

An E-News Publication for Paid & Volunteer Staff  
and Friends of Hospice of the Western Reserve

# The Compass

HOSPICE OF THE WESTERN RESERVE

Win a \$25 gift card just by reading The Compass – monthly contest.



Win a \$25 gift card just by reading The Compass – monthly contest. **Arynn Williams**, a receptionist in our Warrensville Heights office, was the **winner of the February Compass** contest. Search for the “compass needle” hidden somewhere in the electronic newsletter. The needle could be hidden on the main page, or inside one of the links. Email the location to [communication@hospicewr.org](mailto:communication@hospicewr.org). The 13th person to properly identify the location this month will win a \$25 gift card. Only the winner will be notified via email and announced the following month in The Compass.



## Michele Seyranian Earns Distinguished Marketing & Sales Award

Chief Marketing and Business Development Officer Michele Seyranian was recently honored as a 2016 Distinguished Marketing and Sales Award recipient by Sales & Marketing Executives (SME) of Cleveland, a professional organization whose membership is comprised of sales and marketing professionals in the Northeast Ohio area.

As chief marketing and business development officer for the Hospice of the Western Reserve, she builds and fosters strategic relationships with health care partners and community organizations to promote growth and to advance Hospice of the Western Reserve’s array of patient and family services.

SME acknowledged Michele's previous leadership roles, including that at KeyCorp as executive vice president. Her extensive career included being the first female unit sales manager at Proctor & Gamble's Folgers Coffee division. She also held positions at Xerox, American Express and Citibank. She serves on the boards of The Gathering Place, Northeast Shores Development Corp., the Armenian Bone Marrow Donor Registry and Niagara University.

Bill Finn, Jeff Stanicki, Monica Cowans, Shareefah Sabur, Dr. Barbara Messinger-Rapport and her husband attended the event.

*Michele Seyranian with daughter Alique Topalian at the ceremony.*



## Dr. Charles Wellman and Dr. Alfred F. Connors, Jr. Named "Hospice Heroes"



### Dr. Charles Wellman

Dr. Charles Wellman, Chief Medical Officer – Hospice, was named a 2016 Crain's Cleveland Business Health Care Heroes Award winner in the Physician category. Dr. Wellman was honored for his extraordinary commitment to patients and families, expert medical management and special communication skills when discussing sensitive issues with patients and their families. The award also noted his leadership role in the mentoring and teaching of healthcare professionals and for his public advocacy at the national behalf of hospice and palliative care patients everywhere.

Dr. Wellman has directed the agency's medical care since he joined the agency as Chief Medical Officer in 1999. In addition to the thousands of patients he has cared for, he has also mentored and taught more than 3,000 medical, social work, allied health, pharmacy and nursing students via the agency's Hospice Institute.



### Dr. Alfred F. Connors, Jr.

Dr. Alfred F. Connors, Jr. earned the 2016 Hospice Heroes Lifetime Achievement Award. Dr. Connors, Chief Medical Officer and Senior VP, Medical Affairs, at MetroHealth System, also serves as our Board Chair. Connors is credited with "challenging broadly accepted but unproved standards of care for critically ill and dying patients" and for practicing patient-centered medicine long before it was an industry trend.

## Help Wanted for Website Study

In November 2015, we debuted our website's new look. Our new site is robust, full of information, and contains a brand new information center, Western Reserve CareLink. But we want to make sure that everyone using our website is having the best possible experience. We're looking for your friends, relatives or even the pizza delivery guy to join us at Hospice of the Western Reserve Headquarters for a free lunch just for surfing our website on March 21. We prefer individuals with little or no experience using our website. Know someone who might be interested? Contact Lori Switaj at [lswitaj@hospicewr.org](mailto:lswitaj@hospicewr.org) or Starla Daniels at [sdaniels@hospicewr.org](mailto:sdaniels@hospicewr.org).



## Registration Open: Walk to Remember Kick-Off Breakfast is April 7

**Register now: The Walk to Remember 2016 Kick-off Breakfast is April 7, at 8 a.m. at Tri-C Corporate College East, 4400 Richmond Rd. in Warrensville Heights. This event is free and open to the public. Registration is now open at [hospicewr.org/kickoff](http://hospicewr.org/kickoff).**

The "Kickoff" is the official start of our biggest fundraiser of the year. You'll get all the information you need to get started and be successful as a Walker or a Team Captain:

- register to walk

- pick up your walk materials
- join a team or start your own
- meet other Walkers and Team Captains
- meet some of our sponsors
- have some fun
- Thank our presenting sponsor, FirstMerit Bank
- Eat a free, delicious breakfast!

Bring your friends to this FREE event and let's get started! Please R.S.V.P. for the Kickoff Breakfast event before April 4, 2016. Go online, call Glenna at 216.383-5291, or send an email to Bridget Murphy at [bmurphy@hospicewr.org](mailto:bmurphy@hospicewr.org). Just let us know how many people you're bringing – and come hungry!

**SAVE THE DATE FOR WALK TO REMEMBER 2016 - Sunday, June 12.**

## Keep It Clean! Check Your Email Signature

It's time to review your email signature. There are still quite a few employees with signatures that reference our 35th Anniversary and Walk to Remembers from years gone by. Forget how to amend your signature?

Here you go:

In Outlook: click on FILE tab > choose OPTIONS > choose MAIL > under "Compose Message", the third option is Signatures. Click on the Signature button and that will allow you to edit your Signature.



## Spring Fair Trade Sale is March 25

The Spring Fair Trade Sale, sponsored by Ten Thousand Villages, will be held in the David Simpson Hospice House Atrium on March 25, 11:00 a.m. – 4:30 p.m. Cash, checks and credit cards are welcome.



## Murphy's Irish Dancers Visit David Simpson Hospice House

The Murphy's Irish Dancers visit to David Simpson Hospice House is becoming an annual tradition. The troupe stopped by the house on March 4.

## Life's Treasures Thrift Shop Debuts Facebook Page

Welcome HMC Hospice of Medina County's [Life's Treasures Thrift Shop](#) to our facebook family! The page will be highlighting wares throughout the week, notifying followers of new items, sales and specials. Make sure to give the [page](#) as well as our [Hospice Resale Shop](#) in Lyndhurst a like! Then share the page with your friends!

These beauties are highlighted on the new Life's Treasures Thrift Shop facebook page.





*Pictured Jessica Jackson (ninth from the right), Bill Finn (in purple tie) and Char Wray (standing next to Finn), at Ames Family Hospice House.*

## Leadership Lorain County visits Ames Family Hospice House

Leadership Lorain County (LLC) visited Ames Family Hospice House on March 3. Jessica Jackson, a home care nurse on the Lorain Team, is part of Leadership Lorain this year. She was nominated by Community Facility Coordinator Carole Klingler.

LLC cultivates a diverse network of innovative leaders who envision what the county and region can be, empower themselves and others to deliver positive change, and expand their awareness of community issues and resources.

Previous Leadership Lorain County graduates include Carole Klingler (2013), Provider Relations Manager Joel Martin (2014), and Provider Relations Manager and RN Preceptor Shawnte Henderson (2015). Char Wray, CEO, UH Elyria Hospital, also joined Hospice of the Western Reserve President and CEO Bill Finn at Ames.



## Wine and cheese at our Medina Hospice House

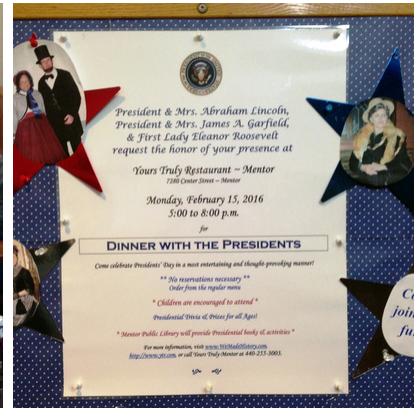
We hosted a fabulous life enrichment event in the Medina Care Center with wonderful paid and volunteer staff support. The wife of a resident expressed appreciation for the treats, wine and fresh flowers.

*Pictured are dietary staff cooks Kayley Thomas (homemade cookies) Robert Thompson and volunteer Nora Koepf. Not pictured: dietary team leader Jessica Curtis and volunteer service manager Lori Scotese.*

## Mentor Home Care Team

Mentor Home Care Patient, Linda LaRonge, had a great time playing Eleanor Roosevelt at local Mentor restaurant, Yours Truly. Linda has belonged to the group We Made History for the past 10 years. This group travels throughout the United States portraying important historical characters while providing important lessons in a fun and entertaining way. Linda became involved with this group

initially as a joke. She would regularly go to breakfast with this group with them confiding “if you continue having breakfast with us, over time, we will find a character for you to portray.” Linda said she was involved in theater for many years and read many books on Eleanor Roosevelt in order to familiarize herself with this character.



## Life Enrichment Event: A Wedding at Ames

Life enrichment events may occur in any setting, whatever may be our patient and families' hearts' desires.

We have hosted quite a few weddings over the past few years and recently a very special one in Ames Family Hospice House.

Mrs. S., a resident in Ames Family Hospice House, had been estranged from her daughter for a few years. Her illness brought about a special reunion. The daughter was engaged to be married but she and her fiancé did not have a wedding date set. They decided to schedule their wedding in Ames Family Hospice House, so that our resident--the mother of the bride--could be included.

They quickly contacted their pastor who agreed to officiate. The couple requested assistance with the details to make this a special event. Working with the Life Enrichment Volunteer Service Manager Lori Scotese, a special care fund was used to provide a cake and sparkling juice with special glasses, wedding plates and napkins. Ames Family Hospice House Volunteer Service Manager Patti Hanrahan and Volunteer Gini Smith-Kolar transformed the Meditation Room with wedding decorations and flameless candles. Gini also made floral bouquets for the bride and her mother.

In addition, volunteer hairstylist Jack Dusek was able to provide an elegant up do for the mother of the bride that morning. The wedding ceremony was very touching and Mrs. S. was so happy to have been included in her daughter's special day.

## The Green Team Sponsoring “Keep it Green” Trivia Contest

**The Green Team is sponsoring an Earth Day trivia contest in the April edition of Compass. Read the following article very carefully and be prepared for the contest questions next month. The Keep it Green Contest will appear in the April edition of The Compass.**

Earth Day is celebrated on **April 22** as a day to *demonstrate support for environmental protection*. Hospice of the Western Reserve has many green initiatives that include **LEED (Leadership in Energy and Environmental Design) Gold certification for both the Ames Family Hospice House and the Medina In-Patient Care Center**. Other green efforts include the **compost pile at Ames Family Hospice House** that utilizes scraps from flowers, coffee grinds, vegetables and fruit which break down into rich organic matter utilized on the landscape, and



recycling over **1,900 hundred pounds of e-waste** (miscellaneous computer equipment) last year alone.

Installing recycling bins throughout our offices has significantly decreased paper in the waste stream. This is no small feat when you consider the agency **purchased 3,700 reams of paper** in 2015. Because we participate in single stream recycling, that means many different types of recyclables are permitted to be mixed together in the same container. Other items appropriate for our recycling bins include plastic food, beverage, and detergent containers, milk and juice cartons, including juice boxes, and aluminum and metal cans.



An unusual green initiative was launched in 2015 called **Adopt-A-Highway**, a statewide highway beautification program. Four times a year the Green Team seeks volunteers from our staff to assist in the pick-up of trash along the highway. In return, signage is posted both east and west bound proclaiming Hospice of the Western Reserve's ownership of **Route 90 between E185th and E156th**. Requirements to participate are your supervisor's approval and the completion of a short safety training.

Hospice of the Western Reserve supports green initiatives as they are in alignment with our strategic plan and communicated to new hires via the orientation process. There is always more that can be done. For example, **the agency is not completely mercury free**. The Green Team

is looking at eliminating all mercury found in some of the older mechanical devices that control our interior climate. Expanding the current waste diversion program is also a priority in 2016. Because **all waste is regulated**, significant cost savings will be realized by working with companies who will take specific types of waste and convert it into product that is used in various types of manufacturing.

Those who complete the trivia contest correctly will be entered into a drawing for a gift bag of green items. **Good luck and go green!**

## THE WELLNESS CORNER

**Both stop smoking groups have been completed. Please continue to support your coworkers who have decided to stop smoking. Call Employee Health if you have any interest in quitting. Weight Watchers groups continue to report good results.**

### 6 Ways to Spring Clean Your Health

After the winter season, it's no wonder most people are ready to embrace spring. Something about this season evokes the need to make changes – to lighten up, to slow down and enjoy life, and to simply tidy up. Why not embrace these natural inclinations and apply them to your health? Here are six ways to spring clean your health habits:

**Bring in the sunshine.** Our vitamin D status tends to take a dip in the winter months, due to lack of sun exposure. Low vitamin D levels have been linked to seasonal depression, osteoporosis, cardiovascular disease and even cancer. Our body will make vitamin D when our skin is exposed to the sun, but the American Academy of Dermatology warns against relying on sun exposure for vitamin D, due to the potential for skin cancer. Instead, they urge people to get the sunshine vitamin from foods that are naturally rich in vitamin D (like salmon), foods that have had vitamin D added (like dairy products) and dietary supplements. The upper limit recommended for most adults is 4,000 IU a day (if you choose to supplement), but your doctor may advise more if your blood levels are significantly low.

**Air it out.** Being cooped up inside can limit opportunities for movement, especially aerobic-type activities that raise your heart rate and help you work up a good sweat. Now that it's spring, take advantage of the weather by adding in some brisk walks, bike rides or hikes. Activities that make you breathe harder help oxygenate your blood, boost your mood, clean out your arteries and strengthen your heart.

Freshen up with color. One of the best ways to improve your overall diet is to simply focus on adding a lot of color to your meals. With spring comes a fresh variety of produce that is bursting with flavor and nutrition. Embrace the season by adding in bright berries, green artichokes, asparagus and leafy spring mixed greens.

**De-clutter your diet.** Added sugars, sodium and fats are the tchotchkes of the diet, so to speak. Used sparingly, they enhance a healthy diet beautifully with flavor; used excessively, they are overwhelming and become clutter. Find ways to dial down your use of these additives, so you can get back to using them with purpose, rather than cluttering up your diet with too many calories and sodium. Switch out your sugary beverages to plain water or unsweetened iced tea. Experiment with fresh herbs to add flavor without the use of salt. Switch to grilled options of food rather than fried to cut down on extra fat.

**Tidy up your kitchen.** Cooking is a necessary part of eating better. Having a well-stocked, but organized, pantry is one step toward actually wanting to be in your kitchen. Go through your kitchen cabinets to get them clean, fresh and organized. This will make cooking much more pleasurable and simple. Added bonus: Donate those non-perishable food items you don't see yourself using in the next few months – food banks are in dire need of donations at this time of year.

**Lighten up.** We have lived through another season of heavy portions and eating until we need to unbutton our pants. Spring is a time to lighten up – with eating, this means getting back to reasonable portions that don't require sweat pants to feel comfortable. Consider switching out to smaller plates – research has shown that we automatically eat more when the plate size is larger. Eat slower so you can check in with your level of fullness. Pause before reaching for a snack and ask yourself if you're really hungry.

## VOLUNTEER CORNER

### Meet the Team

Click [here](#) to see who is new on our Volunteer Team.

### 2016 Volunteer Education Schedule Has Been Updated

Click [here](#) to download the schedule.

### 2016 Volunteer Life Long Learning/Continuing Education Posted

Click [here](#) to download the schedule.

### Warehouse Sales

As always we are accepting donations of gently used furniture, antiques and collectibles, artwork, sets of tableware, outdoor furniture, household items, glassware as well as seasonal decorations. Please remember we are unable to accept bedding, books, clothing, cribs and car seats, electronics, appliances, medical supplies, sporting goods, computers and related hardware, mattresses, televisions and stuffed animals. Call 216.486.6881 for donation information.

Mark your calendars now with the [2016 Warehouse Sales Dates](#)

**June 3 and 4**

**Sept 16 and 17**

**Dec 2 and 3**



## Help Wanted

### Reception Desk at David Simpson Hospice House

"Fill in" positions open at various times, seven days a week in three hour shifts from 9:00 a.m.-9:00 p.m. A short orientation will be provided. Please contact Tina Thonnings at 216.383.3729 or email her at [kthonnings@hospicewr.org](mailto:kthonnings@hospicewr.org) for more information.

### Flower Arranging at David Simpson Hospice House

When flower arrangements are donated, we need volunteers who can be "on call" and willing to come in to redistribute, arrange and sort flowers, clean vases, clear out old flower arrangements, and replace throughout the DSHH. Please contact Tina Thonnings at 216.383.3729 or [kthonnings@hospicewr.org](mailto:kthonnings@hospicewr.org) for more information.

### Reception Desk at Headquarters

"Fill in" positions open in the afternoons Monday-Friday. A short orientation will be provided. Please contact Charity McDonald at 216.298.0249 or [cmcdonald@hospicewr.org](mailto:cmcdonald@hospicewr.org) for more information.

## Hands on Care Volunteers Needed

*Are you interested in caring for patients as a Hands on Care Volunteer?* Hands on Care (HOC) volunteers work side by side with Hospice Nursing Assistants in the In-patient units, to assist with bathing, positioning, and personal care. There are also opportunities to assist patients with feeding.

### The following is a commentary from volunteer Roz Frabotta, who provides Hands on Care at David Simpson Hospice House:

"No blood, guts, or bodily fluids for me, just neat, tidy, and routine chores--passing out trays, stocking rooms, maybe arts and crafts. Those were my thoughts nine years ago when I entered Hospice House (now named David Simpson Hospice House) proudly wearing my newly acquired volunteer badge. By the end of my first shift as a house volunteer, I was clamoring for the Hands on Care class. It wasn't going to be enough for me to be there without becoming directly involved with patient care!

Hands on Care training has allowed me to aid the nursing staff with feeding, bathing, changing, repositioning, transferring patients--and so much more! I was surprised at how easily I'd been able to transition into providing services that I'd previously thought I'd never be able (or even want) to perform! And, as with all other HWR volunteer opportunities, you can decline anything you'd prefer not to do. Directly providing patient care allows me to interact personally with patients in a special way while helping provide comfort and support in a manner that has been humbling and gratifying beyond words! I feel so very honored and privileged to be a HWR Hands on Care Volunteer."

Interested volunteers must attend a 4-hour Hands on Care education, including a 2-hour Feeding Techniques class for those who are interested in only learning to feed patients.

Please see the current schedule of upcoming classes below. RSVP is required. To register, please complete the Hands on Care application and contact Joan Ibbett, RN at 216.970.6201 or [jibbett@hospice.org](mailto:jibbett@hospice.org).

### Hands on Care volunteers are needed for the following shifts listed by location:

Please contact Brittany Biggers, VSM @ 440.414.7406 or [bbiggers@hospicewr.org](mailto:bbiggers@hospicewr.org) for more information. Volunteers are also needed for PRN (as needed).

Ames Family Hospice House

Sunday: 9 a.m. – 1 p.m. (3rd and 5th Sundays) and 4 - 8 p.m. (every Sunday)

Tuesday: 4 – 8 p.m.

Wednesday: 4 – 8 p.m.

Thursday: 9 a.m. – 1 p.m.

Friday: 4 – 8 p.m.  
Saturday: 4 – 8 p.m.

### **David Simpson Hospice House**

Sunday: 12:30 – 4:30 p.m. and 4 – 8 p.m.  
Tuesday: 9 a.m. – 1 p.m.  
Friday: 8 a.m. – noon and 4 – 8 p.m.  
Saturday: 9 a.m. – 1 p.m., noon – 4 p.m., and 4 – 8 p.m.

### **Medina County In-patient Center**

Sunday: 10 a.m. – 2 p.m. and 4 p.m. – 8 p.m.  
Tuesday: 10 a.m. – 2 p.m. and 4 p.m. – 8 p.m.  
Wednesday: 10 a.m. – 2 p.m. and 4 p.m. – 8 p.m.  
Thursday: 10 a.m. – 2 p.m. and 4 p.m. – 8 p.m.  
Friday: 10 a.m. – 2 p.m. and 4 p.m. – 8 p.m.  
Saturday: 10 a.m. – 2 p.m. and 4 p.m. – 8 p.m.

## **Hands on Care Education**

Please consider attending an upcoming Hands on Care Education class. Volunteers may enroll in a class after completion of a satisfactory joint visit/shadow and recommended volunteer experience. All attendees must have a history of timely follow through with assignments, documentation and communication with supervisor. Education applies to volunteers interested in feeding patients as well as any other aspect of hands on care as described below. Feeding education is covered in the first 2-hour class. Please complete the following application. For more information, contact Joan Ibbett at 216.970.6201 or [jibbett@hospicewr.org](mailto:jibbett@hospicewr.org).

### **HOC application**

HOC 1st quarter

## **Town Hall Meeting**

**The Volunteer Town Hall Meeting that was to be held on March 8 at the Lakeshore Campus in the Great Lakes Conference Room has been rescheduled and the new date is **Wednesday, March 30 from 1:00 – 2:00 pm.****

Join CEO, Bill Finn and Director of Volunteer Services, Lisa Scotese Gallagher, to learn more about the agency and for an informal opportunity to voice your opinions and ask questions. We hope you are able to attend. For more information and to register, contact the Volunteer Team at 216.383.5280.

Hospice of the Western Reserve Lakeshore Campus Great Lakes Conference Room  
300 East 185th Street  
Cleveland, OH 44119

## **Volunteer Appreciation Event – Save the date!**

### **Cardio-Pulmonary Education**

### **Reiki Training 2016**

### **Reiki Energy Connection Education**

### **Jin Shin Jyutsu Education**

### **The Hospice Resale Shop**

The Hospice Resale Shop has just been given a fresh new look for spring! New displays, floor sets, décor and inventory is ready and waiting for you. The Resale Shop is located at 5139 Mayfield Road in Lyndhurst. Since 1993, the Shop has been an ongoing fundraiser for Hospice of the Western Reserve. The Shop sells new and like-new furniture, housewares, men's and ladies clothing, jewelry, clothing accessories, books, artwork, collectibles, books, small electronics, CD's and DVD's and seasonal decorations. All revenues generated benefit patients and families.

Shopping hours are Monday - Thursday (10 - 6 p.m.) and Friday and Saturday (10 - 5 p.m.). Donation hours are Monday, Tuesday, Wednesday, Friday and Saturday (10 - 3 p.m.) and Thursday (10 -6 p.m.) Pick-up of large furniture items can be arranged. Receipts are given for tax-deductible donations.

For more information on shopping, donating or volunteering opportunities, contact the Shop at 440.442.2621.

Visit our website [hospicewr.org/cleveland-resale-shop](http://hospicewr.org/cleveland-resale-shop) for a posting of monthly sales and special promotional events.



### The Investment Corner

Each month in The Investment Corner, Oppenheimer financial advisers Jeffrey Kerbler, David Hertl and client service associate Carrie Chodera will offer investment tips courtesy of Hospice of the Western Reserve's investment firm Oppenheimer & Co. 855.294.4697.

*Left to right: Jeffrey Kerbler and David Hertl*

**Take the "How Do I Know If I'm On Track for Retirement" challenge.**

**Identify your goals for Day 1 of retirement.**

- Discover how much monthly income you'll like need to live the way you envision.
- Learn if you're saving enough now to afford retirement.



- [Create an action plan to ensure your desired retirement savings. Read more.](#)

### **In the News...**

[Dr. Charles V. Wellman Honored as Health Care Hero](#) – Crain’s Cleveland Business

[Beyond the Living Will Document](#) - Dr. Barbara Messinger-Rapport

[Reimbursing end-of-life discussions helps the individual and the care system](#) – Bill Finn column, Smart Business

[Mother’s Day Tea Invites Those Who are Grieving to Honor Her Memory](#) – Collinwood Observer

[Mother’s Day Tea Invites Those Who are Grieving to Honor Her Memory](#) – Euclid Observer

