

Personal Protective Equipment and Telehealth Become Essential to Patient and Family Care



Hospice of the Piedmont nurse Fannie Utz, is fitted by Lara Fisher for personal protective equipment (PPE).

As we experience the realities of COVID-19 in our community, Hospice of the Piedmont remains fully committed to providing excellent service and the highest quality of care. Patients and families are our top priority and we must do all that we can to keep them safe as well as our clinical and medical professionals who care for them. Personal Protective Equipment (PPE) and expansion of Telehealth are now vital to safely caring for patients and families.

As a community-based nonprofit, we are fortunate to have the support of individuals and organizations who have generously made financial commitments and donated personal protective equipment since our first public plea in mid-March. In the last several weeks, a local retired dentist provided hundreds of gowns and gloves to keep clinicians safe; another community member provided a UV sterilizer to our Center for Acute Hospice Care to ensure patient and clinician safety; and more than 1,000 hand sewn masks have been provided to Hospice of

the Piedmont for patient families, to make visiting with their loved ones easier and safer.

We are also fortunate that Charlottesville’s CFA Institute has donated 800 N95 masks to keep patients safe. “We are all stronger when we work together. By protecting first responders and healthcare workers, we can increase the likelihood that they remain healthy, and will be able to serve our community when we need it most,” said Kelli Palmer, Head, Global Inclusion & Diversity and Corporate Citizenship for CFA institute.

Through our longstanding partnership with Virginia National Bank, we have joined with other national hospices, through the National Partnership for Hospice Innovation (NPHI), to place an order of 5,000 masks. We purchased additional sanitization equipment for use in our clinical facilities and headquarters, as well as 2,500 bottles of hand sanitizer for the safety of our patients, families, clinical and medical staff. This flexibility to respond to urgent clinical supply needs is made possible by the generosity of our community. Thank you!



Donald A. Perry Memorial Scholarship and Wage Increases Reflect Gratitude to Staff



Center for Grief and Healing Offers Virtual Counseling

Personal Protective Equipment and Telehealth Become Essential to Patient and Family Care *continued*

Telehealth enables our clinical and medical professionals to communicate virtually and in real time with patients and families, immediately addressing their concerns and dealing with medical situations as they occur. Hospice of the Piedmont's chaplains, social workers, counselors and volunteers use telehealth to virtually visit and counsel our patients and families, providing spiritual and emotional support and relief from fear, anxiety and social isolation.

Dr. Cameron Muir, Hospice of the Piedmont's Chief Medical Officer, believes that the silver lining of this situation is that we have an opportunity to go from "crisis to catalyst," using innovative 21st century technology that allows greater capacity so that more patients can be seen over a shorter period of time. In addition, it helps us to be responsible and mindful of our limited supply of Personal

Protective Equipment (PPE) which is essential to keep our staff safe.

As we transition our operations to adapt to a rapidly changing crisis, we welcome much needed financial contributions. **All donations are 100% tax deductible. We will gladly provide a tax receipt on request.**

We thank all of our friends and benefactors who have stepped forward to help in so many ways, from gifts in kind to generous financial support. Now, more than ever before, we thank you for helping us to help our community. At this challenging time, Hospice of the Piedmont is here for you and we are grateful for the opportunity to serve this special community that means so much to all of us.

Donald A. Perry Memorial Scholarship and Wage Increases Reflect Gratitude to Staff

Thanks to an extraordinary donation from Kay Taylor of Charlottesville, Hospice of the Piedmont is pleased to announce the establishment of the Donald A. Perry Memorial Scholarship, awarding annual academic scholarships to nursing staff, and enabling them to pursue advanced degrees. The Donald A. Perry Memorial Scholarship at Hospice of the Piedmont provides Certified Nursing Assistants (CNAs) and Licensed Practical Nurses (LPNs) the opportunity to pursue Registered Nursing (RN) degrees, with all tuition and fees paid in full, as well as a nursing mentorship to realize the full potential of each student's professional growth. Additionally, this generous gift provided Hospice of the Piedmont the opportunity to increase staff compensation so every member of the team is paid a living wage.

"It's an investment in our future," said Ron Cottrell, CEO of Hospice of the Piedmont. "These scholarships will not just benefit Hospice of the Piedmont, they will benefit our community," said Cottrell. "When our CNAs and LPNs become RNs with new skills and new talents, they're better able to support patients and families at the end of life. We're absolutely committed to expanding our staff's knowledge and education in order to deliver the very best care to our patients and families," said Cottrell.

When Kay Taylor looks back on her husband Don's last days, she feels tremendous gratitude for the loving care provided by Hospice of the Piedmont's clinical and medical staff. "I gave to Hospice of the Piedmont because I love this community, and because I am so grateful for the care

my family received during my husband's illness. Hospice of the Piedmont was so good to us, and especially to Don. This was one way I could give back to Hospice of the Piedmont, the aides and nurses that cared for our family, and the community. I wanted to make a difference for those who work so hard every day to care for those in our community who cannot care for themselves."



A Hospice of the Piedmont nurse discusses care plans and options with one of nearly 1,700 patients cared for each year.

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For the scholarship recipients, it means they can further their education. "This scholarship for me means that I can finish something that I started back in high school," said Billie Brent, LPN at Hospice of the Piedmont's Center for Acute Hospice Care. For Hospice of the Piedmont, it means we not only retain and train high-quality staff, but we're also helping to enrich our local service area.

Hospice of the Piedmont board member Cathy Campbell, PhD, RN, an Associate Professor at the University of Virginia's School

of Nursing and a Fulbright Global Scholar 2017-2019, said that this scholarship will have a lasting and far-reaching impact. "I know that many people do not dare to dream about becoming a nurse because they cannot see a way to pay for school and meet their other financial commitments," Dr. Campbell said. "This scholarship removes that barrier and helps them to step into their future as a nurse while having a long-term impact as this nurse goes on to touch thousands of lives."

Hospice of the Piedmont is deeply grateful to Kay Taylor for her generous and transformative gift.

Center for Grief and Healing Offers Virtual Counseling

Hospice of the Piedmont has always provided therapeutic grief counseling services at no charge to support our community, but these services are now delivered in a different way. The Bereavement and Supportive Care team is focusing on messages of resiliency and self-care during this challenging time of loss, grief and anxiety related to the COVID-19 pandemic that has changed our world in so many ways.

Since the suspension of face to face counseling sessions through our *Center for Children* programs, our dedicated art therapists have continued to support grieving children via telephone and

online visits. Therapists have sent art supplies to families and they will soon be establishing online groups and teleconference sessions.

Hospice of the Piedmont's bereavement counselors continue to make bereavement calls and to offer grief support sessions via telephone or videoconference to patient families and community members who seek our services for support. They also offer outreach to our staff and front-line healthcare professionals.

Center for Grief and Healing Offers Virtual Counseling *continued*



Hospice of the Piedmont’s art therapists are supporting children remotely by providing art supplies to families as well as teleconference sessions and online groups.

The COVID-19 pandemic has amplified grief and mourning, especially for those who were already feeling alone or isolated. In some cases, our staff are providing additional support to those grieving by enlisting the help of our volunteers who offer check-in calls. One of our volunteer group facilitators, Dr. Jeffrey Fracher, created a Zoom video to send to members of the *Remembering our Children* support group. He offered words of compassion and reminders of self-care, in addition to ongoing support.

Teresa Haase, Director of Bereavement and Supportive Care Services collaborated on a recently-released book, *When the Center Does Not Hold* (Brubaker, Fortress Press, 2019), focused on navigating challenging, polarized environments.

In this, Haase and her colleagues offer:

Resilience is the process of bouncing back from hardship or failure. In times when there is unrest and the ground is shaky, we have to rely on our internal capacity to harness our innate desire to thrive, which offers us courage, hope, assurance, and steadiness. Resilience is cultivated in a variety of ways. Remembering that we carry an ancestral legacy of survival and that we ourselves have come through hard times and survived is perhaps the most potent form of resilience we carry.

Weathering a storm requires us to intentionally practice self-care, which can be difficult in times of distress. Some simple ways to practice self-care include taking time for reflection in silence or in nature—in prayer or in meditation. Walking in the woods or on a quiet path can serve to still the mind and calm the heart. Time with loved ones, including pets, can also be immensely gratifying. Listening to or playing music, doing any activity that brings joy, can be rejuvenating and renewing. And finally, practicing gratitude, especially for those who support us—those who share their personal gifts to keep the ship sailing, is a good way to remember that we are not alone in our work, which inevitably helps us to feel more resilient and able to tackle the difficulties before us. We build resilience by embracing our humanity.

To learn more about Hospice of the Piedmont’s grief and bereavement services, free to anyone in our community, thanks to private philanthropy – please call 434-817-6900 or 800-975-5501.

You Make a Difference

4,000 FRIENDS AND NEIGHBORS received care at no cost from grief and bereavement programs last year.



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Hospice of the Piedmont is the **OLDEST NON-PROFIT HOSPICE** in central Virginia.

OVER 130 nurses, including Certified Nursing Assistants (CNA), Licensed Practical Nurses (LPN), and Registered Nurses (RN), provided compassionate care to nearly



1,700 PATIENTS LAST YEAR.