



Executive Director Greg LaGoy

Executive Director's Corner

Those of you who have driven by lately may have noticed some changes to the look of our place since our last newsletter. We now have two beautiful, curved lava rock walls flanking the driveway as you enter. And on the sides of the driveway, where there had once been remnants of old pavement, loose gravel, and general construction debris, we now have hundreds of native Hawaiian plants, thriving in our sandy soil and happily accepting our relentless wind and sun. Now only time and a little water are needed until the approach to our entrance has completely filled in with green. Some day maybe they'll have grown so much that we won't have to look at that huge water main any more that sits on the ground next to our driveway!

Extreme Makeover Update

The transformation has been a long time coming, and has taken a sizable injection of effort and materials. A number of volunteers, contractors and trades people converged on our place at different times, each adding to the mosaic. Now it looks as though it will have been worth the wait. The last things remaining in this "Phase I" include a swinging gate, our sign upon the rock walls, and some lighting for the sign. And by the time those things are done, we'll be starting on Phase II which includes the grounds around the buildings themselves.

Very special thanks to the following for all their hard work and assistance: Herb Andrews and crew (Herb's Landscaping), Kathy Baldwin, Chris Curtis Landscapes, Bill Keele, Kenui Nelson, Anna Palomino (Ho'olawa Farms), Larry Perreira and Lisa Raymond.

From time to time, I notice that other nonprofits will sometimes list their donors in some of their publications. Recently, Kathy asked me whether I felt we should do that in our newsletter. After wrestling with the idea for some time, here is my position, and I would like some feedback: Because of the work we do, because of the intimate way in which we often touch people's lives, a donation to us is often a very personal gesture. I know that if I were to donate based upon such a depth of feeling, I would not be comfortable broadcasting that gesture to a wider audience. Similarly, when we have considered setting certain levels of contribution, such as a "benefactor's circle" for donations above a certain amount, I have felt that this can in some way discount the depth of sincerity behind the donation. Having said that, I do think that if we were to embark on a capital campaign, say, for a hospice house, then I would be open to both publicizing donor names and grouping donors by size of donation.



- Comfort and dignity for people who are terminally ill.
- Assistance and peace of mind for their families.

News from Hospice Maui

FALL 2004

New Clinical Director is 'Old Timer' to Hospice Maui

EVE-LYNN CIVEROLO has just about seen it all — at Hospice Maui that is. Eve-lynn is celebrating her 15th year of employment with Hospice Maui this month, so there are just a mere nine years that there was no connection between Eve-lynn and Hospice Maui. This anniversary also means that Eve-lynn has been with the agency longer than any other employee.

Eve-lynn began her career at Hospice Maui as a part-time nurse in a quonset hut near the old Maui News. She had been working as a home care nurse for Hale Makua and was asked to come to work for the agency by the then Executive Director/Social Worker Charlotte Kuwanoe. She joined the staff of seven that included two other part-time nurses, and shortly after that became a full-time nurse for the agency. At that time Hospice Maui was not Medicare-certified and nurses could offer only comfort care and consult on pain and symptom control. The Hale Makua nursing staff actually provided patient nursing care.

Greg LaGoy joined Hospice Maui as Executive Director just three months after Eve and by mid-1991 was able to

National Hospice Month

November 2004 is the 26th anniversary of National Hospice Month. Since President Jimmy Carter signed the first National Hospice Month proclamation in 1978, Hospice has touched the lives of millions of Ameri-

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HOSPICE IS NOT ABOUT HOW YOU DIE.

IT'S ABOUT HOW YOU LIVE.

Hospice doesn't give us the power to shorten or prolong life, just the power to live it as we choose. To be at home, if we wish. To be painfree. To be comforted and cared for when we can no longer be cured. To learn more, contact your local hospice, call the National Hospice and Palliative Care Organization at 1-800-658-8898 or visit www.hospiceinfo.org.



obtain Medicare certification for the agency. Nurses then began providing all patient care which, said Civerolo, was the greatest change she has seen at Hospice in her 15 years of work. Not only are the physical needs of patients addressed, but the Hospice team also looks to their social, psychological and spiritual requirements.

Eve-lynn returned to part-time nursing status after seven years, and the first

nursing job-sharing position, with the wonderful Lisa Dahms, RN, was implemented at that time.

This system continues up through today and all Hospice Nurses, with the exception of the Clinical Director, work only three or four days a week. Daily census in the early years of Hospice hovered around eight patients. Census today runs between 18 to 21 and Eve-lynn sees that demand continuing to grow due to both a larger population on Maui as well as a greater awareness of the services that Hospice provides.

Eve-lynn was appointed Clinical Director just four months ago. In this capacity she not only oversees the nursing staff and all patients, but also the volunteer coordinator, the psychosocial services coordinator and social workers, and the bereavement and spiritual care coordinator. It's a big job, but in addition to the perfect background for the job, Eve-lynn is also full of enthusiasm and energy. She stated, "I am grateful to be able to do something every day about which I am passionate." She also said that she's "fortunate to be a part of the wonderful, ever-increasing staff and is very hopeful that Hospice Maui will have its own residential facility within the next several years, thus providing even better care for terminally ill patients." According to Eve-lynn, "It looks like the future holds more growth for Hospice. Change seems to be our mantra around here."



MAKEOVER CONTINUES... New, gracefully curved, rock walls now frame the entrance to Hospice Maui. The walls, along with the addition of native Hawaiian plants along the entire Mahalani Street side of the agency, are just a part of the major makeover now in progress (see Executive Director's column in this issue and Extreme Makeover story in the May 2004 issue). Executive Director Greg LaGoy has assured staff members that new Hospice Maui signage will soon be placed on the walls. Adding some beauty to the walls in the meantime are, from left to right: Becky Alexander, RN, Dana Lambrose, RN, Edy Salenger, RN, Merlyn Hanada, Social Worker, Cindy Garcia, Office Manager, Prem Dawson, Social Worker, Wiebke Daniels, Bookkeeper and Eve-lynn Civerolo, RN/Clinical Director.

A News Attitude

A warm Hospice welcome to our newest Hospice Nurses — **Becky Alexander and Gitti Crespo**. Becky has been on Maui the last 19 years. She loves her new Hospice position and is also continuing with private duty nursing and Hale Makua home health care.



Hospice Nurse
Becky Alexander

Becky, husband Chris, and children Emily and Michael, enjoy the easy, breezy living in Makawao... Gitti, originally from Germany, was a Hospice Nurse in Key West, Florida for several years, and has



Hospice Nurse
Gitti Crespo

been on Maui for four years. Prior to joining the Hospice ohana, she was a private duty nurse. In addition to her work with Hospice, Gitti enjoys a full and active life in Makawao with her husband Alex, nine-year-old daughter Julia, and her mother-in-law and father-in-law... Very special congratulations and warm wishes go out to Hospice Nurse **Luciana Hauen-Limkilde and hubby Martin** who welcomed beautiful, eight pound, two ounce

baby boy **Marcus** to the planet on Friday, August 27... Although summer seems long past, memories of great trips still abound. Psychosocial Services Coordinator **Carolyn Richardson and hubby Bob** spent time with family in Ohio, then enjoyed a stimulating two weeks at Lake Chataqua in upstate New York... Volunteer Coordinator **Anne Rowehl** had a fabulous time on the east coast with daughter Wendy and son John. A highlight of this annual trip for Anne is attending the Glimmerglass Opera in upstate New York... Just a little past summer, but still having a great time on her trip was Clinical Director **Eve-lynn Civerolo** who spent a couple of weeks visiting family and friends in Gallup and Albuquerque, New Mexico. A real "high" light of her trip was going up in a balloon at the Hot Air Balloon Festival! ... Most recent vacationers were Hospice Nurse **Felomina Genilla-Garvin and husband Will**, who enjoyed fabulous scenery and interesting sites as they toured historical places and parks in the northeastern U.S. in October... Although Executive Director **Greg LaGoy** was in Denver, Colorado in July to continue work on his M.B.A. at the University of Denver, nature lover that he is, we're sure he found a little time to enjoy some time in the beautiful Colorado Rockies... Needing a new pastime, Hospice ladies **Merlyn Hanada, Wiebke Daniels, Anne Rowehl, Edy Salenger and Eve-lynn Civerolo** are working hard as new members of Halau Ke'alaokamaile, under the direction of Kumu Hula **Kealii Reichel**. We can't wait to see them perform.

That's all the news this issue.

Have a fantastically healthy and happy holiday season!

We'll be back with a new News Attitude in April 2005!



National Hospice Month

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cans, truly offering comfort and compassion when it's needed most. In our own community, Hospice Maui has touched the lives of thousands of our families, friends and neighbors.

Hospice uses an interdisciplinary team of health care professionals and trained volunteers to provide pain-management, symptom control, psychosocial support, and bereavement and spiritual care to the dying and their families. Hospice is the standard by which other comfort-oriented care organizations measure themselves. Hospice usage has grown steadily in the United States, and Hospice Maui has seen increased usage and awareness of its services over its 24

years of operation.

There is still much to be done, however. Here, as in many towns and cities throughout the United States, many people are unaware that Hospice provides such important support at this most critical junction of life and that terminally ill patients can die with dignity and comfort. People who may have heard about our services may be unaware that the major insurers including Medicare and Medicaid will pay for Hospice services. People may also not realize that Hospice Maui will provide the same quality services to people who have no insurance. And while it's understandable that people still wait until they face a health care crisis before learning about our services, it is unfortunate because many people would benefit greatly and have suffering eased immensely if they knew about and chose our services sooner.

To help observe National Hospice Month, those of you reading this Newsletter can be the standard bearers for helping get the word out. Doctors, donors, volunteers, caregivers, business people and other Hospice Maui friends - talk to your families, your friends and your neighbors about your experiences with our agency, tell them what it is we do and how we can help.

Quality of Life

A recent patient of Hospice Maui, Fe' Roble Nebres, wrote the following as she and her family prepared for the next stage in life's journey. We humbly share the words of this unique and joyous woman with you that she published on her weblog on June 24, 2004 and that were included on her funeral service program.

"Quality of Life ... this is what I have chosen when I decided not to go for chemotherapy and radiation in my battle with cancer. And not for a moment do I regret it! I am living this kind of a life now, instead of languishing in some hospital bed, suffering the effects of those invasive protocols that are supposed to prolong your life. For me the effects would probably be disastrous and I may not have survived the treatment.

"I thank and praise God for giving me the discernment to choose for this quality of life and allow the mystery of healing to happen in whatever form it may take!"

— Fe' Roble Nebres

And even in our sleep, pain that cannot forget falls drop by drop upon the heart, and in our own despair, against our will, comes wisdom to us by the awful grace of God.

Aeschylus



HOSPICE MAUI STAFF

EXECUTIVE DIRECTOR
Greg LaGoy

ADMINISTRATIVE ASSISTANT
Cindy Garcia

BOOKKEEPING & BILLING
Wiebke Daniels

CLINICAL DIRECTOR
Eve-lynn Civerolo

DEVELOPMENT DIRECTOR
Kathy Reed-Kameda

HOSPICE NURSES
Felomina Genilla-Garvin
Luciana Hauen-Limkilde
Edy Salenger
Sandy Hew
Hella Theil
Dana Lambrose
Sandy Vilorio
Becky Alexander
Gitti Crespo

HOSPICE SOCIAL WORKERS
Prem Dawson
Merlyn Hanada

MEDICAL DIRECTOR
Joseph Kamaka

PSYCHOSOCIAL SERVICES COORDINATOR
Carolyn Richardson

SPIRITUAL CARE & BEREAVEMENT COORDINATOR & COUNSELOR
Prakash Mackay

VOLUNTEER COORDINATOR
Anne Rowehl





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Equinox Maui

A celebration of haute couture and haute cuisine, along with vignettes of light, magic, music, and movement will enchant guests at Hospice Maui's signature event on Saturday, March 12, 2005. This special and spectacular event will begin at 5:30pm at the Maui Prince Hotel Makena Resort.

A veritable feast for the senses will be provided in the Maui Prince Courtyard, Café Kiowai, the Holokai Pavillion and the Prince Ballroom. In other words, the entire lower level event area of the Maui Prince Hotel will be dedicated to your enjoyment. This is not your ordinary, run-of-the mill party! It's a happening that's just too good to miss!

Why Equinox Maui? Because our event takes place just nine days before the vernal equinox when the sun crosses the plane of the earth's equator, making night and day of equal length all over the earth. It's a time of transition and Hospice Maui helps effect transition, so it flows nicely in terms of our work. Some of the evening's events will relate to the equinox, and other activities will be featured just because they're beautiful and fun!

Save the date now — Saturday, March 12, 2005 — and watch your mail in early 2005 for information on ticket sales and the evening's lineup of entertainment and events!

Very Special People

The support Hospice Maui receives continually amazes and humbles us. The individual and business donors, the volunteers, the clergy, the caregivers, the doctors and nurses, and the other outside medical resources are the ones who make it possible for our staff to provide the very best care for our patients and their families every day throughout the year.

And then, just like thunderbolts, extraordinary things happen which further overwhelm us. Three special people have come forth this past year that we would like to acknowledge and thank for their unsolicited acts of remarkable generosity.

Terrie Elikor, phenomenal graphic artist, for designing and producing our beautiful Newsletter, "Ho'olu'olu," free of charge. The art, the layout, the colors, the feel — it's all Hospice — and

it's possible because of Terrie's generous heart and wonderfully creative work. Mahalo, Terrie.

Maryann Sweeney, who purchased brand new furniture from The Mind's Eye Interiors and Furnitureland to replace the very worn furniture in our Counseling/Bereavement room. The room is now so welcoming, comfortable and soothing. Thank you Maryann for this awesome gift and all that you've done for Hospice Maui throughout the years.

Carla Crowe, renowned, local, fine artist, who donated a beautiful triptych print for this same Bereavement/Counseling Room. The print perfectly compliments the furniture and is the flawless fit for this room in terms of feel, look, color, and, most importantly, the title, which is "Flying Home." Thank you Carla for this brilliant gift.

In Loving Memory

November 27, 2004 will mark the ten-month anniversary of the death of my husband, best friend and partner in life. As all of you know who have experienced the loss of a loved one, life is very challenging in their absence. I continue to miss the joy, kindness, compassion and support that Richard gave to all who knew him, especially to me. I draw my strength from my faith, my family and friends, and the knowledge of his peaceful dying. I get comfort from a sense of his ongoing presence in my life.

Thank you all for your love, patience and prayers extended to me since Richard's death.

Aloha,
Eve-lynn Civerolo

Who's on Board?

WILLIAM IACONETTI, M.D. has been a familiar and beloved figure on Maui for just a few months short of 50 years. The doctor moved from San Francisco to Maui in 1955 and, although trained as a surgeon, began providing general practitioner services. He had not delivered a baby in seven years at that point, but it wasn't long before he was delivering babies along with all other GP services. Along with other physicians, Dr. Iaconetti quickly realized that a group needed to be formed in order that patients could be referred to physicians trained in that particular specialty. Thus, Dr. Iaconetti was one of six "founding fathers" of the Maui Medical Group which has been providing medical services since January 1961.

Having had relatives who used mainland Hospice services, Dr. Iaconetti was very willing to make the commitment when a call came from Greg LaGoy asking him to serve on the Hospice Maui Board of Directors. He is now in the final year of his second three-year Board term. Dr. Iaconetti is pleased to have been a part of the team that worked through the process and implemented the first strategic plan that set a new direction for Hospice Maui. He feels that the services provided by Hos-

pice Maui, including medical, social, bereavement, and religious, if one so chooses, are outstanding and a tremendous benefit for the community. He is pleased to see more physicians now recommending Hospice Maui services when appropriate.

Dr. Iaconetti retired six years ago this past September. He and wife Lorraine, who reside on the west side, enjoy traveling, particularly to visit their sons on Oahu and in Linden, Washington, and a daughter in southern California. However, the doctor's greatest pleasure is being able to spend time enjoying and relaxing on Maui — special delights that came only rarely when he was a practicing physician!

FRAN JOSWICK, a person of great wit, vitality and spirit, currently serves as President of the Hospice Maui Board of Directors. When contacted by Tom Schwab, Fran was willing to make the commitment to serve on the Board not only because she feels that Hospice Maui adds to the quality of life for

everyone, but she also felt a great pull to serve because her sister had used hospice services in Arizona.

With the implementation of a strategic plan and the establishment of Board/Staff working committees with specific goals and accountability, Fran feels that Hospice Maui has reached a new level of stability, along with the ability to even better fulfill its mission. Fran has been instrumental in ensuring that continuing educational opportunities are made available to Hospice Maui staff. Another pet project is grounds and building maintenance and, so to speak, she has been one of the movers and shakers in getting the new landscaping project off the ground. Fran's hope, along with both the other Board and staff members, is that a residential facility is on the horizon for Hospice Maui.

Born and raised in Bronxville, New York, Fran has been on Maui for fourteen years. She began working with Ka Hale A Ke Ola Homeless Resource Center as a Social Worker Supervisor at Maui Catholic Charities, the precursor to Ka Hale A Ke Ola, when it was still located in Puunene. Fran became Deputy Director of

the organization about 12 years ago and stated "It's the ideal job for me, and includes program planning and monitoring, and supervising all staff with the exception of fiscal personnel."

She attended college in Indiana, obtained her M.S.W., and has enjoyed a stimulating career in mental health and human services. Jobs included the Department of Mental Health in Illinois; overseeing three facilities in northern Illinois that provided services for persons who were being released from the State Hospital, and as an administrator of a 99-bed skilled nursing facility for five years in southern California. It was in California that Fran "got bitten by a new bug" and founded a therapeutic horseback riding center for children and adults in San Juan Capistrano which today is one of the leading centers in the world. Fran stated that her "avocation is animals and she feels very blessed and fortunate that throughout life she's been able to combine her avocation with her vocation."

After ten years in California, the Joswicks, a daughter and son-in-law, and Fran's 24 year-old horse Innsbruck, which she had since he was three years old, moved to Kula where they lived for three years. Following her husband's death, her daughter and son-in-law returned to the mainland but Fran loved Maui and wanted to stay. She raised proteas for a time, then she and Innsbruck moved to a two-acre spread in Haiku where she currently resides.

Innsbruck went to his final rest at the ripe old age of 38.



Fran Joswick

LEAVE A LEGACY™ MAUI

A media and educational campaign to increase public awareness about the importance of charitable giving through wills or other estate gifts.

By Greg LaGoy

Back in 1995, Eileen "Miki" MacHenry, a longtime hospice volunteer, died at a retirement home in North Carolina. She had not lived on Maui for several years before that and in fact I had never met her. But her love for Hospice Maui was well known and she had been a hard-working volunteer for many years.

When she died, her estate was worth around \$720,000. She had decided that the gifts she left for people whom she loved would not be greatly diminished were she to give a portion of her estate to Hospice Maui, and so she left a bequest to us of 25% of her estate, which was to become the major source of funding for our new building: meeting rooms that have been so valuable to us, the families we serve, and many members of the Maui community for the last four years.

It is interesting to note that her gift was a restricted one: she stipulated in her will that the money needed to be used for "capital improvement" which is to say that we could not use it to sustain our operation. Her will also stipulated a time limit within which the funds needed to be used, otherwise the money would need to be passed along to another not-for-profit organization. Such restrictions can help give someone who is contemplating leaving a legacy the power to see



that their gift helps manifest a vision for the organization.

So you can see, while the term "Leave-A-Legacy" may sound like just another catchphrase, it is an action that an individual can take that can have a profound effect on an organization and a community, while not having a profound impact upon the donor's heirs. It is a gift that gives back over and over.



LEAVE A LEGACY™

LEAVE A LEGACY™ MAUI – a promise made by one generation to succeeding generations that valued institutions will be there for them.

Supporting Maui United Way Supports Our Community

The Maui United Way Annual Campaign continues through November 30, 2004. All money raised by Maui United Way stays in Maui County. Your donation to the agency is confirmation of your belief that it is important to assist those in need, an affirmation that we are all part of this island community, and a desire to ensure a better quality of life for those needing support.

The funds are distributed to a number of nonprofit agencies including Hospice Maui. The organizations that receive

money from the Maui United Way could not fulfill their missions and assist members of our community if so many, many individuals and businesses did not have the commitment to support the Maui United Way.

Remember, you can designate the agency to which your donation should be directed. Maui United Way has dedicated community members who are careful to ensure that all funds are distributed as specified by donors. Help Maui United Way meet their goal this year — each little bit helps!



We are happy to accept donations of operable vehicles at Hospice Maui. We can sell your car or van or truck and use the income to help us continue providing quality care for our patients.

Donating a car is surprisingly easy: just provide us with the car, the keys,

and a clear title to the vehicle! In return, we give you a letter for your tax records. If we are likely to sell the car for over \$5,000, then there's an IRS form to fill out also. That's it!

For more information or to donate a car, please call Cindy at 244-5555. Mahalo for your carkokua!



HOSPICE MAUI
400 Mahalani Street
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A Heartfelt mahalo.

A "Mahalo Party" in honor of Hospice Maui volunteers was held on September 15 in our meeting room. Thirty volunteers and staff enjoyed delicious cuisine from "Consuelo's Catering." Volunteers were introduced to the old and newer Hospice Maui staff members, and everyone enjoyed catching up and talking story.

Those attending represented the range of volunteers who add their efforts to our cause. Their help ranges from being in the home with patients, painting gift tags, assisting in the office, to seeing that our T-Shirts and

Gift Tags are available in various retail locations. A volunteer may provide respite for family caregivers and companionship and friendship for the patient. Some volunteers receive special bereavement training to enable them to assist families for a year or more after a loved one has died. We plan to start holding regular regional support meetings of volunteers, as we used to. The purpose of these meetings is to share experiences and ideas. Because of confidences involved and the uniqueness of hospice volunteer work, volunteers often have no other

setting in which to talk about their challenges and rewards. It will be good to get that going again.

The 2004 Hospice Maui Volunteer Training was held recently. In order to provide quality training and maximize the impact, we had to limit class size to 25 people from a list of over 50. Candidates were also selected based on areas where we have the most need including Lahaina, Kihei and Central Maui.

Our volunteers are such an important part of the Hospice team. Believe it or not, we still have volunteers who were part of our original volunteer class back in 1981. Hospice Volunteers are a diverse group and are the most caring folks one could ever hope to find.

