



**CEDAR VALLEY
HOSPICE**

Making Each Moment Matter.

Fall 2022



Training enables staff to provide best care *Hospice aides learn from Dementia House experience*

Training is a continuous focus in carrying out Cedar Valley Hospice's standards of care. For over 43 years, our organization has made training a priority, growing in recent years to include all staff and in a more intensive training environment with our simulation lab. This enables staff to learn, practice and perfect care standards prior to visiting patients. Ongoing visit trainings also exist.



Hospice Aide Jeanie Schmit found herself disoriented while going through the Dementia House simulation.

"Our detailed standards of care are what enable us to better serve families and are one of the ways we set ourselves apart from other hospice providers," said Executive Director Michaela Vandersee. "We call it the Cedar Valley Hospice Experience, and our goal is to ensure each patient and caregiver have the best end-of-life experience possible."

Beyond standard visit training, members of the interdisciplinary team are encouraged to participate in other activities to further their knowledge to help patients and families.

Recently, 10 of our hospice aides visited the UNI campus to experience the Dementia House – a simulation designed to educate the community on what it feels like to live with dementia.

Story continued on page 3

BEST OF THE BEST

Cedar Valley Hospice was voted Best of the Best Hospice and In-Home Care – #1 in both categories. We also were honored by the Waterloo-Cedar Falls Courier as an Employer of Choice, making it the 10th consecutive year for us to receive the honor.

Staff recently celebrated with a picnic held at the KOA Campground, above.



Inside:

Tree of Love tradition of giving continues with 2022 ornaments

***NEW THIS YEAR:
Holiday Tree Auction***

Pages 4-5



**CEDAR VALLEY
HOSPICE®**

Making Each Moment Matter.

Our Mission

*To enrich lives with knowledge,
respect and compassionate care.*

Our Locations

Central Office

900 Tower Park Dr.
Waterloo, IA 50701
319.272.2002
800.626.2360

Mailing Address:
P.O. Box 2880
Waterloo, IA 50704

Grundy Center Office

310 East G Ave.
Grundy Center, IA 50638
319.824.3868

Independence Office

801 First St. East
Independence, IA 50644
319.334.6960

Waverly Office

209 20th St. NW
Waverly, IA 50677
319.352.1274

Hospice Home

2001 Kimball Ave.
Waterloo, IA 50702
319.272.1771

www.cvhospice.org



*Executive
Director Michaela
Vandersee, right,
waits with emcee
Collin Dorsey from
KWWL and
Development
Director Suzanne
Benda for the
Release &
Remember program
to start on Sept. 11.*

Message from Michaela

Executive Director Michaela Vandersee

Happy Fall! At Cedar Valley Hospice, we are honored to be chosen as the Best of the Best in Hospice and In-Home Care in the Cedar Valley through the *Waterloo-Cedar Falls Courier*. We are humbled by the outpouring of support from our community as every single day we strive to make a difference in the lives of those we serve. It means a lot to know our efforts are impacting people.

We were also honored as an Employer of Choice. It takes each and every one of us at Cedar Valley Hospice to create and maintain a culture that supports our employees and our mission. We are thankful for the incredibly hard work they do everyday to ensure that we are always taking care of each other while we care of our patients, families and clients.

In September, we had our Celebration of Life memorial service to honor those who have died on our program within the last year. Afterward, we held the Release and Remember event, which is always a special day for so many in our community. There were many smiles and tears, bringing a shared awareness and togetherness of grief and the celebration of those we love. See pages 6-7 for some highlights.

The event couldn't have been possible without the support of our 2022 sponsors. 2023 is right around the corner, which means it's the perfect time to join our sponsor circle, which enables us to have community and fundraising events throughout the year. If you or your business or you know would be interested in sponsoring Cedar Valley Hospice, see more details on page 10.

Finally, I am really proud of our Hospice Aides and the training they have received from the Dementia House. It is so important that we continually educate ourselves in all the ways that we can to help people that we serve. Over the next year we do plan to schedule more of our staff for this enlightening experience. As always, it is a privilege to serve your family, friends and neighbors.

Michaela Vandersee

Hospice Aide: "This experience was really eye-opening"

Continued from page 1

While going through the experience, it took less than 5 minutes into the 45-minute simulation and discussion for it to paint a picture. In participating, the aides felt disoriented, confused, couldn't remember certain things and were even dizzy, as one described it afterward.

"This experience was definitely eye-opening to what those with dementia would go through," said aide Kristina Hall. "I am glad I saw things through a different perspective. It was worth it to be able to help my patients."

The Dementia House is the brainchild of UNI Professor of Gerontology Elaine Eshbaugh, Ph.D., who, since she was a little girl, developed a passion to help those with dementia (which she says is often misunderstood).

"Growing up, my mom was an activity director in a nursing home, and the residents with dementia were the best playmates. I loved spending time with them," said Eshbaugh. "As I progressed through college and grad school, I had other ideas for my career, but always



Ten Cedar Valley Hospice Aides took part in the Dementia House simulation to help gain more understanding and empathy for their patients with dementia.

Pictured above in front of the house on the UNI campus are some participants: Danielle Arnold, Tiffany Wollum, Jeanie Schmit, Amy Gomez and Sandi Drees.

ended up circling back to older adults – particularly those living with dementia."

She dreamed of designing a simulation and having an entire house to do so exceeded her expectations. So far, it has been very successful. Approximately 90-100 participants come through the house monthly, and it includes everyone from healthcare workers to individuals who have family members with dementia.

"Sometimes people who work decades in long term care will go through the simulation and say that the minutes they spent in the simulation were more valuable than any other training they've

done," added Eshbaugh.

This was exactly the case for aide Jeanie Schmit. "I worked 9 years in a 16-bed Alzheimer's unit and thought that I had knowledge on dementia. Boy was I wrong," she said. "I felt very confused during the simulation, which really hits my heart as I have three aunts living with Alzheimer's disease, and they experience dementia symptoms. I now know they are feeling scared and vulnerable. I have told so many others they need to go through this house."

Schedule your visit at csbs.uni.edu/dementia-simulation-house/



Carly Spies, a UNI student, prepares our aides for the Dementia House, located on campus. After the experience, she discussed more details about dementia and tips to help those living with it and their caregivers (see right).



After completing the 10-minute exercise, they were given a wood cutout in the shape of a brain and asked to describe how it made them feel in one word or phrase (above).

TIPS TO HELP THOSE LIVING WITH DEMENTIA:

1. Reduce distractions and background noises
2. Ask open-ended questions
3. Give one task at a time
4. Provide simple instructions
5. Do not do their given task as it takes away that feeling of accomplishment that they so need
6. De clutter a home & avoid rugs & extension cords
7. Decorate using less distractive / busy patterns



Antique Gold Tree
Giving Level
\$25 - \$49



Premium Enamel Snowflake
Giving Level
\$50 - \$99



Pearlized Porcelain Angel Wings
Giving Level
\$100 - \$249

Tree of Love tradition continues, adds **holiday tree auction** to Dec. 4 event

Cedar Valley Hospice is delighted to continue the Tree of Love tradition of giving. It offers the unique opportunity to memorialize or honor loved ones during the holidays with a gift to Cedar Valley Hospice.

Each donor to this cherished fundraiser will receive a bookmark or ornament as a symbol of our appreciation (see levels of giving above and use form at right to send in). Gifts to Cedar Valley Hospice recognize your loved one and support our work of *Making Each Moment Matter* for our patients, families and clients each year in our 15-county service area.

Celebrate the season by joining us for our Tree of Love event on Sunday, Dec. 4 from 2-4 p.m. at the Waterloo Center for the Arts. Join us for a small program, entertainment and light refreshments. **New this year**, we will be showcasing more than a decade of past Tree of Love ornaments on trees. These fully decorated trees of various sizes will be on display and also part of a special Holiday Tree Auction. Guests will have the opportunity to bid on them via a silent auction and take them home. This event is free to attend and is open to the entire community.

Ornaments will be available for pick-up at the Tree Love event, as well as at each site location (Waterloo, Independence, Waverly and Grundy Center) starting in November. Ornaments can also be mailed for an additional \$7.

Sponsors:

Diamond

Banklwa
Cedar Valley Medical Specialists
Geater Machining & Manufacturing
KWWL

Premier

CPM Roskamp
Tyson Fresh Meats
The VGM Group

Champion

Bergen Plumbing, Heating & Cooling
Bill Colwell Ford
Hagarty Waychoff Grarup
Funeral Service
Heritage United Methodist Church
David & Gail Huser
Locke Funeral Services
Casey & Laurie McLaughlin
Burk & Julie Miehle
Kathryn Thede
Pixel Labs
Scheels

Hero

Ameriprise - Brian Power
FRA - Mike Hulme
Huff Contracting
Kaiser Corson Funeral Homes
Lincoln Savings Bank
Magee Construction Co.
PDCM Insurance
Red Lab Technologies
UAW Local #838

** Special thanks to **Roth Jewelers**
for their generous donation of
Reed & Barton silver ornaments.*

Leader

Bergan KDV
Cardinal Construction
Chapman Electric
First Bank Waverly
Edward Jones - Garrett Akins
GNB Bank
Gordon Flesch Company
Meyer Pharmacy
People's Savings Bank
Nucara Pharmacy & Home Medical
The Sinnot Agency
Veridian Credit Union
Wendy Troutman D.D.S., P.C.



Gold Glass Heart Box
Giving Level
\$250 - \$499



XL Red Sequin Metal Star
Giving Level
\$500 - \$999



**Reed & Barton 2022
Silverplated Holly Bell**
Giving Level: \$1000+

Yes, I wish to support the 2022 Tree of Love fundraiser!

Your gift to Cedar Valley Hospice, a 501(c)(3) non-profit organization, is **100% tax deductible** to the extent allowed by IRS regulations. Please use the envelope provided for your donation.

Note: You can also donate to this fundraiser online at cvhospice.org.

My gift is in memory of (deceased): _____

My gift is in honor of (living): _____

My name _____

Address _____

City _____ State _____ Zip _____

Email _____ Phone _____



Levels of Giving

- ☐ Yes, please mail my ornament(s). (add \$7 S/H) ☐ I will pick up my ornament(s) at an office location.
☐ No, I do not need an ornament, but please accept my donation.

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> \$1-\$24
Bookmark | <input type="checkbox"/> \$25-\$49
Antique Gold Tree | <input type="checkbox"/> \$50-\$99
Premium Enamel Snowflake | <input type="checkbox"/> \$100-\$249
Pearlized Porcelain Angel Wings |
| <input type="checkbox"/> \$250-\$499
Gold Glass Heart Box | <input type="checkbox"/> \$500-\$999
XL Red Sequin Metal Star | <input type="checkbox"/> \$1000+
Reed & Barton 2021 Silverplated Holly Bell | |

Charge my Visa/Mastercard/Am Ex. Amt: \$ _____ (include extra \$7 if you want your ornament(s) shipped to you)

Card number _____

Exp. Date _____ CVV/CVC Code _____ Signature _____

OR Make check payable to: **Cedar Valley Hospice**

Please mail your gift and this form to: **Cedar Valley Hospice • PO Box 2880 • Waterloo, IA 50704**

(Feel free to use this form and the envelope provided for your gift.)

Please select where you would like your gift to be used:

- ☐ Area of greatest need ☐ Waterloo ☐ Grundy Center ☐ Independence ☐ Waverly ☐ Hospice Home



Families make memories at Release & Remember

On Sept. 11, a packed crowd watched as 1,000 monarch butterflies were released in honor and in memory of their loved ones at Cedar Valley Hospice's 11th annual Release & Remember fundraiser. People from as far as Pennsylvania came to Waterloo's RiverLoop Amphitheater to enjoy the beautiful day, which included a picnic lunch, kids activities, a short program and music by the band Flatland Ridge.

The day also included a short program emceed by KWWL's Collin Dorsey with short talks from Executive Director Michaela Vandersee and Development Director Suzanne Benda, who focused on how our team of Cedar Valley Hospice experts work hard each day to care for patients and families. Eleven of those team members were honored by opening up the 11 butterfly boxes.

"Walking out to the applause of the audience, directed toward our whole team, really stood out to me. I'm grateful for our team every day of the year, but to have that large of a crowd acknowledge us gave me a profound sense of the impact we make on lives," said Dr. John Zehr, Medical Director.

All donations from this event support Cedar Valley Hospice services. We are grateful to all who volunteered, attended and supported this fundraiser.



Flatland Ridge, above, entertained guests during the afternoon.





Left, Cedar Valley Hospice interdisciplinary team members who care for patients had the honor of opening the butterfly boxes for the release.



Katie Koala made an appearance during the event, giving out hugs.



Families found meaningful ways to commemorate the special day. The butterfly photo-op, above, was very popular, as well as the dedication station, left. More than 1,000 names were featured and written down from supporters. Dedications were sent from nearly a dozen different states to honor their loved ones.



Be a hospice care advocate in November

November is Hospice & Palliative Care Month, so throughout the month, we will be joining organizations across the nation to ramp up their education outreach in order to help the community understand the importance of hospice and palliative care to families.

We urge you to take steps to learn and share with others the multitude of benefits of hospice and palliative care before a crisis occurs. **We are here to help!** Our Speakers on Site (S.O.S.) program provides education to groups and tools necessary to make difficult healthcare decisions more manageable.

DID YOU KNOW?

- Accepting hospice and palliative care does not mean a family is giving up.
- It is **not** the abandonment of care.
- It is **not** reserved for the imminently dying.
- Hospice is a successful model of person-centered care that brings comfort, dignity and compassion when its most important.

RAISE AWARENESS!

We can come speak to your group

Schedule a **FREE** educational presentation for your business or group by calling **319.272.2002**.

Topics to choose from include:

- Myths of Hospice
- Grief and Loss
- Palliative Care Philosophy
- Youth Grief Support
- Advance Care Planning
- Death & Dying
- Understanding HIV

We also offer Continuing Education opportunities for the healthcare community. Contact us today for more information.



Before the event, Cedar Valley Hospice team members chatted with attendees. From left: Dr. Robert Grittmann, Stacy Weinke, Cedar Valley Hospice Director of Clinical Services, Dr. Michael Stockman, presenter, with Cedar Valley Hospice staff Dr. John Zehr, medical director, Dr. Michael Deters, hospice physician, and Erica Jensen, nurse practitioner.

Healthcare partners learn and network at annual physician event



On Sept. 29, providers from across the Cedar Valley came together for Cedar Valley Hospice's 13th annual Physician Education Event at Bien Venu Event Center. This year's topic, A Palliative Approach to Terminal Dementias, created a lot of good discussion among providers in the room. Keynote speakers Dr. Michael Stockman, UnitedHealthcare Chief Medical Officer, and Dr. Michael Deters, Cedar Valley Hospice Physician, highlighted the event, sponsored by PDCRx Prescription Management.

Above, Cedar Valley Hospice Executive Director Michaela Vandersee talks with People's Community Health Clinic Nurse Practitioner Sejla Cejvanovic, who previously was our Hospice Home Manager.



Cedar Valley Medical Specialist Nurse Practitioners Suzanne Davison, Katie Bries and Maryjane Cose enjoy the social hour before the event began.

“Having coworkers that are walking hand in hand with you to make sure you succeed makes us better together and the care we provide untouchable.”

– Cortney Manning



Moments that Matter

With Cortney Manning, Office & Volunteer Coordinator, Waverly (Employee since 2010)

Describe your position with Cedar Valley Hospice.

As the Office and Volunteer Coordinator in our Waverly office, I keep the office organized and moving in the same direction. I take referrals, manage the office day-to-day tasks, order supplies/medical equipment, audit and maintain patients charts and assist staff with any needs. I also assign and manage Waverly area volunteers, making sure the patient and family have a great experience with the service of companionship or respite.

Ultimately, I am a phone call away for our patients, families, staff and volunteers. Whether they are calling to ask a question or are in a crisis, I assure families that we are here to help and reassure staff that they are doing a good job. Sometimes all they need is to hear a friendly voice on the other end of the phone.

What are the most enjoyable aspects of your job?

HELPING OTHERS! Whether that is clients, caregivers, vendors or our very own staff. I am a person who gives my whole self to my job daily because I take pride in the work that we do. I wholeheartedly believe in our mission and strive to make every encounter I have with others a memorable and meaningful one.

Share a story that has impacted you.

Cedar Valley Hospice has our very own volunteer quilters who create handmade quilts (works of art truly) that we give patients admitted to our hospice program. Recently, I was contacted by a mother whose daughter had died several years earlier and wanted to send me a photo of the quilt she had received for her daughter when she was a patient. She had built a gorgeous cabinet for it, where the quilt now hangs. The sheer impact this quilt had was immense – it even motivated this determined Mom to start her very own non-profit quilting group for children diagnosed with a terminal illness. It's just wonderful to see the way our quilt impacted this family and how her endeavors will be a true gift to so many others in the future.

In your opinion, what makes Cedar Valley Hospice stand out above other hospice providers in the area?

I get a front row seat to witness the dedication our staff has, especially during the thick of COVID. It was like watching them suit up to go out into the unknown, then peel themselves out of layers of PPE and undergo consistent testing. They pushed through to ensure our patients receive the best quality care. Our staff are determined to meet the needs of not only our patients and families but the needs of each other. Caring for someone in their final chapter of life is an emotional journey, but having coworkers that are walking hand in hand with you to make sure you succeed makes us better together and the care we provide untouchable.

Become a 2023 sponsor to support Cedar Valley Hospice families

Make your mark by becoming a 2023 Cedar Valley Hospice sponsor. Businesses or individuals can support our mission while receiving benefits to illustrate your philanthropic and community spirit.



Sponsorship opportunities start at just \$500 and benefits increase with giving levels. In 2022, we had businesses as well as individuals show their support as sponsors as well as in-kind donations like water, food, advertisements and even entertainment for our events.

"It makes a world of difference to have these people back our mission," said Development Director Suzanne Benda.

"Even donating the cost of a venue for an event can strengthen our efforts to give more back to our patients and families."

To become a Cedar Valley Hospice sponsor, contact Suzanne Benda at sbenda@cvhospice.org or 319.272.2002.

BENEFITS OF SPONSORSHIP

- **Positive Exposure & increased brand awareness to a variety of audiences:**
 - Name is included in our printed materials – visible in 15-counties, including: 22,000 invites, 21,000 newsletters and 1,000 T-shirts. Also receive recognition on our Website, Facebook and LinkedIn.
- **Partner with an award-winning and respected non-profit organization:**
 - Cedar Valley Hospice is a 3-time National Gallup Exceptional Workplace Award Winner and has been voted as *The Courier's* Best of the Best and Employer of Choice for 6+ continuous years.
- **Demonstrate your philanthropic spirit and provide funding for compassionate care & support to thousands of community members:**
 - Receive possible tax deductions for gifts.

YOUTH GRIEF CAMP MARKS SUCCESS

Sponsors include:

Jen Toneff, Buckeye Corrugated & Verizon
UAW 838 of Waterloo – venue
Waterloo Papa John's – pizza for lunch



On July 21, Cedar Valley Hospice held our annual Grief Day Camp. We had 32 children attend the carnival-themed day, which included magician Eric Michaels, balloon animals and other activities designed to help children with their grief.

From a Diamond Sponsor:

Geater Machining & Manufacturing was honored to make a donation to Cedar Valley Hospice – an organization that supports so many families in their greatest time of need. It provided us the opportunity to give back to the most genuine and compassionate organization I have been involved with. We are definitely fortunate to have them as a resource for Cedar Valley families."

– Joe Meier, CEO of Geater Machining & Manufacturing in Independence

MAKE A DIFFERENCE FOR FAMILIES LIVING WITH HIV



Our Adopt-A-Client Program assists our CASS clients living with HIV buy necessities for the holidays and beyond.

Suggestions for donations:

- Wal-Mart or Target Gift Card
- Monetary donations to purchase gift cards

Send by Dec. 15 to: ATTN: CASS, PO Box 2880, Waterloo, IA 50704 or DROP OFF at any of our offices.

VOLUNTEER FOCUS

Hospice & Palliative Care Association of Iowa honors volunteers

On Nov. 3, the Hospice & Palliative Care Association of Iowa (HPCA) will recognize generous individuals who volunteer their time and energy to help patients and families as well as fundraise. Cedar Valley Hospice will be represented by six volunteers.

Art & Millie Mehmen – Waverly | *Art: Volunteer since 2018, Millie: Volunteer since 1993*

Art and Millie Mehmen are very kind, thoughtful and dedicated volunteers who embody our tagline, *Making Each Moment Matter* in the lives of patients and families. In their last several years of service, they see patients together and have made a difference in many lives. They say their visits together allow them to connect on a deeper level with patients and their caregivers. Having both lost a spouse, they feel a sense of self-worth being able to comfort others who will also go through the same experience of losing a loved one. It is unusual to find the two of them without an assignment and it is rare for them to turn down a request. Art and Millie are dedicated to one another and also to Cedar Valley Hospice. They truly excel as a team.



Bonnie Hughes – Hospice Home | *Volunteer since 2018*

Bonnie is a go-getter and was one of the first to volunteer after the pandemic. Whenever we need someone to help at the Hospice Home or another assignment, she goes above and beyond. You can find this natural caretaker every week at our Hospice Home, talking with patients and offering a listening ear and compassion. She is very down to earth and a joyful soul for our patients. We appreciate her willingness to always make the extra effort to help others. Bonnie has a one-of-a-kind heart for hospice, and we and our patients are grateful for her caring spirit and warm personality.



Bonnie Davis – Independence | *Volunteer since 2008*

Bonnie is a patient-family volunteer and also a longtime member of the Friends Committee that helps fundraise. She has a wide range of experience caring for patients as she and her late husband, Darrell, operated a care facility for disabled individuals for several years. In addition to hospice, Bonnie shares her enthusiasm for volunteering with many other local organizations. Bonnie cares deeply for her community and strives to ensure assistance is given to those who are in need. She loves being a companion to patients, especially those who may feel isolated and desire a friend to pay them a visit. We truly thank Bonnie for her dedication to Cedar Valley Hospice.



Ed Wood – Grundy Center | *Volunteer since 2005*

Ed is a very engaging volunteer for patients. He listens and discusses their interests, while acknowledging their accomplishments. Being an Army veteran, Ed is a valuable volunteer who is willing to open his heart to serve veteran patients. As partners of the national program We Honor Veterans, we connect veterans like Ed with patients who are also veterans. He provides a calm presence and a listening ear to like comrades who want to share their veteran stories. His caring spirit and dedication to Cedar Valley Hospice is steadfast, and we are honored to acknowledge him as a veteran volunteer.



Craig Coffman – Friends Committee *Volunteer since 2020*

Craig joined our volunteer Governing Board a few years ago and immediately made an impact on our organization, helping to raise over \$50,000 for our new Waterloo Support Center. He also serves as a volunteer for our Friends Committee, which raises funds and awareness for Cedar Valley Hospice through events and advocacy. Craig is a real go getter and is willing to literally “walk the walk and talk the talk” about our organization and the services we provide. He recently spent many hours walking up and down Main Street or calling individuals to share information about Cedar Valley Hospice and ask for their support for our fundraising events. With a contagious smile and much passion, he invites, communicates and encourages people to learn more about what Cedar Valley Hospice can do for our communities. He has a great understanding and ability to see how teamwork directly relates to Cedar Valley Hospice’s ability to continue providing expert care to our patients, families and clients.





**CEDAR VALLEY
HOSPICE®**

Making Each Moment Matter.

PO Box 2880
Waterloo, IA 50704-2880

Non-profit
Organization US
Postage Paid
Waterloo, IA
Permit No. 238

2022 Calendar of Events

*Mark your calendars for these upcoming Cedar Valley Hospice happenings.
You can also stay up-to-date by visiting cvhospice.org or our Facebook page.*

October

U.S. AIDS Awareness Month

October 8

World Hospice & Palliative Care Day

November

National Children & Teens' Grief Awareness Month

National Hospice & Palliative Care Month

*To schedule a presentation for your group,
call Annika Wall at 319.272.2002.*

Tuesday, Nov. 15

Navigating Grief and Loss During the Holidays

Tendrils Rooftop Gardens, Waverly Health Center
and via Google Meet (virtual), 6-7 p.m.

Registration is encouraged by calling 319.483.1360.

Sunday, Dec. 4

Tree of Love Event & Holiday Tree Auction

Waterloo Center for the Arts, 2-4 p.m.

GIVING TUESDAY

November 29, 2022

*Show your charitable spirit and
make a donation to Cedar Valley
Hospice on this special day
recognizing non-profits!*

cvhospice.org



Instead of visiting
amazon.com,
visit smile.amazon.com
and choose
"Cedar Valley Hospice"
as your charity and we get
a portion of the amount spent!

*If you no longer wish to receive our newsletter or prefer to receive
our eNewsletter instead, please call us at 319.272.2002,
toll free at 800.626.2360 or email us at hello@cvhospice.org.*