

## Palliative Care Transitions to Supportive Care Team

To better reflect the care provided, the Southeastern-Health Palliative Care team is now known as Supportive Care. This specialized care is a relatively new concept that is assisting people of all ages with serious, chronic, and life-threatening illnesses. It is holistic, meaning it addresses the challenges that illness poses in every aspect of life. We may look for solutions outside of "traditional" medicine. It also means this care extends to family members and caregivers focusing on improving quality of life and providing comfort and education. Our involvement is designed to be integrated into every stage of illness.

The goal of supportive care is to prevent and relieve suffering and to support the best possible quality of life for patients and their families, regardless of the stage of the disease or the need for other therapies. Supportive care is both a philosophy of care and an organized, highly structured system for delivering care. Supportive care expands traditional disease-model medical treatments to include the goals of early recognition and treatment, enhancing quality of life for patient and family, optimizing function, helping with decision-making and providing opportunities for personal growth. As such, it can be delivered concurrently with life-prolonging care or as the main focus of

care. Guiding principles include the assurance that quality, confidentiality and professionalism are threaded throughout all aspects of care and programming.

It is our hope to eliminate barriers to care and to ensure timely delivery of services. Our guiding principles include the assurance that quality, confidentiality and professionalism are threaded throughout all aspects of care and programming.

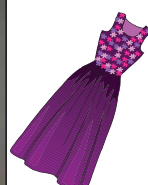
Under Director **Vickie Atkinson**, our Supportive Care team at SoutheasternHealth includes:

- ♦ Team Leader Chaplain **Dean Carter** offers spiritual guidance with his strong and reassuring presence.
- ♦ Physician Assistant **Shannon Evans** provides insight to the complicated medical side of issues
- ♦ Readmission Nurse **Ashley Bryant** works with patients who are frequently admitted to the hospital. It is our goal for patients to utilize the patient's primary physician in a more effective way to help keep them at home enabling each patient to have greater quality in their lives by being with their families instead of in the hospital.

(Continued on page 5)

**FASHION  
REIGNS**

Fashion did indeed reign at the **2013 Spring Fling** on April 25. Sponsored by the wonderful **Sister's Boutique & Shoes**, this evening of fashion, fun, awesome door prizes, and truly delicious refreshments benefits **Southeastern Hospice**, allowing us to provide care to **all** who need and want our services regardless of their ability to pay. This year's Spring Fling raised approximately \$4500 which will benefit our at-home patients and families as well as those at Southeastern Hospice House. Profits will also assist with Camp Care, our weekend bereavement camp for children trying to cope with the death of a loved one. Southeastern Hospice owes a huge thank you to John Hodges and Greg Malinsky for providing fantastically fun entertainment as well as those pictured below: Alicia Moody (co-owner of Sister's Boutique & Shoes), Jack Crain (who was the awesome emcee), and models Sara Grissom, Mittie Wooten, Beth Ward, Elizabeth Windley, Debbie Grissom, Montressa Smith, Sheryl Wilson, and Crystal Blue-Clawson. None of this fantastic evening would have been possible without the hard work and planning of the dedicated ladies known as the **Friends of Hospice**. We are so very thankful for the leadership of Fran Smart and Susan Noble as well as Wanda Aguire, Rie Antone, Kay Barnes, Chelsea Biggs, Colleen Brown, Lou Ann Cleveland, Anne Crain, Laurie Currie, Betty Edens, Kelly Floyd, Sharon Hudler, Katherine Kinlaw, Peg Paparella, Farleigh Rozier, Janet Schwartz, Shirley Stockton, & Charlotte Thompson. And we are so grateful to the many businesses who contributed to our amazing offering of door prizes. A good time was had by all!





## Southeastern Hospice Proclaims, "VOLUNTEERS ARE OUR LIFESAVERS!"

On May 2, Southeastern Hospice was proud to join forces with SRMC and other Southeastern Health affiliates to thank and honor our caring and compassionate volunteers for yet another year of dedicated service. In 2012, Southeastern Hospice volunteers donated almost 3000 hours and drove almost 12,500 miles for which our agency is extremely grateful. Mary Barton and Farleigh Rozier were commended for 15 years of volunteering, and Gail Woodcox was recognized for her 20 years of service!

Whether it's manning the reception desk at Southeastern Hospice House or visiting patients and their families in the home, each and every Southeastern Hospice volunteer is treasured and appreciated for their dedication to the agency, our patients and families, and to each other. We are indeed blessed! If you'd like to become a volunteer, please see page 7 for our next training.

Volunteers are unpaid, not because they are worthless, but because they are priceless.  
Anonymous



Conference Volunteers on front row (left to right): Betty Prather, Gail Woodcox, Willie Ree Chavis. Back row: Johnnie Johnson, JoAnn McDuffie, Ann Bean, Volunteer Program Leader Sheryl Taylor, Barbara Andrews, Kathleen Long, and Patricia Hagans. Not pictured is Anne Crain.



**Silent No More**  
**Understanding SUICIDE**  
Helping Ourselves &  
Our Loved Ones

On April 18, 2013, the Robeson County End of Life Coalition presented "Silent No More, Understanding Suicide, Helping Ourselves and Our Loved Ones." Suicides occur every 16 minutes and are the 10th leading cause of death in the U.S. It happens in every ethnic group, occupation, gender, geographic and socioeconomic group. Each year, more than 36,000 Americans take their own lives and about 465,000 people receive medical care for self-inflicted injuries. Unfortunately, victims are blamed and their families and friends are left stigmatized. As a result, we are reluctant to communicate openly about this painful subject.

The goal of the conference was to save lives by knowing when and how to intervene or seek help for the person in pain. Jane Ann Miller, MPH, NC Division of Public Health, was the morning's keynote speaker on "Suicide Across the Lifespan." Sharon Williams gave a moving presentation on "The Loss: A Family Perspective." The afternoon's panel discussion was the highlight of the day. It included **Jack Crain**, MA, LEAP, *Southeastern Health EAP Services*, **Joe Davis**, MSW, LCSW, *Southeastern Health-Psychiatric Unit (Third East)*, **Dr. David Elks**, D. Min. *First Baptist Church Minister*, **John Bryan**, MSW, LCSW, *Long Leaf Professional Counseling*, **Darius Parker**, BSW, M.A., *Monarch Crisis Mobile Unit -Team Leader*, **Tammy Oxendine**, LCSW, *Eastpointe Managed Care Organization*, and **Natalie Bell Bergstresser**, LPC, *PSRC School Counselor*.

## VOLUNTEERS

--Author Unknown  
Many will be shocked to find,  
When the day of judgment nears,  
That there's a special place in Heaven,  
Set aside for volunteers.  
Furnished with big recliners,  
Satin couches and footstools,  
Where there are no committee chairmen,  
No yard sales or rest area coffees to serve,  
No library duty or bulletin assembly,  
There will be nothing to print or staple,  
Not one thing to fold or mail,  
Telephone lists will be outlawed.  
But a finger snap will bring  
Cold drinks and gourmet dinners  
And rare treats fit for a king.  
You ask, "Who'll serve these privileged  
And work for all they're worth?"  
Why, all those who reaped the benefits,  
And not once volunteered on Earth.

*Women's Health Day*

4th Annual

**SOUTHEASTERN HOME CARE SERVICES**

SATURDAY, October 26, 2013  
10 AM - 2 PM  
FREE EVENT

**Facial Care**  
**Fitness**  
**Self Defense**  
**Changing Eyes**  
**Breast Cancer**

Call 671-5601 for reservations  
Space limited to 40  
Door Prizes & Lunch Provided  
2002 N. Cedar Street  
Lumberton



# ANGELS AND BOBWHITE QUAIL

Evelyn B. Smith

Stepping out of the dim light of the hospital, I walked as if in a dream, no memory of finding my car and getting inside ... for a long time I lingered before starting the drive home.

My husband, Don, had entered the hospital for tests concerning what we thought was a pinched nerve. I had just been told he probably had two years to live ... the diagnosis ALS (Amyotrophic Lateral Sclerosis better known as "Lou Gehrig's Disease").

Thus began nine years of watching the slow progression of a disease that would take my husband of 28 years from me. As the years passed, and he became more disabled with increasing pain, my prayers shifted from asking for a cure and healing, to praying for a peaceful, painless passing.

Early on the morning of May 13, 1991, I awoke to Don struggling for breath. I immediately got up and asked him if he would feel better sitting up. With relief, he nodded. I carefully moved him to his recliner and wrapped him in a blanket. I sat down next to him. He soon went to sleep and I nodded off, too. Waking up sometime later, I realized his breathing had again changed. I knelt beside him holding his hand ... praying all the while. I have no memory of how long I knelt there, but soon realized that all was quiet. I knew he was gone.

Suddenly the room was filled with light and I could hear Don's voice saying "I am free ... I am free." I could feel the presence of angels and everything was so peaceful ... my prayers had been answered.

We lived in a forested neighborhood and often heard the bobwhite quail calling from our woods. Bobwhite quail are one of my favorite birds; I love their call and their sweet little waddling walk. I often commented that they never came out so I could see them. Don and I decided that it was probably because our neighbors had several outdoor cats. We lived in this neighborhood for eleven years prior to Don's death and I never once saw the bobwhite, only hearing their call, "bobwhite ... bobwhite".

Two days after Don passed a friend was with me at home. As I stood looking out our bedroom window, I was amazed to see five or six quail walking in a circle around the birdbath. I knew instantly that Don, with the help of our Angels, had called the bobwhite to bring me his message of peace and continued life. For several more days the quail visited our yard before retreating again to our woods.

I remained in our home for five more years,  
and even though I heard their call,  
I never saw them again.



alznc™  
Alzheimers North Carolina, Inc.

Here for you...  
today and tomorrow

Robeson County

Saturday, October 19, 2013

Luther Britt Park - Shelter B (I-95 side)

Rain Plan - Biggs Park Mall

8:30 AM - Noon

Call Amy Hammonds @ 671-7525 or

Kimberly Branch @ 739-6048

to register your team or for more info

Walk for Memory



Alzheimers

Conference

Wednesday, November 13, 2013

Southeastern Agricultural Center

Call 618-5533

for more information

Lumber River COG



Grieving the loss of a loved one is difficult for all of us, but especially so for a child. And that grief can have a profound effect on the rest of his or her life. Emotional, psychological and physical trauma that often come with loss can challenge a child's well-being. Grieving children are likely to feel different, and very alone. While concealing deep emotional pain, fear and loss of concentration, children are in the pressure cooker of expectations to grow emotionally and academically. They express their grief in different ways than adults. They tend to move in and out of intense feelings, rather than sustaining high levels of one emotion for long periods of time. When adults see a grieving child playing or laughing, they may mistakenly believe that the child is "over it". This perception may influence how much grief support that child receives.

From May 17 - 19, 2013, Southeastern Hospice held Camp Care at Camp Monroe outside of Laurinburg where we provided that invaluable support to 25 children. With SoutheasternHealth Chaplain Dean Carter as our director, the camp offered fun recreational programming and many grief-related activities which were experienced in small groups. Campers expressed themselves through arts and crafts, as well as stories and mementos of their loved ones and learned from others their own age who had experienced similar losses.



Kinships and friendships created a special bond between campers that will prove to provide support at this critical time in their lives. Camp Care offers a safe and caring environment, teaching that all feelings are normal and an important part of the healing process. Southeastern Hospice staff members and volunteers supervise the camp and are specially trained to work with children who have lost loved ones.

## Caregiver Support

Many of our family members often report they experience anxiety, feeling unprepared, and lacking confidence in their new role as caregiver.

Our hospice team works with families on skill building intervention, providing information and caregiving skills for their new, and often unfamiliar, role. Caregivers are given our "Approaching Death" booklet which includes sections on:

- Getting Ready & Inspiring Poems
- Giving Permission/Saying Goodbye
- Physical Signs and Symptoms, such as:
  - Appetite & Breathing Changes
  - Confusion & Congestion
  - Pain, Incontinence, Nausea Vision-like Experiences
  - Heightened Symptoms of Activity
  - Restlessness, Sleeping, Withdrawal
  - Skin & Temperature Changes
  - Urine Decrease & Weakness/Fatigue

Caregivers are grateful for materials and the caring guidance of our team to increase their understanding of what to expect in their loved one's disease. Families often report wishing that they had had this information prior to the initiation of hospice to better care for their loved one and also the desire that hospice had been invited into their lives earlier.

Most patients have a Certified Nursing Assistant visit Monday

through Friday to assist with bathing and personal hygiene. While these wonderful and caring ladies (Carolyn Brewington, Tracy Hunt, Bonnie Locklear) do a fantastic job with those responsibilities, they also become especially close with their patients and families, providing a special bond of friendship and support. They are truly a vital link with the rest of our team, reporting any concerns or changes.

Hospice Nurse Allison West visits at least once a week to check the patient and be available to share her knowledge and expertise. She also has a direct connection to the patient's primary physician to help with any additional medications or equipment needed. Allison's sweet gentle spirit offers assurance and encouragement.

Our Chaplain, Bonnie Reedy, and Social Worker, Shane Brown, offer their own personalized emotional support and encouragement with visits at least once a month. Social workers also help with other stressors the family may be experiencing, such as financial concerns, home repairs, wheelchair ramps, etc. Trained volunteers contribute with respite for caregivers while providing additional companionship to the patients.

Families know that there is a nurse on call 24/7 to help with any questions or concerns. It is our hope that such information and our extra support can reduce anxiety and develop capacity for caregivers in their home setting.

### THANKS FOR DONATIONS:

BB & T of Lumberton  
 Bloomingdale Baptist - WMA  
 CiCi's Pizza of Lumberton  
 Spencer Clark  
 Cracker Barrel  
 Dr. Samuel R. Cross  
 Enterprise Holding Foundation  
 First Baptist Church - Fairmont  
 Floyd Mortuary & Crematory  
 Forest Acres Baptist Church  
 Hearts & Hands Civitan Club  
 Becky Heflin  
 Carson & Annette Hilburn  
 E. L. Hooks  
 Robeson-Lumberton Kiwanis  
 Children's Foundation  
 Long Branch Baptist - Joy Group  
 Lumberton Bowling Center  
 Senior Traveling Companions  
 Public Schools of Robeson  
 County - Title 1 Program  
 M/M Kenneth Sealey  
 Sheryl & Steve Taylor  
 Ten Mile Baptist Church  
 M/M James Williams



## GROUP SPOT LIGHT

With about 180 members, the

Carolina Shaggers are a non-profit social club who enjoy beach and shag music, dancing, as well as helping others. And Southeastern Hospice is extremely grateful for their continued generosity. For the past 10 years, the Shaggers' Charity Golf Classic Tournament at Pine Crest Country Club in Lumberton benefits Southeastern Hospice, Southeastern Hospice House and Camp Care. Pictured above, the check is being presented at our annual Festival of Trees. Golf tournament chairman Buddy Bodiford says the club is more than

happy to give to such a worthy cause that has benefited so many in our community at such a tough time in their lives. The Shaggers also participate in the Robeson County Department of Social Services Toys for Tots program with members bringing multiple donations to their annual Christmas party. What a sweet and wonderful organization!



**Practice Being ~**  
*Life is too short to be busy -*  
Tim Kreider

In order to remain healthy and balanced, we need time to relax and simply *be*. Our culture values busyness as a symbol of importance and success, but chronic busyness can lead to a state of chronic stress, causing our physical and emotional wellbeing to suffer. Taking time to relax and just *be* allows us to see our habitual patterns clearly so that we can grow personally and spiritually, making room for waves of creative inspiration, and restoring a sense of peace and wellbeing. Make time to relax and practice *being*. Give up wanting anything to happen, and be open to just *being* in this very moment, and the next, and then the next.

# Palliative Care Transitions to Supportive Care Team

Continued from Page 1

When a referral within SoutheasternHealth is received, our team might be asked to educate a patient and their family about the diagnosis and the options available. Often times, there are hard decisions to be made concerning when to put a DNR (Do Not Resuscitate) in place or when placement in a long-term care facility is warranted or when is the appropriate time to withdraw life support. Sometimes, the discussion may revolve around deciding on hospice care, whether it be service in the patient's home or being admitted to Southeastern Hospice House. Supportive care is genuinely patient-centered, and our care plan and strategy is designed to meet the goals and values of each patient and their family. For some, the goal might be to live as long as possible -- no matter what measures that may take and no matter the quality of life. This may mean a patient is on a ventilator or dialysis for the rest of their life. They may be looking for a miracle, and that is their choice. Our aim is to help them understand the reality of their disease and make an informed decision. And then we will do everything in our power to make sure that their wishes are respected. Others seem to care more about the quality, rather than quantity, of each and every day they have left in this world.

Each week, the before-mentioned team members meet with hospice manager **Stacey Green**, medical director **Dr. Godfrey Onime**, social worker **Sheryl Taylor**, and RN **Ciara Branch** with the Robeson County CCNC/Accesscare Network to discuss each patient. There are three essential, overlapping goals of the team:

◆ **Coordination**

◆ **Communication**

◆ **Shared Responsibility**

Each team member brings a different perspective and area of expertise which often results in insights and solutions to problems that seldom can be achieved by one health professional working alone.



We are very pleased to announce we have recently extended our services to include Gibson Cancer Center. Physician Assistant **Catherine Gaines** was recently hired to serve as a Navigator, meaning she will meet with each new patient to help "navigate" them through the process beginning with understanding the diagnosis and treatment. She will provide invaluable guidance and knowledge as well as the extra time that many with this devastating disease may need. Inherent in supportive care is continuous quality care for patients from screening through diagnosis and treatment and beyond if there comes a time when treatment is determined to no longer be appropriate. Catherine was previously associated with Duke Cardiovascular Surgery of Lumberton, the Southeastern Heart Center, and the SRMC Emergency Department. Her expertise and compassion will be a wonderful asset to our team as well as our patients and their families. The Supportive Care team looks forward to serving and empowering our patients and families to make informed health care decisions.

Hope means to keep living  
amid desperation and  
to keep humming in the darkness.  
Henri Nouwen



# WALK OF LOVE

The "Walk of Love" at Southeastern Hospice House continues to expand, and we invite you to assist Robeson County's only not-for-profit hospice and its in-patient hospice facility while also honoring or memorializing a loved one by purchasing a beautifully engraved brick! Your \$100 donation will enable you to place a permanent paver with the name of your loved one, club, business, or church's name, etc. or even yourself in the front garden area of Southeastern Hospice House. These nutmeg-colored bricks will make fantastic gifts for that person on your list who has everything.

Each brick may have up to 3 lines with 20 characters per line. (Spaces and punctuation count as characters.) Dates are not permitted. Southeastern Hospice House will be unable to print passages from any sacred texts, religious references, or political phrases. Those who purchase a paver will be notified when their bricks have arrived and become a permanent part of the Walk of Love. We truly appreciate your support!

Build the  
Walk of Love  
Sponsor a brick for  
your loved one!



Name \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_


ALL TEXT IS CAPITALIZED  
AND WILL BE CENTERED ON EACH BRICK  
WHICH MEASURES 4" x 8"

This brick is purchased ☐ in memory or ☐ in honor of : \_\_\_\_\_

Send acknowledgement to: Name(s) \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

☐ I wish this gift to remain anonymous.

Please make checks/money orders payable to Southeastern Health Foundation  
& mail to PO Box 1408, Lumberton NC 28359.

Your contribution is tax deductible, & you will receive a receipt.



# GRIEF SUPPORT GROUP

Southeastern Hospice has always been committed to the care and well-being of our patients' family members. And that care does not end with the death of the patient. We offer bereavement services for 13 months beginning with a large bag of paper products (paper plates, napkins, tissues, cups, plastic silverware, etc.) delivered just after the death and then follow up phone calls or visits. Our bereavement services include grief education and bereavement support, Camp Care, the Memorial Service in February, Tree of Honor/Tree of Lights that sits atop of SRMC during the Christmas season and our Memorial Tree at the Festival of Trees in December.

Recognizing that grief can be too overwhelming to face alone and that everyone experiences a wide variety of feelings and emotions, our adult grief support group provides that emotional connection as survivors often feel isolated from friends and family. Support groups can become a beneficial resource as the grief journey is a long and difficult one. Participants learn different ways to cope during the first year after a loved one's death. Companionship and understanding from others who have experienced a similar loss is invaluable. For some, the healing process begins with sharing their personal story and also hearing the stories of others. Those involved claim this exchange of information is one of the most effective elements of participating. Moreover, support and bereavement groups offer the opportunity to release powerful emotions the bereaved may otherwise keep to themselves. We will offer the opportunity to discover new traditions and ideas to keep loved ones present in your hearts and in your memories. We will also explore how children and other family members react to loss. Our goal is to grant permission to grieve in a healthy manner and to continue to live a happy productive life. Health care providers claim that support groups improve a participant's mood and decrease their psychological distress.

Our next adult grief support group will be led by Southeastern Hospice & Hospice House Chaplain Bonnie Reedy and will be held at Southeastern Hospice House (1100 Pine Rune Drive, Lumberton) beginning Thursday, September 19th at 7 PM. There will be 5 weekly sessions ending October 17th. Please call her at 910-735-8887 or email at reedy01@southeasternhealth.org.

Today may there be peace within.

May you trust that you are exactly  
where you are meant to be.

May you not forget the infinite possibilities  
that are born of faith in yourself and others.

May you use the gifts that you have received  
and pass on the love that has been given to you.

May you be content with yourself just the way you are.

Let this knowledge settle into your bones,  
and allow your soul the freedom to sing,  
dance, praise and love.

It is there for each and every one of us."

St. Therese of Lisieux



Those we love don't go away,  
They walk beside us every day,  
Unseen, unheard, but always near,  
Still loved, still missed & very dear.



## VOLUNTEER

The training course is mandatory for volunteers who work with hospice patients and their families in their homes or at Southeastern Hospice House. Each volunteer session is designed to increase awareness of issues important to the care of dying patients and their families including concepts of dying, death and grieving; terminal diseases; care and comfort measures for the patient and family; family dynamics; communication skills; and aging and reminiscing. Must be 18 years or older and able to attend each and every session. There is a dire need for male volunteers.



### VOLUNTEER TRAINING COURSE

Southeastern Hospice will hold a new volunteer training course on Tuesday and Thursday evenings beginning

September 3 and ending September 26 from 6:30 - 9 PM at Southeastern Home Care Services,  
2002 N. Cedar Street  
Lumberton, NC 28358

**September 3 - 26, 2013**

#### REGISTRATION INFORMATION:

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Interests: (Check all that apply)

☐ In-home patient/family care

☐ Hospice House

Applications are being accepted through Wednesday, August 28. Volunteers must consent to a background check (paid for by the agency), a TB skin test and flu vaccination (provided by the agency). After receiving registration form, further information will be mailed.

**Mail form to "Volunteer Training Course" at the address above.**



## From Our Mailbox

I recently traveled down a meandering street that opened up to a place with grounds which were beautifully landscaped, a discreet building tucked away like an oasis in a desert land. Before me I soon would discover a place that was designed to provide a refuge for the young and old alike. How could I know that in just a few seconds, my life would spin like a powerful storm and would be forever redefined?

I know each day is a gift from God. Yesterday is gone, and tomorrow is a promissory note. I realized this statement as a truth more today than I did several weeks ago. As I sit here and attempt to send a message of gratitude, tears well in my eyes. Because of love, someone had the vision, the fortitude, the resources and the connections with generous donors that the people of Robeson County might have a wonderful place to spend their final days on earth in comfort and to go peacefully in dignity. Because of love, every detail that went into the planning and realization of Southeastern Hospice House has resulted in a place of refuge in the midst of life's storm for so many families.

From the minute I stepped foot in the door and was greeted, I felt the unpretentious love and concern from everyone. Because of love, there is a wonderful staff and gracious volunteers that God has ordained and angels hover over, giving them strength, wisdom and a tranquil loving spirit. Because of love, there is an environment filled with quality care for those who are in great need of relief and attention.

Nothing and no one can prepare you for the departure of a loved one. But, because of love, I was able to sit by the bedside and spend quality time during the final days of my loved one's life. The professional staff does a phenomenal job of making you comfortable as you release your loved ones into their care. The staff comforts the family's hurting heart without saying a word. They have a gentle and quiet manner of understanding your pain. Their quiet yet constant presence allows you to focus on your loved one and close out the rest of the world. This superb staff has the ability to make the person who is nearing their eternal resting place at ease, assured they are being loved and provided quality care. My loved one knew within his first hour at Hospice House that he was in the right place.

The facility is wonderfully designed. Many of the comforts of home are at your fingertips. The beauty of the grounds and the building pales in comparison to the inner beauty of the staff and the quality of patient care. It is evident that patient care is top priority to all those affiliated with Hospice House. I have pondered for some weeks on the right words that might express my gratitude. I simply say **thank you**. To every person that continues to contribute to this place of love, bless you. Because God so loved the world that He gave His only Son that we might have life everlasting . . . May His love continue to fill your heart with a passion to love others.

A recent family member.



# SOUTHEASTERN HOSPICE MEMORIALS & DONATIONS

January - April 2013

## IN MEMORY

**RUTH ALFORD**

Anonymous

**JOHNNIE E. BARBER**

M/M Bob Antone

**THEODORE J. CALIENDO**

Mary Caliendo

**ROBERT L. CHAVIS**

Marjorie A. Herthel

**DANIEL V. COLLINS**

M/M Jack Autry

M/M George W. Barnard

M/M Benjamin Shoemaker

Mildred C. Tolar

**HENRY DIAL**

M/M Bob Antone

**GRACE EPPS**

Pembroke Business & Professional  
Women's Organization

**HATTIE J. HUNT**

Marjorie A. Herthel

**JAMES INMAN**

Wayne & Maxine Thomas

**JEAN C. LEGET**

M/M Steve B. Callihan

**REBA LOWRY**

Pembroke Business & Professional  
Women's Organization

**CLARA L. NEVILLE**

Pembroke Business & Professional  
Women's Organization

**TERESA S. POOL**

Friends of Hospice

**PAM RANCKE**

Dr/M E. L. Robinson

**DEBORAH SAMPSON**

Pembroke Business & Professional  
Women's Organization

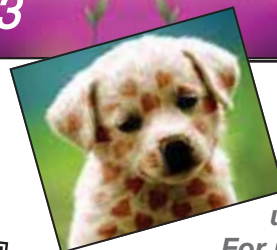
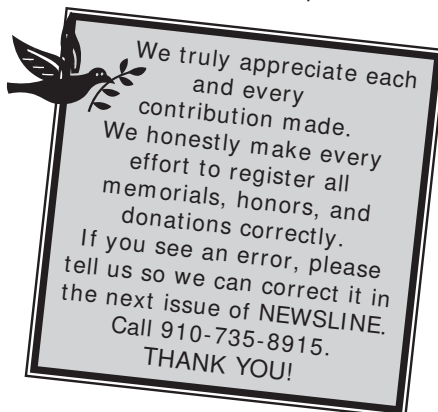
**PATRICIA A. WISHART**

M/M Bob Antone

## IN HONOR

**JOANN ANDERSON**

SRMC Leadership Team



*I think dogs are the most amazing creatures; they give unconditional love. For me they are the role model for being alive.*  
--Gilda Radner

Philadelphus Presbyterian Church  
Robeson – Lumberton Kiwanis  
M/M Kenneth Sealey  
Senior Traveling Companions  
M/M Benjamin Shoemaker  
Sister's Boutique & Shoes  
Skinner, Lamm & Highsmith, P. A.  
SRMC Foundation  
M/M Arthur W. Thomas  
Mildred C. Tolar  
United Way of Robeson County

## DONATIONS

Bloomingdale Baptist Church WMU  
Joan Bowen  
Dr. Tom Cleveland  
S. Preston Douglas & Associates  
Enterprise Holdings Foundation  
Floyd Mortuary & Crematory, Inc.  
Forms and Supply  
Marjorie a. Herthel  
E. L. Hucks  
Bill King  
Alice Locklear  
Locklear & Son Funeral Home  
Long Branch Baptist Church -  
Joy Group  
Dr/M Eric W. Miller



# GERMS

Start fresh with a new kitchen sponge. Studies show it's the germiest thing in most American households, with bacteria thriving in the damp crevices. To cut contamination, microwave your sponge daily in an inch of water for a minute on high heat.

Donate online at:

[www.srmc.org/main/foundationonlinedonation.html](http://www.srmc.org/main/foundationonlinedonation.html)



Pictured left to right: Patricia Cober, Karen Combs, Jill Higley, Sarah Pittman, and Beverly McPhatter

## DONATION

On June 17, 2013, for the second year, these lovely ladies from BB&T donated 100 hospitality bags for our family members at Southeastern Hospice House. The Lighthouse Project allows associates to make a real difference in their community and the people they care about through corporate sponsorship. Each awesome bag includes a blanket, pillow, pillow case, journal and pen as well as a hygiene kit of soap, comb, toothbrush, toothpaste, deodorant, wash cloth and shampoo. This wonderful bag has been a true blessing to many, and we are so grateful to BB&T! For more information about Southeastern Hospice House, an affiliate of Southeastern Health, log on to [www.southeasternhealth.org/hospicehouse](http://www.southeasternhealth.org/hospicehouse).

Human kindness has never  
weakened the stamina or softened  
the fiber of a free people.

A nation does not  
have to be cruel to be tough.

Franklin D. Roosevelt



# MAKING ALZHEIMER'S MOMS HAPPY WITH JUST A ONE-MINUTE CALL A DAY



by Marguerite Manteau-Rao

**T**his story is for the 2.3 million long-distance caregivers who have a loved one with Alzheimer's. Being a long-distance caregiver is hard, especially when a loved one's mind can no longer dwell on the memory of prior times together, or the anticipation of a future visit. One can easily feel helpless and overcome with grief, and guilt, and frustration.

I would like to share one small thing I have discovered with my mother that's made a huge difference in how I feel about living so far from her. My mother resides 5,000 miles away -- and she is in the late stage of Alzheimer's. My contacts with her are mostly in the form of short, daily phone calls. At first, I wondered, what's the point? A few minutes can't possibly make a difference. And then, one day, I had to go on a long vacation without easy access to the phone. I did not call my mother for three weeks. When I returned, I learned from my brother that my mother had been out of sorts during my absence. After a few days of resuming my calls, her agitation subsided, and she was back to her normal self. Since then, I have observed the same phenomenon over and over again. My daily calls payoff big in my mother's heart. More (time at once) is not necessarily more. Rather, it is the frequency, predictability, and quality of the connection that matter most:

## Make that daily call

Better to have daily contact, even if very short and on the phone, than to spend a whole day with your loved one and then not have any interaction for three months. I have found that establishing a connection usually carries over the whole day. By the next day, the effect has dissipated, and it is time to recharge the person's heart with some more reassurance and love.

## Call at the same time

People with Alzheimer's have a keen internal clock, and routine is extremely important. That routine includes your daily long-distance call. The more consistent you can be in terms of the timing of your call, the better. I time my calls at 8:30 every morning, just in time to catch my mother before dinner in France where she lives.

## Be fully present when you call

The words almost do not matter, but your authentic presence does. Before making the call, free your mind - from all "your stuff" and fill up your heart with loving kindness, readying yourself to be with your loved one. I visualize my mother's face and I smile before I pick up the phone. Sit down while you talk, and be all to your conversation, nothing else. Treat each call as a brand new call, no matter how repetitive it may seem from one day to the next.

## Pack your talk with emotional goodies

Touch upon your loved one's emotional needs all at once. Stick to safe topics that don't test memory and

preserve self-esteem. "What is the weather like where you are?" "How is your health?" "How are you feeling?" Keep the conversation simple. Bring in good news. I usually talk about my daughter and how well she is doing in college. End with an affirmation of your love and a reassurance that you will reconnect the next day. "I love you lots, Mom." When she reciprocates, tell her how good it makes you feel to hear those words from her.

## Don't get hung up on reality

I have learned to let my imagination run wild, and say anything that leaves a positive impression in my mother's heart. She will not remember the exact content, but she will remember the emotion. That I love her, and care for her, and am a constant in her life. That there are still things for her to look forward to. That she can still treat me to lunch, even though it's been years ... "When are you coming?" I have my response ready, "I am coming next week." "How long will you be staying?" she always asks. And each time, I answer, "One week". That brings her so much happiness. Such a small thing, and it means so much to her! I can do this, every day.

*Marguerite Manteau-Rao is a licensed clinical social worker and Co-Founder of Presence Care Project,  
<http://www.presencecareproject.com/>  
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## Love is Forever

Life is good . . .

But sometimes  
the sun disappears behind the clouds

The wind comes up . . .  
and the rain comes down. . .

and life becomes hard . . .  
And you become sad . . .

You may be afraid of losing  
someone you love  
Or you may have lost  
someone you love

Or you may be sick yourself . . . and afraid

What you need to remember  
then and always

Is that love is stronger than everything  
Stronger than sickness . . .

Stronger even than death . . .  
Once you have been loved . . .

That love will always be with you

You will never be alone.

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# SOUTHEASTERN HOSPICE HOUSE

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### January - April 2013



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# HOSPICE WISH LIST

Please review our wish list to see if you can help us furnish some of those "extras" that can make our patients and caregivers more comfortable. Used items in good condition are welcome, except for disposable goods and items that cannot be washed or otherwise cleaned/disinfected.

Please bring to 2002 N. Cedar St, Lumberton

Patient/ Baby Monitors ~ new or used

Adult-sized diapers

Individually wrapped paper towels & toilet paper

Boxes of tissue/Pump hand soap/Baby wipes

Liquid nutritional supplements (Boost, Ensure, Equate, Resource, Breeze, Carnation Instant Breakfast, Glucerna, etc.)

Adult size pre-moistened towelettes

Dry shampoo

Please bring to Southeastern Hospice House

at 1100 Pine Run Dr, Lumberton

Individually-wrapped snacks/canned drinks/bottled water

Hotel-sized soap/shampoo

Microwavable non-perishable meals

We are grateful for all the community support we receive which assists us in providing excellent quality care and assistance to the many deserving patients and families we are so very privileged to serve.

*Special thanks to all who contributed specific items on the wish list or the funds to purchase.*

**Donors are listed in the NewsLine.**

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Bonnie Locklear  
Carolyn Brewington

Intake Representative Sabrina Scott  
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Home Health Nurses

Ac c o u n t s C l e r k / S e c r e t a r y She lia Willia ms

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Unit Manager  
Nurses

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