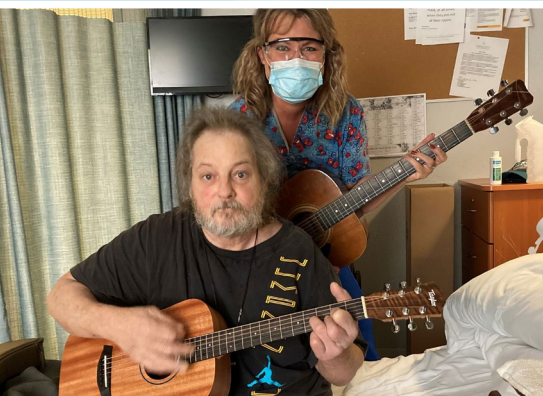


HAVEN

IN TOUCH

SUMMER 2021



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

FAMILY LETTERS

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

I am so appreciative of all that hospice did for my dad during the last year of his life. In a world where we hear about so much negativity, it is wonderful to know that love and compassion still exist! May God bless all of you in this most important work that you do.

My sister and I were with our mother when she was your patient and we witnessed the excellent care she was given, as well as the wonderful support given to our family. The staff were all so very kind and compassionate. Thank you again for the assistance you give to patients and families in the most difficult times.

Thank you for the excellent care you gave my son. We could not have done it without you.

Thank you for the support and understanding you showed our large family. We will of course miss our father terribly, but he had a long amazing life and was ready to go. You all made that transition easier.

Time has flown by since my father's passing, but I will never forget what I witness and experienced inside your facility. Thank you all.

Welcome to In Touch

This edition of In Touch brings you an article that introduces you to Melody Corso. She is a specific, special Haven Hospice Development volunteer who serves as an ambassador on the Haven Orange Park Community Advisory Board. You will learn about Melody's history with Haven and the professional career she chose. You can look forward to meeting more Community Advisory Board volunteers with regular articles in the future.

The boards are comprised of local friends and supporters who give freely of their time and expertise by attending quarterly meetings and serving as Haven Ambassadors. They offer Haven insight into their respective communities, including offering advice on ways to become more visible and bring the Haven message to more groups.

The board members are loyal and dedicated volunteers and represent a wide range of backgrounds and experience. They provide insight and constructive comments on how Haven can improve. There are currently eight Community Advisory Boards serving in Duval, Columbia, St. John's, Levy, Alachua, Volusia, Clay and Putnam Counties. Together, they serve our entire 18-county service area. We are very grateful to each member for sharing their time and talents to benefit Haven!

You will be interested in reading a story of loss, love and hope. Haven supporters are very special people and Richard and Mary Ann Hammond are shining examples of how gratitude to Haven brought them full circle. It is a story of hope and happiness. We hope this story and the others we've included here will brighten your day.

Enjoy your summer!

With Gratitude,



Sharon Jones, FAHP, CFRE
Vice President of Development



Community Advisory Board/Ambassador Spotlight

Melody Corso, Orange Park



Melody Corso, DNP, RN, CNE—a former Haven employee and current Haven Community Advisory Board member—is the Director of the Bachelor of Science in Nursing (BSN) program at St. Johns River State College.

In addition to her role as director, Melody is also a nursing professor. She has been a nursing professor for almost 20 years and a nurse for more than 25 years. Melody found her passion for hospice nursing early in her career, thus beginning a job with Haven, but also felt called to teach.

“It’s funny because when I went to nursing school, we had a guest speaker come in to talk about hospice. I cried and said, ‘I will never do that type of nursing,’” said Melody. “But hospice is where I ended up finding my calling. Now I tell my students not to rule anything out. If you say you’re not going to do it, it could very well be where you need to be.”

Melody said one of her goals is to educate her students about hospice nursing and steer them to the hospice path if it is their calling. Though it may seem like a daunting specialty at the beginning, she said she wouldn’t want any of her students to miss out on their calling just because they weren’t aware of it.

As part of Haven’s Orange Park Community Advisory Board (CAB), Melody enjoys bringing clinical feedback to the group. Her decades of nursing experience, paired with her previous employment at Haven, provide valuable insight for decision-making. Melody said being on the CAB feels like a contribution to Haven, since Haven does so much for the Orange Park community.

“Having the Custead Hospice Care Center here in Orange Park is extremely important, as it is the only hospice care center in Clay County,” said Melody. “Providing hospice care for the community gives patients the type of care that they cannot receive from other sources.” Melody said working at Haven taught her the importance of providing education and support regarding end of life, because patients often do not receive that outside of hospice care. “It is important to explain what is going on to the family and make sure patient needs are being met, not only for pain but also discussing how they want to spend their last days. Meeting these needs is essential for the patient and family.”

Thank you, Melody, for your service to Haven. We are fortunate to have you as a CAB member! 🍊



Couple Asks for Donations to Haven in Lieu of Wedding Gifts

The Hammond's story begins with loss, but ends with love.

When Rick and Mary Ann Hammond met a few years ago during a real estate exchange, they didn't know how many similarities their futures would hold; they both cared for spouses with cancer, had stepchildren but no biological children, and shared the same zest for living out their golden years.

Mary Ann, formerly Mary Ann Whitley, lived on acreage in Newberry. After her husband Jim passed away under the care of Haven Hospice, she decided that she needed to downsize and start fresh, purchasing a home that was listed by realtor Rick Hammond. They met at the closing table. Rick's wife D'Anne was battling cancer at the time and passed away a month later under the care of Haven's.

"After my wife passed, I realized I had a Peru trip planned for June 2019, so I started walking a lot to get in shape," said Rick. "I saw Mary Ann walking and talked to her, never with anything in mind other than just friendship. She invited me to lunch after Peru—just one lunch. Then it was another lunch, then another lunch, then COVID-19 began so we had a picnic at Lake Alice. We realized we had a lot in common. Mary Ann was a widow and I was a widower. We had both been caretakers for spouses with cancer and had been through the rollercoaster of supporting someone going through treatment. We had a lot of similarities."

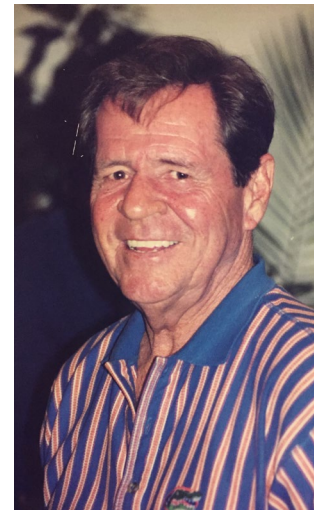
Rick and Mary Ann, who were married in March 2021, requested donations to Haven Hospice or honeymoon funds in lieu of wedding gifts.

“When we decided to get married, we were combining two households. I sold my house and most of my things,” said Rick. “People kept saying, ‘We want to give you a gift.’ But there was nothing we needed. We decided, while we didn’t need gifts, we would do 1) a honeymoon fund and 2) a hospice fund. Both of our deceased spouses had been at Haven when they passed; it’s a great place and had special meaning to both of us.”

Rick’s deceased wife, D’Anne, decided on her 75th birthday that she was done with chemotherapy. Her cancer treatment was aggressive and she was ready for whatever happened. Rick didn’t know what to do and contacted Haven, where staff told them they could provide 24/7 symptom management for her at the E.T. York Hospice Care Center in Gainesville.



Rick Hammond's deceased wife, D'Anne Hammond, was cared for at Haven's E.T. York Hospice Care Center in Gainesville.



Mary Ann Hammond's deceased husband, Jim Whitley, was cared for at Haven's Tri-Counties Hospice Care Center in Chiefland.

“You don’t realize how important hospice is until you have to use it. It is something that takes the stress out of the situation for you. [Losing a loved one] takes a lot of planning but hospice frees you up so you can do that. The staff was great. That’s all you want, is for someone to take care of your loved one and make sure they don’t suffer.”

Mary Ann’s deceased husband, Jim, similarly received care from Haven. When Jim’s cancer had spread and chemotherapy was no longer working, Haven provided the necessary equipment to make him comfortable at home with routine care and visits. After his last hospitalization and decline, Jim received care at the Tri-Counties Hospice Care Center in Chiefland.

Mary Ann said it’s important for people to know that hospice care is not simply a loved one entering a facility in their last days, but a service that provides equipment and healthcare professionals at home. “The staff was wonderful to work with, not only for Jim, but for myself and our family,” said Mary Ann. “Haven Hospice does a wonderful job in helping with all a patient needs during a very difficult time.”

Rick said both he and Mary Ann consider it a blessing that their spouses “are no longer in pain, without cancer and free of all the things in life” and they are both grateful for Haven’s care of their loved ones.

The couple donated funds to Haven in memory of their deceased spouses. When it comes to their new marriage, Rick said he and Mary Ann will be spending whatever time they have left having a great time together and doing the things they love. 🍊

HONORARY CHAIRS: ED AND PAT PEDDIE



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.....

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Your support of ViVA! benefits the unreimbursed care and programs Haven provides to 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! 🍷



Haven's Make a Difference Fund Gifts Patient with Guitar

Haven patient Hayward McKinney II resided in a skilled nursing facility in Haven's service area. After getting to know the patient, Chiefland RN Case Manager Nancy Koppel learned about his love of music. She contacted Haven's Make a Difference Fund asking for a guitar for Mr. McKinney, saying he missed having a guitar to play and that music and picking and playing helped with Mr. McKinney's general state of happiness.

The Make a Difference Fund ordered him a beautiful guitar and gifted it to Mr. McKinney. Regional Care Manager Nicole Sayers said, "He was so happy! He told his nurse, 'Oh man, this is the best gift I ever had!'"

The Make a Difference Fund is 100% employee-funded, administered by the Haven Development Team, and fulfills one-time requests for Haven patients. For example, purchasing a bus ticket for a family member who wants to visit a patient for the last time.

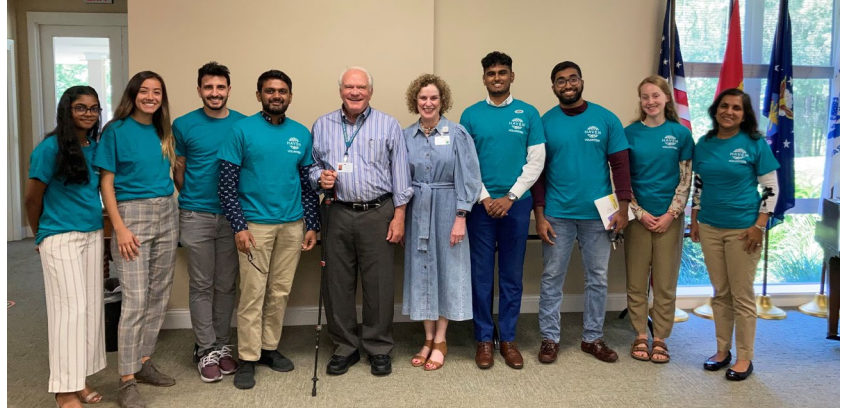
We thank the Haven associates for making the Make a Difference Fund possible and bringing joy to our patients and families. 🍌



UF Students for Haven Hospice Rebuilds

The University of Florida Students for Haven Hospice-- a group of pre-med students eager to gain experience working with palliative medicine-- is rebuilding a larger, more efficient organization.

Haven's Volunteer Services department is onboarding around 50 new students for the fall semester. Each member of Students for Haven Hospice will be an active volunteer.



Haven volunteer Dr. Scott Medley and Haven Vice President of Development Sharon Jones (center) pose with a group of Students for Haven Hospice volunteers. Haven's Volunteer Services Department recently trained approximately 50 University of Florida students, all of whom will volunteer with Haven this semester.

“These people bring a fresh outlook on medicine and their excitement for the future touches our patients in such a special way,” said Clinical Volunteer Services Manager Susie Gilson. “Last year 13 of our volunteers were accepted to medical schools across the country. I can assure you all of them remember their time at Haven. They often send me letters of gratitude for the experiences they had with the staff, patients and families.”

Susie said that, in addition to regular volunteering, Students for Haven Hospice take part in “Service Sunday,” a day in which the students take a group one Sunday a month to visit any resident in HarborChase Senior Living. They also build Haven a float for the University of Florida homecoming parade every year and hold monthly meetings where they invite Haven staff to come and share insight about working in a hospice setting.

Last year Haven applied for, and was awarded, funds to support Students for Haven Hospice with supplies and refreshments, but was unable to do so because of COVID-19. Susie said they used the funds to instead purchase Haven T-shirts for the students this year.

If you see a Students for Haven Hospice volunteer, please say hello and thank them for their volunteer service! 🍌

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



Marty Franklin, CPA, CMA Named Vice President & CFO at Haven

Marty Franklin has been named Vice President and Chief Financial Officer of Haven. With a career that includes working in hospice and palliative care, continuing care retirement communities, assisted living, skilled nursing, pharmacy benefit management, durable medical equipment, outpatient and diagnostic centers, and specialty hospitals, Franklin brings a breadth and depth of vital and relevant experience to Haven.

As Chief Financial Officer, Franklin serves as a member of senior leadership and leads multiple administrative and support teams. He is also responsible for Haven facilities across Haven's 18-county service area, which include five inpatient units and an administrative office.

"Haven is indeed fortunate to add someone with Marty's record of achievement and hands-on knowledge to our senior management ranks," said Haven President and COO Pauline Taylor, RN, MHA. "Providing quality, compassionate care across such a diverse service area demands an efficient array of support services and far-sighted financial management. Marty will deliver both to Haven, ensuring we can continue to innovate and grow to meet the needs of all the communities—urban and rural—we're privileged to serve."

Franklin came to Haven from Covenant Care in Pensacola, Florida, where he served as Senior Vice President and Chief Financial Officer for the hospice and post-acute provider whose primary service area covers the Florida Panhandle and southern Alabama, with additional offices throughout Central and South Florida.

Haven's mission and legacy as a not-for-profit provider, as well as the lure of small city/college town living, is what drew Franklin to Haven. "For me, being in a mission-driven environment simply makes life richer," Franklin stated. "The organizational culture at Haven is genuine. It's about genuinely making the organization the best it can be to provide the best care for our patients and their families, provide good jobs with outstanding benefits for our employees and meet the needs of the North Central Florida community to the best of our ability."

Earlier in his career, Marty held positions as Chief Financial Officer at Comfort Care Home Health and Hospice in Birmingham, Alabama; Chief Financial Officer at Orlando Senior Health Network in Orlando, Florida; Vice President of Finance at PharmaPoint, a pharmacy management company in Birmingham, Alabama; President & CEO of Med-South, Inc., a diverse healthcare provider in Jasper, Alabama; and Assistant Vice President of Finance at Noland Health Services in Birmingham, Alabama.

Marty obtained his Bachelor of Science in Accounting from Birmingham-Southern College, Birmingham, Alabama. He earned his Associates in Science degree with a major in Business from Walker College, Jasper, Alabama. Marty is both a Certified Public Accountant and a Certified Management Accountant. He previously served as an Alternate Member of the Board of Directors of the Florida Hospice and Palliative Care Association. 🍊



**For me, being in
a mission-driven
environment simply
makes life richer.**

*-Marty Franklin
Haven CFO*



Staff Becomes Like Family to Patient

Haven staff at the Tri-Counties Hospice Care Center in Chiefland held a memorial for a patient with whom they forged a special bond.

When Mrs. Helen arrived at the Tri-Counties Hospice Care Center in Chiefland, Haven staff learned that she had no nearby family. It didn't take long for the staff-- both clinical and nonclinical-- to bond with her.

Helen had many stories to share, according to Tri-Counties Hospice Care Center secretary Jennifer Johnson. She was well educated, had done a lot in her life and opened up to Haven staff more and more in the several weeks she was there. She began to share her stories and her life with the team.

"During that time, she just became family. She had a sweet little accent and said we were her children. It kind of gave us hope and reminded us why we do what we do," said Johnson. "We loved on her; she loved on us. She was sassy and just kind of took our hearts. All our patients do, but you always have those that really capture you. It might have been because she didn't have family to take care of her, so she just became our family and gave us the drive to come in every day. We were with her until her last breath. We just felt like she was a grandma to us."

Helen did not have a service when she passed, so Haven's Chiefland team joined together, collected money and purchased a memorial brick to have placed at the Tri-Counties Hospice Care Center. The day the brick was placed, they held a memorial service for Helen, which included a lantern release, a message from Helen's pastor and a reception.

In addition to the memorial service, Jennifer Johnson took in one of Helen's dogs, Honey Buns, after Helen passed. She said Helen was



very concerned about her dogs and hopes that the Johnson family raising Honey Buns would make her happy.

While all patients are special, the Haven team says they will always cherish Helen and their connection with her. “It’s not always easy for patients that come into the care center. We’re essentially strangers to them, and I feel like our goal in their last days is that they are comfortable with us and we are family,” said Johnson. “That’s kind of what happened with Mrs. Helen. We were strangers, but the longer she was here the more she opened up and shared her stories and her life with us. I feel like that’s what we’re here for: to make death a beautiful death and that our patients are comfortable. I think that’s what we provided for her.” 🍌



**To watch a video
version of this story, visit
<https://youtu.be/pSLj-V34kkc>**



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For donation hours and more information, please visit BeYourHaven.org/Attic or give us a call!

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