

Executive Director Greg LaGoy

## Executive Director's Corner

There are three "new things" happening here at hospice. And they are all related. The first is that we are changing one of our admission criteria. It used to be that we required an intact, 24 hour care giving system to be in place in the home setting (usually family members, but it could be paid caregivers or friends) before we would admit a patient. We, like most other hospice programs, simply can't afford to "staff" someone's home ourselves, since, in the course of a terminal illness it is usual for such 24 hour care to be needed at some point. Well, fewer and fewer patients have such intact care giving systems in place, and we are seeing that in order to serve this community better, we must do more. So we have committed to provide hospice care at home even when there are either challenging care giving situations or scheduling

*We are seeing that in order to serve this community better, we must do more.*

gaps, as long as there is at least a single responsible family member or friend who will act on the patient's behalf in providing or hiring much of the care. To make this work, we must clarify for the family what their options are, which can include their hiring care givers, or preparing for institutional care when care at home is no longer desirable or possible. Even when the family hires care givers to fill in the gaps, the load on us is still increased. We find that we end up providing more volunteer hours; more nurse aids visits; more nursing and

social work visits; and more hours supporting care givers so they don't burn out, or helping them find ways to see that the care needs are met.

While this change in who we will admit is better for members of our community who would otherwise go without hospice service, it takes a toll on our staff, both in terms of time requirements, and emotionally—the emotional demands on staff are increased substantially when family members are less present or available. This requires more staff hours, more volunteers, and more income to pay for the other additional services, like nurse aides. It is our hope that our second change will help us with this: Our "deeper purpose." (See the cover story.) By publicizing the larger and deeper impact of our services, it is our hope that fundraising will be improved. By speaking to the unseen, positive side of dying, it is our hope that attitudes will slowly shift, resulting in fewer emotional barriers that are currently preventing people from receiving our services. More people being served helps us financially by changing our economy of scale.

The third "new thing" going on here is a facelift inside and outside the office: Our parking area is being expanded to accommodate twice the number of cars, we are renovating our reception area, installing new carpeting, completely painting the inside, installing new cabinetry, and adding some office and storage space. Why are these changes important at this particular time? Because they are outward signs that there are less visible but no less important changes going on here internally. And these outward changes are again supportive of staff in their now-more-challenging jobs.

Yes, we are facing changes in our community and our health care environment. My commitment is to adapt to those changes in ways that strengthen us, and which foster the spirit of compassion that has set us apart from all other providers of health services.



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

News from Hospice Maui

FALL 2005

## *a deeper purpose*

One of the largest barriers to terminally ill people being able to access our services is the society-wide set of misconceptions and fears around death. How many people do you know whose mental picture of death includes, as one of the largest elements of it, the fact that it has the power to enrich the lives of the survivors more than most any other experience? Not many, I'll bet. Perhaps because our media deliver almost exclusively negative images of death to us. We at Hospice Maui feel that, since we are the stewards of an otherwise ignored essential truth about death, it is incumbent upon us to hold it out in a way that begins to re-educate our society. It is this focus on re-education that has brought to light that we have a "deeper purpose" than is reflected in our mission statement.

One of the things that has been unchanging in the last twenty five years of our existence has been our mission statement, or as named in our Bylaws and our Articles of Incorporation, our "purpose." Those documents state it succinctly:

- To assist terminally ill persons in living their final days in dignity and comfort;
- To support and assist the families of terminally ill persons before and after the death;
- To educate the public of the physical, social, psychological and spiritual needs of terminally ill persons.

Over the years, I have found ways to say the same thing differently, for different occasions. For use on brochures and banners, we needed something that says it in less space: "Comfort and dignity for the terminally ill. Support and assistance for their families." Recently, in order to differentiate our proposed "deeper purpose" from the actual work we do, we have: "Our work is providing physical comfort and

*... to enrich our community by helping people make the most of the gifts that preparing for death can bring: Compassion, Insight, Courage, Humility, Inspiration, Confidence and Growth.*

emotional and spiritual support for people who are terminally ill, and supporting and assisting their families, before the death and while they are grieving."

These words still ring deeply with meaning and value. The words suggest that hospice care is a sort of "applied kindness," in which the many things that are provided ultimately feel like acts of kindness to those receiving them—those who are going through one of the most difficult times in their lives. In my opinion, such "kindness" can stand entirely on its own as a worthy "purpose," no matter what the latest fad or craze is. This may account for the fact that our "purpose" has worn so well over time. So it should be obvious that any "deeper purpose" we might articulate cannot and must not be

something that diminishes what we currently do, nor even how we talk about what we do.

In the fifteen years that I have been the Executive Director here, one of the most important changes in mainstream health care has been their slow adoption of some the values that we have championed for decades. Under the names of "comfort oriented care" and "palliative care," more and more physicians, nurses, and institutions have found that in situations where treatment holds no promise of a longer or higher quality life, embracing our values results in better quality of life for patients, happier family members, and is less expensive. That means that good pain control, sensitivity to the importance of symptom control, and at least a recognition of the importance of emotional and spiritual support can more and more frequently be found in hospital and home health settings. But if we examine the totality of what we provide, we see that there is indeed a "deeper purpose" to our work than is reflected in the tasks of caring, and one that is unlikely to be taken over by any one else in health care, no matter how skilled at pain and symptom control. It is "to enrich our community by helping people make the most of the gifts that preparing for death can bring: Compassion, Insight, Courage, Humility, Inspiration, Confidence, and Growth."

While we do this in the context of providing pain and symptom control and emotional and spiritual support, this "deeper purpose" speaks to the sense of meaning we find within those activities. I think that it will always have value on its own, even if someday hospitals, nursing homes, and home health agencies provide many of the "goods and services" that we now provide. Our pursuit of our "deeper purpose" is enriching our community in ways that nothing else possibly can. That is what we ultimately do.



Eve-Lynn Civerolo



Gitte Crespo



Dana Lambrose



Edy Salenger

## EDUCATIONAL ACHIEVEMENTS

Professional certifications and advanced degrees can be important ways to infuse new ideas and energy into an organization through its employees. Because we are aware of the importance of this, we do what we can to support those staff who choose to pursue such things. We are pleased to announce that there have been some substantive achievements that we have been celebrating lately:

There is a certification for hospice nurses which requires two years of experience and passing a 150 question, three-hour exam. Four of our staff became certified, after studying for four months, attending several state-wide video teleconference review sessions, and enduring both the harrowing exam and the five-week wait for their grades. Our Clinical Director, Eve-Lynn Civerolo RN, and three of our RN's, Gitti

Crespo, Dana Lambrose, and Edy Salenger have now earned the title "Certified Hospice and Palliative Nurse" (CHPN). Congratulations!

It was reported in an earlier newsletter that our Executive Director was pursuing an MBA in Health Administration from the University of Colorado at Denver. Now we are pleased to report that he graduated in July, and was #1 in his class. Congratulations!

# Who's on Board?

Karen Temple moved to Maui 11-1/2 years ago after graduating from Willamette University College of Law in Salem, Oregon to join her husband, David Temple who was already living on Maui. She was fortunate to have arranged to work for Thomas A. Bodden before arriving. She has enjoyed living on Maui and is delighted that her daughter Tess (5) has such a wonderful community in which to grow and develop.

Two years ago Tom Bodden and Karen formed the firm of Bodden and Temple LLC which specializes in estate planning, which, besides the preparation of wills and trusts, also includes real estate and business transactions, estate administration, probate, and preparation of estate and gift tax returns.

In response to a query regarding giving habits, Karen mentioned that she hasn't really seen an increase or decrease. She finds that people who enjoy giving to non-profits and supporting the community during their lifetime, also tend to provide funds for these organizations in their wills. Karen helps them with the discussion of the various methods for giving that will meet their overall goals.

Karen said that many people are happy to give outright and unrestricted bequests to charities which is the simplest and least cumbersome method of support. On occasion an individual feels that the charity should be provided direction for the purpose of the gift, while others like to know that their bequest will be directed to an endowment fund that will continue to provide the charity with stability. Some individuals may need to make certain that their money provides them with a lifetime income, but when they die, the balance will support their favorite charity. This is part of lifetime and end-of-life planning, and there are many ways to accomplish this desire such as through annuities and charitable remainder trusts.

Tom Bodden was a great supporter of Hospice Maui and was serving on the agency's Board of Directors when he was diagnosed with ALS. He wanted to continue to serve the community for as long as possible. When he was no longer able to fulfill his obligations as a director, he

asked Karen if she would be interested in fulfilling the remainder of his terms. Karen stated, "I was honored that he asked me if I could help hospice which is such an important organization for our community. He then recommended me as his replacement and I was delighted that the Board of Directors accepted me." Karen is now in the second year of her first term on the board.

As part of the Hospice Maui Fund Development Committee, Karen feels that the annual spring fundraising event is an important aspect of the agency's accomplishments.

In addition to providing great fun and raising money, she feels that it also generates more interest in and public support for Hospice Maui. Karen also mentioned that she is happy to see the many accomplishments of the hospice staff in caring for its clients, however, she believes that this has always been the case and is an ongoing accomplishment of the hospice mission.

Karen anticipates that the role of Hospice Maui will continue grow in the Maui community. She stated, "The end of a life is an important and dramatic moment in each person's life, and it is comforting to know that families on Maui have support at such an important time."

According to Bill Keele, the first thing that brought him to Maui was a jet plane in 1972! He took a week off work as a professional Ski Patrolman in Alta, Utah to fulfill his youngest brother's request that Bill chaperone him and a girl friend on their trip to the beautiful valley isle which was a graduation gift to themselves.

Five years later a 34' sloop delivered Bill to the islands once again. He and three friends took 25 days and lost a rudder in sailing from Marina Del Ray, California to Ala Wai Harbor in Oahu. Two years later he was back on Maui, but this time it was windsurfing that was the main attraction. Over the following three years he and wife Paula returned to Maui several times to try to quench the windsurfing desire. It was unquenchable, so they decided to

move to Maui from Colorado in 1985.

Bill said that in the 20 years he's been here the most noticeable change is the population density. Bill has lived upcountry since arriving, and has seen the rural, open land diminish and residential areas become more dense.

Paula, Bill's wife of 26 years, is a fitness educator for the YMCA and teaches Cardiac Rehab classes, provides Continuing Education for the fitness staff, and teaches PE in elementary schools through a Physical Education Partnership grant. Paula also takes care of payroll and insurance for their construction

company, Keele Construction, Inc. The company has been in business for 25 years, primarily building residential homes. Bill started in Colorado where he did a lot of log home construction. Moving to Maui gave him the opportunity to work with some top notch architects and engineers, and create a different style of home.

It was through his company that Bill came to be on the Hospice Board. Greg LaGoy had Bill to do some construction-related work at his own residence many years ago, plus they had known each other socially for some time. So, when the need came to have someone with construction background on the Board, Bill was asked and readily agreed. Bill said "It has been a real education to see and feel the depth of Hospice Maui during my two plus years on the board. Board members freely volunteer their time; the staff and other volunteers seem intent on doing their best, and the goals of the organization are of the highest ideals. I am proud to be a part of this."

Bill feels some of the most obvious changes are the improvements to the grounds involving cleanup and new plantings. Additional new parking stalls will be available by the time this article is in print. "However," Bill stated, "the more significant changes are the ones behind the scene. The Board provides a stability to help pave the way to better services for the benefit of the community. I look forward to the time more people are educated about hospice, and more individuals and families can feel the love, integrity and support of the hospice organization."



## HOSPICE MAUI STAFF

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Carolyn Richardson

**SPIRITUAL CARE & BEREAVEMENT COORDINATOR & COUNSELOR**  
Prakash Mackay

**VOLUNTEER COORDINATOR**  
Anne Rowehl

## Hana Community to Benefit from Volunteer Training

Malia Henderson, Director of the Hana Senior Center, "Hale Hulu Mamo," used to tell Dr. Greg LaGoy that he was not entirely accurate when he talked of Hospice Maui serving the island of Maui because hospice could not provide services to Hana.

This all began to change when Hospice Maui took a twelve-hour version of the volunteer training to Hana on September 9 and 10. Greg, Clinical Director Eve-lynn Civerolo, Volunteer Coordinator Anne Rowehl, and Rachel Porter, long-time hospice volunteer on Maui and O'ahu, trained 14 volunteers from the community. Trainees included sev-

eral nurses as well as kupuna and volunteers. Training included hands-on care of patients, as well as training in the art of being physically, emotionally and spiritually present with the dying. The hospice trainers totally loved the Hana experience. "These were among the most capable and committed volunteers we have trained," Greg reported. "We learned so much from the loving volunteers in Hana, and through them we gained an immense appreciation of both their challenges and their special spirit of caring and aloha. The Hana volunteers feel that this training, combined with consultation from Hospice

Maui and the loaning of needed equipment, will enable many Hana folks to remain home during their final weeks or days.

Malia has since shared a story with us of how their Hana physician, a public health nurse who took the training, and volunteers pulled together and worked closely with a dying kupuna and her family to keep her home until she died peacefully. This training was made possible through the efforts of a dedicated, loving bunch of folks at Hale Hulu Mamo, and we at Hospice Maui look forward to further in-services and collaboration in the future.



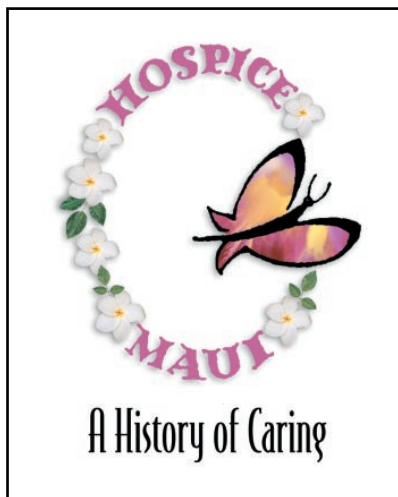
# Book Celebrates 25 Years of Hospice Maui

"Hospice Maui, A History of Caring" is a wonderful new book by Jill Engledow, written for the 25th Anniversary of the founding of Hospice Maui. Hospice Maui received its charter on November 16, 1981, and the anniversary will be celebrated in a number of ways commencing in early 2006.

The late Dr. Elizabeth Kubler-Ross, whose book "On Death and Dying" became a bestseller after its 1969 publication, held several workshops for nurses, students and interested community members in Hawaii in the mid to late-1970's. Dr. Kubler-Ross introduced the hospice concept at one of these workshops, and fanned the flame to build a service for the dying, that was burning brightly among some Mauians such as Charlotte Melrose, Margaret Cameron, Edy (Gardner) Salenger and Susan Brown.

The rest is a history of caring and Engledow has captured the heart, the commitment and the hard work among a core group of community members who volunteered their time and efforts in order to make Hospice Maui a reality.

Engledow interviewed past and present employees, Board members, volunteers and other stakeholders in order to provide an in-depth look at the agency's formative years. Hospice Maui's former Executive Director, Charlotte Kuwanoe (the agency's only director other than its current head, Dr. Greg LaGoy), reminisces fondly in the booklet about the



agency's beginnings and how, for some time, "she was everything." She took referrals, did assessments, trained volunteers, handled administrative duties and basically did whatever it took to keep Hospice Maui afloat.

"A History of Caring" is an interesting reminiscence for those who were right in there at Hospice Maui's birth, and an insightful view of the agency and its people for those who would like to learn more about the people and the work of Hospice Maui.

The book is available for \$5.00 at Hospice Maui, 400 Mahalani Street, Wailuku. Cash, checks, Visa, Mastercard and American Express are all accepted. Call Kathy at 244-5555 to reserve your copy now and/or for more information.



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# Volunteer News Update

By Volunteer Coordinator,  
Anne Rowehl, R.N.

One of the Medicare requirements for hospice is that "at least 5% of patient care time must be covered by volunteers." Volunteers contributed 887 hours of patient care in 2004, or more than 10% of total patient care time. At \$12.00 per hour, Hospice Maui saved over \$10,000 in 2004. Total 2005 volunteer hours to date is 1271 or a dollar value of \$15,252, and we still have two months to go in the year. These figures quantify just how valuable each and every one of you is to Hospice Maui and one of the reasons you have our undying gratitude.

Medicare audits our volunteer hours, so you can see how important it is for us to have accurate records of your time ... please complete the hours' form and send it to the office at least once a month. Our wonderfully talented volunteer web master, Mychael Patrick, has included the form on our web site (hospicemaui.org) so you can now go on-line, fill it out and return it via email, or print the form and bring it to the office, or use snail mail - whatever works for you, just get it to us. Mychael is also working on including bereavement and patient care notes on line for your use.

## Volunteer Activities in 2005 included:

By year's end we will have held six bereavement volunteer meetings. We have a small but loyal group who attend, and hope to add more now that we just completed training for an additional 12 bereavement volunteers.

A celebration to honor our volunteers was held on April 22 at hospice. Each attendee received one of our very popular hospice tote bags!

The Annual NHPCO Teleconference was also held in April and a number of volunteers, staff and community members attended. Pain Management will be the theme of the April 2006 Teleconference and we hope to see many of you there. Invitations will be sent out well ahead of time.



In May I went to the Kaunoa Senior Center to meet and thank the ladies who paint our gift tags. Each of these wonderful volunteers also received a tote bag. A trip to Lahaina is planned before year's end to visit with the ladies who paint tags on that side.



Volunteers participated in our May 29 Memorial Day Service on the grounds of Keawalai Church in Makena. They read poems, helped greet families and brought goodies for the reception.



A get together and talk story time was held for volunteers from the class of '04 on July 22. Both men and women from this very active class told beautiful and moving stories about how their lives have been touched by their patients and the patients' families.



Twenty-three volunteers plus staff attended a workshop on August 22 conducted by Frank Ostaseski from the Zen Hospice in California.



In September Greg LaGoy, Eve-lynn Civerolo, Rachel Porter (a volunteer for Hospice Maui and an Oahu Hospice), and I spent a day and a half providing volunteer training to 14 Hana residents (see related article in the Newsletter).



Several volunteers assisted in providing information and distributing brochures at the Maui County Fair hospice booth on Sunday, October 2.



Maggie Callanan, author of the outstanding book "Final Gifts," gave a workshop for staff and volunteers on October 24. A marvelous morning — we all hated to see it end!

As you can see, it's been a really busy year for volunteers and, we are planning one more gathering before the year ends. I sincerely hope you will attend. I love working with volunteers. You have such compassionate and caring hearts. Thank you for all you do.

Anne Rowehl, R.N.

## In Memory of Froctoso G. Hufalar, Sr. January 15, 1908 – March 15, 2005

FROCTOSO HUFALAR was diagnosed with non-hodgkins lymphoma about two years prior to our introduction to him this March. He had just finished a round of radiation treatment at the hospital and was anxious to go home. Mr. Hufalar's doctor was concerned about releasing him, but Mr. Hufalar and son David gently insisted, so the doctor sent him home and recommended hospice services. Thus began another riveting and enriching journey between a patient and his family, and Hospice Maui.

Froctoso's life was comprised of 97 joyful, fruitful years from January 15, 1908 to March 15, 2005. They were years committed to his family and to serving God through the Filipino Assembly of the Firstborn, later known as the Koinonia Pentecostal Church. Froctoso was pastor of the church from 1961-1974, and then served as Assistant Pastor until he retired in 1998.

Froctoso met his future wife Paulina in Pepekeo, Hawaii when she was only 14. It was love at first sight for Paulina and the two married a year later on September 27, 1947. Froctoso and Paulina spent 57 joyous years together and raised their six children in Lahaina.

Hospice Maui RN's Gitti Crespo and Dana Lambrose, and Social Worker Merlyn Hanada, took care of Froctoso during the time he was on our service. Froctoso referred to Gitti as "my girl, my nurse." He denied ever being in pain, but took great comfort in the services provided by both the hospice staff and his entire family. Their three surviving children, nine grandchildren and six great grandchildren were all involved as possible in Froctoso's care. The simple daily acts of talking with each other, having a child hug and kiss his great granddad, massaging Froctoso's neck and feet, rubbing his legs, and giving him water were part of the services joyfully given and gratefully received. Paulina particularly remembers an occasion during this period when she was able to bathe Froctoso in the tub. When one is bed bound, actually getting out of bed and into a tub of warm water is an unparalleled experience. As Paulina washed Froctoso, he hugged her, wet, soapy and all, and said "I love you."



Froctoso Hufalar in January with his four-and-a-half-month-old grandson, Drew.

A deeply felt non-verbal connection grew between Froctoso and Gitti as he moved nearer and nearer to death. He looked forward to and anticipated a heavenly afterlife to celebrate and share the love of God. Froctoso Hufalar, Sr. died on March 15, 2005. Paulina and her daughter Gloria were with him as he took his last peaceful breath, and son David was nearby. The relationship between Froctoso and Hos-

pice Maui gave him and his family comfort. It has given our staff an incomparable experience in humility and inspiration that will be shared with other hospice patients and families, and with the community in general as they are transformed by the miracle of death. Gitti and Paulina have also become dear friends.

Paulina misses Froctoso terribly and thinks about him all the time. Yet, she is able to share stories and dreams about him with us, and to giggle about things they shared in their life together. She is able to smile as she wipes away a tear.

As painful as grief is, as sad as it is to lose the physical person, these are some of the great gifts that the Hospice Maui staff take with them from the families they serve, and, in turn, give back to the community to enrich us all.



## HOSPICE MAUI BOARD OF DIRECTORS

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# Great Holiday Gifts!



Looking for a way to make a great impression on female family members and friends during the holiday season and, at the same time, support your favorite local charity? Look no further...Hospice Maui T's and Tags are thoughtful and inexpensive gifts for the women on your shopping list.

The T's come in small, medium, large and extra-large in a great array of colors including pinks, lavenders, yellows, light green, black, navy blue, and coral. (Some colors not available in some sizes.) The silk-screened lei extends from the shoulders to mid-chest in the front and to the same point in the back.

T-shirts are only \$15.00 or two for \$25.00, and all proceeds are used to support Hospice Maui programs.

We also sell all occasion gift tags – 10 tags for just \$2.00. Images on the tags are by local artists that are hand-painted by volunteers at Kaunoa Senior Center's Sumie Class.

Gift tags may be used for a variety of occasions, however, some tags are specific to the Holiday Season.

Stop by the Hospice Maui office – 400 Mahalani Street, Wailuku, between 8am and 4pm Monday through Friday, or call Kathy at 244-5555 to order by phone.



## A News Attitude



Mary Elkins

A big Hospice Maui welcome to **Mary Elkins, R.N.**, who joined our staff this summer. Mary, husband John and son Robert moved from Arizona to Maui a year ago. They are now in the midst of building a home on land they purchased three years ago. Robert is currently enrolled at MCC and plans to return to Arizona next summer to attend college. Mary, who also works part-time at Hale Makua, enjoys reading and yard work for relaxation. Mary said that her job with Hospice Maui is a blessing. She said it is inspiring how people open their homes and hearts to allow us to share this time with them ...

**Clinical Director Eve-Lynn Civerolo** has been accepted at The Alaya Institute in San Francisco to be trained in the End of Life Counselor Program. Eve-lynn is one of only 27 people from around the world who are accepted annually in this program which offers an unparalleled opportunity for personal and professional development, and innovative approaches to the multiple dimensions of end of life care. The ten-month program, beginning in January 2006, emphasizes "learning while working" and includes monthly sessions in the San Francisco Bay area, fieldwork in the local community, and faculty mentoring face to face or through electronic communication.

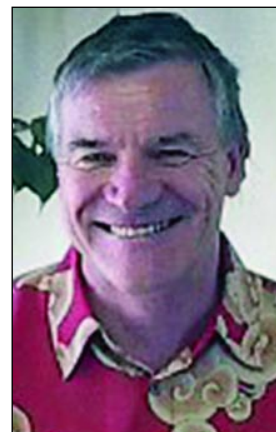
## Hospice Counselor is also Teacher

As well as being our counselor at Hospice Maui, **Prakash Mackay** is also a teacher in the Ridwhan School which teaches the Diamond Approach®, a contemporary spiritual path that integrates self-realization while living fully in the world.

In September he was invited to be part of a team teaching this method at Buckland Hall in the Brecon Beacons in Wales, a beautiful old stately Victorian home.

The group was composed of 100 people from eight different coun-

tries who were being introduced to this teaching for the first time. Prakash said "It was a very inspiring experience for me to be able to share something that is very precious to me in my home country. To work with so many people from such diverse cultural backgrounds helps to expand my capability in dealing with the multi-cultural diversity that we find here among our families in Hawaii. I really appreciate that the rest of the Hospice Maui staff was able to cover for me, enabling me to participate in this enriching experience."



Prakash Mackay

**A Workshop on Coping with Grief during the Holidays will be held at Hospice Maui on Saturday, December 3, 2005, 8:30 a.m. to 12:30 p.m.**

**Call 244-5555 for More Information**



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