

Honoring Veterans

Over the week preceding Veterans Day 2017, Stein Hospice staff and volunteers had the privilege of honoring those who have served our Country. Events started on Monday and continued through Veterans Day on Saturday, November 11th. Although events varied from site to site, the Stein Hospice Team honored Veterans by presenting a certificate with their name and branch of service. Each veteran was also presented with a commemorative pin shaped in the likeness of our great state of Ohio. Throughout the week, the team visited 21 sites and honored 462 Veterans.

Stein Hospice is a level four member of the Hospice Veterans Partnership. Hospice-Veteran Partnerships (HVP) are coalitions of Department of Veterans Affairs (VA) facilities, community hospices, State Hospice Organizations, and others working together to ensure that excellent care at the end of life is available for our nation's Veterans and their families. These coalitions may be community-based or statewide and may function

independently or within an existing structure. HVP is a national program of the Department of Veterans Affairs (VA) Hospice and Palliative Care Initiative. Hospices work to reach each level, the fourth being the highest.

Throughout the week there were many heartwarming stories to share. At one event, a gentleman came to be honored. As he sat in his wheelchair and was recognized for serving our Country he was beaming with pride. After the event concluded, the director of the nursing facility shared that this gentleman never left his room to participate in any activities. Our group was overwhelmed with joy. We were blessed to have taken part in this special ceremony.

Should you want to volunteer at a veteran event or arrange a ceremony in your community, please contact Sherri Bourne at 419-625-5269. Recognizing the sacrifices of those who have served our Country is truly an honor. Please help us make sure that no veteran is forgotten.

Personal Veteran Memorable Experiences

On occasion, I'm privileged to recognize and honor our veteran patients in their home or at a nursing care facility. Recently, I honored a veteran patient's service with a certificate of appreciation, a blanket with his armed forces service branch emblem and a Hospice Veteran Partnership - We Honor Veterans lapel pin. Someone from Stein Hospice does this for every veteran patient.

Upon entering the veteran's room, I was greeted by his son and others who said that his father was not having a good day and had not been awake at all that day. With the son's permission, I leaned close to the veteran and softly made the presentation and thanked him for his service. We were astounded when, without opening his eyes or otherwise acknowledging that he had heard me, or was even aware of our presence, he responded with the words "Thank You." I truly believe he was honored and appreciative that we gratefully and formally acknowledged his service to our nation.

As a 21-year USAF retiree, I am also a County Veteran Service Commissioner for Erie County. Recently, a Stein Hospice volunteer called me regarding a veteran patient

he visits. The veteran was very distraught and worried that upon his passing, his wife would not be able to maintain the lifestyle they have together. I went to the Erie County Veteran Service Office and was able to verify that the veteran had been in a few weeks prior and had applied for an increase in his existing service-connected disability benefit. I further determined that his claim had been received and was in the works at the Dept. of Veterans Affairs in Cleveland.

I met with both the veteran and his wife that afternoon in the IPU. I assured them that he had done everything he could possibly do to take care of his wife and that I had verified that his claim has been received and was in the works. I further explained that his wife is due a lifetime financial benefit and what she should do to obtain the benefit her husband's wartime service in Vietnam has earned for her. I believe that they were relieved and more able to concentrate on each other knowing that he has fulfilled his loving obligation toward her financial future and well-being.

Mark Faust
Veteran Benefits Manager



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STEIN HOSPICE

Mission Statement: To provide comfort, compassion and support during life's final journey.

LOCATIONS

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*Please note, this is the correct
address for our Norwalk office.
It is currently listed incorrectly in
the Yellow Pages phone book
and online at yp.com and 411.com*

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Message from Chief Executive Officer

Each individual's end of life needs are unique, with some more challenging than others. This is especially true of veterans who may have unresolved issues due to traumatic experiences and illnesses resulting from their military service.



Jan Bucholz,
Chief Executive Officer

Many of the men and women who served our country returned home, found jobs and raised families. By not focusing on their experiences in the service they were able to keep the traumatic memories tucked away and out of sight while they continued with their lives. Those memories often resurface at the end of life, which creates an opportunity for the caregivers at Stein Hospice to help veterans heal and find a sense of peace.

To aid veterans in their end of life journey Stein Hospice has established 'We Honor Veterans,' a program affiliated with the National Hospice and Palliative Care Organization and the U.S. Department of Veterans Affairs. The program teaches hospice staff and volunteers how to use respectful inquiry, compassionate listening and grateful acknowledgement to comfort patients with a history of military service who may have experienced physical or psychological trauma. Stein Hospice was one of the first hospice's to join the partnership in 2012 and has served as a model program for other organizations.

In addition to offering grief, loss, and trauma interventions for patients, the Stein Hospice We Honor Veterans program provides numerous other services to veterans and their families.

- Volunteers from our Veterans 4 Veterans team spend time with patients listening, reading and reminiscing about their military experience and other lifetime events.
- A military escort ceremony is conducted for veterans who die at Stein Hospice Care Center and area nursing homes.
- We offer massage, Reiki, guided imagery and other comfort care services, and when death is imminent a continuous care staff member stays by the bedside to manage the patient's pain and support the family.
- Each veteran enrolled in hospice is provided a pin, certificate of appreciation and blanket representing the patient's branch of military service.
- Patients are given the opportunity to participate in a military Life Review process that promotes healing and provides the family with a video of their loved one.
- And we conduct an annual memorial service to honor and recognize the deaths of our veterans' fellow soldiers.

These are just a few of the services we offer to recognize the huge sacrifice made by these men and women to whom we owe so much.

As we enter the new year, Stein Hospice looks forward to successfully meeting the continuing challenges in the world of health care. Our goal, as always, is to pursue our mission of providing comfort, compassion and support during life's final journey to all.

With love and respect,

Honoring Our Veterans



We honored our veterans with pinning ceremonies throughout our area.



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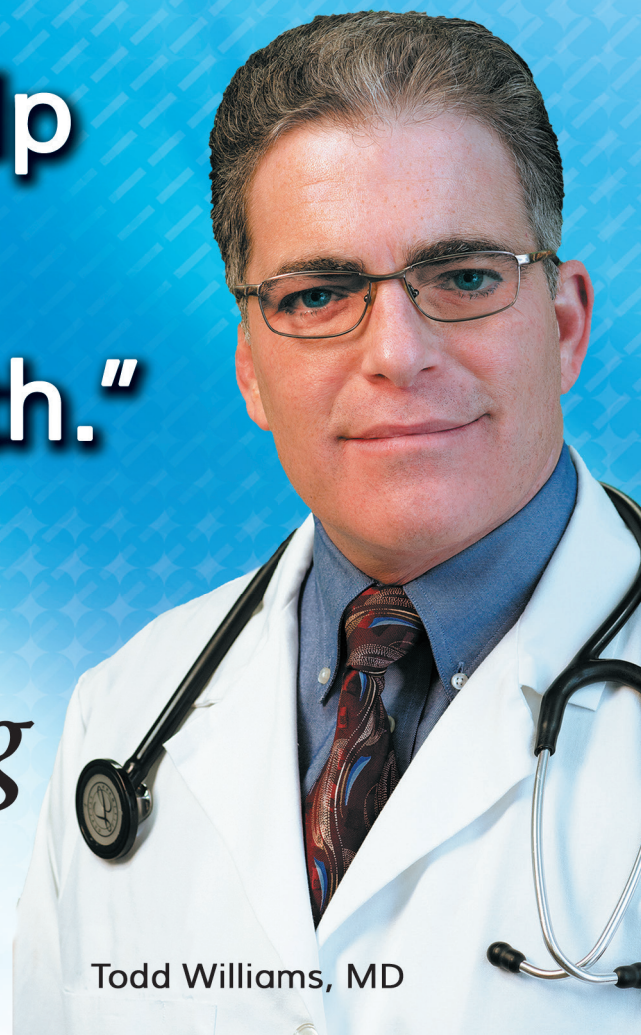
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with life
when facing death."**

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Todd Williams, MD