

## Ways to Help a Grieving Friend

by Linda Tebelman, LCSW, Director of Bereavement Services

Grief can be a difficult and stressful experience, and supporting a grieving friend can be challenging. Feeling awkward and unsure are normal feelings when faced with someone who has had a difficult loss. It is important to reach past your own discomfort because your support is vital as your friend learns to live with loss and find a way towards the future. Here are some ideas that will help you as you help others.

Learn about the experience of grief. Grief is as individual as each person is, but there are common elements that are helpful to remember. In the beginning, shock, numbness and disbelief are to be expected. Periods of depression and longing to be with the deceased are part of the grieving process. Intense feelings such as sadness, anger, guilt, regret and loneliness can be difficult to witness and overwhelming to experience. Usually the intensity of these feelings and experiences will change over time with the love and support of others, as a person learns to live with loss.

### Things to remember:

**There is more than one way to journey through grief**, and not one correct way. Many paths exist, and each person will find his or her own. Some people need to talk, others need to be silent. Some people need to do things, others need to be still. Let the griever lead you.

**Be patient.** Grief takes time. How much time depends on many things, but it is usually more time than most people expect. The bereaved often get messages that "they should be over it by now" and should be "moving on." They may even hear this just a couple of weeks after a death. Let them know that the entire year after a death can be challenging as there are many firsts to be experienced. First birthdays, anniversaries and holidays without a loved one can be very difficult. Your presence and support will be especially appreciated during these times.

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## Montgomery HOSPICE

30 years of service 1981 - 2011



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The Montgomery Hospice team (at the physicians and nurse practitioner conference):

Dr. Steven Wilks (Team Physician), Dr. Gary Wilks (Team Physician), Anna Moretti (CRNP), Dr. Geoff Coleman (Medical Director), Debrah Miller (CRNP), Dr. Joseph Kaplan (Board Member), Dr. Ira Byock (Dartmouth-Hitchcock Medical Center), Dr. Grace Brooke Huffman (Team Physician), Yvonne Corbeil (Dartmouth-Hitchcock Medical Center)

### 2011 Montgomery Hospice Conferences

On September 16, Dr. Ira Byock (Director of Palliative Medicine at Dartmouth-Hitchcock Medical Center and professor at Dartmouth Medical School) spoke at Montgomery Hospice's professional conferences. In the morning, community physicians and nurse practitioners learned about "The Patient-Physician Relationship When Cure is No Longer Possible." In the afternoon, 400 professionals heard "To Life! Clinically and Culturally Reclaiming the End of Life."

### Tips for Helping a Grieving Friend

- Acknowledge your own discomfort.
- Understand that each person grieves differently.
- Be patient. Grief takes time.
- Listen. Be willing to sit in silence.
- Call and offer specific ways that you can help.
- Be there for the long haul.
- Expect ups and downs.
- Remember that first birthdays, anniversaries and holidays without a loved one can be very difficult.
- Avoid platitudes, such as "This is part of God's plan" or "She is in a better place."



Linda Tebelman  
Director of Bereavement Services



## From Ann's Office Continuing to Raise the Bar

During this, our 30th anniversary year, we have continued our commitment to superior patient care, and to excellent professional education via the Montgomery Hospice Center for Learning. In September we were privileged to have Dr. Ira Byock, Director of Palliative Medicine at Dartmouth-Hitchcock Medical Center, speak at a morning breakfast, which was attended by nurse practitioners and doctors from both the community and other area hospices. Dr. Byock also presented to other healthcare and bereavement professionals at an afternoon conference. More than 380 nurses, chaplains, social workers, students and professors, coming from hospices, nursing homes, hospitals

and universities, attended the presentation, including people from the University of Maryland School of Pharmacy, the National Cancer Institute, the National Institute of Mental Health/NIH, George Washington University School of Public Health and Johns Hopkins Healthcare.

We are proud of our Center for Learning, with its strong community and professional education programs. Our primary emphasis, though, continues to be the quality of care provided to every patient and every family who choose Montgomery Hospice. This focus remains unchanged, even as we help more people who need our services. In the past eight months we have served 24 percent more patients than in 2010. As our hospice grows, we remain committed to providing the best care to our patients and families without giving up any of our personalized attention to each individual patient.

Even though our patient and family surveys have consistently shown high levels of satisfaction with the care provided by our

clinicians, Montgomery Hospice continues to research new ideas and collaborate with other hospice organizations to improve our services. Nationwide, several hospices have implemented a new, leading-edge model of care called "Shared Care," a name that hints at the increased emphasis on teamwork. Over the last year, a clinical team from Montgomery Hospice has met with professionals from organizations that have implemented this new model. In particular, we have worked with San Diego Hospice; they have been using the "Shared Care" concepts for five years. Learning from their experiences and with the active input of our own clinicians, we have recently launched the program here at Montgomery Hospice. We anticipate that this innovative approach will allow us to be even more responsive and will ensure cohesive coordination of care to patients and families.

Ann Mitchell  
President & CEO

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## Hospice Social Workers: Walking Alongside Patients and Families

John and Betty Smith had been married for 58 years. After long careers and having raised two children, they were spending their retirement working in their garden, walking their beloved dog and spoiling their grandchildren. Throughout the years, they remained committed to the marriage vow of being together "in sickness and in health." This commitment was tested when Mrs. Smith became seriously ill. She became increasingly tired and began to lose her memory. Her adult children visited frequently but struggled to balance helping their parents

with fulltime jobs and the needs of their own children. Mr. Smith was getting more and more worn out by the demands of caregiving.

Family discussions, and a consultation with their family physician, led to the decision to call Montgomery Hospice. They learned that with hospice they would have the expertise of the Montgomery Hospice medical director and a team of professionals visiting them, including a nurse, chaplain, certified nursing assistant and social worker. Initially, the Smiths

were unsure about what all these different people would do; in particular, they wondered how a social worker would help them.

During the social worker's first meeting with Mr. and Mrs. Smith and their children, she told them she wanted to get to know them and to understand what their priorities were. She listened carefully to their hopes and desires. She learned that one of Mrs. Smith's strongest wishes was to stay in her home, surrounded by the people and things that she loved.

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The social worker worked to make that happen. She provided names and phone numbers of several private homecare agencies. She gave information about how to get hot meals delivered. She arranged for a Montgomery Hospice volunteer to come into the home to help out with errands. She worked with the family to ensure that they understood what advance care planning documents should be put in place. Over many visits, she worked with the family to help them understand the grieving process. Her work, along with the work of the other members of the team, allowed Mrs. Smith to stay comfortably at home until she died peacefully several months later.

The Smiths' story is an illustration of the part that social workers play in the hospice setting. At Montgomery Hospice, the social worker and the rest of the hospice team work jointly from the moment a patient signs up for hospice services. Together they strive to understand what the patient and family need and to make sure that all facets of care are addressed.

Many issues and questions confront patients when they first enter hospice. As care continues, the questions or needs of the patient may vary. The job of the social worker is to get questions answered in the most supportive way possible. Sometimes practical issues arise. Is my home safe to navigate? How can we find additional meals or food? Would it be possible to travel to see a family member? Other more difficult discussions are held. Who will be my health care advocate if I am no longer able to do it myself? Do I want to be resuscitated in an emergency? What kind of funeral do I want? Are my financial affairs in order? Whatever the issue, social workers try to find ways to assist patients to find answers,

and to help caregivers manage the task of caring for their loved one.

Sometimes it is hard to talk openly about the topic of death and dying. Intense and complicated feelings can arise. Patients may feel one way and their families another. Patients and families may be grieving their limited time together. Some families may have long-standing rifts between individuals. The hospice social worker is



open to, and present with, patients and families as they go through the spectrum of emotions which occur during this time, helping them cope and skillfully facilitating conversations.

For Montgomery Hospice patients who reside in a nursing home or assisted living facility, the social worker acts as a bridge between the patient, facility and family, to help ensure that the patient is receiving the very best care possible.

Each Montgomery Hospice social worker is professionally trained with a Master's Degree

and a license from the State of Maryland. Many Montgomery Hospice social workers have earned an additional accreditation, the Advanced Certified Hospice and Palliative Social Worker certification. (This certification was established by the National Association of Social Workers and the National Hospice and Palliative Care Organization in 2000.) All Maryland social workers are required to continue their education in the field by earning 40 or more Continuing Education Units every two years.

Among other things, Montgomery Hospice social workers are a sounding board, letting patients and families express their worries, frustrations, fears and hopes for how the time in hospice will be. By offering information about resources, and by being a listening supportive presence, the Montgomery Hospice social worker works to ensure that the needs of the patient and family are met so that they do not have to walk alone on the journey through hospice.

Laney McHarry, LCSW-C, has worked for Montgomery Hospice for seven years.

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*"I cannot say thank you enough times for all the wonderful folks (nurses, aides, social workers, chaplains, volunteers) who made my mother's last days comfortable and peaceful. I am so glad that there is such a thing as Montgomery Hospice for 'end of life' caring. Both the patient and the family receive outstanding support."*

*a family member*

## Ways to Help a Grieving Friend

cont. from p. 1

**Avoid platitudes**, such as “This is part of God’s plan” and “She is in a better place.” These can be very hard words to hear and can cause pain and anger. Let the griever tell you about his or her beliefs regarding the death. Struggling with doubts and faith are a normal experience for many. Anger needs to be expressed and worked through.

**Listen.** Your experiences may be similar, but no two journeys of grief are exactly the same because our relationships are unique and special. If asked, be willing to share your own experience with grief, but remember that what grievers need most of all is to be heard. Let them tell their story and listen, really listen to what they need to say. Be willing to sit in silence. Sometimes your quiet presence and reassuring hug may be all that is needed.

**Share stories and memories of the deceased.** Be willing to say the person’s name. Talk about what you will always remember and hold in your heart. The bereaved need to know that their loved ones’ lives had meaning and that their presence in your life will not be forgotten.

**Pay special attention to children and teenagers.** They are deeply affected by loss and may not know how to express their feelings. Younger children do not have a clear understanding about the permanence of death. Often children show their grief through their behaviors, not through talking. They do not grieve in the same manner as adults. Children will re-experience the loss at later developmental stages as their understanding of death deepens and milestones are reached. Teens need the support of peers as they struggle with complicated feelings. All children need to know that they have the support of caring adults as they learn to live with loss.

**Call and offer concrete support.** Expecting grieving people to reach out is generally unrealistic. They may be too confused and preoccupied to ask for help. Calling and offering specific ideas can be a great gift. You can do the grocery shopping, make meals, drive the kids to sports or play practice, offer to babysit, etc. Take the initiative, but let the bereaved tell you what will be most helpful. They may already have more lasagna in the freezer than they can possibly eat, but help with the lawn or with laundry might be most appreciated. Show up and ask “How can I help today?”

**Be there for the long haul.** Know that your love and support are needed at the time of death, but also in six months, two years and beyond. People do not “get over” the death of loved ones, but can and do learn to live with loss and to carry their grief more easily. Your love and caring will be needed all along the way.

**Take care of yourself.** You may also be grieving. Know your limits and enlist the support of others.

Sometimes grief can become complicated. Ups and downs are to be expected but generally, powerful feelings and emotions tend to lessen over the first year. Special days and the anniversary of the death may bring a resurgence of these feelings, but overall, the bereaved may experience some lifting of the heavy burden of grief. If you are concerned that the griever’s experiences are intensifying, talking with a Montgomery Hospice Bereavement Counselor can be helpful. We can offer suggestions for other support such as reading materials, counseling resources, groups and workshops. Montgomery Hospice Bereavement Counselors are available to help you support loved ones on the path of grief.

## Poem of Gratitude

Arjun Mendhiratta participated in a Montgomery Hospice grief and loss support group after his father died. He wrote the following for the other members of the group.

### Thank you

Thank you for your company.

You have helped me realize that  
it is okay for a grown up man to cry,  
feel emotionally weak,  
uncertain, and  
vulnerable.

Thank you for listening.

It has given me the courage to talk  
about my father in the past tense.  
I was not able to do that before.  
I used to just cry when I talked about him.

You have helped me realize that I am capable of  
confronting my sorrow, accepting my loss,  
thinking about the future and not living  
in the past.

The future looked bleak to me before  
these sessions.

Thank you for sharing your grief.

It has helped me realize that  
I am not alone in this journey of grief;  
I am not losing my mind.  
I am capable of remembering my father  
and drawing guidance from his actions  
and deeds  
and not just crying because  
he is physically not with me.

I wish that we are all able to incorporate  
qualities of our loved ones

into our daily lives  
and cherish their memories.

## Montgomery Hospice Teaches High School Students about Loss and Grief

Montgomery Hospice provides many services for people who are seriously ill. One innovative program, however, involves a very different demographic. Designed for teenagers, the High School Loss and Grief Education program opens up a discourse about the different types of losses that are experienced throughout life.

The program began seven years ago at Winston Churchill High School after the death of a member of the school community, and has continued to grow and evolve into the unique program that it is today. Information about hospice, death and grief is presented. Small group discussions allow students to talk with their peers and develop their own ideas about what loss is, and how people respond to losses. During these discussions, every teen is encouraged to share and participate. In the video shown, teens speak about various loved ones who have died. The video enables students to see how other kids their age cope with grief. This is instrumental in demonstrating that certain reactions are normal and can be expected after a death. The program creates a space for teens to discuss and learn about normal reactions to loss and grief.

One of the most innovative aspects of the program is that it considers not only losses associated with a death, but also other types of losses that teens experience on a day-to-day basis. During the small group discussions, students are challenged to list losses that are



relevant to them. These can include anything from losing a valued possession to a loss on the sports field. The facilitators encourage students to also consider the loss of beliefs and values.

While much of the program is interactive, encouraging students to come up with their own ideas, members of the Montgomery Hospice Bereavement Team lead the class. All Montgomery Hospice Bereavement Counselors have a Master's degree in counseling, social work or a related field. All of the volunteer facilitators have attended a mandatory 3-day Montgomery Hospice volunteer training. These volunteers also receive an additional ten hours of training specifically about working with high school students.

Over the years of the program's operation, Montgomery Hospice has visited 11 of the 26 Montgomery County Public High Schools. In 2009, the bereavement program was offered once per semester in six schools across the county, reaching 1,300 students. In 2010, the number increased to over 2,300 students in seven schools. Montgomery Hospice receives no insurance or Medicare compensation for any of its bereavement work, and is grateful for the community support and foundation grants that allow this work to continue.

One teenager in the video says, "If our parents don't talk to us, and the school doesn't talk to us, how should we be expected to know how to talk about grief?" Montgomery Hospice's goal is just that, to provide teens with information and coping strategies that they may not get anywhere else. The High School Loss and Grief Education program enables students to learn reactions to grief, coping strategies for themselves and ways to help grieving friends.

*Thank you to Coral Stanton who helped research and write this article.*

## Note from a Future Doctor

*I truly enjoyed volunteering with Montgomery Hospice. The experiences have definitely shaped me and will make me into a better doctor. As I was volunteering, I realized the unique opportunity volunteering offers in making deep connections with patients and their families/caregivers because of the time spent with them during each visit - there was nothing expected of me. As a physician, I won't have an hour or two to spend with my patients. In addition, they will expect answers and hope from me. When I first volunteered, I was afraid of doing something wrong, but over time I gained confidence in my abilities and learned to communicate any issues.*

*Now that I've seen how wonderful hospice care is and can be (both from my own experiences as a volunteer and the comments that caregivers made) I can feel more confident about promoting its resources to future patients.*

*I want to thank all of you for giving me these opportunities. Thank you for these wonderful memories; it was a pleasure volunteering with Montgomery Hospice.*

*Jessica*

Jessica Jaw was a Montgomery Hospice volunteer for two years before leaving to attend SUNY Upstate Medical University.

## Casey House: a Community Treasure *by Beryl L. Feinberg, Vice Chairman, Montgomery Hospice Board of Directors*

More than a dozen years ago, newspapers heralded the opening of Montgomery Hospice's Casey House, the first and only residential facility dedicated to hospice care for any county resident deemed medically eligible after a screening and assessment. I was proud that Montgomery County was the home to such a progressive facility, but wondered what such a place would look like—a place where men and women were near the end stage of life and dying. I imagined such a place to be dreary, dark and very depressing to enter. I would pass the building along Muncaster Mill Road en route to other destinations, saw cars entering and leaving the parking lot, and silently said a prayer of thanksgiving that I didn't have to be that person or part of a family in need of "that place."

Little did I know that a decade later I would be contacting Montgomery Hospice, this time offering a prayer that one of the limited number of beds would be available for my father. Just a month before his ninetieth birthday, my father suffered a terrible fall and inoperable intracranial brain hemorrhage. As the only immediate family in the area for my widowed father who also suffered from Alzheimer's disease, I had assumed the responsibility for health care, financial and daily living decisions. Determined that he would not suffer the indignities of unnecessary arm and leg restraints in a hospital setting for whatever time he had left, I knew that Casey House would treat him as a loving person and make sure that he was comfortable.

From the moment the Nurse Educator and Hospital Liaison met my father and me, it was as if we were both wrapped in compassion, caring and total dedication to making his last journey and my saying good-bye a positive experience. Necessary paperwork was completed, informational materials were distributed, and arrangements were made for transport from a hospital to Casey House. I was scared and emotionally depleted but confident that I had made the correct decision.

My preconceptions about what Casey House would look like and the atmosphere were totally unfounded. The facility is clearly a home-like setting, bathed with natural light pouring into the "great room" as well as in every patient room. Nurses, physicians, social workers, chaplains, administrative staff, the cooking staff and maintenance workers all

tirelessly work to be available but not hovering, informative but not overwhelming with information about death and dying or anything else. Small alcoves exist for family and friends who need a break to watch television, meditate or meet with a social worker or clergy. The "great room" with its comfortable furnishings and the wonderful tradition of tea time staffed by volunteers is available to soothe all who are at Casey House.



photo by Paul Klein

My dad was welcomed, his picture taken so all staff could call him by name, and I was asked about his likes and dislikes, and what might make him comfortable. He was not a "patient number" to be poked and prodded, but someone whose body was failing him but who had a personality and spirit to be respected and honored for a life well lived. When I mentioned his lifelong love of music, staff immediately located classical CDs and made sure that music played in his room. His palliative needs were immediately taken care of and monitored, and impeccable personal care was lavished upon him. In my case, I wanted to remain by his side for several days, and without a second thought, a cot, blankets and personal care items appeared for me in his room. Not only was my dad

being taken care of, but I was being helped too. Staff constantly asked if I thought my dad was comfortable and whether I needed anything, even if just to talk, cry or ask questions about the journey of death and dying.

My dad had a "gentle journey" while I sang Hebrew prayers and melodies, tears streaming down my face as I stroked his arms. If not for Montgomery Hospice, I don't know what I would have done. The professionalism, kindness, compassion and knowledge demonstrated by all the staff is something I will never forget. And, it didn't end when my father died. For thirteen months afterward, calls would periodically be made to check on how I and other family members outside the metropolitan area were coping and grieving. Information about Montgomery Hospice's community-wide free bereavement groups was shared.

For this wonderful place to continue, it needs your support. Everyone is accepted at Casey House, regardless of insurance coverage or documentation as to immigration status. Nobody is ever turned away due to limited financial resources. Even for those with coverage, Medicare, Medicaid and private insurance reimbursements do not fully

*(continued on page 7)*

## Campaign Surpasses \$4.5 Million Milestone

In 2010, Montgomery Hospice embarked on an \$8 million, 3-year comprehensive Campaign, which calls for the creation of a \$4 million endowment to support Casey House Clinical Services. This will ensure the availability of adequate staffing to serve the growing number of patients in need of acute, end-of-life medical care. The Campaign also seeks to raise another \$4 million to support Montgomery Hospice's operational and programming needs, including Hospice at Home, Bereavement Care Services, Complementary Therapies, pediatric hospice care, and community education and outreach.

One year into the "Gentle the Journey" Campaign, Montgomery Hospice has received \$4,606,000 in gifts and pledges. Asked about meeting this milestone, Campaign chair Lora Drezner, MSN, FNP, shared, "I am thrilled that together as an organization and as a community we have reached this significant milestone. Daily, we move closer to our 8 million dollar goal. Yet, even as we celebrate I remain fully aware of the important safety net that is provided by Montgomery Hospice and the increasing need to both sustain and build on the strength of that net. Please join our effort, reach deeply and generously so the good works of Montgomery Hospice will remain available to all in our community."



Lora Drezner,  
Campaign Chair

Individuals and businesses interested in making a gift or pledge to the Campaign should contact Marlene Bradford, Director of Development, at 301-921-4401. For more information about the Campaign, please visit [www.montgomeryhospice.org/campaign](http://www.montgomeryhospice.org/campaign).



Connie Pearsall (right), Co-chair of the Employee Sub-committee, and committee members Lynn Sifrit (left), and Leslee Hecht (center) celebrated the milestone by filling in the Campaign "thermometer."

## Circle of Light Society

*The Circle of Light Society recognizes individuals and families who have included Montgomery Hospice in their estate plans through a bequest, trust, insurance policy or other estate-planning vehicle. Individuals interested in joining the Circle of Light Society should contact Marlene Bradford, Director of Development, at 301-921-4401.*

Robert V. Autry  
Alicia Brown  
Ernest Campbell Estate  
Rosina Campbell Estate  
Dorothy Hardesty Estate  
Beverly B. Joy  
Melva R. Kistler Estate

*Donations or notifications made between February 1 and August 31, 2011.*

## Casey House: a Community Treasure *cont. from p. 6*

cover expenses. Chaplaincy services, cots and items for family and friends to room in with someone at the end of life are supported by your generosity to make sure these services are available should you need to make the decision to place someone at Casey House. Ongoing staff training regarding intake and assessment, palliative care, bereavement services and the administrative behind-the-scenes functions all require

resources. Montgomery Hospice is not a local government agency, but rather a nonprofit entity where the needs clearly outpace the resources. Casey House is not a mysterious place to be feared—it is a loving home that embraces all who enter. It is a community treasure we all must make sure exists for years to come, and with your continued support, I know it will continue.

## Support from the Corporate Community

Each year, Montgomery Hospice provides opportunities for businesses to reach consumers in Montgomery County and to engage with our staff, volunteers, and medical and social-service professionals through sponsorship/underwriting of our programs and events. Asked why Sandy Spring Bank supports Montgomery Hospice, Kulley Bancroft, Vice President of Community and Public Relations, said, "Montgomery Hospice is one of those organizations that means a great deal to many of our employees and their families. The hospice stories that several employees shared with us coupled with our long term relationship with Montgomery Hospice made developing a true partnership an easy step and made sense."

Montgomery Hospice would like to thank our 2011 Corporate Partners for their generous support. Among the many benefits afforded to our Corporate partners are:

- Recognition in our publications, including our annual report and newsletter;
- Logo and website linkage from our homepage;
- Banner recognition in our annual Gazette education insert, which is distributed to more than 260,000 Montgomery County households, and at health fairs and other venues throughout the area; and
- Complimentary registrations and guest passes to sponsored events.

Businesses interested in becoming a Montgomery Hospice Corporate Partner should contact Marlene Bradford, Director of Development, at 301-921-4401 or email [mbradford@montgomeryhospice.org](mailto:mbradford@montgomeryhospice.org).

## Corporate Partners

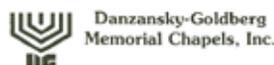
### Silver Level



Calvert Investments, headquartered in Bethesda, MD, has been setting industry standards for investment management excellence since its

founding in 1976. Calvert offers expertise across a wide range of asset classes and strives for client service excellence and integrity. Calvert serves individual and institutional investors as well as professional financial advisors nationwide. Today, more than 400,000 investors entrust over \$13.5 billion in assets to Calvert.

Montgomery Hospice's mission and purpose supports Calvert's approach to striving to create a safe and healthy working environment for all of our Associates. We sponsor initiatives such as a Wellness Committee to promote healthy lifestyles and lunchtime seminars by medical professionals on health issues, including heart disease, Alzheimer's, etc. The end of life care and support that Montgomery Hospice provides to patients and families complements our programs.



As a member of the Dignity Memorial

network of more than 1800 funeral, cremation and cemetery service providers throughout North America, Danzansky-Goldberg Memorial Chapels, Inc. ([www.danzanskygoldberg.com](http://www.danzanskygoldberg.com)) and Edward Sagel Funeral Direction, Inc. ([www.sagelfuneraldirection.com](http://www.sagelfuneraldirection.com)) are committed to assisting families with compassionate, professional and personal service. Our professionals are deeply committed to the families we serve, and we work closely with other professional caregivers to support these families.



Family & Nursing Care, family owned and operated since 1968, has long been recognized as the area's leading and most highly regarded resource for private duty home care. Our goal remains simple: refer the highest quality caregivers who will enhance the quality of life for clients and families.

Family & Nursing Care supports Montgomery Hospice because we feel so connected to its mission. We applaud Montgomery Hospice's commitment to ease the burdens of patients and their families and provide them with dignity and comfort throughout their difficult time.



Since 1854, six generations of Pumphreys have been providing quality and compassionate service to the families of Montgomery County and the Greater Washington, D.C. area. We are dedicated to offering our caring support, our extensive knowledge, and our expert guidance during a difficult time.

Robert A. Pumphrey Funeral Homes, Inc. is happy to be able to support Montgomery Hospice as we know firsthand how important the care is that they give to their patients and to the patients' families. We strive to continue the loving care that began at Montgomery Hospice as we assist families at their time of need.

## Corporate Partners *cont.*



Right at Home is an in-home care and assistance agency, providing quality home care since 1995. Whether a family member needs a little extra help around the house, assistance recovering

from a hospital stay, or hospice support, Right at Home can help. Our home care services are built around our clients' unique needs.

Right at Home was looking for a community partner that has consistently demonstrated a remarkable commitment to quality and support for the families of Montgomery County. Montgomery Hospice's philosophy and core values are consistent with Right at Home's responsiveness, integrity, and the flexibility of care provided to our clients, their families, and our professional partners. Right at Home and Montgomery Hospice have been mutually serving Hospice clients in Montgomery County for many years. This collaborative relationship initiated Right at Home's Corporate Partnership, which has allowed Right at Home and Montgomery Hospice to continue to provide seamless Hospice/Home Care services in Montgomery County while at the same time providing Right at Home an opportunity for social responsibility within the county.



With \$3.5 billion in assets, Sandy Spring Bank is one of the oldest banking institutions in Maryland. Independent and community-oriented, Sandy

Spring Bank was founded in 1868 and offers a broad range of banking and trust services. Through its subsidiaries, Sandy Spring Bank also offers a comprehensive menu of insurance and investment management services. Visit [www.sandyspringbank.com](http://www.sandyspringbank.com) for more information.

Hospice is one of those organizations that mean a great deal to many of our employees and their families. The hospice stories that several employees shared with us coupled with our long term relationship with Montgomery Hospice made developing a true partnership a natural and easy step.

## Gold Level



Visiting Angels is America's Choice in Homecare. We have held fast to our principles of quality care for our clients regardless of any obstacles. Visiting Angels provides

gifts through services that are often difficult for families and patients themselves. Our "can do" spirit and our smiles convey to the family and the client that at least for the time we are there, they are safe and cared for. It is our hope that our presence brings those same gifts to the rest of the family. Our caregivers are the best in the world. They have skill, training, and more than anything else, they have capable and loving hands and hearts.

There is no one that eases the journey better, with more dignity and compassion than the people of Montgomery Hospice. It has been our honor and privilege to work with Montgomery Hospice. We never have any hesitation when Montgomery Hospice calls. We know we will be working with the best and the care of the patient will always be first and foremost.

## Diamond Level



# Memorial and Honorary Gifts

## In memory of:

Youssef G. Abdel-Aziz  
Madeline Abood  
Dr. David Abramson  
Hilda A. Aks  
June Rupert Allen  
Paul Allen  
Ruth Ambrosi  
Joan K. Anderson  
Andrea  
Raymond John Anselmo  
Albert Applebaum  
Clara S. Armstrong  
John Ayres Armstrong, Jr.  
Thomas Stewart Ashton, Jr.  
Aunt Jo  
David C. Austin  
Barbara Autry  
Dorothy I. Bailey  
Francis C. Baird  
Betty L. Baker  
Martha Baptie  
Richard Barber  
Pamela Ware Barclay  
Helen Barnard  
William A. Barnes  
Norman Barshai  
Samuel Bass  
Arlyn L. Baumgarten  
Dr. Edward Arthur Beeman  
Louise M. Behrend  
N. Beiramee & C. Lotto  
Greta E. Belsito  
Joan Berardelli  
Janice R. Bertsch  
Beverly Saint's Father  
Vivian B. Bigelow  
Mary A. Bjorklund  
Fred Blanken  
Thomas P. Bleakney  
Irene T. Blehr  
James Blinkoff  
Ina Bloomberg  
Joyce G. Blumberg  
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*Gifts made "in memory of" may recognize any person, including members of the community or a Montgomery Hospice patient.*

## In honor of:

Craig Abod  
Whitney Alana  
JoAnn Sciannella Atchison  
Charles Brown  
Irene Daniel  
Jane DiGirolamo  
Richard Ehrlich  
Lucile Erdreich  
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Virginia Ann Hewitt  
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volunteers  
Kang's Kick-A-Thon  
Shirley Kay  
Marilyn J. Komaromy  
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The Wilsie Family  
Ann and Daniel Toohey  
Marilyn Wagner  
Wilma and Victor's marriage  
James Timothy Winslow

*Please accept our apologies if we have omitted any names from these lists.*

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*We are grateful to our Community Partners who have supported Montgomery Hospice with a gift of \$250 or more between February 1, 2011 and August 31, 2011.*

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Women's Association  
Episcopal Church of the Ascension  
Guild Memorial Chapel  
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Harwood House Thrift Shop  
Inter-Faith Chapel  
Potomac Presbyterian Church  
Potomac United Methodist Women  
St. Bartholomew's Catholic Church  
St. Elizabeth Catholic Parish  
St. Jane Frances de Chantal  
St. Paul's United Methodist Church  
Trinity Presbyterian Church of  
Bethesda  
Wesley Grove United Methodist  
Church  
Women of All Saints  
Women of St. Francis Episcopal  
Church

### organizations

Asbury Methodist Village  
Coordinating Council  
Centers for Medicare & Medicaid  
Services/OCSQ/QIG  
Ladies Auxiliary FOE #3509  
Northwood Woman's Club  
Quince Orchard High School  
Suburban Women's Club of  
Montgomery County  
The Woman's Club of Bethesda, Inc.  
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Hospice Matters is a newsletter for  
family and friends of Montgomery  
Hospice, a non-profit organization  
serving residents of Montgomery  
County, Maryland who are bereaved  
or terminally ill.

## calendar of events

### Memorial

Nov 22 **Tree of Lights Ceremony.** Honor a loved one with a light on the Tree of Lights. Enjoy the annual "Garden of Lights" at Brookside Gardens. 7:00-8:30 pm. Wheaton Regional Park, 1800 Glenallan Avenue, Wheaton. Call the MH Foundation at 301 921 4400.

### Bereavement Care- Open to all Montgomery County Residents. Free. Pre-registration required. 301 921 4400

Nov 29 **Drop-In Discussion about Grief and Healing.** If you are mourning the death of a loved one, come to this small group discussion about grief and healing. 6:30-8:00 pm. Montgomery Hospice, 1355 Piccard Drive, Rockville.

Dec 7 **Beyond Words: Grief Expressions through Art.** A two-session workshop for anyone mourning the death of a loved one, using creative ways of expressing grief. 6:30-8:00 pm at Montgomery Hospice 1355 Piccard Dr. Rockville.  
& 14

Dec 13 **Winter Blues: Balancing Sorrow and Celebration While Grieving.** A workshop for adults who are grieving. 6:30-8:00 pm. Montgomery Hospice, 1355 Piccard Drive, Rockville.

Jan 5 **Grief and Dreams: How Dreams Can Help Heal Us.** For anyone grieving the death of a loved one. Two-session discussion meets  
& 12 from 6:30-8:30 pm at Montgomery Hospice 1355 Piccard Dr. Rockville.

Jan 9 **Drop-In Discussion about Grief and Healing.** If you are mourning the death of a loved one, come to this small group discussion about grief and healing. 1:00-2:30 pm. Montgomery Hospice, 1355 Piccard Drive, Rockville.

Jan 17 **Loss of a Child Support Group.** For parents grieving the death of a child of any age. Group meets each Tuesday from 6:30-8:00 pm for six weeks at Bethesda United Church of Christ, 10010 Fernwood Road, Bethesda.

Jan 17 **Afternoon Grief Support Group.** For anyone grieving the death of a loved one. Group meets each Tuesday from 1:00-2:30 pm for six weeks at Trinity Lutheran Church, 11200 Old Georgetown Road, North Bethesda.

Jan 25 **Evening Grief Support Group.** For anyone grieving the death of a loved one. Group meets each Wednesday from 6:30-8:00 pm for six weeks at Montgomery Hills Baptist Church, 9727 Georgia Avenue, Wheaton.

Jan 26 **Parent Loss Support Group.** For adults who have experienced the death of one or both parents. Group meets each Thursday from 6:30-8:00 pm for six weeks at Montgomery Hospice, 1355 Piccard Drive, Rockville.

### Volunteer Training

Feb 24, **Volunteer Training** prepares volunteers for their work supporting patients with life-limiting illnesses and the families who  
Mar 2 & 9 support them. 8:30am-3:30pm each day. Montgomery Hospice, 1355 Piccard Dr., Rockville. Pre-registration required: 301 921 4400

For information about any event or activity, contact us at 301 921 4400. **Visit [www.montgomeryhospice.org](http://www.montgomeryhospice.org) for updated calendar information.**