

FALL 2017

MONARCH



AS WE LOOK TOWARDS THE HOLIDAYS WE RENEW OUR FAITH AND OUR COMMITMENT TO OUR MISSION. INSIDE: A MOTHER TALKS ABOUT HOW OUR NEW AVA SYSTEM MADE HOSPICE A LITTLE EASIER FOR HER FAMILY AND PATIENT REALIZES DYING WISH ALSO PRISONER RELEASED TO SAY GOODBYE TO HIS FATHER HOLIDAY WORKSHOPS FOR CHILDREN AND ADULTS AND MORE.


Angela
Hospice

We'll take you under our wing.



Angela Hospice launched its telehospice program in Jan. 2017, expressly to benefit patients and families. Faster response times. Face-to-face contact with a nurse at all hours. But as the program evolved, we've discovered more ways this innovative program is making life easier for hospice patients.

ANGELA'S VIRTUAL ASSIST

easing burdens

JOANNE WITH HER BELOVED DOG, BELLA.
BELLA HAS GIVEN THE FAMILY A WONDERFUL DISTRACTION.

Joanne Savage

Joanne's husband battled cancer and left her a widow to raise their three boys, and fight her own rare form of cancer. She remains at home as long as she can, in part due to AVA, the tablet device that allows her to connect to telehospice services and video chat. Joanne says, "I know that I can call anytime and someone will be there."

At the age of 40 Joanne was diagnosed with peritoneal carcinoma, a rare form of cancer. She was in remission for four years, and had many medical interventions, until her doctors told her she should consider hospice. This past July she signed on with Angela Hospice. Joanne is at peace with what is in store for her, but she can't help worrying about her sons.

Joanne says, "My time is ticking because there's only so much they can do...we just wait...I get that look from the boys every day. Is today the day? Are you gonna pass away today?"

Her struggles are made a little easier through the help of family, friends, her support system at Northridge church, and her Angela Hospice team, including AVA.



According to Angela Hospice Registered Nurse, and AVA operator, Karen Gugala, "Joanne has relied on AVA when she needs help operating her pain control pump, to help connect with experts to trouble-shoot her wound management, and if she needs to have an extra visit from one of her hospice team."

"If I need any supplies...within minutes...I have someone calling and ordering me what I need," Joanne says. "It's incredible."

"You know I always tell my kids, I have a very strong faith in God, and God can turn any situation into a good one. And he did. Because I got in with Angela Hospice, and oh my gosh — it's wonderful — it couldn't have been a better blessing," Joanne says.

In addition to having the AVA device there, Hospice gives emotional support, and connects her with the volunteer who comes every week to help with housekeeping. Her sons help with laundry, and Nolan — her youngest, just 13 years old — is the family chef.

Joanne's best friend Michelle has agreed to take the boys when she dies, but it's hard to think of leaving them. Joanne says, "We put our faith in God...God can do anything. And maybe it's time for me, you know? I guess at the right time he'll call me home and I'll go."



JOANNE'S BOYS, COLIN, JACK AND NOLAN, PHOTO TAKEN FROM ONE OF THE MANY PORTRAITS OF THEM IN HER HOME.



AN UNEXPECTED USE FOR AVA. A patient in our Care Center was too ill to attend her husband's funeral and with AVA was able to be a part of the event remotely.

WATCH A VIDEO AT ASKFORANGELA.COM

ANGELA HOSPICE NURSE KAREN GUGALA
makes a connection through AVA.

WE ARE GRATEFUL TO BE ABLE TO PROVIDE AVA
TO LESSEN THE BURDEN OF KAITLAN'S WORRIES.



Peyton Barron

Five-year-old Peyton has been battling brain cancer for three years. In August, Dr. Nadia Tremonti suggested Angela Hospice's My Nest is Best Pediatric Program. Now Peyton is getting medical care in the comfort of her home, which means she can keep watching her favorite video "Boss Baby" in the family room while her nurse visits her.

A week after signing on to Angela Hospice's program, Peyton's family was equipped with an AVA device. Whenever they have a question or concern about symptoms or changes Peyton is experiencing, they can push a button and connect with a nurse.

One night, Peyton's mom, Kaitlan, noticed Peyton's arm was shaking in a way she hadn't seen before. She used AVA to relay the symptom to a Hospice nurse.

"It's easier to see somebody," Kaitlan says.

Using AVA's camera, Kaitlan was able to show the nurse exactly what was happening to Peyton, and have her concerns responded to within minutes.

"Kaitlan is on top of things. She's calling for reassurance," says Jennifer Campbell, Peyton's nurse case manager.

Peace of mind is one of the greatest benefits Angela Hospice can offer the families we are privileged to serve. AVA is another way to let our patients and families know that they're not alone.



"GOD TOOK OVER!" shepherding

families through until the end

Rick Colter was a great dad. He was fun-loving and adored his wife Kathy, their 4 children – Ryan, Teri, Cody and Shanna and his seven – grandchildren. Rick worked as an industrial fireman at General Motors for years, was a hobbyist mechanic, and a lover of the outdoors.

The life-changer came when Rick was diagnosed with lung cancer at 54 years old. He and Kathy tried everything. There was a period of remission before the disease came back, and then the doctors told them to find a hospice.

The remarkable part of the story is not that God led Rick and Kathy to Angela Hospice, but that there they were able to find a way for Rick to see his eldest son Ryan before he died.

Ryan is an inmate in the Ionia State Prison, for a charge that he and his family maintain he is innocent of. Rick was unable to see Ryan for more than a year, and it seemed impossible to see him now when he was very ill and in hospice home care. Rick was too sick to make the trip there.

But with God, all things are possible. Angela Hospice Social Worker, Ann-Patrice Foley, and Registered Nurse, Marion Ross, sprung into action when they heard about the need for this family. They contacted the prison and made a request for Ryan to take the more than 100-mile trip to say goodbye to his father. It is not uncommon to have a prisoner make a death bed visit, but this was an unusual case because of the distance, and the fact Rick resided at home — not a place the prison could guarantee to be secure.

Ann-Patrice went to Margot Parr, CEO and President of Angela Hospice, and asked, "What can we do to help this family?"

Margot knew that she couldn't let the Colters down. "We are an organization based on faith and faith will make this happen for the Colter family!" Margot said.

It just happens that we have a place, our Care Center, that met the prison's standard of security. In less than 24 hours after the request, Ryan was on his way to his father's bedside with two prison guards at his side.

At first the guards would only let Ryan into Rick's room and not the rest of his anxious family waiting outside who had not been all together for more than 11 years. Teri, the eldest Colter girl said, "We prayed as a family for God's grace to let us all go in the room and be together — that's when God took over — the guards, we later found out, were

TERI HOLDS THE PHOTO THE GUARDS TOOK AT ANGELA HOSPICE CARE CENTER. LEFT TO RIGHT, TERI, CODY, RYAN, RICK, KATHY, AND SHANNA.



Christians. Their rules were strict — but they decided to call their supervisor and he gave the go-ahead to let the entire immediate family enter the room. It was amazing, and we are blessed."

Rick went back home after the visit and died peacefully two days later with most of his family beside him. Ryan went back to prison where he has been chosen to take part in Calvin College's Calvin Prison Initiative that trains faithful leaders in a prison context. A partnership between Calvin College and Calvin Theological Seminary, CPI is a unique program that provides a Christian liberal arts education to inmates at Handlon prison in Ionia, MI. Ryan hopes to become a minister.

READ MORE ABOUT THIS UNIQUE PROGRAM,
VISIT CALVIN.EDU/PRISON-INITIATIVE.

bringing music

TERI SCHMITCHEN, DIRECTOR OF VOLUNTEER SERVICES DISCUSSES THE KINDS OF MUSIC MOST BENEFICIAL TO OUR HOSPICE PATIENTS AND FAMILIES WITH THE FORD VOLUNTEERS.

"MUSIC HAS HEALING POWER. IT HAS THE ABILITY TO TAKE PEOPLE OUT OF THEMSELVES FOR A FEW HOURS."
~ ELTON JOHN



Music evokes memories, provides a calming influence, lulls us to sleep, or energizes us. Music is good for the soul. That's the idea behind the Angela Hospice music companion program. Made possible by a grant through Ford's Volunteer Corps, the idea is to equip Angela Hospice volunteers with MP3 players so they can provide companionship and share music with hospice patients.

"This music program will enable us to engage patients in a most moving way," said Teri Schmitchen, director of volunteer services, "whether by playing an upbeat song to elevate their spirits; or by releasing childhood memories with a few notes from an old favorite. Music has a way of bypassing illness and getting right to the spirit."

Eight Ford volunteers came to Angela Hospice on Sept. 15, 2017, for their **Community Building Accelerated Action Day**. They were treated to a presentation on music's therapeutic powers by Kay Rowe, a certified therapeutic musician and Angela Hospice volunteer, before beginning to research and compose playlists for the MP3 players.

In total, 35 MP3 players, each loaded with a 165-song playlist, were donated as part of the grant.

EMAIL TSCHMITCHEN@ANGELAHOSPICE.US
FOR INFORMATION ON VOLUNTEERING

We are Narzędzia Boga

[WE ARE THE TOOLS OR INSTRUMENTS OF GOD]

A song composed for the Felician sponsored Leadership Conference, Oct. 2017, by Robert Alexander, Angela Hospice Director of Development.

The Polish words are in memory and honor of our foundress Blessed Mary Angela and her Polish roots. Sung here by the students at Montessori Center of Our Lady. WATCH A VIDEO AT ASKFORANGELA.COM



lighting up lives

BELOW, VINTAGE PHOTO OF
ORIN MAZZONI SENIOR
IN HIS JEWELRY STORE



LEFT,
A FAMILY TRADITION
OF GIVING
CONTINUES WITH
ORIN AND TINA
MAZZONI.

If Orin Mazzoni, Jr.'s, mother had a motto, it was "pray harder." And his father's perspective was "there are always people you can help."

Orin's parents exemplified faith and generosity in the way they lived their lives and served their community, and they raised their son to do the same. Orin, a father and grandfather himself, has taken their example to heart, and has instilled these values in his own family, and his business as well.

So when a friend brought Sister Giovanni to Orin's store to ask for a donation, "We were glad to help," Orin said. "I have admired people who are gifted with a hospice heart. It is so wonderful to know them."

Orin had heard of Angela Hospice through his customers at Orin Jewelers, the three-generation family business his father started in 1933. Some of his customers had used Angela Hospice's services and had spoken very highly of the experience.

Over the next two and a half decades, the relationship between the Mazzoni's and Angela Hospice continued to grow. The connection became more personal too.

"Our own experience with Angela Hospice was with Dad in 2001," Orin explained. "It was so much more comforting to have hospice help Dad and the family through that time."

It was a tough period for the Mazzoni's. Between the years 1999 and 2003, Orin and his wife, Tina, both experienced the loss of their parents.

"We lost many family members," Orin said. "That was a very hard time for our family."



The Mazzoni's understand the importance of having support through life's challenges. It is part of why they're so committed to helping the community. In addition to Angela Hospice, the Mazzoni's and Orin Jewelers have contributed to hospitals, non-profits, and schools throughout the community, including Ladywood High School, another Felician-sponsored ministry.

"The Felician connection has always been very special to us," Orin said.

Orin and Tina's continued support for the Angela Hospice mission will be formally recognized at this year's Light Up a Life Celebration, taking place October 27 at Laurel Manor.

"We are honored and humbled to be recognized by Angela Hospice at this event," Orin said. "Especially on top of everything you have already done for our family."

EMAIL RALEXANDER@ANGELAHOSPICE.US
FOR INFORMATION ON EVENTS

joyous times

AT RIGHT, PHIL WATCHES THE BALL GAME
IN HIS SUITE AT COMERICA PARK



More than 800 people participated in the Angela Hospice Walk of Remembrance this year. Some came a long way to honor their loved ones, driving an hour or more. But perhaps no one came farther than Christopher Erickson. He flew in from Los Angeles to walk along side Phil's wife Laurie Young, and neighbor Sheri McEachern as a memorial tribute to his father Phil "Doc" Erickson.

Christopher and his father Phil had a special connection to the Detroit Tigers. It was Phil's last wish to go to a ball game. But Christopher knew getting him to Comerica Park would not be an easy feat because of his father's illness.

"I knew that he wasn't well enough to sit with the general public," Christopher says. "So the next best thing, I thought, was to get a suite. I didn't know how much that would cost or what it entailed, but I threw out the idea to my girlfriend and her father. Her father told me, 'Whatever it costs, I'll pay for it. Don't worry about it.'"

Christopher called the Tigers organization and explained the situation. They were happy to work with him, and let them buy just 11 tickets, instead of paying for the whole suite, and they even gave the family a gift basket.

The Angela Hospice team arranged transportation and helped keep the whole plan hush-hush.

Phil was staying at our Care Center for respite while his spouse and caregiver, Laurie, was recovering from surgery. So on his last day in the Center, they got him equipped with his Tiger gear. Laurie rode downtown with him, and when they pulled into the parking lot, Phil's friends and family were there to greet him with posters and cheers.

"He was so surprised. It was amazing," Laurie says. Phil really enjoyed the game. His wish came true.

"It was on Father's Day too," Christopher says. "It was just the perfect sendoff."

After the game, Phil and Laurie returned home.

"We had a party in the backyard and Phil said 'It's my time; I'm going fast.' One by one we said goodbye to him," Laurie says. "He went in the middle of the night, very peacefully and gently. It was wonderful."

"But that wouldn't have happened without the help of Angela Hospice," Christopher says. "Thank you for that."

"We can't ever repay you guys for that — for his last wish," Laurie says.

"That's why we'll walk every year," Sheri says.

The heart of our mission

[THE CARE CENTER]

Our Care Center provides hospital-level general inpatient care, when our hospice team determines your loved one's pain and symptoms cannot be effectively managed at home or in another residential setting.

The 32 private room Care Center is designed for patient and family comfort. There are family gathering areas, an enclosed outdoor atrium with fountains, a chapel, children's playroom, library, dining room, and more. TAKE A VIRTUAL TOUR AT ASKFORANGELA.COM

RIGHT, DAUGHTERS
OF MARY
SISTERS, GIGI,
CARE CENTER AIDE,
AND LITTY,
CARE CENTER CLERK,
ON THEIR WAY TO OUR
CARE CENTER TO
MINISTER TO PATIENTS
AND FAMILIES.



parting

CHILDREN'S HOLIDAY WORKSHOP ON DEC 3, 2-4 P.M.

ADULTS "GETTING THROUGH THE HOLIDAYS" WORKSHOP IS OFFERED TWICE ON NOV 7, AT 1 P.M. & 6:30 P.M.



The holidays are an especially difficult time for people who are grieving, but our special donor-funded workshops can offer help and support for adults and children.

"During the Christmas season it's really, really hard for a child to grieve," says Debbie Vallandingham, a bereavement Social Worker at Angela Hospice. Debbie will lead the Children's Holiday Workshop on Sunday, December 3, from 2-4 p.m. She explains that parents often want to shield their children from grief, but that can actually make it harder for children to grieve. The workshop helps to open up communication as the children work to make a holiday wreath in memory of their loved one.

"What it allows the parent and the child to do is come together in an atmosphere where they can bring up memories, and talk, and actually work on a specific project that's going to memorialize that person throughout the holiday season," Debbie says. "It draws together the adults and the children...so the kids can start letting the grownups know that it's okay to talk about the person that was lost."

For adults, navigating the holiday season while grieving can seem overwhelming. While



children want the normalcy of the holidays, there's a tendency for adults to want to avoid the holidays. Our "Getting Through the Holidays" workshop seeks to offer practical tips and suggestions on how to make the holidays easier, while maintaining self-care. The workshop is offered twice on Tuesday, November 7, at 1 p.m. and 6:30 p.m.

These workshops are free and take place at Angela Hospice. Call Debbie Vallandingham at 734.464.2683 to register for the Children's Workshop, as space is limited. For more about the adult workshop, or for information about Angela Hospice's free grief support groups and counseling, call Margaret Levine at 734.779.6690.

Angela Hospice's grief support services are available free of charge for anyone in the community thanks to the generosity of our compassionate donors. You can make a donation in support of these programs any time at AskForAngela.com.



Angela Hospice earned the designation "TopRated Non-Profit" for 2017 from GreatNonprofits. And recently recognized by their peers as TOP DOCS by Hour Detroit Magazine: Jim Boal, MD, Chief Medical Officer, Angela Hospice, and Nadia Tremonti, MD, Pediatric Medical Director, Angela Hospice.

evolution of our logo



1991-2007

2007-2017

2017+

We continually innovate to better serve and reach more patients and families, however, we never lose sight of our mission to provide comprehensive, compassionate, and Christ-like care to adults and children in the communities we serve.

14100 Newburgh Road, Livonia, Michigan 48154 • toll free 866.464.7810 • askforangela.com

Executive Team

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David Ward, Senior Ministry Advisor
Margot Parr, President

2017 ANNUAL REPORT



Through the generosity of the **St. Francis Fund**, we've completed a study looking at how we can address the disparity in hospice use among African Americans, in order to better reach this under-served community.

The **Ralph C. Wilson, Jr. Foundation** has provided us with an incredible opportunity to improve our service for hospice patients by funding a new telehospice program. **READ MORE >**



We'll take you under our wing.

TAKING THE COMMUNITY UNDER OUR WING: Thanks to your support Angela Hospice is growing, growing, growing! More patients, families and caregivers are reaching out to us because of our compassionate care and faith-based mission.

SPECIAL ACHIEVEMENTS THIS YEAR:

- AVA (Angela's Virtual Assist) our telehospice program connects patients and caregivers to our nurses 24/7 in a unique and innovative way.
- Achieved level 3 for the "We Honor Veterans" program which aims to improve care for veterans at end of life by addressing their specialized needs and by elevating recognition of veterans for their service. (A collaborative effort between the National Hospice & Palliative Care Organization and the Department of Veterans Affairs.)

- The Federal Centers for Medicare and Medicaid Services (CMS) launched its first phase of internet accessible reports on 3,876 hospices across the country. The individual hospice's data is reported, as well as the national average for each criteria. Using the Hospice Item Set (HIS) our overall CMS score is 99.8%. Angela Hospice's stellar report can be found by visiting <https://www.medicare.gov/hospicecompare/>.
- Our medical staff was recognized by their peers as Detroit's TOP DOCS.



MARGOT
PARR
PRESIDENT/CEO



BARB
HENDRICKSON
BOARD CHAIR

TOTAL INDIVIDUALS
SERVED 2,356

HOSPICE HOME CARE

1654

ANGELA HOSPICE CARE CENTER

677

MY NEST IS BEST PEDIATRICS

25

TOTAL DAYS OF CARE

2017

88,794

VETERANS SERVED 421

ACTIVE **VOLUNTEERS 405**

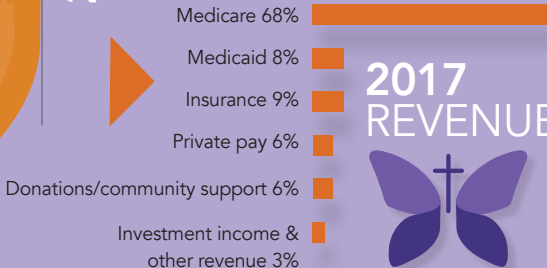
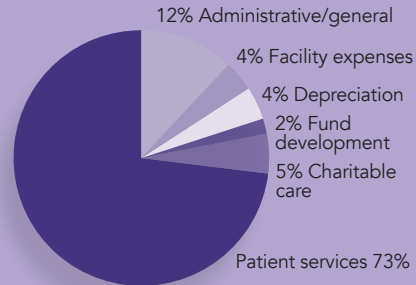
**VOLUNTEER HOME CARE
VISITS 1,326**

TOTAL MILES DRIVEN BY
VOLUNTEERS 125,119

TOTAL **VOLUNTEER
SERVICE HOURS 26,985**

**BEREAVEMENT
ONE-ON-ONE GRIEF
SUPPORT SESSIONS 1,976**

2017 EXPENSES

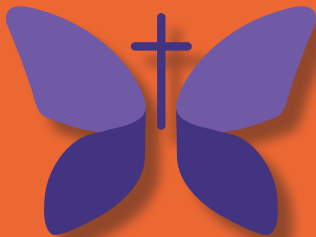


2017
REVENUE



FELICIAN CORE VALUES & CHRIST-LIKE CARE

ANGELA HOSPICE IS A
FELICIAN-SPONSORED
MINISTRY



RESPECT FOR HUMAN DIGNITY
COMPASSION
TRANSFORMATION
SOLIDARITY WITH THE POOR
JUSTICE & PEACE

YOUR
100%

TAX-DEDUCTIBLE DONATION SUPPORTS HOSPICE PATIENTS & THEIR FAMILIES



We'll take you under our wing.

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