

# HOSPICE Gifts

HOSPICE OF THE PIEDMONT, SHARING THE JOURNEY

SPRING 2008

## The Meaning of Gifts

*God gave my children many gifts—spirit, beauty, intelligence, the capacity to make friends and to inspire respect. There was only one gift he held back—length of life. — Rose Kennedy*



**A**S WE launch this inaugural edition of *Hospice Gifts*, I am humbled by the words

of Rose Kennedy who experienced the heartbreaking deaths of five of her children many years before her own. It made me think long and hard about gifts that are given and received by each one of us every day.

The word “gift” has many meanings. It can be something given voluntarily without payment in return. It can be something bestowed or acquired without any particular effort by the recipient or without it being earned. The nuance of meaning found in the word “gift” have a common denominator—the giver expects nothing in return and the recipient does not need to earn the gift. Something freely given speaks volumes about human relationships and interactions every day at Hospice of the Piedmont.

The “things” that are given and received are legion. Our patients tell our Hospice team that they treasure every day as a gift to be lived to its fullest. Their families experience the richness of the time they spend with their loved ones. Our 120 hospice volunteers will

tell you that they are privileged to work with the dying and there could be no greater gift than sharing themselves with their patients. Our staff—149 strong—consisting of nurses, social workers, chaplains, aides, physicians, and operations staff—affirm the importance of “being” with seriously ill people and their families. Each one of them brings special gifts of compassion, comfort, and dignity-enhancing support for every person they help. What could be more valuable than human kindness?

In return, we receive so many lessons and gifts from our patients and their families. We see them confront the inevitable with courage and concern for their families and friends. They welcome us into to their homes with trust and belief in the comfort that we bring. They teach us lessons about what is really important and, most of all, they share themselves in every way with virtual strangers who choose to be with them and their families at this very special time.

You might have noticed that the “gifts” I’m talking about are intangible, non monetary, and, against a standard of worldly goods, can seem insignificant and of no value. In fact, the gifts of time, compassion and support are priceless in the true sense of the word. These gifts, given freely by our community

to some of its most vulnerable citizens, are the currency and the heart and soul of Hospice of the Piedmont. Of course, we must have financial support to make all of this possible. But ultimately, it is the Hospice team and its care at the bedside, plus bereavement aftercare for the families, that make the difference for all of us as we leave our loved ones and they leave us.

I hope you’ll take a moment to let us know what you think about our re-designed newsletter (email: [newsletter@hopva.org](mailto:newsletter@hopva.org)). Thank you for your ongoing support of Hospice of the Piedmont.

 Roberta White, CEO



### WELCOME TO OUR CHIEF MEDICAL OFFICER

Hospice of the Piedmont is pleased to announce the addition of Dr. Timothy Short as Chief Medical Officer. In his new position, Dr. Short will be responsible for the medical practice of Hospice.

Please join us in welcoming Dr. Short.

## THE TRANSITIONS PROGRAM

For patients and their families who are facing a terminal illness, but are not yet ready for full hospice care, Hospice of the Piedmont offers Transitions. Our staff offers case management while trained volunteers provide:

- **Companionship**
- **Emotional support**
- **Help with errands**
- **Transportation** to physician offices or treatment
- **Respite breaks** for family members and caregivers

Transitions is available at no charge to any resident of Hospice of the Piedmont's nine county service area.



## HOSPICE HOUSE

Although the majority of our patients can be cared for at home, this is not always the case. The time may come when, for a variety of reasons, a family finds itself unable to provide the care required to allow their loved one to remain at home during the final part of their illness. When this occurs, Hospice of the Piedmont's Hospice House is there to help. The quiet and peaceful surrounding of Hospice House has proved to be an ideal setting where families can deal with end-of-life issues and where final good-byes can be spoken. Featuring eight private rooms, each with its own bath, the beautifully appointed house contains a kitchen and dining room, and comfortable areas on each floor for visiting family and friends. 🏡

## HOSPICE CARE

# Richard Brandt's Journey

*Every patient is different, but each one has a story to tell. We are grateful for the gifts Richard Brandt shared with us during his time at Hospice, and thankful that his wife and family will let us share his story with you.*

### *Transitions: The Gift of Strength*

**W**HEN Joyce Brandt contacted

Hospice of the Piedmont in February of 2007 she knew she needed help. She had come to the realization that her husband's terminal illness would make it difficult for her to provide the kind

of care he would need. At that time she didn't realize that the journey she was sharing with her husband would bring them in contact with almost every service Hospice of the Piedmont has to offer. Joyce contacted Hospice, even though her husband Rick was still undergoing aggressive treatment for his cancer.

"I had a lot of misconceptions when I first contacted Hospice; many people don't understand what Hospice does. But Hospice staff provided strength in a kind and gentle way; they gave me strength at a very difficult time."

Because Rick was still pursuing treatment, his case was referred to Charlene Menje, manager of Hospice of the Piedmont's Transitions program. "Transitions was a perfect fit for the Brandt's initial needs." Menje said. "We were able to provide a volunteer to support Mrs. Brandt and reassure her that we could provide additional resources and support when she needed it." Menje knows that the stress of dealing with treatment options, insurance coverage, care at home, etc. can be a tremendous burden to a patient and



Rick Brandt

their family. Hospice staff have experience navigating the maze of options available to people facing a terminal illness. In addition to the services available through Hospice, Menje provided the Brandts with Hospice's Community Resource Guide that pulls together information on a variety of resources available in our community.

"Hospice provided us with the information necessary and the appropriate amount of help Rick and I needed at that point."

Roger Lehr is the volunteer who worked with the Brandts. He was able to connect personally with Rick and provide emotional support to him and his wife. "It was an honor to work with the Brandts," Lehr said. "Rick was an inspiration to me in the strength he showed in facing his illness."

According to Joyce, "Roger was an angel."

### *Hospice Care: The Gift of a Journey Shared*

The time came when Rick and his family finally made the decision to cease curative treatment for his illness. "From the start of our relationship with Hospice, we were reassured that Rick and I would not have to face his death alone," Joyce said.

Lehr made the transition to hospice care seamless. "Roger did a great job explaining Hospice's team approach, and the level of care we could expect." Roger

summed up the team approach by saying: “Hospice doesn’t come to a patient with an agenda. The team works to determine what our patient and their family needs; meeting those needs is our sole focus.”

As soon as they made their decision, a nurse case manager visited the Brandts to begin the admission process. Within a few days members of the Hospice team, representing all disciplines, had been in touch with the Brandts to assess their needs.

Joyce was very pleased with the level of attention Rick received from his care team: “Everyone did a great job explaining what was going on with Rick’s care, and what I should expect. Rick really looked forward to the visits from the Hospice staff.” Joyce was encouraged to contact Hospice with any questions, day or night. She was very pleased to learn that Hospice maintains an on-call team with 24-7 availability. On several occasions, Joyce needed the help of the on-call team. Because of electronic documentation, the care team has access to the patient records and can respond to any need the patient or their family may have. “It was very reassuring to be able to talk to someone late at night or early in the morning. They were very responsive to my questions.”

By this point, Roger Lehr was considered a close friend, and in his role as a volunteer he continued to provide support to Rick and his family. Volunteers are a critical part of the Hospice care model and stay connected with a patient and their family as needed all throughout their hospice experience.

### *Hospice House: “A Godsend”*

As Rick’s illness progressed it was more and more difficult for Joyce to provide the care he needed in their home. Roger Lehr recognized that Rick’s condition called for an immediate switch to a

“It was very reassuring to be able to talk to someone late at night or early in the morning.”



Joyce and Rick Brandt

higher level of care. “Providing that level of care is really too much for one person,” he said. “I suggested that Hospice House may be a good option for Rick at that point.”

Hospice House is Hospice of the Piedmont’s residence facility. This renovated Victorian home is staffed with a team of Hospice professionals who are available to provide 24-hour care. The atmosphere at Hospice House is peaceful, homelike, and is intended to provide patients and their families with everything they need. Joyce visited Hospice House and quickly made the decision.

“Rick’s move into Hospice House was a godsend. Once I saw the house, I knew it was the right place for him. I was delighted that he would be there and was thankful that option was available. The hospice team made the move quickly and efficiently.” Family and friends are always welcome at Hospice House. The primary focus at the house is the comfort of the patient and sensitivity to

the family’s needs. “During his stay at Hospice House, Rick was comfortable, his pain was controlled. Everyone there did everything they could to make all of us feel at home.”

Joyce clearly remembers when Rick passed away on November 30, 2007. The room was filled with family and friends. “At the end, the Hospice House staff left us alone, except for one nurse. She was gentle as an angel, but not interfering. It was as peaceful as possible.”

### *Bereavement Services: The Gift Continues*

Hospice of the Piedmont maintains contact with family members for a minimum of 13 months after the patient’s death. Joyce was comforted by the contacts from the bereavement staff.

“The letters were nice, I knew that I wasn’t alone and there was help if I needed it.” Joyce chose to attend the *Beginning Your Grief Workshop* offered by Hospice of the Piedmont. “The initial class helped me understand that grief is a process that everyone goes through; I had never really thought about grief before Rick’s illness and death.” Joyce has just finished the eight week Bereavement Support Group. When talking about Hospice’s grief counselors, she observed: “These counselors really know what they are talking about. I can see the benefits of participating in the group.”

Reflecting on her relationship with Hospice of the Piedmont, Joyce said: “Hospice is very human. I would encourage people to involve Hospice as early as possible to get the most benefit from their service; it’s an incredible service.”

Richard Brandt’s story is not over. In July, his family and friends, including the friends he made at Hospice of the Piedmont, will gather on the family property for a fireworks display in his honor. 🎆

## HOSPICE MYTHS

***Hospice is where you go when there is nothing more a doctor can do.***

**IN FACT,** Hospice is care designed for patients with a life-limiting illness. Hospice is not where you go to die, rather hospice professionals are trained to assist patients in living their lives fully, completely, and without pain until the end of their lives.

***To be eligible for hospice, I have to be in the final stage of dying.***

**IN FACT,** Hospice care is appropriate for patients with a terminal illness who have a life expectancy of 6 months or less. If the patient lives beyond the initial 6 months, he or she can continue receiving hospice care as long as Hospice of the Piedmont's medical director recertifies the patient indicating that hospice care is still appropriate.

***If I chose hospice care, I have to leave my home.***

**IN FACT,** Hospice care is provided wherever the patient calls home: in their own home or a family member's, a nursing home, an assisted living facility, or Hospice House.

***Families are not able to care for people with life limiting illnesses.***

**IN FACT,** family members are encouraged, supported, and trained by Hospice of the Piedmont professionals to care for their loved ones. Hospice staff is on call to the patient and their families 24 hours a day, 7 days a week, to help family and friends care for their loved ones.

***Hospice care is only for cancer or AIDS patients.***

**IN FACT,** fifty percent of hospice patients are diagnosed with conditions other than cancer or AIDS.

***Hospice is just for the elderly.***

**IN FACT,** Hospice is for anyone facing a life-limiting illness, regardless of age.

***After the patient's death, hospice care ends.***

**IN FACT,** bereavement services and grief support are available to family members for thirteen months after the death of a patient. 🧡

## Q & A

# How Does Hospice Work?

***Who provides care to Hospice of the Piedmont's patients and their families?***

Care is provided by a team of trained professionals and volunteers. Choosing hospice allows the patient, along with the family, to be in charge of treatment decisions. The patient's own physician works with the Hospice team to develop the plan of care. The Hospice nurse performs an evaluation and carefully assesses medical issues. The nurse makes regular home visits and teaches the family how to best care for the patient. A nurse is always on-call to answer questions or provide nursing care. A social worker assesses the patient and family's need for counseling, social services, and other assistance. The chaplain is available to provide spiritual care, but does not replace the family's own minister or priest. Other members of the team include a certified nursing assistant, who can provide personal care, a trained volunteer, and in some cases, professionals from other disciplines may be called in to provide additional services. A bereavement counselor is available to provide support for family members and friends during the patient's illness and for 13 months following the death.

***Where does Hospice of the Piedmont provide care?***

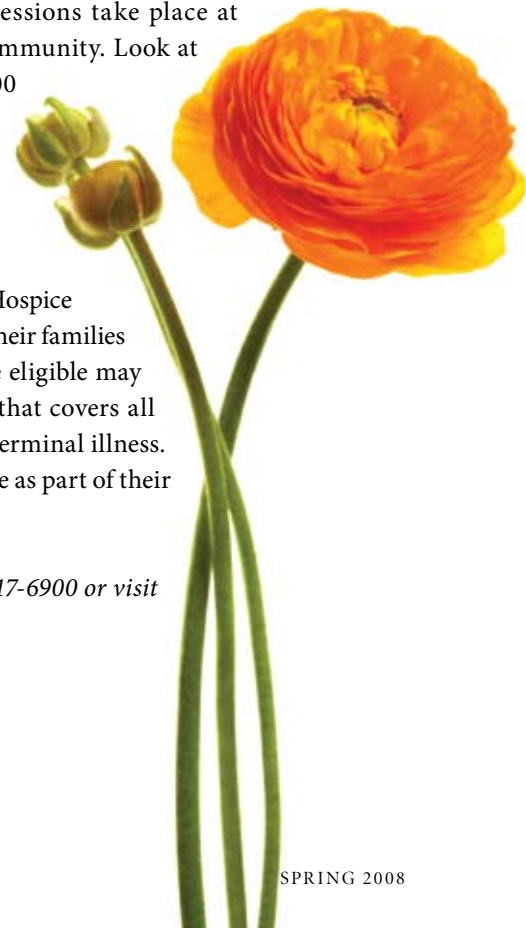
Hospice of the Piedmont provides care to our patients, wherever they call home. Hospice is not a place; it is a philosophy of care. We visit most of our patients in their home. We also provide care to patients who are residents of nursing homes, assisted living facilities or Hospice House. Regardless of where a patient resides in our service area, our team members travel to them to provide care.

Our bereavement workshops and group sessions take place at various convenient locations throughout the community. Look at the calendar on page 6 or call us at 434-817-6900 for more information.

***How is Hospice care paid for?***

Thanks to the generosity of our community, Hospice of the Piedmont serves terminally ill patients and their families regardless of their ability to pay. People who are eligible may access the Medicare/Medicaid Hospice Benefit that covers all care, equipment, and medications related to the terminal illness. Many insurance companies now offer hospice care as part of their coverage, as well.

*If you have other questions please call us at 434-817-6900 or visit our website: [www.hopva.org](http://www.hopva.org). 🧡*





Jessie and her dad on their porch; two collages created by Jessie in the Journeys program



## JOURNEYS

# A Gift to Jessie

**UNDENIABLY, JESSIE HAS HAD FAR MORE TO COPE WITH** in her young life than any child should. This introspective, mature 13-year-old has had to contend with her mother’s extended illness, followed by the illness and death of her father. Today, she remembers how her life changed in third grade when her mother was diagnosed with thyroid cancer.

“I was confused and concerned about what was going to happen. I didn’t think it was normal for my mom to go away to the hospital for weeks at a time. She battled cancer for four years and thankfully was, and still is, in the clear.”

But just before Jessie began the sixth grade, she learned her father was diagnosed with lung cancer. He fought the disease for seven months, but finally succumbed in 2006.

“I felt like no one understood what I was going through. I felt totally and completely alone.”

Jessie learned about the Journeys program at Hospice of the Piedmont when her father was sick, and she attended one session with an art therapist. More than a year then passed after her father died before she signed-up for a bereavement camp, one of many ways Hospice of the Piedmont staff support children and teenagers struggling with grief and loss. After the camp, Jessie agreed to join the teenager support group where she’s been a regular participant for eight months.

Kacie Karafa, one of two registered art therapists who lead the work of the Journeys program, compliments Jessie on her ability to share her story with other participants, and to learn and grow in her grief through her art and her relationships. Karafa notes that young people need a safe place to express the grief, anger, and fear related to loss—developing important coping skills that will serve them throughout life. Jessie and her friends in Journeys find it helpful to talk about their experiences with others who know what it’s like.

Jessie’s mom, Patti, is just happy to see her daughter smile again. “She’s more open, and more expressive.”

For Jessie, time has passed but not the memories of her father. She is certain that will never change. Yet she credits the Journeys program for her sense of healing today. “In the Journeys group I’ve learned that every feeling I’ve had is normal, and I am not alone.”

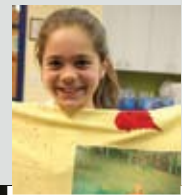
## THE JOURNEYS PROGRAM

The Journeys program is open to any young person (ages 4–18) in the Hospice of the Piedmont service area who is affected by grief and loss; clients need not have a prior relationship with hospice to access these services. This program is provided by Hospice of the Piedmont as a gift to the community, and is funded by donations from participating families and donors. No one is ever turned away because of an inability to pay.

There are several ways the Journeys program supports young people and their families and communities:

- ⇒ **One-on-one**, client-centered therapy conducted by board-certified art therapists.
- ⇒ **Ongoing** support groups for children, and groups for their parents and guardians.
- ⇒ **Journeys Thru the Seasons** bereavement camps.
- ⇒ **Grief education** designed for schools, teacher’s groups, community centers, and the general public.

For more information about the Journeys program, contact the Bereavement Department at Hospice of the Piedmont. Call 434-817-6900.



Journeys Camp



## QUICK FACTS

### Hospice of the Piedmont

Hospice of the Piedmont was **established in 1980** by a group of caring and foresighted community leaders and volunteers.

Hospice of the Piedmont currently employs **149 full and part-time** nurses, physicians, chaplains, social workers, case managers, pharmacy staff, and administrative staff.


A total of **120 trained volunteers** currently donate their time to Hospice of the Piedmont.

The following programs are offered free of charge to the community and are funded solely by donations and grants:

**Transitions** is a pre-hospice, case management program. See page 2 for more information or visit [www.hopva.org](http://www.hopva.org).

**Bereavement and Grief** programs are available to any community member dealing with issues of loss due to death, whether or not they have an existing connection to Hospice.

**Journeys** is a series of programs developed to support children and teens ages 4–18. See page 5 for more information or visit [www.hopva.org](http://www.hopva.org).

Through **Community Outreach**, Hospice of the Piedmont advocates for better end-of-life care. Hospice professionals offer crisis counseling for area school systems in times of grief, and make community presentations to highlight resources available to families and patients dealing with terminal illness. 

## Upcoming and Ongoing Events

### June

- 4** Wednesday, 6–8 pm Beginning Your Grief Journey Workshop  
**9–7/28** 5–6:30 pm 8-Week Bereavement Support Group Begins  
**19** 6–7:30 pm Living with Grief Workshop: Exploring Gender Differences

### July

- 2** 6–8 pm Beginning Your Grief Journey Workshop  
*Please call for date and time* Living with Grief Workshop  
**Week of the 28th** 8-Week Bereavement Support Group Begins

### August

- 6** 6–8 pm Beginning Your Grief Journey Workshop  
*Please call for date and time* Living with Grief Workshop

### September

- 3** Beginning Your Grief Journey Workshop  
*Please call for date and time* Living with Grief Workshop  
**15–11/3** afternoon 8-Week Bereavement Support Group Begins

### October

- 1** 6–8 pm Beginning Your Grief Journey Workshop  
**4** Journeys Fall Family Day—Camp Holiday Trails  
**22** 6–7:30 pm Living With Grief Workshop: Exploring the 6 Needs of Morning

### November

- 5** 6–8 pm Beginning Your Grief Journey Workshop  
**12** 6–8 pm Living with Grief Workshop: Coping around the Holidays

### December

- 3** 6–8 pm Beginning Your Grief Journey Workshop  
**9** 6 pm Hospice Tree Memorial Service

### Living with Grief Workshops—Hospice Conference Center

This series supports the bereaved and facilitates a deeper understanding of the grief journey.

### Beginning Your Grief Journey Workshop—Hospice Conference Center

An evening of education and sharing for the newly bereaved

**Part 1**, 6–7 pm Understanding Grief: introduction to basic grief concepts

**Part 2**, 7–8 pm Sharing Your Story: time to share the story of your loss in a group setting and discuss topics of grief

### Bereavement Support Group—Hospice Conference Center

Learn about the grieving process and be with others who are grieving. This group is for adults who have experienced the death of a loved one, and 3 months have passed since the death.

### Journeys Grief Groups—at the Journeys Center

Children and teens receive support and grief education and use art as a tool for creative self-expression.


**School-aged Group:** Tuesdays, 5–6:15 pm

**Teen Group:** Thursdays, 5–6:30 pm

**Parent Groups:** Occurs simultaneously on both evenings.



Journeys Camp

Call 434-817-6900 or 800-975-5501 for more information, including directions and to reserve space in our groups. 

## BEQUESTS TO HOSPICE

# The Gift of a Lifetime

**L**IKE MANY OTHERS who provide financial support for Hospice of the Piedmont, Wilma Hartung experienced the work of Hospice staff firsthand when they cared for a dear friend of hers, fifteen years ago. She was familiar with the hospice philosophy, and impressed by it, but the biggest impression was made through her personal experience.

“When she was dying, Hospice of the Piedmont cared for my friend Moraeg in her home, until she was moved to her son’s home in Orange County for the last two weeks of her life. Hospice went with her. I was so impressed by the nurse, in particular, and the fact that she knew I wanted to be part of Moraeg’s continued care. The nurse even took me with her for a visit the day before she died, and that meant a lot to me.”

For awhile, Hartung volunteered her time with Hospice. Still remarkably active and agile at age 87, today she volunteers one day a week at the outpatient clinic at Martha Jefferson Hospital. Hartung retired to Charlottesville more than twenty years ago, after a career in the New York state department of labor.

Recently, Hartung decided it was time to write her will. Working with her attorney, she included bequests for close friends and one charity—Hospice of the Piedmont. Each will receive a percentage of her estate.


“Aside from my closest friends, I wanted to know that what I have left to give is going to a good cause.”

A bequest, quite simply, is a gift made through a will. A charitable bequest reduces the donor’s taxable estate without requiring any of their assets today.

The reasons that donors make charitable bequests are generally as varied as the donors themselves, and they cover a wide range of personal and philanthropic goals. Perhaps the one common denominator is the sincere desire to give back. In that regard, a bequest may be the most important gift you can give.

A bequest to Hospice of the Piedmont is a wonderful way to support your community, to recognize the talented care team members who work for hospice, and to leave a legacy to ensure the hospice care model of skill, compassion, and respect is here for everyone in need. For example, realized bequest gifts received in the recent past were essential to the creation of Hospice House, an eight-bed hospice residence for patients without a caregiver, or whose caregiver needs extra support.

You may designate your bequest for the unrestricted use of Hospice of the Piedmont (an “unrestricted bequest”). Those funds will be applied to the area of greatest need at the time your bequest is realized. Or, you may designate a specific purpose for your bequest (“a restricted bequest,”) like Hospice House, or staff education and support.

For additional information about bequests or other planned giving options, visit our website at [www.hopva.org/giftplanning](http://www.hopva.org/giftplanning), or call Karen Ratzlaff in the development office at 434-817-6910. 


## HOW TO MAKE A BEQUEST

The official bequest language for Hospice of the Piedmont is:

“I, [name], of [city, state, ZIP], give, devise and bequeath to Hospice of the Piedmont [written amount or percentage of the estate or description of property] for its unrestricted use and purpose.”

## BECOME A MEMBER TODAY

### AGNES COBURN LEGACY SOCIETY

Please let Hospice of the Piedmont know when you’ve included us in your will, so that we can thank you now. We will soon unveil the **Agnes Coburn Legacy Society** to honor all those donors who have documented a future gift to this agency (bequests or other planned giving vehicles). Let us know if you would like to become a charter member of this important circle of friends. 

For more information on bequests or making a gift of any size or type to Hospice of the Piedmont, contact:

Karen Ratzlaff  
Director of Development  
434-817-6910  
E-mail: [karen.ratzlaff@hopva.org](mailto:karen.ratzlaff@hopva.org)



Karen Ratzlaff



**Next time:**  
An Endowment Campaign for Hospice House



2200 Old Ivy Road, Suite 2  
Charlottesville, VA 22903

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## OUR MISSION

Our mission is to serve our community with hospice care and supportive services related to serious illness and loss with the highest level of skill, compassion and respect.

### VISION

To be the provider and the employer of choice in our community for the delivery of hospice care and supportive services related to serious illness and loss.

### VALUES

Hospice of the Piedmont espouses the following values:

#### Respect

We recognize and appreciate the diversity, worth, dignity and privacy of every patient, family member, co-worker, and volunteer.

#### Advocacy

We actively support the patient's choice for end-of-life care.


#### Integrity

We hold ourselves to the highest level of ethical conduct in every aspect of our organization.

#### Stewardship

We make effective and efficient use of the resources available to help us accomplish our mission.

#### Effectiveness

We work with individuals and organizations to ensure the most effective, compassionate, appropriate and highest quality care available. 

## How To:

### *Contact Hospice of the Piedmont*

If you want to refer yourself or a loved one, or if you want more information, simply call us: 434-817-6900 or 800-975-5501. (On-call staff is available 24 hours a day, 7 days a week.) Visit our website: [www.hopva.org](http://www.hopva.org). Send us an Email: [info@hopva.org](mailto:info@hopva.org). Visit or write to us: 2200 Old Ivy Road, Suite 2, Charlottesville, VA. 22903

### *Share your story*

Personal stories are the best way to spread the word about Hospice of the Piedmont. If you would like to share your experience please let us know. Help us make everyone who can benefit from hospice care aware of our services. Call 434-817-6900 or 800-975-5501 or email: [newsletter@hopva.org](mailto:newsletter@hopva.org).

### *Volunteer*

Volunteers are the "heart of hospice." Without our current team of dedicated volunteers Hospice of the Piedmont would not be able to provide the quality and quantity of services we make available to our community. If you are compassionate, caring, and sensitive and have time, patience and desire, your community needs you. Call our Volunteer Coordinator at 434-817-6912 or 800-975-5501 or email: [tina.hughey-comers@hopva.org](mailto:tina.hughey-comers@hopva.org).

### *Support Hospice of the Piedmont*

We provide the "gold standard" of care for every patient and family we serve, regardless of their ability to pay. And we offer many valuable services that are not covered at all by revenue from Medicare, Medicaid, or private insurance—like grief support for adults and children, and pre-hospice support through Transitions. The scope of our services is enhanced immeasurably thanks to generous financial support from our community. To make a gift today, use the envelope included in this newsletter. To make a gift tomorrow, consider including Hospice of the Piedmont in your will or estate plan. Call Karen Ratzlaff, director of development, at 434-817-6910 for more information about support for Hospice of the Piedmont, or email [karen.ratzlaff@hopva.org](mailto:karen.ratzlaff@hopva.org).