

## Executive Director's Corner

Greg LaGoy, ND, MBA

### Facilities Follow up

The recent crunch for health care dollars has led the Board of Directors at Hospice Maui to consider a more sustainable design in its plans to construct Maui's first residential hospice facility: Hale Ho'olu'olu.

### Hospice House: A Shift in Focus

For thirty years, health insurers have paid hospices a special higher rate for those patients in hospice facilities who have higher needs. But healthcare insurers now restrict access to that reimbursement, and it has crippled the prospects of our being able to successfully operate a 12-bed facility of that design. In response, and after careful consideration, Hospice Maui's Board has shifted our focus



- *Comfort and dignity for people who are terminally ill*
- *Assistance and peace of mind for their families*

## News from Hospice Maui

SUMMER 2012

from a 12-bed, 13,000 s.f. high-acuity type of hospice facility, to a home-like, 5-bed, 3,000 s.f. facility. This design change allows us to both meet Maui's need for residential hospice care and operate more efficiently in these financially challenging times. When there is a need for more than 5 beds at some point, there is room for a second 5-bed facility on our site.

### The Silver Lining

Fortunately, the need to make this change came to light before we had committed significant resources to

our facility's design. The 5-bed design will have a more home-like, less institutional feel for the patients we serve.

We will be able to provide this important service to our community in a more fiscally conservative manner, consistent with the values and sensibilities of Hospice Maui and this community.

The cost of building a smaller, simpler facility will be substantially less, allowing us to be serving people sooner.

In our discussions with proj-

ect supporters and our generous donors, we have received very positive responses to the planned change and several have even responded with increased level of financial support for the project!

As we continue to raise funds for this very important project, we hope you find this sustainable response to our community's need for a Hospice Home to be worthy of your support. To learn more about how you can help fund the vision contact us at 244-5555 or visit [www.HospiceMaui.org](http://www.HospiceMaui.org).

## Eve-lynn Civerolo, RN CHPN Continues as Spiritual Care Coordinator

Eve-lynn Civerolo RN, CHPN has lived and breathed the heart of hospice care since the fall of 1989, when she took the Hospice Maui Volunteer Training with the aim of becoming a volunteer. At the end of that training, she was invited by Executive Director, Charlotte Kuwanoe, to become one of just three staff Registered Nurses.

When Charlotte announced in 1990 that she was moving to O'ahu, one of the last acts of this visionary and skillful director was to make Eve-lynn's position full-time, which she held for the next 7 years. During those years, Eve-lynn annually attended national conferences on hospice care, and, besides staying current with cutting edge hospice nursing practice, she cultivated her interest in Spiritual Care and Self Care—both being areas under appreciated across our society and in health care generally. Recognizing the importance of balance in her life, she then created Hospice Maui's first job-sharing nursing position, and partnered with Lisa Dahms RN for the next four years.

When her husband Richard was diagnosed with lung cancer in 2000, Eve-lynn became Hos-

pice Maui's Volunteer Coordinator for the next four years. During her time in that position, she initiated and led Hospice Maui's first-ever Children's Bereavement Camps, at camp Ke'anae in June of 2001 and 2002. After Richard's death in 2004, Eve-lynn was asked to take the position of Clinical Director, overseeing the hospice program of care and the



*Eve-lynn Civerolo RN, CHPN has lived and breathed the heart of hospice care since the fall of 1989*

clinical staff, a position which she held for more than 7 years. During that time, she continued to actively pursue continuing education at national venues, both assuring that the nursing staff was kept on the cutting edge of the latest innovations in clinical care of the dying, and deepening her commitment to bringing spiritual care perspectives to all disciplines at Hospice Maui.

During nearly 23 years of service, Eve-lynn's commitment to the spiritual aspects of hospice care was solidified and her skills in this area were honed through clinical practice, personal practice, and most notably through her trainings in, and ongoing connections with, nationally-recognized programs:

—She was one of 17 participants in Joan Halifax PhD's one-week residential "Being With Dying For Health Care Professionals" retreat in Santa Fe, New Mexico in May 1998, and she has both integrated those teachings into every part of her life, and has trained with Roshi Joan Halifax on several occasions since.

—She attended Frank Ostaseski's one-year training for end-of-life counselors in San Francisco in 2006, then called The Alaya Institute and now known as The Metta Institute.

—Over the past four years, and continuing into the future, she has both participated in and acted as a facilitator for The School of Lost Borders program "Practice of Living and Dying".

—And most recently she has worked extensively with Stephen Jenkinson, including two three-day seminars and an in-depth, year-long study of his material.

In January of this year, Eve-lynn left clinical management, and returned to working at the bedside, where her heart has always been. She is now one of two Spiritual Care Coordinators, working alongside Nalani Archibeque, PhD. In addition to the great satisfaction of working with the patients and families of Maui, Eve-lynn is thrilled that her long-cherished vision of an inpatient hospice house on Maui, which is shared by so many who have worked for or volunteered with Hospice Maui over the years, is finally coming to fruition.

*(This article was written by 28-year hospice volunteer Rachel Porter. Rachel is a published author and creator of a blog to help people understand the ins and outs of the treatment of colon cancer, from which her husband died a few years ago.)*

# Hospice Ohana

## Hospice Ohana New Team Member



**Connie Castillo-Walsh**

As one of two Coordinators of Volunteer Services here at Hospice Maui, Connie is a liaison between the volunteers and both our staff and the recipients of our volunteer services. Connie was born in San Pedro, California and grew up in the San Fernando Valley. In Los Angeles, she was the owner and operator of Dove Amour, Ceremonial White Dove Releases. She bred, raised, and trained

“white racing homers” (homing pigeons). Connie has extensive experience as a Funeral Director and was most recently the Funeral Director and Funeral Arranger at Nakamura Mortuary. When she is not coordinating Coordinating volunteers for our patients, Connie enjoys spending time with her husband in the ocean, being outdoors in nature, gardening, cooking and having potlucks with friends. Connie has also been blessed with two children and two beautiful grandchildren who live on the mainland. When asked how she was enjoying her new position here Connie responded, “Working with Hospice Maui is a dream come true. I am so honored, thrilled, and delighted to be on staff here and to serve my community on this level. There is a precious gathering here of very good hearted people who have come together to provide the highest level of compassionate care, comfort and support to our patients and families.” She then quickly added, “I love my job because I love people!” And we sure love having her kind spirit and talents around the office.

## The Gift of Openheartedness

*An excerpt from a presentation by Connie Castillo-Walsh during Volunteer Training.*

My first involvement with Hospice Maui came after being accepted into their Volunteer Training Program in February, 2010. I was delighted at the opportunity to serve. But just prior to the training, my husband was diagnosed with stage 3 Non Hodgkin's lymphoma which left me feeling anxious and fearful. My question was, “How am I going to proceed in caring for him through his chemo treatments, pain, and suffering?” I felt like I had been shot out of a cannon with nowhere to land. In the training, through a series of heart opening meditations, exercises and contemplations over six days, our group was brought very close to the emotions, thoughts and feelings of those who are dying as well as their loved ones who are caring for them. A level of trust and sacredness had developed within our group that enabled us to go deep within our own stories of grief, loss, heartache, and regrets. The training addressed our current culture's deep denial of death, leaving most of us so unprepared, unavailable, and at times paralyzed to help ourselves and our loved ones through illness and death. I am grateful for the Hospice Volunteer Training which enabled me to develop a level of fearlessness, presence and compassion that I put into immediate practice due to the cancer my husband was working with at the time. The training allowed me to be present with a deep love

and awareness for self and family, and to be kind and gentle in the midst of our own grief and suffering. I was able to be aware for those moments when I fell into fear and judgment, both of which block love and compassion. This training has brought me “home”. And thankfully my husband is in complete remission. My participation in this



past Hospice Volunteer Training has provided me with a front row seat to the most transformational moments I have ever witnessed in a group workshop, affirmed by many of the volunteers in training. How do you give one a glimpse into an understanding of what it is to be dying in a death phobic culture? Eve-Lynn Civerolo and Nalani Archibeque taught us to not act on impulse with

shallow clichés that we have been taught, but to simply bear witness with a deep and loving non judgmental presence; to remain vulnerable and open in the depths of one's own grief; to be truly present at the bedside of a dying person; and to give a family much needed respite. They provided an opportunity for a group of people to gather and a shift

to take place in one's mind, heart and consciousness. On the first day of training, I witnessed a group of people who were somewhat closed and apprehensive, not knowing what to expect yet wanting to serve their community. Upon graduation, there was the feeling that a gift had been given to each and every person in that room: the gift of open heartedness.



### HOSPICE MAUI STAFF

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Nancy Long, MD

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Monika Bechert, RN

Joni Connelly, RN, CHPN

Gitti Crespo, RN, CHPN

Mary Elkins, RN

Cindy Edlao, RN

Kate Ezaki, RN, CHPN

Donna Kroetsch, RN, CHPN

Joyce LeChuga, RN, MSN, MFCC

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Kristy Naylor, RN

Kathy Mayne, RN

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Stacy Haunani Tan, MSW

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Cindy Garcia

#### VOLUNTEER COORDINATORS

Anne Rowehl, RN

Connie Castillo-Walsh

#### SPIRITUAL CARE COORDINATORS

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Nalani Archibeque, PHD

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Kimberly Carhart, MPH

#### OFFICE MANAGER

Carrie Anne Campos

#### RECEPTIONIST

Kitty Smith

#### HOSPICE AIDES

Lori Williamson

Meghan Wall, CNA

#### BEREAVEMENT COUNSELOR

Ilona Briley

#### EXECUTIVE ASSISTANT

Tim Shiroma

(808) 244-5555

[www.HospiceMaui.org](http://www.HospiceMaui.org)



## Introducing the Class of 2012 Hospice Volunteers

CORNER  
VOLUNTEER



Connie Castillo-Walsh &  
Anne Rowehl, RN  
Volunteer Coordinators



### Volunteers - The Heart of Hospice Maui

#### Hospice Maui Volunteers Going the Distance and Beyond for our Patients

*"We welcome the February 2012 class of Hospice Maui Volunteers who successfully completed our intensive 30-hour patient care Volunteer Training Program."*

Currently we have 57 hospice patient care volunteers, and as I write this article, 32 of these volunteers are actively assisting 18 of our patients and their families, providing hospice patient volunteer hours that far exceed the national average.

Volunteers are truly vital members of the Hospice Maui Team. Our volunteers serve our patients in many ways; they keep patients company when a caregiver needs to leave the

home for an appointment; they provide caregiver respite; they read books to the patients, listen to and share stories; and they accompany patients to appointments, shop for food, and even prepare meals.

Recently one of our volunteers commuted from Kaanapali to Wailuku to spend time with a hospice patient and his two boys, ages 3 and 9. During her time there, our volunteer asked the 9 year old what his favorite subjects were in school. He replied, "Soccer and basketball!" Weeks later, when the Harlem Globetrotters were in town, this volunteer remembered that conversation

and called the little boy to invite him to go with her. As you can imagine, a trip to see the Harlem Globetrotters was a huge treat for the 9 year old boy! He now refers to the volunteer as, "Auntie Ele." This beautiful act of kindness has had a profound and positive impact on this young boy who was coping with the progression of his father's terminal illness. This is just one example of many beautiful selfless acts that make our Hospice Maui Volunteers so exceptional! Mahalo to you for your volunteerism!



## Spiritual Corner

Nalani Archibeque, PhD & Eve-lynn Civerolo RN, CHPN

### Mahalo Nui Loa Reverend Jeff Soga

We bid a fond aloha, a hui hou, and mahalo nui loa to a true friend of Hospice Maui, Rev. Jeff Soga of Kahului Hongwangji Mission who has recently moved from Maui to minister on Hawaii Island. We extend our enormous gratitude for his friendship, service, and contributions to Hospice Maui and our community.

Rev. Soga blessed our organization and the patients and families whom we serve in many ways. In addition to making himself available to our patients and their families in need of spiritual guidance, he was an important and consistent presence at our annual Memorial Day Celebration of Life service held at the Keawala'i Congregational Church. His dedication and commitment to the Maui community was further exemplified when he agreed to participate in the Celebration of Life again this year, despite his moving plans to fly out the next day. For nearly three years Rev. Soga served on the Hospice

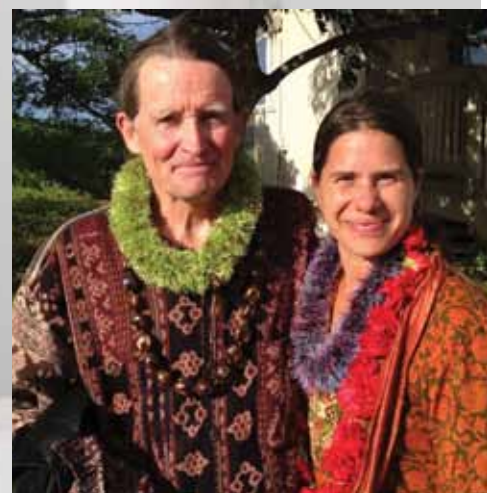


Reverend Jeff Soga

Maui Board of Directors, during which time he served on the Patient Services Committee, which oversees the quality of the care our program provides. Rev. Soga was also an essential member of our Interfaith Spiritual Leaders Panel that is held each year during our Hospice Volunteer Trainings. We are thankful for Rev. Soga, for his lovely presence, welcoming smile, willingness to support us, and generosity. He was a JOY to have around. We will miss him!

### Exploring the Power of Deep Love for Life When Life Glimpses Its End with Stephen Jenkinson

It is the commitment of Hospice Maui to continue to cultivate our depth of knowledge of end of life issues. This past January the clinical staff of Hospice Maui had the privilege of intimate study with a well respected teacher, Mr. Stephen Jenkinson, who is featured in the 2008 documentary film, GRIEFWALKER. Stephen Jenkinson, a resident of Canada, has Master's degrees from both Harvard University (Theology) and the University of Toronto (Social Work). He was also the leader of a palliative care counseling team at Toronto's Mount Sinai Hospital. Stephen has been at the deathbed of well over 1,000 people. He has made it his life's mission to change the way we die to turn the act of dying from denial and resistance into an essential part of life. After a year of studying his work in our "Contemplative Care of the Dying" Program, our



Stephen & Nathalie Jenkinson

Hospice Maui clinical staff sat with Stephen for an in-depth exploration of the power of deep love for life, when life glimpses its end. It was a very special and stimulating time and we are grateful for having this incredible experience.

# Hospice Maui's 2012 Memorial Day Celebration of Life



Attendees gather outside Keawala'i Congregational Church for the dove release

## On the Horizon – Upcoming Events

### SEPTEMBER

**September 22nd** – Join us at the **St. John's Kula Festival**, where we will be selling our plumeria lei t-shirts – Fresh new colors available.

**September 23rd** - **Lahaina Yacht Club Golf Tournament & Charity Auction at Kapalua Golf Club** – a benefit event for Hospice Maui.

**September 1st – 30th** - **Foodland & Sack-n-Save "Give Aloha" program.** To participate, present your Maika'i card at check-out and inform the cashier that you would like to make a donation to Hospice Maui. Donation code #77209. Foodland will generously match your donation.

### OCTOBER

**October 20th** - **Asian Blend's 40th Anniversary Party:** A fundraiser for Hospice Maui at Maui Tropical Plantation. To purchase your tickets call Hospice Maui.

### NOVEMBER - National Hospice Month!

**November 13th** - **"Dine Out for Hospice Maui!"** Join us at one of the more than 20 participating Restaurants who will generously donate proceeds to Hospice Maui.

For details on these events and more, visit [www.HospiceMaui.org](http://www.HospiceMaui.org) (News & Events)

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# A Heartfelt Mahalo

*Your gifts enable us to provide the highest level of hospice care regardless of a patient's ability to pay.*

We would like to gratefully acknowledge all of the organizations, individuals and foundations who generously support our Vision to build Maui's first Hospice Home, Hale Ho'olu'olu – a place of comfort and care. Special recognition is given below to those who have pledged or donated over \$5,000.00 in support of this project. To learn more about the Vision and how you can support this it, please visit [www.HospiceMaui.org](http://www.HospiceMaui.org)

Donor Name:	Donations/Pledges over \$5K:
State of Hawaii	\$499,000
County of Maui	\$250,000
Dorvin D. Leis Co., Inc.	\$200,000 (in kind)
Mr. C. Pardee Erdman	\$105,000
Ms. Mazie Sanford	\$100,100
Bendon Family Foundation	\$ 50,000
Gartner Family Foundation	\$ 50,000
Mr. & Mrs. Dorvin & Betty Leis	\$ 50,000
Mr. and Mrs. Dan Goodfellow	\$ 25,000
Mr. James Whitcomb, Haleakala Solar, Inc.	\$ 25,000 (in kind)
Ms. Carolyn M. Schaefer	\$ 20,300
Monsanto	\$ 20,000
Mr. Mark Ballard Ballard Family Mortuary	\$ 15,000
HEI Industries Maui Electric Company	\$ 15,000
Mr. & Mrs. Earl and Sandy Stoner	\$ 15,000
Mr. Tom Jezierny	\$ 10,000
Mr. & Mrs. Allen and Ann Jones	\$ 10,000
Mr & Mrs. Jessi and Joyce Spencer	\$ 10,000
Ms. Patty Thibaut	\$ 10,000
Mr. & Mrs. Walter Vorfeld	\$ 10,000
St. John's Episcopal Church	\$ 8,000
Clinical Laboratories Of Hawaii	\$ 6,500
Dr. Bobby Baker	\$ 5,000
Mr. Scott Crockford	\$ 5,000
Ms. Mary Anne Fitch	\$ 5,000
Dr. & Mrs. Gary and Edy Salenger	\$ 5,000

And MAHALO to all of you who support Hospice Maui year round!  
At Hospice Maui we are committed to providing the highest level of hospice care, regardless of one's ability to pay or health insurance status. This often means incurring expenses that exceed our reimbursement. We are able to do this thanks to the generous community of Maui and your donations; Memorial donations, Maui United Way and Combined Federal Campaign donations, and Annual Campaign Contributions. Mahalo nui loa for your ongoing support!

## OUR MISSION

At Hospice Maui, we see ourselves as stewards of an essential truth that is little-known: that death has the power to enrich our lives and our communities more profoundly than any other single experience. We see it as incumbent upon us in our leadership role to re-educate our community about this. To help us do that, we have defined the difference between our "work" and our "deeper purpose."

**Our Work** is providing physical comfort and emotional and spiritual support for people who are terminally ill, and supporting and assisting their families, before the death and while they are grieving.

**Our Deeper Purpose** is to enrich our community by helping people discover the gifts that preparing for the death of a loved one can bring: Compassion, Insight, Courage, Humility, Inspiration, Confidence, and Growth.



**HOSPICE MAUI**  
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