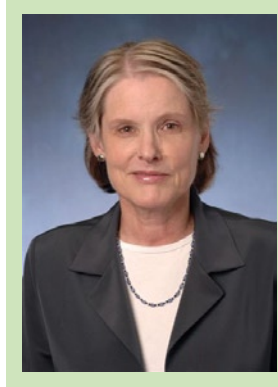


Bereavement services (Continued from Page 1)

"It caught me off guard how much I needed it," she said. "Just to be able to come to them and open up about feelings I'd set aside was a gift. Usually when things happen in life, I adjust well. This time, I found it very comforting to have other people there so I didn't feel alone. The group lets you be yourself. The outside world can be harsh and insensitive, even though they don't mean to be."

"Some people find that just meeting with me once is enough," she said. "They just need someone to validate what they are going through. Most of the time, people come back for more sessions."



Cindy Carlson: Bereavement therapist

Cindy Carlson, Mission Hospice's director of Bereavement Services, was a doctor practicing internal medicine when she decided she was interested in another kind of health care.

"It became clear to me that a lot of my patients just wanted to talk," Carlson recalled. "I was frustrated that I couldn't spend as much time with them as I wanted."

As a child, growing up in a family that included a sister born with congenital defects, she also knew that medical illness profoundly affects families, and vice versa. She earned her medical degree at the University of California at San Francisco and her master's degree in family therapy (MFT) at the University of San Francisco. When her MFT program included a stint in a hospice, Carlson said she'd found her niche.

"It's just such a rich time in people's lives," she said. "Counseling is a way to use loss in a meaningful way."

The bereavement group is just part of Mission Hospice's bereavement service. Survivors are invited to join the group in the condolence letter sent after the patient's death. Over the next year, families also receive "we're thinking about you" calls and notes from the bereavement staff, unless the family requests otherwise.

"The bereavement service actually starts when people come into the hospice program," Carlson said. "Our nurses and social workers assess bereavement risks from the beginning."

Carlson, who is both a licensed family therapist (MFT) and a physician, said she provides extra support, counseling and intervention to families and individuals both before and after the hospice patient dies.

Mission Hospice Bereavement Services

- Grief support group – Offered on a walk-in basis Wednesdays from 6 to 7:30 p.m. at Mission Hospice, 1900 O'Farrell St., Suite 200, San Mateo. Free of charge to anyone in the community.
- Light Up a Life – Annual holiday remembrance celebration of the lives of lost ones. This commemoration acknowledges the grief many people experience around the holiday season with music, speakers and a ceremony. (See Page 1 for details on this year's ceremony).
- Private counseling – Private one-to-one or family counseling is available free to hospice patient families on an unlimited basis prior to the patient's death and for up to eight sessions after. Those who want to continue beyond eight sessions are asked to pay a fee. Counseling is offered to the general community for a fee. A sliding fee scale is available.
- Cards and calls – Survivors of hospice patients are supported for at least a year after their loved one's death with occasional phone calls and cards.
- Education – Brochures and information about grief are available. See the Web site at <http://www.missionhospice.org/griefsupport.htm> for more information.

Please feel free to call Cindy Carlson (650) 554-1000 with any questions.



The Caring Line

IT'S ABOUT LIFE

September, 2008

Light Up A Life December 7

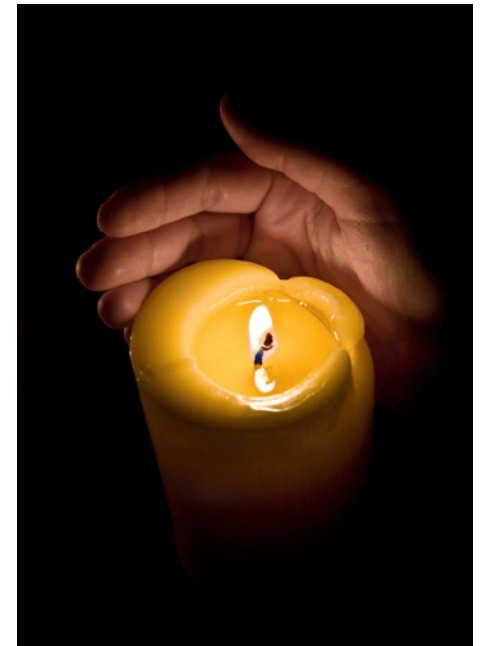
One of the best ways to deal with the feelings of grief that often come up around the holidays is to participate in Mission Hospice's annual "Light Up A Life" event, according to the Rev. Linda Siddall, chaplain and director of community outreach.

The event, which includes music, a speaker and refreshments, is an opportunity for people to acknowledge their emotions and to pay tribute to their lost loved ones, whether the bereavement is recent or of long duration.

This year's event will be held Sunday, December 7, at the San Mateo Senior

Center, 2645 Alameda de las Pulgas, San Mateo. The remembrance ceremony will be held from 2 to 3 p.m. followed by a reception from 3 to 4:30 p.m. Carole Kirk, a member of a family served by Mission Hospice, will be the speaker. Beth Guido will be the soloist and Mike Russo, a Mission Hospice nurse, will perform on the violin.

Light Up A Life is offered at no charge, but reservations are necessary due to space limitations. Please call Mission Hospice by November 28 at 650 554-1000 to reserve a seat.



Bereavement services provide continuing care

When Ann DeWeese's father died in 2002, she channeled her grief into helping her devastated mother deal with his death. But when her mother died in January at age 91, only a week after she was diagnosed with terminal cancer, Ann had a hard time coping not only with the loss, but the shock.

"My grandmother lived to 98, so I didn't expect my mother to slow down until she was 95," she said. "I thought we had more time. I always said my mom without my dad was like half a pair of scissors. Now, I feel like that."

Those feelings are perfectly normal, according to Cindy Carlson, the therapist who

heads Mission Hospice's bereavement program. (See Page 4 for program components)

"I always tell people grief is a normal response to death," said Carlson. "It's not an illness that needs to be treated. Grief changes people forever, and they may need help to rise to the occasion."

She noted that grief not only impacts emotions, but also may affect physical and mental faculties. She said many grieving people are relieved to find that they are not losing their memory – they are just experiencing grief.

Ann DeWeese joined Mission Hospice's

weekly drop-in support group, although she says she thinks of it more as a bereavement "class," because she's learned so much.

"The classes let you know it's OK to feel the way you're feeling," she said. "Friends are pretty sympathetic the first month after your loss, but then everyone expects you to pop back and be OK. The class is a safe place to be, a safe place to fall."

Ann's daughter, Elizabeth DeWeese, 23, initially attended the group to support her mother but found it spoke to her too.

continued on page 4

Inside The Caring Line

- ☐ From the CEO's Desk Page 2
- ☐ Calendar of Events Page 2
- ☐ The Fall Forum Page 3
- ☐ Staff Profile - Hank Nourse Page 4
- ☐ Bereavement Services Page 4



Calendar of Events

Bereavement Support Group Every Wednesday

6 to 7:30 p.m.
Mission Hospice offices
1900 O'Farrell St., Suite 200
San Mateo, Ca. 94403.
Open to all members of the community. For more information, please call (650) 554-1000.

Volunteer Training

Saturday, Oct. 11 10 a.m. to 3 p.m.
Thursday, Oct. 16 6 to 8 p.m.
Saturday, Oct. 18, 10 a.m. to 3 p.m.
Thursday, Oct. 23 6 to 8 p.m.
Saturday, Oct. 25 10 a.m. to 3 p.m.
Saturday, Nov. 1, 10 a.m. to 3 p.m.

Mission Hospice offices
1900 O'Farrell St. Suite 200
San Mateo
Call (650) 554-1000
for information.

Fall Forum- "Palliative & End-Of-Life Care in Multicultural Communities"

Speaker will be Dr. Ken Barnes, Mission Hospice medical director. Registration due by Oct. 17 for event scheduled Friday, Oct. 24, from 11 a.m. to 1:30 p.m.
First Presbyterian Church
1500 Easton Drive, Burlingame.
\$25 admission includes lunch. Continuing education credits available for nurses and social workers. Call (650) 554-1000 to register.

Light Up A Life Annual Celebration

Register by Nov. 28 for event Sunday, Dec. 7, at the San Mateo Senior Center, 2645 Alameda de las Pulgas, San Mateo. Remembrance ceremony from 2 to 3 p.m. with reception from 3 to 4:30 p.m. No charge.

Hold the Date

Our 30th anniversary celebration is set for Sunday, Feb. 8, 4 to 7 p.m., at the Peninsula Golf and Country Club in San Mateo. Further details will be forthcoming.

From the CEO's Desk

I want to thank everyone for their support and words of encouragement since my arrival here. Word is getting out about our quality of care and we have seen referrals coming from providers and facilities we haven't seen for a long time. Our recent census has averaged between 43 and 44 patients per day and we've reached as high as 48. My goal is to achieve a 50-patients-per-day average to make maximum use of our current staff.



Former Executive Director Carol Gray and Dwight Wilson

In other news...

- We've seen a tremendous response to our Transition program, which serves individuals who are not ready or eligible for hospice care. We have worked closely with Lesley Senior Communities to identify and work with individuals who would benefit from the program.
- Our home health aide program received a significant gift from the Podell Foundation in memory of Ralph Hewett. Mission Hospice is able to provide home health aide support to patients who require this level of care during their final hours of life and to their families. However, on-going home health aide services aren't supported by Medicare hospice coverage. Due to donations like the Hewett memorial gift, we are able to subsidize this service to families who can't afford it. So far, within the last few weeks, we've helped two families who otherwise would have had to move their loved ones to an institutional setting.
- A reception held for long-term Mission Hospice supporters at the home of Peggy Andrews and Norm Brod on Sept. 4 was a big success. The day was lovely and I particularly enjoyed the chance to match names to faces of many friends of Mission Hospice, as well as past and present board members. It was wonderful to see so many dedicated individuals attend and we received many positive comments. Check out the photos with this article and see who you recognize!
- Finally, please mark your calendars for our **30th anniversary celebration** set for Sunday, Feb. 8, 4 to 7 p.m., at the Peninsula Golf and Country Club in San Mateo. Further details will be forthcoming.

Dwight Wilson – Chief Executive Officer



Board President Mary Chipos and Dwight Wilson, left, addressed the group.

Fall Forum: Multicultural bereavement

Grief and pain are common to all cultures, but people of various local ethnicities approach these feelings quite differently, according to Dr. Ken Barnes, who will speak at this year's Mission Hospice Fall Forum on "Palliative and End-of-Life Care in Multicultural Communities."

Dr. Barnes, medical director at Mission Hospice, has been a primary care physician in San Francisco for more than 30 years. He will use cases culled from his experience to demonstrate how culture affects healing and dying.

"We must realize our view of reality is not the only view of reality," he said. His talk will include an overview of United States, California and Bay Area populations and will focus on ethnic approaches in Latino, African-American and Asian (particularly Chinese) cultures. He noted that it's especially important for health care professionals not only to know about the cultural differences, but to understand and respond to them.

"There's a difference between cultural competence and cultural humility," he said. "Cultural competence implies a fixed body of knowl-

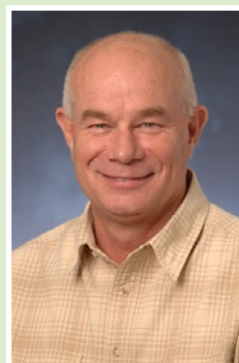
edge which is knowable. Cultural humility is more of a process – a lifelong process of self-examination that allows you to be humble."

The Fall Forum is scheduled for Friday, Oct. 24, from 11:30 a.m. to 1:30 p.m. at First Presbyterian Church, 1500 Easton Drive, Burlingame, and is open to the public. A sandwich and salad bar buffet will be served between 11:30 and noon, followed by Dr. Barnes' presentation. Information about tickets and continuing education credit is available on the Mission Hospice Web site at www.missionhospice.org or by calling 650 554-1000.

The event is co-sponsored by the Mission Hospice Auxiliary and is part of Mission Hospice's mission to provide information and education about end-of-life issues to the San Mateo County community.



Staff Profile



Hank Nourse -The Nutshell

- Born: Hayward, 1949
- Raised: Burlingame, CA
- Education: BA in American Studies, UC Davis

Career:

- Construction business - 1973-2001
- Episcopal Charities, Diocese of California - Director of Parish Outreach, 2001-2004
- Peninsula Rebuilding Together (formerly Christmas in April) - Program director, 2004-2008
- Volunteer Coordinator, Mission Hospice - July, 2008-present

Personal:

- Married. Three adult sons.

Hank Nourse: Volunteers Director

Hank Nourse spent most of his adult career in the construction business, but he's got a new building challenge as Mission Hospice's new director of volunteers, a position he started in July. Due to a variety of circumstances, Nourse is the fourth volunteer director in 18 months (immediate predecessor Matt McCoy moved to Kansas).

"My first task is to get to know the current volunteers," he said during an interview this summer. "This fall, I'll be working on recruiting more volunteers. I'll probably be visiting some of the more active church congregations and putting the word out to current volunteers to recruit their friends. We'll also be contacting former volunteers who have dropped out over the past two years."

Nourse started at Mission Hospice with 40 direct-care volunteers and another six office volunteers. As the average number of hospice patients and transitions (pre-hospice) program clients increase, more volunteers will be needed. Nourse would like to have 80 direct-care volunteers and 10 office volunteers by the end of 2009. (See training calendar on Page 2)

The new volunteer director originally came to Mission Hospice in March for training as a direct care volunteer himself. He was retiring from a position at Rebuilding Together

Peninsula (formerly Christmas in April), where he directed volunteers over two National Rebuilding Days. He said he'd had it on his mind to become a hospice volunteer since 1999, when his father was a Mission Hospice patient.

"I realized after that experience how spiritually rich end-of-life care is," he said. "I really saw how important that care is to families."

Until that time, Nourse had spent most of his adult life in family construction businesses, but he shortly made a major career change. He became director of parish outreach for Episcopal Charities, a program of the Episcopal Diocese of California, which covers most of the Bay Area. Later, he combined both careers in his work at Rebuilding Together.

Nourse said he wasn't originally planning to go back to a full-time job after his retirement, but the Mission Hospice position not only fit his experience and interests, but "is a way for me to continue some very important spiritual work."

He also hopes to achieve his initial aim of providing direct care as soon as he can work it in.

"My goal is to be able to take on a patient as a volunteer," he said.