

HAVEN

INTOUCH

FALL 2018



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

NICE NOTES

KIND WORDS OF APPRECIATION THAT
HAVEN HAS RECEIVED FROM THE FAMILIES
OF THE PATIENTS WE HAVE SERVED.



"Thank you for all your loving care, advice, tips, info, supplies, hospital bed - just everything we needed to make Mom the most comfortable she could be until the end. Personally, I could not have done what I needed to do without your assistance. Much appreciation goes out to Haven Hospice in Chiefland and all your caring staff!"

"Thank you so very much for your most thoughtful and gentle care of my uncle. I'm sure he felt the compassionate way all of you took care of him as he passed on from this life. My family and I are blessed by your kindness."

"My father's final days were in a beautiful, peaceful room at Haven in Gainesville. Its windows overlooked gardens with large, moss-draped oaks - his favorite trees. The staff was very compassionate and caring for my father and my family."



"With deep gratitude, thank you so much for all each of you give to families at this time of transition that is so complex and emotionally intense."

"We cannot thank you enough for the wonderful care you provided our mom. You made her final days and then passing much easier. Your care and compassion are much appreciated!"

Contents

HAVEN IN TOUCH MAGAZINE // FALL 2018



- 2 Nice Notes**
Testimonials from Families Served by Haven
- 4 From Our President**
Letter from Gayle Mattson
- 5 Haven Welcomes New Vice President of Development**
Sharon Jones Joins Haven
- 6 Events Roundup**
Attendees Celebrate Life at Haven Special Events
- 8 Palliative Care Consultation Program**
Palliative Care Consultations Provide Comfort Beyond Hospice Services
- 9 Camp Safe Haven**
Comfort in the Wake of Loss
- 10 Haven Honored at Florida Hospice & Palliative Care Association Forum 2018**
Haven Receives Three Awards of Excellence
- 11 Gilchrist County Grieves the Loss of Two Heroes**
Haven's Counseling Services Team Helps in the Wake of Tragedy
- 12 Suwannee Valley Care Center Patient Enjoys a Busy Day**
Veteran Pinning Ceremony & Pet Volunteer Visit
- 13 Make a Difference Fund**
Employee-funded Program Sends Patient to Magic Kingdom
- 14 70th Birthday Celebration**
Haven Helps Patient Celebrate Special Day



*Gayle
Mattson*
President of Haven

ON THE COVER...

Haven Volunteer Elizabeth Lowe, Haven Counseling Services Manager Rev. Donna Carlile, M.Div. and Haven Volunteer Joyce Pearson earned FHPCA Awards for their work with Haven. Joyce is featured on the cover and one of her Haven Legacy Project portraits is shown to the right.

Dear In Touch Readers,

We are so grateful for you, our friends and supporters.

The generous financial gifts of our donors make many of Haven's programs and services possible, and most importantly, make it possible for Haven to serve all those in need of advanced illness or hospice care regardless of ability to pay.

Haven is also blessed by the gifts of time provided by hundreds of volunteers each year who serve our patients and their families in countless ways, from behind the scenes administrative functions; to support of our fundraising efforts through the Haven Hospice Alliance, our five Attic resale stores and our special events; to honoring our Veteran patients for their military service through Haven's We Honor Veterans program; to providing companionship through our legacy program that helps preserve memories; to providing comfort by holding the hand of a patient in their final hours through our No One Dies Alone Program; as well as countless other volunteer services provided by Haven.

I am so thrilled that two Haven volunteers received Awards of Excellence at the Florida Hospice and Palliative Care Association Forum 2018 in May. Joyce Pearson was recognized for her work photographing the hands of hospice patients and their loved ones as a part of the Haven Legacy Project, and Elizabeth Lowe for helping a young dying mother explain her advanced illness to her son by writing a story titled, *The Little Dinosaur Goes on an Adventure*.

Whether it is the financial gifts of generous donors, or the gifts of time and talent courtesy of our generous volunteers, every gift makes a difference in the lives of Haven patients and families.

On behalf of all Haven associates, I thank you for your generosity.

With gratitude,

Gayle Mattson





E.T. York
Hospice Care Center



Haven Welcomes New Vice President of Development

Sharon Jones Joins Haven

Haven welcomes Sharon Jones, FAHP, CFRE who recently accepted the position of vice president of development for Haven. Sharon will have the responsibility and accountability for community engagement, as well as all gifting and philanthropic activities and initiatives at Haven.

"I truly believe that hospice work chose me. My dad was one of the original architects of SantaFe HealthCare, which includes Haven, and it is truly an honor to come here and continue the legacy that he started," said Sharon who served for 12 and a half years as Vice President of Development at Chapters Health System in Temple Terrace, Florida. "Hospice work is the most meaningful and rewarding work that I have ever done."

She received her Bachelor of Arts degree from the University of Florida

with high honors and serves on the Board of Directors of the Association of Healthcare Philanthropy (AHP). She has been a faculty member of the Madison Institute since 2012, and became the chair of the Institute in 2014 where she continues to serve in that capacity. In addition, Sharon serves on the AHP Task Force for Certification/Fellows and has frequently presented at the National Hospice and Palliative Care Organization's annual conferences.

"We are so excited to welcome Sharon to Haven as our Vice President of Development," said Haven President Gayle Mattson. "She brings an extensive background in hospice fundraising and will be instrumental in furthering Haven's mission of honoring life by providing comfort, care and compassion to those we serve."

A native of Gainesville, she and her husband, Dick, a lawyer at Dell Salter Attorneys at Law, are excited to be back in Gainesville. In her free time, Sharon enjoys playing golf and supporting the University of Florida Gators. "I don't think there is anything better than wearing orange and blue in Gainesville on a Saturday in the fall," said Sharon.

Sharon takes over a position previously held by Eric Godet. Eric has served Haven in a variety of roles over a period of many years, including board member and Vice President of Organizational Advancement. "It has always been the greatest honor to serve our patients and families in our 18 counties across North Florida and I have enjoyed being a part of the Haven family," said Eric. We are truly grateful for all that Eric has done for Haven over the years. 🍌

EVENTS ROUNDUP

Attendees Celebrate Life at Haven Special Events

Throughout the spring, Haven supporters and community partners embraced the opportunity to uphold our mission through sponsorship, attendance and participation at special events. All proceeds from these events benefited unreimbursed patient care, programs and services provided by Haven. Thank you to all who supported our spring events!



SPRING BLING – FEBRUARY 24 AT THE E.T. YORK HOSPICE CARE CENTER IN GAINESVILLE

The Haven Hospice Alliance presented a day of shopping to benefit Haven during the fourth annual Spring Bling on Saturday, February 24 from 10 a.m. to 2 p.m. at the E.T. York Hospice Care Center in Gainesville.

For an entrance fee, attendees were able to shop from a selection of upscale, gently used jackets, designer purses, artwork and jewelry in a fun and stylish atmosphere while enjoying treats and beverages. Items were specially chosen from the Haven Attic Resale Store by members of the Alliance, which is a volunteer group that raises funds for Haven while educating the community about the programs and services Haven provides throughout its 18-county service area. Alliance members also donate items and collect other donations from friends and family for this event.



A shopper enjoys fashionable accessories at Spring Bling.



Shoppers were treated to great deals on a variety of upscale clothing and accessories at Spring Bling.



NEFAR BASS FISHING TOURNAMENT APRIL 28 AT THE PALATKA CITY DOCKS

On a gorgeous day to be on the water, more than 160 boats participated in the 15th annual Northeast Florida Association of Realtors (NEFAR) Bass Tournament on April 28 which raised funds to benefit the unreimbursed programs and services provided by Haven to patients and families in Palatka and the surrounding areas.

First place at the tournament went to Corey Waters and Jimmy Drury, second went to Frank Streeter and Donnie Hewett, and third place went to CK Ryan and John Reis.

We'd like to thank NEFAR for their continued support. Throughout its many years of hosting the tournament, the organization has raised more than \$350,000 to help support Haven's programs in the Palatka area.



More than 160 boats participated in the 15th annual NEFAR Bass Tournament to raise funds for Haven.

VIVA! – APRIL 7 AT THE PERRY PLANTATION IN GAINESVILLE



Jon Thomas, Haven Volunteer Coordinator Susie Finfrock, Susan Winslow, Mary Sabatella, Marilyn Gray, Lauren Ferguson, Haven Project Manager Catina Hinson and Haven Director of Development Kim Sovia.



Rain did not stop more than 500 guests from enjoying Haven's fourteenth annual ViVA! event. The Perry Plantation was transformed into the French countryside as guests celebrated with a Parisian theme this year. Live music played while guests were treated to exquisite French-themed cuisine catered by Blue Water Bay, bid on silent auction items, had their portrait drawn by street artist Antwan, enjoyed a wine tasting featuring wines from various regions of France. 🍷



Local artist Robert Ponzio created a one-of-a-kind piece of art during the event that was later bid on and sold to benefit Haven.



Paula and James Turpening dressed the part for ViVA 2018.



Catherine Sibrey and Kelby Carter at ViVA 2018.

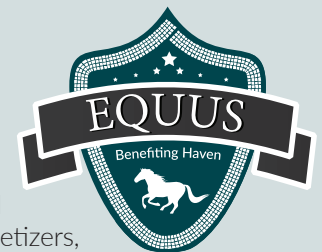


Antwan Ramar drawing caricatures of guests at ViVA 2018.



ViVA 2018 featured a French-themed cuisine catered by Blue Water Bay.

EQUUS – MAY 5 AT THE OAKS OF LAKE CITY EQUESTRIAN CENTER IN LAKE CITY



More than 400 attendees celebrated the Kentucky Derby with Haven on May 5 at the picturesque Oaks of Lake City Equestrian Center for the fourth annual Equus, a Kentucky Derby viewing party, which raised funds for Haven's unreimbursed programs and services in the Suwannee Valley. Equus attendees in beautiful hats and handsome bowties gathered to watch the Kentucky Derby on several big screens and enjoyed appetizers, drinks and a silent auction of incredible items. Several guests took home prizes for their Equus attire including David Tannenbaum and Linda Dowling for Best Dressed, Melissa Olin for Best Themed Hat, and Vernon Lloyd for Best Themed Bowtie.



Wendy and Rodney Crews



Linda Jansson and Dana Schreiner



Guests celebrated the Kentucky Derby with Haven at Equus.

Palliative Care Consultation Program

Palliative Care Consultations Provide Comfort Beyond Hospice Services



Palliative care is defined as the active total care of patients to prevent, relieve, reduce or soothe the symptoms of disease without effecting a cure. According to the Center to Advance Palliative Care, palliative care is specialized medical care for people with serious illness. This type of care is focused on providing relief from symptoms and stress of the illness. The goal is to improve the quality of life for both the patient and family.

Much like hospice care, there are a lot of myths about palliative care. One myth in particular is that palliative care hastens death or that palliative care is a service reserved for those who are simply waiting for death. However, studies have shown that patients who receive palliative care find that their symptom relief improves. They often feel less pain, nausea, depression, anxiety and somnolence, or unusually long periods of sleep. In addition, palliative care often improves a patient's perception of their general well-being and increases their satisfaction with their care experience.

Through Haven's Palliative Care Consultation Program, we are working to dispel these kinds of myths and provide care to patients and their families earlier on in their advanced illness journey. Provided by our team of physicians and nurse practitioners, palliative care consultations include a palliative care medical examination to address pain and symptoms as well as discussions with individuals and their caregivers about treatment goals, options and recommendations. A Haven palliative care specialist will follow up with the referring provider regarding goals, concerns and treatment. These services are paid for by Medicare Part B, Medicaid and most commercial insurers.

"One of the most popular myths I've experienced pertaining to the possibility of palliative care services is that it means the patient's death is imminent," said Melody Duncan, a registered nurse case manager who works closely with Haven Palliative Care Consultation representatives at North Florida Regional Medical Center in Gainesville. "I think this program absolutely helps to dispel some of the myths about palliative care. I believe that having someone from Haven here to spend time with the family and discuss hospice and palliative care is extremely important."

The goal of the program is to work in concert with physicians and case managers as a consultant. Haven representatives are not trying to take control of the patient's care, but rather share their expertise when needed. "I think this program is especially beneficial to patients and families who are on the fence about what to do next and they have a lot of questions. A lot of those patients are frequent readmissions that may be starting to think about hospice care but are not sure yet," said Melody. "In situations like these, it is wonderful to have Haven



available to dedicate the appropriate amount of time to these conversations and ensure that all the patient and their family's questions are answered."

Haven recently expanded its team of providers to meet the growth of its palliative care program. A program that has extended into hospitals in the communities Haven serves. Some of the hospitals Haven has worked closely with include North Florida Regional Medical Center, Orange Park Medical Center and St. Vincent's Medical Center Clay County with plans to increase the program's availability in Lake City Medical Center and Memorial Hospital in Jacksonville. These efforts have increased Haven's monthly palliative care consultations performed from 137 in 2017 to approximately 268 in 2018.

The growth of Haven's Palliative Care Consultation program has benefited from increased efforts to provide education about the benefits of this program to hospitals in the communities we serve. In addition to conversations with patients and their families at the bedside, Haven also conducts presentations to healthcare professionals. In these presentations, Haven associates discuss the cases in which palliative care would be appropriate, but the presentation also focuses on the benefits from a clinical approach and an economic approach. It points out that palliative care lowers total spending on inpatient healthcare through decreased length of hospital stay, fewer admissions to the intensive care unit (ICU), decreased pharmacy expenditure and fewer lab expenses.

In addition to providing comfort, care and compassion to those we serve, which is what drives everything we do at Haven, the Palliative Care Consultation Program has allowed Haven to strengthen its relationships with hospitals in the communities we serve. Haven hopes to continue growing this program in all the communities we serve, through those strengthened relationships, in an effort to provide quality care to as many patients as possible. 🍌

Camp Safe Haven

Comfort in the Wake of Loss



Renita Mixson had her first experience with Haven in 2012. She had just lost her husband suddenly and contacted Haven to explore bereavement support options for her and her teenage son. As a result, Mixson, her son and her 4-year-old goddaughter attended Camp Safe Haven that year.

Camp Safe Haven is offered by Haven at no cost for children and youth who have lost a loved one. Children suffering a loss can often benefit from the development of coping skills to handle their emotions. Supported by Haven's professionals and volunteers for over 15 years, Camp Safe Haven provides fun and therapeutic activities to help children work through feelings of grief. Haven will hold its final Camp Safe Haven of 2018 on Saturday, October 20, from 9 a.m. to 4 p.m. at the Haven E.T. York Hospice Care Center at 4200 NW 90th Boulevard in Gainesville.

"Camp was so important for my son because it helped him learn not to hold it in. The information they provided me also helped me look for warning signs to make sure he was doing ok," said Renita Mixson. "He carried the burden for a long time and felt responsible because he could not save his dad. Camp Safe Haven helped him talk about it and understand that there wasn't anything he could do."

Camp Safe Haven is free and open to children and youth, ages 5-18, who have experienced the loss of a loved one, regardless of how that loss occurred. Attendance at camp will give participants the tools they need to acknowledge that a change in their life has occurred and to accept that change through a three step approach:

- Encourage participants to deal with their feelings of loss.
- Enlighten participants with the understanding that grieving is a natural process, it's ok to feel sad, and it's ok to express their feelings.

- Empower participants to learn how to manage those feelings.

Mixson's husband was in the process of enrolling in Haven's services when he passed, but was never cared for by Haven. However, she had such a positive experience with Haven that she was compelled to reach out following the unexpected loss of another loved one. "My first experience with Haven and Camp Safe Haven was awesome. I can't really describe it any other way," said Mixson. "So when my mom passed away earlier this year, I already knew who to call."

This time, Mixson was reaching out about a second visit to Camp Safe Haven for her now 9-year-old goddaughter, Ariyuna Coleman. "I felt like losing my mom who is a grandma to her would be very difficult," said Mixson. "It is a big thing for anyone to lose a loved one, but their grandma was always there."

Coleman found value in both of her visits to Camp Safe Haven. "I really enjoyed all the fun activities we did at camp. The staff are really nice and they helped me a lot. They taught me how to do art and art helped me calm down," said Coleman who shared that some of her favorite things to paint are boxes, flowers and hearts.

In addition to the valuable coping skills provided by Camp Safe Haven, it also offers campers the opportunity to meet grievors who are going through similar experiences. "Going to camp really lets you know that you're not by yourself. As a young widow I didn't really feel like there would be other people going through what I was going through," said Mixson. "Learning that there were others going through the same thing helped me cope. It really taught me that it is ok to cry and holler."

To learn about how you can help or if you know someone who could benefit from camp, please visit www.BeYourHaven.org/Camp or call 1.844.544.4836. 🍌



In photo from left to right: Ariyuna Coleman and Keron Caddle at Camp Safe Haven.



Renita Mixson participates in activities at Camp Safe Haven.

Haven Volunteer Elizabeth Lowe and Haven Manager of Counseling Services Rev. Donna Carlile, M.Div. received FHPCA awards for their work with Haven.



Haven Honored at Florida Hospice & Palliative Care Association Forum 2018

Haven Receives Three Awards of Excellence

During the Florida Hospice & Palliative Care Association (FHPCA) Forum 2018, Haven won three out of six possible Awards of Excellence, including the Excellence in Program Innovation Award, the Hospice Story Award and the Excellence in Clinical Practice Award.

Haven won the Excellence in Program Innovation Award, which recognizes services and programs provided by a hospice organization that demonstrate the power of creativity and ingenuity to impact the practice and the community, for its Haven Legacy Project. The services provided by the Haven Legacy Project are impactful tools to help families in their bereavement journey. Those services include hand photography, life reviews which can take the form of video, written narratives based on interviews with patients and their families, drawings or a combination of these elements provided at no cost to family members. The award also recognized Haven Volunteer Joyce Pearson for her integral work with the program.



Haven Volunteer Joyce Pearson received a FHPCA award for her work with Haven's Legacy Project.

Haven and volunteer Elizabeth Lowe, PhD were selected for the Hospice Story Award, which is given to the person or organization that best captures his or her most meaningful hospice experience with an original creative work. Elizabeth worked with a young mother who was

a hospice patient and struggling to find a way to explain her advanced illness to her 7-year-old son by helping her to write a story called *The Little Dinosaur Goes on an Adventure*. The story encouraged the son to accept his new home with the patient's sister. Elizabeth is a university professor specializing in languages, cultures and literatures.

The Excellence in Clinical Practice Award was given to Haven Chaplain Rev. Donna Carlile, M.Div., who has since been promoted to Counseling Services Manager. An advocate for patients and families, a resource to multiple community organizations, and a public speaker and educator regarding dignity in patient-centered care, Donna promotes the advancement of excellence in hospice and palliative care. Donna was recognized for being generous with her personal time and going above and beyond her job responsibilities to provide comfort, care and compassion to patients, families and fellow Haven associates, especially in unique and emotionally-charged situations. 🍌

Gilchrist County Grieves the Loss of Two Heroes

Haven's Counseling Services Team Helps in the Wake of Tragedy

On April 19, 2018, tragedy struck the tightly-knit Gilchrist County community as two Gilchrist County Sheriff's Deputies lost their lives in a senseless act of violence. Sgt. Noel Ramirez, 29, a seven-year law enforcement veteran and Deputy Taylor Lindsey, 25, a three-year law enforcement veteran sat enjoying their lunch at the Ace China restaurant in Trenton, when a gunman shot and killed both men through the window of the restaurant.

During a news brief held shortly after the shooting, Gilchrist County Sheriff Robert D. Schultz III had this to say about the impact on the community, "What makes our county unique is that we are a family. Just like the entire law enforcement community, this county is a family. We're gonna grieve. We're gonna get upset. We're probably going to cuss a little bit, but at the end of the day, we are going to remember those men for what they are, and they are heroes."

In communities that are as close as Gilchrist County, and the Tri-Counties as a whole, the loss of our heroes weighs heavily on everyone. At Haven, our mission is to provide comfort, care and compassion to those we serve. This mission extends into all the communities we serve, where Haven offers its Healing Hearts grief support program as a community service.

"When a crisis like this arises there is just one of me," said Carla Coarsey, a victim advocate for the state attorney's office responsible for Levy and Gilchrist Counties. "I get a call about a tragedy and start reaching out to other advocates for assistance. Haven came to my attention recently, and I have reached out to them a few times and they have been so helpful each time."

As soon as the Haven Counseling Services team was notified of the tragedy, Bereavement Counselor Emily Rant, Social Worker Jennie Lyons and Social Worker Vonceil Levine joined Counseling Services Manager Rev. Donna Carlile to create and mobilize a Crisis Response Bereavement Team. Within 12 hours of the crisis, this team was providing support to community leaders. Within 18 hours, this team was also providing direct support to the Gilchrist Sheriff's Department, Gilchrist County Courthouse, Newberry City Commission, community victim advocates, and the Florida Crisis Response team to support our grieving community.

Next, the team deployed after-hours and throughout the weekend to provide Haven's presence and grief support at various community vigils: Emily and Jennie in Newberry late Friday evening, and Vonceil and Jennie in Trenton on Saturday evening. Due to the incredible support of these professional Counseling

Services associates, within 24 hours, Haven became the source of comfort, care and compassion for the Trenton and surrounding communities. Haven continued to receive referrals and offer support from this team's commitment to go above and beyond to meet grievers' needs.

"Whenever a tragedy occurs that affects law enforcement officers, they bring in their own resources to assist members of the force, but that doesn't necessarily account for the support that siblings, moms, dads and other family members need too," said Carla, who has been a victim advocate with the state attorney's office for 25 years. "They were an extremely valuable resource for the families. Any time someone comes and is willing to assist it is such a blessing."

Haven exists to serve patients, families, grievers, associates and our communities as a whole at their point of need. "During this tragic event, the support, service and resiliency of Gilchrist County and the surrounding communities was a profound testimony to the character, compassion and grace of people who pull together to provide the deepest care to one another," said Haven Manager of Counseling Services Donna Carlile. "Haven was deeply honored to support our community, walking alongside and lifting up the incredible leaders and community as we heal together." 🍌



Suwannee Valley Care Center Patient Enjoys a Busy Day

Veteran Pinning Ceremony & Pet Volunteer Visit

United States (U.S.) Army Reserve veteran William “Bill” Warner had a busy day at the Haven Suwannee Valley Care Center in Lake City. Warner was first recognized for his military service by volunteer veterans as a part of the Haven Pinning Ceremony for veteran patients, which includes a veteran pin, a thank you card signed by the staff and a certificate of appreciation from Haven. The presentation ends with a salute to honor the veteran’s service.

In addition to the veteran pinning ceremony, Bill also received a special visit from Haven Pet Visit Volunteer Wayne Thompson and his Giant Schnauzer, Zachary Taylor. Haven Social Worker Jennie Lyons also spent time with Bill. “I visited with Mr. Warner during his veteran pinning ceremony and his visit with Zach and he told me it was one of the happiest days of his life,” said Jennie. “It is so wonderful that our amazing volunteers are able to provide patients and their families with so much happiness.”

Wayne and Zach have been bringing smiles to the faces of Haven patients and their families for approximately one year. “I saw that Haven was looking for volunteers in the paper, told them what I wanted to do and got involved,” said Wayne, a retired school teacher from Miami who relocated to Lake City approximately 17 years ago. “I had seen requests for volunteers at Haven in the paper before, but

thought that I would not want to do that. But after getting involved, it is an amazing experience that really goes right to your heart.”

Zach has been a member of Wayne’s family for about two and a half years and is a very unique dog. “We got Zach when he was a puppy and one of the conditions was that we name him after a President of the United States. That is where he got the name Zachary Taylor,” said Wayne “He has spent a lot of time in his life training to be a therapy dog and he goes to obedience training once a week, but his personality is what really sets him apart. You can’t breed his personality, and the way he interacts with people. That was nature’s gift to him.”

Volunteers are a vital member of the Hospice Care Team. They provide companionship, support and assistance to patients residing at home, in assisted living facilities, nursing homes, hospitals and the Suwannee Valley Care Center. They also reach out to grieving families, help staff the Attic Resale Store, assist with administrative tasks and serve on special event committees. Haven is proud to have more than 700 community members dedicating their time and talents to patients and families in 18 Florida counties. If you would like more information about becoming a volunteer in Lake City, please contact Volunteer Coordinator Lauren Pinchouck 386.752.9191. 🍌



Haven Veteran Volunteer Wally Reichart, William “Bill” Warner, Haven Spiritual Care Volunteer Dave Lawson, and Haven Social Worker Jennie Lyons.



Pet Visit Volunteers Wayne Thompson and Zachary Taylor

Make a Difference Fund

Employee-funded Program Sends Patient to Magic Kingdom

Seven-year-old Ashton Brown had a wish that most children his age have. He wanted to visit Walt Disney World's Magic Kingdom in Orlando, Florida. Through its Make a Difference Fund, Haven was able to make that dream a reality for Ashton, who suffers from an advanced illness.

"He loves Magic Kingdom. He said that if he could go anywhere, that would be the place that he would pick," said Ashton's mother Alvinia Brown. "What made this trip extra special is that he had time to spend with just his mom. In a family with six children, it is rare that he gets to just be with just mommy."



Ashton Brown at Dave & Buster's

The Haven Make a Difference Fund, which was started in December and is entirely employee-funded, was created with the intention of fulfilling one-time, meaningful and special requests for hospice patients. Ashton's wish was referred to the Make a Difference Fund Committee, who decides how the funds should be allocated, by Nancy Buckheister, MSW, Haven social worker in Palatka. "As one of six children, I know Ashton does not get to spend very much time one-on-one with his mother.

So when he expressed that he would love to go to Disney I thought it was a great opportunity for Haven to send him and his mom on this trip together," said Buckheister. "As Ashton's advanced illness progresses, I really felt this would be a wonderful way for them to connect. They can't say enough about how much it meant to have that time together."

"To be able to make one of his wishes come true was very special. It meant a lot that Haven was willing to do that for us."

The Browns started their trip to Orlando with Ashton's first ever visit to Dave & Buster's, a restaurant and arcade where they enjoyed dinner and video games, followed by an entire day spent at Walt Disney World's Magic Kingdom. "His favorite part of our visit was the parade where you get to see all of the characters," said Alvinia. "Out of all the people in the crowd, the characters and princesses all stopped to spend time with him. There was a lot of interaction so I think that was definitely the highlight of the trip for him."

After a long day of kisses on the cheek from princesses and a spirited squirt gun exchange with Chip 'n' Dale, the Browns returned to their hotel so that Ashton could swim in the pool. "When he initially asked me if we would be able to go to Disney, I had to tell him I didn't know," said Alvinia. "When the social worker told me that Haven was sending us to Disney I cried. To be able to make one of his wishes come true was very special. It meant a lot that Haven was willing to do that for us."



Alvinia and Ashton Brown at Walt Disney World's Magic Kingdom

The Make a Difference Fund is one of the many ways that Haven helps its patients, their families and the communities it serves. "It brings a quality of life to our hospice patients and their families that they may not have had otherwise," said Buckheister. "It doesn't always have to be a trip. It could be something as small as purchasing a radio for a patient that they can't afford. Whatever we can do to help improve their quality of life at the end of life." 🍌

To learn more about how you can help Haven make a difference, please visit

www.beyourhaven.org/donate.

70th Birthday Celebration

Haven Helps Patient Celebrate Special Day



Haven Volunteer Mary Jane Deas and Elaine Farmer-Wingrove during her birthday celebration.

Friday, July 27 was a very special day for Haven patient Elaine Farmer-Wingrove. It was the day she celebrated her 70th birthday, and several visitors from Haven were on hand to help her mark the occasion.

In addition to spending time with Elaine, Haven also delivered a cake, candy, a blanket and balloons to help her celebrate her special day. "It meant everything to me. I would not have had a birthday otherwise," said Elaine of her birthday party. "My son and grandson

live about an hour and a half away, and I have never really had that big a family so I don't know what big celebrations are."

The fun did not end with her birthday party, she was also treated to a haircut courtesy of Haven volunteer Mary Jane Deas. "It was great to get my haircut. That was something I have needed to do for some time now," said Elaine, a former nurse from Mount Clemens, Michigan who has lived in Archer for over 30 years now. "I just appreciate Haven to no end. They spent a good hour and a half with me and I just couldn't have had it any better."

Elaine's birthday hairdresser, Mary Jane, has been volunteering with Haven for over 12 years in different capacities including as a patient caregiver. However, her role providing haircuts to our patients and sometimes their caregivers may be the one she excels at the most. "I was a hairdresser for about 40 years until I retired in 2012," said Mary Jane, a Fanning Springs resident for over 55 years. "I really enjoy giving the patients, and sometimes caregivers, haircuts. It is such a joy to be able to spend time with them. I've recently started spending most of my time volunteering with the patients that do not have too many family members around to come visit with them."

While Mary Jane works primarily with Chiefland patients, she is extremely flexible and willing to meet the needs of our patients outside of the Tri-Counties. "She travels to patient homes, nursing facilities and in Haven's care centers," said Haven Chiefland Volunteer Coordinator Vondla Sullivan. "Even though she is retired, she still maintains her licenses in order to provide this service to Haven's patients and caregivers and of course there is no charge for the haircuts."



Haven Volunteer Mary Jane Deas gives Elaine Farmer-Wingrove a haircut during her birthday celebration.

Mary Jane joined Haven as a volunteer after a personal experience with the organization. "Haven took care of my mother toward the end of her life and I decided that after my mom received such great care that I wanted to start volunteering there," said Mary Jane. "When I first started I didn't think that I would be able to sit at the bedside of a patient who is actively dying, but over time I have been able to do that and other things that I thought were outside my comfort zone."

While she has certainly brought joy to many over her years volunteering with Haven, Mary Jane is quick to point out that it is not only a one-way street. "Spending time with Elaine for her birthday really cheered us all up. She was so upbeat, she had done her makeup and she was beautiful," said Mary Jane. "Miss Elaine is just a joy to be around and I want to stay in contact with her. We just had a great time, and I am hoping that I will be able to visit with her as often as I can." 🍌



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.



4200 NW 90th Blvd.
Gainesville, Florida 32606

Non Profit Org
US Postage
PAID
Permit No. 610
Jacksonville, FL

WHEN HEALTH
BECOMES A
CHALLENGE,
WE WILL BE YOUR

HAVEN

