

HAVEN

IN TOUCH

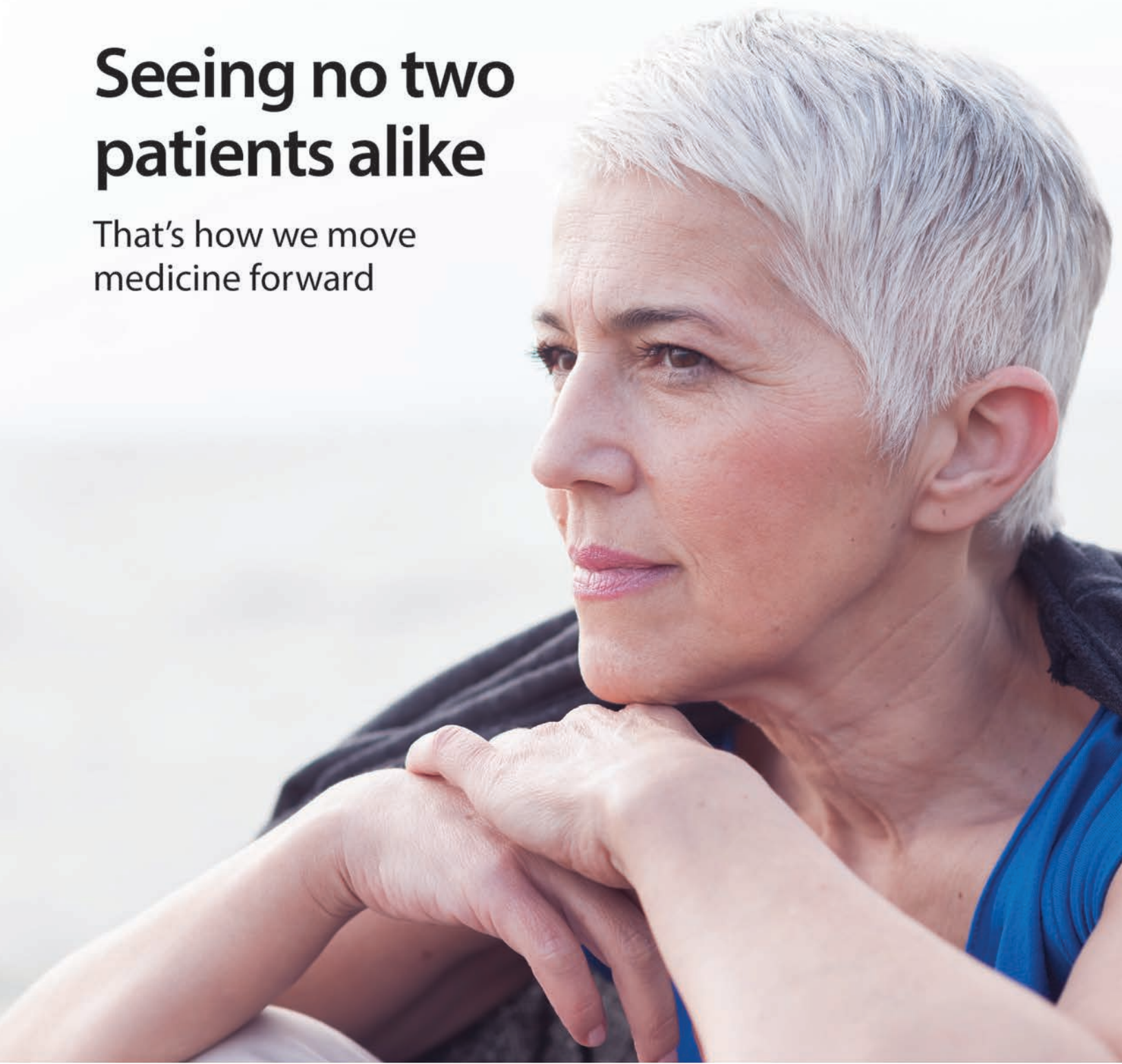
SUMMER 2017



WHEN HEALTH BECOMES A CHALLENGE, WE WILL BE YOUR HAVEN.

Seeing no two patients alike

That's how we move
medicine forward



NoTwoAlike.org

THANK YOU HAVEN EVENT SPONSORS



20% OFF
your purchase

HAVEN
ATTIC RESALE STORE

*Cannot be combined with other offers. One coupon per purchase.
Please present coupon for discount.*

IN TOUCH MAG

DON'T OVERPAY FOR FUNERAL SERVICES

TRADITIONAL BURIAL PACKAGE ONLY \$2,995* (INCLUDES CASKET)	DIRECT CREMATION PACKAGE ONLY \$775*
--	---



Lampkins Patterson
CREMATION and FUNERAL SERVICE

6615 Arlington Expressway
Jacksonville, FL 32211

office **904.323.4299**

Email: lampkinspatterson9@att.net

* At Need Only, Call for Details

lampkinspattersonfuneralservice.com



THE BARN
at **REMBERT FARMS**

***Weddings *Charity Events *Corporate Events**

www.rembertfarms.com



There are natural points in an organization's history when there is a need to set new goals and seek new horizons. This is one of those times for Haven Hospice.

In addition to providing comfort through the compassionate delivery of hospice services, Haven is broadening its focus to better serve patients and families with serious illness through the expansion of our Palliative Care program and the introduction of Advance Care Planning.

Haven will be the source for patients, their families and their healthcare providers to find answers to their advanced illness challenges instead of the last top on their journey. When health becomes a challenge, we will be your haven.

Earlier this year, we hired Liquid Creative, a Gainesville agency, to assist us in refreshing our brand to encompass this new focus for Haven. In this issue of In Touch, we are premiering the new brand as well as introducing details on the new direction for Haven in the cover story. We are also sharing stories from around the organization about patients, volunteers and staff.

We are rebranding to signify that Haven is going beyond hospice and repositioning itself as a leader in advanced illness care. You may have noticed that we have omitted the word "hospice" from our name, and going forward, we will be known as Haven. While we are still providing comprehensive hospice services, Haven will be the umbrella under which all of these new and expanded programs can be represented. Our affiliate, the Visiting Nurse Association & Hospice of the Florida Keys (VNA/HFK) will also be expanding with these same programs and refreshing their brand with a new logo and website.

We hope that you share our excitement about Haven's future direction. As we broaden our reach to serve more members of our communities earlier in their illness, your generous support of Haven is of even greater importance.

*Gayle
Mattson*
President of Haven and VNA/HFK

ON THE COVER...

We are rebranding to signify that Haven is repositioning itself as a leader in advanced illness care. Read more about our rebranding starting on page 12.

Contents

HAVEN IN TOUCH MAGAZINE // 2017



8



18



14



6



12

4 From Our President

Letter from Gayle Mattson

6 Senior Dogs Bring Big Smiles to Haven

Haven Volunteer Peg Tucker and Cindy Lou bring smiles to patients in Jacksonville.

7 Comfort Birds Flock to Haven

Haven volunteers carve calming, handheld birds for Haven patients.

8 Seen on the Scene

Spring and summer events at Haven

11 Flag Stands Crafted with Care

John Brunner carves flag stands for Haven Veteran Pinning Ceremonies.

12 Celebrating Life

Haven rebrands to introduce new and expanded programs.

14 These Walls Speak Love

Haven works with Grove Street Community to Beautify the Neighborhood

16 Haven Attic Offers Job Skill Development

Haven provides opportunities for Sidney Lanier Transition program students at the Attic

18 Visiting Nurse Association & Hospice of the Florida Keys

VNA/HFK Board Member Sid Goldman

A Gift of Comfort and Care

A new Queen Mother is Crowned

20 NEFAR Bass Tournament is a Family Affair

NEFAR Bass Tournament's humble beginnings.

Senior Dogs Bring Big Smiles to Haven

Haven Volunteer Peg Tucker and Cindy Lou bring smiles to patients in Jacksonville.



Just a few weeks after Peg Tucker rescued Cindy Lou, a Chihuahua mix, she noticed that the dog was very social. "I started taking her out to restaurants to see if she would work well in that type of environment and then I brought her in to see Carol."

Jacksonville Volunteer Coordinator Carol Waters knew Cindy Lou would be a great spirit lifter for patients and families. "I have seen our patient's faces light up when Peg and her dog, Cindy Lou walk into the room," said Carol. "Peg has such a calming way about her, and Cindy Lou is about the sweetest little dog around – always ready with kisses for everyone! Peg also does patient birthdays and brings the same enthusiasm to those visits. Peg makes everyone she is around feel special. She touches everyone with her kindness."

For the past 30 years, Peg has called Jacksonville home and retired two years ago from the Department of Transportation. "Haven helped my mom when she was terminally ill, so I wanted to give back when I retired."

Cindy Lou, named after the Dr. Seuss character, now wears her Haven vest and leash, making friends wherever she and Peg go together. "We visit Brookdale and the Terrace as well as dementia facilities to see hospice patients. When we come through the door, everyone wants to visit with Cindy Lou."

"The most amazing thing I have seen are patients who are initially non-verbal, but they talk to Cindy Lou. It is so wonderful to see people smile and the joy patients get from being next to Cindy Lou and petting her. Seeing those reactions means everything to me."

Cindy Lou also accompanies Peg around town running errands. "When I take Cindy out with me to the grocery store, I always have her Haven vest and badge on which generates comments from the people we meet," said Peg who would like to encourage others to bring their furry companions to Haven patients and brighten their day. "What a difference it makes for an hour at a nursing home. If you have a dog that is good at a restaurant or at the Home Depot, you can do this too!"

Cindy Lou shares Peg and her husband with four other senior dogs that were rescued from shelters. Three are Chihuahuas and one is a Jack Russell mix. They are all over the age of 16. The latest rescue is Snorkel, whose tongue extends because he has no teeth. "They are such a delight," said Peg.

When Peg volunteered at the Mandarin Adoption Center in Jacksonville, she saw most dogs get adopted, but it was always difficult getting senior dogs rehomed. "Maybe there was an elderly person who had passed and had pampered them, and now they were in a shelter atmosphere which is tough."

Snorkel and his fellow Chihuahua Henry who is 17 are the next to be trained as Haven Pet Visit volunteers. She and her husband are passionate about having adopted senior dogs. "If you are looking for them to chase a ball, then this isn't for you, but I think people miss out by not giving a home to a senior dog. They give so much to you and they will do anything for you." 🍌

Cindy Lou and Peg Tucker are great spirit lifters for patients and families (top photo). Snorkel and Henry (bottom photo) will soon be paying frequent visits to Haven.



COMFORT BIRDS FLOCK TO HAVEN

Gene and Rita Wealing have been volunteering with Haven for many years in different capacities including helping out with administrative duties, special events and at the Attic Resale Stores. Recently Gene and Rita have taken their volunteering to new heights by bringing hand-carved, wooden comfort birds to Haven.

Comfort birds are often used to provide a calming effect on people who are experiencing grief or have gone through a trauma. Gene cuts, carves and sands a block of wood down until it fits in the palm of a patient's hand. Woodcarvers around the world have created these hand held birds to provide comfort to those in need.

"Jayna brought the idea to my wife, Rita," said Gene who spent many years volunteering for Haven in Cheifland before relocating to the Village in Gainesville. "Since I used to be a building contractor and I have some woodworking experience, I decided to give it a try."

Gene has been providing comfort birds to Haven patients and their families for six months. It typically takes about two hours for Gene to carve one bird, and he has already carved more than 100 birds.

"When you meet Gene, you realize he is a quiet, humble man. His love for woodworking has become a compassionate outreach to Haven patients and their families," said Gainesville Volunteer Coordinator Jayna Mason. "In Gene's quiet way, he is making a difference in the lives of many."

While the program is still in its infancy at Haven, everyone involved hopes that it will grow in Gainesville and in all the communities that Haven serves. "Gene is currently the only volunteer we have that carves comfort birds, but he has started working with another volunteer who is painting the birds," said Jayna. "He has expressed that he would be willing to teach other volunteers



continued on page 10

Seen on the Scene

Battle of the Clubs

Nearly every patient and family served is touched by Haven's unreimbursed community programs which include patient care, grief support services like Camp Safe Haven, volunteer programs such as the We Honor Veterans program, Haven Legacy Project and so much more.

During the recent Battle of the Clubs event, Haven Counseling Support Services Manager Vonceil Levine shared a personal testimony from a family that recently received services from Haven. Through the Haven Legacy Project, a memory bear was crafted from a suit worn by a young woman's father who recently passed away. "This bear was especially significant during the young woman's wedding in June where the bear served as a memory of her father during the celebration," said Vonceil. "This is the type of unreimbursed service that is supported by your participation and sponsorship in events like Battle of the Clubs."

In June, seven teams, a total of 42 participants, competed against each other in a game of Topgolf at the inaugural Battle of the Clubs to raise funds for

Haven unreimbursed programs and services in the Jacksonville area. All event participants were registered into a drawing to win a football autographed by Jacksonville Jaguars Wide Receiver Allen Hurns, four complimentary Jacksonville Jaguars tickets, and a gift basket donated by ABC Fine Wine and Spirits.

Haven also hosted Jacksonville Jaguars players Ben Koyack, Justin Horton, A.J. Cann and members of the Jacksonville Jaguars Cheerleading Team, the Roar, who spent time visiting with participants during the event. Participants could enter a drawing for a chance to Play with a Player. Winners were joined by members of the Jacksonville Jaguars at their bays to hang out and swing a club. 🍷



Top: Jacksonville Jaguars Tight End Ben Koyack, Haven Hospice Development Coordinator Lauren Ferguson and Jacksonville Jaguars Offensive Lineman A.J. Cann. Middle: Chris Thompson, Nick Houpt, Mick Trujillo, Sara McMillan and Russ Lang. Bottom: Vonceil Levine with memory bear.



Members of the Jacksonville Jaguars Cheerleading Team, the Roar





Madeline Walsh, Maloy Meyer and Ashley Loeffelholz

VIVA!

Over 600 guests took a trip to Hollywood for VIVA! 2017 at Rembert Farms on April 8. The Barn at Rembert Farms was transformed into Haven Studios as VIVA! celebrated with a Hollywood theme for the second year. Guests were treated to exquisite cuisine catered by Blue Water Bay, took a stroll through Haven Studios to see scenes from popular movies, bid on auction items, mingled with other star supporters at the card tables, and danced the night away at the after party. VIVA! also offered guests the opportunity to purchase trips through the American Fundraising Foundation, Inc. (AmFund). Some trips available for purchase included San Francisco Wine Country, Alaska – Call of the Wild, Castles of Ireland, a Greek Island Adventure and many more.

Dr. Scott Medley



Kara Winslow



Run for Haven

Over 600 runners participated in the eighth annual Run for Haven 5K and 10K on March 11 at Tioga Town Center. After the St. Patrick's Day themed race, guests were treated to an exciting post-run block party featuring local musician T.J. Brown. The block party also featured food, drinks, expo booths, an award ceremony for overall winners and other fun-filled activities for both adults and kids.

Spring Bling

Over 100 attendees at the Alliance's Fourth Annual Spring Bling shopped from a selection of new and gently-used jackets, purses, jewelry and art while enjoying refreshments donated by Eastside High School Institute of Culinary Arts. Among the treasures were designer products from Coach, Prada, Kate Spade and Dooney & Bourke. Each year, items are specially chosen for this event from the Haven Attic Resale Store in Gainesville by members of the Alliance, a volunteer group that raises funds while educating the community about Haven's programs and services.



Katie Smith




Gayle Mattson, Nan Marick, Marni Most and Traes Most.



Chris Kline, Michelle Ruiz, Ed Myers, Shelby Brooks and Lesley Myers.

how to carve. We are very excited about this program.”

Gene recently recruited another volunteer to add a little color to the comfort birds. “I went to art school many years ago, and I have had my hand in all kinds of art projects since then,” said Susan Nassif who has been volunteering with Haven for approximately 10 years, mostly at the Haven Attic. “Throughout my time volunteering with Haven, it really has become a family-type situation, so I was happy to help.”

Gene and Rita are excited about their involvement in the comfort birds program and their involvement with Haven as a whole. “We just like Haven. It really is a caring organization,” said Gene. “We have donated a lot of our resources and volunteer hours to Haven. It is so rewarding to be able to help people who are going through a difficult time. We just want to help any way we can.” 



Susan Nassif, Gene Wealing and Rita Wealing.

Mark Your Calendar

CAMP SAFE HAVEN – FAMILY CAMP

August 13  High Springs

A MYSTICAL EVENING AT THE DRAGONFLY CASINO

October 13  Islamorada

CAMP SAFE HAVEN – TEEN CAMP

October 14  Keystone Heights

FALL AT THE FARM

October 21  Tri-Counties

CAMP SAFE HAVEN – CHILDREN AGES 6-12

November 4  Jacksonville

ANNUAL PALATKA FUNDRAISING EVENT

November 11  Palatka

If you would like more information about tickets or sponsorship about these 2017 events, please email HavenEvents@beyourhaven.org or call 352.378.2121

WWW.BEYOURHAVEN.ORG



Flag Stands Crafted with Care

John Brunner carves flag stands for Haven Veteran Pinning Ceremonies.

Approximately four years ago while attending a Veteran's Day event at the Rotary Club of Gainesville, John Brunner noticed the American Flag stands on the tables were poorly crafted. John, a United States (U.S.) Navy Veteran of 22 years, believed he could make a better stand for the flags.

"I was in 4-H Club as a kid and that taught me a little about woodworking," said John who retired from the U.S. Navy in 1995 and went on to pursue a career in real estate. "I have been woodworking for about 50 years. It is peaceful, and it has a calming effect on me."

John has now started using his woodworking talents to help the Haven Hospice Veteran Volunteer program. "Through her work at Comfort Keepers Home Care and the Windsor of

Gainesville, my wife frequently works with Haven Hospice," said John who has been a member of the Rotary Club of Downtown Gainesville since 1999 and served as president from 2002 to 2003. "I have probably made close to 150 stands for Haven. I try to make them once a year and make sure Haven has enough to get through the military holidays."

John carves the stands out of walnut, and he even made a case to carry the stands and donated that to Haven. "We are so thankful that John is willing to take the time to make these flag stands for Haven," said Gainesville Volunteer Coordinator Molly Cowart. "It is an honor to be able to recognize our veterans, and the flag stands are a great addition to our veteran recognition ceremony." 🍂



Flag stand and carrier created by John Brunner

Celebrating Life

Haven and VNA/HFK Rebrand to Introduce New and Expanded Programs



In addition to providing comfort through the compassionate delivery of hospice services, Haven is now expanding its Palliative Care Consultation and Transitions programs as well as introducing Advance Care Planning and No One Dies Alone services with a patient-centric focus. To mark this milestone and encompass this new vision, Haven Hospice is now referred to as Haven with a refreshed logo and a new aesthetic. Our affiliate, the Visiting Nurse Association & Hospice of the Florida Keys (VNA/HFK) is also expanding with these same programs and refreshing their brand, which is an interim step toward their journey to becoming Haven in October 2018.

In early 2017, Liquid Creative began their discovery process of interviewing and visiting with internal and external audiences who are affected by the brand such as referral sources, employees, volunteers, community members and caregivers. Because the “Celebration of Life” was a recurring theme that Liquid Creative encountered throughout their interviews, they took their inspiration from the concept of the “Tree of Life” and applied it to the Haven logo in a clean, straightforward way. In the logo, the various branches signify the many ways in which Haven serves the community. Moving away from purple, the new color palette is bold, professional, and modern, while keeping the tones fresh and neutral to appeal to the widest range of people. The circular format of the branches represents a holistic approach, a continuum of advanced illness services and the all-encompassing manner in which Haven surrounds patients and families with support.

This is a natural point in Haven’s history to reposition the organization by broadening programs and services to better serve patients and caregivers, while providing value-added support to referral partners. Instead of the last stop on their journey, Haven is the source for patients and their healthcare providers seeking answers to their advanced illness challenges. When health becomes a challenge, we will be your haven.

PALLIATIVE CARE CONSULTS

In a dual role, Haven Jacksonville Administrator Chris Russell is also leading the efforts to expand the Palliative Care Consult Program throughout Haven and VNA/HFK as the director of Palliative Care for Haven. Since May 2010, Chris has worked in several capacities including RN case manager and patient care manager.

“If your loved one is frequently visiting the hospital or current treatments for their serious illness are not improving quality of life, then you can reach out to your family physician to request that Haven provide a palliative care consultation,” said Chris.

Provided by a team of physicians and nurse practitioners, Haven’s palliative care consultations include a palliative care medical examination to address pain and symptoms, and discussions with individuals and their caregivers about treatment goals, options and recommendations. A Haven palliative care specialist will follow up with the family physician regarding goals, concerns and treatment. These services are paid for by Medicare Part B, Medicaid and most commercial insurers. Haven specialists will coordinate care with other healthcare providers as well as visit individuals in a variety of settings such as hospitals, nursing homes, assisted living facilities and in private homes.

This is a natural point in Haven’s history to reposition the organization by broadening programs and services to better serve patients and caregivers, while providing value-added support to referral partners.



VNA & Hospice of the Florida Keys

A HAVEN AFFILIATE

TRANSITIONS

What happens when a person has a serious or life-limiting illness but is not yet ready for hospice care? Haven offers emotional support, education, information and referrals to community resources as well as limited volunteer assistance through the Haven Transitions program, one of several unreimbursed programs funded through donations to Haven. At Haven, we believe that everyone deserves companionship through life's journeys. Haven Transitions provides education and support that can make a world of difference to someone facing advanced illness.

ADVANCE CARE PLANNING

Advance Care Planning helps ensure individuals receive medical treatment consistent with their goals and preferences. Even though this is an unreimbursed service, Haven will offer Advance Care Planning at no cost to individuals.

Haven Palatka Administrator Deborah Strickland is leading the efforts to bring these services to Haven and VNA/HFK patients and families in her dual role as director of Advance Care Planning. "For several years in my career, I worked as a hospital case manager and experienced countless situations in which people did not tell their families what they wanted at the end of life," said Deborah who has been the administrator for the Palatka area for over five years. "Advance care plans can be developed at any time, at any stage of life, whether someone is sick or well. It offers individuals and their family members the ability to explore goals of care, wishes, values and concerns in a well-supported, non-crisis environment."

Advance Care Planning starts with a conversation between an individual, their healthcare agent and a Haven facilitator certified in Respecting Choices® Last Steps® who will lead a discussion about healthcare goals, values and wishes for current and future healthcare that will be documented in a format individuals can keep and share with others.

The Advance Care Planning process provides opportunities to discuss values, beliefs and treatment preferences so that the individual is better able to make informed decisions. Discussions revolve around gaining a clear understanding of the individual's medical condition and available options, documenting choices for current and future medical care and treatment, and guidance in completing an advance directive, all while providing peace of mind.



Haven will be the source for patients and their healthcare providers seeking answers to their advanced illness challenges instead of the last stop on their journey. When health becomes a challenge, we will be your haven.

NO ONE DIES ALONE

"This program ensures no one is alone at the very end of their life, and it is at the very core of everything we do at Haven," said Director of Development Courtney Quirie whose role expanded from volunteer services to oversight of Attic Resale Stores and special events in 2013. This past year, Courtney has taken on the commitment of ensuring the successful launch of the No One Dies Alone program at Haven and VNA/HFK.

When a patient or their family member needs us as the end of life approaches, our specially trained volunteers will be there to answer questions, hold a hand, say a prayer, and be a supportive presence for all who need it.

"We are currently seeking volunteers for this program," said Courtney who has been with Haven since 2010. "No clinical or end-of-life experience is required. We are looking for volunteers who are compassionate and want to be by the patient's side at this very important time." Volunteer training and education will be provided, and participants will learn about their role and what to expect. Unlike other volunteer programs at Haven, volunteers will sign up in advance for shifts. "We know there will be a need, so volunteers will be on standby so that requests are filled immediately."

If you are interested in volunteering or finding out more information about these programs, please visit our new website at www.beyourhaven.org

These Walls Speak Love

Haven Works with Grove Street Community to Beautify the Neighborhood



"All the people got together without thinking about money to improve the community," said Iryna Kanishcheva about her collaboration with Maria Huff Edwards to bring together neighbors, friends and local businesses to attract artists to the Grove Street Neighborhood Murals Project 2017.

Before the first paint stroke, Maria, along with her husband, David and her friend, John Wilson, bleached, pressure washed, sealed, and primed the wall in preparation for the artists to work. "For over sixteen years, I have been involved in this neighborhood," said Maria who has led efforts to preserve the history of Grove Street and create a safe and livable environment for its residents. "I have only modest means, but I wanted to see this (murals project) happen." In March 2016, the City of Gainesville Parks, Recreation and Cultural Affairs Department honored Maria with the Good Neighbor Award. Iryna was attending the same event because she received the 2015 Public Art Award. That evening, the two women began talking about their passion for art and the Grove Street Mural Project was set in motion.

The Murals Project became a reality when the Gainesville Haven Attic Resale Store agreed to welcome the very first mural, "Soulful Words: Speak Now!" by Jacksonville Artist Nicole "Nico" Holderbaum who was assisted by Martin Torres and Samantha Pearson. The mural depicts three contemporary poets Breanna Jenkins, Spencer Rooney and Adrian Hendrix who wrote original verses for the project expressing the universal theme of love.





Landscaping donated to Gainesville Attic by A Beautiful Yard

This past spring, Matt Lucas, owner of A Beautiful Yard, donated and planted palms at the Haven Gainesville Attic Resale Store in memory of his grandfather, John Overmyer. "My grandfather had passed away a few years ago and Haven was there," said Matt. "It was a good experience because he wasn't in a stuffy hospital but surrounded by family, and in my mind, that is the way to go."

The Gainesville Garden Club was planting flowers by the entry, and Matt wanted to get involved. "My family has a palm tree farm, so I spoke to my parents about it and we donated the palms." Matt and his family also enjoy visiting the Attic Store. "It is located near my wife's office, so we pick up things for our little one. It benefits Haven, so I am glad to support it." 🍌

Due to Iryna and Maria's efforts, several other artists have come to the Grove Street Neighborhood in 2017 to share their artistic talents. Other completed murals include a portrait of the infamous American writer Jack Kerouac and Wilhelmina Johnson, a local and prominent civil rights activist and educator. "These murals have been showcased in an urban culture magazine in Miami and other publications around the region and the world," said Iryna. "We brought many original, local and national artists to this area, and we need to continue in this neighborhood because there are many empty walls that need repair."

Maria is seeking to raise money to recoup her initial costs and to continue the murals project in the community. "I would like to see more local history featured in future mural artwork," she said. "We can revive all of these walls and actually give an artist an opportunity for a canvas while creating something of beauty. Ideally, I would like to pay these artists who are donating these works, in addition to providing the paint." 🍌



Opposite page, from top:
 "Soulful Words: Speak Now!"; Ruben Ubiera painting;
 Steve Speir and Sanford Soloman; Wilhelmina Johnson
 Top of this page:
 "Soulful Words: Speak Now!"; Nicole "Nico"
 Holderbaum painting "Soulful Words: Speak Now!";
 Eye detail from "Soulful Words: Speak Now!"; Maria
 Huff Edwards and Iryna Kanischeva

Photos courtesy of Iryna Kanischeva



Haven Attic Offers Job Skill Development for Students

"Volunteering at the Attic gives the students a chance to practice valuable job skills. They start assignments and are able to see them through to completion," said Connie Lee of the Sidney Lanier Center, a pre-K through 12th grade school for students with physical or cognitive disabilities. "There are not many businesses or organizations that would allow us to volunteer due to the special needs of the students, so we are very grateful to Haven for this opportunity."



"I love working with the kids. Taking them off campus and being able to give them this learning experience is so gratifying,"
~ Shaneatria Key

Every morning, Monday through Thursday, students from the Sidney Lanier Center volunteer at the Haven Attic in Gainesville. "These students are in a Transitions Program designed for young adults between the age of 18 and 22. The time we spend volunteering at the Attic is job training for the students," said Connie who has been with Sidney Lanier for 27 years.

"I like sorting the Christmas wreaths and the Easter items," said Jerry Barker who plays first base on his baseball team and is a member of the Junior Varsity Basketball team at Sidney Lanier. Jerry, a self-proclaimed Michael Jackson fan, will graduate from the Sidney Lanier Center in 2018 and hopes to find a job in the Gainesville area.

The students have many responsibilities at the Attic including pulling empty hangers from the sales floor, pulling empty bins, sorting clothes that are donated to the Attic, pulling out holiday-themed items to prepare for upcoming holidays, putting tags on clothes and much more. "I like stocking the racks with clothes," said Semaj Williams-Neal who plays both basketball and flag football for the Sidney Lanier Center and recently had the opportunity to play flag football at the Disney Wide World of Sports Complex in Orlando. "I also like sorting through the clothes and anything else I can do to help."

The group also help identify donated items to be included in upcoming sales. "We put red tags on the clothes for the sale," said Aaron McCormack who also enjoys playing basketball in his spare time. "The Attic is a fun place to work."

Each month, the students receive "Haven Bucks" for their volunteer work at the Attic. Their "Haven Bucks" can be used to purchase items from the resale store. "I bought shoes, cowboy boots, a new jacket and Gator gear," said William Woods whose favorite activity at the Attic is sorting through the beads that are donated. When William isn't at school or volunteering his time at the Attic, he enjoys riding his bike, playing guitar and playing soccer.

"I love working with the kids. Taking them off campus and being able to give them this learning experience is so gratifying," said Shaneatria Key who has been with Sidney Lanier for 11 years. "They arrive in the morning, grab their shirt and get excited to go to work. For a

lot of the kids, working at places like the Haven Attic will lead to job opportunities."

The students from Sidney Lanier have also made a lasting impression on the staff and volunteers at the Attic. "It has been a pleasure for us to have the kids come over and volunteer with us," said Haven Gainesville Attic Manager Steve Tinney who has frequently attended the student's graduation ceremonies and basketball games. "I have had the opportunity to see them grow from kids who had a difficult time counting into young men and women who proudly pull out their 'Haven Bucks' and complete transactions at the store. I love them like they are my own kids, and I'm so proud of them all."

Not only is the partnership beneficial to the students and the Attic, but it also furthers Haven's goal to support the communities that we serve. "With the skills they gain through the school and volunteering at the Attic, they leave the program ready to head out into the community and find jobs," said Steve. "I am so honored to be able to help them and be a part of an organization that does so much for the community."

Through the Sidney Lanier Transitions Program, students are also able to volunteer with other organizations throughout Gainesville including O2B Kids and the Alachua County Humane Society. In addition to these volunteer opportunities, Sidney Lanier offers students with on-campus programs like the Lanier Dog Biscuit Kitchen and the Sidney Lanier Community Garden to gain valuable work experience. The Lanier Dog Biscuit Kitchen was founded in 2016 and is designed to teach students how to follow recipe directions, mix ingredients, roll out dough, cut out biscuits, bake and sell the finished product. Students in the Transitions Program make the biscuits with all-natural ingredients.

The Sidney Lanier Community Garden was created in 2015 to create a dynamic atmosphere where students can go to



Shaneatria Key, Jerry Barker, William Woods, Aaron McCormack, Semaj Williams-Neal and Connie Lee

“I have had the opportunity to see them grow from kids who had a difficult time counting into young men and women who proudly pull out their ‘Haven Bucks’ and complete transactions at the store. I love them like they are my own kids, and I’m so proud of them all.” ~ Attic Manager Steve Tinney

learn and connect with nature. Transitional students harvest the vegetables and maintain the garden daily. The garden also provides kindergarten through 12th grade students with the opportunity to integrate math and science lessons into practical application.

The on-campus programs do a great job of teaching students job skills, but the time spent integrating the students into the community is extremely important. “The ability to bring the students to the Attic where they can interact with other members of the community, and work with other Haven volunteers and employees is such a blessing,” said Connie who has been bringing students to the Attic for two years. “We are so thankful for this opportunity.”

Just a Touch of Comfort and Compassion

“I have a huge desire to volunteer and a strong belief in the healing properties of touch,” said Licensed Massage Therapist Tracy Reale of her decision to become a massage therapy volunteer with Haven. “Oftentimes when a person is in the last stage of their life, family and friends physically pull away, and there is a lack of personal touch.”

Tracy began volunteering with Haven approximately two months ago after relocating from Panama City, Florida, to Middleburg in October. She spent many years training under a licensed massage therapist in Panama City before obtaining her license a year ago. “It is very unusual for massage to be one of the benefits offered through a hospice organization,” said Tracy. “Not only do I offer massage services to the patients and their family members, I also offer it to Haven employees.”

Palliative massage is a complementary treatment that is intended to provide relief from symptoms and pain. “Tracy

can reach patients through touch even if they aren’t responsive to talking,” said Haven Manager of Volunteer Services Susie Finrock. “Often times she will bring a smile to a patient’s face by holding their hand. It is magical to see the happiness that comes from that human connection.”

Tracy has quickly become a valuable member of the Haven Team. She visits patients so frequently that she leaves a massage chair at the Custead Care Center. “Haven has made volunteering so convenient for me. I can come and go whenever I am free,” said Tracy who also offers free massage services to caregivers and family members after a patient has passed. “Everyone at Haven is so accepting. I have been able to explain the benefits of massage to the staff so that they are more comfortable with my visits.”





VNA & Hospice of the Florida Keys

A HAVEN AFFILIATE

SID GOLDMAN

VNA/HFK Board Member



“Not only was I impressed with the board, I truly believe the staff are among the most skilled hospice and healthcare staff in the Florida Keys,” said Dr. Sidney “Sid” Goldman, MD, of his decision to join the Visiting Nurse Association & Hospice of the Florida Keys (VNA/HFK) Board of Directors in 2007.

“I electively retired at the age of 65 with the idea that life goes on after one’s professional career ends,” said Sid who has owned a home in Key West since 1990 and moved down full-time in 2004 with his wife, Deborah. “I don’t instinctively have a board member mentality. I spent so many years in private practice where I was able to do things my way. When I joined the VNA/HFK Board, I was struck with the individual talents and hard work of all the board members, so I wanted to be a part of that.”

Typically, nonprofit boards only meet a few times a year. “We were a more hands-on board, and met about once a month when I first joined,” said Sid who has been instrumental in the affiliation between VNA/HFK and Haven. “The board has changed over the years and throughout the affiliation with

Haven, but I felt it was important for me to stay. I want to help the community understand that our affiliation is a blessing and a positive step for VNA/HFK.”

Sid holds a bachelor’s degree from Dartmouth College and a doctorate of medicine from the University of Michigan. After an internship at Stanford, Sid served for two years in the United States (U.S.) Air Force as a captain and flight surgeon. He completed his residency in orthopedic surgery at University Hospitals of Cleveland, Ohio, followed by 35 years of practice at Providence Hospital in Southfield, Michigan, where he led the orthopedic department for 15 years.

While Sid’s role on the board has changed over the years, his steadfast commitment to VNA/HFK has remained a constant. “I’m a worker bee now. I just compiled a list of 250 possible donors and silent auction participants for the upcoming Fourth of July Picnic benefitting VNA/HFK to pass along to the Events Department,” said Sid. “However, the biggest part of my role with the organization now is to get the word out there that Haven is an asset.”

A gift of Comfort and Care

Each year, the 90-member Florida Keys Quilters Guild donate handmade quilts to support the Visiting Nurse Association and Hospice of the Florida Keys (VNA/HFK) mission of providing comfort, care and compassion to its patients and their families

“As long as the organization has existed we have helped out as much as we can,” said Florida Keys Quilters Guild member Mary Lou Wilkinson. “We also donate quilts to be used in raffles and for silent auctions at fundraising events. Anything we can do to help.”

This year the club donated a variety of beautiful quilts with various designs including a tropical pattern, a penguin pattern, a sushi pattern, holiday-themed quilts and many more. Each quilt is accompanied by a card that reads, “One who is sleeping under a quilt is sleeping under love.”

“We are so happy to be able to help out such a great organization,” said Mary Lou. “I had a close friend receive care from VNA/HFK and they were so great. Anyone who has ever dealt with the organization is always praising them. They really are a great group of people.”



VNA/HFK Development & Volunteer Coordinator Becky Love, VNA/HFK Professional Liaison Livia Barbosa, VNA/HFK Patient Care Manager Debbie Premaza, VNA/HFK Chaplin Kerry Foote, VNA/HFK Medical Director Dr. Joanne Mahoney, VNA/HFK Assistant Clinical Coordinator Aniessa Rittenhouse and VNA/HFK nurse Holly Nason.

VNA/HFK Staff Honors Patient's Wish for Pet Companionship

At Haven and Visiting Nurse Association & Hospice of the Florida Keys (VNA/HFK) it is important to manage pain and symptoms while providing emotional and spiritual support so that our patients and their loved ones can focus on living. “Visiting Nurse Association & Hospice of the Florida Keys has been a blessing for me. I would not have been able to stay in my home with my little dog Bailey if it wasn't for this organization,” said VNA/HFK patient Diane Gross. “I don't have any family and (VNA/HFK) have gone out of their way to become my family. I cherish that feeling.”

At VNA/HFK, we go above and beyond to ensure our patients and their families receive comfort, care and compassion during a very difficult time. “They take good care of my physical needs, make me comfortable, and teach me about my disease process,” said Diane. “The chaplain soothes my soul and prays with me. My social worker helps with my problems, helps me cope and makes me feel less afraid. They make me feel safe and secure and never alone.”



NEFAR Bass Tournament is a Family Affair

The Northeast Florida Association of Realtors (NEFAR) raised \$34,508 for Haven through the 14th annual NEFAR Bass Charity Fishing Tournament on April 29, 2017. Over those 14 years, NEFAR has raised over \$324,000 for Haven through the tournament and other charitable donations.

Each of the last two years has seen over 180 boats registered for this annual event, but some may not be familiar with the tournament's humble beginning. "The Bass Tournament is kind of a family affair for us," said Haven Volunteer Marsha Davis-Flowers who along with her daughter Crystal Oglesbee and son-in-law Mike

Oglesbee have been heavily involved in the tournament since its inception. "At the time of the first tournament, I was on the steering committee to raise money for the construction of the Roberts Care Center in Palatka. My son-in-law decided to go into the fishing tournament business as a side job and was looking for an organization that wanted to hold a charity fishing tournament, so I suggested Haven."

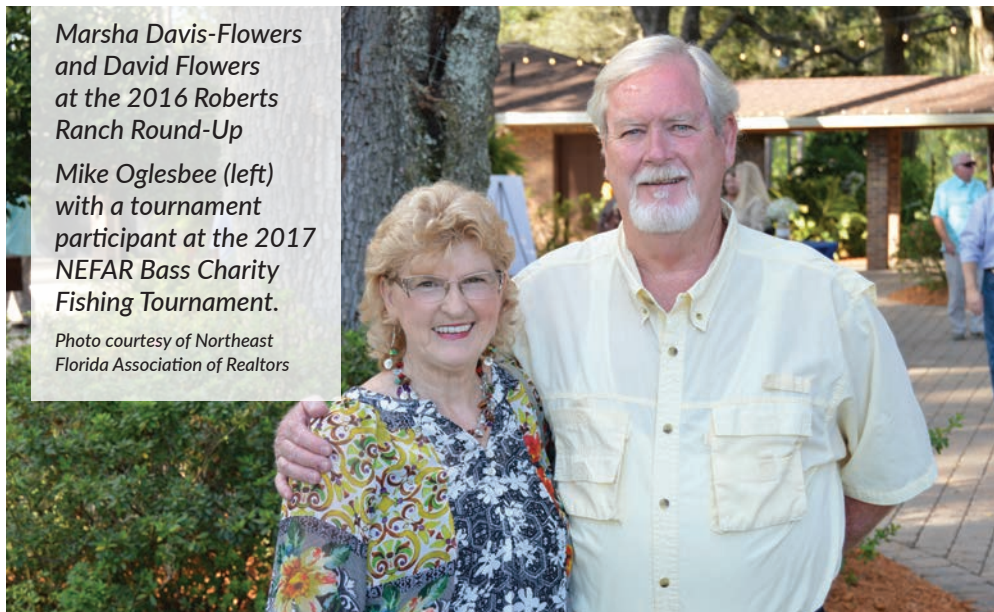
Mike and Crystal started OGS Tournament Trail, a full-service fishing tournament company that specializes in the promotion of benefit tournaments for worthy causes in 2000. "It was perfect timing. Haven was looking for ways to raise funds and NEFAR was looking for a noble cause to donate to," said Mike who serves as the director of OGS Tournament Trails. "Through mutual connections within the community, everyone got together and the relationship was formed."

There were ongoing discussions about NEFAR being involved in the fishing tournament, but nothing had been finalized when the first tournament was first held. "When we started, there was a tremendous amount of involvement on Haven's side. We held bake sales, rummage sales, clothing sales and more," said Marsha who served as Haven's Palatka administrator before retiring in 2010. "As the

tournament has progressed, NEFAR has taken all of that on which is wonderful, and they do a great job with all of it."

Marsha and her family are now primarily involved with the fishing aspect of the tournament. Crystal and Mike promote the event through their company, set up the equipment for the tournament, enter all of the information for the anglers and more. "People don't realize that here is a lot of behind-the-scenes work. It is important to make sure you have all the information before the boats go out at first light and make sure they are back in time or they are disqualified," said Marsha. "Mike and Crystal run the tournament, and I assist them. I'm an extra pair of hands wherever they need me."

Marsha and the Oglesbees continue to be impressed with how far the tournament has come from where it all started. "To me it is just amazing how well the partnership between NEFAR and Haven has evolved. Everyone takes their little piece of the pie and runs with it, and on Saturday, it all comes together and works very well," said Mike. "All the staff and volunteers from NEFAR and Haven do such a great job with this event each and every year. I would especially like to thank (Haven Development Coordinator) Lauren, she has been extremely valuable and hard-working. Everything we ask of her she takes care of for us." 🍌



Marsha Davis-Flowers and David Flowers at the 2016 Roberts Ranch Round-Up

Mike Oglesbee (left) with a tournament participant at the 2017 NEFAR Bass Charity Fishing Tournament.

Photo courtesy of Northeast Florida Association of Realtors

Equus

Four hundred and ninety guests celebrated the Kentucky Derby with Haven at the picturesque Oaks of Lake City Equestrian Center for the third annual Equus, a Kentucky Derby gala. Equus attendees in beautiful hats and handsome bowties gathered to watch the Kentucky Derby on several big screens and enjoyed appetizers, drinks, games and a silent auction of incredible prizes.

Several guests took home prizes for their Equus attire including Best Dressed Couple Lloyd and Maureen Vern, Best Themed Hat Kanoye Cupps, Best Themed Bowtie Dewayne Griffis, Most Creative Hat Leah Lovelady and Most Creative Bowtie Justin Young.



Kanoye Cupps, Dewayne Griffis and Leah Lovelady

Haven would like to thank the following In Touch listing sponsors for their generous support of the third annual Equus.

- American Family Fitness
- Ameris Bank
- Baya Pharmacy
- Cancer Care of North Florida
- Edward Jones
- Florida Olive Farms & Mill
- James H. Montgomery
- Kathleen and Tyson Johnson
- JW Weaponry & Outdoor
- Lake City Medical Center
- Momex Foods, Inc.
- North Florida Pharmacy
- North Florida Printing
- Party Time Rentals
- Potash Corp
- Publix Super Markets Charities
- RimRock
- Shands Lake Shore
- Solaris Healthcare of Lake City
- United Country Real Estate



Beth Burlingame and Kevin Thompson



Lyndi Karlton and Lori Robinson





Haven complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Haven does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Haven:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Haven Customer Service, 4200 NW 90th Blvd., Gainesville, FL 32606, by phone 1-800-727-1889, by fax 1-352-379-6290, or by email to cscmail@havenhospice.org.

If you believe that Haven has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Haven's Director of Compliance, 4200 NW 90th Blvd., Gainesville, FL 32606, by phone 1-800-727-1889, by fax 1-352-379-6290, or by email to compliance@havenhospice.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Director of Compliance is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-727-1889.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-727-1889.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-727-1889.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-727-1889.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-727-1889。

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-727-1889.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-727-1889.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-727-1889.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-727-1889

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-727-1889.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-727-1889.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-727-1889 번으로 전화해 주십시오.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-727-1889.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-727-1889.

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-727-1889.



Oak Hammock
— *at the University of Florida*[®] —

352-548-1133

5100 S.W. 25th Blvd., Gainesville, FL 32608

www.oakhammock.org

The University of Florida is not responsible for the financial or contractual obligations of Oak Hammock at the University of Florida, Inc.



4200 NW 90th Blvd.
Gainesville, Florida 32606

Non Profit Org
US Postage

PAID

Permit No. 610
Jacksonville, FL

My family and I would like to thank everyone for your kind and excellent care for my mother. We will never forget how you took care of her and us.

Words cannot begin to express our appreciation for all the wonderful help and encouragement you give to support grieving families. From the time we talked to a counselor at the hospital at North Florida and the short time we were in Lake City before my husband took his final breath, we could not have been treated kinder or with more compassion. Thank you and God Bless.

Thank you for what you do to help families at a very difficult time. Our family very much appreciated the support you gave to us during the last day of my husband's and their father's life. Your knowledgeable staff was kind and patient as they cared for my husband and informed us about what we could expect. Thank you again and may God bless you as you serve others.

I am once again and reminded of how peacefully my mom left this world and entered Heaven. Four years have passed and time heals our loss, but we are forever grateful for your part in helping us to understand and accept her transition.

