Winter 2013

With You at Every Step.
It’s the time of the year to reflect on annual accomplishments, areas of growth and blessings of the last 12 months. I’m proudest of our people: 42 nurses, 27 hospice aides and our chief medical officer became certified or re-certified in hospice and palliative care. In addition to our expert, specially trained staff members who passionately provide care, comfort and understanding, we’re blessed with hundreds of devoted volunteers who logged thousands of hours providing direct service to patients and lent their professional expertise and leadership to our organization. Plus, I’m grateful to each of you for valuing our mission and generously supporting our work with patients and families.

We fulfilled 82 Quality of Life wishes for those we serve. Some of those wishes were funded by proceeds from HCI Giving Tree. Because of our thrift shop’s success, we added 2,000 square feet in 2013 to display and sell your generous donations of gently used items. And thank you for bargain-hunting there, too!

You made it possible for HCI Care Services to offer compassionate care for those who turned to us this past year. We wish you a blessed holiday season and a joyous new year!

Norene Mostkoff
President & CEO

About OUR CARE
HCI Care Services, formerly known as Hospice of Central Iowa, is a not-for-profit, independent healthcare organization, which brings comfort and support care to individuals and their families. Serving families since 1978, we have a long history of providing compassionate comfort care to those with chronic or serious illnesses. HCI Care Services serves 35 counties from offices in Des Moines, Centerville, Knoxville, Mount Ayr, Mount Pleasant, Osceola and Perry and in our residential Des Moines-based facilities, Kavanagh House on 56th Street and Bright Kavanagh House. HCI Care Services is a proud partner of VNS of Iowa.
Second Mount Pleasant Bucket Bash Nets $6,800

On September 30, Mount Pleasant-area residents added more than $6,800 to HCI Care Services’ Quality of Life fund to support the “bucket lists” of HCI Care Services’ patients and families. About 75 individuals gathered at the home of Lea and Jerry Bradley for a silent auction and chances to take home some of the 33 buckets. Buckets contained a variety of items, ranging from a golf training package to a two-night stay at the host’s carriage house. This was the second year for Mount Pleasant’s successful event to raise funds for life-enhancing services beyond treating pain and other physical symptoms faced by seriously ill individuals.

Philanthropists Honored

The Central Iowa Chapter of the Association of Fundraising Professionals presented three awards on November 15 to a family, a company and an individual whose philanthropic commitment have impacted HCI Care Services:

**Spirit of Philanthropy Award: The O’Donnell Family**

Founded in 1994 by the Dee and Dan O’Donnell (pictured) family, the O’Donnell & Friends Open is a reunion to strengthen family ties and create memories. The golf event’s unplanned profit of $500 in 1996 fostered a 20-year passion for human services. That $500 came to HCI Care Services to recognize the care that a family friend was receiving at Kavanagh House on 56th Street. Since 1996 the O’Donnell & Friends Open has gifted $683,455 to nearly 30 different charities or special community projects. This year HCI Care Services, which nominated the O’Donnell family for the prestigious award, again was the recipient of the golf tournament’s proceeds: a record $92,360.

**Outstanding Corporate/Foundation Award: The Graham Group**

Deb Milligan (front left), wife of Graham Group president George Milligan, is a member of HCI Care Services’ Board of Directors. George (back left) is a past chair of HCI Foundation. Kathryn Turner, vice president of medical properties of The Graham Group, is also a board director of HCI Care Services. Steve Hauschilt, president of Graham Construction Company, is a trustee of HCI Foundation.

**Outstanding Volunteer fundraiser: Rich Willis of Willis Auto Campus**

Rich’s wife, civic leader Kim Willis (left), chairs HCI Care Services’ Board of Directors. Ann Jeffries, CFO at Willis Auto Campus (right), is treasurer of HCI Care Services board.

We are proud to be associated with these honorees and grateful for their leadership.
Music to Our Ears

November’s twenty-seventh Annual Benefit Dance for HCI Hospice Care Services patients and families raised a record $12,600, bringing the total donated from that event since 1986 to more than $112,200. This event, the earliest and longest running annual fundraiser benefiting HCI Care Services, includes not only dancing to the music of Freestyle, but also a silent auction.

“A big thank you to the Friendly Sons of St. Patrick, Des Moines area teachers and Elks Lodge #98 whose support of this fun evening is simply outstanding,” said development coordinator Jane Flanagan. “The Holiday Inn Top of the Tower was packed with people and the high quality silent auction items really captured the crowd’s attention.”

FreeStyle band members Ed Kelly, Scott Davis, Tom Doggett, Dave Merrill and Jay Alcorn graciously donate their crowd-pleasing musical talents year after year. The Holiday Inn Downtown donated the Top of the Tower space for the event. HCI Care Services appreciates everyone’s efforts to continually find new ways to make the Annual Benefit Dance a do-not-miss evening.

FreeStyle band members donate their talents every year. Guitarist Ed Kelly is an organizer of the event.

Letters of THANKS

Words cannot express my gratitude to all of you for the care my dad and our entire family received. You all make a very difficult time a little easier and not so scary. I especially appreciated the education for my mom regarding the process. Realistic expectations were set in a very gentle way. The time seemed to pass all too quickly and you did your best to help us grieve.

As a nurse myself, I especially want to thank those who provided the face-to-face medical and personal care. I always knew my dad was in good hands and was as clean and comfortable as he could be. You all have a difficult job that you handle with amazing grace. You are angels on earth! Thank you!

Janice Plew
Ankeny, Iowa
The Wish for One Last Ride

Riding a motorcycle can create a feeling of independence, personal power and joy for a rider. It can also reconnect a hospice patient with something he’s loved. During a routine visit, Mount Pleasant hospice patient Rick Hopkins, 57, inquired about the bandage on the arm of HCI Hospice Care Services nurse Kim Verrips, RN, CHPN. When he learned it covered “road rash” from laying down her motorcycle, the two discovered a passion they shared with a handful of the organization’s staff. Hopkins, an avid biker and member of a local motorcycle association, mentioned how much he’d love to ride again, despite being wheelchair bound.

That’s when Kim began inquiring about handicap-accessible sidecars. Three weeks later when a Harley-Davidson with one attached pulled up in front of her at a bike rally in Savanna, IL, Rick’s wish accelerated. Biker Larry Meador had designed that sidecar to take his son on rides following an injury in an automobile accident five years ago. Because the biker bond is strong, Larry graciously made the six-hour roundtrip from Lanark, IL, a few weeks later to provide Rick with his last ride on September 21. It was a sunny and perfect day for 30 motorcycles — and almost twice as many people — to hit the road. Weeks of planning were required to ensure that Rick’s family — his wife, daughter and two sons — and friends could be among the riders.

“He really loved it,” Larry says. “It was pretty emotional for everyone.” Kim added, “Rick pointed to his heart, tapped it, and said, ‘You’re filling a piece of my heart.’ It was all about helping him do the one last things he was passionate about.” HCI Care Services’ teams go the extra mile to make wishes come true for patients and families. While many wishes require financial support, this time the resource needed to fulfill this wish literally pulled up before Kim, the resourceful employee who was looking for a way to make a dream come true.

Rick is pictured with his care team — and fellow riders — nurse Kim Verrips, home health aide and volunteer coordinator Machelle Lowe, nurse Dean Vantiger, spiritual care counselor Jim Luder and nurse S.J. Rich. Thanks to the generosity of a fellow biker, all then headed out for a motorcycle ride along with Rick’s family, the local motorcycle association, and staff from the nursing facility where Rick resided.
Heartfelt TESTIMONIALS

Caring with Dignity

The following letter to the editor of the Des Moines Register appeared in the October 6 edition. HCI Care Services thanks Deb McMahon of Des Moines for expressing her observations so beautifully.

“There is a very special house on 56th Street in Des Moines called Kavanagh House. Inside you will witness true angels of mercy tending to those at the end of their lives. These angels are hospice nurses, and when I am there distributing communion to my Catholic brothers and sisters, I can almost see their wings.

The peaceful surroundings and the manner in which these angels work is remarkable. Each patient is treated with respect and dignity, as are their family members. The care shown by the staff rises to such a level of compassion not often seen. It truly is all about the patient, their level of comfort and the needs of the family.

Allowing a person to have such dignity at their most vulnerable time, at the end of their life, is a real gift. Whether making the patient comfortable in bed, taking them outside to commune with nature, helping feed them when necessary or just sitting with them, holding their hand and quietly being present, they are amazing.

Trust me when I say that this is not a place people go to die. This is a place where they go to live among angels.”

— Deb McMahon

Shop with a Purpose

Looking for high-quality bargain hunting this holiday? You can be both festive and frugal when you shop at HCI Giving Tree. Need decorations? The store is stocked with gently used trees, wreathes, stockings, table runners, Santa Claus galore, holiday tableware and more. Need gifts? You’ll find new and gently used collectables, décor, household items, clothing — all great items to wrap for friends and family.

Your purchase is a true gift that’s appreciated not only by the person who receives it, but by the HCI Hospice Care Services’ patients and families whose needs are supported by Giving Tree purchases.

Visit HCI Giving Tree at 3330 100th Street in Urbandale from 10 a.m. to 5:30 p.m. on Monday through Thursday, and 10 a.m. to 4 p.m. on Friday and Saturday (It will be closing at 2 p.m. on Christmas Eve). Remember, your donation of saleable items to HCI Giving Tree helps ensure that our financial assistance program continues and no one in need of our hospice services is ever turned away.
Volunteers Honored at HPCAI

On September 13, eight HCI Hospice Care Services volunteers were among nearly 90 volunteers recognized for their contributions at the Hospice and Palliative Care Association of Iowa’s annual honored volunteer ceremony. Those honored were Sandy Agan, Ruth Brauer, Carolyn Frahm, Mark Hanna, David Leaming, Hjalmer Lindberg, Steve Squier and Grace Warin.

Our volunteers are strong advocates for HCI Care Services and an integral part of our care. Whether volunteers are brightening a patient’s day, calming a fear, baking cookies for family members, folding brochures or answering the phones, they are all helping us fulfill our mission.

HCI Care Services was well represented with staff and volunteers at the September gathering of the Hospice and Palliative Care Association of Iowa (HPCAI).

Letters of THANKS

On behalf of myself and my family, I want to thank everyone from HCI Care Services who was involved in the care of my father. We are so grateful for your assistance with his medical care as well as for the kindness and concern you expressed, not only to him, but to us as well. Thank you so much for the services you provided for Dad and our family.

Sincerely,
Anne Sopher
Coralville, Iowa

For Your Convenience...a donation envelope is inserted in this issue of CareMatters. Or for another quick and secure way of donating, please visit our website at www.hcifoundation.org. Click on the Make A Gift button in the upper middle section and check out the feature about making a donation online. It’s an easy way to support the services of HCI Care Services.

Network For Good provides our services for online donations. It is a nonprofit organization dedicated to using the Web to help people get more involved in their communities - from volunteering and donating money, to getting involved with issues they care about. All Internet donations are processed using the latest technology developed for e-philanthropy to ensure the donor information is kept private and secure.
HCI Care Services is hosting another series of free, informative sessions in West Des Moines to provide education and a supportive forum for family caregivers and loved ones. Family Caregiver College features guest speakers sharing their expertise and insights in an easy-to-understand manner. During the one-hour lunchtime or after-work program, the expert presenters also address specific questions about the life situations impacting those attending.

The first sessions of 2014 are as follows:
- March 11 & 12 – Caring for a Loved One with Cancer
- April 8 & 9 – Keys to Successful Family Communication
- May 5 & 7 – Managing Mealtimes: Caregiving Nutrition Tips

Every attendee receives a free caregiver toolkit. Family Caregiver College is free, and food and beverages are provided. To reserve your seat call (515) 333-4257. Space is limited.

“It’s important for family caregivers to be able to make informed decisions as they support loved ones living with serious illness. The Family Caregiver College offers an ideal forum to start those conversations and offer education and helpful resources.”

— Norma Hirsch, MD, FAAAHPM, FAAP, DHL, Assistant Professor — Behavioral Medicine, Medical Humanities and Bioethics, Des Moines University

Letters of THANKS

A special thank you to the nurses, doctor and wonderful staff of Bright Kavanagh House for treating Hung with dignity and respect, in his short time there. He was humbled, and had much gratitude for his aides and nurses. Thank you from his family for allowing Hung to pass in peace.

Sincerely,
Lisa Luu
Des Moines, Iowa

Grief SUPPORT

**Touching Our Grief** • These ongoing educational grief support groups for adults meet monthly and are open to anyone who has lost a loved one. Meeting dates, times and locations follow. Contact your local HCI Care Services office for additional details.

**Adel:** 2nd Tuesday, 3-5 p.m. at Adel Public Library, 303 South 10th St., Adel. (515) 465-4705.

**Des Moines:** 2nd Tuesday, 7-9 p.m. at HCI Hospice Care Services’ Bright Kavanagh House, 3000 Easton Blvd, Des Moines. (515) 333-4500

**Centerville:** Last Wednesday, 5:30 p.m. at The Continental at St. Joseph’s, 19999 St. Joseph’s Drive, Centerville. (641) 856-5502.

**Osceola:** 1st Wednesday, 10:30 a.m.-12 p.m. at Clarke County Hospital, Lafayette Room (2nd building south of hospital), 800 S. Fillmore St. Osceola Osceola. (641) 342-2888.

**Indianola:** 3rd Thursday, 5:30-7 p.m. at Meadow Glen Terrace, 710 South Jefferson Way, Indianola. (641) 842-4312.

**Mount Ayr:** 2nd Wednesday, 1:30-3 p.m., ISU Extension Office, 101 North Polk Street, Mount Ayr. (641) 464-2088.

**Fairfield:** 2nd Thursday, 1-2 p.m. at Jefferson County Health Center, Hospital Board Room, 2000 South Main, Fairfield. (319) 385-4472.

**Knoxville:** 1st Thursday, 4:30-6:30 p.m. at HCI Hospice Care Services, 213 East Main Street, Suite 103, Knoxville. (641) 842-4312.

**Mount Pleasant:** 2nd Friday, 10 a.m.–11 a.m. at HCI Hospice Care Services, 118 N. Main St., Mount Pleasant. (319) 385-4472.

**Perry:** 3rd Wednesday, 2:30-4:30 p.m. at HCI Hospice Care Services, 402 12th Street, Perry. (515) 465-4705.

Memorial Gatherings • Contact your local HCI Care Services office at the phone numbers above for information about our memorial gatherings, which are open to the community for anyone who has experienced a loss.

Grief Relief • This workshop is for young people in grades 7-12. For more information, contact your local HCI Care Services office.

Volunteer OPPORTUNITIES

Volunteer Orientation

Each HCI Care Services office offers volunteer orientation several times during the year. For more information, visit www.hcicareservices.org, email info@hcicareservices.org or contact a HCI Care Services office near you.
New “Grand Garden” Dedicated

There’s a pathway to peace within the new garden just outside the front door of Kavanagh House on 56th Street in Des Moines. The “Grand Garden,” created in August and dedicated on October 31 in memory of James Kenworthy, includes a curving walkway of the inscribed memorial bricks that had lined the sidewalk of the 56th Street facility, as well as bricks from the former Kavanagh House on Grand Avenue.

The Kenworthy family was looking for a special tribute for patriarch James Kenworthy who died in September of 2008. “My father grew up in this neighborhood, raised his family here and loved this area,” says John Kenworthy, who currently serves as chair-elect of the HCI Foundation. “He was only at HCI’s Kavanagh House on 56th for three days, but it was a very positive, powerful and memorable experience for us. So I guess you’d say this opportunity found us and it was a perfect way to honor him.”

The garden’s new landscaping of nearly 130 plants includes nine flowering viburnum, wiegela and sweetspire shrubs. The nearly 20 different kinds of plants used include boxwoods, roses, sage, iris, coneflowers, sedum, coreopsis, salvia and daylilies.

At the blessing of the garden, Kevin Vryhoff, spiritual care counselor at Kavanagh House, asked that peace, inspiration and divine consolation be found there by the patients and families making the difficult journey. “May miracles of inner healing and hope happen here beyond our greatest imagination, both seen and unseen, for many years to come.”

“We’re already hearing comments from families and visitors about the comfort and peace they find walking and standing here,” said Norene Mostkoff, president and CEO of HCI Care Services. “The building’s energy just changed with the garden.”

The Grand Garden has its own irrigation system, and the Kenworthy family’s contribution includes a decade of garden maintenance.

Letters of THANKS

On Sunday, July 1, 2012 my husband died at Kavanagh House on 56th Street. The family was impressed and so pleased with the care and respect he received. It has left a lasting impression on us. To honor his doctor’s Dr. Robert Kerr and Dr. Tom Buroker, and in his loving memory, we are making this donation to thank you.

Thank you for all that you did for us as a family and all that you continue to do for other families as well.

With deep and sincere appreciation,
The family of Douglas G. Gibb
Des Moines, Iowa
Many Ways TO CARE

Two New Holiday Giving Options

Tech-savvy donors, you’ll love these two holiday options for giving to HCI Care Services: #GivingTuesday™ and CrowdRise.com.

#GivingTuesday
Forget Black Friday and Cyber Monday; embrace Giving Tuesday! Held the Tuesday following Thanksgiving, this December 3 campaign is a national day of giving to nonprofit organizations at the start of the annual holiday season (http://givingtuesday.org/partner/hchospicecareservices/).

More than 4,000 recognized #GivingTuesday partners from all 50 states signed up to participate in the second annual event. When more than 2,500 nonprofits participated in 2012, more than $10 million was processed for donations.

CrowdRise.com
The HCI Foundation has set a $10,000 goal to help fulfill the final wishes of our patients as part of the Holiday Challenge at CrowdRise.com. When you give during the holidays through www.crowdrise.com/FinalWishes and share that connection using social media, your end-of-year giving could bring some of the $200,000 in prize money to HCI Care Services if we’re among the top fundraisers. CrowdRise pages can be shared via email, Facebook, Twitter and LinkedIn, so HCI Care Services gets national exposure when you connect with family and friends. It takes just 30 seconds to make a donation that will enable patients to live their final days as fully as possible, enjoying favorite activities and spending time with those they love. The challenge ends on January 9 at 10:59 p.m. CST.

Reflecting on Life to Benefit HCI Care Services

Most central Iowans know his face and unmistakable voice from his 30 years in the television, radio, video and film industries. Mike Pace was the host of twice-weekly national “Powerball” drawings and the weekly Iowa Realty Sunday Home Show. Through the years, Mike’s extensive interests — both professionally and personally — led him to capture some amazing stories and to demonstrate his writing skills. He was inspired to create a book, “Dream and Detours: Reflecting on the Souvenirs of a Lifetime,” which features a collection of personal insights, original poems, thoughtful stories and beautiful photography.

Mike and his wife Gail, a 25-year volunteer at HCI’s Care Services’ Kavanagh Houses, are strong supporters of our mission and have appeared together in commercials promoting our services. He is graciously donating a portion of the book’s proceeds to HCI Care Services. Please consider purchasing the book for yourself or friends this holiday season. Price is $24.95. Visit www.hcicaservices.org (bottom of the home page) for purchasing information. You can also purchase the book in Des Moines at Beaverdale Books, Plain Talk, Found Things, The Book Store, Tandem Brick and the Des Moines Arts Center.
Many Ways TO CARE

Facts About THE CHARITABLE IRA ROLLOVER:

- Up to $100,000 may be transferred.
- Donors must be at least 70 1/2 years old at the time of distribution.
- Rollovers may be made from a traditional IRA or a Roth IRA.
- Rollovers may only be directed to a qualified charity.
- The IRA Charitable Rollover does not count as income to the donor.
- There is no income tax charitable deduction for the IRA Charitable Rollover.
- The donor simply instructs the IRA custodian to transfer money directly to the charity.
- The donor should notify the charity that the gift is being made.

Charitable Giving through your IRA

As part of the American Taxpayer Relief Act of 2012, Congress opened an important window of opportunity—one that enables IRA owners age 70 1/2 or older to directly transfer up to $100,000 from their Traditional or Roth IRA to an eligible charity, and have such amounts excluded from gross income. Such Qualified Charitable Distributions (QCD) can be used to satisfy any required minimum distribution (RMD) that the individual must otherwise receive from his IRA. The IRA QCD provision applies to IRA holders as individuals, so a husband and wife may be able to move $200,000 out of their taxable estate in 2013.

This renewed legislation has created a special charitable giving opportunity for individuals who saved diligently for retirement and now have the good fortune to be able to give back to the community. You have until December 31, 2013 to make a QCD from your IRA to an eligible charity.

Get Tax Credits as an Endow Iowa Contributor

Do you want to support services from birth through end of life? Would you like to receive greater tax benefits for your gifts? HCI Care Services and Visiting Nurse Service of Iowa have partnered to create the Comfort Care and Family Support Endow Iowa Fund at the Community Foundation of Greater Des Moines. You can receive extra tax savings through the Endow Iowa Tax Credit program. Endow Iowa allows you to receive a 25 percent Iowa tax credit in addition to federal charitable tax deductions for certain gifts.

Tax credits are still available for 2013. Contact Dan Raedeker at 515-271-1309 or draedeker@hci-vns.org for more information.

Thank you, Lois Bright

Lois Bright, along with her husband Dale, gave her first gift to HCI Care Services in 1994. For 19 years she generously and quietly supported the organization and each of our capital projects, with gifts totally more than $1.2 million. At 102 years of age, Lois died on October 26. We look forward to sharing the Brights’ story of legacy, love and community spirit in the spring issue of CareMatters.

Looking for your gift? In an effort to conserve resources and donor dollars, we no longer include listings of donations in our newsletter. Instead, all gifts are now posted on our website, hcicareservices.org. Click on the HCI Foundation button at the bottom of our homepage to find your listing. If you would like a printed copy of your listing for your records, please call HCI Foundation at (515) 271-1335 or send an email request to info@hcifoundation.org.
Our Mission:
Promoting dignity, independence and quality of life for all through education, compassion and effective community-based care.

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www.hciextracareservices.org

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Donations and purchases support patients and families served by HCI Hospice Care Services.

Open: Mon-Thurs 10-5:30, Fri-Sat 10-4
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Visit our newly-expanded space!