



VOICES

A Publication of Hope Hospice, Inc.

Hike for Hope Canceled

Due to the uncertainty surrounding our public health crisis, Hope Hospice must unfortunately cancel Hike for Hope 2020, which was scheduled for May 2.

This was a heart-breaking decision as we know how much Hike for Hope means to so many families. For this reason, we are looking to hold an informal group hike at Del Valle Regional Park in the fall. We'll provide more details about this later this year.

Hike for Hope is also an important fundraiser for Hope Hospice, as it raises critical support for our patient care, grief support, and community education programs on which so many families depend.

Though we've closed the 2020 hike registration, donations can still be made at TheHikeForHope.com.

For those who have already paid the event registration fee, please send an email to info@hopehospice.com with your choice of the following options. If you do not have email capabilities, contact our Development Department at (925) 829-8770.

- Request a refund.
- Request that your donation be applied to the 2021 event.
- Request that your original payment remain as a tax-deductible donation to Hope Hospice. ➤



Hope Responds to COVID-19 Crisis

Hope Hospice leadership took immediate action upon receiving our region's shelter-in-place order in response to the COVID-19 pandemic. Our office administration staff is working remotely and conducting group business via Zoom remote-conferencing. The safety of our staff and patients is of utmost importance, and we are closely monitoring updates from local and federal public health resources. We are abiding by COVID-19 infection control guidelines established by the Centers for Disease Control.

First and foremost, **our hospice services remain available.** Healthcare professionals with a referral may contact our admissions department 24 hours a day at (925) 829-8770.

Our nursing staff continues to provide quality care to our hospice clients while using extra safety measures with personal protective equipment (PPE). For patients who reside in skilled nursing facilities and other assisted-living homes, we are following the rules set by each facility, which in most cases restricts visits from non-medical persons such as spiritual care counselors and social workers. In these cases, our services remain available to our clients via phone and video conference.

Patient visits by our homecare volunteers, unfortunately, are temporarily suspended. We are trying to fill this gap with phone calls and letter writing to stay connected to our patients and their loved ones. Our compassionate volunteers provide much-needed comfort and emotional support, and we are forever grateful for their dedication.

Support Services

We've also made some adjustments to our support services to remain vigilant about infection prevention while also keeping important resources available to our community.



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MESSAGE FROM THE CEO

Forty Years Strong



For four decades, our organization has been driven by a collective calling to be there for our patients and their loved ones, comforting them and helping them make the most of the time they have left.

As this issue of *Voices* was being prepared, our leadership was fine-tuning our agency's response to the COVID-19 coronavirus and how prevention measures might impact our hospice patients and families. On everyone's mind was doing what best positions us to provide exceptional patient care. We're helping to keep our staff healthy through extra hygiene practices and social distancing, so that we can continue to visit our patients whenever they need us.

As you may know, personal protective equipment (PPE) needed to protect healthcare workers is in very short supply due to high demand across the medical community. Hope Hospice put out an initial call to our community for donations of N95 face masks to help protect our clinical staff as they perform their vital functions serving our patients and families during this public health crisis. We were blessed with several quick responses, and those supplies carried us through the first weeks of this crisis while we were waitlisted by our regular suppliers and county sources.

We still have a need for N95 masks, face shields, and isolation gowns. If you know of a source or have any of these items you would like to donate, please email info@hopehospice.com or call our Director of Development Jennifer Pettley at (925) 719-6268.

Jennifer Hansen
Chief Executive Officer



RESCHEDULED

By Your Side Awards Luncheon

Coronavirus concerns led us to reschedule the inaugural By Your Side Awards Luncheon to October 15, still at Castlewood Country Club in Pleasanton. At this special celebration luncheon, you will hear how your dollars are working to support our key programs that serve local hospice families and the community at large. Please join us at this special event, where we will honor two of our organization's founding leaders: the late Dr. Peter P. Wong and Dick Martin. Visit HopeHospice.com/byyourside to purchase tickets to this fundraising luncheon. ➤



Community-based and non-profit, Hope Hospice is accredited by The Joint Commission, certified by Medicare and Medi-Cal, and is a member of the National Hospice and Palliative Care Organization and National Partnership for Hospice Innovation.



(From left) Kala Swaminathan, Staci Tate-Simmons, Courtney Johnson, Vicki Brown, Carolyn Harley, Fran Crisman, Nicole Murray, and Joanne Sheppard.

Castlettes Raise Over \$5K for Hope

Members of the Castlettes, Castlewood Country Club's all-female nine-hole golf club, presented a ceremonial donation check in the amount of \$5,100 to Hope Hospice on February 4, 2020. The funds come from the Castlettes' annual holiday luncheon that benefits several local organizations, Hope among them.

"The Castlettes are a generous and lively group of women who are passionate about giving back to their community," says Linda Simpson, the golf club's captain. "Hope Hospice is especially near and dear to our hearts, as this organization has provided care for several Castlettes and their families. This year's benefit luncheon was held in honor of Bob Glynn, Harry Sheppard, and Sharon DeSousa. Hope compassionately cared for Bob and Harry this past year."

Hope and Castlewood Country Club have worked together on charity events over the years, including the annual Hope 100 Golf Marathon taking place on September 24, and the inaugural By Your Side Awards Luncheon on October 15.

"The entire Hope team appreciates the ongoing generosity of the Castlettes, which helps us serve more families in the Tri-Valley," says Hope CEO Jennifer Hansen. "Their annual support helps us offset costs of running our Grief Support Center and Family Caregiver Education Series, which are available to the public at no charge. Support from community organizations is vital to helping us achieve our mission of supporting our hospice patients and their loved ones with exceptional care, compassion, and dignity." ➔

Hope Hospice is among 10 recipients of the *Pleasanton Weekly's* annual Holiday Fund, a crowd-sourced fundraiser for local charities and non-profit organizations. Hope gratefully received \$6,487, which will be used for patient care and community programs.

**Pleasanton
Weekly**

COVID-19 (continued from page 1)

Grief Support

Counseling is still available to our hospice clients. We offer one-on-one and family meetings as virtual sessions via Zoom remote-conferencing.

For community members who do not have a loved one on our service, we made some adjustments to our support group schedule. The following groups are in session now and at capacity; contact our office to be added to the interest list for the next sessions. These, too, are held via Zoom.

- Spousal/partner loss
- Teens who have lost a loved one
- General grief (adult group)

Beginning April 7, we will offer individual grief support sessions via Zoom to the public. Contact our office for information. (925) 829-8770.

Caregiver Support

Both our Family Caregiver Education Series and Living With Dementia classes have temporarily transitioned to online learning via Zoom. The following URLs will take you to the revised class dates and registration: HopeHospice.com/family and HopeHospice.com/dementia.

NEW! Dementia Consultations

Family members who care for a loved one living with dementia and have questions on specific challenges you are facing can take advantage of free private consultations via Zoom. This service is currently offered at no charge to the public in our Tri-Valley/East Bay service area. To schedule an appointment, please contact our dementia team via email at jills@hopehospice.com. If you do not have email capabilities, call our office at (925) 829-8770. ➔



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Reflections of Hope

Remembering our first 40 years

Hope's official logo has evolved over time, and early versions are a far cry from today's dove motif. Some digging revealed the story behind one with a hot-air balloon illustration that worked its way into our design in 1983. One of our patients at the time, a "bright, feisty widow," according to our archives, had helped her husband manage two successful businesses. As a world traveler who believed in the benefits of risk taking, she had run river rapids at age 76 and had few unfulfilled wishes, except the desire to take a hot-air balloon ride before she died. Here's the story, as told by Joan Alford, RN, Hope's former patient care coordinator:

We had received a donation of a hot-air balloon ride from the City of Livermore's Centennial Celebration. Our "Balloon Lady" was ecstatic and asked me to go along with her. Her cancer, however, was spreading rapidly, and I was afraid her dream would not come true. Early on the appointed day, I went to her apartment to find her sitting on her bed, dressed in pearls and ready to fly. As we drifted gently over the Altamont, her face shone with joy. She died peacefully and fulfilled just two days later. As for me, it was the Balloon Lady's face on that beautiful spring morning that changed my hospice nursing experience from an interesting detour in my career to a lifetime commitment.

