



Executive Director's Corner

Executive Director
Greg LaGoy, ND, MBA

Celebrating a life of service

In my column in the Spring Newsletter, I reflected on my having been with Hospice Maui for twenty years. Yet one of our staff has been here even longer: Evelyn Civerolo, RN, CHPN, came aboard three months before I did. Because she is the very heart of this organization, I will celebrate here the enormous contribution she has made.

Eve-lynn began as one of only four hospice nurses, going into the homes of our dying patients to offer comfort and support. But it didn't take long for her to rise to a leadership position, informal as it was: Any time a new nurse was hired, she was

the one who would take the lead role in their orientation and training. It was she who set the standard for how often nurses would visit patients at each stage of their illness, and she was the role model for championing the needs of patients and families.

In 2000, her husband became ill with lung cancer and she found that it was too intense to do hospice nursing while she was caring for her husband. So during the four years of his illness, she was our Volunteer Coordinator, and infused that role with the same passion and compassion that were the hallmark of her nursing. In that role, she also organized and ran our Children's Bereavement Camp which took place in the summers of 2001 and 2002.

A few months after her husband died in 2004, she returned to work as our first Clinical Director and in 2005 she was among the first four RN's at Hospice Maui to become Certified as a Hospice and Palliative Nurse. To this day, she will sometimes step out of her role as Clinical Director to do hospice nursing in the home when the need arises.

"It was she who set the standard for how often nurses would visit patients at each stage of their illness... she was the role model..."



Eve-lynn Civerolo,
Clinical Director,
RN
CHPN

Today more strongly than ever, Eve-lynn embodies the purest and highest ideals of hospice care. Her passion for championing those we serve has been the single unwavering force that has kept the quality of our services at the very highest level. Eve-lynn, all of us at Hospice Maui, and countless members of our community, are grateful for all your years of true dedication, and we congratulate you on all you have accomplished!



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

News from Hospice Maui

WINTER 2010



Tuesday, November 16, 2010 – Save the Date! It's Hospice Maui's first "island-wide" fundraising event

Tuesday, November 16, 2010 is already a special day for Hospice Maui. It's our 29th anniversary of service to the Maui community. It's only fitting then to celebrate this milestone with the inaugural "Dine Out for Hospice Maui," a tasty, affordable and soon-to-be annual community event.

We are inviting all of Maui to grab friends and family and "dine out" at select restaurants. We are grateful to have the support of several generous local restaurants that have partnered with us to donate a portion of their November 16th proceeds to Hospice Maui. Our goal is to drive as much traffic as possible to these participating restaurants this day and every day.

- Treat your friends to delectable dining and breathtaking views at Kula Lodge and Restaurant, the gateway to lovely Upcountry Maui
- Meet your ohana in Kahului and feast on tasty delights at Ruby's Diner or sample the delicious fare at Bistro Casanova
- Enjoy a special evening out with friends at two ever-popular spots on the south side, Stella Blues in Kihei and Mala Wailea at the Wailea Marriott Resort
- Load up the soccer team in the van and hele on down to Kahului McDonalds, Dairy Road McDonald's and Da Kitchen for the big eats.

Tuesday was chosen, not just because it is Hospice Maui's 29th Anniversary, but also because Tuesdays are traditionally slower days/nights for most restaurants. By eating out at one of the partner restaurants on November 16, you help



increase the restaurants' income during a normally slower time period, help keep their employees working, and support Hospice Maui all at the same time.

Whether you're on for fish, steak, greens, pasta, chicken, vegetarian and organic, you'll find a participating restaurant that will more than satisfy those taste buds. You'll have a great meal, and the knowledge that you've helped out a really important cause.

- Surprise your better half with an evening out at Maui Brewing Company, and Mala Ocean Tavern, both in Lahaina.
- Eat, talk and laugh with your best friends while loving the lunch at Moana Café in Paia, and saunter on over to Market Fresh Bistro in Makawao for the freshest foods from 11:30am to 4pm
- Willie K's performing on November 16 so enjoy fine dining and one of Hawaii's foremost entertainers at Casanova Italian Restaurant in Makawao
- Downcountry during the day? Take out a delicious, nutritious chick-pea "walafel" at Walafel.com in Kahului from 10am to 6pm

■ Savor the special fare at two of our local favorites — Café O' Lei Napili and Café O' Lei The Dunes

Maui restaurants are notoriously generous. They support so many, many different events and nonprofits throughout the island. We humbly ask for your kokua in this event and please thank your restaurant choice for their support of Hospice Maui.

- Enjoy ono food, fun and fabulous flair at Hard Rock Café in Lahaina
- Open-air ambience, great food and sports galore abound at the Oceans Bar and Grill in Kihei
- In Paia, yummy yogurt will tempt many of you to the Green Banana Café, while vegetarians and those looking for organic and lifeorce, will love the fare at Café Prana Nui in the Haiku Marketplace

Hospice Maui provides quality comfort and care to Maui's terminally ill persons and their families. Since 1981 we have provided services ranging from medical care, pain and symptom control to family support and bereavement services. Our philosophy is that most of us come into the world surrounded by love, comfort and care, and that we deserve the same when we leave.

Mahalo pumehana to all participating restaurants, their owners, managers, chefs and all staff. You give so much to the Maui community and we are truly grateful for your generous support of our event.



Hospice Maui in the Community

With great enthusiasm and vigor, many staff members have been participating in community events recently, including American Cancer Society's Annual Relay for Life on July 10 at the War Memorial Stadium.

With a theme of "Life Sizzles," our Red Hot Chili Peppers' team featured Team Captain Joni Connelly, Nancy Long, Anne & Roger Rowehl, Melanie Platt, Eve-lynn Civerolo, Kate Ezaki, Cindy, Marcos & Inez Garcia, Russell, Layla & Lily McCann, Kathy Reed-Kameda, Nalani Archibeque, Mary Elkins and Wiebke Daniels. Additionally Hospice Maui volunteers, Heather Parsons, Lavenda Schaff, and Connie Castillo-Walsh helped out at the hospice site. They worked tirelessly alongside hospice staff members in providing massages to walkers.

Special kudos to Mary Elkins who was so instrumental in setting up and breaking down the team's tent and site, and to all those who loaned their tents and other equipment to make it a little home away from home for the duration.

Just last month on September 30, ten staff members walked in the Maui County Fair Parade under the Maui United Way umbrella (figuratively speaking!). Hospice is a MUW partner agency, so we are always willing to help support their great efforts, which ultimately benefit the agencies themselves. The walk along Kaahumanu Avenue was also an opportunity to gain exposure for Hospice Maui.



Getting Ready to Walk in the Maui County Fair Parade! From left to right: Nalani Archibeque, Greg LaGoy, Wiebke Daniels, Joni Connelly, Eve-lynn Civerolo, Mary Elkins and Nancy Long.



Relay for Life Team Captain Joni Connelly (above) catches a few z's before her next walk around the track!



Lori Williamson (foreground) and Wiebke Daniels worked hard to keep everyone limber during the 12-hour event.



HOSPICE MAUI STAFF

EXECUTIVE DIRECTOR

Greg LaGoy, ND, MBA

CLINICAL DIRECTOR

Eve-lynn Civerolo, RN, CHPN

MEDICAL DIRECTOR

Nancy Long, MD

HOSPICE NURSES

Lindsey Abrams
Luciana Baccarat
Monika Bechert
Joni Connelly
Gitti Crespo
Mary Elkins
Kate Ezaki
Donna Kroetsch
Joyce LeChuga
Melanie Platt
Sandy Vioria

PSYCHOSOCIAL SERVICES SUPERVISOR

Bev Lundquist

HOSPICE SOCIAL WORKERS

Prem Dawson
Merlyn Hanada
Layla Lyons McCann
Carolyn Richardson

INTAKE COORDINATOR

Cindy Garcia

VOLUNTEER COORDINATOR

Anne Rowehl

SPIRITUAL CARE COORDINATOR

Nalani Archibeque, PhD

BOOKKEEPING & BILLING

Wiebke Daniels

DEVELOPMENT DIRECTOR

Kathy Reed-Kameda

OFFICE MANAGER

Chelsea Tau'a

RECEPTIONIST

Kitty Smith

HOSPICE AIDE

Lori Williamson



REMINDER!

The Holiday Season is fast approaching, and we have great stocking stuffers for your gift list.

Women's Hospice Maui T-shirts come in Small, Medium, Large and Extra-Large, and a variety of colors. They have a unique lei design on both front and back and are sure to please the most discerning person on your list!

We also sell Gift Tags featuring original art from some of Maui's foremost artists, and hand painted by volunteers. Designs specifically for the Holiday Season are available. Gift tags are sold in packages of 10 (5 different designs) for \$3.00. Available at the Hospice Maui Office, 8am to 4pm weekdays, 400 Mahalani Street, Wailuku.

Great gifts and great for your own use!



news attitude



A warm welcome to Hospice Maui's new Psychosocial Services Supervisor, **Bev Lundquist**. Originally from Ohio, Bev has lived on Maui for 22 years. She has two children and two dogs, and loves walking with her dogs and friends.



Bev Lundquist, Psychosocial Services Supervisor

While new to Hospice Maui, Bev has worked for many years as a counselor in private practice and has been a supervisor and consultant for local agencies.

Bev says "she has way too many hobbies, but enjoys them all!" We feel so fortunate to have Bev on staff – her friendly face, gentle demeanor and insightful comments are a most welcome addition to our Ohana...



Donna Kroetsch, RN, CHPN

the last few months. Others holding the certification at Hospice Maui are Gitti Crespo, R.N., Joni Connelly, R.N., and Eve-lynn Civerolo, R.N., the agency's Clinical Director.

And congratulations to **Donna Kroetsch, R.N.** who just received her "Certified Hospice and Palliative Nurse" (CHPN) designation. This is a substantive achievement. Certification requires two years of experience as a hospice nurse, and passing a grueling 150 question, three-hour exam. Lots of time studying for the exam, then awaiting results, have helped occupy Donna's time

Spiritual Care

Spiritual Care is an integral part of the services of Hospice Maui, and is highly regarded by everyone on our staff. Spirituality is defined as that which gives meaning to life and death, and may or may not involve religious beliefs and practices. We are an interfaith organization, serving a diverse religious, as well as cultural community. We act as a liaison with the churches and related resources in our community. Our Spiritual Care Counselor is available to be present with a patient or loved one, a service introduced on admission, or by a team social worker or nurse.

We each have an inner life which exists in addition to our physical body and its needs for medications, equipment and care. Spiritual care gives people an opportunity to explore this inner life and talk about some things that truly matter, in a safe and trusting space. Some of the spiritual needs we look for are: discovering the meaning of one's life, expressing hopes, examining loving relationships, identifying what needs to be cleared up, exploring afterlife, grieving the



Nalani Archibeque,
Spiritual Care
Coordinator

losses in illness and dying, acknowledging suffering, sharing prayer, planning last rites, and observing religious rituals such as communion. Our Spiritual Care Counselor affirms personhood and dignity, while providing guidance to finding one's own answers.

All persons have spiritual concerns when facing death, patient and family alike. Some will say "No" when offered the opportunity to discuss concerns. They are informed they can ask when or if the need arises. Many talk about spiritual matters with medical, nursing and social work staff members. Some would like to have a visit from our Spiritual Care Counselor. It is amazing how those who are willing, are able to speak about what is on their minds and in their hearts, as they find their way to inner peace and acceptance of what is. Our Spiritual Care Counselor may also provide a caring presence for those unable to verbally express their thoughts and feelings in the honoring of their inner life.

A MESSAGE FROM OUR MEDICAL DIRECTOR

Every November, hospices across the country reach out to their communities in observance of Hospice/Palliative Care Month. We use this as an opportunity to remind those around us of the unique qualities of hospice care: our focus on compassion, spirituality, care of the family, relief of pain and suffering, and the acknowledgement of the opportunity for growth and transformation nestled in the acceptance of the inevitability of death. According to the National Hospice and Palliative Care Organization (NHPCO), hospices cared for 1.45 million patients in 2008, attending approximately 38.5% of all deaths in the United States that year. This care was provided in many settings: homes, nursing homes, hospice units, hospitals, and assisted living facilities.

2008 was my last full year as a hospice and palliative care physician in New England. My experience there mirrored the national experience: an exciting period of growth of both hospice and palliative care services on the one hand, juxtaposed with the huge challenge of maintaining the core values of hospice care: compassionate attention to the individual needs of each and



Dr. Nancy Long,
Medical Director

every family at this most sacred time in life. Not an easy task.

As I move closer to completing my second full year here in Maui, I am reflecting on how my life as a hospice physician here compares to my time in a very different part of the country. Hospice Maui is also going through a time of growth and change, and while the numbers are much smaller, as an agency we have recently doubled the number of patients and families we are serving, and so we face similar challenges of growth. We are enjoying the excitement of broadening our scope to serve our Maui community more fully, and we are up to the task of maintaining and enhancing our compassionate presence as



we reach more families.

November is also a month where we set time aside for gratitude. It does seem natural for me to reflect on our many blessings at the same time as I contemplate the unique blessings of hospice care. Our patients teach us the importance of gratitude every day. I am so grateful for the unique commitment that Hospice Maui has made to upholding the core values of hospice care. I am grateful for being part of a team com-

prised of truly caring individuals who consistently exceed my expectations of what is possible. I am grateful that we are a small and independent non-profit agency and thus still have the freedom to serve our unique community in our exceptional way, with flexible and individualized care. I am grateful to be a part of Hospice Maui, and I am grateful to have the opportunity for a new beginning, offered to me in a way that only Maui can.

Eagle Scouts Help Hospice

Early last summer, we were approached by someone who is associated with the Boy Scouts here who asked if we might have an appropriate Eagle Scout project, which we didn't have the resources or time to do ourselves. "Eagle Scout" is the highest rank attainable in the Boy Scouting program, and to achieve that, a Scout must organize, oversee, and complete a community service project, including getting materials and the use of equipment donated.

Greg talked about our organization and our 4-acre county-owned lot on the top of the hill here on Mahalani Street,

Central Maui and Haleakala opened up for view, thanks to the incredibly hard work of the Eagle Scouts!



and then showed the man around, noting a number of areas of need. Within a couple of weeks, we were approached by Solomone Anitema, a potential Eagle Scout with Boy Scout Troop 32, which is associated with the Piilani Tongan Ward of the Church of Jesus Christ of Latter Day Saints in Kihei. He wanted to pull together a crew and equipment to do a service project for us: cut down a large area of keawe trees that were growing on our hillside, blocking our view and

making it difficult for us to do some of our facilities planning. We were astonished by this amazing offer, and accepted. Solomone accomplished the huge project in less than a day with his crew of 25 men and dozens of supporting family members. It was a most impressive effort!

Within a few weeks of its completion, we were approached by Eli Fenua, also of Troop 32, who was also working on becoming an Eagle Scout, and wanted to

do something for us as his community service project. He and his crew came a few weeks later, and cleared another large area of keawe, completely changing the experience of any who visit our office or meeting rooms. These two projects have not only changed the place for us, but changed how it looks from the surrounding areas. Our thanks also go to Troop leader Salesi Fenua, whose quiet assistance in support of his Scouts was evident.

Within a short time, we were approached yet again by another Eagle Scout candidate. Ross Ito from Troop 14, sponsored by Holy Ghost church in Kula, wanting to completely pressure-wash our meeting room building and storage building, which endure a relentless, salty, dusty wind, and whose windward, dirty sides face our parking lot and area always in view. He also wanted to fix our badly faded Handicap Parking sign, clear dozens of wasp nests, replace dozens of rusted roof vents, prune some ornamental naupaka that makes entering our driveway hazardous, and do some weeding. This project was a few weeks in the making, and before it was finished, another Eagle Scout candidate, Dillon Tacdol of Troop 68 sponsored by Wailuku Elementary School, jumped on the opportunity that was about to open: Painting the exterior of the two buildings that were about to be newly cleaned!

We are sending this newsletter to print before this last project has been completed, and even as we are doing so, we have just heard of the possibility of more Eagle Scout candidates assisting with three more much-needed projects: painting the inside of the meeting rooms, pressure-washing the office building, and painting the outside of the office building.

We are humbled by and grateful for the Boy Scouts as an organization for supporting us in this way, and for those Eagle Scouts for doing such an outstanding job and such an important community service.

HOSPICE MAUI BOARD OF DIRECTORS

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A Heartfelt

Mahalo

To Joseph Sugarman who, for the past two years, has allowed Hospice Maui to hold its Staff Retreat at his lovely estate in Make-na. The grounds are so beautifully maintained, and the grass calls out to you to lie down, roll around, take a quick nap.

Great trees provide huge umbrel-

las of shade, speculation and solace. Patios ensure fabulous views and wonderful places to stop and enjoy the day, and your fellow staff members. Great ocean waves call you to meditate as they restlessly toss and turn just beyond the house, and there are beautiful bays in which to swim and snorkel. The house is like a well-loved

blanket—it surrounds one with comfort and understated elegance, and helps make new and beloved memories. Thank you Mr. Sugarman.

And a big mahalo to Gitti, Joni, Anne, Joyce & Kathy—the Retreat Committee—who worked so diligently to provide a day of team building, relaxation, fun and food!

Planned Giving and Endowments The Process and the Purpose

Charitable organizations such as Hospice Maui really count on financial assistance from its donors. More than 80 percent of Americans contribute to a great variety of nonprofits during their lifetimes. But recent research shows that only around eight percent of people choose to continue this support through a charitable bequest.

You can continue to support organizations that are making a difference in your community, and in your life, by making bequests and other planned gifts. What better way to thank those that have helped you and had an impact on your life, than to ensure they receive a contribution through a bequest from your estate. And, as we have discussed before, all of us have estates—some bigger, some smaller. But never, never doubt the value of what you might have that will help an organization continue its services for many more years.

Many people have children and other relatives to whom they feel they should leave their entire estate. It is natural to want to ensure family members are taken care of after we leave, and this is perhaps the number one cause for reluctance when thinking about making a bequest.



There are many ways and means to be able to leave portions of your estate to your family, and portions to a nonprofit. Depending on tax laws at the time, by leaving a charitable gift in your will, you may reduce the estate tax burden on your heirs significantly. Think about it and, of course you always want to consult with your financial advisors and attorney.



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VOLUNTEER CORNER



This has been a very busy summer for Hospice Maui with a greatly increased census. Consequently, we've needed more volunteers, and have been working them as hard as they will let us! These volunteers are just wonderful. Even when I have a feeling they might want to say "no" to a request, the answer is usually "yes"!

A "Talk Story" volunteer gathering was held in August. This is a precious time when volunteers can talk about their experiences, their patient stories, without releasing any confidential information. All who attend love these get-togethers, and it really is the only time we can all come together as volunteers with like stories. I encourage all volunteers - new and seasoned, retired and active - to attend, listen and share. Our next session will be in the latter part of October.

We had hoped to have a Volunteer Training Class this fall, but it has now been scheduled to begin February 15, 2011. And, it is already full! Currently we have volunteers at 15 patient homes. Many of these patients have two to four - or more - volunteers, and it can be challenging trying to meet everyone's needs. We are being a bit more "hard hearted" in our training sessions, i.e. we are seeking volunteers who are willing to sit with patients three to four hours per week.

In the not too distant future we plan to be a certified hospice. Toward this end I have requested your social security numbers and birth dates. I do not have them all yet, and do need them. Please know that this important information is not published anywhere. I am the only one who sees it at Hospice Maui, and the firm that does background checks for us also has access to them. They are destroyed after the background check is completed.

I will be gone for approximately three weeks. I am going to Cleveland to help care for my 23-year-old granddaughter who is very ill. Hospice folks from top to bottom have been wonderful in helping me get away to help my family. Once again our fabulous volunteer, Ann Babson, will be pinch hitting for me (please be gentle with her so she'll keep helping!). Ann B. will be in the office about two days a week. Please send your good wishes and prayers toward all of us!

— Blessings to you all, Anne



Anne Rowehl
Volunteer coordinator



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