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The Board of Directors, Staff and Volunteers of Hospice of Marshall County would like to wish you a very blessed Holiday Season.

It is the mission of HOSPICE of Marshall County, Inc., a non-profit agency, to provide exceptional, individualized care for those coping with end-of-life issues.

Hospice of Marshall County
Thrift Shoppe

There is something for everyone at Hospice of Marshall County's (HMC) new Thrift Shoppe! The shoppe features gently used merchandise in an upscale environment at competitive thrift store pricing. New merchandise arrives daily, so shop often! We have a great selection of clothing, accessories, jewelry, furniture, housewares, collectibles, books and DVDs - you name it and we probably have it!

Hospice of Marshall County's CEO, Rhonda Osborne, states, "Many people may wonder why we (HMC, a non-profit agency), would open a retail store. Unfortunately, hospice is not exempt from Medicare cuts and, in fact, those cuts have already begun for the hospice industry. In recent years, national hospice leaders have encouraged hospices to find alternative revenue streams. After researching and talking with other hospices in the country, it was determined a thrift store could be a viable source. It is our hope to not only gain increased revenues to fund HMC's programs but also to offer another option for donations to a non-profit agency allowing us to provide good merchandise at an affordable price. Marshall County has supported HMC for the past 30 years and even with this venture that support is still very important to us. Although we aggressively seek revenue opportunities, our first and primary focus is caring for patients during their final life journey."

Join us for the
Grand Opening
Ribbon Cutting
7020 US HWY 431
November 17
9:30 a.m.



Conveniently located at
7020 US HWY 431
near the intersection of
US HWY 431 and AL HWY 75,
Albertville, AL
For more information
call 256-878-5286

Open:
Thursday - Saturday
9:00 a.m. to 5:00 p.m.

(Continued on page 4)



Thrift Shoppe Staff from left: Loretta McClendon, Renee Wilson and T.J. Duckett

**Hospice of Marshall County's
Volunteer Board of Directors**

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 Dr. Alfred A. Ratcliffe, Jr., Vice President
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 Dr. Russell Robinson



What families are saying...

"In the months before coming to Shepherd's Cove, so much went wrong in my mother's life that the Book of Job was being cited by family members... After her first hospital discharge, we were left to create some kind of home-made hospice care in a tiny mobile home bedroom too far from any city to get any quick help. Our assets were Lortab, a rented hospital bed, and each other. That was our nightmare week: confusion, vomiting, incontinence, rage, humiliation, exhaustion, constant but desultory internet research and dead end after dead end. Finally we threw up our hands and called for the ambulance again. This time, the social worker swore to us we would not leave without some arrangement with hospice. Of all the places she described, Shepherd's Cove sounded the best, but after all the previous closed doors, we were afraid to hope for it... we were all still hesitant.

All the hesitation ended half an hour after arriving at Shepherd's Cove... I let all the weight fall off for the first time since the (cancer) diagnosis. The contrast between the hospital room and Shepherd's Cove - it's two different universes. The first time she was bathed and dressed in one of those nice gowns and tucked into matching bedclothes, with just the soft lighting and the sound of the percolating oxygen machine, everything slowed down and softened. The room smelled good. My mom smelled good. Her mood changed instantly. Her face relaxed. Her voice relaxed. Over the next couple of days she ate more food than she'd eaten in a week combined. She smiled more. It was as close to perfect as any human endeavor I've seen. Shepherd's Cove was our miracle. Everyone who had watched Mom's disaster unfold was deeply moved at the sudden change to her ending.

When I think of how my heart would still sting if Mom's death had ended as it began - in confusion and desperation - compared with Shepherd's Cove, I'm afraid to think how cold I'd feel about life. Thank you from the bottom, and top, and every other corner of my heart."



Rhonda Osborne, RN, BSN, CHPCA
 Chief Executive Officer

**A WORD FROM
our CEO**

Refinement and accountability are two words that are commonly spoken in Hospice of Marshall County's management conversations. Recently, these two words could describe Hospice of Marshall County's activities in addition to the day to day business of providing quality end of life care.

Since our last newsletter, two state surveys have occurred. The state licensure (program) survey AND the state building inspector survey have taken place. (All in the same week!) As a result of the unannounced visits, we are undergoing a process of *refinement and accountability*, specifically in fine tuning Electronic Medical Record (EMR) issues, proceeding with additional staff instruction, minor structural revision, and increased management oversight; in other words, *refinement* of processes and staff responsibilities with increased *accountability*.

Although correction is never pleasant, and many times it is downright painful, it is most often warranted and needed. The end result of correction as stated in Hebrews 12: 11 is "a harvest of righteousness and peace for those who have been trained by it." I sincerely believe that none of our staff enjoyed our "method of refinement" but have been trained from it which will help HMC to be even better!

HMC is a wonderful organization providing outstanding care as evidenced by so many wonderful thank you notes and family satisfaction surveys. In our most recent information benchmarking HMC with state hospice agencies and with hospice agencies nationally, HMC rated 95.8% in overall family satisfaction with HMC's hospice services. This compares to 74.4% state wide and 75.6% nationally. Is HMC perfect, absolutely not; but we are striving to be the best! Thank you for your ongoing support of Hospice of Marshall County's "business of ministry".

Rhonda Osborne

Did you know???

Hospice care is not just for the patient...

Hospice of Marshall County provides support to the patient AND the family. The patient receives physical, emotional and spiritual support. With the family receiving emotional and spiritual support to cope with losing their loved one. Options exist for respite care when caregiving has become exhausting. Bereavement support for the family continues at least 13 months after the patient dies.



Wish List

Your club, business or Sunday School Class may wish to collect some of these items from our Wish List.

- 20 - Coleman battery operated lanterns
- 3-shelf cart (Rubbermaid style)
- All Occasion cards (Sympathy, Thinking of You, Birthday, Blank Notes)
- American flag quilts or blankets
- American flags (to honor our Veterans upon their death)
- Antibacterial wipes
- Blood glucose meter (new)
- Carpet cleaner
- Cooler (large on rollers)
- Creative Forecasting annual magazine subscription (\$60)
- Digital blood pressure cuffs (new)
- Digital camera for Teen Time Support Group
- Digital video camera
- Disposable cups (16 oz.)
- Dry erase board (Large) & supplies
- DVD/VCR movies rated G or PG 13
- Envelopes #10
- "Forever" Stamps
- Gift cards (from Walmart would be great for gas or food money for families)
- GPS (global positioning system)
- Handkerchiefs (new)
- Headlamps
- Karaoke system
- King size pillow cases – no prints please
- Manila folders (top tab folders)
- Media Cart (3 shelf - audio video 42")
- New disposable cameras for groups
- Plastic storage bins (Large)
- Portable PA system
- Small portable air compressor
- Toiletry items for patient "TLC" bags - shampoo, deodorant, shave cream, nail clippers
- Twin size fitted sheets with deep pockets – prints preferred
- Various office supplies (highlighters, pens, Sharpies, etc.)
- Wash cloths
- White copy paper
- Wireless headphones for the televisions



Congratulations




Rhonda Osborne, CEO of Hospice of Marshall County, (pictured with her husband, Ray Osborne) was presented with Alabama Hospice Organization's (AHO) Polly Clark Award, at the state AHO Conference, honoring her as a hospice professional who has positively promoted Alabama's hospice industry.

Rhonda was pleased to receive the award, saying, "I am very honored to be recognized by my peers in the state for this award and have been honored to have represented the Alabama hospice industry on a state and national level. I am especially pleased those in AHO recognized the support I receive from Ray in my hospice activities. With Ray's willingness to travel with me for AHO business I have been able to blend family and business time."





(Continued from page 4)

Donations of clean, gently used items are now being accepted:

- Furniture
- Antiques and collectibles
- Clothing – men’s, women’s and children’s: jackets, suits, slacks, shirts, dresses and formal
- Women’s accessories including jewelry, shoes, scarves, belts and handbags
- Housewares including china, porcelain and glassware
- Home décor including lamps, vases and framed art
- Domestic items including linens, rugs, quilts and comforters (no draperies)
- Toys and games (working/all pieces)
- Books, audiobooks, music (CDs) and videos (VHS and DVD)

[No electronics, mattresses or items subject to recall, please]

Donations accepted during normal business hours:

Thursday - Saturday

Call 256-878-5286 for additional information or to schedule delivery/pick-up.



The Lights of Love event has become part of the fabric of this community. Annually, we gather around a beautifully lit tree to celebrate this special, heart-warming tradition, bringing the community together to honor or remember those we love. It is a wonderful way we can remember not only those special people who have passed away, but also those special people who touch our lives every day. Donations can be made in honor of parents, grandparents, children, grandchildren, military personnel, special teachers, friends, medical staff, or any other person you believe would appreciate a kind thought during this celebrated time of year.

When you make a donation to the Lights of Love project, you are helping to improve care for the patients and families we serve.

A Lights of Love order brochure is in the pages following (pp. 5-6), so place your order today!

The Holiday Season...

The holiday season is a time for traditions and celebrating with family and friends. We invite you to join us for *Lights of Love*, an event that will provide a meaningful way to remember or honor your loved ones during this holiday season.

For only \$10, you can sponsor a bulb on our large outdoor Christmas tree to be showcased prominently in front of our facility on Martling Road.

The tree lighting ceremony will be a time of reflection, honoring, and celebration of life through lights and music. A Christmas open house with tours will complete the beautiful evening.

For more information contact,
Hospice of Marshall County,
256-891-7724 or
1-888-334-9336.

Lights of Love Sponsors:

Sand Mountain Family Funeral Homes:

- Adams Brown Service Funeral Home
- Albertville Memorial Chapel
- Boaz Carr Funeral Home
- Carr Funeral Home Guntersville
- Crossville Memorial Chapel
- Etowah Memorial Chapel
- Guntersville Memorial Chapel

Albertville Funeral Home
W.T. Wilson Funeral Chapel

Please cut along dotted line to mail order form.



Proceeds from the Lights of Love will help us continue to make a difference in the lives of those cared for by Hospice of Marshall County.

HOSPICE
of Marshall County
Shepherd's Cove



A community event that honors those you love with lights and music.

Tuesday
December 13, 2011

5:30 p.m. Hospitality With Caroling
6:00 p.m. Tree Lighting Ceremony

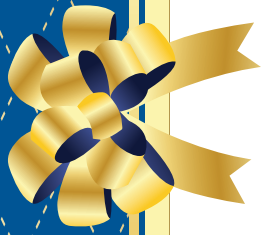
Purchase a Light for only \$10 as a special tribute to someone you hold dear.

HOSPICE
of Marshall County
Shepherd's Cove

408 MARTLING ROAD
Albertville, AL 35951
256-891-7724 ■ 1-888-334-9336
www.hospicemc.org
www.facebook.com/hospicemc

Hospice of Marshall County, a non-profit agency, is a member of the following organizations:





Lights of Love

You will receive a gift acknowledgment for your tree light sponsorship. We will also send a tribute letter to those you honor or to the families of the loved ones you are remembering.

Qty. _____ In Memory of In Honor of

First Name _____ Last Name _____

Please send tribute letter to:

Name _____

Address _____

City _____ State _____ Zip _____

Qty. _____ In Memory of In Honor of

First Name _____ Last Name _____

Please send tribute letter to:

Name _____

Address _____

City _____ State _____ Zip _____

Qty. _____ In Memory of In Honor of

First Name _____ Last Name _____

Please send tribute letter to:

Name _____

Address _____

City _____ State _____ Zip _____

Qty. _____ In Memory of In Honor of

First Name _____ Last Name _____

Please send tribute letter to:

Name _____

Address _____

City _____ State _____ Zip _____

Lights of Love _____ @ \$10 = _____

I would like to make an additional gift of _____ = _____

to Hospice of Marshall County _____ = _____

Total amount enclosed _____

Your Information

(Please print clearly)

First Name, Last Name _____

Address _____

City _____ State _____ Zip _____

Phone _____

Email address _____

Method of Payment

Check Cash Visa/MC Credit or Debit

Card # _____

Exp. Date _____

Signature _____

Security Code _____

Mail order form and payment to:

Hospice of Marshall County

408 Martling Road

Albertville, AL 35951

ATTN: Lights of Love

For more information please call 256-891-7724 or 1-888-334-9336 or email info@hospicemc.org.

Please note: Please dress to ensure your comfort as the tree lighting ceremony will take place outdoors.

Please cut along dotted line to mail order form.



Healing During the Holidays

By Bill Andrew

Based on materials by Dr. Alan D. Wolfelt, director of the Center for Loss & Life Transition. Mr. Andrew is with "Caregiver's Home Companion", a website for those caring for the elderly (<http://www.caregivershome.com/index.cfm>). Mr. Andrews wrote this article while dealing with the loss of his wife of 57 years.

You are not alone. The Christmas holidays are often difficult for anyone who has experienced the death of a loved one. Rather than being times of family togetherness, sharing, and thanksgiving, holidays can often bring feelings of sadness, loss, and emptiness.

Love does not end with death. Since love does not end with death, holidays may result in a renewed sense of personal grief -- a feeling of loss unlike that experienced in the routine of daily living. Society encourages you to join in the holiday spirit, but all around you are the sounds, sights, and smells that trigger memories of your loved one who has died. No simple guidelines exist that will take away the hurt you are feeling. It is hoped that the following suggestions will help survivors better cope with their grief during this joyful, yet painful, time of the year. Remember that by being tolerant and compassionate with yourself, you will continue to heal in your personal grief experience.

Talk about your grief. During the holidays, do not be afraid to express your feelings of grief. Ignoring your grief will not make the pain go away; talking about it openly often makes you feel better. Find caring friends and relatives who will listen without judging you. They will help make you feel understood.

Be tolerant of your physical and psychological limits. Feelings of loss will probably leave you fatigued. Your low energy level may naturally slow you down. Respect what your body and mind are telling you. And lower your own expectations about being at your peak during the holidays.

Eliminate unnecessary stress. You may already feel stressed, so don't overextend yourself. Avoid isolating yourself, but be sure to recognize the need to have special time for yourself. Realize that merely "keeping busy" will not distract you from your grief but may actually increase stress and postpone the need to talk out thoughts and feelings related to your grief.

Be with supportive, comforting people. Identify those friends and relatives who understand that the Christmas holidays can increase your sense of loss and who will allow you to talk openly about your feelings. Find those people who encourage you to be yourself and accept your feelings, both happy and sad.

Mention the name of the person who has died. Include the person's name in your Christmas holiday conversations. If you are able to talk candidly, other people are more likely to recognize your need to remember that special person who was an important part of your life.

Do what is right for you during the Christmas holidays. Well-meaning family and friends often try to prescribe what is good for you during the Christmas

holidays. Instead of going along with their plans, focus on what you want to do. Discuss your wishes with a caring, trusted friend. Talking about these wishes will help you to clarify what it is you want to do. As you become aware of your needs, share them with your family and friends.

Plan ahead for family gatherings. Decide which family traditions you want to continue and which new ones you would like to start following the death of your loved one. Structure your holiday time. This will help you to anticipate activities rather than just reacting to whatever happens. Getting caught off guard can create feelings of panic, fear, and anxiety during a time of the year when your feelings of grief are already heightened. As you make your plans, however, leave room to change them if you feel it is appropriate.

Embrace your treasure of memories. Memories are one of the best legacies that exist after the death of a loved one. And the holidays always make you think about times past. Instead of ignoring these memories, share them with your family and friends. Keep in mind that memories are tinged with both happiness and sadness. If your memories bring laughter, smile. If your memories bring sadness, then it is okay to cry. Memories that were made in love, no one can ever take them away from you.

Renew your resources for living. Spend time thinking about the meaning and purpose of your life. The death of a loved one creates opportunities for taking inventory of your life -- past, present, and future. The combination of the holidays and loss of a loved one naturally results in looking inward and assessing your individual situation. Make the best use of this time to define the positive things in life that surround you, including your family and friends.

Express your faith. During the holidays, you may find a renewed sense of faith or possibly discover a new set of beliefs. Associate with people who understand and respect your need to talk about these beliefs. If your faith is important, you may want to attend Christmas services or other special religious ceremonies.

As you approach the holidays, remember that grief is both a necessity and a privilege. It comes as a result of giving love and receiving love. Do not let anyone take your grief away from you. Love yourself! Be patient with yourself! And allow yourself to be surrounded by loving, caring people.

In summary, during this holiday season, keep this time of year as a reminder of all the things that you shared with your loved one who has died. The "remembering" is a critical part of the grieving and healing process.





Enclosed is my gift of \$ _____
Name: _____
Address: _____
City & State: _____ Zip: _____
Phone: (____) _____

Please make your check payable to:
Hospice of Marshall County
408 Martling Road
Albertville, AL 35951
(256) 891-7724 • 1-888-334-9336
www.hospicemc.org

This gift is a tribute to: _____

In Memory of In Honor of

Please send acknowledgement of my gift to:

Name: _____

Address: _____

City/State/Zip: _____

Please e-mail us at info@hospicemc.org or check out new information, as well as our monthly calendar, at www.hospicemc.org.

Living with a serious illness can impact every part of your life. You may experience new emotions or have spiritual questions; you may notice physical changes. Remember information and support is available to you. Hospice of Marshall County is here to serve you and answer any questions you may have in regards to end-of-life care. Call us today at 1-888-334-9336.



Merry Christmas from Squirt!



Follow us on Facebook:
www.facebook.com/hospicemc

Hospice of Marshall County

408 Martling Road, Albertville, AL 35951

Phone: 256-891-7724 Fax: 256-891-7754
Toll Free: 1-888-334-9336 Medical Records Fax: 256-279-0534
Website: www.hospicemc.org Email: info@hospicemc.org

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Continue your support of Hospice of Marshall County by requesting the next newsletter be sent to you via email. This newsletter is now Eco-friendly! Printed on recycled paper.

Hospice of Marshall County, a non-profit agency, is a member of the following organizations:

