A Letter from the Executive Director

One of the nicest compliments I received about our program was from a physician colleague who said, “not only is Carroll Hospice getting bigger—it’s getting better.” I found these words to be especially touching, because at hospice we talk about quality a lot!

To be confident that we are continuing to provide the finest in end-of-life care, the staff and leadership of Carroll Hospice are dedicated to being a community of problem solvers; we’re committed to being part of a solution when a process is not as patient and family focused or as streamlined as it should be. We have embraced the “lean” approach to performance improvement, and we will ensure that continuity and coordination of care are stellar.

Other initiatives we have recently implemented include conducting a safety huddle each afternoon to promote seamless care across all shifts, promoting the best among us to be leaders for their respective departments, inviting highly regarded clinical resources in end-of-life care to coach us in the care of patients with complex symptoms and hiring team members to work exclusively on weekends to be certain our responsiveness and care quality are consistent seven days per week.

Perhaps, though, our most important work is to hold firmly to what our patients and families have been drawn to from the start—those personal touches that have earned Carroll Hospice a reputation in the community of providing personalized, compassionate care.

Be assured that we strive each day to tailor care to your unique needs. Our community of problem solvers is eager to learn how we might have provided a better care experience. Please tell us! Continual quality improvement is our promise to you.

Sincerely,

Regina Shannon Bodnar, R.N., M.S., M.S.N., C.H.P.C.A.
Executive Director, Carroll Hospice
All support groups take place at Carroll Hospice, 292 Stoner Ave., Westminster, unless otherwise noted.

**Bereavement Luncheon**
Open to any adult who has experienced the death of a loved one
Last Tuesday of each month, noon
Baugher’s Restaurant
289 W. Main St., Westminster
No registration required

**Coping with the Holidays**
This free workshop will discuss strategies for coping with grief during the holiday season.
Thursday, November 16, 6 – 8 p.m.
Registration required; please call 410-871-7656 to register.

**Grief after a Substance Abuse Loss**
First Tuesday of each month, 5 – 6:30 p.m.
Registration required
Call 410-871-8000 to register.

**Mending Hearts**
Open to anyone whose child has died; group addresses emotional issues surrounding the loss and offers coping strategies
Third Monday of each month, 6:30 – 8 p.m.
No registration required

**Widows & Widowers**
Open to women and men whose spouses have died
First Tuesday of each month, 6:30 – 8 p.m.
No registration required

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**Holiday Grief**

_By Jessica Roschen, bereavement counselor_

For many who have recently lost a loved one, the thought of the upcoming holiday season is a lot to bear. Remembering past celebrations with your loved one can bring you both happiness and pain, and thinking about what the holidays would have been like if your loved one were here can also be difficult.

**This holiday season:**
- Do what makes you feel comfortable—whether it’s continuing the holiday traditions from years past or starting new ones.
- Don’t isolate yourself; having a close friend visit you may be helpful.
- Be honest about your feelings. Letting others know what you need is important.
- Take the time to remember your loved one in ways that feel right to you.
- Spend the holidays with people with whom you can share your feelings and who support you.
- Lean on your faith and strengths during this difficult time.

There’s no perfect plan for those grieving during the holidays, as grief is so unique for each of us, but there are ways to make it feel less painful. Sometimes the anxiety building up to the holidays is much worse than the actual holiday itself. No matter what, make sure you do whatever brings you comfort.

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**Dove House: A Decade of Caring**

This year marks the 10th anniversary of the opening of Dove House, Carroll Hospice’s beautiful inpatient facility in Westminster, designed by the community and funded 100% by philanthropic gifts.

For the past decade, Dove House has offered patients short-term symptom management that cannot be provided in their current residence. The facility consists of eight patient rooms that feature the comforts of home; a community living room and dining room; an onsite non-denominational chapel and memorial garden; and the McGinnis Bereavement Center, filled with grief books and information available for checkout.

For more information about Dove House, visit CarrollHospice.org or call 410-871-8000.
Pino Liberatore, owner of Liberatore’s Ristorante in Westminster, with a photo of his father, Nicola. The patriarch of the Liberatore family, Nicola inspired his sons to open a number of family-owned restaurants in Carroll and Baltimore counties.
Nicola Liberatore was a family man. One who didn’t rely on material items for his happiness. One who had a strong work ethic and who passed that ethic to his four sons. One who enjoyed working with his hands, whether it was construction or making homemade wine or prosciutto.

He helped his family by bringing them to America by way of Argentina, by instilling in them the values of hard work and by inspiring them to start Liberatore’s, a number of family-owned restaurants familiar to many in Carroll and Baltimore counties.

On August 26, the Liberatore family lost its patriarch when Nicola died at age 86.

Nicola’s son, Pino, was familiar with the care that Carroll Hospice provided; he’d had close friends utilize hospice’s services. “Unfortunately, it was our turn,” he says.

In late August, Nicola came to Carroll Hospital with breathing problems and a collapsed lung. After a brief hospital stay and a determination that Nicola’s condition would not improve, hospital staff suggested hospice as an option. “Right away we knew it was the right thing to do...we chose hospice to ease his suffering,” says Pino of the family’s decision.

Nicola was transferred from Carroll Hospital to Dove House, Carroll Hospice’s inpatient facility. “When my dad was there, the staff was unbelievable. Very caring—anything they could do to ease my dad’s pain to make him comfortable, they would do,” he remembers.

But ever since he’d been hospitalized, Nicola had one simple wish: to go home. So the staff at Carroll Hospice did what they always do whenever possible—make patient requests a reality. Within two hours, an ambulance arrived at Dove House to take Nicola home, and an hour after that staff from Carroll Hospice was there, educating family members on the medications he needed to make him comfortable. Nicola passed away exactly where he wanted to be—home.

Nicola had a hard life, Pino recalls. He was born in Italy and witnessed World War II as a young teen. His family’s house was bombed right before their eyes, and it was slow going as they tried to rebuild their lives in the war-torn area.

Wanting a better life, Nicola immigrated to Argentina at age 19. He had to start over yet again—but he persevered and through the years became successful.

Then Nicola and his family immigrated to America in 1974. “He came to the United States several times to visit my mother’s side of the family, and he saw a greater opportunity—not for him, but for us,” says Pino.

So Nicola did what he had done twice before. He started from the ground up and rebuilt his life in Maryland. “He wanted to open another door for us. My father started all over once again. He did it for us—and I’m glad he did,” says Pino.

While he was ill, Nicola was surrounded by his loved ones, including his four sons, his daughters-in-law, his 14 grandchildren and, of course, Cristina, his wife of 67 years.

Nicola took that opportunity to tell them all how proud he was of them, to keep strong and to stay close to one another—words not taken lightly in this tight-knit family.

“My dad is my idol,” says Pino. “And always has been.”
Record-breaking Amount Raised at Taste of Carroll

More than $170,000 in net proceeds was raised for Carroll Hospice during the 18th Annual Taste of Carroll on May 1. Nearly 600 guests enjoyed a festive evening as they sampled delicious food and beverages from the region’s finest restaurants and participated in a silent auction. A special thank you to all who made our event a tremendous success!

Each year, individuals and organizations are named as Hospice Heroes at Taste of Carroll for going above and beyond in providing excellent care to patients and their families or supporting Carroll Hospice in a meaningful way.

Our 2017 Hospice Heroes are:

**Debra Farnsworth, R.N., Case Manager**
Confident and knowledgeable, Debra goes above and beyond to educate her patients and their families. She is empathetic and compassionate to families in the grieving process and is patient when listening to their concerns and questions. She values the importance of teamwork and is always there to listen and help when needed.

**Nancy Moran, Aide**
Nancy is one of the most caring nursing aides. She is kind, caring, compassionate and sympathetic with not only her patients and their families, but also the Carroll Hospice staff. She always puts others before herself. Once she had a patient who loved collard greens, and Nancy brought in cooked collard greens for her several times because she knew she loved them. Her gentle spirit is one of her greatest attributes, and she always comes to work with a smile on her face. She is also very skilled, quick to assess the needs of her patients and report any concerns. She is truly an asset to Dove House.

**Brenda Pennington, R.N., Nursing**
Brenda is the true meaning of a team player. She often makes herself available to assist wherever she is needed. She will frequently pick up extra triage and on-call shifts to assist her co-workers. She is compassionate and respectful to everyone with whom she comes in contact.

**Carolyn Rocha, Social Worker**
Carolyn has quickly become an integral member of the Carroll Hospice team. Her quiet and calming manner is very much appreciated, as is her dedication to her role. She continually volunteers to help her co-workers.

**Sue Zabetakis, Program Assistant**
Sue is the meaning of what Carroll Hospice stands for. She goes above and beyond on a daily basis not only in her own work, but with assisting other departments as well. She is never too busy to assist a staff member and has a great knowledge of many areas within Carroll Hospice. She is patient, kind and compassionate to everyone she meets. She is a ‘bright light’ to many.

**Penguin Random House, Advocate**
Penguin Random House has been a generous supporter of Taste of Carroll for many years, donating more than $71,500 to Carroll Hospice. Penguin Random House is always the first company to make a sponsorship commitment and shares the company’s tickets with staff members. The company also gives its purchased tickets as donation items to other local events. Pictured is Barbara Harden, Penguin Random House employee and a Carroll Hospice volunteer and advocate. Barb is the newest member of Taste of Carroll’s planning committee.

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**SAVE THE DATE**

for the 19th annual Taste of Carroll taking place on Monday, April 30, 2018!
Delegate Susan Krebs was appointed as the chair of the Carroll Hospice Board of Trustees on July 1. A member of the Maryland House of Delegates since 2003 and the Carroll Hospice Board of Trustees since 2009, Krebs has been a strong supporter of the hospital and Carroll Hospice. In her new role, she also serves on the Carroll Hospital Foundation Board of Trustees.

How did you get involved in supporting Carroll Hospice? How long have you been involved with the organization?

I first became involved with Carroll Hospice by attending the annual “Taste of Carroll” fundraiser about 10 years ago. Many years prior, my family had a very positive hospice experience with my grandmother, and I have always been interested in ensuring that all individuals have a quality end-of-life experience. I serve on the Health committee in the Maryland Legislature, where we review all health care-related policy. Serving our community on the Carroll Hospice Board was a way to become more knowledgeable about hospice care and has put me in a better position to be an advocate for something about which I feel passionate.

Why is hospice’s mission of providing quality end-of-life care important to you?

Ensuring that people have control and are allowed to make decisions based on what is important to them is crucial to individuals and families facing the last stages of serious illness. Most people prefer compassionate, quality comfort care in their own home that is patient-centered and family-oriented at the end of their life.

Dying is a natural part of life, but many families and caregivers do not have experience caring for someone during the dying process and need help navigating through this unfamiliar territory. Carroll Hospice provides a holistic approach to address patients’ physical, emotional and spiritual needs as they leave this earth, and we strive to make our patients’ remaining days as meaningful as possible.

What would you like to see accomplished during your tenure as chair?

We are focused on greater public education and awareness of the hospice philosophy and broader understanding of hospice care and encouraging access to hospice care earlier in the illness or disease process. The feedback we get from families and caregivers is that they wished they had known about hospice services sooner in the process. We are planning to increase our presence in Carroll County and the surrounding areas. I would like to see the expansion of our home-away-from-home inpatient facility, Dove House, to ensure that we always have availability of inpatient beds when needed.

What would you like people to know about Carroll Hospice?

Carroll Hospice has a robust community of supporters and volunteers. Our volunteers play a key role in our mission; most are people who want to help their friends and neighbors and serve the community.

Whether caring for patients in their homes, in nursing homes or in our beautiful inpatient facility, we strive to make the most out of every day for our patients while respecting their end-of-life wishes.

We are blessed to have Carroll Hospice and its dedicated employees, volunteers and supporters in our community, and I am proud to be a part of it.

Krebs Appointed Board Chair

Carroll Hospice Volunteer of the Year

Congratulations to Bill Palm, Carroll Hospice’s Volunteer of the Year!

Bill, a volunteer for seven years, was chosen to receive this honor for many reasons. He is considered a “go-to” guy by the staff, always ready and willing to help whenever and wherever needed. A Vietnam-era Army veteran, Bill is an instrumental part of our We Honor Veterans program, and he helps at many of our community events.

“We are so thankful for Bill’s help and service to our veterans and our organization,” says Kim Benson, Carroll Hospice’s volunteer coordinator.

If you are interested in becoming a Carroll Hospice volunteer, please visit CarrollHospice.org/volunteer or call 410-871-8000.
Coping with Grief at Camp T.R.

Fourteen campers participated in Camp T.R. in June, remembering their loved ones at this special overnight grief camp hosted by Carroll Hospice at Hashawha Environmental Center.

In addition to traditional activities associated with summer camp, the campers learned ways to work through their grief, including writing in a journal or a letter to their loved one, talking about special memories, participating in memorial ceremonies and even something as simple, yet important, as allowing themselves to cry.

Andrew Davis, the drummer for the Baltimore Ravens marching band, came by to demonstrate his drumming skills and showed campers some new dance moves, while therapy dogs also came for a visit and put smiles on the campers’ faces.

Sadly, a month after Camp T.R., 16-year-old camp volunteer Wesley Martin (pictured right) died in an automobile accident. Wesley will be remembered for his kind and gentle spirit and the joy he brought to our campers.

Being Mortal

As part of our Challenging Conversations series, Carroll Hospice has been hosting viewings and panel discussions around the documentary “Being Mortal” based on the book of the same name by Atul Gawande, M.D. This film investigates the practice of caring for the dying and shows how he and other doctors are often uncomfortable talking with patients about chronic illnesses and death.

To date, screenings have taken place in five locations throughout the community, with approximately 150 guests, including community members, health care professionals and nursing home residents.

Each viewing had lively conversation, with the sharing of hospice experiences, questions about advance directives and MOLST (Maryland Orders for Life Sustaining Treatment) forms, advocating for our own wishes and talking with our physicians about our wishes. The talks were sponsored by the Kim Kelly Burden Foundation.

Plans for more viewing and panel discussions are being coordinated for the spring; visit CarrollHospice.org for upcoming dates.
Five Join Hospice Board of Trustees

Carroll Hospice is pleased to welcome five new members to its Board of Trustees:

Carolyn Burns

Carolyn Burns has volunteered with Carroll Hospice since 2006, giving her time and talent to the annual Taste of Carroll fundraiser. She is a physical therapist with Agape/Carroll Sports Rehab and Physical Therapy in Eldersburg. In addition to Carroll Hospice, Carolyn enjoys volunteering with the Carroll Hospital Auxiliary and JDRF.

Carolyn and her husband, Marty, a founding partner of Visiting Angels, live in Eldersburg with their two sons.

James Covey

James Covey is the vice president of Burrier-Queen Funeral Home. He has served as a funeral director there since 1989 and has been at Burrier-Queen Funeral Chapel since 1992. He is active in many community organizations, including the Randallstown Optimist Club, the Gamber-Smallwood Optimist Club, the Westminster Elks Club and the Taylorsville-Winfield Lions Club. James and his wife, Cindy, live in Finksburg and have four sons. Burrier-Queen has supported Carroll Hospice and the Carroll Hospital Auxiliary for many years though the annual Season to Remember celebration.

Todd Herring

Todd Herring is the market director for Pivot Physical Therapy, featuring more than 250 locations. He has been a longtime supporter of Carroll Hospice and Carroll Hospital. He is active in multiple community organizations, including his service on the New Windsor State Bank and ACNB Bank Board of Directors, the Carroll County Economic Development Commission, Carroll Community College, Carroll County Public Schools and the medical committee of the Carroll Hospital Board of Directors.

Todd and his wife, Donna, live in Taneytown and have four children.

Chrissy Kanther

Chrissy Kanther is the owner of Sun Valley Communities, five assisted living homes in southern Carroll County, which she and her husband, Brett, founded in 2005. Chrissy has a background in speech pathology, where her interest in senior care developed. She is a member of the Lifespan Network, a national assisted living advocacy organization. Chrissy’s parents hosted Kathy’s Dinner for many years, raising funds for Carroll Hospice, and the memorial garden at Dove House was funded and named in honor of Chrissy’s aunt, Kathy Kirkner.

Chrissy and Brett live in Finksburg with their two sons.

John W. Middleton, M.D.

John W. Middleton, M.D., became Carroll Hospice’s medical director in November 2016. He has been involved in long-term care and end-of-life care his entire medical career and has spent the last 35 years as a primary care physician. Dr. Middleton is an advocate for changing how the dying process is viewed, encouraging greater public awareness as to the options available to them. His goal is to bring comfort to people to the best of his ability, and he strongly believes in the mission of Carroll Hospice. He and his wife, Brenda, have six children.
Make this A Season to Remember

Join us in celebrating loved ones at one of our annual A Season to Remember activities benefiting Carroll Hospice.

This year’s A Season to Remember events include:

• **Memorial Tree Ceremony**
  **Monday, November 27 at 7 p.m.**
  The public is invited to a special Memorial Tree Ceremony in Carroll Hospital’s Shauck Auditorium on Monday, November 27 to celebrate the lives of those we lost. In support of Carroll Hospice, you may honor a loved one this holiday season by purchasing an ornament which will be inscribed with his or her name and placed on the Memorial Tree. Special ornaments for our Pet Tree are also available for purchase.

  Please note: Ornaments ordered before Friday, November 17 will be placed on the Memorial Tree and available for pickup at the ceremony. Ornament orders placed after Friday, November 17 may be picked up beginning Monday, December 4 at Carroll Hospice. All ornaments must be picked up no later than Wednesday, January 31, 2018.

• **Holiday Auction**
  **Monday, November 27 – Monday, December 4**
  **8 a.m. – 8 p.m., Daily**
  Carroll Hospital campus and several community locations
  Holiday items are creatively decorated and generously donated to this special silent auction. Items will be on display and up for bid all week in the main lobby and East Pavilion at Carroll Hospital, Carroll Hospice’s Dove House and throughout the community including Buffalo Wild Wings in Westminster and the North Carroll branch of the Carroll County Public Library. Come by to bid on items to take home for the holidays, get into the spirit of the season and enjoy the festivities. Visit CarrollHospice.org for other locations.

  Bids close: Monday, December 4 at 4 p.m.
  Winners will be notified by Thursday, December 7.
  Items will be available for pickup starting Friday, December 8.

For more information, please visit CarrollHospice.org or call 410-871-7220.
2017 Carroll Hospice Memorial Tree Ornament Order Form

Personalized Memorial Tree Ornaments

☐ Ball $10 each         ☐ Dove ornament $25 each

I want to purchase an ornament in memory of the following loved one(s):

Please print how you would like the name inscribed on the ornament. If purchasing more ornaments, please attach name(s) on a separate sheet of paper.

Name 1: ____________________________________________  First  Last

Name 2: ____________________________________________  First  Last

Please notify the following person that an ornament was purchased in memory of his or her loved one:

Name 1: ____________________________________________  First  Last

Address: ____________________________________________

Name 2: ____________________________________________  First  Last

Address: ____________________________________________

Personalized Pet Tree Ornaments

An ornament inscribed with your pet’s name; $10 each.

☐ I want to purchase an ornament in memory of my pet:

Name of pet: ____________________________________________

Note: If purchasing more ornaments, please attach name(s) on a separate sheet of paper.

Payment Information

Purchase your ornaments online at CarrollHospice.org/Season-To-Remember, fax your order to 410-871-6210 or mail this form (along with payment) to:

A Season to Remember c/o Carroll Hospice, 292 Stoner Avenue | Westminster, MD 21157

Total $_________________ (Checks made payable to Carroll Hospice)

Name: ____________________________________________

Address: ____________________________________________

City: ____________________________________________  State: _________________  Zip: _________________

Email: ____________________________________________  Phone: ______________________________________

☐ Visa  ☐ MasterCard  Credit Card Number: _______________________________________________________

CID: ____________________________________________  Exp. Date: ______________________________________

(from the back of your card)

Signature: ____________________________________________
Carroll Hospice Receives Multiple Honors for Outstanding Patient Care

Carroll Hospice has been recognized by several organizations for its outstanding care of patients.

Recently, Carroll Hospice reached level four status as a We Honor Veterans partner. The highest status in the program, this level recognizes Carroll Hospice for its outstanding efforts in addressing the specialized needs of veteran hospice patients and honoring their service to the country.

For the second consecutive year, Carroll Hospice has been named a Hospice Honors recipient. Established by Deyta Analytics, a division of HEALTHCAREfirst, Hospice Honors is a prestigious program that recognizes hospices for providing the highest level of quality as measured from the caregiver’s point of view.

To earn this award, Carroll Hospice’s performance was evaluated on a set of 24 quality measures focused on the responses of patients and caregivers on their willingness to recommend Carroll Hospice to others.

In addition, Carroll Hospice successfully completed its Community Health Accreditation Partner (CHAP) survey. It received “excellent” ratings on 3,000 of CHAP’s national standards, with only five areas needing improvement, and will be awarded full CHAP accreditation.

Carroll Hospice Wish List

Carroll Hospice is always in need of items for patients and their families. Visit Amazon.com, go to the “Accounts & Lists” tab, then select “Find a List or Registry.” Type in “Carroll Hospice” to find our Wish List. For more information on other ways to donate, please call 410-871-8000.