Complementary Therapies Help Hospice Patients Find Place of Peace

Sometimes the right touch, a familiar tune, artistic expression, or a dog’s wagging tail and happy face can make all the difference for someone with advanced illness.

Recognizing that people nearing the end of their life have complex needs that go beyond medical issues, Care Dimensions established a complementary therapies program six years ago. The program offers music and creative arts therapy, massage, Reiki, and pet therapy to help patients relax, connect to others, and find joy in the moment. “Hospice patients often face emotional and spiritual challenges, which can lead to stress and anxiety that can feel overwhelming,” explained Sarah Shepard, Care Dimensions manager of psycho-social support services. “Our complementary therapies help ease tension and stress by connecting in a way to which the patients can relate.”

For Ruby Evans, 94, of Boston, an hour-long massage from Care Dimensions therapist Nancy Davan provides much-needed pain relief and boosts her spirits.

“I am more relaxed when I know that Nancy is coming,” said Ruby, who has limited movement and spends most of the time in her bedroom. “When she walks in, right away we connect. She can really hit the right spot and I can tell after a few seconds she’s helping,” Ruby added. “I feel so good after she’s been here, and it makes the rest of my day.”

Reiki, a gentle stress-reduction technique, helps patients relax and eases their anxiety. One patient said Reiki allows him to “find a place of peace within that has nothing to do with my disease.”

Music and pet therapy can brighten a patient’s day, regardless of age. Often, therapists can connect with patients without talking. Their therapeutic tool (guitar, singing voice, or trained dog) provides all the stress relief that’s needed.

The Complementary Therapies Program sets Care Dimensions apart from most hospices. Medicare and commercial insurers do not reimburse us for these therapies, but we know they are vital to our patients’ quality of life. We provided nearly 4,500 visits last year—more than 10 times the number of visits during our first year of the program in 2010.

Learn more about this vital program CareDimensions.org/YouTube
Welcome to our New Board Member

Wanda McClain
Care Dimensions is pleased to welcome Wanda McClain to the Board of Directors. Wanda is vice president of Community Health and Health Equity at Brigham and Women’s Hospital. Prior to joining the Brigham she was the director of community partnerships at Partners HealthCare. Wanda holds a Master in Public Administration degree from the John F. Kennedy School of Government at Harvard University. She currently serves on the boards or committees of several organizations including Boston After School and Beyond, Boston Private Industry Council, Commonwealth Corporation and The Dimock Center.

NATE LAMKIN HONORED BY MASSACHUSETTS GENERAL HOSPITAL CANCER CENTER
Nate Lamkin, LICSW, ACHP-SW, Care Dimensions’ director of bereavement services and program development, was honored in May as one of “the one hundred,” an annual awareness and fundraising initiative of the Massachusetts General Hospital Cancer Center. Ashley Haseotes, President & Founder of One Mission (a pediatric cancer foundation best known for their “BuzzOff” events), nominated Nate for the honor stating: “Nate eases the end-of-life journey for hundreds of cancer patients and their loved ones each year by coordinating a broad range of services. For some, it may be arranging for a few hours of relief from the bedside of a terminally ill loved one. For families of pediatric patients, it may be setting up counseling for siblings. I am not sure there is anything Nate has not done, or will not do, to support families during their end-of-life journey.”

New Director of Provider Relations & Business Development
Genevieve Baudin has joined Care Dimensions in the newly created role of director of business development and provider relations to foster partnerships with referring health care organizations. She brings deep experience in healthcare business development, most recently serving as regional director for Genesis Healthcare.

“Care Dimensions is a very innovative, entrepreneurial organization providing the highest quality of care, support, education, and consultation within our communities and I’m thrilled to be a part of it,” she said.
FAMILIES GATHER TO REMEMBER THEIR CHILDREN

Families and Care Dimensions staff gathered at Glen Magna Farms in Danvers for our first Gathering of Remembrance: In Celebration of Our Children, for families grieving the death of a child. The gathering was guided by input from several parents and included music by Music Therapist Lisa Kynvi, Music Therapy Intern Hilary Bennett, and parent Tim Sheehy, whose daughter Megan passed away in August 2014.

“Every detail was so elegant and thoughtfully conceived and executed,” said Amy Novit, whose 14-year-old daughter, Abby, died on service with us at home in Melrose in January 2015. “I felt so cared for and elevated by the experience.”

RESOURCES FROM CARE DIMENSIONS GRIEF SUPPORT PROGRAM

FINDING HOPE AFTER LOSS

‘Everyone is changed by the experience of grief,” explains Alan Wolfelt, Ph.D., director of the Center for Loss and Life Transition. ‘We, as human beings, never ‘get over’ our grief, but instead become reconciled to it.” The pain we feel does evolve over time; according to Wolfelt, it softens from being sharp, stinging and ever-present to a gradual integration of the loss, where there is hope for continued life while always remembering the loved one(s) who died.

Finding that hope, however, can feel impossible in the beginning of our grief. The recent death of a loved one— even a long-anticipated death— comes as a shock in the early stages. Grieving is probably some of the hardest work any person has to do. For most people, building a relationship with someone involves many years of effort, it’s natural, then, that letting go requires a similar effort.

“Hope is the thing with Feathers, That perches in the Soul, and Sings the Tune— “Hope is the thing with Feathers, That perches in the Soul, and Sings the Tune—

Dr. Wolfelt believes strongly in people’s ability to participate in and help their own healing during grief. He outlines some steps for helping yourself when grieving:

- Be gentle with yourself. Let yourself be nurtured.
- Don’t be afraid to talk with someone. If friends or family don’t seem to understand, seek a professional, a support group, or read books/articles written for people who have experienced a loss.
- Make every effort to take care of your health, which means sleeping, eating and exercising.
- There is no timetable for how long it takes to grieve. Some may be able to move on easily, while others never heal the loss. And sometimes tragic events like the nightclub shooting in Orlando or other senseless acts and loss of life in our community may trigger extreme feelings and open wounds leading us to grieve for our loss and that of others in a very intense way.
- Create rituals that have meaning for you. Such rituals can be formal services or simple moments of reflection with loved ones.

Grieving is hard work and all of us do the best we can do. We can’t control death or ignore the natural need to grieve when it touches our lives. However, we can make the choice to take control over how we heal and find hope for the future.

Throughout the year we run Support Groups and Workshops on a variety of topics, including, but not limited to:

- ADULT LOSS OF PARENT
- LOSS DUE TO ILLNESS
- YOGA FOR LIVING WITH LOSS
- SURVIVING A LOSS DUE TO SUICIDE
- WRITING FROM THE HEART OF GRIEF
- PET LOSS
- LOSS OF SPOUSE/PARTNER
- LOSS OF AN ADULT CHILD

CHILDREN’S PROGRAM GROUPS - Resuming in the fall

Ages 4 – 12 with concurrent programming for parents/guardians

Holy Trinity United Methodist Church, 16 Sylvan Street, Danvers

*Additional locations to be added. Please call for more information.

To pre-register or for more information about upcoming programs, visit CareDimensions.org/Calendars

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, visit CareDimensions.org/Calendars, call 857-774-3500 or email Grief@CareDimensions.org.
PUTTING HER FEET TO THE GROUND TO MAKE MOM PROUD

As a child, Mikki Wilson recalls her mother as a hardworking and compassionate healthcare aide, specializing in hospice care. “She would talk to me about her day and tell me about the process of dying in a way that wasn’t morbid or depressing,” said Mikki. “I could feel the love as she shared these stories with me.” Many years later, Mikki would find a degree of comfort in those stories when her beloved mother became a hospice patient. Florence “Sue” Wilson was a lively, lovely woman whom people gravitated toward. A devoted mother, she worked for close to 40 years as a hospice aide for various home health care agencies and for Care Dimensions (then Hospice of the North Shore). In 2010, Sue was diagnosed with ovarian cancer. She went through radiation and chemotherapy, all the while keeping a positive attitude. To help brighten her mother’s day, Mikki would polish her nails and toes, creating pretty and fun designs to keep Sue’s spirits up. Hence the name for Mikki’s Walk team, Tips and Toes for Flo. “I’m so grateful I could spend that time with my mom,” said Mikki. “Looking back, I realize that throughout my childhood my mother gave me the tools I would need to cope when she was at the end of life.”

When she needed hospice care, Sue and Mikki turned to Care Dimensions. Mikki knew that staying at home was important to Sue. “The Care Dimensions clinical team gave my mother the dignity and care she needed to stay at home until she died. We could not have done that without them.”

Sue’s generous spirit encouraged her children, and Mikki in particular, to make a difference. Each year Sue would attend the Hospice Tree of Lights ceremony in honor of her patients, a tradition that made an impression on Mikki. “She’d always planned to do the Walk for Hospice but then her health took a turn and she was unable to do so,” said Mikki.

SAVE THE DATE FOR OUR WALK BENEFIT PARTY

Join us for a Benefit Party to support the Care Dimensions Walk for Hospice on Thursday, September 8, 5:30 p.m. at the spacious and beautiful Honda North showroom in Danvers.

WALK FOR HOSPICE

SUNDAY, OCTOBER 2, 2016

Walk to remember, walk to heal, walk to honor. Whatever your reason, now’s the time to get ready for this annual fundraiser to benefit Care Dimensions services to patients and families. Visit CareDimensions.org/Walk to register your team or make a donation. For more information call 978-223-9787.

Join us for the 29th Walk for Hospice on

Thursday, October 2, 2016, 5:30 p.m.

Walkers will argue for a radical re-envisioning of the systems and technologies to improve the quality of care delivered to patients. Dr. Volandes’ talk will argue for a radical re-envisioning of the patient-doctor relationship to ensure patients are at the center of their medical care.

Thursday, November 10, 2016, 4:30 p.m.
Danversport Yacht Club
161 Elliott Street, Danvers, MA

Register online at CareDimensions.org/calendars or contact Wendy DeFelice, at 978-223-9748 or WDeFelice@CareDimensions.org

There is no charge for this event. CEUs will be submitted for nurses, social workers and certified case managers.

PRESENTING

Dr. Angelo Volandes and “The Conversation: A Revolutionary Plan for End-of-Life Care”

After Sue’s passing in 2015, Mikki launched herself into several volunteer roles, including serving on the Walk for Hospice Committee. “I wanted to put my feet to the ground, volunteer and do what I knew would make her proud,” she said. To date, Mikki has commitments from several friends, family members, colleagues and community groups who are eager to support her team. “I’m throwing my energy into the now,” said Mikki. “As my mother always said, ‘If you want something done give it to a busy person.’”

GRANT ENABLES EXPANSION OF CHILDREN’S BEREAVEMENT SERVICES

Thanks to a $100,000 Grief Reach grant from the New York Life Foundation, Care Dimensions has expanded our children’s bereavement offerings in the Greater Boston area for all children who are grieving the loss of a loved one. “We are grateful for the New York Life Foundation’s investment in this program, which will help us broaden our services to reach underserved youth,” said Nate Lamkin, director of bereavement and program development. So far, the grant has enabled us to hire a new children’s bereavement counselor for Greater Boston and to run several MetroWest/Boston area support groups. In addition to expanding our Children’s Program services to the Greater Boston area, the second goal of the grant is to establish a teen program. The New York Life Foundation created the Grief Reach program to help providers overcome barriers to bringing grief support services to youth not served by existing bereavement programs.

Are you balancing the role of caregiver to a loved one coping with a long-term illness or experiencing conflicting feels of anticipatory grief?

Mondays, August 8, September 12 & October 17
10:30 - 11:30 a.m.
Bertolino Center for Grief & Healing, 78 Liberty Street, Danvers

To register call: 978-223-9726 or email PDepasquale@CareDimensions.org

ALSYMPOSIUMFOCUSESONHOPE,DISCOVERYANDTREATMENT

Care Dimensions and the ALS Association, Massachusetts Chapter co-hosted a symposium to share with 200 clinicians the latest ALS research and ethical issues of interest to ALS patients and their caregivers. The program was sponsored in part by Care Dimensions’ Robert Marder ALS Educational Fund, which supports education focused on cutting-edge care for caregivers and clinicians.
An enthusiastic and supportive crowd of 280 guests enjoyed the annual Hospice Auction and Dinner at Boston Yacht Club in Marblehead on June 17. Thanks to the success of the auction, fund-a-need donations, mystery gift bags, and many generous sponsors, over $370,000 was raised to support patients and their families when it matters most. Guests bid on 18 unique items, including Meg Black’s signature artwork, “Memories of Marblehead,” which raised $25,000. Attendees enthusiastically contributed an amazing $53,000 to help underwrite the Complementary Therapies program – including music and creative arts therapy, massage, Reiki, and pet therapy – which helps patients relax, manage pain, communicate, and live as fully as possible.

Most importantly, we thank our 20-member committee, co-chaired by Jessie Morgan, Christine O’Neil, and Meryl Thompson, for sharing their time, talent and enthusiasm to make this a truly memorable event. We are also grateful to the Boston Yacht Club officers, committee members, and staff for generously hosting our events, and to all the businesses and donors who contributed items for our live auction and mystery bags.

On a warm and sunny Father’s Day with perfect sailing conditions, Karen Tenenbaum and the Boston Yacht Club Race Committee organized a dynamic course for 26 boats to compete in the Annual Hospice Regatta, with Knotless owner Ken Bowden going on to represent Care Dimensions at the National Hospice Alliance Regatta.
Support from the Community

YOUTH IN PHILANTHROPY DONATION
We are grateful to the Foundation for MetroWest’s Youth in Philanthropy. Sudbury students who selected Care Dimensions to receive a $5,000 grant. Students presented the check to Monica Alley (far left), our Greater Boston bereavement coordinator.

Volunteer focus

EVENTS SAY THANK YOU TO OUR VOLUNTEERS
In June, we held two volunteer appreciation events to say thank you to our fantastic volunteers who give so much of their time and energy to support our patients and their families.

Support from the Community

NORTH SHORE HELLENIC WOMEN’S GUILD SUPPORTS NEW HOSPICE HOUSE
Care Dimensions President Diane Stringer (second from left) accepts a $10,000 contribution from North Shore Hellenic Women’s Guild members Elaine Zetes, Harriet Delyan, and Penny Kanellos. The funds, which the women’s group raised at its 2015 Christmas party, will support the building of Care Dimensions’ new hospice house in Lincoln.

BRICK CEREMONY BRINGS FAMILIES TOGETHER
On Saturday, June 18, over 200 people attended the 2016 Brick Dedication Ceremony at the Kaplan Family Hospice House to dedicate bricks 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.

The Ang family gathered to remember their loved one.

VOLUNTEER VOICES
In her recent blog post for Care Dimensions, Lisa Alcock of Weston and Gloucester writes about what inspired her to become a hospice volunteer and donor, and the joy that volunteer work brings her.

“Last summer, friends invited me to a Care Dimensions event that introduced plans for a new hospice house on the Waltham-Lincoln line,” Lisa recalls. “The volunteers were the people who most moved me. They were grateful to be a direct part of Care Dimensions’ services to those at the end of life and their families.”

After completing hospice volunteer training, Lisa soon came to understand the gratification of hospice work.

“One patient I worked with was a former teacher and gardener. She suffered from glaucoma, so boldly colored flowers filled her room at her long-term care facility. During my first visit, I offered to read to her. She was drifting in and out on morphine, and my reading seemed to give added peace from her pain. The next visit, I turned to the poetry of Robert Louis Stevenson. Her breathing shifted, and she seemed a lot more comfortable. I called her daughter one night, looking for more reading suggestions. In a pleasant coincidence, she told me her mother loved anything by Robert Louis Stevenson, and I told her how much her mother enjoyed her bright decorations,” explained Lisa.

“The next morning my patient passed on. What are the odds that with a single phone call, my patient’s daughter and I would have the chance to each realize that our gestures had helped this patient experience the kind of death we would hope for? There is great reassurance knowing firsthand that with the caring involvement of others, end of life can be filled with comfort and even joy,” Lisa writes. “The gestures of offering support at that time are small, but the impact on both the volunteer and the patient is immeasurable.”

OUR NEXT VOLUNTEER TRAINING SESSIONS

MetroWest Area
Day Class: Wednesdays, September 14 – November 2 ~ 9 a.m. – noon
Emerson Hospital, 133 Old Road to Nine Acre Corner, Concord
To register or receive additional information, please contact Jane Corrigan at 781-373-6574 or JCorrigan@CareDimensions.org

Danvers
Day Class: Fridays, September 16 – November 4 ~ 9 a.m. – noon
Kaplan Family Hospice House, 78 Liberty Street, Danvers
To register or receive additional information, please contact Fran Clements at 978-750-9349 or FClements@CareDimensions.org

Sign up online at CareDimensions.org/volunteers

Read Lisa’s full blog article
CareDimensions.org/VoicesOfCare
Please join us

Upcoming Community Events

- **Walk for Hospice Benefit Party**  
  *Thursday, September 8 at 5:30 p.m.*  
  Honda North, Danvers

- **We Honor Veterans Breakfast Receptions**  
  *Dates and locations to be announced*

- **Fall Service of Remembrance & Light**  
  *Saturday, November 5, at 3 p.m.*  
  Christ Church Episcopal, 750 Main Street, Waltham

- **North Shore Service of Remembrance & Hope**  
  *Sunday, November 6, at 3 p.m.*  
  Second Congregational Church, 35 Conant Street, Beverly

- **Care Dimensions presents Dr. Angelo Volandes**  
  *Thursday, November 10, at 4:30 p.m.*  
  Danversport Yacht Club, Danvers

- **Tree of Lights Ceremonies**  
  *Gloucester, Monday, December 5 at 5:00 p.m.*  
  *Danvers, Tuesday, December 6 at 5:00 p.m.*  
  *Swampscott, to be announced*

---

*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 or call 978-223-9787.*

---

**29th Annual**

**WALK FOR HOSPICE**

Sunday, October 2, 8 a.m.  
St. John’s Preparatory School, Danvers

Register today!  
CareDimensions.org/Walk