



**CEDAR VALLEY
HOSPICE**

Making Each Moment Matter.

Cedar Valley Hospice awarded national honor for patient care

Cedar Valley Hospice has been named a 2023 national award recipient of the Hospice Consumer Assessment of Healthcare Providers and Systems (CAHPS). This CAHPS Honors is a prestigious annual review that recognizes agencies that continually provide quality care as measured by the patients' experiences and those of their caregivers.

Hospice patient Jill Hillman and her sister and caregiver, Annie, learned firsthand the quality of our care. Jill wanted to go swimming one more time, as she found that being in the water alleviated some of the back pain that accompanied her stage 4 breast and bone cancer. Her Cedar Valley Hospice team made it possible for her to spend an afternoon at the Cedar Valley SportsPlex pool. Jill enjoyed walking and floating around, which reminded her sister Annie of the times she and her siblings and would walk up to Byrnes Pool when they were younger to go swim.

"This is really something," said Jill that day, smiling from ear to ear. "I want people to know that Cedar Valley Hospice people are so nice and helpful. They do a lot... take good care of me and can really do so much for families."

This distinguished CAHPS award is determined by analyzing survey responses asking caregivers if they received timely help, had good support and communication, were trained on how to care for their loved one, and ultimately, if they would recommend this hospice to others. Cedar Valley Hospice is one of only seven hospices in Iowa chosen for this recognition and is the only one in our area.

Story continued on page 3

Going for a Dip

Patient Jill Hillman's (center) wish was to go swimming one more time. Her nurse Jenny (right), and team members Allison and Lynna, were determined to make it happen. With help from our marketing department and her sister Annie, Jill and the team got to spend an afternoon at the Cedar Valley SportsPlex pool.

Inside:

Tree of Love tradition honors loved ones

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**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

cvhospice.org



Message from Michaela

Executive Director Michaela Vandersee

I am so proud of Cedar Valley Hospice and the work that we do. Over the last several months, we have received several awards that highlight the quality of services we provide, the number of community members we positively impact with our services and the engagement of our expert employees who strive towards our mission everyday.

Thank you to our communities that see and appreciate the work that we are doing. This recognition fuels our goal of always striving to be the best we can for our patients, families, clients, community, volunteers and employees. We are committed to continually evaluating our services and practices so that we will always be the *Best of the Best* for you.

This week, I have spent time in Washington, D.C. with two purposes:

- I attended a CEO/Executive Director meeting for the National Partnership for Healthcare and Hospice Innovation (NPHI). This is a non-profit organization that works to innovate, educate, advocate and collaborate to ensure high performing non-profit hospices have the tools and education they need to thrive into the future. I was thrilled to spend time with and learn from like-minded organizations as we continue to strive to meet the needs of our communities.
- I also spent time on Capitol Hill and met with our elected officials to talk with them about legislative matters that are important to the future of the hospice industry.

Thank you for choosing Cedar Valley Hospice and continuing to support the work that we do.

Michaela Vandersee



Michaela Vandersee chatted with Iowa Senator Chuck Grassley while visiting Capitol Hill, Washington, D.C.



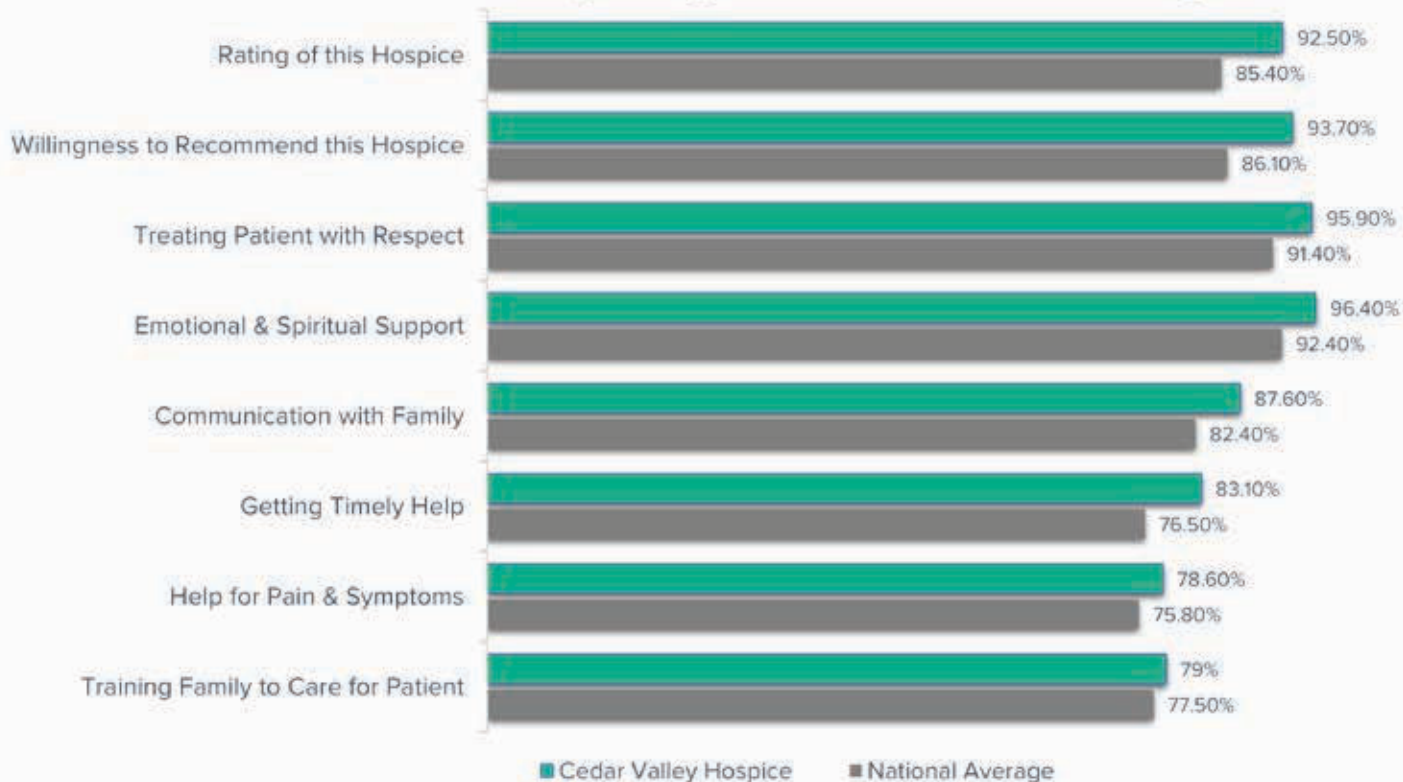
Families grateful for our compassion, knowledge & training

Continued from page 1

“This is a great honor for us,” said Cedar Valley Hospice Executive Director Michaela Vandersee. “This award is based on caregiver responses on a survey that directly evaluates our performance of the care provided to their loved one. Our ratings rank above the national averages for satisfaction, which is a testament to our amazing staff and their dedication to our mission.”

Every day, Cedar Valley Hospice works together for our patients and families to help them *Make Each Moment Matter*.

CAHPS Quality Measures (%) Cedar Valley Hospice vs. National Average



Hospice Honors recipients include those hospices scoring above the HEALTHCAREfirst National Performance Score on 85% of the evaluated questions in the CAHPS survey. The chart above highlights 8 of the 20 questions. Award criteria is based on caregivers' survey results for an evaluation period of 2 years from April 2021 – March 2023.

**MAKE A
DIFFERENCE
FOR FAMILIES
LIVING
WITH HIV**



our **Adopt-A-Client Program**
assists our CASS clients living with HIV
with purchasing 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.



Dove of Peace
Giving Level:
\$35



Glass Snow Angel
Giving Level:
\$75



Metal Glitter Star
Giving Level:
\$150



Tree of Love tradition adds online Tribute Wall to honor loved ones

Remember your loved one this holiday season by taking part in our long-standing Tree of Love tradition by making a lasting gift.

With the purchase of an ornament, donors receive a magnet or ornament and are able to place a name, photo and memory on our NEW Tree of Love Tribute Wall on our website.

Ornaments can hold a deep emotional significance providing comfort, healing and a way to honor loved ones. They serve as tangible reminders of cherished memories bringing joy as we reflect on those that matter the most to us during the holiday season and beyond. Each ornament, story and memory are treasures that make up a Tree of Love.

Gifts given to Cedar Valley Hospice recognize your loved one and support our work of *Making Each Moment Matter* for our patients and families.

Tree of Love ornaments will be available for pick up at each site location (excluding the Hospice Home) beginning mid-November. Shipping is also available for \$5 per ornament.

Tree of Love Tribute Wall

With the purchase of an ornament, you are able to create a tribute on our website of your loved one by sharing their name, a photo and a memory. Once approved, you will receive a link to SHARE it with your family and friends.



Glass Beaded Heart
Giving Level:
\$250



Lennox Gemmed Snowflake
Giving Level: **\$500**
Sponsored by
Tenenbaum's Jewelry - Waverly



Reed & Barton 2023
Silverplated Holly Bell
Giving Level: **\$1000+**
Sponsored by Roth Jewelers - Waterloo

Yes, I wish to support the 2023 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.

Visit cvhospice.org for easy access to order an ornament & upload your tribute!



**NEW THIS
YEAR!**

Tribute Wall

We encourage you to purchase your ornament(s) through our secure website. If you choose to mail in this form, we will send you an email to gather information for the Tribute Wall.

Levels of Giving

- ☐ Yes, please mail my ornament(s). (add \$5 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.

- ☐ > \$35: Making Each Moment Matter frame magnet ☐ \$35: Dove of Peace ☐ \$75: Glass Snow Angel ☐ \$150: Metal Glitter Star
☐ \$250: Glass Beaded Heart ☐ \$500: Lennox Gemmed Snowflake ☐ \$1000+: Reed & Barton 2023 Silverplated Holly Bell

Charge my Visa/Mastercard/Am Ex. Amt: \$ _____ (include an extra \$5 per ornament to have it/them 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.)

By providing your email, you are consenting to receive marketing emails from: Cedar Valley Hospice, 900 Tower Park Drive, Waterloo, IA 50701, US.



Families make memories at Release & Remember

Great music, perfect weather and 1,000 monarch butterflies took flight as they were released in honor and in memory of loved ones at Cedar Valley Hospice's 12th annual Release & Remember fundraiser on Sept. 10.

The beautiful fall day included a dedication station, a free picnic lunch, face painting, balloon animals, photo opportunities and music by the band Flatland Ridge.

The dedication station, which displayed the names of those being remembered, continued to be a popular and moving destination for all who attended. Guests took a moment to read the honored names and reflect upon the lives of those being celebrated. Many took photos or wrote a note beside their loved ones' names to commemorate the day.

Ten people were honored to open our butterfly boxes, including four raffle winners. All donations will be used for our patients and families and clients. Cedar Valley Hospice is grateful to all who volunteered, attended or supported this memorable fundraiser.



The RiverLoop Amphitheatre was a sea of pink as many attendees purchased a Release & Remember box. Below, people also took advantage of the photo booth donated by Picture It Now Photo.



Above, marketing director Jennifer Siech, left, instructs butterfly box openers how to handle the butterflies. Openers included grief volunteer Beth Wagner, grief counselor Lynette Jordan, grief volunteer Corrine Jordan, granddaughter of former hospice patient Larry Shollenbarger Marissa Knapp, youth grief coordinator Mikaela Hines and Mary Shollenbarger, wife of Larry and Marissa's grandmother.

KID'S KORNER



Katie Koala visits with guests and hands out hugs in the kids activities area, a popular place for fun.



SEE MORE PHOTOS FROM RELEASE & REMEMBER ON OUR FACEBOOK PAGE!





ase & Remember T-shirt to commemorate the day.
photo Booth Rental in Independence as well as the photo op.



Left, Sisters Amy Block and Kelly Goeke and Kelly's daughter Anna, came to honor their mom and grandma Dee Hansen.



Hundreds of people wrote a message to their loved one next to their name at the dedication station. Judy Baier, right, honors her husband, Charlie, who would have celebrated his 70th birthday that day.



"I never win anything and they drew my name [as part of the raffle]. I think Charlie had something to do with it. I also wrote him a special note and was able to tell him Happy Birthday. The whole day was such a beautiful experience."

– Judy Baier



Roxanne Kolder hasn't ever missed this event, celebrates with her family and friends

Roxanne Kolder, center, of Parkersburg brought her family and friends to Release & Remember. She hasn't missed an event since its inception, just after her mother, Ivadean, died in 2012. When her husband, Randall (Randy), died in 2016, and three months later she lost her father, Richard Frey, this event became even more important to her, as all three family members were served by Cedar Valley Hospice.

"There is something so symbolic about the day," she said. "I'm able to do something meaningful for them and for me. You need to have something to hold onto, this event fulfills all of that for my family and me."

Every year she attends, she takes a photograph of a butterfly for her home – it has become her "canvas wall." Her newest photo will be one she took on a mum.

This year, she brought Randy's brother Bob, and wife Donna. They lost their daughter Tracy Scheib, to breast cancer this year. She was 47. It was an emotional day for all of them. Afterwards, the crew went to 4 Queens – a tradition Roxanne started years ago, as it was her husband's favorite place. She and Randy were married for over 40 years.

She is very grateful for all Cedar Valley Hospice did for her family. When her husband and father died, Roxanne utilized our grief support. "I was so beside myself, and their way of guiding me was so comforting and supportive," Roxanne said. "I always felt if there was something I needed, I would call, and they would talk me through it. They grounded and surrounded me."

Healthcare Partners learn about cancer & hospice at Physician Education Event



On Sept. 21, providers from across the Cedar Valley came together to network and learn from experts at our 14th annual Physician Education Event at Hilton Garden Inn.

Above, presenter Dr. Bilal Rahim chats with attendees.

Right, Dr. E. Anthony Otoadese and Dr. Carla Springer enjoy the annual educational event, which they have attended before.



EVENT: Physician Education Event

TOPIC: Advanced Cancers in Hospice & Palliative Care

KEYNOTE SPEAKERS:

- Bilal Rahim, MD, MSc
Clinical Assistant Professor of Internal Medicine – Hematology, Oncology and Blood and Marrow Transplantation at the University of Iowa Health Care Carver College of Medicine
- Michael Deters, MD,
Cedar Valley Hospice Physician

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NATIONAL HOSPICE & PALLIATIVE CARE MONTH

DON'T BE AFRAID.



Be an advocate for us during Hospice & Palliative Care Month

Having a serious illness and talking about end-of-life care can be frightening for the whole family. At Cedar Valley Hospice, our expert guidance and knowledge can make that journey one that honors your choices. During Hospice & Palliative Care Month in November, we are encouraging people to have "Courageous Conversations" about seeking supportive options to help their 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.

See the checklist below on how you can be an advocate.

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

Hospice Advocate Checklist

Become a Volunteer

Volunteers are important to our organization. We're looking for people to meet with patients, fundraise and more!

Give a Donation

Cedar Valley Hospice would not be able to offer all its additional services without donations. Consider giving a gift of any amount.

Share Your Story

If you've been touched by Cedar Valley Hospice, talk about your hospice experience with people who may have questions.

Say Our Name

There are several hospices in the area. Be sure to say "Cedar Valley Hospice" when talking about our organization to avoid confusion.

Know the Facts

It's easy for misinformation to spread. By knowing the facts about hospice, you can help inform people about our services.

Like Our Social Media

Follow us on Facebook and LinkedIn to stay up-to-date. Then, like and share our posts so we can help more people in our communities.



“When we care for families, we do so with the intent of educating and providing respectful and compassionate care. This takes us higher than any other organization.”

– Amanda Grassley, RN, BSN

GRUNDY CENTER OFFICE OPEN HOUSE

*We have renovated!
Watch our Facebook page
for news about an open
house this fall.*

Moments that Matter

*With Amanda Grassley, Clinical Services Manager – Grundy Center
(Employee since 2022)*

Describe your position with Cedar Valley Hospice.

As a Clinical Services Manager at the Grundy Center office, I support staff by offering help when needed. I try to stay in tune with their day-to-day visits and if extra follow-up on patients is needed. Since the nurse knows their patient best, I will offer to take other visits so they can focus on the follow-up or office work. Our goal is to make the patient and family happy and have no disruption in the care we are providing to them.

How does your position support our mission?

In my clinical role, I make sure that my 'boots on the ground' team is providing the best care they can and ensure they have all of the tools and information they need when caring for a patient. They know I am here to support them in any way needed. Being in hospice is a tough job with a lot of emotions attached to it, and a lot of family dynamics. We are knowledgeable and respectful to all involved. The more education we can pass onto them on how to care for their loved one when we aren't there, the more they feel comfortable and secure knowing a plan is in place. All of our nurses and aides treat the patient and family as if they were their own family. I know they live our mission daily, and it is reflected in how much this community trusts us to care for their loved ones.

Share a story that has impacted you.

When I was still in orientation, I attended a visit with a coworker and the patient had died, but their partner did not know. The compassion that the nurse showed when she had to tell the patient's partner, was just amazing. We collaborated with the patient's family and gave them adequate time to call family to come in and make sure they got the closure they all needed. We let them have time by themselves to grieve.

When they were ready, we went and helped the funeral home and provided supportive listening to the family and the partner. Witnessing Cedar Valley Hospice's involvement in the patient's death and the support we provided for that family was amazing. Never did they feel like they were left to figure it out on their own. We talked them through every step of the process, so nothing was going to be a surprise. We were able to answer all their questions, which left them at ease knowing they could work on final arrangements while we sorted out the rest.

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

Any hospice can go in and care for a patient, prescribe medications and offer advice. A nurse is a nurse and an aide is an aide, but not our nurses and aides. We are all working hard behind the scenes to set up our care teams with all of the things they need to be the best they can. It takes a special person to work at Cedar Valley Hospice. This isn't just a job, it is a lifestyle of teaching, educating and providing compassionate care.

Become a 2024 sponsor to support Cedar Valley Hospice families

We invite you to join Cedar Valley Hospice as a 2024 sponsor as we prepare for a fun and exciting year of events and activities. Businesses or individuals can support our mission while receiving benefits to illustrate your philanthropic and community spirit.

This year we are hoping to make a significant impact on **Giving Tuesday** by having our sponsors respond on or before this worldwide giving day on Nov. 28. This year, everyone who pledges to be a sponsor on or before Nov. 28 will receive extra recognition on our social media and website.

Gain positive exposure and increased brand awareness for you, your business or organization. Make the choice to be a partner in helping to *Make Each Moment Matter* for patients and families by contacting Development Director Suzanne Benda at sbenda@cvhospice.org or 319.272.2002.

"I chose to become an in-kind sponsor for Cedar Valley Hospice because they have always supported my small business. I am passionate about what their organization does for the community, and it is a just a small way that I can give back to them."

— Nancy Wolf, Karen's Print-Rite

"I am a sponsor in honor of my wife, Patricia. Cedar Valley Hospice helped her so much in her last days. It melted my heart to see such caring people. I'm going to continue to donate until I can't anymore."

— Rex Eyestone, 2023 annual sponsor



Suzanne Benda chats with sponsor Rex Eyestone at our Release & Remember event.

TYPES OF SPONSORSHIPS

ANNUAL:

- Diamond: \$10,000
- Premiere: \$6,000
- Champion: \$3,000
- Hero: \$1,500
- Leader: \$500



OTHER:

- In-Kind: Donate items or a service. i.e. printing, advertising, food or beverage.
- Specific Event: Dollars go toward venue, food or entertainment. Events to sponsor include: Grief Camp, Celebration of Life, Nights, Release & Remember & Tree of Love (ornaments).

YOUTH GRIEF CAMP MARKS SUCCESS

Event Sponsors included:

Jennifer Toneff and Buckeye Corrugated Box, Inc.
Cedar Falls Papa John's & Marco's Pizza – lunch

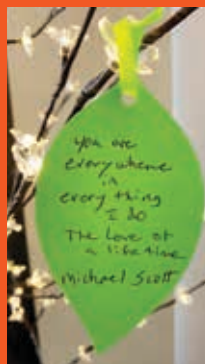


On July 19, Cedar Valley Hospice held our annual Grief Camp. Nearly 40 children attended the beach-themed day, which included peer sharing and activities designed to help children understand their grief.

CELEBRATION OF LIFE HONORS LOVED ONES

Event Sponsors included: ServePro

Diamond Event Center – venue
Each year, we hold a special event to honor patients who died on our hospice program within the last year. People can send in photos for a tribute video and write special messages to their loved ones as part of the event.





**CEDAR VALLEY
HOSPICE®**

2023 ANNUAL SPONSORS

Thank you to this year's sponsors.

DIAMOND

Cedar Valley Medical Specialists
KWVL

PREMIER

Tyson Fresh Meats

CHAMPION

Bergan KDV
Bill Colwell Ford
C.R. Clark & Co.
Geater Machining & Mfg.
Hagarty Waychoff Grarup Funeral Service
Heritage United Methodist Church
David & Gail Huser
Locke Funeral Services
Casey & Laurie McLaughlin
Burk & Julie Miehe
Kathryn Thede
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Financial Resource Advisors
– Mike Hulme
Huff Contracting
Karen's Print-Rite
Dennis Kruger
Lincoln Savings Bank
Magee Construction
Midwest Mold Builders, Inc.
PDCM Insurance
Picture It Now Photo Booths
Pixel Labs
Print Innovations
POS Corp.

LEADER

Jim Benda – Lockard Realty
Bowers Masonry, Inc.
Cy & Charley's
Dreamweaver Therapy
Edward Jones – Garrett Akins
In Memory of Patricia
Eyestone
First Bank Waverly
Gordon Flesch Co.
Duane Jasper, MD
Meyer Pharmacy
NuCara Pharmacy &
Home Medical
Peoples Savings Bank
Town & Country
Home Improvement
Transport Permits
Wendy J. Troutman
D.D.S., P.C.

VOLUNTEER SPOTLIGHT



Friends Committee Volunteer Craig Coffman, back row center, helped spearhead the annual BrewBQ event in Independence, held on Aug. 26. This year, all proceeds from this third-party event benefited Cedar Valley Hospice, which totaled over \$9,000. Recently, members of our staff met the BrewBQ organizers to accept the check. Thank You!

Craig Coffman, volunteer since 2020

GOVERNING BOARD MEMBER & FRIENDS COMMITTEE VOLUNTEER

Craig Coffman joined our volunteer Governing Board a few years ago and also serves as a volunteer for our Friends Committee. With a contagious smile and infectious energy, 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.

"Craig is a real go getter and is very passionate about the services we provide here at Cedar Valley Hospice," said Cedar Valley Hospice Development Director Suzanne Benda. "He was instrumental in our campaign for the Waterloo Support Center, and he consistently is pounding the pavement to reach new supporters and be an advocate for us. He truly understands that Cedar Valley Hospice is about ***Making Each Moment Matter.***"



**CEDAR VALLEY
HOSPICE®**

Making Each Moment Matter.

PO Box 2880
Waterloo, IA 50704-2880

Non-profit
Organization US
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2023 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.*

Oct. 14

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.*

Thursday, Nov. 7

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.

Thursday, Nov. 16

Children's Grief Awareness Day

Wear blue to show your support!

Tuesday, Nov. 28

Giving Tuesday

Help us reach our goal by giving a donation, and watch for
fun surprises on our Facebook page throughout the day.

GIVING TUESDAY

November 28, 2023

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

cvhospice.org

Friday, Dec. 1

World AIDS Day

Donate a gift card to help our CASS clients living with HIV.
Call 319.272.2437 for more information.

Thursday, Dec. 14

Christmas Greetings on Main, Waverly, 6-8 p.m.

Walk down Bremer Avenue and enjoy live window scenes,
an ice carver, Nestlé hot chocolate and plenty of holiday
fun! Look for our window and Katie Koala at the
Edward Jones office.

*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.*