

# Above & Beyond...

Your source for news and information to take our collective care to the next level



## A Message from Our Chaplain

On behalf of my fellow chaplains at Hospice & Community Care, I want to take a moment to express my gratitude for the opportunity to work alongside you and your team in providing care for your residents. It is truly an honor to collaborate with dedicated professionals like you in supporting individuals and families during their end-of-life journey.

At Hospice & Community Care, we understand the importance of holistic care for your residents. In addition to

offering spiritual support, Hospice chaplains regularly address the emotional and psychological impact of facing end of life. We are committed to offering a compassionate presence, active listening and meaningful conversations to your residents and their loved ones as they navigate this challenging time.

Our chaplain team is here to complement the excellent care that you already provide to your residents. Whether it's engaging with residents during visits, offering educational resources, listening to the needs of caregivers, or working alongside community clergy and facility chaplains, we are dedicated to enhancing the quality of life for those under your care. Together, we can ensure that residents receive the comprehensive support they need to live with dignity and comfort until the end of life.

Thank you once again for your partnership and dedication to providing exceptional care to your residents. Every day, you make a tremendous impact, and we look forward to continuing our work together to make a positive difference in the lives of those we serve.

Sincerely,

Jennifer Rajnic

## Insights and Support: Hospice & Community Care's Partnership with You



Your staff can expect compassionate support and expert guidance in providing end-of-life care to your residents. With a deep understanding of the unique needs and challenges faced by both residents and their families during this sensitive time, our team is committed to collaborating closely with your staff to ensure seamless integration of hospice services. From comprehensive pain management to emotional support and spiritual care, we strive to enhance the quality of life for residents while offering invaluable assistance and education to your staff every step of the way. With our unwavering commitment to dignity, respect and comfort, Hospice & Community Care is a trusted partner in providing exceptional end-of-life care within your facility.

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### Here is what your team can expect from Hospice & Community Care:

- ❖ Medical, emotional and spiritual support to allow your residents to live with comfort and dignity.
- ❖ Expertise in pain and symptom management provided by a team of nurses, aides, social workers and other team members.
- ❖ Collaborative care to complement your team with complex issues requiring palliative expertise.
- ❖ Support and education for your team and residents' family members about disease progression and how to prepare for what's next.
- ❖ Expertise in advanced care planning, allowing your residents to take control of their end-of-life care.
- ❖ Anticipatory grief counseling and bereavement services for your staff, families and residents.
- ❖ 24/7 staff support resulting in reduced hospitalization for your residents.
- ❖ Coverage of:
  - Pharmaceuticals and medical supplies needed for palliation and management of related conditions.
  - Medical equipment as needed to ensure safety and promote independence.
  - Incontinence supplies.

## Hospice 101 Training Available



As part of our contractual relationship, we are pleased to provide you with hospice orientation materials to train your facility staff on end-of-life care. These materials also ensure regulatory compliance for your facility staff and Hospice & Community Care by Conditions of Participation (COP) from CMS.

We are pleased to offer multiple options for this training. These sessions can be conducted by your training staff or by a member of the Hospice & Community Care team. Please contact Karen Stauffer, Community Educator, at (717) 490-4074 or [kstauffer@hospicecommunity.org](mailto:kstauffer@hospicecommunity.org) with questions or additional details.



Scan to receive instructional materials.

## Supporting Bereaved Families



**PATHWAYS CENTER**  
for GRIEF & LOSS  
A program of Choices Healthcare

Before and after a resident dies, your team plays a crucial role in supporting bereaved families. Understanding the grieving process, communicating openly and empathetically, and providing practical assistance are essential steps. Emotional support, facilitating memorialization and offering ongoing assistance can help families cope with their grief and find healing. By demonstrating compassion and empathy, your team can make a significant difference in the lives of grieving families during this challenging time.

For more resources on how to help families grieve, please contact the Pathways Center for Grief & Loss, a program of Hospice & Community Care, at (717) 391-2413 or visit [www.pathwaysthroughgrief.org](http://www.pathwaysthroughgrief.org).

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