



CareDimensions

HOSPICE | PALLIATIVE CARE | SUPPORT SERVICES

# Connections

Summer 2015 | Volume 39

Newsletter for Families and Friends

## Care Dimensions Wins National Circle of Life Award *First Healthcare Organization in New England to Receive Honor*

Care Dimensions has been selected as the 2015 Winner of the prestigious *Circle of Life Award: Celebrating Innovation in Palliative and End-of Life Care*, a national program sponsored by the American Hospital Association (AHA) and other leading healthcare organizations. Care Dimensions President and CEO Diane Stringer, Allen Smith, MD, Care Dimensions Board Member and Pamela Lawrence, Chair of the Board of Directors, received the award on July 24 at the AHA Leadership Summit.

“We are honored to be recognized as one of the nation's premier hospice and palliative care organizations,” said Stringer. “It's a testament to the hard work and dedication of our staff and volunteers, who for more than 35 years provided the highest quality care and support to terminally ill patients and their families during one of life's most challenging times.”

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*“This year's Circle of Life honoree has made great strides in expanding the reach of palliative and end-of-life care,” said AHA President and CEO Rich Umbdenstock.*

*“Care Dimensions has found new ways to work with hospitals and health systems to ensure all patients receive a range of services specific to their individual needs. These strong partnerships provide a model for collaboration between hospices and hospitals and health care systems. We are pleased to recognize the dedicated, compassionate care Care Dimensions gives to its communities.”*

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Circle of Life nominations were reviewed by a selection committee that included leaders in medicine, nursing, social work and healthcare administration. Following a day-long site visit, the selection committee recognized Care Dimensions for its efforts to integrate palliative care throughout the healthcare continuum and for providing a broad range of services including specialty programs for patients with advanced dementia, cardiac and respiratory diseases.

Care Dimensions also received praise for reaching out to traditionally underserved communities such as children, Veterans, developmentally disabled adults, and lesbian, gay, bisexual and transgender patients; training the current and next generation of healthcare professionals; and providing comprehensive grief support for families and the community.



*(l-r) James H. Skogsbergh, President and CEO, Advocate Health Care and AHA Chairman-Elect of the Board of Trustees; Allen Smith, MD, Care Dimensions Board Member; Diane Stringer, President and CEO, Care Dimensions; Pamela Lawrence, Care Dimensions Board Chair and John Mastrojohn, RN, Executive Vice President and COO, National Hospice and Palliative Care Organization.*

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### LETTER FROM THE PRESIDENT

I'm so pleased to be able to share with you the news about our selection as the winner of the 2015 Circle of Life Award. Throughout the application process and site visit when we were preparing to present all of our programs and services to the review committee, I was continuously struck by the depth and breadth of our offerings. It isn't often that we have a chance to sit down and consider the full spectrum of truly innovative and effective programs that we have developed to serve the needs of our patients and the community.

I'm enormously proud of the work of our staff and volunteers and I'm grateful that the American Hospital Association and other top healthcare organizations have acknowledged that expertise and commitment by recognizing us as a premier hospice and palliative care provider in the nation. Of course, I would also like to thank our healthcare partners and generous donors who have supported our growth and have enabled us to reach more people who need care.

This month also marks the start of another ground-breaking program: our new hospice nurse residency program. Funded in part by a \$249,000 grant from the Massachusetts Healthcare Transformation Fund Training Grant, we've partnered with the Regis College School of Nursing and Health Professions to develop this innovative training program. We hope that this program will bridge the experience gap for both new nursing graduates and current nurses without hospice experience, so that we can attract more nurses to the growing field of hospice care.

We are continuing to make progress on securing the necessary state and local approvals for our proposed new hospice facility on the Lincoln/Waltham town line. We hope to have the final approval this fall and break ground shortly thereafter.

As we prepare for this year's Walk for Hospice, I want to thank our loyal walkers and donors in advance for their steadfast support, which enables us to fulfill our mission to provide care to all those who need it. I hope to see you on September 20!

Sincerely,

Diane T. Stringer  
President and CEO



### *New Vice President of Quality and Compliance*

Dorothy Kelly-Flynn, RN, MPH, has joined Care Dimensions in the newly created role of vice president of quality and compliance. She will oversee our efforts in clinical quality, customer satisfaction, performance improvement, staff education, compliance, medical records, and support services. Kelly-Flynn comes to Care Dimensions after 18 years at Winchester Hospital, most recently as the director of quality, patient safety, risk management and compliance.

# Welcome to our New Board Members

## Janet Barnes

Janet is vice president of quality and patient safety at North Shore Medical Center and was previously the executive director of clinical compliance and risk management at Brigham and Women's Hospital.

She has served on Care Dimensions' Compliance and Performance Improvement Committee since 2012. A resident of Boxford, Janet is a graduate of Saint Anselm College and received her Juris Doctor from Suffolk University Law School.



## John Collins

As an entrepreneur and technology investor with extensive software and consulting experience, John has worked with a broad range of businesses, from startups to *Fortune* 100 companies. Prior to his current role as president and co-founder of the newly formed Xolvi, LLC, John co-founded Nolij Corporation and served as its president and CEO from inception through its acquisition by Lexmark International, Inc. A resident of South Hamilton, John is a graduate of Columbia University. He currently serves on the Board of Trustees at Shore Country Day School and has been a member of the Care Dimensions Information Technology Steering Committee since 2012.



## Kevin Bottomley

Kevin is the retired chairman and CEO of Danversbank, a position he held for 16 years until the sale of the bank to People's United Financial in 2011. He currently serves on the Board of Directors for several organizations including North Shore Medical Center, Morgan Memorial Goodwill Industries and Shore Country Day School. A resident of Hamilton, he is a past director, treasurer and chairman of the Board of Directors of Care Dimensions. Kevin is a graduate of Harvard University and received his MBA from the University of Virginia.



## TWO NURSES RECEIVE PUBLIC RECOGNITION

Two Care Dimensions nurses, Pattie Burnham (pictured left) and Lisa Carey, were recognized in *The Boston Globe's* Salute to Nurses special section. This section is comprised of letters submitted by patients and family members to acknowledge nurses who provided exceptional care or were special to them. Lisa's letter was submitted by Mary Fish, mother of Teddy Fish, a pediatric patient who passed away at one year of age and Pattie's letter was submitted by Nerissa Wallen, whose mother passed away at the Kaplan House. To read these letters, please visit [CareDimensions.org](http://CareDimensions.org).



## STRINGER HONORED BY BOSTON NORTH CANCER ASSOCIATION

Diane Stringer was recognized with the Hope Begins Here Award by the Boston North Cancer Association in May for her commitment to end-of-life care for those affected by cancer and other life-limiting illnesses. In her remarks while accepting her award, Diane said, "I am honored and humbled by this recognition, and grateful to the Board of Directors of the Boston North Cancer Association for recognizing me, and more importantly, Care Dimensions, with this award. There are countless people who have helped our hospice organization fulfill its mission since its founding 37 years ago, and they truly deserve to share in the recognition this award represents."

# Healing Connections

## RESOURCES FROM CARE DIMENSIONS GRIEF SUPPORT PROGRAM

### TOOLS FOR THE JOURNEY: INTEGRATIVE THERAPIES AND BEREAVEMENT SUPPORT FOR GRIEVING PARENTS

*“Give sorrow words. The grief that does not speak whispers the o’er-fraught heart and bids it break. Grief fills up the room of my absent child...”*

*– William Shakespeare, Macbeth*

While bereavement counselors are hesitant to label one type of loss as “worse” than another, there is no disputing that the death of a child is among the most devastating losses a parent can bear. As Care Dimensions’ pediatric hospice program steadily grows, the grief support team has been particularly attentive to meeting the needs of grieving parents throughout our service area, whether their child died on service with us or not. Earlier this year, Care Dimensions launched a new bereavement support group entitled “Empty Arms: Loss of a Child,” an 8-week group in which parents could both give and receive support, learning coping strategies from each other and the facilitators.

While most support groups use talking as a way to express thoughts and emotions, grief can burrow into the heart and mind, and words alone are not enough to reach it. To explore new ways to help clients heal, Care Dimensions will be offering a new 8-week support program called “Tools for the Journey: Integrative Therapies & Bereavement Support for Grieving Parents.” Sessions will include both bereavement support, facilitated by Care Dimensions Director of Bereavement Services, Nate Lamkin, LICSW, ACHP-SW, and Beecher Grogan, executive director of Lucy’s Love Bus, with introductions to eight integrative therapies taught by experienced providers. Each week participants will have the opportunity to learn

about and sample a new therapy that can support the grieving process including art therapy, music therapy, reflexology, acupuncture, guided meditation, yoga, tai chi, and Reiki. Nate and Beecher will facilitate a “traditional” bereavement support group immediately following the integrative therapy element.

“Tools for the Journey” is a unique collaboration between Care Dimensions and Lucy’s Love Bus, an organization that delivers comfort and quality of life to pediatric cancer patients through free integrative therapies. The program’s name – and indeed its concept – came from Beecher’s daughter Lucy who battled Acute Myeloid Leukemia for five years. When Lucy was 11 years old, she told her mother that when she was “done with cancer” she wanted to start a program that would provide free integrative therapies to all children with cancer, which it has to hundreds of children throughout the U.S.

“We hope these different therapies will open new channels and pathways to help parents express their grief,” said Nate. “This type of innovative offering exemplifies Care Dimensions’ commitment to providing the most robust and comprehensive bereavement support programs in Massachusetts.”



### Tools for the Journey: Integrative Therapies & Bereavement Support for Grieving Parents

Thursdays, September 17 – November 5  
6 – 8 p.m.

Bertolon Center for Grief & Healing  
78 Liberty Street, Danvers

Advance registration for “Tools for the Journey” is required by **September 4**. For questions or to register please contact Nate Lamkin at 978-750-9311 or [NLamkin@CareDimensions.org](mailto:NLamkin@CareDimensions.org).



# 2015 Summer/Fall Bereavement Calendar

## WORKSHOPS

### CREATING A MEMORY GARDEN

*Wednesday, August 19, 3 – 4:30 p.m.*

*Wellesley*

### GRIEVING A DIFFICULT RELATIONSHIP

*Thursday, August 27, 6 – 8 p.m.*

*Wellesley*

### NEWLY BEREAVED WORKSHOP

*(a one-time workshop for loss of 1-3 months)*

*Thursday, September 17, 6 – 8 p.m.*

*70 Walnut St., Wellesley*

*Tuesday, October 20, 6 – 8 p.m.*

*Morse Library in Natick*

### DIPPING YOUR TOES IN THE SOCIAL WATERS AFTER A LOSS

*Mondays, October 19 & 26, 6 – 7 p.m.*

*Danvers*

### SOUL FOOD FOR THE HOLIDAYS (Grief support with cooking class)

*Thursday, November 19, 3 – 5 p.m.*

*Thursday, December 17, 3 – 5 p.m.*

*Peabody COA, Torigian Center, 79 Central Ave, Peabody*

## MONTHLY SUPPORT GROUPS

### NEWLY BEREAVED

*1st Thursday of every month, 6 – 8 p.m.*

*78 Liberty St., Danvers*

### LIVING AFTER YOUR LOSSES

*3rd Friday of every month, 1:30 – 3 p.m.*

*The Gables at Winchester,*

*299 Cambridge Street, Winchester*

### Children's Program Groups

*Ages 4 – 12 with concurrent programming  
for parents/guardians*

*Resuming in the fall*

*Please call for more information*

*Holy Trinity United Methodist Church*

*16 Sylvan Street, Danvers*

*Advanced registration is required for all groups and workshops. Dates and times are subject to change. Although there is no charge for most support groups, donations are appreciated. For more information or to register call 855-774-5100 or email [Grief@CareDimensions.org](mailto:Grief@CareDimensions.org)*

## SUPPORT GROUPS

### LOSS OF SPOUSE/PARTNER

*Thursdays, August 13 – Oct. 8, 1:30 – 3 p.m.*

*Wellesley*

*Tuesdays, Nov. 3 – Dec. 22, 6 – 8 p.m.*

*78 Liberty St., Danvers*

### PEER-LED LOSS OF SPOUSE/PARTNER

*Tuesdays, September 8 – October 27, 6:30 – 8 p.m.*

*78 Liberty St., Danvers*

### COPING WITH GRIEF & LOSS

*Fridays, Sept. 11 – Oct. 16, 10:30 a.m. – noon*

*Peabody COA, Torigian Center, 79 Central Ave, Peabody*

### YOUNG WIDOWED (Under 50)

*Mondays, Sept. 14 – Nov. 9, 6:30 – 8 p.m.*

*Note: We will not meet Oct. 12*

*78 Liberty St., Danvers*

### LOSS OF AN ADULT CHILD

*Mondays, Sept. 14 – Nov. 2, 6 – 7:30 p.m.*

*78 Liberty St., Danvers*

### TOOLS FOR THE JOURNEY: Integrative Therapies & Bereavement Support for Grieving Parents

*Thursdays, Sept. 17 – Nov. 5, 6 – 8 p.m.*

*78 Liberty St., Danvers*

### ADULT GRIEF SUPPORT: Loss Due to Illness

*Mondays, Sept. 21 – Nov. 16, 6 – 7:30 p.m.*

*Emerson Hospital, John Cumming Building,  
Donaldson Conference Room (1st floor)*

*Wednesdays, Sept. 16 – Nov. 4, 1 – 2:30 p.m.*

*Thursdays, Sept. 24 – Nov. 12, 6 – 7:30 p.m.*

*Wellesley*

### ADULTS WHO HAVE LOST A PARENT

*Tuesdays, Sept. 22 – Nov. 10, 6:30 – 8 p.m.*

*78 Liberty St., Danvers*

### OUT OF THE SHADOWS: Grieving a Loved One's Death from Substance Abuse

*Wednesdays, Oct. 7 – Nov. 18, 1 – 2:30 p.m.*

*Note: We will not meet Nov. 11*

*78 Liberty St., Danvers*

### WRITING FROM THE HEART OF GRIEF

*Tuesdays, Nov. 3 – Dec. 8, 6 – 8 p.m.*

*78 Liberty St., Danvers*

**North Shore Service  
of Remembrance  
and the Greater  
Boston Service of  
Remembrance and  
Lights**

*Date and location TBD*

*For more information,  
call 855-774-5100.*



# Walk for Hospice

## A FAMILY WALKS TO HONOR AND REMEMBER

When Dena Dalelio of Medford speaks about her father, Gerald “Mike” Dalelio, it is obvious that he was the light of her life. Mike passed away at the Kaplan Family Hospice House on January 20, 2013. Despite Dena’s sadness over losing her father, she tells stories that are filled with happiness and laughter.

Mike died just shy of his 52nd wedding anniversary with his wife Beverly, after months of repeated hospitalizations and emergency room visits as his health declined. The family had hoped to keep him home, but caring for him became difficult and they realized that being at the Kaplan House would be best for him. “The care at the Kaplan House was unbelievable—for my Dad and for my family,” Dena said. While nurses and hospice aides attended to her father’s medical needs, her family could breathe again and just be there for Mike. “The respect that was shown to us and to my Dad means the world to me,” said Dena.

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*“The Walk for Hospice is a beautiful and empowering day and it’s not sad. It’s a way to remember and give back because the services don’t stop helping families after a loved one passes away.”*

*~ Dena Dalelio*

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The Dalelio family has used many Care Dimensions resources since Mike’s passing. Dena has attended the “Writing through the Heart of Grief” support group, which is facilitated by Ellen Frankel, one of our bereavement counselors and a published author. The group has helped Dena tap into feelings she didn’t even realize she had through the writing process. She’s also become friends with some other group members and the camaraderie has helped her heal. Dena and her daughter Brianna, age 9, attended Camp Stepping Stones last year and describes the experience



as therapeutic. Because Dena and her family lived upstairs from her parents, Brianna was very close to her grandfather and has really missed him. She’s benefitted from visits with our child life specialist and has incorporated a flameless candle into family celebrations and holidays as a way to remember her grandfather. Brianna has also donated Girl Scout cookies to the Kaplan House for the last two years. “She wanted to give cookies to the staff and to other families to try to make people happy,” said Dena.

Last year, as a way to celebrate Mike’s life, Dena and her family created the “Papa’s Angels” team for the Walk for Hospice, raising \$3,485 in their inaugural team effort. Building on last year’s success, they are preparing for the 2015 Walk for Hospice by recruiting more team members and designing t-shirts that they can wear to honor Mike. “Care Dimensions has continued to support us through the journey of my Dad’s death. No one has forgotten us, and because of that we want to do all we can to support Care Dimensions and help provide that support to other patients and families,” she said.

**JOIN US FOR THE 28TH WALK FOR HOSPICE  
SUNDAY, SEPTEMBER 20, 2015**

Now’s the time to register your team, create an online fundraising page and spread the word about your fundraising efforts. Visit [CareDimensions.org/Walk](http://CareDimensions.org/Walk) or call 978-223-9787 for more information.



# Program updates

## PARENTS HONOR LATE SON WITH A DONATION TO THE PEDIATRIC FUND FOR HOSPICE TRAINING

Care Dimensions received a significant donation from Danvers residents Mary and Alex Fish. This donation was made in memory of their late son, Teddy, who was a Care Dimensions patient and who passed away at one year of age from Menkes syndrome. The donation subsidized a two-day pediatric training session for clinicians led by Care Dimensions Medical Director of Pediatric Services Dr. Tamara Vesel. The training was dedicated to Teddy's memory and Mr. and Mrs. Fish shared their pediatric hospice experience with the pediatric team.



*(l-r) Dr. Tamara Vesel, pediatric nurse Lisa Carey, RN, with Mary and Alex Fish at a recent pediatric training.*



*Teacher and Care Dimensions volunteer Elisa LaSota with hospice therapy dog Patrick and Diane Stringer.*

## PATRICK REVEALED AS COMMUNITY HERO

Patrick, our wonderful therapy dog, was honored in June at the Horace Mann School in Salem as the community hero for teacher Elisa LaSota's first grade class. Elisa, a Care Dimensions volunteer and Patrick's handler for patient visits, selected Patrick as the secret hero as part of a year-long lesson that heroes come in all shapes and walks of life. The children "corresponded" with their secret hero throughout the year, asking questions and trying to figure out the hero's identity. WHDH (Channel 7) captured the big reveal and excitement of the children learning the identity of their hero. Patrick is one of several therapy dogs that visit with Care Dimensions patients at their homes, in long-term care and assisted living facilities, and at the Kaplan Family Hospice House. These four-legged therapists provide comfort and reduce stress for both patients and their families. We're always looking for additional certified therapy dogs and their owners to join our team of volunteers. If you are interested in learning more, please contact our volunteer services team at 888-283-1722.

## CARE DIMENSIONS' NEW CABLE TV SHOW SEEKS TO EDUCATE THE COMMUNITY

In an effort to educate the public on living with an advanced illness and the benefits of hospice and palliative care, Care Dimensions Provider Relations team has developed a new cable TV show titled "Timing is Everything." The show, which will air starting in September will feature guest speakers from Care Dimensions clinical staff and run on the Danvers Cable Access TV (DCAT) station, as well as several other cable access stations.



## WORKFORCE TRAINING GRANT

Care Dimensions has launched a nurse residency program to introduce nurses to the field of hospice and palliative care. Developed in partnership with Regis College's School of Nursing and Health Professions, this innovative hands-on training program is aimed at enhancing staff engagement and retention. Funded in part through a Massachusetts Healthcare Workforce Transformation Fund Training Grant, the program will be offered in two sessions, starting on August 1, 2015 and February 1, 2016, and is open to both new nursing graduates and experienced nurses. A second component of the program is the creation of 20 training videos that can be accessed on-demand by clinical staff in the field.



# The 21st Annual

An enthusiastic and supportive crowd of 250 guests enjoyed the annual Hospice Auction and Dinner under the tent at Tedesco Country Club on June 13. Thanks to the success of the auction, fund-a-need donations, mystery gift bags, merchandise sales, and many generous sponsors, \$360,000 was raised to support patients and their families when it matters most. Our deep appreciation is extended to our sponsors, including more than 100 North Shore and Boston area merchants who donated items for our auction and gift bags and to this year's signature artist, Ray Crane for his magnificent painting, "Sunset, Salem Sound." Most importantly, we thank our 20-member committee, co-chaired by Christine O'Neil, Louise Sharp and Meryl Thompson, for their commitment to the mission of Care Dimensions. We salute them for sharing their time, talent and enthusiasm to make this a truly memorable event.

We are grateful to the Race Committee of the Eastern Yacht Club for organizing the Regatta and the Boston Yacht Club for agreeing to host the Awards Ceremony. Unfortunately, the weather did not cooperate for the Father's Day Regatta leaving sailboats on their moorings instead of racing.

## 2015 SPONSORS

### *Admiral*

Christine O'Neil  
Kathy & Ted Truscott

### *Captain*

Susan & Charles Gessner  
Groom Construction  
Fran & Stephen Lockwood  
Windover Construction

### *Champagne Level*

Sharp & Linhart Financial Strategies

### *Commander*

Mary Donovan  
Doyle Sailmakers  
General Electric Volunteers  
Judy Howe  
Joan Johnson  
Carolyn & Peter Lynch  
Nancy & Brian McCarthy

### *Skipper*

Anthony & Dodge PC  
Arthur J. Gallagher & Co.  
Atlantic Charter Insurance Group  
Bodwitch & Dewey  
Care Dimensions Board of Directors  
Friends of Gene Jacobi  
Nicole Gakidis  
Andrea & David Hamilton  
Judy Jacobi  
Marblehead Bank  
Marsh & McLennan Agency  
Phyllis McCarthy  
Meninno Construction  
Dr. Barbara Carter Moore  
Peter Morris  
National Grand Bank  
North Shore Endodontics Associates, P.C.  
North Shore Medical Center  
Dianne Reich  
Ribcraft USA  
Rose & Thistle  
Shubies  
Stowaway Sweets  
Deborah & Jack Tatelman  
Meryl & Christopher Thompson  
Stephen Thompson



# Hospice Auction & Regatta



6



7



8



9



11



12



10



13

1. Meryl Thompson. 2. Janet & Ernie Remig, Judy Jacobi & Bobbi Moore. 3. Harriet and Henry Sidford. 4. Harvey & Patti Cohen. 5. Susan Hughes. 6. Daye Case, Meryl Thompson & Jenni Leikikh. 7. Paul Zekos and Rose Marie van Otterloo. 8. Mary Donovan, Judy Boal, Lois Case, Jan Phillip, Judy Howe. 9. Eileen O'Brien, Mary Anne Linaham, Lynn Lindsey, Cynthia McGurren, Louise Sharp. 10. Lou Geoffrion, Christine O'Neil & Janice Magno. 11. Ted & Kathy Truscott with Paul Zekos. 12. Jean & Tim Sheehy and Jennie Aspinall. 13. Barrett & Vera Cooke, Michael Strunk & Fiza Singh, Peter & Jessie Morgan, Douglas & Carin Doben, Adam & Melissa Root.

# Support from the Community

## PEOPLE'S UNITED BANK COMMUNITY FOUNDATION PLEDGES SUPPORT FOR NEW HOSPICE FACILITY

Care Dimensions has received a pledge of \$150,000 from The People's United Community Foundation of Eastern Massachusetts towards a capital campaign to build its second inpatient hospice facility, located in Middlesex County. "We are grateful to People's United Bank and the Foundation for their generous support and leadership in recognizing the need to increase access to specialized care facilities that serve terminally ill patients and their families at a vulnerable time in their lives," said Diane Stringer, president and CEO of Care Dimensions. In the first year of the capital campaign, Care Dimensions has raised over \$2.5 million toward its goal. The facility will include 18 private patient suites in a home-like environment. Groundbreaking is planned for later this year, and construction is expected to take about 15 months to complete.

*Diane Stringer with People's United Bank staff Kevin Noyes, Community Development and CRA Officer (left) and Patrick Sullivan, Massachusetts President.*



## LYNDA'S KAUSE TEAM SAYS THANK YOU

Lynda's Kause Inc., recently made a donation to Care Dimensions in gratitude for the care that Lynda King received while a hospice patient. King's husband, Chris and her sister Michele are founding members of the non-profit charity whose mission is to address,

educate, coordinate, and provide funding to ongoing metastatic breast cancer research and patient support.

*(l-r) Michele McCoolle, Care Dimensions Campaign Director Lois Cohen and Chris King.*



*(l-r) Barbara and R. T. Paine Metcalf, Diane Stringer and Sarah and Peter Sherwood.*

## FRIENDRAISING ON THE NORTH SHORE

In May, guests of Barbara and R. T. Paine Metcalf and Sarah and Peter Sherwood were treated to an opportunity to learn more about Care Dimensions' growth, innovation in end-of-life care and plans for the coming years at a gathering at the Essex County Club in Manchester-by-the-Sea.

## BRICK CEREMONY HELPS COMMEMORATE LOVED ONES

On Saturday, June 20, 250 people attended the 2015 Brick Dedication Ceremony at the Kaplan Family Hospice House to dedicate bricks that were inscribed for their loved ones.

*If you would like to dedicate a brick in memory or in honor of someone, please contact Heidi Hatch, development associate, at 978-750-9338 or email [HHatch@CareDimensions.org](mailto:HHatch@CareDimensions.org).*



## COMPLEMENTARY THERAPIES PROGRAM GETS A BOOST IN WATERTOWN

The Marshall Home fund, which supports the needs of Watertown's seniors, recently awarded Care Dimensions a grant to provide complementary therapies to improve the well-being of Watertown residents who are receiving hospice care.

# Volunteer focus

## VOLUNTEER PROGRAM RECEIVES PRESTIGIOUS AWARD

Care Dimensions' Volunteer Program has received the Outstanding Non-Profit Volunteer Program Award of the year from the Massachusetts Service Alliance, a private, nonprofit organization that serves as the state commission on service and volunteerism. "Our volunteers represent the heart of our hospice and palliative care services," said Sheryl Meehan, director of volunteer services & complementary therapies. "Since our founding by volunteers, we have developed an outstanding volunteer program; one that maximizes the unique talents of our volunteers and that recognizes them as integral to the work we do in the 90 communities we serve." In 2014, our volunteers contributed a total of 25,983 hours to support our mission to enrich the quality of life for those affected by life-limiting illness, death and loss. To better serve our diverse patient needs, we have developed a robust menu of more than 25 volunteer options, including:

- Bereavement volunteers
- Direct patient companion volunteers
- Dementia patient volunteers
- Kaplan Family Hospice House volunteers
- LGBT volunteers
- Music/Choir volunteers
- Office volunteers
- Pediatric volunteers
- Pet Therapy volunteers
- Reiki volunteers
- Shabbat volunteers
- Vigil volunteers
- Veteran-to-veteran volunteers



Care Dimensions Volunteer Department, (Front row, l-r): Fran Clements, Sheryl Meehan, director of volunteer services & complementary therapies, and Michelle Perry. (Back row, l-r): Susan McNeil, Roberta Czajkowski, Rebecca Wendler, and Mark Ledewitz.

## LGBT TRAINING

Our Volunteer Services department recently provided a specialty training to seasoned volunteers about best practices when working with patients who are lesbian, gay, bisexual and transgender (LGBT). "The training was terrific and made us aware of the needs of the LGBT patients and how to make them comfortable, no matter where they are in their journey," said Cynthia Turover, a long-time Care Dimensions volunteer who attended the training.



## HELP US SPREAD THE WORD... VOLUNTEERS ARE NEEDED IN SEVERAL AREAS

Volunteers play a critical role in the lives of our patients. Each day we care for more and more patients and are looking for new volunteers to assist with these growing numbers. We care for patients in more than 90 communities in Eastern Massachusetts. If you or someone you know is interested in volunteering or in learning more about these special opportunities, please contact Sheryl Meehan, director of volunteer services & complementary therapies, at 888-283-1722 or email [SMeehan@CareDimensions.org](mailto:SMeehan@CareDimensions.org).

### OUR NEXT VOLUNTEER TRAINING SESSIONS:

#### Boston Area

**Day Class: September 25 – November 6 ~ 9 a.m. – noon**  
Whidden Hospital, 103 Garland Street, Everett  
Please contact Fran Clements, volunteer coordinator, at 978-750-9349 or [FClements@CareDimensions.org](mailto:FClements@CareDimensions.org) to register or receive additional information.

#### Danvers

**Day Class: September 16 – October 21 ~ 9 a.m. – noon**  
Kaplan Family Hospice House, 78 Liberty Street, Danvers  
Please contact Fran Clements, volunteer coordinator, at 978-750-9349 or [FClements@CareDimensions.org](mailto:FClements@CareDimensions.org) to register or receive additional information.

75 Sylvan Street, Suite B-102  
Danvers, MA 01923

For the latest news and events,  
please follow us online:



We'd like to keep you informed, however, if you no longer wish to receive this newsletter or future fundraising requests to support Care Dimensions, formerly Hospice of the North Shore & Greater Boston, please contact the Development Department by email at [Philanthropy@CareDimensions.org](mailto:Philanthropy@CareDimensions.org) or call 978-223-9787.

# Please join us

## Upcoming Community Events

- **28th Annual Walk for Hospice**  
*Sunday, September 20, at 8 a.m.*  
St. John's Preparatory School, Danvers
- **North Shore Service of Remembrance**  
*Date and location TBD*
- **We Honor Veterans Breakfast Receptions**  
*North Shore, November 10*  
*Greater Boston, November 12*
- **Tree of Lights Ceremonies**  
*Swampscott, Thursday, December 3*  
*Gloucester, Monday, December 7*  
*Danvers, Wednesday, December 9*
- **Greater Boston Service of Remembrance and Lights**  
*Date and location TBD*



Sunday, September 20  
[CareDimensions.org/Walk](http://CareDimensions.org/Walk)



**Register**  
**today!**