

Connections

Summer 2019 | Volume 47

Newsletter for Families and Friends

Kaplan House Staff Makes a Mother's Final Wish Come True



As if on cue, the clouds parted and the sun came out on the afternoon of April 13, moments before Care Dimensions hospice patient Marie Barbagallo, of Saugus, led her daughter out the Kaplan House patio door and over to the gazebo and her waiting groom. Surrounded by family members, Lindsey and Thomas exchanged vows led by Care Dimensions chaplain Pam Colleran.

"Thank you all for being here and supporting my children," Marie told the gathering after the vows. "I'm so happy that I got to see this day and witness my daughter marry this wonderful man."

It was hard to imagine that this beautiful, longed-for moment had been planned

only the day before. Marie, 55, who had valiantly battled pancreatic cancer since her diagnosis in November 2017, had entered into hospice care at home early this April. Days later, she had come to the Kaplan House for more intensive intervention and medications to manage her symptoms. Though her driving goal had been to make it to the planned wedding in August, with the realization that her symptoms were worsening and she didn't have a lot of time, Marie finally asked Lindsey if she would be willing to have a ceremony earlier.

Lindsey and her sister, Brittany, rushed out to buy dresses while Thomas and their brother, Bobby, bought matching purple shirts, the color associated with pancreatic cancer awareness.

The morning of the ceremony, Marie's room at Kaplan House was a beehive of activity as the bride and bridesmaids got ready. Marie was alert and feeling good, laughing and joking while having her makeup done. As the crowd gathered in the garden and the music started, Marie held her daughter's arm and walked her down the pathway. "It was the best moment," recalled Lindsey. After the vows, Lindsey told the crowd, "My mom promised me she would be here to dance at my wedding and I'm holding her to it." As the familiar notes of "Over the Rainbow" began, Marie danced with her son to her favorite song and the wedding party joined them.

"I'm so thankful to everyone at Care Dimensions and the Kaplan House for making this day happen. It worked out perfectly," said Lindsey. "Toward the end, I could see how tired mom was getting, but she was determined to stay and thank everyone for being there and say goodbye. I'll remember that forever."

Marie died peacefully at home with her family on April 30. Lindsey has another cherished remembrance of her mother. Hospice Aide Hillary Fortin dipped Marie's finger into special ink and placed her fingerprint on the inside of a shell that will be added to her bouquet for her wedding in August.

"The Kaplan House staff was amazing. Within 30 minutes, they had everything planned."

~ Lindsey Lloyd



Marie, bottom right, with her children Lindsey, Brittany and Bobby.

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GREETINGS AND HAPPY SUMMER!

After a long, cool, wet spring, I'm sure you're just as excited as I am that we've jumped right into summer. It's a remarkable phenomenon that summer is also the busy "season" for hospice. We're inching ever closer to serving 1,000 hospice patients per day, plus 450 palliative care patients—and we are so inspired by the families that we have been privileged to serve.

With that growth is the incredible responsibility we carry to provide the best quality and most compassionate care to all those patients and families. To accomplish that, we are deeply motivated to always strive for innovation, efficiency, and new ways to bring even more care and enrichment to the patient and caregiver experience.

Over the past few months, we've been working on a number of technology projects to enhance our responsiveness to patients (see Patient Ping article on next page) and to help us turn our data into usable, actionable information to better help us plan and perform. This investment in a new Business Intelligence framework will help us analyze our data and outcomes to guide our quality improvement initiatives and provide us with insights on our business and clinical performance—helping us show the value of our work. This all translates directly to our treasured mission.

Our commitment to innovation isn't just behind the scenes. We've also invested in new pilot programs to enhance our night and weekend rapid response to patients and families, and expand our community palliative care services. I can't wait to share more stories about these programs as they mature in the coming months.

As I watch my backyard plants flourish in the summer sun, I'm reminded that my weekends tending them this spring are finally paying off. The same is true for us at Care Dimensions. This time of hard work and investment in our programs will enrich the lives of our patients and families. I'm so thankful and appreciative of the strong financial foundation and generous community support we rely on to make these strategic investments in people and programs. You make all of this possible. Thank you, and enjoy that hard-earned sunshine!

Sincerely,

Pat Ahern
President and CEO

Welcome to our New Board Member



Judge Nancy Gertner (Ret.).

Care Dimensions is pleased to welcome Judge Nancy Gertner (Ret.) to the Board of Directors. A Brookline resident, Judge Gertner served as a federal judge of the U.S. District Court for the District of Massachusetts from 1994 to 2011. Her many awards and recognitions include the Thurgood Marshall Award from the American Bar Association. She has written and spoken widely on various legal issues including civil rights, civil liberties, employment, criminal justice and women's issues.

A graduate of Barnard College and Yale Law School, she is a senior lecturer at Harvard Law School.



We Honor Veterans Awards Nominations

Do you know someone who has made a difference in the lives of veterans? Nominate him/her for our 2019 We Honor Veterans Awards to be presented in November. Submission deadline is September 20. Visit CareDimensions.org/Veterans to learn more.

Care Dimensions Uses New Technology to Improve Communications

Care Dimensions recently implemented Patient Ping, a notification system that sends an automated alert to us whenever one of our hospice or palliative care patients is admitted to or discharged from an emergency room or hospital. This allows us to have more timely conversations with hospital case managers about a patient's care and wishes, which can reduce unnecessary hospitalizations and expenses, and provides better care coordination.

Widely used by hospital systems, physician practices, and health plans, Care Dimensions is the first hospice in the state to implement the technology.

Care Dimensions CEO Pat Ahern explains a scenario: "Mrs. Smith is one of our hospice patients and she falls at home. In her daughter's panic, she automatically calls 911 instead of Care Dimensions for an emergency nursing visit. As she is checked into the emergency room, our triage department gets a Patient Ping email notifying us that Mrs. Smith has arrived at the hospital. Then, we call or have a nurse visit the emergency room or case manager, find out what's going on and talk to the patient and family to determine the best course of action. Mrs. Smith chose hospice care because she doesn't want to be in the hospital, so after talking to her and her family, we transfer her to the Care Dimensions Hospice House to provide more intensive care for her symptoms. It's better care for the patient, honors her wishes, and it reduces hospital readmissions and expenses."

The implementation of Patient Ping has been funded in part by a grant from the People's United Community Foundation. "We are pleased to assist Care Dimensions in bringing this advancement to patient care, which helps to make patients and families feel more supported and fills a communication gap in the healthcare system," said Patrick J. Sullivan, EVP & Massachusetts President, People's United Bank.



CARE DIMENSIONS IN THE COMMUNITY

A group of our employees volunteered for an afternoon at Mass Audubon's Drumlin Farm in Lincoln in May. They planted herbs and flowers, which, when harvested, will be sold to support the farm's outreach programs. The project was part of Care Dimensions' Employee Volunteering Program, which provides staff members with up to four hours of paid time to volunteer in our service area.

Since the Employee Volunteering Program began in 2018, staff members have shared their time and talents for local nonprofits in many ways, including:

- Supporting charity events
- Sorting donated items at a clothing barn
- Helping their school's PTO
- Donating platelets and whole blood

Care Dimensions Urges Congress to Expand Access to Hospice, Palliative Care

In April, Care Dimensions Clinical Manager Abbie O'Grady, RN, CHPN, joined more than 300 hospice supporters from across the nation in Washington, DC, for meetings with members of Congress to advocate for expanded access to and coverage for hospice and palliative care services. "I was able to use my voice and our stories to advocate for better access to hospice and palliative care—the true model of patient and family-centered care," said Abbie, who brought her unique perspective as not only a hospice nurse, but also as the mother of a son who received pediatric hospice services from Care Dimensions. Abbie urged support of The Palliative Care and Hospice Education and Training Act (H.R. 647) to help address the shortage of adequately trained hospice and palliative care providers; The Rural Access to Hospice Act (S. 1190) to allow healthcare providers to serve as their patients' hospice attending physician; and opposition to a 2% cut to Medicare base payment rates for hospice providers in 2020. Abbie met with aides to Senators Elizabeth Warren and Edward Markey, and Representatives Seth Moulton, Joseph Kennedy, and William Keating.



(left to right) Kristi Burbank, Christine McMichael, and Abbie O'Grady outside of Sen. Warren's office.

Patients and Caregivers

Early Use of Hospice Gives Young Mother Quality Time with Son

Cheryl Lopez, 52, of Lynn, was a “supermom” who did it all. Single mom to son, Kyle, the two were inseparable and she enthusiastically coached his soccer teams, led his Boy Scout troop, took him on camping and kayaking adventures and volunteered with him at Care Dimensions Walk for Hospice—all while working full-time in finance for North Shore Physicians Group. Not even battling breast cancer for three years could slow her down.

But in November 2018, when she started experiencing more pain from the advancing cancer, she turned to Care Dimensions for help. Under the Care Dimensions “early access” hospice program, Cheryl could continue to receive some radiation treatments to help control tumor progress to relieve pain, while also receiving the support of our hospice team. “I understood the radiation treatments were for my comfort, not a cure,” said Cheryl. “I got the best of both worlds when I could add Care Dimensions’ expertise for pain management, as well as additional support for me and my family.”



Cheryl and Kyle Lopez were joined by St. John's Prep Headmaster Ed Hardiman (left) and Principal Keith Crowley.

She loved her job and continued working until she broke her clavicle in a fall in early December. She used the extra time at home to teach Kyle important life skills he'd need in college, including how to cook family favorites. “He makes great steak tips and tacos,” she noted.

Cheryl was determined that Kyle, a senior at St. John's Prep School, stay focused on school and his activities, and have as much fun as possible. To support Kyle, Care Dimensions Child Life Specialist Cammie Adler-Roth went for walks with him and let him share his feelings, worries,

and plans for the future. “At one point, I told Cammie that I was struggling with my faith,” said Kyle. “She listened to me and helped me work it out. As much as I talked with my mom and other family members, it was really helpful having someone else who wasn't family to talk to.”

“I would tell anyone to embrace hospice and not to be afraid of it. I didn't realize how much they could help and support not only me, but the rest of my family.”

~Cheryl Lopez

At the end of January, as the tumors pressed on her spine, Cheryl lost feeling in her legs and the ability to stand. As her symptoms worsened, she was transferred to the Kaplan Family Hospice House for more intensive pain management and care. Cheryl had a steady stream of visitors including family, friends from work, and even her Boy Scouts who presented her with a special poster and gifts because she couldn't attend Kyle's Eagle Scout ceremony.

Kyle visited every day and slept over every weekend while the two stayed up late and binged watched favorite movies. With Cammie's help, he made a sea turtle figurine to remind his mom that he was thinking of her always.

Knowing that Cheryl's greatest wish was to watch her son receive his high school diploma, the staff at the Kaplan House contacted St. John's Prep and arranged a special graduation ceremony at the Kaplan House. As Cheryl looked on and beamed with pride, Headmaster Ed Hardiman detailed Kyle's scholastic achievements. As he bestowed Kyle's diploma, he assured Cheryl and those gathered that the Prep community would be there to support Kyle.

Cheryl died peacefully on March 11. “My mom was so strong,” said Kyle. “She wasn't afraid of anything—even dying. She was the ultimate role model and her positive outlook on life is something I will always try to match.” Kyle graduated with his classmates from St. John's in May and will be attending Worcester Polytechnic Institute to study robotics in September.



Friends and family gather with Eliza Mager (first row, third from left) for a birthday-prom event.

A NIGHT TO REMEMBER FOR YOUNG HOSPICE PATIENT

When Care Dimensions hospice patient Eliza Mager and her female cousins were making plans for her 22nd birthday, she had an unusual take on the celebration. “I mentioned I had been unable to go to my prom because of my cancer treatments and suggested we have a birthday-prom event instead,” said Eliza.

Diagnosed with cancer at age 17, Eliza, of Westford, eventually had to leave school, and missed much of what comes with those high school years. Her cousins loved the idea of the prom and started making plans. Care Dimensions Social Worker Rebecca Lawrence and Child Life Specialist Keyla Kelley got involved too, supporting Eliza and arranging for a volunteer photographer to capture the big event.

“Care Dimensions often helps seriously ill patients experience special memories or dreamed-of events,” said Social Worker Rebecca Lawrence. “But this was our first experience with a prom. It was a fantastic and unique event tailored for her. And, it was something for her to work on and look forward to.”

Eliza's sister and cousins helped her find a dress, and a friend applied her makeup and provided other touches to get her ready for the big night. “We all got dressed up like it really was a prom,” Eliza said. “Everyone looked wonderful.”

After dinner and dancing—and a surprise engagement proposal of one of her cousins and his girlfriend—the group continued the celebration with a cake and a weekend sleepover. “It was wonderful and we just enjoyed being together,” said Eliza. “It was also bittersweet for everyone because of my illness. So there was some crying, but lots of laughter. In the end, it was a really fun event, but more importantly, it was a great and special memory that we now all have.”



FROM A DREAM TO AUTHOR

“I knew I wanted to be a writer when I was eight,” explains Eliza. “I was a huge Harry Potter fan and I thought of J.K. Rowling and how successful she was. So, I started to write my first real book when I was 10.”

Eliza has been busy this past year writing “The Returning,” a science fiction novel inspired by a dream about twins who were born in a different dimension. The characters reunite with their birth family and discover there has been a prophecy predicting that they will save their homeland from a corrupt leader.

Care Dimensions Social Worker Rebecca Lawrence has been coaching Eliza through the writing, editing and publishing process. Through a GoFundMe campaign, Eliza has raised enough money to fulfill her dream to publish her manuscript, and she is working on the design now.

“I hope readers learn about love, family, and friendship through the story,” explains Eliza. “For me, I hope to learn from critiques and in the process become a better writer.”

Read an excerpt from Eliza's book

CareDimensions.org/TheReturning

Healing Connections

RESOURCES FROM CARE DIMENSIONS GRIEF SUPPORT PROGRAM

OLD ENOUGH TO GRIEVE: SUPPORTING CHILDREN AFTER LOSS



For families who have been recently bereaved, the new school year brings a poignant reminder of upcoming life events for which their loved one will be absent. Equally, at schools, teachers and counselors may be unprepared or unaware that one of their new students has just lost someone they loved.

Six percent of Massachusetts youth – 81,000 – are estimated to be bereaved by age 18. Among those, most have experienced the death of a parent.

“Anyone old enough to love is old enough to grieve,” writes Dr. Alan Wolfelt, grief educator and author.

Children grieve differently than adults, and often it’s hard for them to understand death and reveal their own sadness and confusion. Here are a few ways you can help your school-age children to process and cope with the loss of a loved one:

Communicate early and often: Assure children that death is not a taboo topic and provide a safe space to talk about their feelings. Keep the conversation open and honest and appropriate to each child’s age and stage.

Reach out for help: Use the resources in your local community. Care Dimensions provides grief counselors and child life specialists to help parents and caregivers determine what information they are comfortable sharing with their children, how to explain illness and death and how to answer their children’s questions. Find a list of our many child grief support resources and reading list on our website at CareDimensions.org/CCLS.

Allow children to participate in the family’s mourning: Children can write and read a poem, accompany you to the cemetery, draw a picture for a departed grandparent or plant a flower for a lost pet. Or families can make memory treasure boxes in which they cultivate memories and help each other to remember important life events with a departed loved one.

CARE DIMENSIONS’ SCHOOL-BASED GRIEF OUTREACH PROGRAM

In response to a growing community need, Care Dimensions has launched a School-Based Grief Outreach Program.

Focused on low-income communities in Essex County and funded by the Bertolon Family of Beverly, this pilot initiative will partner with local schools to deliver specialized youth bereavement services. School and Community Outreach Specialist Kristin Kowalski, MA, CAGS, will provide individual and group support for students, while also training school personnel on issues related to childhood grief.

“Sadly, some children will experience grief at a young age,” said Donna Bertolon. “But when children have the education and tools to cope with the grief they are better able to handle the range of emotions that come along with grief. This outreach is so necessary and important, and that’s why our family is proud to help support it.”

To learn more about our children’s grief support services, please visit CareDimensions.org/Grief.

Greater Boston Bereavement Spotlight

UPCOMING GREATER BOSTON GRIEF SUPPORT GROUPS, FALL 2019

LOSS OF SPOUSE/PARTNER

Saturdays (8 sessions), September 7 – October 26, 1-2:30 pm
125 Winter Street, Lincoln

LOSS OF ADULT CHILD DUE TO SUBSTANCE USE

Tuesdays (8 sessions), September 10 – October 29, 6-7 pm
333 Wyman Street, Ste 100, Waltham

LOSS OF PARENT

Saturdays (6 sessions), September 14 – October 19, 10-11:30 am
125 Winter Street, Lincoln

COPING WITH GRIEF AND LOSS AFTER AN ILLNESS

Thursdays (8 sessions), September 12 – October 31, 5:30-7 pm
Emerson Hospital, Concord

COPING WITH GRIEF AND LOSS

Mondays (6 sessions), September 16 – October 21, 10-11:30 am
Sudbury Senior Center, 40 Fairbank Rd, Ste B, Sudbury

YOUNG ADULT LOSS OF PARENT

Saturdays (6 sessions), November 2 – December 7, 10-11:30 am
125 Winter Street, Lincoln

Based on grief research and our clinical practice, we find that our support groups benefit those individuals who participate in these groups at least three months after the loss of a loved one. You must commit to attending all sessions. Groups are free of charge and led by a licensed Care Dimensions grief counselor.

NEWLY BEREAVED WORKSHOP

(A one-time workshop for loss of 1-3 months)
First Monday of each month, 4-6 pm
333 Wyman Street, Ste 100, Waltham

INDIVIDUAL COUNSELING

Care Dimensions offers individual counseling (up to four sessions) with a licensed grief counselor in our Waltham office to all families of a loved one who has died in our hospice care.

Advanced registration is required for all groups, workshops, and individual counseling.

To register or to view our complete list of Grief Support offerings –including programs on the North Shore – please visit CareDimensions.org/Calendars, call 855-774-5100 or email Grief@CareDimensions.org.

PROVIDING SUPPORT TO THE COMMUNITY: LOSS OF ADULT CHILD DUE TO SUBSTANCE USE

Beginning in September, as part of Care Dimensions’ response to the on-going opioid crisis and to benefit our community, we will be offering a Loss of Adult Child due to Substance Use support group (see details in calendar). While a child’s death at any age and from any cause is a profound loss, when substances such as drugs and/or alcohol are involved, additional layers of grief and stigma are often present. Whether death came after a history of substance use, a single encounter, or from the disease of addiction, processing this loss has its own set of complications. The group will provide a safe space for parents to talk about their loss with others who have had a similar experience, give and receive support, and learn ways to cope and care for themselves.

For more information or to register, visit CareDimensions.org/Calendars, call 781-373-6530 or email Grief@CareDimensions.org.



Our grief support programs are funded in part by our generous community of donors.

Walk for Hospice



To register or donate to the Walk, please visit CareDimensions.org/Walk

Presented by
Brown Brothers Harriman

ONLINE WALK REGISTRATION AND TOOLS MAKE FUNDRAISING EASY

Our new Walk website at CareDimensions.org/Walk makes it easier than ever to register and raise money. You can use new email and social media tools to encourage your friends and family to join you or donate to your team online. A step-by-step instructional video can show you how to create a Facebook fundraiser directly tied to your Walk team page. Register today to get a jump on fundraising!



WALK FOR HOSPICE CO-CHAIRS STEP UP FOR CARE DIMENSIONS

With energy and enthusiasm, the Walk for Hospice co-chairs invite you to join us for our 32nd Annual Walk for Hospice to benefit Care Dimensions on Sunday, September 29, 2019. The inspirational 3-mile walk will take place at St. John's Preparatory School in Danvers and honor the lives, courage and memories of our loved ones while raising funds to provide comprehensive and compassionate end-of-life care for residents of 95 communities throughout Eastern Massachusetts.



Care Dimensions President Patricia Ahern (center) joins the Walk for Hospice Co-Chairs (l to r) Charles Adams, Steve Geoffroy, Fran Clements, Joanne MacInnis, and Scott Muir. Not in photo: Christian Hassel

HONORING HER MOTHER BY JOINING A COUSIN TO SUPPORT WALK FOR HOSPICE

There is never a "good" time to lose a close family member, but a death on Christmas Day can be especially challenging. For Jill Chapdelaine, whose mother died on December 25, 2018 at Care Dimensions' Kaplan Family Hospice House, that day was filled with "comfort and grace." She explains, "My mom died peacefully surrounded by family and under the supportive care of the Kaplan House staff."

And despite living in East Longmeadow, Jill will gladly make the long trip to Danvers on September 29th to participate in the Care Dimensions Walk for Hospice as part of Team Aberdeen. "My mother arrived at Kaplan House two hours after my cousin Joanne (MacInnis) helped coordinate the referral," she says. "That was a miracle. I'll be proud to walk alongside my cousin—one of this year's Walk co-chairs—and raise money to support Care Dimensions."

Read Jill's full story
CareDimensions.org/TeamAberdeen



Jill Chapdelaine and her mother.



Care Dimensions COMPASSION & INNOVATION

MAKING FRIENDS AND RAISING AWARENESS IN METROWEST

On April 11, we welcomed 100 friends and guests to the deCordova Sculpture Park and Museum to learn more about Care Dimensions and our commitment to compassion and innovation. Guests attended short educational sessions led by Care Dimensions Director of Professional and Community Education Mary Crowe, and had a chance to learn about how music and pet therapies, telemedicine devices, and enrichment programs for dementia patients improve the care and quality of life for people with serious illness.

Pictured: 1. Alice Dietrich and Peter Alcock; 2. Deborah Zaffiro and Pat Ahern, President & CEO, Care Dimensions; 3. C.C. Donelan, Lee Nordblom and Betsey Levering. 4. Mary Crowe; 5. Jenafer Friedland, Stacy Caterina and Christian Hassel.



EARLY WALK FOR HOSPICE FUNDRAISER IS BIG SUCCESS

Congratulations and thank you to Kate Costin and the SHS (Swampscott High School) Class of 85 Walk team for their successful Walk for Hospice fundraiser, which was held this spring at the Hawthorne Hotel in Salem and raised more than \$4,000. Kate formed the team last year in memory of a high school classmate who died at Care Dimensions' Kaplan Family Hospice House. The team will be back for this year's Walk on September 29 at St. John's Prep in Danvers. Register or donate at www.CareDimensions.org/Walk.

CARE DIMENSIONS CELEBRATES 25TH ANNUAL HOSPICE REGATTA RACE

Though lack of wind cut the yacht races short, 21 boats and over 100 sailors participated in the 25th Annual Hospice Regatta and barbecue. Marblehead resident Davita Nowland, whose husband was cared for by Care Dimensions, spoke about the value of hospice and palliative care, and the importance of supporting Care Dimensions' mission. To read her remarks, visit CareDimensions.org/25thHospiceRegatta.

Many thanks to our Presenting Sponsor, Doyle Sail. Marblehead Bank and National Grand Bank were also sponsors of the 2019 Hospice Regatta.



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Support from the Community

APPRECIATION OF SUPPORT SPURS DONOR TO HONOR CARE DIMENSIONS IN ESTATE PLANS



The spring of 2016 was a very difficult time for Marisa Didio and her family. Her brother, John, who had been battling cancer for several years, had decided to stop radiation treatment and focus on quality of life with the help of Care Dimensions. After several months with hospice care at home, he was transferred to the Kaplan Family Hospice House.

Meanwhile, Marisa's mother, Jacqueline, was also receiving hospice care for her advanced dementia. Two days after her son's death and when her symptoms could no longer be managed at home, Jacqueline was transferred to the Kaplan House. Two days later, Jacqueline died peacefully with Marisa by her side.

In 2017, Marisa included Care Dimensions in her estate plans through a planned gift and became a member of Care Dimensions' David Sherman Legacy Society. Established in 2011, the Society honors and acknowledges individuals who have made Care Dimensions part of their estate plans through a bequest, gift annuity, charitable trust or other form of deferred giving.

Marisa wants her planned gift to make a tangible difference for patients with advanced illnesses and their caregivers. "I really want other families to experience Care Dimensions' philosophy of hospice care, just as I and my family experienced it," she says.

[Read Marisa's full story
CareDimensions.org/Marisa](https://www.caredimensions.org/Marisa)

LEAVE A LEGACY

A planned gift can help you make a more substantial gift, as well as address your financial needs, while ensuring the work of Care Dimensions will continue for generations to come. A planned gift provides flexible options for you to honor your loved one now with a transformational gift through your estate.

Commitments can be made in a variety of ways, including designating a fixed dollar amount or percentage of your estate, property, or stock, or making Care Dimensions a beneficiary of your retirement accounts.

To discuss your estate plans or join the David Sherman Legacy Society, please contact our Philanthropy Department at 978-223-9787 or Giving@CareDimensions.org.

REMEMBERING: ONE BRICK AT A TIME

Memorial bricks line the walkways of the Remembrance Gardens at both the Kaplan Family Hospice House and the Care Dimensions Hospice House. If you would like to dedicate a brick in memory of or in honor of someone, please contact our Philanthropy Department at 978-223-9787 or email Giving@CareDimensions.org.



IPSWICH ROTARY HONORS A COMMUNITY LEADER

Martha Mauser (right), the president of the Rotary Club of Ipswich, presented a donation to Care Dimensions that was accepted by fellow Rotarian, Sheryl Meehan, director of volunteer services and complementary therapies at Care Dimensions. The donation was made in memory of long-time club member Merle "Skip" Pimentel of Ipswich, who was an early supporter of and member of the Board of Directors of Care Dimensions (then Hospice of the North Shore).



Volunteer focus

NEW MUSIC SHARING VOLUNTEER PROGRAM BRINGS GIFT OF MUSIC TO MORE PATIENTS

"Sharing music is more than just listening and appreciating a beautiful lyric or melody, it provides the opportunity for us to share an experience together, relive happy times, and help us express our feelings," explains Care Dimensions Music Therapist Lisa Kynvi. "Often times, even a person with advanced dementia who can't fully express themselves with words can remember the chorus of 'You Are My Sunshine' or 'Oh What a Beautiful Morning' and it brings them joy."

To bring that joy to more patients, Care Dimensions has recently launched a Music Sharing volunteer program to complement our music therapy program. "Just like physical therapy, almost any patient could enjoy or benefit from sharing music, but not everyone needs it for the therapeutic aspect of it," explains Lisa. "Our music therapy program is so popular with patients, it's hard for our staff of two full-time and one part-time certified music therapists to meet the demand for visits," said Sheryl Meehan, director of volunteer services and complementary therapies.



Music Therapist Lisa Kynvi demonstrates how to engage a patient while listening to music.

"With this new Music Sharing program, volunteers will be able to bring music to more patients who will enjoy the experience and interaction, while our board-certified music therapists can now concentrate their visits on the patients who have high clinical needs and who can really benefit from using music as part of the process to explore

challenging emotions or situations, repair relationships, or delve into the sadness of letting go and wrapping up their lives," explained Lisa. "Music therapy helps patients process past experiences by opening their hearts and souls, and acknowledging and expressing their emotions so they don't have to hold it alone, which helps them let it go and come to a place of more peace."

To kick off the program, 60 volunteers gathered over two nights to learn tips and techniques on how to share the experience of listening to music with patients. Volunteers learned about the technology and equipment needed to access music, how to select appropriate music for each patient, and how to physically approach and engage a patient in the music. "There's a big difference between just playing recorded music and really appreciating and experiencing it intentionally together," said Lisa.

"I was especially intrigued by the idea of pausing between songs to give space to the emotion or sentiment in the song or to have conversation. It's important to let it settle and to not overwhelm the senses," said volunteer Meghan Gardner, of Bedford. "It was also helpful to learn the signs of how a patient with dementia might like a particular song, and how we should go back to it a couple of songs later so they can recognize and enjoy it even more."

"I love sharing music with my patients, watching people come out of themselves and seeing that twinkle in their eye."

~ Trish Cannon

All patients who are referred by their clinical team for music therapy will have an initial visit and assessment with a music therapist who will determine if they are a candidate for additional music therapy visits or if they could enjoy the Music Sharing program with a trained volunteer. "With the Music Sharing training, we're giving our volunteers another tool to interact with a patient, while also providing more opportunities to bring music and happiness to additional patients," said Sheryl.

Volunteer training and complementary therapies—like music therapy—are funded through generous support from the community. To learn more about supporting programs like this, please contact our Philanthropy Department at 978-223-9787 or Giving@CareDimensions.org.

OUR NEXT VOLUNTEER TRAINING SESSIONS:

Care Dimensions Hospice House, 125 Winter Street, Lincoln
Tuesday and Thursday evenings
September 17 – October 10 ~ 6 – 8:30 pm

Wednesday and Friday afternoons
September 18 – October 11 ~ 1 – 3:30 pm
Please contact Abby Langmead, volunteer coordinator, at 781-373-6509 or ALangmead@CareDimensions.org to register or receive additional information.

Kaplan Family Hospice House, 78 Liberty Street, Danvers
Monday and Wednesday mornings
September 16 – October 9 ~ 9 – 11:30 am
Please contact Fran Clements, volunteer coordinator, at 978-750-9349 or 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 Philanthropy Department by email at Giving@CareDimensions.org or call 978-223-9787.

Please join us

Upcoming Community Events

- **Vietnam Veteran Welcome Home Events**
Tuesday, September 10 at 9:00 am in Danvers
Monday, September 23 at 9:00 am in Lincoln
- **North Shore Service of Remembrance & Hope**
Sunday, November 10 at 3:00 pm in Beverly
- **We Honor Veterans Award Reception**
Tuesday, November 13 at noon in Woburn
- **Greater Boston Service of Remembrance & Light**
Wednesday, December 11 at 5:00 pm in Lincoln
- **Tree of Lights Ceremonies**
Monday, December 9 ~ Gloucester
Tuesday, December 10 ~ Danvers
Coping with the Holidays workshop after lighting
Wednesday, December 11 ~ Lincoln
Combined with the Service of Remembrance & Light
Thursday, December 12 ~ Swampscott

Care Dimensions



Sunday, September 29, 8 am
St. John's Preparatory School, Danvers



Register today!
CareDimensions.org/Walk