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# The Northland Star

Northland Hospice and  
Palliative Care

Volume One Issue One  
Fall 2011

## Our Newsletter is back!

After a short hiatus, our Northland Hospice Newsletter is back! Previously known as "Caregiver," our newsletter is now known as "The Northland Star," and will be sent out quarterly. Spring and Fall issues will be offered as hardcopies printed on paper, and Summer and Winter issues will be offered electronically on our website.

We hope that this newsletter, as well as our Northland Hospice and Palliative Care website ([www.northlandhospice.org](http://www.northlandhospice.org)), keeps you well-informed on all of our news and events. Whatever your connection with Northland, we hope you enjoy this update on our organization!

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## A Zane for All Seasons Narrated and written by Dave and Terri Hill



Dave and Zane Hill in the Gazebo at the Olivia White Gardens

*It is a gray morning and I am lying here in bed waiting for my caregiver to help me begin my day. Not that I'm doing anything special or expecting anything exciting or interesting to happen. It is the beginning of another day that could be my last. I have been here a while and I think about it every morning but sometimes not for long and that is good. Today may be one of those days. Yes, I think it is! I hear the sound, the familiar click, click down the hall with the jingle. My door opens and yes I was right. There is the furry head poking through the door at the end of his master's leash. Both are smiling at me. My morning is bright now as the golden retriever nestles his head at my bedside and I stroke his head.*

"Everyone has a story" and this story is not only a family story but our Golden Retriever's, Zane. I am merely the voice and his actions are the hub of this narration.

Continued on page 4

## Hodgepodge Happenings An update of our thrift store



Summer has been a great time for The Hodgepodge!

Peter Craven and the Hodgepodge staff and volunteers continue to do a great job providing their shoppers with a wonderful, and always quirky, shopping experience.

The "Podge" continues to break sales records every month, with August drumming up sales of over \$30,000. The sales at The Hodgepodge help Northland Hospice offset some of the caretaking costs for our patients who are not covered by insurance or Medicare. Primarily run

by our devoted volunteers, this unique thrift store sells everything from furniture and books, to sports equipment and even rare items such



Myrna Hamill, Neil Hede, and Yvonne Swauger. Just a few of our fantastic Hodgepodge volunteers!

as collectible toy tin robots.

Located at the intersection of Historic Route 66 and Fourth Street, there have been some great renovations to this charming old

building along an iconic drive. The Hodgepodge has received a facelift in the form of new front doors, as well as new signage for promotions. The "Boutique" which sells upscale vintage women's clothing also received a massive design overhaul as Anita Anaya has led the change into a glamorous display. New carpet, and new colors have made it a real eye-catcher!

There have been various store events, ranging from mattress sales, to toy discounts. Peter and his hard-working volunteers always have something new up their sleeves for all of our shoppers! Stop by sometime and check us out!

The Hodgepodge  
2340 E. Route 66,  
Flagstaff, AZ 86004  
(928) 213-5775

Find us on



### Upcoming Northland Hospice Events:

Light a Life (Flagstaff Mall)  
November 21-December 24

Annual Golf Outing  
May 2012

Run For Life Race  
June 2012

Look for us on



and become a friend of  
Northland Hospice or visit us at  
[www.northlandhospice.org](http://www.northlandhospice.org)

**Northland Hospice Board of Directors****President:** Lee Treece**VP:** Diana Arendt**Treasurer:** Joe Donaldson**Secretary:** Robert "Buck" Olberding**Members at Large:**

Kathy Brown  
 Bob Golub  
 Eudora Larson  
 Jean Mansfield  
 Bob Norton  
 Norvel Owens  
 Kent Powell  
 Diego Rosalez

**Northland Hospice Staff Directory****CEO:** Kay McConagha**Med. Director:** Dr. Neal Mogk**Clinical Director:** Joan Joyce**Social Work Manager:**

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**Spiritual Counselor:**

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Summer Lilly

**Public Relations:**

Brandon Porter

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Kellie Velde &amp; Brittney Connelley

**OWHH Medical Secretary:**

Jode Bailey

**The Nursing Team****The Caregiver Team****Hodgepodge Manager:**

Peter Craven

**Hodgepodge Assistant Manager:**

Chris Bowers

**A Message from our President, Mr. Lee Treece**

I want to begin by thanking all of our volunteers for their dedication and commitment to Northland Hospice to date.

2011 has been a great year for us and we have seen our organization grow in all areas. Hospice care is at an all time high as we are serving more patients monthly than ever before. The Hodgepodge Thrift Store is doing extremely well with July setting an all time record for sales. The money that the Hodgepodge generates helps us supplement some of the cost of uncompensated care we provide to those hospice eligible individuals who cannot afford our services. The Olivia White Hospice Home continues to be at or near capacity, providing excellent assisted living care. Also at Olivia White, the gardens are a beautiful reminder of life for our patients and visitors. Loni Shapiro and her army of volunteer gardeners have made the garden a beautiful sight to behold.

In March, Kay McConagha was promoted to the position of CEO. Her financial background as well as leadership ability has helped put together a dedicated staff that continues to help our organization run smoothly and efficiently. She has made great strides toward seeing that we provide the best possible care for all, regardless of financial standing.

We would also like to welcome three new members to the board of directors. All three are closely connected to Northland, and will be entering to take over for board members whose tenures are up this year. Jean Mansfield is a retired teacher and has been a dedicated volunteer at the Hodgepodge since its doors have opened. She also is highly involved in the fundraising events, and possesses a great deal of knowledge and experience with the mission and merits of Northland. Eudora Larson is our second new board member. She is a long time supporter of Northland, and like Jean, has been highly involved with our fundraisers in years past. Eudora is also the chairman of the annual Stay At Home Tea event in September. Our third new board member is Diego Rosalez. Diego is in the business of financial planning, and has a personal connection with Northland Hospice. Northland provided care for his grandfather several years ago, and we are so blessed that Diego has joined us to better serve patients and their loved ones. We want to extend a warm welcome to all three.

Our many events this past year have been outstanding. This past summer we held our annual golf tournament. We had a full field of players, and everyone had a great time down at Pine Canyon. We wish to thank Pine Canyon Golf Course for their support in this major event. In June we had our annual Run For Life race, with nearly 700 runners participating! And don't forget the Light A Life program, as it is one of our most visible community events, held annually at the Flagstaff Mall. It was a holiday event that honored many loved ones, and we hope you participate again this year. Also, you may have recently received our Stay At Home Tea mailer with an individual tea bag from us. Please enjoy this tea on us, remembering fondly those we love, as well as those we have lost.

On behalf of the board, we want everyone to know how proud we are of this organization. More specifically, how proud we are of all of the people who work and volunteer to accomplish the mission and services of Northland Hospice.

Thank You,  
 Lee Treece  
 President, Board of Directors



Hopefully you have received one of our "Stay at Home Tea" letters in the mail recently. We wish to thank Kay Young, of Sky Engineering for her generous sponsorship of this event. This donation was made in honor of Nancy Pugh

Dexter, who passed away on July 11, 2011. Nancy was a patient at the Olivia White Hospice Home, and she is dearly missed.

**Bereavement** *Special Submission by Fannie Williams*

**"We are glad you are here-but we are sorry you are here-because we know why you are here."** Those are the words of welcome we use whenever a person attends the Northland Hospice Suicide Bereavement Support Group for the first time. Numerous persons have heard those words over the years.

This group began meeting in 1996 when it became apparent that many attendees among the other bereavement groups were those who had lost loved ones to suicide. Literature, and other sources on the topic of suicide, point to the undeniable fact that there is a certain uniqueness to a suicide death. The nagging questions that cannot be answered readily (or ever) are persistent: "Why", "What if...?", "If only...", "How could they do this to family and friends?", "What about the children-when, if ever, should they be told the truth?", "What should be said at the funeral?"; "What shouldn't be said at the funeral?" among other difficult questions.

Then there are various emotions that surface-not necessarily in a 1-2-3 order such as shock, blame (towards others, God, or self), guilt, and forgiveness (for the deceased, self, others). Sometimes when emotions subside and everything seems to be at peace, suddenly, out of nowhere, painful reminders come along: a song on the radio, a simple phrase, a favorite snack, a question from someone who has not heard the news of the passing, insensitive remarks, photos around the house, or even just a seemingly passive thought during the course of the day.

It is especially noted that whenever newcomers meet with the group and listen to what has brought each member to the group, the newcomers appear to find a certain amount of comfort that makes them believe "I am not alone." That belief, as painful as it may seem, is truly the beginning of the healing process.

All of the above, and much more, is brought out during the suicide support group's sessions. Often someone will say how much it means to be among those who truly do feel their pain and can honestly relate. Confidentiality is respected and upheld: "This is a safe place to share, etc...what we say here, remains here." No one is pressured to come to the group, or leave the group. However, when they do leave, they do occasionally return. They come back either for themselves or to help others in whatever way they can.

Which brings us back to the our opening lines of welcome. "...because we know why you are here...we cannot offer a cure, but we can offer empathetic understanding, care, and great concern for your pain. We expect you will find a certain degree of similarity and healing as we share with each other."

Sharing personal experiences, books, magazine articles, pamphlets, videos, and other forms of information is a great way that we help each other. But the real strength of the Northland Hospice Suicide Bereavement Groups is the honesty, kindness, and concern that is shared amongst its members.

*Our support groups are open to everyone, regardless of whether you have ever received any service from Northland. They are also free of charge. For further information, please contact the Northland Hospice Office at (928) 779-1227.*

**Mr. Ray White selected as an Honorary Northland Board Member**

**Pictured from left to right:** Bob Golub, Diego Rosalez, Kent Powell, Lee Treece, Kay McConagha, Ray White, Diana Arendt, Buck Olberding, Kathy Brown, Bob Norton, and Jean Mansfield

The board has recently voted in Ray White as an Honorary Board Member for Northland Hospice. The vote was a unanimous decision during a recent board meeting.

Ray's contributions to Northland Hospice as both a source of advice and knowledge, as well as a major financial donor, have been invaluable to Northland's success. He and his family are a vital reason that we are able to offer the Olivia White Hospice Home as a service to residents of Flagstaff and surrounding areas.

We congratulate Ray for this honor, and are so grateful for his continuing support and advocacy.

### A Zane for All Seasons (Continued from Page 4)

During the final two days of his life, Zane offered love and comfort to the man's family and his best friend. The friend was sitting in the hallway grieving for the dying man. Zane saw his tears, went to his side for a grateful hug. Before death occurred, Zane sat with the patient's mother and sister so they could pet him and feel the comfort of his love. I shared stories of our visits with the dying man and when we left the mother asked permission to give hugs to both of us.

All human beings have a purpose in this life here on earth. It has been my experience in working with dogs that I realize they too have a purpose. Just like humans the purposes are different depending on their gifts. Some are hunters or work dogs and some pets. Some have special duties such as service dogs. There are therapy dogs like Zane with the gift of a gentle nature who only want to love and care for human beings. They need to use their gifts as that seems to be their purpose. I have seen it in Zane when he gives love and comfort to those who will be leaving this life. I have learned from him. My experience with Zane has taught me about patience, giving love to strangers, giving love without expectation and most of all sharing ones gifts to persons who need it the most. I am thankful most of all for the gift of Zane who has come into my life and has fulfilled me and my family's needs as well as those of hundreds of others. It illustrates to me and to those who have contact with him what the "Purpose in Life" is all about.

Zane, my partner, gives more comfort and solace than I can ever hope to give. I have seen him with a dying patient. He gives love and provides tranquil acceptance more than I could ever hope to give. It is my great privilege to observe and experience his abilities. It is a blessing to have him as a companion, especially in this very special line of work.

*Zane passed away December, 2010. While he will never be replaced, Dave now has a new service companion, Murphy. Dave and Murphy (below right) are often at the Olivia White Hospice Home, carrying on their duty as volunteers.*

#### The Olivia White Hospice Home Garden Awards



The Garden at the Olivia White Hospice Home was the recipient of two outstanding awards at the recent Arizona Native Plant Society Competition!

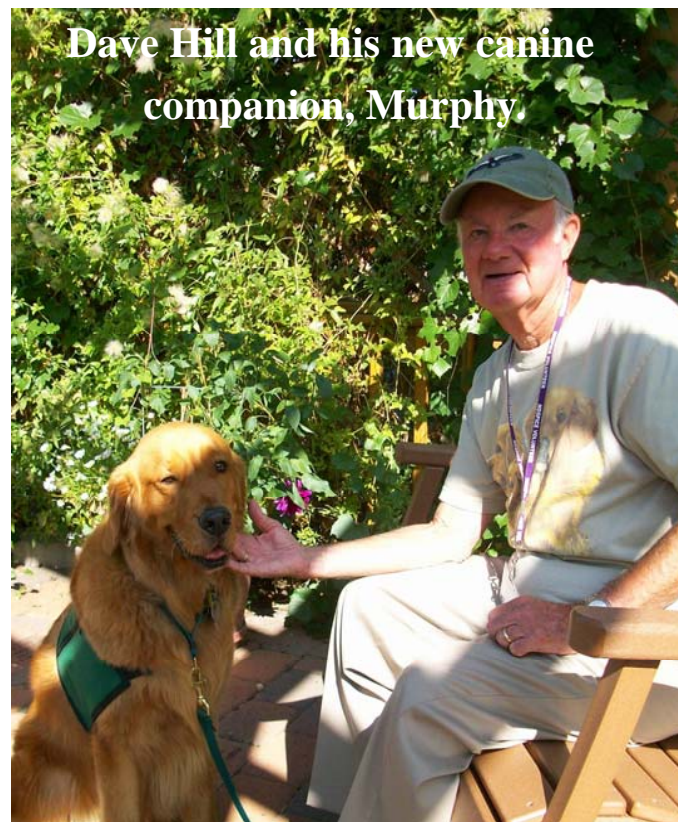
Linda Guarina was awarded with the "Best Color-Burst Garden of 2011" for our Rock Garden, and Loni Shaprio was awarded with the "Best Theme-Light in the Darkness" for our Moon Garden!

Congratulations to all of our gardeners, as their hard work is a beautiful reminder of life to all of our patients and their families.

-Northland Hospice



#### Dave Hill and his new canine companion, Murphy



### Solar Panels at The Olivia White Hospice Home!

Northland Hospice is proud to announce that it has taken a big step towards being more environmentally responsible and even more self-sustainable.



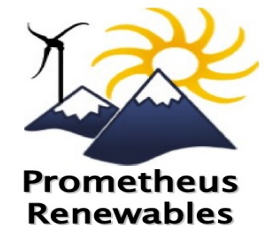
Prometheus Renewables has done a great job installing state-of-the-art solar panels on the southeast portion of our roof. As our CEO,

Kay McConagha says, "You can barely tell they are even there. You really have to look hard to find

them." Prometheus has informed us that by installing these solar panels, we will be saving upwards of 25% off of our monthly energy bill. Northland also procured government sponsored grants for this project, preventing us from spending precious patient care funds for house projects.

We would like to extend a big "Thank You" to Prometheus for their excellent work. Go Solar!!!

*Northland Hospice and Palliative Care is committed to finding ways of using renewable resources as much as possible.*



### Light a Life 2011 is Approaching

Light a Life 2011 is coming up again this year at the Flagstaff Mall from November 21st through December 24th.

This event is considered Northland Hospice's "signature event," providing to those who want to honor or commemorate someone that they love. For a small donation, a light is lit on

one of the Christmas trees or menorahs in the Flagstaff Mall, and a tag with the loved one's name is placed alongside the light. For a minimum donation of \$25, donors also receive a porcelain keepsake ornament to take home.

The holiday season can be a difficult time for those who have lost a

loved one. Instead of only thinking of who or what we have lost, we at Northland Hospice want to celebrate the beauty of life and those we love. Feel free to stop by and check out our beautiful memorial, make a donation, or even volunteer to help us with the event.


*For more information on the event or for volunteer opportunities, contact the office at (928) 779-1227*



2011 Light a Life  
Sponsored by

**Norvel Owens Mortuary**

914 E. Route 66  
Flagstaff, Arizona 86001  
Phone: 928-774-2211  
Fax: 928-773-7823  
www.norvelowensmortuary.com



*"Love Lasts Forever"*

**Did you know?**

We now have a very beautiful area in the rose garden at Olivia White Hospice Home to honor a pet that has a special place in your heart. Bricks can be purchased and engraved to honor and remember that special friend in your life. A wonderful opportunity to remember all of the good times and enjoy a quiet moment with them again.

**For more information call (928) 779-1227**

Space is limited 

**A Zane for All Seasons (Continued from Page 1)**



**Zane's Garden**

My wife and I were introduced to Zane in the veterinarian's office five years ago where we went to pick him up from a rescue organization. A skinny short haired dog with long legs and dark brown eyes came right to us showering us with kisses. The vet followed and he said to us, "You better treat this dog right. He is a keeper." Little did we know how much this animal would give to everyone he met, so much more than we could ever give to him.

He had an isolated past as a backyard dog, but we knew little else. We had requested an eighteen month old male but found out later that he was only a year old. That explained the skinny tail and the short hair. A year later that disappeared, except the short hair remained because he had been neutered at such a young age. Like all rescue dogs he had some issues but always loving and a gentle nature. It took less than a month for him to bond with his rescuers. Most definitely countless people have benefited from his sense of sociability and service.

Zane made his first visit to the Olivia White Hospice Home when he was only fifteen months old. He had only been with us four months but with training and a loving home it enabled him to leave his sad beginning behind and go on to be the companion he was meant to be.

Zane and I are certified by the Delta Society Pet Partners Organization. We work as a team but many times I take a back seat. When leaving a room I have heard patients hug him and say, "Zane I'll see you next time." As an afterthought they will look at me and say, "Now what's your name again?"

We had a patient this year who often times did not want to get up in the morning. If the patient was giving the staff a problem, one of the caregivers would take Zane into her room and she would start petting him. After that, there were no more problems. On our last visit of the year, one of the caregivers said that many times he saved her day with this patient.

On warm days Zane and I take patients outside to the garden area. He walks on the left side of the wheelchair and sometimes a patient will ask to hold his leash. Other times we will stop so a patient can pet him or rub his head. The environment among the flowers and the sounds of singing birds creates a sense of beauty and peacefulness or maybe a preview of Paradise.

Zane's visits have proven to be valuable not only to the hospice patient but also to the grieving caregiver. The following instance is an example. A couple of years ago at Olivia White we had a male patient who was in the active stage of dying. He and his wife had been married for 59 years and naturally very in tune with each other given their years together. We visited them



**Dave (left) with Zane receiving an award**

several times and they both loved dogs and fell in love with Zane. Both showered him with attention and rewarded him with treats.

Our last visit was the day before the patient died. Zane seemed to realize the wife needed his comfort. She was sitting by her husband's bedside and Zane sat close beside her so she could pet him. Meanwhile she started sharing their years together with me and the opportunity seemed to provide solace to her in this very stressful situation.

Recently we had a patient who was only 56 years of age. He was a great sports fan and he'd pet Zane while he and I would talk about the pro and college football games we had seen the past week. As we were leaving he would always shake my hand and give Zane a big hug.

*Continued on page 6*

**The Family Bench** by Brandon Porter, Public Relations Specialist

I walked through the Olivia White gardens for the first time during my first week on the job for Northland Hospice as the Public Relations Specialist, taking pictures of flowers, signs, and the general beauty of the garden. The flowers were blooming, the volunteer gardeners were hard at work, and the sun was shining. However, as I took a closer look at one of the memorial benches, I recognized a familiar name:



*"In loving memory of Hilda, Karen, & Suzanne Berman" By Ray, Ami, & Dan Berman*

Berman is the family name of one of my dear friends and former fellow graduate students at NAU, Amanda Berman.

I contacted her to ask if it was indeed a family member, and it turned out that the bench was dedicated to her mother Karen, her aunt Suzanne, and her grandmother, Hilda. Her mother Karen was a hospice patient with us at Northland fifteen years ago, and Amanda had never even seen the bench before. As a friend, I felt that if she wanted to come see the bench, the least we could do was offer her and her father a tour of the gardens.

I had never asked Amanda about her mother or of her passing, so I invited her and her father, Ami, for a visit down to the Olivia White House. After the initial introductions, Loni Shapiro, the head garden coordinator gave the Bermans a tour of the garden, pointing out some of the highlights such as the tea garden, the sensory pots, and the memorial dedicated to Zane Hill, the beloved therapy dog. As if on cue, Dave Hill and the newest therapy dog, Murphy, came down the path enjoying the late morning sun with one of the residents of Olivia White. The Bermans loved meeting Murphy, and

Ami and Dave even shared in a mutual love and companionship of golden retrievers.

As we chatted more about Amanda's mother, it became apparent that Ami and Amanda had very different recollections of hospice during her mothers last weeks. Amanda was only eleven when her mother died of lung cancer, so her memories of the hospice service were vague and fuzzy. Ami, on the other hand, held the service provided by Northland in high esteem and lauded the "little things" that hospice service provided for them including the counseling of family members.

The Berman family experienced a difficult time during those years as Ami's two brothers also went through the loss of their wives to cancer not long after the passing of Karen.

The bench that the Bermans dedicated to their family members is now a bit older, with some creaks and cracks. But the age of the bench is an indicator of how memories of those we love last over time.

Amanda finally got to see her mother's bench, and also enjoyed a great day reminiscing with her father. Before we left the Olivia White garden, we took a photo of the Bermans on their bench. On a beautiful summer day, it was great to see mother, father, and daughter reunited.



**Amanda and Ami Berman at the Olivia White Hospice Home**