

HAVEN

INTOUCH

SPRING 2021



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 wish to thank you all very much, especially the Palatka folks for helping us take care of Mom the last few weeks of her life. She died peacefully at home as she wanted. We are eternally grateful.

We will always be grateful for the compassion and love shown to our parents as well as to us. Haven Hospice made a difficult time bearable.

Thank you for the loving care you showed our father. Some of the pain was eased from my heart knowing he was so tenderly taken care of.

Thank you for all your kindness and care during our friend's illness and passing. It made all the difference.

Welcome to In Touch

While happily welcoming spring and the beautiful azaleas back into our lives, this lovely season also brings planning and projects. Most of Haven's non-patient-facing employees continue to work from home while the frontline caregivers continue their dedicated work offering comfort and care to patients and families. Working from home has given many of us new inspiration as we confirmed our plans for 2021. As with most projects in 2021, there is a Plan A and a Plan B for when we return to normal or a hybrid of normal.



Please spend a moment reading and learning about Perry McDonald, a Haven supporter and Gainesville Community Advisory Board member. He shares a personal story about his mother and the care and the experiences she had with Haven. It is yet another example of how every patient is different and every patient has a distinct experience.

Meanwhile the Haven Attic Resale Stores have received many donations as supporters continue with their spring cleaning. We are very grateful for all of those furnishings, clothes, housewares and other personal items that continue to be given. Thank you. The staff and volunteers have continued to work under the Haven safety protocols wearing masks, using hand sanitizer and maintaining six feet in distance in both receiving and selling merchandise. We hope you visit one of our five stores soon!

While it may be spring, plans for ViVA! 2021 are underway. This year's theme will be superheroes to honor Haven's clinical staff for their extraordinary sacrifices throughout the year. Haven's clinical staff will be recognized at the event for their unwavering commitment to patients and families throughout COVID-19. As a special treat, Gainesville businessman James Coates is bringing a Batmobile along with his prized superhero memorabilia collection. The date for the event is Friday, November 12th, at Valley View in Alachua, FL. Pat and Ed Peddie are serving as honorary chairs. Plan to join us!

Just as with Haven's more than 40 year history and deep roots serving this community, deep roots never doubt spring will come. Enjoy!

With Gratitude,

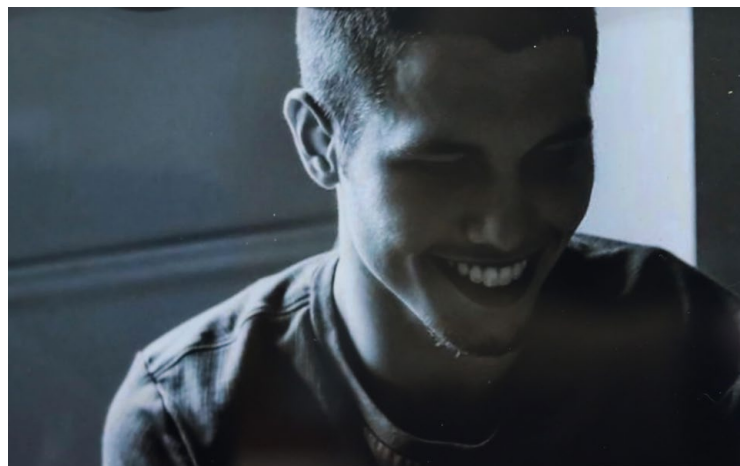
A handwritten signature in black ink that reads "Sharon A. Jones". The signature is fluid and cursive, with a large, sweeping "J".

Sharon Jones, FAHP, CFRE
Vice President of Development

He Learned to Trust Everybody Here

Haven's Care Touches Three Generations

David Richards was faced with a traumatic injury—severe burns covering 80 percent of his body—and wanted to be discharged from the hospital to a care center that would not only care for his wounds but for his spirit as well. He found what he needed—what he and his family wanted—at Haven's E.T. York Hospice Care Center in Gainesville.

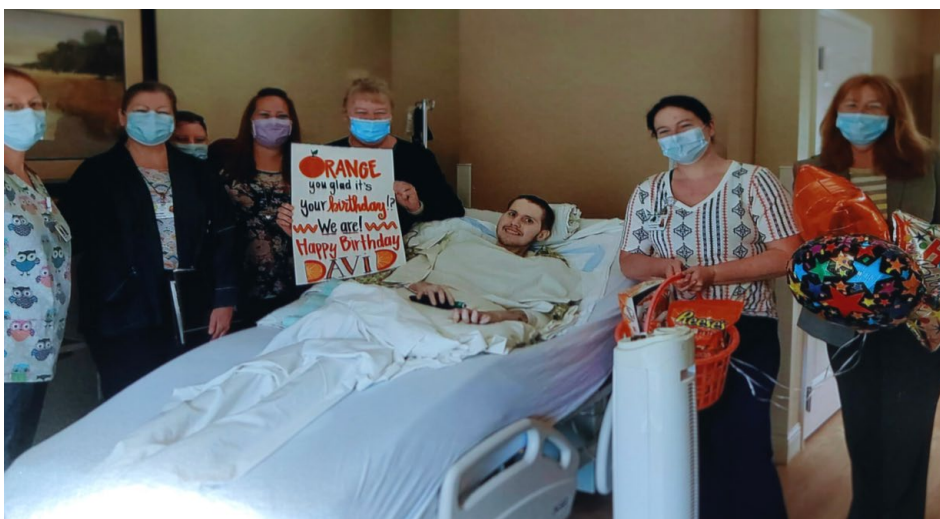


"We partner with our hospital team when we have patients that are referred for service that might have complex needs," said E.T. York Hospice Care Center Patient Care Manager Sarah Murnahan. "An additional complicating factor with David's case was that he had significant pain management needs and anxiety related to his pain and injuries. One of the things that had been a barrier for wound care in the hospital was that it was very painful and sometimes he didn't want to participate in that care. We needed to be able to build trust with him."

So that's what the Haven care team did. Nurses ensured that David had the proper medication for comfort during dressing changes, and then they started singing.

"Those dressing changes became concert time," said David's mother, Paula Williams. "He loved his country music. Dr. Bichier was part of it, as well as a couple of CNAs and RNs, Sarah Murnahan and Tootsie Young. Everybody would start singing with him. I'll never forget Dr. Bichier laughing and saying, 'I never knew I knew the words to any kind of country music.'" Williams said that even though dressing changes were still traumatic, they began to bring fun and happiness to their experience.

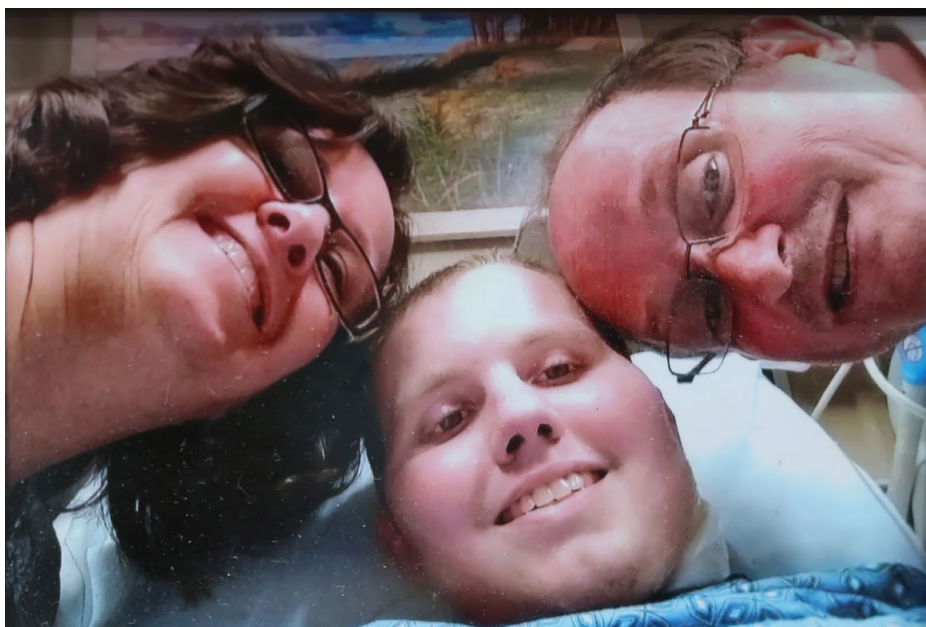
David's mother also fondly remembers her son's last birthday at Haven. She said David, who turned 28 while at the E.T. York Hospice Care Center, loved Waffle House. Haven's staff surprised the family with a Waffle House birthday party, complete with David's favorite breakfast (smothered hash browns and sunny side-up eggs), gifts, balloons and decorative signs.



Haven's COVID-19 visitation policies increased quality of life for the family, too. In a time where visitors weren't allowed in hospitals and most healthcare facilities, Haven allowed David's family to safely visit with protocols in place. In his last months, he was able to visit with his beloved daughter Isabella. The family says

Isabella, who is two-and-a-half now, has photos and videos from time spent with her dad at Haven that she can look back on and understand who he was. It also brightened spirits when David was able to visit with his dog, Jasmine.

Williams said Haven staff not only cared for David, but “pampered” the entire family as well. She remembers them baking her cookies for her birthday in May and visiting as she and David watched movies projected onto the walls of his room. “To be his momma again... to be able to care for him. I think I only went home twice during those five months. I just couldn’t leave him. I didn’t want to leave him,” said Williams.



Sarah Murnahan, who was responsible for David’s care as an RN and is now a patient care manager, said Haven staff were deeply impacted by their time with David and his family. “The thing I would like to share about the experience with David and his mom is that now all of us have seen what strength love can bring,” said Murnahan. “Seeing David’s love for his family and his daughter really pushed him and his mom’s devotion to him was so beautiful for all of us to see.”

Caroline Morzuch, RN, who was assigned to David’s care for a significant amount of time, reiterated that, while David received a lot from staff, he and his family gave back just as much.

“I learned to include the whole family. This is a journey that all the family has to go through, and you just can’t leave one of them out. Even the once a month that Isabella was able to be here with us, we included her and made time for the dressing changes to be around her spending time with her dad, which involved adjusting medications, too, so he would have the most comfort but be able to interact with Isabella and the family,” said Morzuch. “Our schedules had to shift around David’s needs and wants, and there was no other way to do it. It really was a group effort to take care of David and his family and it was amazing to see the team come together like that.”



What could have become a story of isolation and hopelessness in trying times became a story during which David’s mother can smile through her tears.

Williams said she will never forget Haven and the staff who cared for her son. “It takes special people to be able to deal with so much sadness with so much grace and be able to be there for the family,” said Williams. “That’s one thing about Haven, they have been there for the family. They have been here for us and they continue to be here for us.” 🍌

Visit <https://youtu.be/3gZnxoO78r4> to watch a video about David and his family.

Haven Begins to Safely Welcome Back Volunteers

During the pandemic, safety has of course been Haven's priority. Unfortunately, Haven had to suspend volunteer efforts during the pandemic to ensure that volunteers, patients, family and staff remained healthy. But now, Haven volunteers are beginning to return to duty!

All returning or new volunteers must undergo a "Volunteering During the COVID-19 Pandemic" orientation, which includes training information on how to navigate PPE requirements, safety information, basic guidelines and details specific to their volunteer duties. Patient-facing volunteers are required to undergo screenings, be fit-tested for their Haven-issued N-95 mask and wear goggles. There are certain volunteer programs that are non-active, including overnight No One Dies Alone Visits and facility visits. Haven will resume these, and other programs, as soon as it is safe.

Clinical Volunteer Services Manager Susie Gilson said volunteers are eager to return and that she is training, on average, 10 volunteers per week for their return.



Clinical Volunteer Services Manager Susie Gilson said Haven's veteran volunteers are especially eager to return. Pictured above, Haven volunteer John Lavelle (right) honors patient Lloyd Kellenberger (left) with a veteran recognition service to thank him for his service in the United States Navy.

Everyone at Haven has missed the volunteers, as each and every one is an integral part of the Haven family. And, from what we hear, Haven volunteers missed us!

Haven volunteer Matteen Kashef said, "I've truly missed the opportunity to take time out of my day, count my blessings, and give back to my community and I'm super excited that Haven has given me the opportunity to come back and do what I love and give me joy by serving others. Many staff and patients always say, 'thank you for volunteering,' but I should be the one saying thank you due to the opportunity given to serve others. I'm thrilled to do anything I can and help out the staff as they already have so much on their plates, which has just been increased due to the pandemic. Thanks for having me back!"

If you see a Haven volunteer—whether they are at an Attic Resale Store, hospice care center or elsewhere—please thank them for all they do for Haven! 🍌

Are you interested in becoming a Haven volunteer?
Visit BeYourHaven.org/Volunteer to learn more.

Remembering Long-Time Volunteer, Mary Lou Eitzman

Mary Lou Eitzman, a 45-year Haven volunteer who played a significant role in developing and growing Haven in its early days, died earlier this year.

Mary Lou began volunteering with Haven in 1975. She was one of the original Attic Resale Store volunteers. She continued volunteering at the Gainesville Attic Resale Store until January 2020 when she celebrated 45 years of service. Mary Lou's service to Haven is admirable and inspiring to many. In fact, Haven's award for overall outstanding volunteer in Gainesville is titled, "The Mary Lou Eitzman Volunteer of the Year."

Mary Lou was born in Kansas and raised by her mother in the height of the Great Depression. She went on to enroll in the first class of the University of Iowa's nursing program, after which she graduated and began her lifelong dedication to helping others. She met her future husband, then a medical student, while working at the University of Iowa hospital. From there, they moved to Minneapolis, then Dallas, then settled in Gainesville.



She raised five children in Gainesville and volunteered in many capacities in the community. After returning from a medical mission trip in Taiwan, Mary Lou connected with Haven.

Haven's past president, Patti Moore, said Mary Lou was a "mentor and partner" as they developed and grew Hospice of North Central Florida (now Haven Hospice).

"Mary Lou's influence was immeasurable in generating volunteer engagement and growing the volunteer ranks," said Moore. "Mary Lou was generous with her time and she and Dr. Eitzman were generous donors as well. She was so committed to hospice and the people she served alongside." Moore said she counted on Mary Lou to bring the voice of the volunteers to all discussions and that Mary Lou made an indelible mark on Haven Hospice over the course of her 45 years of volunteer service.

Mary Lou continued volunteering at Haven's Attic Resale Store, while also volunteering at the Gainesville Women's Prison as a reading tutor, into her 80s.

Haven thanks Mary Lou and her family for decades of dedication. We will continue to honor the outstanding volunteer of the year with the Mary Lou Eitzman Volunteer of the Year award, in addition to placing a brick in her honor in the garden at the E.T. York Hospice Care Center in Gainesville. 🍂

HONORARY CHAIRS: ED AND PAT PEDDIE



FRIDAY, NOVEMBER 12, 2021

VALLEY VIEW • 26001 NW 122ND STREET, ALACHUA, FL

**A FUN-FILLED EVENING CELEBRATING
HAVEN'S HEALTHCARE WORKERS**

FEATURING FOOD FROM BLUE WATER BAY!

**For ticket information or sponsorship opportunities,
please contact Vicky at 352.271.4665 or
vlobertson@BeYourHaven.org or
visit www.BeYourHaven.org/viva.**

Your support of ViVA! benefits the unreimbursed care and programs Haven provides to our patients and their families in North Florida.

Save the Date - ViVA! 2021

COVID-19 has created many challenges for Haven, but through it all, our clinical staff has cared for patients—including those with COVID-19—from day one. In recognition of their unwavering commitment to patients and families, ViVA! 2021 will be dedicated to Haven's frontline workers.

ViVA! 2021 will be superhero-themed to honor our clinical staff for their extraordinary sacrifices throughout the year, and associates will be recognized and honored at the event.

More details to come, but for now... save the date! 🍌



Coaching, Real Estate, Philanthropy

Community Advisory Board Spotlight: Perry McDonald

Perry McDonald, a Senior Vice President at Bosshardt Realty Services, is also a member of Haven's Gainesville Community Advisory Board (CAB). Perry joined Haven's Gainesville CAB after his mother Ann McDonald was on Haven's services. "I value and appreciate what Haven does. It's nice to hear things that Haven is doing in our community to help people who experienced what I went through," said Perry.

"Haven staff truly do a remarkable job looking out for the best interests of everyone involved. Being on the board is a way to remind myself of the experience I had and appreciate the extraordinary group of altruistic, thoughtful individuals taking on a job that is difficult to fulfill. Until you experience that phase of life, you don't understand the logistics or what's needed. Being on the board reminds me of the all the collective efforts put in Haven's administration, nurses and all other staff."

Perry said his mother, pictured, was the reason he joined the CAB. "After my mother's stint at Haven, she was perpetually pining to return to Haven," said Perry. "It was a funny thing to see how much she idealized her Haven experience and valued the care and consideration offered to her as a patient."



In addition to his time on the Gainesville CAB and 17 years with Bosshardt Realty Services, Perry is very active in the Gainesville community, coaching high school volleyball and running a charitable fund with his wife, Yadira.

Perry, who was a biology teacher prior to his real estate career, has coached high school varsity volleyball in the Gainesville area for 14 years and is currently the head coach at Oak Hall School. He coached at Eastside High School for seven years, PK Yonge for eight years, then took a hiatus to spend more time raising his children before returning to coaching. He now gets to spend extra time with his youngest daughter, Cassidy, who is a varsity volleyball player at Oak Hall School. His oldest daughter Brianna is a high school senior graduating from Buchholz High School this spring.

"Coaching my daughter is an added benefit," said Perry. "It's a great group of kids and I'm fortunate to be able to give back to the community through coaching youth sports." Thank you, Perry, for your dedication to Haven and the Gainesville community! 🍌



Cedar Key Women's Club Makes Large Donation of Quilts to Haven

Cedar Key Women's Club (CKWC) members helped the Tri-Counties Hospice Care Center prepare for the new year with another donation of red, white and blue lap quilts.

This donation included over 52 quilts, enough for at least one veteran recognition per week throughout 2021 in the Tri-County area. These handmade quilts were created by Christine Black, Rosemarie Danesi, Janet Ramsey, Vicki Crumpley, Eileen Senecal, Judy Treharne, Donna Bushnell, Patricia Stephens, and Kathy Salkaln.

Every quilt was machine-quilted and bound by Bunny Hand of Cedar Key. These quilts were made to show appreciation for the sacrifices that our military servicemen and women have made for our country and in protection of our freedoms.

We thank our staff and volunteers for taking time from their busy schedules to honor our veterans with recognition services and we thank the Cedar Key Women's Club for this generous donation. 🍓



Haven Receives Plein Grant to Help Honor Heroes

Haven recently received a \$22,000 gift from the Thomas A. Plein Foundation to help fund its veteran and first responder programs.

This gift—of which \$20,000 is added to the Plein Endowment Fund and \$2,000 is available for veteran program use—benefits Haven’s hospice patients across 18 Florida counties.

In years past, Haven has used Plein Foundation funds to supplement its We Honor Heroes program, namely providing supplies for veteran recognition ceremonies. The funds have also allowed Haven to add an American flag and a We Honor Veterans bench outside of the E.T. York Hospice Care Center in Gainesville.

“Veterans recognition ceremonies are such an important part of the care we provide for our veteran patients at Haven,” said Haven Manager of Clinical Volunteer Services Susie Gilson. “Not only is it a chance for them to be recognized for their service and commitment to our country, but is so impactful for the family to have the certificate and pins as keepsakes. The recognitions are meaningful to Haven staff, as well. We all are moved by sharing this important ceremony together and we always look forward to the opportunity to celebrate our veterans.”

Gilson said Haven is pursuing a Level 5 We Honor Veterans designation from the National Hospice & Palliative Care Organization in 2021. Haven intends to use Plein Foundation funds throughout the year for community education about veterans facing the end of life to show continued support of veterans in hospice. Gilson hopes to also institute quarterly veteran coffee clubs for those who wish to connect with other veterans.

Haven thanks the Thomas A. Plein Foundation for its continued support of veterans and first responders in hospice and in the community at-large. 🍌



The new bench outside of the E.T. York Hospice Care Center in Gainesville, which sits next to the American flag that the Plein Foundation grant allowed Haven to install.

Patients James Rutherford (left) and Richard Newberg (right) are both recent recipients of Haven veteran recognition services funded by the Thomas A. Plein Foundation. Mr. Rutherford served in the United States Marine Corps and was stationed in Beirut where he was severely injured in the 1983 Marine barracks bombing. Mr. Newberg served in the United States Army and is a World War II veteran who received both a Purple Heart and a rare Silver Star.



New Facebook Pages for the Haven Hospice Attic Resale Stores

Haven recently launched individual Facebook pages for each of its Attic Resale Stores. Visit the new pages for special sales and promotions, new donations, and news about your local Attic store!

To find your local store on Facebook:

Chiefland: Facebook.com/HavenAtticCHF OR search "Haven Attic Resale Store: Chiefland" on Facebook

Gainesville: Facebook.com/HavenAtticGNV OR search "Haven Attic Resale Store: Gainesville" on Facebook

Lake City: Facebook.com/HavenAtticLC OR search "Haven Attic Resale Store: Lake City" on Facebook

Orange Park: Facebook.com/HavenAtticOP OR search "Haven Attic Resale Store: Orange Park" on Facebook

St. Augustine: Facebook.com/HavenAtticSA OR search "Haven Attic Resale Store: St. Augustine" on Facebook

Sales generated at the Attic Resale Stores directly financially support Haven patients and families as well as many other people in the community served by our programs and services. The Attic Resale Stores depend on the generous support and donations from donors, volunteers and shoppers.

For donation hours and more information,
please visit [BeYourHaven.org/Attic](https://www.BeYourHaven.org/Attic).



April 16 is National Healthcare Decisions Day

Do you know what type of care you or your loved ones wish to receive at the end of life? There is no more appropriate time than now to have that discussion. National Healthcare Decisions Day is April 16 and Haven is here to help. If you would like a free Advance Care Planning (ACP) session for yourself or a loved one, please visit [BeYourHaven.org/ACP](https://www.beyourhaven.org/ACP) for more information and to sign up.

In honor of National Healthcare Decisions Day, Haven and other community partners will be active throughout the month of April! Please see the information below and decide how you will participate in National Healthcare Decisions Day.

Virtual Discussion

Join Haven Hospice Community Resources Coordinator John Jordan for a discussion about the benefits of Advance Care Planning on April 21 at 5 p.m.

Copy this link to your browser to join: <https://us02web.zoom.us/j/84659964292?pwd=UTFneHV1T-0J3RGNwVUIFaHhML29KUT09>

“Who Will Speak For You?” A Prime Time Institute Virtual Event

Learn more about the importance of Advance Care Planning from an interdisciplinary panel of experts including Haven’s Marilyn Bloom, MHC, Director of Community Resources and Certified ACP Facilitator on April 29 from 2:30 - 4 p.m.

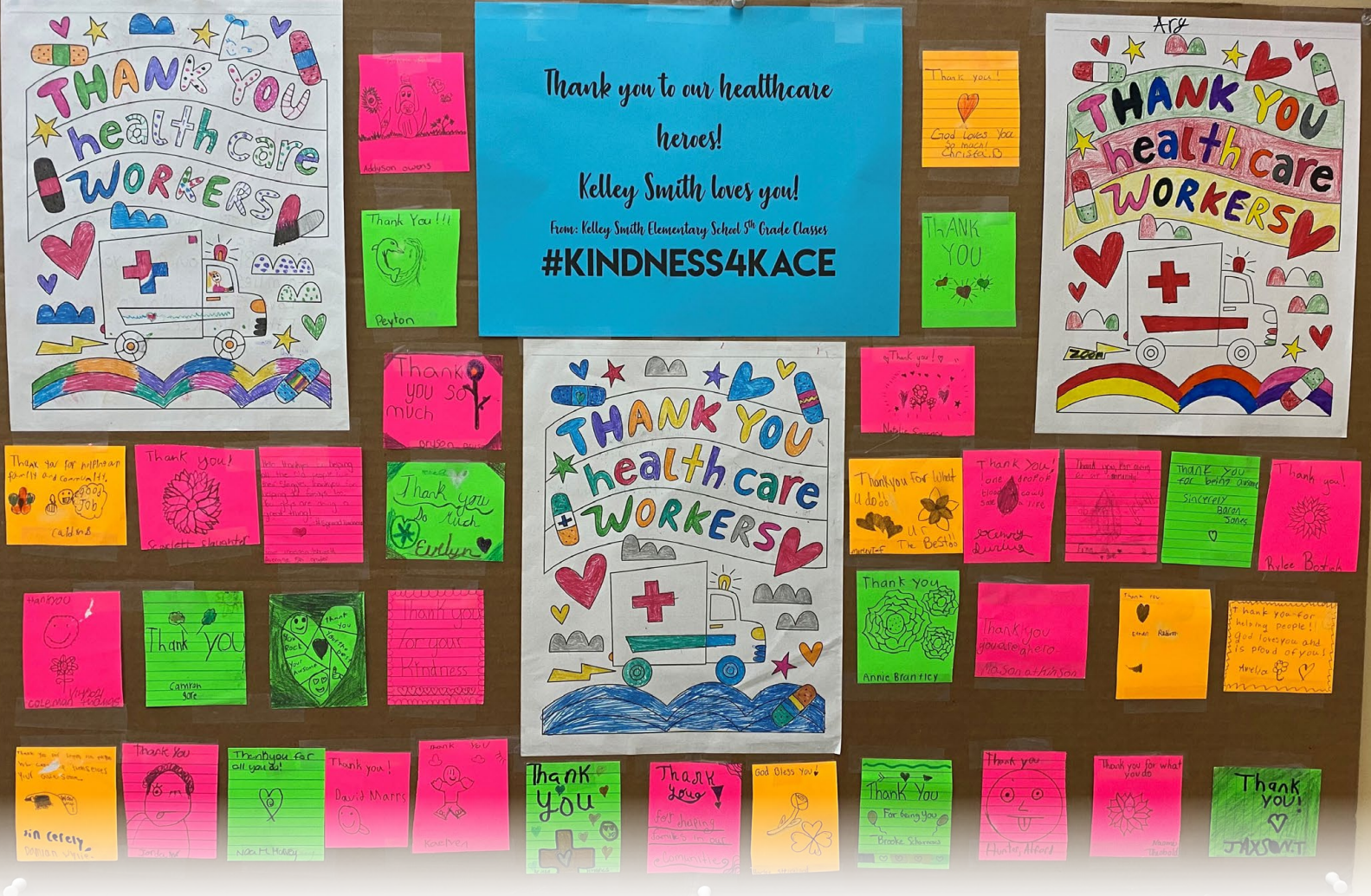
Copy this link to your browser to join: <https://us02web.zoom.us/j/87407173073u>

Expert Presentation: “Honoring Patients’ Choices for End-of-Life Care”

This virtual presentation by Marie-Carmelle Elie, MD will be available to view online until the end of April. Dr. Elie is Haven Hospice’s Chief Medical Officer and Associate Professor at the University of Florida in both the Department of Emergency Medicine and Internal Medicine, Division of Palliative Medicine

Copy this link to your browser to view: www.youtube.com/watch?v=DOW35ZdfP5g.

Please visit Haven's ACP page ([BeYourHaven.org/ACP](https://www.beyourhaven.org/ACP)) for more information and a complete list of community activities promoting National Healthcare Decisions Day.



Kelley Smith Elementary Fifth Graders' Act of Kindness

The fifth grade class at Kelley Smith Elementary School in Palatka celebrated Haven staff at the Roberts Hospice Care Center.

The students created snack baskets and handwritten notes that were delivered to Haven staff. This act of kindness was done as part of the #Kindness4Kace campaign, a way of saying thank you to the Palatka community via acts of service while also spreading a smile in the name of Kace, a local boy who died in 2015 as a result of a brain disorder.

Roberts Hospice Care Center staff were so touched by the students' notes that they made them into a poster, pictured at the top, to hang in the breakroom.

Thank you, Kelley Smith fifth graders, for celebrating healthcare workers and spreading kindness! 🍌



Haven Board of Directors

Joseph W. "Jody" Davis • Ben I. Doerr, Jr. • Albert E. Dotson, PhD • Robert L. Epling
Kathy Fernandez • George E. "Cotton" Fletcher • Glenda E. Hood • Jimmy Lee
Pamela J. Mooney, Ph.D. • Jackson N. Sasser, Ph.D. • Lawrence G. Schreiber

Haven Corporate Advisory Board

Jill Adams • Jo Buckles • Rebecca Catalanotto • Dan Duncanson, M.D.
Tyson Johnson, Chairman • Eric Lawson • Keith Leibfried • Terance Millan, M.D.
Fran Pepis • Lawrence G. Schreiber • Thomas Wisniesk
SFHC Executive Liaison: Jackson N. Sasser, Ph.D.

Haven Community Advisory Boards

Chiefland

Logan Andrews • Marianne Bennink, LCSW • Sinoma Brown
Connie Conley • Terrye Dubberly • Matt Ferguson
Denny George • D. Ray Harrison • Judge Sheree Lancaster
Ben Lott • Holly McGlashan • Robert Mount, Jr., DDS PA
Gerry Petrone • Anita Riels • Julie Rose
Larry Smith, PA • Alison Stevens

Flagler/Volusia

Linda Bogosian • Channing Coolidge • Serena Fisher
Heather Jackson • Kathy Kavala • Cheryl Lankford
Michelle Morgan • Tim Poore • Paul Sturdgess • Cheryl Welch
Reina Williams

Gainesville

Sam W. Boone, Jr. • Janet L. Christie • Bernie Fitzgerald
Jeffrey L. Hogue • Denise Lowry Hutson • Joel Islam
Jodi Long • Trey Long • Perry McDonald
Linda Murphy, RN,BSN • Betsy Pepine
David Quillen, MD • Melanie Shore • Jon Thomas

Jacksonville

Michelle J. Faison • Valerie P. Glover • Mike Jorgenson, Esq.
Christine Kupka • Susanna Massari • Darryl Patterson
Fran Pepis • John Wyche

Lake City

Michael Bay • Marjorie Carmichael • Daniel Crapps
Debra K. Griffin • Judge Leandra Johnson • Carlton Jones
John Medina • Philip J. Moses, Jr. • Rachel Nicholson
Patricia Orender, MSN, RN • Jay Poole • Joan Rountree
Charles Snipes • Dwight Stansel • Ann Thompson

Orange Park

Russell Buck • Ronald Coleman • Melody Corso
Jane DiLoreto • Charlie VanZant • Grady Williams, Jr., LL.M.
Mitch Wright

Palatka

Kari Bates • Chris Carson • Danyell Daughtery
Heather Davis • Marsha Davis-Flowers • Mark Dooley
Charlie Douglas • Pat Freeman • Ramesh Kumar, MD
Anand Kuruvilla, MD • Dan Martinez • Wayne McClain
Robert Mills • Steve Overturf • Bobby Payne • Mary Rich
Norlene Roberts • Weezie Smith

St. Augustine

Harrykah Chandler • Sway DiFeo • Vince Fattizzi
Kevin Geddings • Pamela Livingston • Donna McRorie
Ron Palmer • Jignesh Patel, MD



www.BeYourHaven.org | 800.727.1889   

When health becomes a challenge, we will be your haven.

Haven gratefully thanks you for your kindness and compassion. Serving North Florida since 1979. Licensed as a not-for-profit hospice since 1980. A COPY OF THE OFFICIAL REGISTRATION AND FINANCIAL INFORMATION MAY BE OBTAINED FROM THE DIVISION OF CONSUMER SERVICES BY CALLING TOLL-FREE (800-435-7352) WITHIN THE STATE. REGISTRATION DOES NOT IMPLY ENDORSEMENT, APPROVAL, OR RECOMMENDATION BY THE STATE. HAVEN HOSPICE, REGISTRATION #CH7366. TIN # 59-2490893.