



New Care Center Strengthens The Hospice of Volusia/Flagler's Commitment

The ceremonial planting of a live oak tree known for its durability and long life highlighted The Hospice of Volusia/Flagler's Aug. 22 groundbreaking for a new \$4.5 million Hospice Care Center in Orange City – the first of its kind in West Volusia.

An audience of about 60 local and county officials, as well as community residents and Hospice staff heard speakers say the oak symbolizes Hospice's 25-year commitment to providing comfort and support to patients and their families in the communities it serves.

"This is truly a day to celebrate," said Fran Davis, Executive Director of The Hospice of Volusia/Flagler. "The presence of a Care Center in West Volusia is an answer to the needs of hospice patients and their caregivers. It's also the answer to the needs of hospitals and an answer to the needs of residents who deserve options at the end of life."

"I want to tell you all from West Volusia who have not had an experience with Hospice of Volusia/Flagler, that if you do have an experience with them you will never forget it," added Jeff Feasel, CEO of Halifax Community Health System, of which The Hospice of Volusia/Flagler is an affiliate.

"It's an honor for me to hear of the stories that people tell of their loved ones being cared for by Hospice and the amount of love they receive," Feasel said. "I can assure you if any of your loved ones ever need Hospice, it will be a good experience for you all."

When construction of the 28,000-square-foot Care Center is complete by late 2006, Davis said it will serve patients such as:

- An 18-year-old boy with cancer who was in excruciating

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Care Center takes root – The Hospice of Volusia/Flagler Executive Director Fran Davis; Volusia County Council Chairman Frank Bruno; Dr. William Schildecker of the Bert Fish Foundation, and Halifax Community Health System CEO Jeff Feasel symbolically break ground for the new Hospice Care Center with the planting of a live oak tree.



Coming soon – Guests gather for the Aug. 22 groundbreaking for The Hospice of Volusia/Flagler's new Care Center on Veterans Memorial Parkway in Orange City.

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Letter from the Executive Director

I am truly inspired by our community's dedication to The Hospice of Volusia/Flagler. This has been a year of continued accomplishment that could not have been achieved without your generous gifts of support and the gifts of 400 talented staff and our corps of volunteers over 500 strong.

November celebrates National Hospice and Palliative Care Month. I would like to celebrate with you the many milestones of the hospice industry and of The Hospice of Volusia/Flagler as we enter our 26th year of service.

The hospice industry was saddened this year when its founder of the modern hospice movement, Dame Cicely Saunders, died. She was an incredible European woman who was passionate about caring for the dying. She created an interdisciplinary model of care that revolutionized end-of-life care. She believed dying to be a spiritual journey rather than a medical event, and in order to experience that journey fully, one's physical, emotional, and spiritual needs needed to be met. Trained as a physician, nurse and social worker, she birthed the modern-day hospice movement in which care is provided to patients and families by a team of well-trained caring individuals, ready to meet the needs of each person's death experience and their loved one's bereavement period. As we celebrate National Hospice and Palliative Care Month, we bow our heads to the late Dame Cicely and say, "Thank you and God Bless."

The hospice movement came to America from Europe, and in 1983 the Medicare hospice benefit was created.

Hospice was seen as a way to provide comfort and relief of distressing physical, emotional, and spiritual symptoms so that individuals might be able to die a natural and comfortable death surrounded by love and compassion.

Today, approximately 3,300 hospices provide care to terminally ill patients and their loved ones throughout America. Last year, almost one million people received hospice services. Half of those patients died at home, and another 25 percent died in nursing homes. The rest received services in a combination of hospital, assisted living facilities, and hospice units. When hospice first came to America, most patients were cancer patients; today, the majority of patients are non-cancer patients. Sixty-seven percent of hospices remain not-for-profit entities, giving back to their communities in the form of services and programs to meet the needs of the people. Volunteers contributed approximately 18 million hours of care to hospices nationally, giving of their time and talent to improve the quality of life of hospice patients.

Your community not-for-profit hospice, The Hospice of Volusia/Flagler, has come a long way too. Birthed in 1979 out of a small office at Halifax's Regional Oncology Center, services were provided by a handful of community volunteers. Today, services are provided daily to



The Hospice of
Volusia/Flagler
Executive Director
Fran Davis

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Hospice & Fund Raising

by Terry Mularkey, Director of Development for The Hospice of Volusia/Flagler

Two topics are near and dear to my heart: Hospice and Fund Raising.

I would like to share my initial insights from the view as a new staff member with The Hospice of Volusia/Flagler, as a fund raiser, and as a concerned community member.

First let me warn you that I have the tendency to, “Tell it like it is,”- or at least as I see it. With a last name like “Mularkey,” I tend to compensate for old references of telling stories without the facts. Also as a retired Army officer, I was trained as a Ranger and learned early in my military career to appreciate integrity, selfless service, teamwork, and accomplishing the mission.

Many of you have also served in the military and other service-related professions, and I suspect you understand my motivation to be part of an organization with a special and meaningful mission. Not only is the mission of Hospice special (and needed), it is accomplished by a staff of 400 with professional competence, grace, and dignity. Most of you have had a hospice experience, and I know you would agree the staff is a group of special, gifted people who get up every day to help, to serve, and to support patients and families in our community. Some refer to the Hospice team members as angels, while others wonder how they do their jobs with such energy and passion.

I have served in elite units with highly trained, motivated, and gifted people, and I have established high expectations and standards. Basically, it’s hard to impress me. Since my arrival at The Hospice of Volusia/Flagler, I not only have been impressed, but also humbled on a daily basis. There has not been a day when the roller-coaster of emotions, the peace of the care center, and the compassion of the staff has not affected my motivation.

During my first weeks with The Hospice of Volusia/Flagler, I was provided the opportunity to shadow team members as they performed their daily visits to patients. The “mandatory” orientation was assigned by Executive Director Fran Davis.

The time spent with admission nurses, RNs, social workers, and chaplains was educational, a reality check, and a privilege for me to experience. I witnessed the genuine care from the Hospice staff; I also met patients, family members and caregivers that shared their end-of-life situation and their feelings about Hospice. I heard one caregiver telling the social worker about the stress of deciding between buying medicine or food, and dealing with her car being in the shop. Not only did the social worker explain the memorial fund available to support their family needs, she also explained the other non-funded programs such as respite for the caregiver. I quickly understood the wisdom behind Fran’s directive to experience the services being provided to every patient regardless of insurance or financial capability.

The daily motivation to support the teams and families with needs, as well as my primary responsibility for fund raising are duties I find rewarding. The programs that set The Hospice of Volusia/Flagler apart from the other Hospice organizations are funded by donations, gifts, and contributions. The current daily patient census of 550 is growing, and the programs that many of you have experienced will need to grow to maintain the level of excellence.

From the hospice care centers, to the hospice houses, to the children’s grief programs, the matrix of total care for patients and families facing the end of life is unmatched. The fund-raising staff for Hospice is small, dedicated, and committed to planning events, programs, and the campaigns to support the future financial needs.

The mission to raise \$2.5 million dollars for the Hospice Care Center in West Volusia, which will house



Terry Mularkey, The Hospice of Volusia/Flagler Director of Development

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It's Time to Talk About It

by JoAnne King, LCSW, Program Operations Manager

Before 3 a.m. on Jan. 11, 1983, Joe and Joyce Cruzan got the phone call we all fear. Their 20-year-old daughter, Nancy, had been in a car accident and was in the emergency room. That single phone call started an eight-year journey that went all the way to the Supreme Court and thrust an everyday, blue-collar family into the national spotlight about end-of-life issues and the right to die.

William Colby, who served as the Cruzan family's attorney, wrote about the family's experiences in his book, "The Long Goodbye: The Deaths of Nancy Cruzan." Mr. Colby spoke at a public forum at the Port Orange Riverside Pavilion on Sept. 29, sponsored by Life's Journey, A Coalition in Action. The Hospice of Volusia/Flagler is proud to be part of this coalition, which formed in 1999. It is a group of social service organizations, health professionals, businesses, caregivers, and citizens committed to improving end-of-life care in our community.

While addressing legal and medical issues about the case, Mr. Colby focused on the Cruzan family's human, emotional experience. "The black and white of the law is not always useful in dealing with the very gray areas of human emotions, relationships, and decision making," he said. "Imagine if, just once, Nancy and her family had the conversation about what kind of care they would want if they ever faced a serious situation like this. Would their story have been different?"

Recently, we heard echoes of the Cruzan family's story when the case of Terri Schiavo once again put one family's struggle into the national spotlight. After watching this family's tragedy, some people chose to complete forms called healthcare advance directives.

There are two main types of advance directives. The first, a living will, is a form that lets your doctors and others know what kinds of care you would or would not want if you had a terminal condition, an end-stage condition, or were in a persistent vegetative state. A second form, called a healthcare surrogate, names someone to speak to the doctors and other healthcare

providers about your wishes if you are unable to do so.

Perhaps you have completed your advance directives. You have taken an important step, but it is only the first step. Have you talked with your family members, loved ones, and doctors about what your wishes are? The forms are important, but they are much more meaningful when the people closest to you know what you want. Many studies have shown that we assume our family members know our wishes and will know what to do "when the time comes," when in reality they do not. It is truly a gift to those you love, and who love you, to have these important conversations.

So what can you do to help assure that your wishes will be honored, and to prevent your loved ones from going through the ordeals faced by the Cruzans or the Schiavos?

Decide. Think about what kind of health care you would or would not want if faced with a serious illness or accident. You may want to talk to your doctor, clergy, family members, or others you trust before making these decisions. Also, decide who you would want to make decisions for you if you were not able to speak for yourself. This person may not be the one who loves you most. He/she should know your wishes, and be able to be a strong voice for you, no matter what.

Discuss. Have the conversations. Think about who would need to know your wishes, as well as whose wishes you need to know about. The best time to have these conversations is before a crisis happens. Some families choose to have a dinner conversation, or talk at a time when everyone is together, like the holidays. It is also important to talk to your doctor and other healthcare providers. Keep in mind that these are not one-time conversations. Your opinions, and those of your loved ones, may change over time, so you should revisit the issue over time.

Document. Put your wishes in writing. Complete a healthcare surrogate and a living will, or another document that explains your wishes. Documents like the

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HOSPICE WITH HOPE

Hospice Nurse Recognized as “Nurse of Excellence”

Lisa Wycuff, LPN, says she felt “humbled” when she learned she was selected earlier this year as one of several Nurses of Excellence working throughout Halifax Community Health System.

“I work with some wonderful people. When I heard about it, I just felt unworthy, really, because I work with such excellent nurses,” Wycuff said recently, at work in the Hospice Care Center in Port Orange where she just reached her eighth year of service.

“She deserves every bit of that (recognition),” a co-worker added. “Everyone in this whole organization, and others at Halifax Medical Center, voted for her.”

It was Wycuff’s “kind and compassionate nature” that led to her nomination and selection as a Nurse of Excellence, according to her colleagues. They emphasized she is “always willing to do whatever is needed to help the team and the patients. That includes working every shift and all different days of the week. She not only works as a nurse full time, but also does all the scheduling for the Care Center staff.”

In addition to her dedication to Hospice patients, Wycuff is active in her church and went on a medical

mission trip to Haiti earlier this year.

Halifax Community Health System’s annual Nurse of Excellence awards are awarded to nurses on the “front line” of patient care in different departments. Halifax celebrated National Nurses’ Week May 2-6 with an assortment of activities and events intended to recognize and celebrate nursing professionals. Nurses of Excellence Awards and Nursing Scholarships were announced at a May 2 ceremony held at Daytona Beach Community College’s Goddard Theater.

Nurses were nominated for the “Nurse of Excellence” award by their peers based on their compassion and dedication to patients and fellow workers.



Nurse of Excellence – The “kind and compassionate nature” of Hospice Nurse Lisa Wycuff, LPN, earned her acclaim earlier this year.

Commitment To A Cause



Volunteer Ruth Hart (left) rings up a purchase at The Hospice of Volusia/Flagler Resale Shop in Palm Coast. In addition to being a patient volunteer for 13 years, Ruth also works one day a week at the Resale Shop. She also makes an annual request to The Dow Chemical Company for a \$1,000 grant for The Hospice of Volusia/Flagler on behalf of her late husband, Thomas F. Hart. This is the 10th year Hospice has received this grant and we are very grateful for the dedication and support of both Ruth Hart and The Dow Chemical Company.

HOSPICE WITH HOPE

New Events & Items Highlight 16th Annual Tree of Remembrance Program

The Hospice of Volusia/Flagler is kicking off its 16th Annual Tree of Remembrance program this fall to benefit the Memorial Fund that helps hospice patients without the means to meet the cost of their care.

“The number of patients and the families we serve is constantly growing,” said Kim Carney, special events coordinator for The Hospice of Volusia/Flagler, “so we decided to introduce two new programs to the Annual Tree of Remembrance event to raise money for our patients’ needs.”

This year’s Tree of Remembrance program features the first-ever offering of high-end corporate holiday cards, as well as several “Tree of Lights: A Celebration of Life” tree lightings to memorialize and/or honor the special memories of a loved one.

For several years, the annual fund-raising event featuring holiday cards and ornaments has raised thousands of dollars for the Memorial Fund. This year’s Holiday Collection includes a 16-inch angel tree topper, a 12-inch angel topper in a variety of colors, a wreath ornament with the inscription, “Always in our Hearts,” a beanie-style bear with The Hospice of Volusia/Flagler’s logo, and a teddy bear. In addition to those ornaments, seven retail holiday cards will display art from local artists. These cards are available at all Publix Supermarkets in Flagler and Volusia counties beginning Nov. 7. Ornaments will be on display at the Volusia Mall in Daytona Beach from Nov. 25 through Dec. 24. For more information please call Kim Carney, Special Events Coordinator, at (386) 322-4701, Ext. 6296.

“The Hospice of Volusia/Flagler is about quality of life,” Carney said. “So many of our patients cannot focus on their well-being because their primary needs are not met such as hospice care or paying an electric bill. We want our patients to be comfortable. Our Memorial Fund helps us provide help and support so our patients can focus on themselves and not the worries of the world.

“This year, we are introducing the ‘Tree of Lights; A Celebration of Life’ in six communities within our service area,” she added. “Families and friends can

make a \$25 donation to The Hospice of Volusia/Flagler and a light from one of the trees will shine in memory of their loved one. Donors and the public can attend the actual lighting of the tree in the community closest to them. The Trees will remain on display throughout the holiday season. This is an effort to take the Trees of Remembrance in the Volusia Mall into the communities we serve.”

Tree of Lights dates, times and locations:

- **Bunnell-Flagler Auditorium**, 3265 East Highway 100, Wednesday, Nov 16 at 7 p.m.
- **Daytona Beach-Daytona Beach International Airport**, 700 Catalina Dr., Sunday, Dec. 4 at 6 p.m.
- **Edgewater-Hawks Park**, 1108 S. Ridgewood Ave., Saturday, Dec. 10 at 2 p.m. Following the ceremony, the tree will be moved to Edgewater Public Library, 103 W. Indian River Blvd.
- **Orange City-Dickerson Park**, Graves Avenue at U.S. 17-92, Sunday, Dec. 11 at 6 p.m.
- **Ormond Beach-The Casements**, 25 Riverside Dr., Saturday, Dec. 3 at 9:30 a.m., immediately preceding the Annual Christmas Walk through the Casements.
- **Port Orange-City Center Amphitheatre**, 1000 City Center Cir., Saturday, Dec. 3 at 6 p.m. Following the ceremony the tree will be moved to the Port Orange Library, 1000 City Center Cir.

For its new corporate holiday greeting cards, The Hospice of Volusia/Flagler is working with a supplier of quality imprinted products and offering the convenience of online ordering.

“We are using the Internet and online technology to improve our Holiday Greeting Card selection and offer companies and individuals a way to support our mission,” Carney said. “By simply going to The Hospice of Volusia/Flagler’s Web site, www.hovf.org, you may order customized personal and corporate holiday greeting cards and have the cards mailed directly to a home or business. Forty percent of each card order is donated back to The Hospice of Volusia/Flagler. The income we generate from holiday card sales enables The

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Hospice of Volusia/Flagler to help thousands of patients and their families.” Projects supported by the Tree of Remembrance Program include but are not limited to:

Hospice Care Centers **Complementary Therapies**
Special Wish Fund **Children’s Grief Services**
Memorial Fund **Caregiver Respite Programs**
Community Bereavement Support

Here’s how to order our special holiday corporate greeting cards for yourself or your business:

Log onto our Web site: www.hovf.org. Click on Order Holiday Greeting Cards button at the top of the page. You will be linked to www.bestholidaycards/hospice.com.

Make your card selections. Choose your card greeting. Choose envelope options. Enter payment information.

If you do not want to use a credit card over the secure Web site, please call (386) 322-4701, ext. 6296 to place your order. The Hospice of Volusia/Flagler accepts VISA, MasterCard and American Express.

“The Holiday Season is hard for those of us left behind when we lose someone we love,” Carney explained. “The Tree of Remembrance and Tree of Lights programs help us remember and honor our family and friends around the holidays. It’s a type of healing for us.”

For more information about any aspects of the 16th Annual Tree of Remembrance program or The Hospice of Volusia/Flagler’s Holiday Corporate Card program, please call Kim Carney at (386) 322-4701, ext. 6296.



Habla Español?

A sizable – and growing — population of Spanish-speaking residents in West Volusia prompted The Hospice of Volusia/Flagler to offer Spanish language classes for staff members earlier this year.

Elsie Hudome, clinical operations manager for The Hospice of Volusia/Flagler, obtained a \$2,500 grant from Hospice Pharmacia to present the classes. The first one taught this spring was Basic Spanish for

Healthcare Professionals. A second class in Advanced Spanish Healthcare Professionals is anticipated to be held in early 2006 in the DeLand office.

In addition, Hudome said Hospice also has hired a number of bilingual people for Care Teams working in West Volusia. Those include two social workers and several home health aides.



It’s Time to Talk About It (continued from page 4)

“Five Wishes” can also help to start the conversation with your family, as well as record your wishes.

None of us wants to get that phone call in the middle of the night, or hear the doctor say, “I’m sorry, but I have bad news.” The reality is that life is unpredictable, and as Joe Cruzan told Mr. Colby, “Life can turn on a dime.” Give your family the precious gift of peace of mind. Have the conversations, and put your

wishes in writing.

The Hospice of Volusia/Flagler wants to help you and your family with this important issue. If you have questions, or would like a copy of a living will, health-care surrogate form, or the Five Wishes publication, call us at (800) 272-2717.



A Special Place for Grieving Children in West Volusia

by Marjorie Lamphear, Bereavement Services Coordinator

We are happy to announce the opening of the Lawrence E. Whelan BeginAgain Children's Grief Center in West Volusia, at 1250 S. S.R. 15-A, Suite 3, DeLand. The Grief Center now operates out of that location as well as the Daytona Beach location.

The BeginAgain Children's Grief Center is based upon the Dougy Center model that encourages grief

allows them to choose an activity to help them vent their pent-up stress and frustration. Activities include puppets, dress-up, games, a punching bag, a moonwalk, ping pong, air hockey, and art. While the children and teens are meeting, there is a special group for the adults who bring them. As you can see, the entire family benefits from this approach.



The Lawrence E. Whelan
BeginAgain
CHILDREN'S GRIEF CENTER

expression in ways best suited to children and teens. Through play, art, drama, music, and other activities, participants can share their thoughts and feelings and learn ways to cope with their grief in a safe, non-threatening and child-friendly environment. Group members have the chance to bond with other grieving children, and, as a result, discover they are not alone.

The Grief Center provides both structured activity and "free time." Structured activities are planned by the staff and are designed to address the issues that grieving children and teens struggle with most. Free time

If you and your family are interested in participating in the BeginAgain program, please contact Karen Grant or Donna Hardy to arrange for an orientation to the Grief Center. In Daytona Beach call (386) 258-5100; in DeLand call (386) 822-4851.

The Hospice of Volusia/Flagler offers a multifaceted list of bereavement services, including a program that addresses the special needs of people after a violent death. The Trauma and Loss Program offers individual, family, and group services to adults and children in Volusia and Flagler

A Wish List

The BeginAgain Children's Grief Center has been operating just a few months in West Volusia. There still are many things it needs. If you would like to make a donation to help the Grief Center staff get settled in, here are some ideas:

- Sponsor a child and his/her family at the Lawrence E. Whelan BeginAgain Children's Grief Center for a year (\$1,200)
- Sponsor a child at Camp BeginAgain (\$100)
- Gift card for Michael's (or other arts and crafts store)
- VHS/DVD player
- 24-inch color TV (on a cart with wheels)
- Three medium-sized exercise mats
- Picnic table with umbrella
- Outside bench for seating
- 10 folding chairs
- Hospitality cart

* Please call us at (386) 822-4851 for a detailed description of these items, and, if available, store or catalog information.

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counties who have experienced the loss of a loved one due to homicide, suicide, accident, line-of-duty, war/terrorism, and natural disaster. While there is no charge for services at the present time, we greatly appreciate donations. For more information about the Trauma and Loss Program, call (386) 258-3237.

Why the Need for Specialized Services?

The loss of a beloved family member or friend is always painful, no matter the circumstance. However, in addition to being separated from their loved one, those dealing with unnatural death frequently struggle with how that person died.

When someone dies a natural death, even when it is sudden and unanticipated as with a heart attack or stroke, surviving family can usually come to understand the cause and nature of the death. They will likely be given an explanation of what went wrong with their loved one's body and why he or she could not be saved. It is an explanation that eventually makes sense. This is not the case when a death is unnatural. While loved ones may have had questions answered in a logical manner by victim advocates, police officers,

etc., none of the answers are "good enough." This type of death is impossible to understand because it is injurious and violent, and because it involves a deliberate (or negligent) taking of life. This is experienced as a profound violation to surviving loved ones and friends.

Reliving the death scene, even when the death was not directly witnessed, is common to survivors of unnatural death. This can occur through dreams, flashbacks, or a replaying of images or fantasies of rescue, regret, and revenge. Sometimes, due to the very nature of trauma, people experience a shut-down in their basic information processing. As a result, these traumatic images can get "locked" in the brain and nervous system.

The staff members of the Trauma and Loss Program utilize counseling tools that can be very effective in relieving trauma symptoms. Such strategies include Eye Movement Desensitization and Reprocessing, Thought Field Therapy, Trauma Incident Recovery, and Neuro-Linguistic Processing. When seeking help with traumatic stress symptoms, be sure to look for a counselor with expertise in Traumatology.



Grants & Awards

The Hospice of Volusia/Flagler and its programs have received a number of other grants and awards this year, including the following:

- This year's United Way Volunteer of the Year Award went to our own Chelsea Sopotnick, of New Smyrna Beach who won the Volunteer of the Year Award in the Youth Division. Chelsea, who is a New Smyrna Beach High School student, also was honored at the May 24 meeting of the Volusia County School Board.
- Hospice Volunteer Bud McQuillen, of Edgewater, was runner-up in the United Way Volunteer of the Year Senior Division. Hospice's nomination of Creekside Middle School's Spanish Honor Society came in second in the Group Division. Don Holland won the R.S.V.P. Volunteer of the Year Award in Flagler County.
- The City of Port Orange awarded The Hospice of

Volusia/Flagler \$4,000 in May 2005 for The Family Caregiver Program.

- Dow Chemical Co. donated \$1,000 to Hospice in August 2005 due to the efforts of Hospice Volunteer Ruth Hart. The funds will be used for Volunteer Services.
- The Hospice of Volusia/Flagler received \$13,000 from Halifax Community Health System Team members through their Employee Community Service Fund in September 2005. The money will go toward a program to broaden awareness of Hospice services in the African-American community.
- The Bert Fish Foundation made a substantial donation to The Hospice of Volusia/Flagler this summer to name the Chapel and two patient rooms in the new Hospice Care Center under construction in Orange City in honor of the late Dr. Budd Treloar.



Trauma & Loss Program Helps Family Cope

On April 29, 2005, Caroline and Allan Fahnestocks' lives were forever changed as a result of the death of their daughter, Codi.

Caroline said it was just a normal Friday with Codi going out with some friends and planning to stop by Codi's dad's house in Bunnell. Codi, being 16, was your typical teenager, but felt special because she had two fathers, a stepsister, and stepbrother, in addition to her biological brother and grandmother.

Caroline received the phone call from her son, James, that forever changed their lives; he told his parents Codi had been in an automobile accident and was dead. Caroline and Alan went to the scene, which still remains a blur due to the shock of seeing their daughter dead.

The months following the accident have been traumatic for Caroline and her family, but she said she feels supported by the Trauma and Loss Program of The Hospice of Volusia/Flagler, where her family is receiving counseling services.

Caroline said she needed to make some sense of Codi's death and give some meaning to her family's suffering. As a result, the idea developed to contact NASCAR Driver Mark Martin, who was Codi's favorite driver, to ask if he would somehow honor Codi at the Pepsi 400 Race at Daytona International Speedway in July 2005. Caroline wrote a letter to Martin, enclosing family pictures and telling him about the death of her daughter, and asked if he would remember Codi at that race. Kimberly Beck-Frate,

LMHC, the Trauma and Loss Program, assisted the family in getting the letter to Martin's mother via another Hospice employee. Caroline also sent the letter to Mark Martin Enterprises and hand-delivered another copy to the track via retired NASCAR Driver Benny Parsons, now Mark Martin's manager.

Caroline was contacted by Parsons, who said Martin would be honored to have Codi's picture in his car during the Pepsi 400 race. After the race, Martin's crew took pictures of Codi's photo in the race car and the Fahnestocks received those, accompanied by a beautiful letter describing the experience and what it had meant to Martin, although he did not win the race.

Now, Caroline feels Codi's life has come full circle. Several months after the race, she received a letter from Martin, advising her again of the honor he felt to be a part of Codi's life. He said his thoughts and prayers were with Caroline and her family and he could not begin to understand the magnitude of their loss.

Martin said he had planned to retire after 2005 but now was in the top 10 of the points standing, adding, "This is the best I have ever done in my career in NASCAR."

Caroline and her family attribute that success to Codi and the truly remarkable person that Martin is. Codi's mother and her family members still grieve daily for Codi but find great comfort and meaning in the kind gesture of Mark Martin, which they will remember for a lifetime.



"That One Was For Codi"

Caroline recalled Codi's birthday was the weekend of Oct. 8-9, and she pointed out Mark Martin won in a race in Kansas City on Sunday, Oct. 9. She was notified via Mark Martin Enterprises that "that one was for Codi."

"It's ironic that Mark finally won a race and it was on Codi's birthday weekend," Caroline observed. She said the weekend was very hard for her family, but the great comfort derived from Martin's win promoted an inner peace that she felt would sustain her family in the days to come.

HOSPICE WITH HOPE

Fall Charity Golf Classic Boosts Special Wish Fund

Daytona Beach golfer Dagny O’Keefe hit a hole-in-one – her second in a lifetime – to win a new Chevrolet Malibu Sept. 24 at The Hospice of Volusia/Flagler’s Fall Charity Golf Classic at Halifax Plantation Golf Club.

O’Keefe won the car with a hole-in-one on the 115-yard sixth hole, and at the same time, helped Halifax Plantation raise \$9,500 for the Hospice Special Wish Fund. Each year, the fund helps many Hospice patients realize the special wishes they hope to accomplish in their remaining days.

One such wish was fulfilled in July for The Hospice of Volusia/Flagler patient Gary Dobson, his wife and family. Dobson was a special guest and speaker at the Golf Classic banquet.

He told the group how The Hospice of Volusia/Flagler arranged for he and his wife to take a deep sea fishing trip accompanied by their grown children. It was something Dobson said he had always wanted to do but never did because he was busy with work, so he was grateful to have had the time to spend with his family.

The new car was awarded courtesy of Tom Gibbs Chevrolet of Palm Coast.



Fran Davis, Executive Director of The Hospice of Volusia/Flagler presents Dagny O’Keefe (right) with the keys to her new 2005 Chevy Malibu, compliments of Tom Gibbs Chevrolet of Palm Coast. O’Keefe won the car by hitting a hole-in-one during The Hospice of Volusia/Flagler Fall Charity Golf Classic on Sept. 24 held at Halifax Plantation Golf Club.

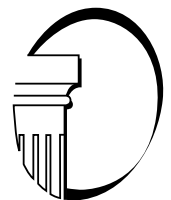


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HOSPICE WITH HOPE

Letters to The Hospice of Volusia/Flagler

Dear Ms. Davis,

I can't tell you how much we appreciate the wonderful people your company provided to us.

The supportive words and non-judgmental openness of the team was so inspiring.

Each team member: Susan Beaton, RN; Ashley Tomes, social worker; Chaplains Richard Love and Tom Miller; and CNA Richard Sprague brought us a special gift which met our needs so completely during a difficult journey.

The additional supportive care staff: Gail Stark, LMT; volunteer John Andrews; John Thomas, LPN; Registered Nurses Arlene and Cheryl; and Etta and Mai and many other CNAs who helped. Each person provided the strength to keep me going as a caregiver.

The Thanksgiving meal your volunteers provided meant so much to both of us. This was always my favorite holiday and I will be grateful to your staff for making my last Thanksgiving with Frank as pleasant as possible. I will always cherish this memory.

Our volunteer, John Andrews, made a huge difference in our lives, and his wife, Kathleen, too. They are such very special people.

The caregiver conferences were so helpful to me, and the presenters were wonderful in providing information and methods to help me. Kathleen did a beautiful job with the food and decorations, and as hostess.

You truly met your mission of providing extraordinary care and dignified comfort and compassion to both of us.

Sincerely,
Mary G. Smith



Frank J. Zidanic

The Hospice of Volusia/Flagler,

Please accept the enclosed donation as a Memorial to Belmont "Pete" Berean. The caring and welcome displayed by all of your staff was most beneficial for all at the lovely chapel service and reception following May 12.

Thank you for all you do each day to give our friends and loved ones the care they deserve in their final days and hours.

Sincerely,
Gloria Ray

Letters to The Hospice of Volusia/Flagler

Dear Hospice,

I want to thank Sheila Nielsen from the bottom of my heart for being there for Warren in our time of need. You were just great. Sorry it was so short. Also, Susan, you were great, too. It meant a lot to me and our family, especially on the last night. Also, Lester, for being here on the weekends. Sharon, thanks for the talk. I didn't get my massage, but that's OK. Warren is at peace. He suffered enough.

Enclosed are some checks that I hope will help someone else.

Love and God bless,
Barbara Nelson; the Family of Warren F. Nelson



Barbara and Warren F. Nelson

Dear Ms. Davis,

My wife, Julie, was under the care of your Hospice organization when she returned home from Flagler Hospital in late May. She unfortunately passed away on June 10. She had been battling cancer for five years.

I am writing this letter in recognition of the individuals that cared for her until her death. Your staff of people are the most caring individuals that I have ever encountered. My wife and I had only settled here in Palm Coast for a little over a month before she passed away. Your staff made us feel welcome, cared for, and loved. I would even say they felt like family to us. The individuals I wish to commend and ask that you do the same are:

Liz Anello, who was my wife's daily aide and tried ever so to keep both our spirits up.

Lorraine Smith, who was my wife's nurse, and an angel sent from heaven who treated my wife with kindness, healing and compassion.

Connie Albanese, who was our social worker and who checked to see if she could help me in any way.

J. Dwight Wilson, who was our chaplain. Dwight also officiated at my wife's memorial service. He was comforting to my wife and helped her to pass in peace in God's hands. He has also been a comfort and a shoulder for me to lean on.

I can't say more about your organization. It has inspired me to ask about volunteer opportunities.

I have enclosed a donation which I would like you to accept in memory of my wife. Please be sure to recognize the people listed above and continue the excellent work your organization is doing.

Sincerely,
Daniel L. Brazzano

Letters to The Hospice of Volusia/Flagler

Dear Betty and The Hospice of Volusia/Flagler Office Staff in Flagler,

I feel blessed to be able to write this letter of thanks to you and your awesome staff. I'm sure I am one of only a few patients that have actually "graduated" from hospice care and services. I would like to thank everyone and send my love to Liz, Sally, Jennifer and Anita for their visits and administration of patient care that helped me get to where I am today. Kathy Cummings has been a great source of comfort, education and caring, and I hope I can call on her again if I need to.

At 93 years of age, I have reached many milestones in my life; this has to top them all. I truly believe in hospice care and support you and your staff's philosophy on dealing with death and dying. I will continue to keep all of you in my prayers and again, thank you for your loving and highest quality of care that you provided to me and my family.



Elizabeth Carney

Your graduating patient,
Elizabeth M. Carney

Dear Hospice,

How do I even begin to thank you? All who came to help were equally wonderful, unique in their approach. Also, to those who helped over the phone, it was comforting to know that help was just a phone call away. Thank you for helping us to make sure our mother was not in pain and for allowing her to be home where she wanted to be. A special thanks to Benita, Eva, Marge, Christine, Arlene, Dianna, Carla and Chaplain Jerry.

God bless you all!

Love,
Ted Udulutch and Family



Janice Mae Bucholz

In loving memory of my beloved husband, Ernest, and with gratitude that knows no bounds to the Hospice Team led by Fran McConnell and Dave Watson, Joyce Rose and Robin (Hanicak), who were there at the end. Leslie Avchin, Chaplain; and Chris Garden, were there for spiritual healing. God bless them all for their support and dedication.

Margaret D. Helfenstein



Ernest Helfenstein III

Letters to The Hospice of Volusia/Flagler

To all at Hospice,

My name is Pat Bradley and I am one of Betty O'Neill's daughters. Hospice took care of my mother for more than a week. She died on Mother's Day. All of us are so very pleased with the loving care she received from your wonderful nurses. There is just no way we can thank you enough and particularly for the very special ladies you sent to us.

Fran became like one of the family. What a caring nurse she is! She met Mother when she was still somewhat aware of her surroundings and it was at her suggestion that we be called when we were. We were so disappointed when Fran left us but then you sent another angel in her place. Marge was also outstanding in caring for Mother. When Marge came with us, Mother was already in a comatose state so she got to know Mother in a different way. Her care for her was loving and professional at the same time. Joyce has found a place in our hearts that's a little different because she happened to be with Mother when she died. She was wonderful. With her humor, she was able to lighten this powerful time in all our lives. We will truly never forget her. Gail was our night nurse and unfortunately, we did not get to know her too well, but my sister, Eileen, knows Gail and raved about her care for Mother. A couple of the girls were with us only one time. I believe they were Joy and Beverly, but you can be sure that Mother received excellent care from those girls as well.

If I have forgotten anyone, I apologize. There was never a time when we were disappointed in the RNs, LPNs or CNAs that you sent us. Your dear ladies are angels in disguise. Thank you, thank you, thank you. What a wonderful way to leave this earth, having Hospice by your side!

With grateful sincerity,
Pat Bradley



Betty O'Neill

Dear Folks at Hospice,

We extend a heartfelt thank you for all the care given to our mother, Beatrice (Beatty) Bernard, Edgewater, FL. Words can never express all that you were a part of comforting her through her final days.

May God bless all who are a part of Hospice. We will always be appreciative and commend you for your love and compassion.

Thank you,
Randy and Debra Fisher



Beatrice "Beatty" Bernard

HOSPICE WITH HOPE

Letters to The Hospice of Volusia/Flagler

I am writing to Hospice Staff to express my deep appreciation for the tender, loving care extended to my husband, the late Frank V. Farsetta while he was under your tender and loving supervision. It has been hard to accept his loss but we are coping.

Your staff deserves a great deal of credit.

Enclosed is a check in grateful caring for patients in your facility.

Thankfully and sincerely,
Jennie (wife of Frank),
Tina Marie and Vincent N. Farsetta



Frank Farsetta and
his wife, Jennie



Letter from the Executive Director (continued from page 2)

approximately 550 patients and families by dedicated staff and volunteers. Hospice operates from four office locations, provides inpatient care in one (and soon to be two) freestanding Hospice Care Centers, provides residential care in two community Hospice Houses, provides specialized bereavement support in two Children's Grief Centers, and operates three resale shops in our service area. I am honored to work at this hospice. We are recognized as one of the top 3 percent-largest hospices in the nation, and are known for excellence in innovative care. We have made presentations on state and national levels, sharing our knowledge with others who seek to improve their hospice services.

As we move into the New Year, we are energized to fulfill our mission to provide extraordinary care and compassion to every person and family facing the end-of-life. We are exceedingly grateful for all the bless-

ings we have received that have enabled us to provide care to a record number of individuals and their families. I am inspired to be a part of this organization and a part of a community that is fully dedicated to holding up those in need and saying, "I want to help."

Thank you for helping The Hospice of Volusia/Flagler evolve into an integral part of this community that makes it a better place to live. Quality of life matters!

Gratefully,

Fran Davis
Executive Director



HOSPICE WITH HOPE

Patient Care Teams Have Room to Stretch Out in DeLand Office

The Hospice of Volusia/Flagler enhanced its service this spring by moving the West Volusia Clinical Care Team of nurses, home health aides, social workers, chaplains, bereavement staff and others to part of a 7,000-square-foot facility at 1250 S. S.R. 15-A, Suite 5, DeLand.

The move to larger quarters recognized the fact that one-third of the 550 patients that The Hospice of Volusia/Flagler now serves every day live in West Volusia.

“We currently have about 180 patients on this side of the county,” said Coleen Summey, coordinator of the West Home Team.

Prior to moving into the much larger DeLand office,

she said about 45 staff members on the West Home Team and West Nursing Home Team, coordinated by Becky Hale, had occupied a space that was only about 3,000 square feet.

Since the move, Summey said, “I think the whole morale of the staff has increased 300 percent, given that we have enough space to work, and it has helped each of us care for our patients without interfering with others who are on the phone and taking care of their patient issues. It really delivers a message on how the organization cares about its staff on this side of the county. Now, we can accommodate two Care Teams and we have room for two more teams as the census grows.”



Moving day – Lydia Powers, Patty Dougherty, Pat Duplessie and Susan Harper unpack in their new office.



West Nursing Home Team members settle into their new West Volusia quarters.



Files from The Hospice of Volusia/Flagler's Orange City office await transport to the new building in DeLand.

Hospice & Fund Raising (continued from page 3)

16 patient rooms and two pediatric rooms, is only one segment of the development focus. The day-to-day programs I mentioned earlier also must be supported, as well as future Hospice initiatives. The community is the key to our fund raising success. The majority of gifts and donations to The Hospice of Volusia/Flagler come from family members and friends of patients. This generosity and support is awesome, and I hope you continue to share your time, gifts, and prayers for the families we serve.

Please consider this an open invitation to contact me concerning your interest to support our efforts. I would

encourage a visit to our Hospice Care Center and hospice houses to learn more about our programs. I would also welcome the opportunity to provide presentations about The Hospice of Volusia/Flagler. I have mentioned fund raising as a topic near and dear to my heart. The fact is, I really enjoy seeing the impact that fund-raised dollars have on worthy programs and how we are helping people at a critical time.

The hospice deeds are endless, the needs are numerous, and the opportunity to take action and support our mission is now.



HOSPICE WITH HOPE

Sugar Mill Golf Fest Raised More Than \$60,000 For Trauma & Loss

The Hospice of Volusia/Flagler's Trauma and Loss bereavement program will benefit from \$61,500 raised April 29 by the 3rd Annual Sugar Mill Golf Festival at Sugar Mill Country Club in New Smyrna Beach.

The Golf Festival drew 216 players who teed off on three nine-hole courses labeled red, white and blue, competing for a chance to make a hole-in-one and win golf clubs or new automobiles stationed at specific holes on the course. Golfer K.C. Markley did take home a set of new clubs after scoring a hole-in-one on the Red Course.

Sugar Mill Country Club member Ken Swanton, who chaired the Golf Festival Committee, said, "I am so impressed with the continued support we have for this Golf Festival to raise money for the Trauma and Loss Program at The Hospice of Volusia/Flagler. Having the New Smyrna Beach Police Chief here to talk about how this program is helping people in our community really helped the Golf Festival participants understand the need for this program."

The banquet's keynote speaker was a Volusia County resident who praised Hospice's program for helping her cope after a family member took his own life. She was introduced by New Smyrna Beach Police Chief Ron Pagano.

"Hospice has been involved with my family three separate times giving end-of-life care," Pagano told those gathered for the golf festival banquet. "I never had an opportunity to thank Hospice before. What a noble organization!"

The Golf Festival continues to grow each year and has contributed a total of more than \$141,600 to The Hospice of Volusia/Flagler's Trauma and Loss Program through the generosity and determination of the Sugar Mill members and annual Golf Festival committees.

Those who are involved with the Trauma and Loss Program thank all of our Golf Festival sponsors, participants, and support staff who make it possible for us to take care of those in need. We particularly wish to thank Ken Swanton, Golf Festival Chairman, and Bill Cooke, Golf Tournament Director, for their years of leadership in this event. Our thanks also go to 4th Annual Golf Festival Committee Chair Jerry Tyrrell and Golf Tournament Chair Randy Hanson

for taking on the responsibilities for next year's event. Their support and unselfish dedication to the Trauma and Loss program are remarkable.

The 4th Annual Golf Festival at Sugar Mill Country Club is scheduled for Friday, April 21, 2006.



Good sports – Ken Swanton, left, 2005 Chair of the Sugar Mill Golf Festival; and Presenting Sponsor Pete Tyrrell, at right, presented a check for \$61,600 to Marjorie Lamphear, center, left, a Bereavement Counselor for The Hospice of Volusia/Flagler; and Fran Davis, The Hospice of Volusia/Flagler Executive Director.

Thank You To The 3rd Annual Hospice Golf Festival Sponsors

Presenting Sponsors

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Murphy Bed Center of Daytona • Riverside Bank

New Care Center (continued from page 1)

pain until his pain was stabilized at the Hospice Care Center in Port Orange and he was able to return home.

- A young mother of three young children who lived out her life at the Care Center in Port Orange because she didn't want to die at home in the presence of her children.

Davis also recognized the generous contributions of many individuals and organizations whose efforts allowed Hospice to move forward with the Care Center project, including the Ford-Veech-Penrod families, who made an initial gift of land for the center, the Volusia County Council that donated a five-acre parcel for the current Hospice Care Center site, and Dr. William Schildecker, chairman of the Bert Fish Foundation that has supported the project financially.

Lisa Ford Williams accepted a plaque honoring her family's contribution, and County Council Chairman Frank Bruno received a plaque recognizing the county's commitment to end-of-life care and the Hospice Care Center.

"It is a privilege to support such a worthy organization as this one," Schildecker told the crowd. "This is the only Hospice in this area that is committed to indigent care. It also will provide facilities for pediatric care, the first in the area."

Schildecker introduced Connie Treloar, widow of the late Dr. Budd Treloar, a physician who served Volusia County residents for more than 37 years during a distinguished medical career and undertook leadership roles in many organizations, including the Bert Fish Foundation and Halifax Medical Center's Medical Staff. The Foundation is proud to announce the chapel and two pediatric care rooms in the new Hospice Care Center will be named in memory of Dr. Treloar through a Bert Fish Foundation gift, Schildecker announced.

When open, The Hospice of Volusia/Flagler Care Center on Veterans Memorial Parkway in Orange City will house 18 patient rooms, a family room with a children's play room, and beautifully landscaped gardens and courtyards.



Food for thought – Patrick Bonnevier, right, Chef for The Hospice of Volusia/Flagler's Café in the Port Orange Care Center, sets up refreshments for groundbreaking guests.



Center supporters – Constance Yuschok, Cheryl Lankford and Connie Treloar carry seedlings that were given to guests who attended the Aug. 22 groundbreaking for a new Hospice Care Center in West Volusia. Two patient rooms and the Center's chapel will be named in honor of the late Dr. Budd Treloar, Mrs. Treloar's husband.



Groundbreaking guests – West Volusia resident Tom Wands and Astrid DeParry, a Board member of The Hospice of Volusia/Flagler, attended the Care Center event.

Calendar of Events

Be Sure to check our Web site, www.hovf.org, for a complete listing of all upcoming events.

Visit the Volusia Mall in Daytona Beach Nov. 25 - Dec. 24 in front of the J.C. Penney store to make a donation through The Hospice of Volusia/Flagler's 16th Annual Tree of Remembrance Program. To learn more about Hospice's new Tree of Lights ceremonies throughout the Volusia/Flagler community, call Kim Carney, (386) 322-4701, Ext. 6296.

NOVEMBER - National Hospice Month

Wednesday, November 16

Tree of Lights in Flagler/Palm Coast
Flagler Auditorium, 3265 E. Highway 100
Tree lighting, 7 p.m.
Tree will be on display throughout the holiday season.

DECEMBER

Saturday, December 3

Tree of Lights in Ormond Beach
A part of the Annual Christmas Walk
The Casements, 25 Riverside Drive
Tree lighting, 9:30 a.m.
Tree will be on display throughout the holiday season.

Saturday, December 3

Tree of Lights in Port Orange
City Center Amphitheater,
1000 City Center Circle
Tree lighting, 6 p.m.
Tree will be on display throughout the holiday season.

Sunday, December 4

Tree of Lights in Daytona Beach
Daytona Beach International Airport
700 Catalina Drive
Tree lighting, 6 p.m.
Tree will be on display throughout the holiday season.

Saturday, December 10

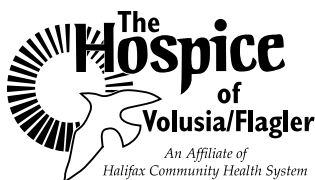
Tree of Lights in Edgewater
Hawks Park, 1108 S. Ridgewood Ave.
Tree lighting, 2 p.m.
Tree will be on display throughout the holiday season.

Sunday, December 11

Tree of Lights in Orange City
Dickerson Park; Graves Avenue
at U.S. 17-92
Tree lighting, 6 p.m.
Tree will be on display throughout the holiday season.



The Hospice of Volusia/Flagler • Main Office/Care Center • 3800 Woodbriar Tr. • Port Orange, FL 32129 • (386) 322-4701 or (800) 272-2717
South Daytona Resale Shop • 1801 S. Nova Rd., Ste. 107 • South Daytona, FL 32119 • (386) 761-6045
West Volusia Office • 1250 South S.R. 15-A, Ste. 5 • DeLand, FL 32720 • (386) 822-4848
Orange City Resale Shop • 876 Saxon Blvd. • Orange City, FL 32763 • (386) 456-0240
Ormond Beach Office • 555 W. Granada Blvd., Ste. H-8 • Ormond Beach, FL 32174 • (386) 673-7770
New Smyrna Beach Hospice House • 1020 Claudia St. • New Smyrna Beach, FL 32168 • (386) 428-8214
Flagler-Palm Coast Office • 7 Florida Park Dr., Ste. A • Palm Coast, FL 32137 • (386) 446-0300
Pineapple Palm House • 93 Whitehall Dr. • Palm Coast, FL 32164 • (386) 445-7574
Palm Coast Resale Shop • 140 Palm Coast Pkwy. N.E. • Palm Coast, FL 32135 • (386) 446-2868
Lawrence E. Whelan BeginAgain Children's Grief Center - Two Locations
1124 Beville Rd., Ste. C • Daytona Beach, FL 32114 • (386) 258-5100 & 1250 South S.R. 15-A, Ste. 3 • DeLand, FL 32720 • (386) 822-4851



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