

Princess Party (continued from page 2)

made a grand entrance at the party and told her story to an attentive audience, then sang her signature song, Let it Go. Everyone was in tears by the end of her performance. Jacksynn's mom Lydia said, "The day created wonderful memories for our family! Jacksynn loves princesses, especially from Frozen!"

A very special thank you to the staff and volunteers who made this party possible for our very own princess Jacksynn. The Disney princesses were represented by two of our wonderful Hinds Hospice volunteers, and the other two princesses' time was generously donated by two local companies: the YES Company Theater Group in Modesto and Princess Party Fun in Salida.

Our pediatric team cares 25-30 patients a day. In addition to medical care for our patients, our team of social workers, volunteers and chaplains provide emotional and spiritual counseling for the entire family. Children are encouraged to continue normal activities both at home and if possible, at school, because at a time like this, making memories has never been more important. Jacksynn's family understood and embraced the opportunity to make a wonderful memory with Jacksynn and her favorite princesses. "Our goal as a pediatric team is to support our patients and families in a multitude of ways, and facilitate opportunities to make the most out of the time they have together; more moments, more memories. Jacksynn and her family were able to have a wonderfully enjoyable moment, and made beautiful memories together and that's what our pediatric care team strives to do for each of our patients," said Victoria Cruz-Hernandez, Clinical Supervisor of Pediatric Programs.

The number of pediatric patients is growing, placing ongoing fiscal challenges on our resources. We could not do what we're doing for children and their families without help – we thank donors for stepping forward to help, including the Fansler Foundation, Bennett Family Foundation Fund-Central Valley Community Foundation, Leon S Peters Foundation, Central CA Women's Conference. We also would like to thank Valley Children's Healthcare for supporting the siblings of our young patients and other grieving children through our children's Circle of Friends grief support group and the Smittcamp Family Foundation for help providing individualized grief support for children. Hinds Hospice is currently the only hospice in the area offering individualized pediatric grief counseling. Finally, we are profoundly grateful to those donors who are helping to secure our pediatric services by establishing permanent funds with lifetime gifts as well as gifts that will be received through estate planning techniques. For more information on how to help, please call our Executive Director of Development, Lynne Pietz, at (559) 317-6024.

Community Spotlight

Every year, dozens of outside organizations and individuals help to fundraise and spread awareness about Hinds Hospice and our mission. We are eternally grateful for their tireless efforts on our behalf. Without these groups and individuals, we would not be able to meet our fiscal fundraising & outreach goals each year and they play an integral part in furthering our mission. Each Newsletter, we would like to take a moment to say "thank you" to a featured event, fundraising effort or individual, knowing that each one is important and has our heartfelt gratitude.



The Atwater Women's Club and the Atwater Historical Society come together every year and work tirelessly to make our Merced Lights of Love event a success. When Hinds Hospice first approached the groups 3 years ago about the possibility of beginning to do the Lights of Love ceremony in Merced, Mary Pickford, who happened to be a member of both groups, sprung into action. She saw the community need for such an event during the holidays and took it upon herself to contact the resources needed to make this event happen for the people of Merced County. Not only do these clubs handle the main logistics of the event and much of the marketing for it, they also graciously hold a reception at the Atwater Women's Clubhouse following the ceremony for all attendees.

Georgia Johnson, the president of the Atwater Historical Society, lost her husband right before the Second Annual Lights of Love and expressed how important it is for her to be able to honor her husband every year during this ceremony. "The ceremony itself is lovely and it helps to continue the holiday season, because the holidays are a tough time when you have lost your soul mate," said Georgia. Eileen Duddy, who is the president of the Atwater Women's Club said, "The Lights of Love ceremony surrounded all assembled with the warm loving memories of our loved ones who are no longer with us, and carried over to the reception at the Atwater Women's Club. A big thank you to everyone involved who made this event possible." A huge thank you to Georgia and Eileen and their respective clubs for the tremendous help they continuously provide to Hinds Hospice and the Lights of Love event in Merced!



Celebrating 35 Years of Memories

When we look back at where Hinds Hospice began 35 years ago, we can't help but honor the vision and determination of our founder, Nancy Hinds. From a small inpatient Hospice Home on Simpson Street, to an average daily patient census of 200, Hinds Hospice continues to grow to meet the increasing needs of our community. In 2015 alone, 2,500 patients & families were served through our hospice care, the Center for Grief & Healing, and Angel Babies programs. We were also able to expand services in our new Patient and Family Service Center, which is home to the majority of our clinical staff, our Center for Grief & Healing, Angel Babies program and administrative staff. Owning our new Center allows us to hold support group meetings on site and includes a child



therapy room as well as a family quiet room and library. We also have extensively re-modeled the Hospice Home to incorporate our Electronic Medical Record in a state of the art clinical setting, while still providing expert hospice care in a home-like environment.

There have been countless compassionate staff members, leaders and volunteers who have walked this journey with us. This year, we celebrate those who share in our 35 years of memories. **We invite you to share your Hinds Hospice memory with us, whether it was a special volunteer experience, a sacred moment at the Hospice Home, or a cherished memory of your loved one. We are actively collecting stories and memories to remind us of the many special moments we've shared in the last 35 years. We have shared in this journey together, and we are grateful for your continued support.** To share a story or learn more about how to support Hinds Hospice in our 35th year, please call (559) 320-0308. Thank you for your consideration and we look forward to your support as we celebrate 35 years of serving our community!



NEWS UPDATE • WINTER/SPRING 2016



Dear Friends,

As we enter our 35th year, we are continually humbled by the generosity of the community. We celebrate the 35 years of memories we have had the honor of sharing with families, patients, donors and supporters like you. What an exciting time it has been to be a part of the Hospice Care industry

and especially Hinds Hospice, as we serve our patients and families in Fresno, Madera, and Merced counties. We now serve more than 200 adults and children each day. Our hospice home has re-opened and is full almost every day and we have a dedicated team of 190 employees, and over 250 volunteers! We are now caring for 25-30 children every day. To meet growing need for hospice care, Fresno County now has 10 hospices while 4 are currently serving Merced County. We remain the only hospice with a specialized pediatric care team, as well as the area's most comprehensive grief support services for adults and children.

The rate of regulatory scrutiny and oversight has impacted hospice more than any other aspect of healthcare in the past 10 years. The government's focus on the quality of care and patient satisfaction is also increasing due to a change in consumer expectations for improved value in their care. Hinds Hospice staff and leadership teams have risen wonderfully to meet the evolving expectations and challenges. I am pleased to share that we have successfully achieved Joint Commission accreditation for the second time. This accreditation means we are meeting the gold standard for hospice and home care services as defined by the Joint Commission and the Centers for Medicare and Medicaid. This is an achievement to savor and truly takes a team of committed leaders and staff to accomplish this rating. I am delighted to introduce new leaders who

have joined our team this past year and have contributed significantly towards this goal: Connie Pulmano, Director for Support Services, Lisa Crenshaw, Director of Merced Outpatient Services, Amanda Oldham, Clinical Supervisor at the Hospice Home, Desmond Davila, Director for Thrift Store Operations and James Majors, Director of Information Technology Systems and Facilities. It truly takes a village to continue to uphold the dignity and ease the suffering of those who are dying while supporting their loved ones and those that are grieving.

In alignment with our mission, we have adopted the Fresno Survivors of Suicide Loss and will be providing grief support, as well as outreach, training and suicide prevention education through our Center for Grief and Healing. We are honored to be entrusted with this opportunity to continue to provide comprehensive grief support to those experiencing loss in our community.

As we reflect on the last 35 years, it has been an honor to see Nancy's mission grow to such significance for individuals and our community over these past years. Your continued generosity is an integral part of the overall success of our mission. We can't do it without you. I thank each and every one of you for sharing in our vision for the last 35 years!

Respectfully,

Amy R Tobin, RN MHRD





The mission of Hinds Hospice is to uphold the dignity and ease the suffering of the terminally ill while supporting their loved ones, and those who are grieving.



Nancy Hinds, R.N.
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Hinds Hospice Adopts Fresno Survivors of Suicide Loss Program

Hinds Hospice has adopted the Fresno Survivors of Suicide Loss program, to continue to provide comprehensive grief support to the community. Fresno SOS will become a specialized program within the Hinds Hospice Center for Grief and Healing, and will continue to maintain support groups and services for those experiencing the loss of a loved one to suicide. "Hinds Hospice is honored to begin to help those survivors in our community who are experiencing the loss of a loved one to suicide. This program has been a beacon of hope for many years, and we believe that adopting the Fresno Survivors of Suicide Loss program is a natural extension of our sacred mission to provide support for those who are grieving in our community," said Amy Tobin, CEO of Hinds Hospice.

Fresno Survivors of Suicide Loss has been serving the Fresno Community for 30 years. They were founded with the mission to support survivors and educate the community about suicide loss and suicide prevention. Fresno SOS currently provides resources, trainings, community outreach and education, a monthly peer-focused support group, and annual memorial events. As a program under the Hinds Hospice Center for Grief and Healing, Fresno SOS will continue to provide those same services, in addition to the ability to provide individual and family grief support and counseling with a Licensed Mental Health Professional. "We co-founded the Fresno Survivors of Suicide Loss 30 years ago, after losing our son David to suicide. We are grateful that Hinds Hospice has agreed to continue this much needed work, and we know that the original vision of supporting those who have experienced suicide loss, as well as educating the public on suicide prevention, will be honored," said Dick and Sandy Gallagher, co-founders of the Fresno Survivors of Suicide Loss.

"Fresno SOS has been my passion for the past 21 years. I am so grateful that the community will continue to be served under the umbrella of the Hinds Hospice Center for Grief and Healing," said Leann Gouveia, former director of the Fresno Survivors of Suicide Loss. "We are so grateful to the Gallagher's for their work in starting Survivor's of Suicide Loss, which has been a beacon of hope to so many. The grief associated with a death by suicide can often feel isolating and the support provided by SOS has provided hope and healing to many in our community. Fresno County experiences an average of two deaths by suicide each week. The Center for Grief & Healing at Hinds Hospice has been providing grief support services to our community for over 10 years, and we are honored to continue the work of supporting survivors knowing this support is vital to our community," said Kathy Cromwell, the Director of the Hinds Hospice Center for Grief and Healing in Fresno. Donations and support for Fresno SOS can continue to be made directly to the program. For questions and resources please call (559) 322-5877.

Pediatric Patient honored with a Princess Party

Many young girls dream of someday meeting their favorite Disney princess, and Jacksynn Reynolds was no exception. Our pediatrics team was able to grant this wish for Jacksynn, planning a very special princess party for her and her family. Princesses Ariel, Cinderella, and Snow White all came to visit Jacksynn and her extended family, who had decorated their home so it was fit for a princess. Jacksynn is a huge fan of the movie Frozen, and Princess Elsa is her favorite princess. Princess Elsa



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The 2016 Ray Of Hope Remembrance Drive Embraces The Fresno Acura Tea

A New Way To Make A Difference

Since 2011, Hinds Hospice has conducted the Ray of Hope Remembrance Drive*, a volunteer-based annual fund drive that supports under-funded services. During the fund drive, volunteers choose a way to help that is comfortable. Many share stories in appeal letters while some use social media to secure



gifts. A few host gatherings. This year, volunteers also can participate by supporting a new high tea modeled on the Fresno Acura Tea.

The 2016 Ray of Hope Remembrance Drive runs from February 15 – April 1, 2016 and provides a way to honor a loved one while also making our mission possible. Donors are offered a variety of Remembrance Benefits at different gift levels, including having a loved one's name listed in a newspaper memorial honor roll or on our Remembrance Wall located at 2490 W Shaw Ave, Fresno.

This year, three areas of service provide inspiration for our volunteers:

- **Hospice Home** – each year more than 300 adults and children receive expert and compassionate acute end-of-life care in our Hospice Home
- **Children's Circle of Friends Grief Support Group** – we offer 12-week support group sessions three times a year in Fresno, Madera and Merced for grieving children aged 3-12
- **Pediatric Palliative and Hospice/Concurrent Care Services** – each day, our pediatric team supports care for 25-30 children with life-limiting conditions

To sustain such services, 2016 Ray of Hope volunteers will send out letters, use social media or host gatherings. Some are also helping us create a **Noon Tea on April 1st at The Falls Event Center** located at 4105 Figarden Drive, Fresno. This event continues the beloved "Fresno Acura Tea" hosted for ten years by TheeAnna Stevens, owner of Fresno Acura. When Stevens stepped aside as hostess in 2015, Hinds Hospice stepped forward, vowing to maintain the high quality and unique character of the event.



More than 40 "Noon Tea" volunteers are working to decorate 25 uniquely-designed tables with tableware that will be raffled off. The Tea also includes a silent and live auction. Hinds Hospice is also thrilled to announce that Clawson Honda is the 2016 naming sponsor for the Tea! We are grateful for their support, as well as all the returning supporters of the event including Monty Torres as the emcee and the Elbow Room as the caterer. The Falls Event Center is helping to launch the Tea as a wonderful event venue. Cash and in-kind sponsors are needed and will receive prominent acknowledgement. The event 's 200 tickets are expected to sell out quickly.

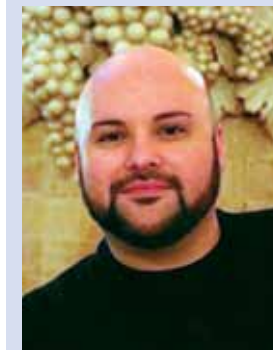
The Noon Tea and other Ray of Hope activities are fun – but they also serve an important purpose. Last year, Ray of Hope volunteers raised \$136,000 to support the mission. We thank the community for such generosity and hope our friends will embrace this effort once again.

To support the Ray of Hope with an online donation, visit hrrayofhope.org. To learn more about volunteer roles – or to attend the Tea, call (559) 320-0308.

**The Ray of Hope honors the late Joseph Ray for helping Nancy Hinds to open the first Hospice Home on Simpson Street.*

Faces of Hinds Hospice

"I am truly honored and privileged to be a part of such an incredible organization. The compassion, dedication, and commitment Hinds Hospice has for their patients and their staff is unlike any organization I have been a part of, and I am so fortunate to be here. Our Thrift Stores exist not only to support the Hinds Hospice Mission financially, but to also serve the community in which they are in. Many families depend on each store's existence to provide essential clothing, shoes, and housewares and I am honored to do all I can to assist with that mission."



Desmond Davila, Director of Thrift Store Operations

Upcoming Events

Please join us for the following fundraisers to support Hinds Hospice:

4/1/16 Hinds Hospice Noon Tea, presented by Clawson Honda. Come join us we celebrate the Hinds Hospice Noon Tea on Friday, April 1, 2016 at the Falls

Event Center in Fresno. For 10 years Fresno Acura has graciously hosted this event and we are honored that they entrusted Hinds Hospice to continue this fun and exciting tradition. The elegant tea will feature a live auction, silent auction and an opportunity raffle for the beautifully decorated table decorations and centerpieces. Tickets for this event typically sell out, so don't miss your opportunity to register today! Ticket cost: \$65 per person and \$500 for a table. Call (559) 320-0308 for more information or visit www.HindsHospice.org.



5/7/16 12th Annual Angel Babies Walk/Run, Come join us for the 12th Annual Angel Babies Walk/Run on Saturday, May 7 at Woodward Park in Fresno. The event will feature a 2 mile walk/run a 5K

run, kids races, a pancake breakfast and awesome raffle prize opportunities! This year's Walk/Run promises to be another special event allowing families and community members to come together to honor and remember the many precious babies gone too soon.

Registration Cost: \$20 for adults and \$12 for children on or before April 15, \$25 for adults and \$15 children after April 15 and day-of the event. Call (559) 320-0308 for more information or visit www.HindsHospice.org.



6/20/16 10th Annual Angel Babies Golf Classic, Join us for the 11th Annual Angel Babies Golf Classic on Monday,

June 20 at Fort Washington Golf & Country Club presented by CalWest Rain. Registration is \$150 and includes lunch, range balls, green fees and cart, goodie bag, tee prizes, food and drinks on the course and an appetizer hour following the tournament. For more information visit www.hindshospice.org or call (559) 320-0308. All event proceeds benefit the Angel Babies program of Hinds Hospice whose mission is to support families whose baby has been diagnosed with a life limiting condition or whose baby has died.



6/24/16 Hinds Hospice Merced Movie in the Park, Hinds Hospice Merced Outdoor Family Movie Night: Please join us for our 2nd Annual Outdoor Family Movie Night on Friday, June 24 at the Merced County Fairgrounds! Activities will include a showing of "Minions" on a large screen, delicious concessions for sale, and some fun family activities. The night will begin at 7:30pm, with the movie starting promptly at 8:30pm. Bring some blankets to sit on and enjoy the first days of summer with your family! Cost is \$5 for children, \$10 for adults, or a family 4-pack for \$25.



NOW HIRING!

Turn your passion into a career, and discover what it feels like to make a difference every day. Hinds Hospice is at the forefront of Hospice Care in the Central Valley. We provide the best quality, compassionate end-of-life care and bereavement support and we are always expanding to meet the growing needs of our community. We are able to offer ways for you to grow professionally and personally, while supporting you on and off the job.

For a complete list of available positions at Hinds Hospice, visit www.hindshospice.org or call our Human Resources department at (559) 248-8591

Nurse Practitioner – Fresno – In collaboration with the Medical Director, the Nurse Practitioner will provide oversight of care for hospice patients, provide education and collaboration with clinical staff and complete Face to Face evaluations of Hinds Hospice patients who require recertification on the Medicare Benefit.

Pediatric RN Case Manager – Fresno – The Pediatric Nurse is responsible for promoting the Hospice philosophy. This individual facilitates the development of a collaborative interdisciplinary plan and ensures the overall coordination, collaboration and medical management of pediatric hospice services for patients and their families.

RN Case Manager – Merced – As a member of the Merced Outpatient Interdisciplinary Team, the RN Case Manager is an experienced Registered Nurse who provides skilled palliative and end of life care in the community setting. The RN Case Manager is responsible for promoting the Hospice philosophy. This individual facilitates the development of a collaborative interdisciplinary plan and ensures the overall coordination, collaboration and medical management of the Merced Outpatient hospice services for patients and their families.