

2001 (continued from page 4)



Angel Baby Markers

lovingly made by volunteers, at the Angel Babies Walk. It is always a bittersweet moment when they cross the finish line and see Jazmyn's name. The support from Angel Babies is comforting and where Jenelle feels the most understood. In a perfect world, the services Angel Babies provides would never be needed and no parent would have to suffer the loss of their baby. Since we do not live in a perfect world, Jenelle hopes that more outreach can be done so that everyone, especially OB/GYNs, are aware of the services Angel Babies provides to grieving parents. "To this day, no one will talk about how I was pregnant, but didn't come home with a baby." Jenelle hopes that more people will learn what to say to parents who have lost a child and how to act, because there is no worse feeling than feeling alone in your sorrow.

Jenelle and Wade now have a daughter and a son, but Jazmyn's spirit is still with them. Their children know all about their sister Jazmyn. Kathy Cromwell gave Jenelle and Wade an angel bear, and to them it symbolizes Jazmyn. Every family photo that has been taken includes their angel bear and she is with them in every moment. Jazmyn's birthday is celebrated every year by her family. They also planted a tree in their backyard that symbolizes Jazmyn. Now when they look into their backyard and see how much the tree has grown, they can think of their first daughter and the special time they shared with her.



Jenelle and Wade Gilbert

2016: Fresno SOSL Joins our Family

Parents are not supposed to outlive their children. But what if the opportunity to watch your teenaged child grow into an adult – and perhaps produce a grandchild – ended when your child died by suicide? The grief associated with the loss of a child impacts parents in a very deep way. For Sandy and Dick Gallagher, when their 17-year old son, David, died by suicide in 1984, they knew that they needed to take this devastating experience and help others. That is exactly what they did as they found the strength to turn their grief into positive action that has helped hundreds of thousands of people in Fresno County.

After David died, Sandy and Dick recognized an unmet need for bereavement support in Fresno for themselves and others experiencing such a terrible and specific type of isolating loss. They also were horrified to discover that suicide was the third leading cause of teenaged death in the country. It is now second. In Fresno County, an average of two people each week die by suicide.

To meet this urgent need for assistance, the Gallaghers started Fresno Survivors of Suicide Loss, known as Fresno SOSL, a program for survivors of suicide loss that was recently adopted by Hinds Hospice's Center for Grief & Healing. Over the past 32 years, Fresno SOSL has become a labor of love for Sandy and Dick that has changed countless lives.

Their work began when a priest friend asked the couple to speak to others who had also lost loved ones to suicide. The vision was to stop the growing number of suicides and help people learn about suicide loss and its impact on survivors.

This vision led the Gallaghers and four others to start Fresno SOSL, following the model of UCLA's program, Common Concern. Sustaining the group was hard. At first, only Dick and Sandy were facilitating meetings, but eventually many others came forward to share their experiences and help each other through the grief.

Sandy now estimates that she and Dick have educated 100,000 people about suicide, speaking to students, law enforcement officers, first responders, and corporations. The training, called "Question, Persuade, and Refer", helps others understand that anyone can be the link to getting help for those considering suicide. In Fresno SOSL's future with Hinds Hospice, Sandy hopes that suicide prevention education will continue, especially in schools. Currently, Fresno SOSL offers outreach to families who have suffered a recent suicide loss, trainings for suicide education, memorial events, and individual and family counseling.

Because of the Gallaghers and the many others who built Fresno SOSL and the suicide prevention education that they have provided, lives have been saved. The grief associated with suicide can be very isolating. Through the support of Fresno SOSL, countless grieverers have found comfort, support and hope in a safe place to share the feelings and experiences they encounter on their grief journey. Sandy describes Fresno SOSL as a "gift of grace from God," helping her to find meaning after David died. Today, the Gallaghers themselves are truly a gift from God for the people of Fresno.



Dick and Sandy Gallagher



2490 West Shaw Avenue, Suite 101
Fresno, California 93711

Special 35th Anniversary Edition

Our Community Built Hinds Hospice Celebrating 35 Years of Memories

1981 - Establishment of first Hospice Home on Simpson Avenue

1985 - First inpatient Hospice Home was closed

1987 - Passage of Congregate Living Health Facility License for the Hospice Home and purchase of Hospice Home on Twain Avenue

1990 - Circle of Friends - Bereavement program for children established

1991 - Outpatient services established in Fresno County

1994 - Service area extended to include Madera County after a merge with Hospice of Madera County

1995 - Service area extended into Merced County after a merger with Hospice of Merced County.

2001 - Creation of the Angel Babies / Bebitos Angelitos

2005 - Creation of a formal Center for Grief and Healing

2012 - Nancy Hinds assumes Founder role and former board member, Amy Tobin, RN, takes the helm as CEO

2012 - Joint Commission Accreditation received

2012 - Partnered with California Children's Services to provide Pediatric Palliative Care program

2013 - The Red and Nancy Arnold Foundation donates \$1,000,000 for services in Madera County

2014 - Moved into new Patient and Family Service Center in Fresno, purchased in 2013

2016 - Hinds Hospice adopts Fresno Survivors of Suicide Loss

2016 - Happy 35th Anniversary!



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NEWS UPDATE • SUMMER/FALL 2016

Save the Date

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

9/9/16 Hinds Hospice 35th Anniversary Gala 6pm at the Fresno Convention Center, Valdez Hall – Presented by The Leon S. Peters Foundation

10/6/16 Global Partners in Caring Open House 4pm-7pm at Hinds Hospice Patient and Family Service Center, 2490 W. Shaw Ave, Fresno

10/8/16 Merced Time to Remember 4:30pm-6pm at Applegate Park, 1045 W. 25th St, Merced

10/15/16 Fresno Time to Remember 4:30pm-6pm at Woodward Park

12/1/16 Merced Lights of Love 6:30pm across from the VFW Hall, corner of 5th and Broadway, Atwater

12/8/16 Fresno Lights of Love 6:30pm at The Shops at River Park, 71 E Via la Plata, Fresno

For more information on any of these events, please call the Development Department at 559-320-0308.

Special 35th Anniversary Edition



Dear Families, Friends, and Supporters of Hinds Hospice,

Four years ago I joined the Hinds Hospice team in order to continue the mission started by Nancy to uphold the dignity and ease the suffering of the terminally ill, while always supporting their loved ones and those who are grieving. It has been an honor and a privilege to come to work here each day. When I receive letters like the excerpt I am going to share from a family recently served, it reminds me of why we are all connected to this sacred mission. This is what a family shared: "We cannot

express how much appreciation we have for your kindness and loving care the staff provided for our loved one. All your help with everything you provided will never be forgotten. You comforted us when we needed it most, and were always there when we needed you. Thank you for all your support. We could not have done it without you!"

This message sums up the essence of why we do what we do! So no one takes this last journey without the wonderful support of our professional teams to meet each and every individual and family need. So as we continue to grow our services and provide care on a daily basis to over 230 adults, children, and families I want to thank each and every one of you for all the support you give to us. Our grief support programs have also grown and now include the Fresno Survivors of Suicide Loss as well. These programs are largely not reimbursed and we rely upon the generosity of donors.

Our board has recently adopted a 3-year Vision strategy that includes expanding access to care, complementary therapies programs, and the initiation of an Adult community based Palliative Care program. As we develop our plans to achieve these goals I want you to know how much your support means to us. We could not have achieved 35 years of Hospice service without all of you!

In gratitude,

Amy R Tobin RN CEO

Amy R Tobin, RN





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.
Founder

Amy Tobin, R.N.
CEO

Board of Directors

Rod Thornton,
Board Chair

Mark Poochigian, Esq.
Board Secretary

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FNP-C, MSN, RN

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LuAnn Joy, BSN, RN,
MBA, NE-BC

D. Robert Lewis, M.D.

Eric McCormick

Toni Porter, CPA, MST,
AEP

Scott Shimamoto,
PhamD

Cynthia B. Grier

Christopher Mariscotti,
MBA

Gene Kallsen, MD

1981: Our Mission Becomes Reality

Denise Jackson-Argain, Hinds Hospice’s first president of the Board of Directors, was drawn to help because she felt Hinds Hospice was more of a mission than a business. As Denise reflects on her pivotal role in the founding of the agency, she feels blessed. Her story begins when she was a volunteer at Saint Agnes Medical Center. When one of her patients was transferred to Nancy’s Hospice Home on Simpson Street, she began visiting and helping Nancy. Denise recalls, “In the early days of Hinds Hospice there were so many giving and kind people who truly believed in Nancy’s mission. They helped in any way they could to allow Hinds Hospice become what it is today.”



Original Hospice Home

Denise describes the difficult period in 1985 when authorities forced Nancy to stop caring for patients because there were no laws created yet governing such activities. In response, Denise helped Nancy lobby for legislation in California covering hospice care, spending many days together driving to and from Sacramento. The American Lung Association had a bill that was already in process, so Denise found a way to tack a rider onto the bill to include terminally ill patients. She worked with state authorities to write the legislation and remembers vividly the day that California State Senator Ken Maddy’s office called to say the bill had passed. Denise, Nancy and her sons danced around Nancy’s kitchen in celebration.

Denise served as board president for about 10 years and was also instrumental in helping Nancy secure financing for the current home on Twain. She is honored to have watched Hinds Hospice grow from nothing to what it is today, despite many challenges. Denise especially enjoyed helping to decorate the current Twain Hospice Home and fondly remembers all the fundraisers that kept Hinds Hospice afloat.



Hal Bochin, Nancy Hinds, RN, Dianne Bertoldi-Hall, RN, Denise Argain, Tina Konrad, LVN

Denise notes that Nancy brought a strong and sympathetic philosophy to the dying process – a core value still embraced by the current board. She emphasizes the importance of the personal touch that originated with Nancy and continues today despite many new faces serving patients and families. She is proud that she helped to start Fresno’s first hospice home, defining what hospice is and should strive to be. She states, “I hope that Hinds Hospice evolves, but always keeps in mind the original mission and integrity of the organization.”

She marvels that the agency can now sustainably serve 1,400+ hospice patients annually as well as offering bereavement support to families grieving loss of a loved one. “Every time I drive down Fruit Avenue and see the Hospice Home, my heart just expands and soars to know that I was part of creating that. Memories just come flooding back; I remember all of the wonderful times I have had with Hinds Hospice.” Thank you, Denise, not just for embracing the Hinds Hospice mission – but for being one of the many who made it possible.

1991: From Our Home to Yours

In 1981, Nancy Hinds began pursuing her dream to care for people who were terminally ill in her home on Simpson Avenue because she felt the need to help others. She continued caring for patients in a home-like setting opening the current Hospice Home on Twain Avenue in Fresno in 1987. Today, Hinds Hospice has helped thousands of patients and families, providing inpatient and outpatient services and bereavement support through the Center for Grief and Healing. “I am very aware of the miracle of our existence. Nothing happened easily or quickly, but people were put into place to help us survive.”



Hal Bochin

In 1991, Nancy established a new outpatient services program to care for patients in their own homes or care facilities. She knew most people preferred to be cared for at home for many reasons, including the desire to be around family, the comfort of being at home and to complete other tasks to prepare families for the future. She also wanted to comply with new regulations that offered reimbursement and licensure for hospices, but a prerequisite for coverage was the establishment of outpatient services as well as inpatient services. Today, Hinds Hospice cares for almost 230 patients daily, including 25-30 children. All but six are served in their own home or care facility – true validation of the importance of “outpatient services.”

Nancy’s father, Hal Bochin, pictured above, was Hinds Hospice’s first patient in the new program after he suffered from a stroke caused by an irregular heartbeat. Up until that time, he had helped in so many ways, picking up medical supplies, running errands – even driving patients’ family members home if they needed transportation. As Nancy recalls, “It is an indescribable feeling to be starting something new while also facing something that is ending. However, it was such a blessing to have my father as Hinds Hospice’s very first outpatient patient. It seemed fitting that we care for him since he had done so much for me and my dream. It was both beautiful and heart-wrenching.”



Nancy Hinds, RN

Today, Nancy thanks everyone who helped throughout Hinds Hospice’s history, especially those who offered their many talents in threatening times. She includes Hinds Hospice staff among those she honors, noting “the biggest gift we can give to our patients and their families is our presence.” Many Hinds Hospice families would agree, thanking Nancy for allowing their loved ones to pass away either at the Hospice Home or in their own homes, surrounded by those they loved.

Faces of Hinds Hospice

“I am incredibly grateful to have been given the opportunity to work as the Chief Financial Officer at an organization as wonderful as Hinds Hospice. Hinds Hospice has provided such exceptional service throughout our community and I am honored to be a part of fulfilling the agency’s mission to continue to provide compassionate care.”



Mike Kosareff,
Chief Financial Officer

1994: Madera Joins the Hinds Hospice Family

Barbara Volker, RN is another trailblazer in the world of hospice. She and a group of Madera County residents opened the Hospice of Madera County in 1986, starting it as a hospice run by volunteers. This happened shortly before Nancy had opened her new hospice home on Twain Avenue (in 1987). Nancy was one of the people Barbara consulted for guidance regarding hospice care. As a fellow nurse, they had much in common.

In 1993, when Nancy was looking for a new Director of Patient and Family Services for Hinds Hospice, she approached Barbara about taking the position. Barbara had been thinking of moving on from Hospice of Madera County, so she gladly accepted the job. After Barbara left, Hospice of Madera County was unable to find a new director, and so Hinds Hospice stepped in to ensure that hospice services would continue for residents of Madera County. According to Barbara, “Hinds Hospice saved hospice in Madera. Hospice of Madera County would have just disappeared if Nancy hadn’t found it in her heart to step in and expand her services.” Thus, in 1994, Hinds Hospice expanded its services to include Madera County through the adoption of Hospice of Madera County. Though the inpatient home eventually had to be closed and sold due to lack of funding, outpatient hospice services in Madera County are still a very important part of Hinds Hospice services.

During her years with Hinds Hospice, Barbara loved watching the organizations’ growth. She feels fortunate to have been a part of the growth and development of the outpatient services (home-based care) program at Hinds. There was such a feeling of togetherness, almost like a family, among the staff and volunteers as everyone worked very hard to protect the Hinds Hospice mission.

Barbara is pleased to see that Hinds Hospice is able to continue providing the excellent care that it is known for. She enjoys hearing about the expansion of programs like Angel Babies and the growing pediatric concurrent care/hospice program. She appreciates seeing Nancy’s dreams for these programs become real. Barbara hopes the community will continue to make it possible for the rich array of bereavement support services to continue for the next 35 years. She looks forward to seeing what Hinds Hospice can achieve in the future.



1995: Our Journey Expands to Merced

“I feel fulfilled.” What more could we possibly want to hear from one of our amazing and hardworking patient volunteers? Stanley Hahn has been a patient volunteer for Hinds Hospice in Merced for 13 years. Stanley started volunteering for VNA Hospice in Porter County, Indiana, where he received the Caregiver of the Year award. When he moved to California, his director at VNA Hospice referred him to Hinds Hospice, the only nonprofit hospice in Merced County. Stanley has done every volunteer job imaginable, including sitting vigils with families as a loved one is passing, making deliveries, and visiting patients (his favorite job.)

Stanley drops into the Merced office every day each week to see if anything is needed. He comes to every volunteer training that is held, makes coffee for everyone before the clinical staff meets to discuss cases in the weekly Interdisciplinary Group (IDG) meeting, and attends every IDG meeting without fail. He has even mentored new volunteers to ensure that they help patients as much as they can. The only time you can’t call on Stanley is when Judge Judy is on TV in the afternoon. According to Stanley, “I don’t care what volunteer job I’m doing as long as I can benefit Hinds Hospice.” However, he also confesses that visiting patients is his true passion. “There is nothing more rewarding than patient visits,” Stanley has said. The patients become more like friends to him and he truly enjoys every visit. You can see the love of what Stanley does in his eyes when he describes his patient encounters.

In the photo below, Stanley is enjoying time with a former patient he visited regularly, helping him assemble photo albums for the patient’s children. They spent hours together poring over photos, deciding which ones should go into the albums. Stanley recalls spending about two or three months with this patient before he passed away. He always makes it a point to attend every one of his patient’s funerals. “He tells me he’s going to retire on his 79th birthday, but I’ll believe it when I see it,” Dianna Bates, the Volunteer Coordinator in Merced, has said.



Stanley Hahn with Hinds Hospice Patient

Stanley is one of 60 patient volunteers at Hinds Hospice who make similar patient visits to anywhere from 45-65 patients a week, joining approximately 300 other volunteers who help in virtually every area of agency operations. Volunteers assist with administrative tasks, help to staff the Hospice Home, serve customers in Hinds Hospice thrift stores, help to raise funds – the list is endless and the value is priceless.

In the future, Stanley would love to see an inpatient hospice home in Merced. He also hopes that eventually every Hinds Hospice patient will take advantage of volunteer services offered through Hinds Hospice. He is the definition of a dedicated and loving volunteer who goes above and beyond to help our patients day in and day out – and we are very glad to have him in the Hinds Hospice world.

2001: We Begin to Honor Angel Babies

“Nancy Hinds saved my life.” These were the words spoken to one of Nancy’s sons when Jenelle Gilbert, one of the first Hinds Hospice Angel Babies moms, saw him while taking her children to school. While Nancy did not literally save Jenelle’s life, the services she received from Hinds Hospice Angel Babies certainly had a huge impact. On September 18th, 2002, Jenelle and her husband, Wade were at their ultrasound appointment at Children’s Hospital, a procedure done to diagnose prenatal anomalies. It was then that their baby daughter Jazmyn was diagnosed with a heart condition and they were referred to Hinds Hospice Angel Babies program by their doctor. Jenelle and Wade met with Jamie Fisher, one of the women who started Angel Babies, a program created in 2001 to provide 13 months of extensive bereavement support to parents experiencing loss of an infant.



Wade, Kyler, Jenelle,
Madelyn Gilbert

Jamie began giving them wonderful memory making ideas for their angel. On the day Jazmyn was born, they were given a blanket, an outfit, and pictures of Jazmyn were taken for them. Hospital response visits on the day an Angel Baby is born is just one of the many services Angel Babies provides. Other services include individual and group grief support, remembrance events, memory making ideas, and a sibling grief support group called Circle of Friends. Since Jenelle and Wade are originally from Canada and had only been in Fresno a few years, Angel Babies provided them the emotional support they needed at such a difficult time.

Jenelle attended Angel Babies support groups and was able to share her sorrow with other mothers who had experienced the same loss. Jenelle and her family have attended all Angel Babies events, including the Time to Remember, an annual memorial ceremony at Woodward Park, and the Angel Babies Walk, a special time to cherish Jazmyn as other Angel Babies parents do for the children they come to honor. They purchased an Angel Marker,