado

Jack Morgan

Steve Ross

Shirley Shelton

Tracy Mott

Nancy & John Foster

Harriet Houston

Jim & Kathy Kutzer

Dorothy Mott

Marsha Pitkin

Shirley Shelton

Sylvia O'Connor

Rick & Chris Bowers

Denise Ford

Jim & Kathy Kutzer

Bernadine Langford

Ron & Judi Washington

Grandma Pat

Richard Hale & Joyce Landi

Ralph Ramey

Albert & Dorothy Newton

Roberta Ramey

Ernie Rizzardo

Charlene & Robin Broce

Ernie & Jeanette Roberts

Dennis & Valerie Roberts

Julie Rodarme

Pat Raguse

Warren Rogers

Nancy & John Foster

Leigh Schriver

Jack & Pat Bergen

Jean Krueger

Olene Simmen

Dom & Joan Favero

Andrew Skeahan

Audrey DeAvilla & Family

Marguerite E Skeahan

Patty & Ken Dooley

Bill & Judy Hammer

Pat Smith

Charlene & Robin Broce

Tana & Ralph Gliatto

Dorothy & Rick Gourley

Blair, Susan & Alex Hart

Kelly, Michael & Jon Meiners

Memorial Donations

Donations received between March 16, 2020-June 15, 2020

Rod & Carol Smith

Joe & Alice Smith

Ron Culp Sr

Charlene & Robin Broce

Francis & Bert Sylva

Mark Powers & Bonnie Sylva

Bob & Marge Weisman

Norman & Pat Cooley

Audrey Wells

Nancy Bacon

Ruth & Harold Leal

Carol Wheeler

Dom & Joan Favero

Sandy & Duane Johnson

Kelly Whitman

Bill Whitman

Frank Whittington

Mike & Neta Fitzgerald

Julie Gaines

Dorothy & Rick Gourley

Erma Hunt

Bob & Judy Korte

Marian Whitehouse

Sharon Whittington

Thomas Williams

Albert & Dorothy Newton

Ben Wilmarth

Tip & Tom Wilmarth

Virginia Wilmarth

Tip & Tom Wilmarth

Ruth Wiseman

Ed & Debbie Wiseman

Individual Donations

Martha Aker

David & Kaye Caulkins

frontstream

**Greater Douglas United Way
Employee Match**

Jerry Guse

Don & Susan Langford

Allison & Steve Leal

Gordon Loomis

Mary & Steven Neill

Network for Good

Kimberly & Ronald Presley

RCF

Steve & Molly Renner

Charlie Russell

Velzora Singewald

Phyllis Teague

**United Way California
Capital Region**

Tip & Tom Wilmarth

Myna & David Wilson

We appreciate you!

Since our founding, quality, compassionate care has always been a mission of Madrone Hospice – helping patients live life to the fullest, We are able to achieve this, while providing a level of care above and beyond what most insurance reimburses. Our vision is made possible

due to your generosity. As we navigate into the future together, we are so grateful to our donors for their ongoing support, which is more important now than ever before. We are so appreciative of our wonderful community.



Thank You



HELP REDUCE OUR COSTS BY SIGNING UP FOR OUR ONLINE NEWSLETTER!

Receive our newsletter and get the latest news, while saving money and helping the environment. If you are interested in receiving your newsletter online, we would very much appreciate it. Please contact the Hospice Office at 842-3160 with your email address, or email us at coreen@madronehospice.org.

ADVANCE DIRECTIVE WORKSHOP

A wide range of community-based programs and events have been effected by COVID-19 restrictions. The pandemic has more people thinking and talking about advance care planning. We are hopeful to hold our future FREE Advance Directive Workshops once again at Fairchild Medical Center. In the meantime, assistance via telephone, email or Zoom is available to help you and your loved ones plan for future care based on what matters most to you. Please contact Karen at 530-340-1162 or email karen@madronehospice.org. You may also check back on our Facebook page for updates <https://www.facebook.com/siskiyouacp/>

UPCOMING EVENTS

~ADVANCE DIRECTIVE WORKSHOP~

Fairchild Medical Center

Boardroom

5:00pm-6:00pm

7/30/20 8/27/20 9/24/20

Workshops are subject to cancellation

~INDIAN TACOS "TO GO" FUNDRAISER~

810 N. Oregon Street, Yreka

5:30pm-7:30pm

10/8/20

ANNUAL ART AUCTION 2020-Cancelled

BI-ANNUAL GARDEN PARTY-Cancelled

Many of our events have been impacted to prevent the spread of Covid-19. We are hopeful and look forward to hosting our beloved events when it is suitable. The health and safety of our community is of the utmost importance. Thank you so much for your understanding and support.



MADRONE HOSPICE
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~ Quality, Compassionate Care ~