

# INTOUCH

SEPTEMBER 2024



  
**HAVEN**  
HOSPICE  
FOUNDATION

*Making Haven Hospice Stronger*

# NICE NOTES

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

*I have never experienced such an over-abundance of kindness and compassion from the healthcare community. Everyone treated my grandfather with the love and understanding usually only reserved for family. Such a hard time was made multitudes easier with their patience and grace.*

*The care and love our uncle received was top notch. To say he could be difficult was an understatement! They took it all in stride, fawned over him, and catered to him, making him feel like a rock star! From start to finish (14 months), I was impressed with their professionalism and compassion for him, as well as for me, his caregiver.*

*The employees took care of us as well as the patient. I can't say enough good things about them. I believe that during a time of awful happenings, this is a good place to be. Haven Hospice employees will be like family to you, and you will love them. We did.*

*I can't begin to say enough about this facility. We were extremely concerned about our brother suffering in pain. Not at Haven! From day one he received excellent care. Every person on this team was compassionate, thoughtful, caring, and genuinely took on the task at hand. Thank you is not enough. You are very much appreciated.*

# Welcome to In Touch

Dear Haven Supporters,

The Haven Hospice mission of “Honoring life by providing comfort, care and compassion to individuals and families we serve” will continue thanks to the ongoing support of the Haven Hospice Foundation and generous supporters like you.

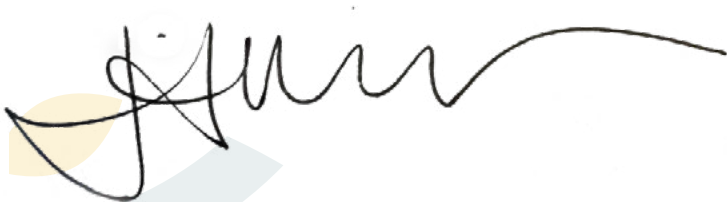
As Haven transitioned on September 1 to become the newest member of the BrightSpring Health Services family of hospice providers, the north central Florida community we serve will see little change. Our name will remain the same. Our five hospice care centers will remain the same. Our eight Community Advisory Boards will continue to ensure our quality care meets the needs of local communities. Our programs and services—like our new dementia program, Camp Safe Haven, No One Dies Alone, veteran and first responder recognitions, and much more—will continue to expand.

The Haven Hospice Foundation will continue as an independent 501(c)(3) organized to provide support to Haven programs that serve to fulfill our mission.

I now have the honor of assuming the responsibility for the Haven Hospice Foundation. I’m deeply appreciative of the pioneering work Sharon Jones and members of the Foundation Board have done to build the Foundation from scratch.

As always, I thank you for your dedication to Haven and your support for the work of hospice. I look forward to honoring the donor community at our Spring 2025 ViVA! celebration.

Sincerely,



**Jen Malko**

Vice President of Business Development and Strategy



# Recognizing Two-Time Purple Heart Recipient

Francis “Frank” Hamill has “had a full, wonderful life,” according to his wife Shirley. The Haven team is proud to be able to care for him now at his home in Gainesville. In honor of National Purple Heart Day in August, we were able to sit down and learn more about Frank’s life, including the journey to his two Purple Heart awards.



Frank served in the United States Army. The third infantry division of the 39th field artillery, to be exact. He says he missed World War II, the war in which his older brother served, by three months and was drafted to serve in the Korean War. He arrived in Korea in October 1951, traveled through the country and ended up on the front lines in Seoul, where he served alongside Greek and South Korean (called Republic of Korea, or “ROK” soldier) allies. At 95 years old, Frank’s remembers the war, and the day he earned his Purple Heart medals, vividly.

They arrived to their mission location at 10 p.m. at night, slept in a ditch and got up ready for duty the next morning. Frank was a forward observer, and was preparing for the mission when a bomb struck near him and he was blown back 15 feet, sending him flying into the tunnel. Two ROK soldiers in his company were killed instantly. When Frank got up, he saw his lieutenant.

“My lieutenant was silhouetted, buried,” said Frank. “He said, ‘What a way to die.’ And I said, ‘Oh, you’re not dying,’ and went to get him and hauled him out. We sat down on a little cot for a minute, then I went to the back door. I told him, ‘I’ve got to go back out there.’ There were still bombs going off all over the place and I was the radio man. I went back to the back door and got

blown back again. I sat down, my lieutenant told me again to sit there, and I said, 'No, I've got to go out.' so I went out. And I called in the mission."

Frank received two Purple Heart medals for each respective blow, and for saving his lieutenant.

Frank, who was 23 years old when he earned his medals, said that he was lucky, walking away from the experience with only scratches. He was in the Army for two years and spent eight months serving in Korea. Haven was honored to provide Frank with a veteran recognition ceremony.

Outside of his military service, Frank has lived in Canada, Illinois and Florida. His mother had six children-- two were born in Ireland, two were born in Canada and two were born in the Chicago area. Frank, born in Canada, survived being hit by a car at age 8 and went to school until he was 16 years old. Although his grammar school education ended after his first year of high school, he spent his life learning. He learned math, when necessary, at a local high school, did his artillery training at Fort Sill, Oklahoma, and took classes to learn how to cut bearings and weld. He spent his civilian life working as a machinist, keeping machines at factories running.

Frank shared that alcoholism ended his first marriage of seven years. He then stopped drinking during his second marriage, which lasted 48 years, and has five children and many, many grandchildren. He met his current wife Shirley, after his wife passed. He moved to Gainesville to live with his son and began attending dances for fun. Shirley's husband had also passed and they met at a local Eagles Club dance in 2011.

"The Eagles Club had dancing," said Shirley. "I went and I watched for the best dancer there. That's how I met Frank. He was really, really good at the jitterbug." Shirley said Frank has worked hard his entire life, whether that was at his job or his home. Frank added that after he stopped drinking, he picked up passion projects like antique collection, refurbishing antique tools, baseball card collection, home improvement and more.

We are thankful that Frank chose to share his story with us and that Haven is able to provide comfort, care and compassion for him and his family. 🍊



## Patients Celebrate 70th Wedding Anniversary

Haven helped celebrate Violet and Richard Timmons' 70th wedding anniversary in July. The couple, both Haven patients, grew up in the same neighborhood and were childhood sweethearts.

Haven team members were proud to be a part of this celebration. The couple was presented with homemade lap throws, a cake with pearls and a topper, a balloon bouquet and an anniversary card signed by volunteers and staff. Haven Chaplain Steve Severs, with the couple's blessing, read scriptures and had a prayer blessing over their many years together.

In addition, the couple shared their story with those in attendance. Richard shared that he had Violet's name tattooed on this shoulder at age 14 and that they were married when they were both 17. They were so young that their parents had to sign for them.

Both patients are proud of their Native American heritage and shared some of their culture with the team members that were at the celebration, showing them a collection of keepsakes and life-sized eagle statues in their yard. The team said the experience was "very moving and beautiful."

Additionally, Richard served in the United States Army. Haven performed a veteran recognition ceremony a few weeks prior to their anniversary celebration.

The couple lived in Michigan but then moved to Florida, where they have been for most of their married years. They have three children and "bunches and bunches" of grandchildren and great-grandchildren. Their daughter Laura was present for their Haven anniversary celebration and recorded the presentation of gifts for her sister who could not be there. The Timmonses said that their other children have passed away.

Happy anniversary to the Timmonses! We are thankful that they let Team Haven celebrate their wonderful accomplishment. We would also like to thank the staff, pictured as well as those who aren't pictured, for taking such great care of the couple and going above and beyond to complete such kind gestures. One of Haven's clinical team members shared that "it meant the world" to them! 🍊



# Haven Hospice Employees Win Three Florida Hospice and Palliative Care Association Awards

Jennie Lyons, Sarah Murnahan and Nooriel Nolan were presented with Florida Hospice and Palliative Care Association (FHPCA) awards at the 2024 FHPCA 39th Forum in Orlando, Florida.

Haven Lead Social Worker Jennie Lyons was awarded the Barbara Janosko Excellence in Leadership Award, which recognizes a manager whose work has promoted the advancement of hospice and palliative care and demonstrates exceptional service, creativity and leadership in their own hospice program as well as interorganizational relationships. Lyons, Haven's lead social worker, developed a program to empower every Haven social worker to become licensed. While her home-base is Lake City, she



is involved in many company-wide initiatives including Haven's Dementia Care Program committee; Camp Safe Haven (Haven's grief camp for children and families); Haven's internal We Honor Veterans committee; and the Make a Difference Fund committee, which reviews employee-funded "wishes" for patients and families.

Additionally, Lyons took the lead on Haven's suicide training initiative. Suicidal thoughts, unfortunately, are common among the dying or recently bereaved, and therefore something that hospice workers need to be knowledgeable about. Haven introduced staff education about suicide risk among hospice patients and Lyons took it upon herself to help the training department train every team on clinical protocols. She also helped train staff to use a risk factor and questionnaire to know if a patient is at risk of suicide and when a social worker needs to become involved. In addition to her involvement within Haven, Lyons also has strong working relationships with organizations in Columbia County.

Haven Clinical Educator Sarah Murnahan was awarded the Catalyst Award, which recognizes a hospice and palliative care employee who consistently demonstrates leadership in forging the collaboration that makes hospice unique. Murnahan built an exceptional orientation and onboarding program and collaborated on multiple company-wide projects to facilitate an exceptional workplace for employees. Murnahan was also integral in establishing Haven's Dementia Care Program in 2023. When Haven discovered more than a third of its hospice patients have a primary or secondary dementia diagnosis (and the numbers continue to grow in Florida), Haven created a team to determine how to better serve these vulnerable patients. Sarah was selected for this small team due to her knowledge of the organization and involvement with multiple successful team projects. Through a collaborative effort between the clinical operations, business development and training and staff development departments, this core team developed and launched a dedicated Dementia Care Program for Haven patients and families— the first program of its kind in Haven's service area.

Murnahan was also involved in a collaborative effort between Haven's Quality Department, service excellence committee and the Training and Staff Development Department to develop and implement a consistent,

exceptional care model for each discipline. The team came up with the acronym SUPER (set-up/universal approach/professional judgment/excellent documentation/recap) with the goal of making the patient feel empowered and the caregiver feel like a superhero. The visit model has been well-received by staff and patients across 18-counties; the result is an exceptional level of patient care for those served by Haven staff. Additionally, Murnahan's award nomination included examples of her dedication to professional development, as she has worked to create education days for Haven staff and made special trainings available to Haven's community partners.

Haven Bereavement Coordinator Nooriel Nolan was awarded the Rising Leader Award, which recognizes an individual who has been working in hospice for less than five years and exhibits exemplary professional accomplishments and a commitment to hospice.

In her time at Haven, Nolan has made a lasting impact through her bereavement efforts. She was hired when most in-person bereavement programs came to an abrupt halt due to COVID-19 and quickly brought her department back to life when restrictions were lifted, reviving Camp Safe Haven, Haven's grief camp for children and families who have experienced loss. Nolan built community relationships and secured resources to grow Camp Safe Haven to include two annual camps—one on each side of Haven's service area—with increasing attendance each year. Additionally, Nolan trains and oversees a large team of bereavement volunteers, manages Haven's grief mailers and phone calls, participates in community outreach across the state and ensures all grief resources are up to date. She also kickstarted regular grief support meetings in Orange Park, Lake City, Gainesville, Palatka, St. Augustine and Chiefland.

In each of their roles, Jennie, Sarah and Nooriel go above and beyond to provide a high-quality, compassionate hospice experience for the patients and families Haven serves and we are thankful to the FHPCA for recognizing their dedication. 🍊

# Orange Park Team Helps Astronomer Experience Eclipse

There was a patient at the Custead Hospice Care Center in Orange Park who was an avid astronomer. The patient had followed the April eclipse over the past year; his family said it was a passion of his. According to his care team, he was actively transitioning on Friday, and Dr. Massey told the family that she thought he might pass away over the weekend. The family responded to Dr. Massey that they were confident-- no matter what-- that he would live until the eclipse on Monday.



When Monday morning arrived, the patient was still alive and dressed in an eclipse t-shirt (pictured)! The care center staff met and turned his bed around so that he could face the window and have the best possible view of the eclipse. They even offered to transfer him to a stretcher to view it from outdoors, but the family opted for him to remain inside due to his status.

The eclipse neared Orange Park around 3 p.m. on Monday and he passed away one hour after the viewing of the eclipse. The family was very appreciative of Haven's care and were grateful that his caregivers recognized something that was so dear to the patient. Dr. Massey is thankful the team was able to do this "little" thing for the family... but it was really a big thing to them! Thank you to everyone who helped with this special eclipse viewing. 🍀

# Volunteer Efforts Put a Smile on Patients' Faces

Haven's volunteer department sends thoughtful mail-outs to patients, thanks to the help of two special volunteers. While Marie Oden, from Lake Butler, and Eirlys Rawcliffe, from Dowling Park, might not know each other, they work together to create moments to cheer up Haven's hospice patients.

Marie, who is 90 years old, writes about 200 cards to patients every two weeks or so. She said her last batch was 242 cards, written 50 at a time. A retired nurse, Marie said her practicum paper in 1955 was about hospice care. She is passionate about hospice and the importance of dying with dignity. Her husband was on Haven's services seven years ago. After he died, Marie needed something to do and began volunteering with Haven.

Marie said, "There is a lot of good people can do, even when they're watching TV at home. At my age, I can't go in and sit with patients as a volunteer, but I can write them cards. I just handwrite them a note that says something like, 'Your team at Haven is thinking of you and we care very much about you.' Or, ' We hope you have a blessed day.'"

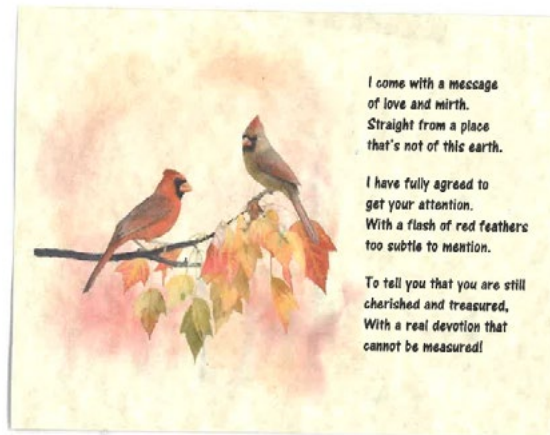
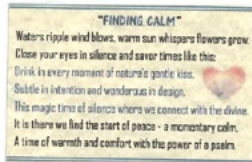
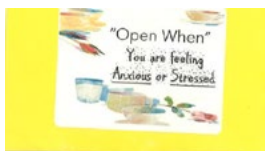
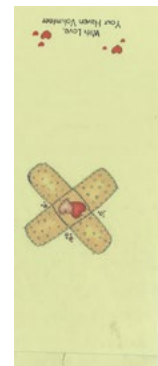
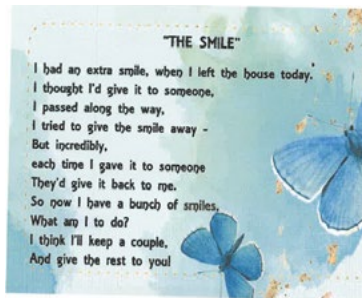
Marie's note is then paired with a small-but-thoughtful craft created by Eirlys. Eirlys has volunteered with Haven for two years. She spent her first half-year writing cards like Marie, but then her arthritis progressed and she shifted to crafting. Eirlys said for a long time, she made 10 small crafts a day for the mail-outs. These were things like a "recipe for friendship," "open me when you're feeling down" envelopes that held a tea bag with an uplifting note, bookmarks, poems, coupons and more.

Eirlys' inspiration for this project was to "uplift patients and families as much as possible" in a difficult time.

Recently, Haven had a pediatric patient in Lake City. When the chaplain went to visit the patient's mother, she specifically asked the chaplain to thank

Haven for the cards and meaningful inserts. She said they meant so much to her son and that she kept every single one.

Haven Volunteer Coordinator Vondla Sullivan said, “We would like to thank Marie and Eirllys for their wonderful, giving hearts. We started doing this during the pandemic because people could not get out and continue the project as much as we can. I receive comments now and then from staff and patients about how much the ‘thinking of you’ cards and the beautiful inserts mean to them. Thank you, ladies, you never know how you may touch someone.”



Volunteer Coordinator Vondla Sullivan has kept a scrapbook of this project over the years. Here are some samples of the types of items and readings included in the “thinking of you” mail-outs.

# Haven Helps Patient Make it to His Daughter's Wedding

Patient Brandon Wagner came on to Haven's services due to terminal colon cancer. Brandon lived every day to the fullest since his stage four diagnosis in 2019, spending every moment he could with his spouse Cristin and his three children Alan, Abbie and Mandy. He had one more goal, though: to make sure he could attend his daughter Abbie's wedding.

Haven team members worked together with Brandon and his family to do their best to help meet this goal. When the wedding time rolled around, Brandon's symptoms were managed to balance comfort with alertness so that he could participate in all of the wedding festivities, per his wishes.

Brandon was provided medical equipment pieces, including a high-back wheelchair, the week of the wedding to help him attend in comfort. His care team was so happy to share that he attended the wedding! Brandon escorted Abbie down the aisle while being pushed by his son Alan. His wife Cristin shared photos with the Haven team, adding, "He was the life of the party!" His wish came true.

Brandon's RN Case Manager Sherry Landers said that the care team knew he had the strength to make it to the wedding, but anticipated a decline after. She said his family remained together during his decline until his passing.

Sherry was particularly touched by Brandon and his family, sharing, "In our positions, we meet patients and families in many different times in their lives and many hold special places in our hearts. That was Brandon and his family



for me. I was truly blessed to be a part of his journey -- seeing him attend the wedding and be so present for those last memories. His family welcomed me in to their special moments and I truly felt like family during our short time together. Our patients and families don't know sometimes just how much they touch us. To be just a small piece of a journey so important to him and his family will be a lasting memory for me. This experience is an example of why I'm so glad to be a Haven RN."

Thank you to everyone who provided skilled, compassionate care for Brandon. You truly made a difference for this family! 🍊





# The North Florida Sewing Center Donates Fidget Mats to Haven's Dementia Care Program

When Haven shared a need for fidget mats to use in the Dementia Care program, the North Florida Sewing Center (NFSC) in Gainesville was happy to help.

NFSC held its first fidget mat-making class in February. In total, they were able to donate 40 uniquely crafted fidget mats to Haven. The class generated so much interest that they are now organizing Fidget Friday, a monthly service day for anyone in the community to make fidget mats together.

Also known as busy blankets, fidget mats are lap-sized sensory aids meant to bring comfort and calmness to people with dementia. Each mat is handcrafted with textured fabrics, zippers, buttons, Velcro, keys and more designed to keep restless hands busy and minds engaged.



“Each mat is unique which will allow us to match them with our patients based on their interests and life history. Because these mats are personalized, the person stays more engaged,” said Haven Dementia Care Program manager Anita Howard. “I thank all team members at Haven that donated items to be used for the fidget mats as well as everyone that volunteered at the North Florida Sewing Center to make them.”

NFSC co-founder Michelle Belanger said the attendees of the class enjoyed learning to make fidget mats, both to donate and to gift to their loved ones who live with dementia and other cognitive diseases.

“I was talking to a doctor who works with hospice patients and people in assisted living facilities and something she said that really stuck with me is that patients who have families that love them have these mats,” Belanger said. “We want to help make everyone feel like they have family that loves them even if they don’t remember.” 🍌



# Camp Safe Haven Held at Cuscowilla Nature and Retreat Center

Camp Safe Haven was held at Cuscowilla Nature and Retreat Center in Micanopy at the end of April. Campers and their caregivers who have lost loved ones participated in activities like art therapy, a drumming circle led by Giving Tree Music, yoga and a musical puppet show with Shana Banana, a nature scavenger hunt and a lakeside memorial flower release ceremony. Thank you to Haven's team members, volunteers and donors who helped make Camp Safe Haven a success for local families! 🍌





## Camp Safe Haven - Family Bereavement Camp

*A place to help children, youth and their families understand their feelings of loss and find peace.*

Haven offers bereavement camps at no cost for children, youth and their families who have lost a loved one. Children and youth suffering a loss can often benefit from the development of coping skills to handle their emotions. Supported by Haven's professionals and volunteers, Camp Safe Haven provides fun and therapeutic activities to help children work through feelings of grief.

### Encouragement, Empowerment, Enlightenment

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 acknowledge their feelings, thoughts and behaviors related to loss.
- » Empower participants to learn how to manage their grief reactions.
- » Enlighten participants with the understanding that grieving is a natural process, it's okay to feel sad, and it's okay to express their feelings and learn that others experience grief too.

*Next Camp!*

**SATURDAY, 9/21  
9 AM - 5 PM**

**RODEHEAVER BOYS RANCH  
380 BOYS RANCH RD, PALATKA, FL**

Space is limited, so please register by calling the Healing Hearts Grief Line at 1.844.LIGHTEN (544.4836) or filling out the online registration form at [BeYourHaven.org/Camp](https://BeYourHaven.org/Camp)

Scan the QR code to be taken to the site! →



*Special thanks to Giving Tree Music and Rodeheaver Boys Ranch!*



### Haven Hospice Corporate Advisory Board

Paul Broadie, Ph.D. • Jo Buckles • Rebecca Catalanotto • Dan Duncanson, M.D.  
Robert Mallicoat, MSN, MHA • John Medina, Sr. • Terance Millan, M.D. • Fran Pepis  
Angela Weiser, MSN, RN NE-BC

### Haven Hospice Foundation Board

L. Wayne McClain • Darryl Patterson • John Medina, Sr. • Bob Stripling  
Norlene Roberts • Bernie Fitzgerald • Tom Young, M.D.

## Haven Community Advisory Boards

### Chiefland

Logan Andrews, MSN, APRN, FNP-BC  
Marianne Bennink • Connie Conley  
Matt Ferguson • Denny George  
The Honorable Sheree Lancaster • Holly McGlashan  
Robert (Bob) Mount, Jr., • Gerry Petrone  
Anita Rembert • Larry Smith, PA • Allison Stevens  
Tonya M. Sullivan • Lyle Wilkerson

### Flagler/Volusia

Deb Brown, RN • Channing Coolidge • Serena Fisher  
Bernie Fitzgerald • Heather Jackson • Tim Poore  
Christine Sanders • Sean Tabone • Reina Williams

### Gainesville

Rahimulla Asad, MD • Janet L. Christie • Jeffrey Hogue  
Denise Lowry Hutson • Joel Islam • Perry McDonald  
Shannon Miller • Linda Murphy, RN, BSN  
Barzella Papa, CFRE • Christina M. Ramos • Melanie Shore  
Gigi Simmons • Bob Stripling • Jon Thomas

### Jacksonville

Mike Jorgenson, Esq • Susanna Massari • Darryl Patterson  
Fran Pepis • Jeremy Powell • John Wyche

### Lake City

Michael Bay • Lauren Beadles • Daniel Crapps  
Lance Drawdy • Debra K. Griffen  
The Honorable Leandra Johnson • Carlton Jones  
Ray Keen • John Medina, Sr. • Patricia Orender, MSN, RN  
Charles Snipes • Dwight Stansel • Ann Thompson

### Orange Park

Russell Buck • Ronald Coleman • Melody Corso  
Jane DiLoreto • Sheree Ellingson, MBA, CSA  
Jennifer Schwarz • Grady Williams, Jr, LL.M  
Mitch Wright

### Palatka

Chris Carson • Danyell Daugherty  
Heather Davis • Trisha Delrio • Karla Flagg-Wright, L.F.D.  
Pat Freeman • Derek Hembree • Keith Jensen  
Ramesh Kumar, MD • Anand Kuruvilla, MD • Ben Lott  
L. Wayne McClain • Robert Mills  
Steve Overturf • Representative Bobby Payne  
Shann Purinton • Mary Rich • Norlene Roberts  
Chief Jason L. Shaw, Sr • Weezie Smith

### St. Augustine

Jennifer Akin • Vince Fattizzi • Kevin Geddings  
Pamela Livingston • Ron Palmer  
Stephanie Sanalila