

Montgomery HOSPICE

www.montgomeryhospice.org
301-921-4400

Together we...



...Can Gentle the Journey at Life's End

Montgomery Hospice provides compassionate support, respecting a person's decisions.

PAGES 2-5

...Can Help Our Neighbors in Need

Your donations assist patients at Casey House who don't have insurance or Medicare.

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...Can Walk Through Grief

Tips for lessening your pain; Why men may grieve differently; Support groups

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Together we... can gentle the journey at the end of life.

PERSONALIZED, COMPASSIONATE SUPPORT

Relationships are essential to life. From our beginning, we are born into a network of family and friends who support us. We are often connected to religious or social communities that give our lives meaning. We grow into and treasure friendships, and work with colleagues in different settings. We join others in activities and hobbies of shared interest. At heart, we are social creatures, and we need others in various ways throughout the human journey. This is especially true as we think about the end of life.

In fact, the kind of relationships and resources we have at the end of our lives is a crucial factor in the quality of our living. We can reach out for relationships that will help sustain us in the final season of our lives, those which lend support while also giving us the freedom to live on our own terms.

The good news is that **resources are available** that will enable people and their loved ones to meet the end of life with support and gentle presence. The hospice movement was started decades ago to address concerns and fears about being alone, and Montgomery Hospice is a non-profit institution whose mission is precisely to gentle the journey for people at the end of life. We provide care and support to individuals as long as their lives may last, and make their final journeys as gentle and meaningful as possible.

We honor the wishes of individuals and families in whatever way we can. Whenever someone decides to use Montgomery Hospice, we work to respect their own traditions, values and choices. We know that each family and individual is unique, with special concerns and hopes, so we work to understand and become supportive partners



with them. We do not overwhelm with around the clock presence, but offer regular, supportive visits, and we are always just a phone call away. We begin a conversation about needs and desires, and offer guidance and resources along the way, but we recognize the fundamental importance of each person's decision-making. As much as possible, **we want people to finish their life journeys on their own terms.**

Hospice is not a place where people must go; **it is a form of care they receive where they are.** We come to a "home," whether it is a house, an apartment, an assisted living facility or a nursing home.

When families choose Montgomery Hospice, they are offered the support of a **comprehensive care team**, which will make regular visits based upon the needs of the individual. Each team will include a doctor with expertise in pain management and end-of-life care, as well as a nurse who is also trained and skilled in such care. A social worker works with the family to provide resources around end-of-life decisions and listens with sensitivity to family grief and issues. Sometimes the social worker can help mediate the different concerns or disagreements family members might have during anxious moments together. A person who provides spiritual care (chaplain) is also available. By training and experience, this person is able to offer spiritual support to family members seeking help in a difficult time. Our chaplains represent a wide spectrum of spiritual traditions and seek to honor the traditions and values of each family. They often work in partnership with local clergy, when appropriate, and will seek to connect a particular religious representative with a family,

if desired. We have certified nursing assistants available to assist each family with some of the tasks of care, such as feeding, and changing bed sheets or clothing. We also have a large group of volunteers who offer their time and support to families in unique ways, from sitting with an individual or engaging in conversation, to reading or playing a musical instrument, to offering lavender oil hand massages for comfort. Our volunteer managers work to connect just

Last year, Montgomery Hospice **volunteers** helped more than 900 hospice families.

the right volunteer with an individual based on his or her interests and needs. All of the members of this comprehensive care team are offered to each family, but each family decides which of these supports would be most helpful given their own situation.

If an individual's symptoms cannot be managed adequately at "home," then **we have an inpatient facility called Casey House** where we work to help get someone's symptoms under control. It is a unique place. It does not look like a medical facility from the outside, and this is by design. It is meant to be a family-friendly place for families that are going through a difficult time. There is a large, warm meeting place located in the central section where individuals can gather, and a beautiful garden surrounding the building for solitude and reflection. Family members can come and go at any time. Family pets are welcome visitors. A chef is on staff to help with meals. Volunteers are also there to provide a caring presence. Casey House is not needed for most families in our program, but for some it is the right choice.

Montgomery Hospice offers to be a companion on people's most important journey. Our staff and volunteers will provide a comforting presence and a human touch. Montgomery Hospice will bear witness to the dignity of a single human life. Following their lead, we will support people as they live out their lives.

— Kip Ingram
Montgomery Hospice Bereavement Counselor



CASEY HOUSE

Montgomery Hospice is proud to be accredited by The Joint Commission.



Montgomery Hospice voluntarily participates in the rigorous Joint Commission accreditation program. The Joint Commission inspects Montgomery Hospice for compliance with Medicare regulations, as well as their own rigorous standards, at least every three years. Asking about a hospice's participation in an accreditation program is one way families can determine the quality of a hospice provider.

From The Joint Commission:

"The Joint Commission is the nation's predominant standards-setting and accrediting body in health care. Since 1951, The Joint Commission has maintained state-of-the-art standards that focus on improving the quality and safety of care provided by health care organizations.

"The Joint Commission's comprehensive accreditation process evaluates an organization's compliance with these standards and other accreditation requirements. Joint Commission accreditation is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards. To earn and maintain The Joint Commission's Gold Seal of Approval™, an organization must undergo an on-site survey by a Joint Commission survey team at least every three years."

FINDING A QUALITY HOSPICE ► QUESTIONS TO ASK

DOES THE HOSPICE HAVE:

- a full-time medical director?
- a dedicated, inpatient, acute care hospice facility?
- accreditation by The Joint Commission?
- medical staff with specialized hospice certifications?
- a team of professionals providing medical, nursing, social work, volunteer, bereavement, and spiritual care?
- staff members available 24 hours a day, 7 days a week?
- care provided to patients in their homes, at nursing homes, and in assisted living facilities?
- close collaborations with patients' doctors?
- professional counselors who provide grief support and education to patients and families?
- tools in place to serve non-English speaking patients and families?



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Together we... can gentle the journey at the end of life.

Montgomery HOSPICE QUESTIONS & ANSWERS

- What is hospice?**
 Hospice is care that focuses on medical and personal comfort for people living with a life-limiting illness.

 Hospice care helps patients with physical symptoms like pain or nausea. Hospice staff members also comfort patients, families and friends by helping them feel emotionally and spiritually at peace. They work together with patients and families to bring dignity and well-being to anyone affected by illness and loss.
- What is Montgomery Hospice?**
 Montgomery Hospice is a nonprofit organization that has been providing hospice care to people in Montgomery County for more than 30 years. We are the largest hospice in the county.

 Besides hospice services, we provide professional grief support for anyone who lives in the county.
- Is Montgomery Hospice a part of the Montgomery County government?**
 No.
- Whom does Montgomery Hospice care for?**
 Montgomery Hospice helps our seriously ill neighbors in Montgomery County who have decided (after talking with their doctors) to concentrate on living their lives as fully as possible rather than aggressively fighting a disease. For some patients, hospice can be an alternative to staying in – or returning to – a hospital.
- Is hospice only for people with cancer?**
 No. Montgomery Hospice can help patients with any illness (including cancer, dementia, heart disease and others).



- What are Complementary Therapies?**
 Montgomery Hospice uses Complementary Therapies such as massage, music and aromatherapy. For some patients, these techniques (used along with conventional medical care) provide comfort, and ease pain and anxiety.

- How are hospice services paid for?**
 Hospice services are paid for by:
 - Medicare (Part A)
 - Medicaid
 - Private insurance companies, or by
 - Montgomery Hospice. We care for patients who do not have insurance or any other way to pay.
- Where do patients receive hospice care?**
 Montgomery Hospice usually cares for patients and families in their own homes, wherever they live. Besides houses and apartments, we care for patients in assisted living facilities and nursing homes, and also at Casey House, the only health care facility in Montgomery County exclusively designed for hospice patients.
- Who cares for the patient?**
 The team of people that work together to care for the patient includes doctors, nurses, hospice aides, social workers, spiritual counselors (chaplains) and volunteers.
- What services are provided by Montgomery Hospice?**
 - Expert pain and symptom relief
 - Medications
 - Medical equipment, such as oxygen, wheelchairs, walkers and hospital beds
 - Medical supplies
 - Nurses available by phone 24 hours a day, 7 days a week
 - Assistance with patient personal care
 - Grief support
- Do Montgomery Hospice patients have to stop all medications?**
 No.

- How are decisions made about the care of the patient?**
 Montgomery Hospice respects and honors the wishes of our patients. Their priorities guide us.
- Are patients' family doctors still involved when a patient chooses hospice?**
 Yes. Patients can keep their own doctors while receiving hospice care.
- Can patients who sign up for hospice care change their minds?**
 Yes. Patients can stop hospice care whenever they want, for whatever reason.
- Do patients ever leave hospice care?**
 Yes. Some patients leave hospice.
- When patients decide to use hospice, do they die sooner?**
NO. Studies have shown that patients can live longer when they use hospice services. When people sign up for hospice, they get expert medical care that helps alleviate pain and other symptoms. They also get expert care that helps them deal with issues such as spiritual questions or family problems or logistics. The purpose of hospice care is to support people so they can use the time that they have in the best possible way.
- Does choosing hospice care mean that "there is nothing else that can be done"?**
NO. Hospice is the "something else" that can be done. Hospice care is specialized medical care for patients near the end of their lives. Hospice care helps patients be comfortable. Hospice helps families find some peace. The members of the hospice team have many ways to help.
- How does hospice help patients with pain?**
 Hospice professionals have many ways to alleviate pain. Medications are typically used, starting out with small doses and milder drugs. Stronger medications (such as narcotics) can be prescribed, depending on the needs of the individual patient.
- Do hospice patients become addicted to painkillers?**
NO. Use of narcotic drugs to control pain is medically appropriate. Patients using medications for pain relief (with the close support of the hospice team) do not become addicted.



- How does a family know when their loved one could benefit from hospice services?**
 Montgomery Hospice doctors and nurses are familiar with symptoms that indicate that a person may qualify for hospice benefits. The symptoms are different depending on the disease, but often include things such as significant weight loss, a decrease in ability to participate in normal daily activities or multiple trips to the hospital in a short period of time.

- Do patients using painkillers sleep all the time?**
NO. Although pain medication can have the short-term side effect of sleepiness, that usually lessens after a few days, with the appropriate medication and the appropriate dosage.
- Does signing up for hospice mean giving up hope?**
NO. Being in hospice means a shift in focus, with a team of caring professionals who work to understand and to help patients achieve their other goals and to work towards comfort, peace and reconciliation. Hospice allows people to live fully in the time that they have left.

Feel free to call Montgomery Hospice to discuss a particular patient and what services might be available for that person, now or in the future. Gathering information for the future can ease stress and help with decision-making.

Call Montgomery Hospice (301-921-4400) any time, any day.

As needed, we will visit patients and families to answer questions at no charge.

PARTNERS



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FROM HERE. FOR HERE.



Together

We Can Help Our Neighbors

MONTGOMERY HOSPICE IS A COMMUNITY SUPPORTED NONPROFIT.

Your donations make it possible for Montgomery Hospice to:

- support grieving families and individuals, regardless of whether they used hospice services
- complement our professional medical care with massage, touch, music and aroma therapies
- provide inpatient care at Casey House for seriously ill members of our community
- provide specialized, compassionate pediatric hospice services
- provide hospice care to those who have no insurance or not enough insurance

DONATE TO MONTGOMERY HOSPICE:

- Online: www.montgomeryhospice.org/donate
- Or mail a check:
Montgomery Hospice
1355 Piccard Drive, Suite 100
Rockville, MD 20850
- Or call us at 301-921-4400

Grief and Loss Support

Montgomery Hospice helps grieving family members of our patients, with phone calls, mailings and workshops, and also supports and educates community members.

Together we support our neighbors as they walk through grief.

Complementary Therapies

The Complementary Therapies Program integrates holistic services that offer comfort to patients and caregivers. We provide Comfort Touch®, lavender oil hand massage, music and pet visits, Reiki (an energy modality) and have a clinical specialty in aromatherapy.

Together we use a variety of effective services to provide comfort.

Casey House

Casey House is the only free-standing acute care hospice facility in Montgomery County. More than 7,200 patients have been cared for at Casey House since its opening in 1999.

Casey House offers a comfortable, home-like atmosphere, has a team of highly skilled professionals offering round-the-clock monitoring, and all patient rooms are private.

Together we make it possible for patients with severe symptoms to find relief.

Montgomery Kids

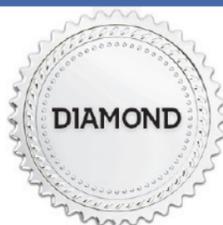
Montgomery Hospice is the only hospice in Montgomery County that cares for pediatric patients. We provide compassionate, professional care for children and their families, in their homes, while respecting their wishes and priorities.

Together we support children and families going through the most difficult time in their lives.

Charity Care

Montgomery Hospice does not turn anyone away who needs hospice services. Care is provided to the uninsured and under-insured.

Together we provide dignity for dying people in our community who have limited resources.



Family & Nursing Care

962 Wayne Avenue, Suite 500
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301-588-8200
www.familynursingcare.com



Together we... can walk through grief.



Montgomery Hospice's **Child Loss group** is for parents grieving the death of either young or adult children.

WHERE DO I GO FROM HERE? Montgomery Hospice Offers Many Grief Support Programs

When a loved one dies, Montgomery Hospice support continues. Our bereavement counselors offer to stay in touch with our patients' family members for a year after the death, as they go through the bittersweet challenges of birthdays, holidays, anniversaries and other "firsts" without their loved one. Quarterly bereavement mailings contain information about the grief journey, articles and poetry about grief and healing, and a list of upcoming support groups and workshops.

Our programs are not just for Montgomery Hospice families. They are available to anyone from the community who needs grief support in the Montgomery County area. Many people find it helpful to talk privately, one on one, with someone who is familiar with the territory of grief. For those who desire one or two face-to-face visits, our bereavement team also offers to meet with individuals at our office, or in their homes if transportation or mobility is an issue.

Our workshop offerings include **Guided Imagery, Journaling and Grief, Grieving Mindfully, Beyond Words: Grief Expression through Art Making**, and a group for **Men Only**. Our more general drop-in discussions about grief and healing were developed to meet both the growing needs of our community and to explore grief in different ways. While conventional wisdom would suggest that "talking about it" is the best way to heal after the death of a loved one, it is clear not everyone processes the intense emotions following a loss in quite the same way. Tools such as journaling, art and meditation offer different avenues for comfort and meaning-making in the difficult days following a loss. Men, for example, often find comfort and validation in meeting with other men going through the same struggle.

Montgomery Hospice offers six-week groups for hospice families and Montgomery County residents who feel being part of a longer



term support group might be helpful. We offer **General Loss** for anyone grieving the death of a loved one, **Parent Loss**, and **Child Loss**. Our **Parent Loss** group supports adults who have lost one or both parents, and our **Child Loss** group is for parents grieving the death of either young or adult children. We also offer **Connections** twice a year, a six-week group for families with young children or teens who have experienced the loss of a parent or sibling. The parents and children meet in separate rooms to talk about their loss with peers their own age. Teens, especially, are often glad to know that they're not the only teens in the area grieving the death of a parent or brother/sister.

Montgomery Hospice bereavement counselors also refer to other grief resources in the area for those that may need them. The grief journey never looks the same for any two people, and the Montgomery Hospice Bereavement Care team works to meet each individual's specific needs.

WHAT CAN I DO AS I GRIEVE?



Everyone experiences loss differently, and each person finds distinctive ways to work through grief. In order to encourage your own ideas of things to try, we offer a list of activities which have been helpful or meaningful to others.

- Natural Remedies – get out in nature, walk, garden, golf
- Find things of interest to read/watch a favorite TV program
- Make Email Connections – ask family/friends to share stories, stay in touch through social media, blogs or chat rooms
- Connect with others – sports, leisure, activities
- Write a letter, start a journal
- Get a health tune up with your doctor
- Volunteer in a meaningful place
- Give yourself permission to take a nap
- Sort through your loved one's things/ create a memory box
- Treat yourself to a favorite meal or restaurant (with friends)
- Develop a hobby/take a class
- Participate in a religious/social community

Montgomery HOSPICE

WE'RE HONORED TO BE THERE

"At a time when we might have felt very alone in the world, our family felt **we had the support** to prepare for and cope with the overwhelming loss we were experiencing."

"I will never forget the **peace** you gave us."

"What Montgomery Hospice provided for our family was **so very important** in getting us through this most difficult time."

SIX-WEEK SUPPORT GROUPS

Afternoon Grief Support Group
Starting September 30, 2014, for anyone grieving the death of a loved one, a six-week group led by Montgomery Hospice professional counselors. 1:00-2:30 p.m. Tuesdays, Trinity Lutheran, 11200 Old Georgetown Rd. North Bethesda.

Parent Loss Support Group
Starting October 1, 2014, for adults who have experienced the death of one or both parents, a six-week group led by Montgomery Hospice professional counselors. 6:30-8:00 p.m. Wednesdays. Montgomery Hills Baptist Church, 9727 Georgia Avenue, Wheaton.

Evening Grief Support Group
Starting September 29, 2014, for anyone grieving the death of a loved one, a six-week group led by Montgomery Hospice professional counselors. 6:30-8:00 p.m. Mondays. Montgomery Hospice, 1355 Piccard Drive, Rockville.

Child, Adolescent and Teenager Grief Support Group
Starting October 1, 2014, for children (4 years old) through teens who have experienced the death of a parent or sibling. Parent/Guardian Group meets at the same time. A six-week group led by Montgomery Hospice professional counselors. 6:00-7:30 p.m. Wednesdays. Montgomery Hospice, 1355 Piccard Drive, Rockville.

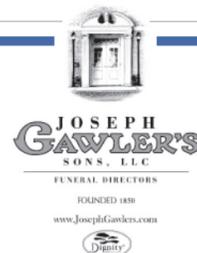
For a list of current workshops and groups, call 301-921-4400 or go to www.montgomeryhospice.org/GriefPrograms/

PARTNERS



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PARTNERS

Together we... can walk through grief.



DO REAL MEN CRY? Help for Men Who Grieve and Those Who Care About Them

Men don't always fit the typical mold when it comes to expressing their grief. Family members or friends may look at a man after a significant loss and question why he seems to shed few tears. They may wonder why he does not show much emotion when others around him are expressing their feelings in a direct way. On the surface, he may seem unaffected in tone, or distracted with accomplishing tasks, or seething with emotion but somehow unwilling to talk about it. He may seem to want to be alone more, and he resists sitting around with others talking about his feelings. Those concerned may wonder why he does not seem to grieve like others and if something is wrong.

Recent research suggests that men certainly feel and are affected by loss in big ways. For example, widowers are at risk for higher rates of depression, health problems and overall mortality than widows. They seek and receive less social support and are 5 to 12 times more likely to commit suicide. There is no doubt that men feel the impact of losses in their lives, so what is happening with their grief? Are they in denial? Have they been taught by society that men are not allowed to cry and show their feelings? Or is there something else going on?

A number of researchers in men's grief, such as Kenneth Doka and Terry Martin, have recognized that people, both men and women, have different grieving styles as individuals. Neither all men nor all women are alike. One cannot lump them into distinct groups, with each one containing separate "masculine" and "feminine" elements. Some men may be more emotionally expressive than others, some women less so, and each individual is shaped by his or her own unique circumstances and loss. What Doka and Martin have noticed, however, is that people tend to gravitate toward two patterns of grieving: intuitive (expressive emotion) and instrumental (practical emotion). And they have found that men more often are instrumental grievers.

Instrumental grievers (practical grievers) experience their world more intellectually and less through intense feelings. They find more energy when solving a problem or accomplishing a task. They cry less, or rarely, and they are more awkward around the emotional expressions of others. They tend to focus on behaviors, and their emotions are often managed in small amounts, which are tied to certain activities. Intuitive grievers (expressive grievers) cry more, experience their feelings more intensely, and find it comforting to share feelings with others. While most

of us are not exclusively one pattern (instrumental or intuitive), but a combination, we lean more toward one or the other. Whether by instinct or social conditioning, men tend toward the instrumental style.

Given the difference in styles, one can begin to understand why and how many men would seem to grieve differently. They still suffer the impact of a loss and carry the emotion of it, but they work it out in different ways. As one man said to me in the early days of his grief, with a combination of frustration and pain, "I wish I could just fast forward through this part and get to the end." I would remind him that suffering in grief is unavoidable and there is no one magical technique to make it speed up or go away, yet there is something important in his desire to approach the grief journey as a series of problems to solve and tasks to undertake. The key is to build upon his strengths and begin to engage in conversation about the many tasks, problems and decisions he is facing. Conversations about emotions still have a place, but we can come at them in a way that is tied to certain purposes and activities.

One common experience many grieving men face is a deep sense of loneliness, and this can present an issue which needs to be addressed. For example, it is not uncommon for a widower to acknowledge that his wife was the one who managed the social calendar for activities with friends. She may have also been the "hub" of communication with children and other family members over the years. So after her death, finding a way to take up and fulfill her crucial role presents a problem. It is important to find the kind of social support which enables a widower to endure lonely times. Finding good ways to manage social activities and supportive connections with others is a crucial part of the grief journey for many men.

This same task-oriented approach can be used to address many of the issues that men often face in grief: denial and shock, guilt and regret, anger, a sense of helplessness or powerlessness, mixed feelings of longing for a loved one and relief that his or her suffering is over. One important activity for grieving men is to engage in meaningful rituals. Such actions can be simple or intricate, a one-time event or an ongoing routine. To engage in a grieving ritual is to do something specific which connects



Montgomery Hospice offers several **free multi-week workshops/support groups for men** throughout the year, and anyone from the community may call to sign up. There are also a number of supportive organizations for men, including the National Widowers' Organization (nationalwidowers.org) and Tom Golden's page for men and grief (www.menweb.org/mengrief.htm).

to a loved one in a meaningful way. It may be listening to a certain piece of music or looking at pictures in a way that lets your emotions come forth. It may be building a memorial of some kind or creating something in a loved one's memory. It may be a ritual to express anger or acknowledge guilt. It may be a ritual to channel energy into a sport or hobby. The power of ritual for many men is that it gives them something to do in their grief, a task in which to engage, a channel for the emotion they carry. In the end, the issue is not whether real men cry, but understanding how men grieve and how best to support them in the grief journey.

— Kip Ingram
Montgomery Hospice Bereavement Counselor

HELPING MEN GRIEVE

- 1 Emphasize problem solving.** Begin with their strengths and what is working for them. Focus on what needs to be done.
- 2 Find rituals that matter.**
- 3 Engage in supportive social activities.** These can be fun outings without necessarily being focused on grief.
- 4 Encourage creation of a "memorial."** This can be any activity undertaken to honor a loved one.
- 5 Acknowledge anger when present** and suggest a healthy expression of it that is not destructive to them or others.
- 6 Honor the space a grieving man may need.** Do not force him to talk "for his own good," or attempt to fit him into a preconceived idea of how grief should be expressed.

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Elizabeth Levang, *When Men Grieve: Why Men Grieve Differently & How You Can Help*

Gerald Schaefer, *The Widower's Toolbox: Repairing Your Life After Losing a Spouse*

Jason Troyer, *Counseling Widowers*

Kenneth Doka and Terry Martin, *Grieving Beyond Gender: Understanding the Ways Men and Women Mourn*

Terry Martin and Kenneth Doka, *Men Don't Cry . . . Women Do: Transcending Stereotypes of Grief*



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Montgomery HOSPICE



together we...

can gentle the journey at the end of life.

If you have a friend or loved one who has a life-limiting illness, tell them about hospice.

- People choose Montgomery Hospice because they want comfort care so they can live as fully as possible until the end of life.
- Patients receive care in their homes.
- Montgomery Hospice helps the entire family, not just the individual who is ill.
- When patients choose hospice, they can keep their own doctor.
- Hospice care is for patients with advanced cancer, heart disease and many other illnesses.
- Hospice care is not only for the very last week of someone's life; patients can receive services for months.

More information: www.montgomeryhospice.org



together we...

can walk through grief.

If you have a friend or neighbor who is grieving, you can help. Some tips:

- Remember that there is more than one way to journey through grief, and not one correct way.
- Avoid platitudes and unwanted advice.
- Listen. Listen. Listen.
- Share stories and memories.
- Call and offer specific help.

Articles about grief and information about support: www.montgomeryhospice.org/grief



together we...

can help our neighbors.

- Montgomery Hospice is a community supported nonprofit.
- Montgomery Hospice has been helping our neighbors for more than 30 years.
- Montgomery Hospice is a quality hospice, accredited by The Joint Commission.

Help us help our friends and neighbors who are dying or are grieving.

Donate: www.montgomeryhospice.org/donate

Call Montgomery Hospice (301-921-4400) any time, any day.