

HAVEN

IN TOUCH

SUMMER 2020

*Serving patients and families in 18 counties,
including during the COVID-19 pandemic.*



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

NICE NOTES

Kind words of appreciation from the families of the patients that Haven has served.

We greatly appreciated the care provided for our Dad and Mom. Both of my husband's parents were also patients of Haven Hospice. This organization and its people bring such grace and love to an otherwise difficult situation. Thank you so much.

I wanted to thank you and your personnel for the great care you have shown to my mother. As she continues on this path, you have helped her and cared for her emotionally, spiritually and especially her physical needs.

I could never repay you for the exceptional care you provided for my husband.

We offer sincere gratitude to the kind and gentle hospice employees that cared for our daughter. The ARNP was particularly patient and helped our family get through this sad time. You are all angels to me.

Welcome to In Touch

Abraham Lincoln said, "The best thing about the future is that it comes one day at a time." Even Honest Abe could not have envisioned living one day at a time through a COVID-19 pandemic. Throughout this crisis, some people, like Haven RN Misty Cone, have managed better than others. I encourage you to read Misty's story and learn more about her, including her feelings toward treating COVID-19 patients. She is so inspiring and very unassuming. For her, as she says, "I love what I do... I care for people."

This crisis has introduced all of us to new heroes and new people to admire - many of whom work at Haven and elsewhere within in our community. These are people you see every day.

In this edition of In Touch, get to know and learn about the background and history of the new President and Chief Operating Officer of Haven, Pauline Taylor. Pauline started to work at Haven the second week of March. Her arrival was immediately followed by the work from home mandate. Being the leader that Pauline is, she rose to the occasion and provided strategic direction with open and transparent communication with staff, volunteers and care partners. True to the mission of Haven, Pauline reminded us that we treat all patients and families including those suffering with COVID-19. At her direction, we also offered families the ability to visit with their loved ones in our homelike inpatient care centers.

This magazine is our first digital outreach and we hope you will enjoy reading about the Haven caregivers, the patients, families and volunteers all of whom are the heart of Haven. "HavenStrong" has become the mantra for all employees. Friends and supporters of Haven throughout our 18-county service area made and donated masks, gowns, hand sanitizer, and even toilet paper. Volunteers and neighbors hosted an appreciation parade, delivered pizza, cookies, donuts, candy and whatever else might brighten the day for the Haven teams.

The Haven caregiver spirits remain high, their commitment never wavering possessing a clear eye with their sole focus on the wellbeing of all patients and their families. Enjoy getting to know Misty, Pauline and all the Haven employees and volunteers featured in this edition. Let me know how you like the digital version of In Touch. I would love to hear your thoughts, comments and opinions.



Thank you,

A handwritten signature in black ink that reads "Sharon A. Jones". The signature is written in a cursive, flowing style.

Sharon Jones, FAHP, CFRE
Vice President of Development

Meet Haven's New President, Pauline Taylor

Pauline Taylor, RN, MHA, was announced as Haven's president and chief operating officer in March - just before the coronavirus outbreak. Pauline brings more than 20 years of hands-on experience as a hospice advocate and leader to her new role, with an extensive understanding of hospice operations, financial accountability, clinical operations, sales and marketing, business development, and community relations.

Pauline comes to Haven from AdventHealth Hospice of Central Florida (formerly Hospice of the Comforter), where she served as Assistant Vice President and Executive Director. She previously served for three-plus years as Chief Operating Officer of Hospice of St. Francis in Titusville, Florida.

Pauline holds certification as an Advanced Certified Hospice Executive (ACHE) from the National Board for Home Care and Hospice Certification (NBHHC), is a certified Assisted Living Administrator in the State of Florida and maintains her licensure as a registered nurse in the State of Florida. She currently serves as Treasurer of the Board of Directors of the Florida Hospice and Palliative Care Association (FHPCA) and is an active member of the National Hospice and Palliative Care Organization (NHPCO).



As Haven's new leader, Pauline is responsible for fulfillment of our mission of honoring life by providing comfort, care and compassion to individuals and families we serve throughout the more than 13,000 square miles and 18 counties we serve.

"I was recently asked why I came to Haven. I came to Haven because I could feel the dedication and commitment the team had to truly caring for people that are not just patients, but our neighbors, family, and friends. This is the heart of hospice and what I see in the heart of everyone at Haven. This dedication has never been more evident than during this extremely challenging and unique time."



Haven's Response to COVID-19

- » Our hospice care centers are open and fully staffed. The families of patients are welcome to visit their loved ones 24 hours a day, 7 days a week. We are adhering to strict infection control guidelines and engaging in enhanced screening for all staff and visitors to make sure we do everything we can to protect our patients, their families, and our staff.
- » Our clinical associates, physicians and APRNs continue to visit patients in their homes based on the wishes of the patient or the patient's family.
- » We offer iPads to families who choose to electronically visit with their loved one.

Looking ahead, our clinical associates, physicians and APRNs will continue to see and care for all of our patients in their homes, skilled nursing facilities, or hospitals.



"The pandemic has compelled all of us to reassess our priorities at home and at work, but most importantly it has reminded us of the fragility of our most vulnerable members of our community. It gives us all pride to be part of a family that has remained committed to serving the needs of our patients during these challenging times."

-CARMELLE ELIE, M.D., CHIEF MEDICAL OFFICER

Volunteers Continue to Warm Hearts

During the COVID-19 pandemic, Haven's dedicated volunteers have been unable to visit with patients in the same way they used to. However, some volunteers are continuing to be involved in creative ways.

Haven Hospice continues to provide compassionate hospice care during COVID-19, but volunteers are currently unable to visit patients in-person. To continue serving patients, families and Haven staff in an unusual time, Haven's volunteers created a greeting card campaign.

Cards are being delivered to Haven's patients in nursing homes, assisted living facilities and memory care units. They are also being sent to Haven's patients receiving care in their homes. The cards include letters of encouragement, photos, quotes and drawings to bring a smile to patients' faces in a time where many might feel isolated.

Haven's Manager of Clinical Volunteer Services Susie Finrock said that an overwhelming number of volunteers contacted her wanting to do something to make a difference. Realizing how limited visits were going to be during COVID-19, Susie sent out an email and 42 volunteers offered to assist with the card campaign. "Haven's volunteers are dedicated to supporting staff, patients and families in any way they can," said Susie. "Sometimes that means thinking outside the box to find a way to reach people. These amazing volunteers have such huge hearts and they are really missing volunteering, so I am glad we were able to coordinate a way for them to give back!"

Haven's Office Services department also offered to help with supplies for the project, making cards, envelopes and ordering stamps in bulk. Many volunteers wanted some background information to personalize the notes; Haven's Volunteer Services department is providing contact information for all new patients in real-time so that no one misses out on receiving cheer from Haven's volunteers.

One Haven volunteer, Judy Newell, branched off of the project and wrote personalized notes to

all of the night staff at Haven's E.T. York Hospice Care Center. Prior to COVID-19 restrictions, Judy regularly visited the hospice care center at night as a member of Haven's No One Dies Alone program, which provides a comforting presence to patients during their last hours of life.

"I found the perfect cards and wrote a long note to all of the staff, telling them how much they mean to me and how anxious I am to get back to helping them as a volunteer. I also gathered all of their favorite foods," said Judy. "I know the hearts of these employees and I am not surprised at all that they continue to work through everything that is going on. They are the heart of Haven Hospice."

If you or your organization are interested in providing cards for hospice and palliative care patients or Haven staff, please contact Susie Finrock at sjfinrock@havenhospice.org.

In addition, a group of women in Mayo, Florida, sewed and embroidered 2,000 face masks for Haven. The face masks don the "HavenStrong" logo, one that represents connectedness and strength during a very challenging time for everyone, especially those working in healthcare. Haven's associates and volunteers received half of the custom masks, while Haven's community partners across its 18-county service area will receive the other half.

Hyta Folsom, who collaborated with A3 Graphics on the facemask efforts, said she and her group of three to five friends in the Mayo area worked Monday through Friday, and even some weekends, to complete the project.

"We're glad we can do something that makes a difference to people. A lot of people need masks right now and at this point in time, we have time to help," said Hyta. "It gives us a chance to do something worthwhile. We're all friends, so it also gives us a chance for camaraderie and to be together and enjoy each other's company while working."



Providing Hospice Care During COVID-19

A HAVEN NURSE'S PERSPECTIVE

Meet Misty Cone, an RN Case Manager for the Haven's Gainesville Home Team. Misty drove to work one morning and saw the "Heroes Work Here" sign.

"I love what I do and I don't feel like a hero because this is what I do every day. I care for people," Misty said. "These are uncharted territories. Although we have dealt with infectious disease for years, COVID-19 is a different animal. We just don't know enough about it. I especially don't want to bring it home to my family or pass it on to other patients that I visit, which is my main fear."

It is physically, mentally and psychologically draining. The preparation is intense. Misty spent an entire day preparing for a visit with a COVID-19 patient. She reviewed all of Haven's procedures step-by-step, over and over again. Her teammates spent half a day giving encouragement, support and guidance.

The patient, who also had a different infectious disease, was the only one scheduled for that day due to the heightened decontamination procedures necessary to practice safe hygiene. Misty protected her hair with a covered wrap, wearing a gown, mask, and gloves. She brought extra bags to place her scrubs in after the visit, wore extra clothing under her scrubs, had an extra pair of shoes to change in the car, and placed her papers in a zip-lock bag. No detail was overlooked.

As Misty drove to the home of the patient, she thought, "Oh my gosh, this is real! And although mentally I knew what to do, I just kept going over the list of precautionary steps. Just constantly reviewing to build up my confidence."



Misty Cone
Haven RN Case Manager

I LOVE WHAT I DO AND I DON'T FEEL LIKE A HERO BECAUSE THIS IS WHAT I DO EVERY DAY.

Misty says that when she arrived, the family was grateful that she was brave enough to come into their home. They all wore masks and the patient was also aware of the necessary precautions. She said, "My patients are extensions of my family and the visits are reassuring to them. Taking care of people and their families, that's what I do. They all have a special place in my heart and they touch you in different ways."

TAKING CARE OF PEOPLE AND THEIR FAMILIES, THAT'S WHAT I DO.

When asked how she protects her family, Misty's eyes fill with tears at the thought of potentially placing them in danger, including her 9-year-old son.

In addition to following the stringent infection control guidelines while on the job, she has a disinfectant station outside her back door. She sprays her shoes, changes her clothing in the garage and carefully places them in a bag to be washed. Inside the home, one bathroom has been designated only for her use to keep the family safe.

Misty continues to care for patients, including the patient from this story. In the past several months, the patient's COVID-19 symptoms have subsided, but the same precautions remain in place for all patients, every day. As one of the many courageous frontline workers in the healthcare field, Misty shows strength and bravery as an inspiration to all of her Haven coworkers. We thank her for her dedication to our mission of honoring life by providing comfort, care and compassion to all those we serve.

If you have an interest in contributing to our COVID-19 emergency fund, please visit www.BeYourHaven.org/Covid19Fund

Thank you for your continued support.



A Roarin' Good Time Benefiting Haven Hospice

Prior to the outbreak of the pandemic, Haven Hospice hosted "A Roarin' Good Time" at The Blanche Hotel in Lake City. The event, which had more than 180 attendees, was one of the first events held at The Blanche since its recent renovation. The Lake City community arrived in their glitziest 1920s attire for the evening, which included elegant food and beverages, professional dancers and photography, a wine wall fundraiser, costume contest, Charlie Chaplin impersonator and live band. A vintage Rolls Royce was also parked outside as a photo opportunity for guests. All proceeds from "A Roarin' Good Time" at The Blanche support unfunded care and services for Haven's patients and families.



Thank you, Sponsors!



Note: Due to the pandemic, the ViVA! 2020 event in Gainesville has been postponed. Thank you for your understanding and we look forward to seeing you in spring of 2021! We'd like to thank the sponsors that were already signed on for the 2020 event:



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Haven Attic Resale Stores Reopen with New Safety Precautions

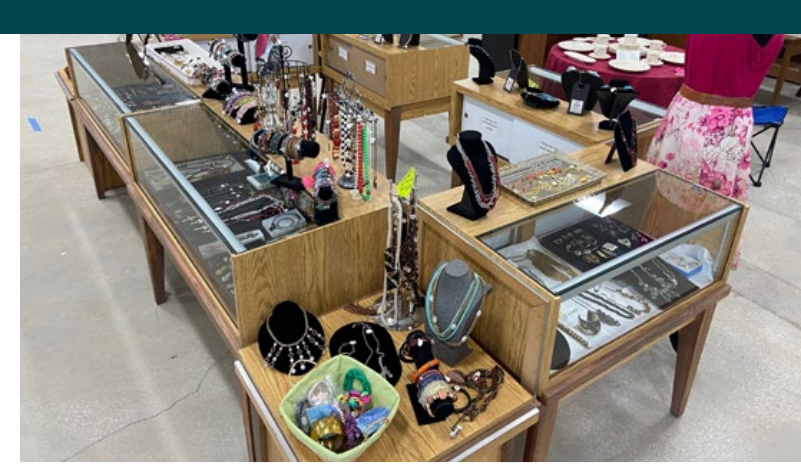
Haven Hospice's Attic Resale Stores have reopened with new hours and safety precautions after temporarily being closed due to the COVID-19 pandemic.

The stores are open **Monday through Friday from 10 a.m. to 5 p.m. and Saturday from 10 a.m. to 4 p.m.** Stormy Palmer-Porter, the manager of the Attic stores, says the stores have implemented new protocols to keep the staff, volunteers and customers safe and healthy during the pandemic. New protocols include cleaning and sanitizing more often and requiring masks for all Attic staff, volunteers and shoppers. The Attics' truck drivers, who pick up large donations for the stores, are also required to wear masks and gloves while adhering to social distancing regulations.

Each store has a "welcome station" where customers can sanitize their carts, their hands and put on a mask. The Attic will provide a mask to those who didn't bring one. Palmer-Porter also mentioned that the donation process has changed to minimize the spread of COVID-19 and keep customers, volunteers and staff as safe as possible. The new temporary donation hours are Tuesday through Saturday from 10 a.m. to 1 p.m. Customers will need to put their donations in boxes or hanging racks, then Attic staff or volunteers will put a tarp over the donations. The staff and volunteers will not touch the donations until after 48 hours have passed, and then the staff will wash and disinfect all donations, including clothing.

The stores rely heavily on the work of dedicated volunteers. Their work makes the operation of the stores possible, and sales generated at the Attics financially support the unfunded programs and services that Haven provides to patients and families throughout Haven's 18-county service area.

"We could not do this without our volunteers, and we would not be able to operate without their help. They really do give a lot," Palmer-Porter said. "As important as earning dollars are, it's about keeping everyone safe and healthy. We are all so excited to be able to reopen our stores"



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Suite 120
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904.215.7130

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2497 U.S. Highway 1 South
904.417.1337



Haven Women of Philanthropy Fund Medical Scribes

The Haven Women of Philanthropy are a group of women who are committed to supporting Haven by participating in educational and philanthropic programs. All the women share the bond of being touched by hospice care. Members contribute \$500 per year and the annual contributions are pooled together and used to support Haven programs/projects that otherwise would not be possible. After reviewing proposals, members of the Haven Women of Philanthropy vote on Haven program(s) or projects(s) to be funded.

This year, the group funded Haven's contract with Scribe America - the largest medical scribe company in the nation. The scribes help Haven physicians and APRNs document what happens during their visits with patients. They also complete significant research into the patient's medical record to identify past medical history, family history and social history, which contributes to better care for the patient. So far, our providers have been pleasantly surprised by how much time the scribes have saved them. They have had to spend much less time on documentation, allowing them to spend more time with patients.

Group member Susan Parrish helped the group decide to fund the scribes based on her personal experience. She said, "My daughter is a nurse practitioner. In an effort to be a 'hands-on' practitioner - giving more time and attention to her patients - she has found it necessary to do most of her charting in the evening and on weekends. This always has to be done late at night after her children are in bed. Knowing what a negative impact this has on her family time and her overall well-being, when one of the practitioners at Haven spoke to this need, I recognized how beneficial a scribe would be - not only to the nurse practitioner but also to each patient. Most people do not know how much paperwork and documentation is required in the medical profession. As a Women of Philanthropy member, I am so very pleased this is being offered and enthusiastically support this project."

Any woman in the Haven service area is welcome and encouraged to become a member of the Haven Women of Philanthropy. If you have questions, would like more information, or would like to join the Haven Women of Philanthropy, please contact Sharon Jones at 813.373.3100 or email sajones@BeYourHaven.org.

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