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WE HONOR VETERANS

AN NHPCO NEWSLETTER FOR
WE HONOR VETERANS

THE POWER OF A VOLUNTEER COORDINATOR

By: Cynthia Robotham, Beacon Hospice (an Amedisys Company)

Earlier this year, two exceptional Volunteer Coordinators, Erin Hassell and Deena Riess with the Fall River Care Center in Massachusetts, listened to hospice patient Carol's final and heartfelt request to "give back to our soldiers overseas as a thank you for protecting our country."

Erin and Deena were filled with resolve and propelled by Carol's final wish. Together they reached out to other Amedisys Care Centers and through social media to request donations for toiletries, snacks, socks, books, and other items for troops.

Erin and Deena were able to collect 32 boxes of various items and mail them to our servicemen and women overseas.

Just this past month, at one of our quarterly volunteer coordinator meetings, Erin and Deena related more to this story.



Pictured are Erin Hassell and Deena Riess

A couple of weeks after the packages were shipped, a man called the Fall River Care Center on behalf of his friend who was serving overseas. His military friend was having a very bad day when he was greeted by a package containing an assortment of items tenderly put together and accompanied by a note. The note stated that a dying hospice patient, Carol, wanted to somehow thank our military serving overseas. Humbled and truly taken aback by this gesture of love, the grateful serviceman contacted his friend in the US and asked that he be put in touch with the dying woman whose caring reached beyond her own departure from this life. The weariness of this soldier's day was lifted when he considered a dying woman wanted to acknowledge his service and his friend in the US promised to get in touch with the Fall River Care Center.

When Deena received the message, she got back to the serviceman's friend who then asked if he could be put in touch with Carol to relate the deep gratitude of his friend. Carol was into her final journey and no longer able to speak, but her daughter held the phone to her ear so she could hear how much her package meant to a serviceman overseas. Carol's daughter shared that her mother smiled while listening and died peacefully two days later.

WE HONOR VETERANS COMMUNITY PARTNER HONORS WWI HERO



The Purple Heart awarded to Sergeant Arch was on display at the event.

Chapel Hill Funeral Home, a We Honor Veterans Community Partner, held a special centennial celebration to honor WWI hero Sergeant Alexander Louis Arch in Osceola, Indiana. The event also marked the centennial of the United States' entry into World War I.

Sergeant Arch was reportedly the first American to fire an artillery shot to strike at the enemy in World War I and is a Purple Heart recipient. Several generations of the Arch family have served in the military and were present at the event.

Chapel Hill Funeral Home Manager Dick Koschnick said in a press release distributed by the company, "Chapel Hill Funeral Home was honored to join with our community to host this special centennial commemoration to honor Sergeant Alexander Arch of South Bend, IN. As a We Honor Veterans Community Partner, Chapel Hill Funeral Home is committed to honoring the service and sacrifice of our nation's Veterans."

WE HONOR VETERANS RECOGNITION EVENT A SUCCESS!

The evening of September 19 was an opportunity for partners to come together at NHPCO's Interdisciplinary Conference in San Diego. A special appreciation event was held to celebrate what can happen when individuals, partners, VA staff, and organizations join forces to provide quality care and services. Partners were able to meet organizations that have the ability to strengthen their own community partnerships and non-WHV partners were able to see the impact that these coalitions have on Veterans, family members, and the communities they serve.

We Honor Veterans was thrilled to team up with Level 4 partner The Elizabeth Hospice to make this event happen. It was a great opportunity to showcase not only the San Diego Hospice-Veteran Partnership but the robust program run by Lisa Marcolongo, Media Relations & Veterans Specialist with The Elizabeth Hospice and Chair of the San Diego County HVP.



Linda Laurie from the Spirit of '45 brought resources to share with partners as well as one of San Diego's original Rosie the Riveters Betty Ridenour and her husband Bill Ridenour, a WWII Veteran.



Exhibitors included many organizations that are part of the San Diego Hospice-Veteran Partnership, including Honor Flight San Diego.



The event featured a robust panel discussion. Pictured are NHPCO Chief Operating Officer John Mastrojohn, The Elizabeth Hospice Media Relations & Veterans Specialist Lisa Marcolongo, Decedent Affairs Coordinator at VA San Diego Healthcare System and Air Force Veteran Alfonso Miranda, Veteran-to-Veteran volunteer 1st Lt. Kimberly Colby, and NHPCO Access Manager Katherine Kemp.

CHECK OUT THESE PARTNER RESOURCES!

THE HOSPICE FOUNDATION OF AMERICA'S "IMPROVING CARE FOR VETERANS FACING ILLNESS AND DEATH"

This self-study course is designed to assist end-of-life care provider organizations and health and human service professionals in enhancing their sensitivities and understanding of Veterans and to provide professionals with new interventions to better serve dying Veterans and their families. [CLICK HERE](#) to access the course and chapters.

LATEST WHV WEBINAR: HOW TO BE AN ADVOCATE

Samantha Gonzalez, Senior Professional Staff Member for the US House of Representatives Veterans' Affairs Committee, joined Lauren Drew of the Hospice Action Network to talk about how Congress sees the We Honor Veterans program, how they can learn from partners what Veterans need, and how they can help. A recording of the webinar as well as the PowerPoint presentation are available on the [Advocacy Toolkit](#) page.

VIDEO RESOURCES

For partners who prefer to learn via video, we have created condensed versions of two of our presentations – "Understanding Veterans' Benefits" and "Memorials and Salutes for Veterans and Caregivers." [CLICK HERE](#) to view the video resources.

PSYCHARMOR INSTITUTE

Free online education and support is available to those who care for military service members, Veterans, and their families. Courses designed specifically for healthcare providers are available and will count towards your partner level educational requirements with some offering continuing education credit. [CLICK HERE](#) to sign up and visit the WHV Partner Page.

ATTENTION LEVEL 4 PARTNERS!

Working on Level 4 and need some guidance on your Performance Improvement Project? [CLICK HERE](#) to view our Level 4 Resource Kit.

WE HONOR VETERANS 2017 ANNUAL REPORT

The We Honor Veterans program has released its 2017 Annual Report. The report highlighted some specific and successful deliverables from 2017 including partner engagement activities, the creation of new partner resources like the No Veteran Dies Alone Volunteer Training Resource Manual, increased guidance for the Veteran-to-Veteran volunteer program, the implementation of a quarterly newsletter, and much more.

Here are some of the numbers highlighted in the report.

PARTNERS

3,350
Hospice Partners



99
State-wide and
Community-based Hospice-
Veteran Partnerships



1,196
Community-based
Healthcare Partners



14%
Increase in Level
3 & 4 Partners
Over the Last Year



Download your copy of the [We Honor Veterans 2017 Annual Report](#) now!

WE HONOR VETERANS PARTNERS IN ACTION!



Submitted by Hoffmann Hospice

Hoffmann Hospice has taken the next step to honor our nation's Veterans by dedicating an area at the Hoffmann Hospice Home in Bakersfield, California to honor Veterans of all branches and eras. The "God Bless America" gathering area was supported by many local community members and organizations during its construction. The area was unveiled on September 21, 2017 by Congressman Kevin McCarthy and Assemblyman Vince Fong. The ceremony was attended by local dignitaries, donors, families of patients, Hoffmann Hospice Veteran-to-Veteran volunteers, and staff.

Also in attendance was 102-year-old WWII Veteran and Hoffmann Hospice patient Dorothy Clement. Dorothy was saluted and presented with a We Honor Veterans pin prior to the unveiling ceremony.

Would you like to have your organization's We Honor Veterans event featured?
Send a picture and description to Hope Fost at hfast@nhpco.org.

DATES TO REMEMBER

The next partner networking call is December 6th from 2-3:30 (EST). To register [CLICK HERE](#) or email us at veterans@nhpco.org.

Did you know that you can listen to past call recordings and get notes to see what was discussed? [CLICK HERE](#) to see what you missed!

December 6th from
2:00 - 3:30 EST

EARN YOUR STARS

Already a We Honor Veterans partner program? We know that your organization is committed to providing Veteran-centric care to the Veteran patients you serve each and every day. If your program is ready to move up through the levels to increase your ability to serve your Veteran patients, [contact us](#) today. You can learn about the different [We Honor Veteran partner levels here](#).

COMMUNITY PARTNERS

Are you part of a non-hospice organization that would like to join the mission to provide support for Veterans in your community? [Contact us to learn how you can become a Community Partner](#).

SPONSORSHIPS

Interested in learning how you can support the We Honor Veterans program beyond becoming a partner? Individuals or organizations interested in sponsorship opportunities can contact Sarah Meltzer at smeltzer@nationalhospicefoundation.org or 703-837-3149.



WE HONOR VETERANS
Sponsor