

Caring

A photograph of a man with dark hair, wearing a teal long-sleeved shirt and blue pants, hugging a large, shaggy black and white dog. The man's face is partially visible as he leans towards the dog. The background is dark and out of focus.

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Our Mission is to provide quality healthcare and end-of-life services with compassion and innovation to foster dignity and independence in those we serve.

BOARD MEMBER PROFILE



Mary-Hoyt Joyce joined the Board of Managers of The Washington Home in 1969, served as president of the group from 1976 to 1979, and continues as an active member of the Board of Directors today. She decided to become involved because the board was truly a governing body and, “I knew I could make a real contribution,” she says.

In the early 1970’s, Mary-Hoyt was one of the visionaries who championed opening a hospice in The Washington Home. She remembers many early pioneers who propelled the hospice concept forward but notes that it was not an easy decision for a Board averse to change. “It was risky,” she notes “because there was also a good chance that we would lose money.” After several years of planning, the Board approved The Washington Home Hospice as a pilot program in 1975 and opened its six-bed unit in 1978.

Helping create Hospice of Washington, as it is now known, is one of Mary-Hoyt’s proudest accomplishments. “We had a perspective of what we were doing and an idea of how it should go,” she remembers, “and our persistence moved us forward.” As one of the true believers from hospice’s early years, Mary-Hoyt remarks today, “It’s wonderful that hospice has become such an accepted form of care.”



BOARD CHAIR’S MESSAGE

The founding of The Washington Home in 1888 and the inauguration of The Washington Hospice in 1978 were made possible by the compassion, vision and dedication of many caring volunteers and generous citizens. Today, your enduring financial and volunteer support make it possible for The Washington Home and Community Hospices to provide quality long-term and end-of-life care for children and adults. We are grateful for your generosity and we thank you.

Barbara M. Rossotti, Chair



PRESIDENT’S MESSAGE

This issue of *Caring* addresses the very concerns that our organization faces every day: learning from the expectations of the past; applying technology to support compassionate care; maintaining cost-effective compliance and remembering to celebrate the enormous contributions of our dedicated caregivers, board, staff, donors and volunteers.

As in years past (story, page eight), we continue to benefit greatly from the vision and support of strong, dedicated women. Mary Young, featured in our last newsletter, just retired after volunteering here for more than 30 years. In the Board Member Profile at the top of this page, we meet one of our hospice pioneers. And on page four, we learn about an extraordinary caregiver who has been our employee for 40 years. These women provide wisdom, direction and care that comes only from a deep understanding of the needs of our patients, and their families, as they face the last stages of their lives.

It is impossible to read anything about healthcare today without seeing technology mentioned. The article on page nine, looks at our entry into point-of-care technology support that will allow our caregivers to spend more time in direct patient care and less time on paperwork.

We deal with end-of life concerns everyday. I hope this *Caring* newsletter gives you insight into how we attempt to maintain our humanity in the face of enormous challenges.

John R. Kutsch, President and CEO

Cover Story: Dexter and John

In the late 1980s and early 1990s, American artist Rebecca Davenport lived near The Washington Home and Community Hospices in Washington, DC. Dexter, the dog pictured in the painting, belonged to Ms. Davenport who took him on frequent walks on the grounds of The Washington Home.

John, the young man pictured in the painting, was a neighbor and good friend of the artist. He and Dexter developed a close friendship when Dexter was a puppy and they spent many happy hours together playing fetch.

When Ms. Davenport created the painting in 1990, John was ill with acquired immune deficiency syndrome (AIDS). He eventually became a patient of Community Hospice's

Inpatient Unit where Dexter visited him often. Following John's death, Ms. Davenport donated the painting to the Inpatient Unit as a memorial to her friend and as a tribute to the special relationship he and Dexter shared. Ms. Davenport recounts, "I never had to struggle with this work because I understood how much these two loved each other and how much they shared such joy and innocence."

The painting is the last in a series of works Ms. Davenport created exploring the special relationship between people and pets. For countless patients, family members, friends and staff who pass through the Inpatient Unit doors, the painting symbolizes the loving comfort that hospice care provides to those we serve at the end of their lives.



The large painting of Dexter and John graces the entrance of the Inpatient Hospice Unit and helps set a tone of acceptance and love.

Caregiver Extraordinaire: Jacqueline Lindsey

You rarely find people who have been with the same employer for 40 years but Jacqueline “Jackie” Lindsey is exceptional. A Certified Nursing Assistant (CNA) in Hospice of Washington’s Inpatient Unit, Jackie recently celebrated four decades as an employee of The Washington Home and Community Hospices.

One of ten children born to loving and hard working parents who remain her role models to this day, Jackie is a firm believer that she was put on this earth to take care of others. She says, “I take after my great grandmother who lived to be 103 and took care of people her whole life.”



“I consider dying a very important part of life.”

In 1968, Jackie got a job working in central supply at The Washington Home and over the years she worked in recreation and activities; occupational and physical therapy; on Unit 1A of The Home and as a trainer of CNA’s as well.

Since 1999, Jackie has worked in hospice where her natural compassion is evident. “When I’m caring for people, I always think, ‘What if this was my Mom or Dad?’ and I treat them with the same respect and love I give my parents,” Jackie says.

One of Jackie’s most memorable patients was Art Buchwald, the syndicated newspaper columnist and Pulitzer Prize winner who wrote a book about his time in Hospice of Washington, *Too Soon to Say Goodbye*. In a chapter entitled, *Caregivers*, Art asked Jackie how she could “do this type of work for so long” and she answered:

“I have taken care of three thousand

people over thirty-seven years – some for several days, some for weeks, and in your case, some for months. I consider dying a very important part of life. I feel good in the sense that since these people are in pain, and most of them don’t have very long to live, I can make their journey easier.”

Art ended the chapter this way: “Jackie is the mother I never had. She gives me hope, love and encouragement. She listens to all of my stories and I listen to all of hers.”

Jackie Lindsey, a caregiver to thousands, knows where she would like to be cared for in her final days: “I want to be in Room 108 of the Inpatient Unit where I can look out the window and see people coming and going – life going on around me at the end of my journey.”

Jackie Lindsey’s compassionate outlook on life comes from her mother and father. “They taught me: help when you can, do what you can, give what you can because one day, it may be you,” she says.

Stevie's Story

There are many kinds of love stories. This one is about a mother named Betsy Hansen and her son Stevie. Betsy's words, in quotes, are excerpted from a speech she gave at the Annual Meeting of The Washington Home and Community Hospices.



"Even after his many surgeries... Stevie won in the water."

Stevie was an extraordinary, athletic kid who touched the lives of everyone he met. "He enjoyed climbing trees, bicycling, skateboarding, snowboarding, rollerblading, ice skating, basketball, baseball and swimming. Ah, swimming – he was one with the water." He was deep-water

diving before he was two and soon he began earning the trophies and medals that proved his natural talent.

He had everything going for him when, at the age of seven, his abnormal headaches alarmed his mother, a critical care nurse, and foretold Stevie's devastating diagnosis: brain cancer.

Undaunted, Stevie kept competing and winning swim meets while bravely undergoing the surgeries and cancer treatments that he and his family believed would help.

But time ran out in July of 2006. "That was one of the worst days of my life when Stevie's doctor, my husband and I told Stevie that the cancer was back and spreading. He took it boldly, bravely. I was thunderstruck." After fighting to save Stevie's life for almost five years, Betsy had to acknowledge that Stevie would lose his battle with cancer.

"It was one of the most horrifying, fatiguing, terrifying, life-altering times of my life. And yet, it was the most honorable thing I have ever done in my life. I knew him better than anyone in the whole world did. I was Stevie's Momma. And now I was to do

for him what I had done for many of my patients – I was to lead Stevie, my only son, to a peaceful, dignified death."

Betsy did not want Stevie to die at home. "I was afraid for our daughter Grace who was nine at the time. Over half of her life

had been spent in crisis as we battled Stevie's cancer. I did not wish to traumatize her further." And, even though Grace wanted Stevie to be at home with the family, Betsy was very upset by the idea. "I was afraid for me. Afraid that I could not survive losing my only son and be surrounded by those agonizing memories forever burned in my mind."

Ultimately, Betsy's love for her son triumphed over her fears. "We all knew that Stevie wanted to be home with us so I abided by his wishes to see it through in our home. It was Stevie's story, not mine. I had to do what was right for Stevie regardless of the self-doubt and fears that I may have."

Community Hospice of Maryland's team of professionals quickly became a part of the Hansen's life: a nurse (Mary Beth Loveless); a hospice physician in addition to Stevie's physician; a social worker; home health aides; a chaplain and a bereavement counselor.



Michael Phelps came to watch his friend Stevie swim at a local meet.

"Mary Beth and her team came into our lives. They gave us courage, support and strength. They united with us, our neighbors and friends to form the most unbelievable network I could have imagined working to honor our commitment to Stevie. With their loving and courageous efforts, our team and our family was about to face the

unthinkable. We were going to provide Stevie with outstanding, compassionate, loving care in our home 24/7, with his friends, family, clergy and Buddy, our Lab, nearby."

As time grew shorter, "Stevie was comforted by familiar voices, sounds, smells, snuggles and cuddles. He seemed at peace. He seemed to trust us all. Stevie knew that I had his back. He trusted me to do the very best I could."

Tuesday, May 29, 2007: Stevie died in Betsy's arms with his Daddy, Grace, Nana, Grandma, clergy and Buddy by his side.

"This was my most precious patient. This was my son. My hero. My Stevie."



"This was my most precious patient... my son. My hero. My Stevie."

Community Outreach Event

The Washington Home and Community Hospices will host a panel discussion on October 22, 2008 to explore how to help aging parents and other loved ones during the aging process.

Panelists will include: Carlos F. Gomez, M.D., Medical Director, Community Hospice of Washington Inpatient Unit; Teresa Clare, M.S.N., G.N.P. Geriatric Nurse Practitioner; and Mona Hanford, caregiver. Call 202.895.9680 for more information.

Community Hospices Bereavement Services

These grief and loss support services are FREE but you must pre-register. Contact the office nearest to you for more information about individual counseling and support groups for children, adolescents, and adults.

Community Hospice of Washington — Groups meet at The Washington Home and Community Hospice of Washington, 3720 Upton St NW, DC. Free parking. Call 202.894.2637 or 202.895.2639 for more information.

"Transitions" Adult Drop-In Grief Support Group, every Monday, 6:30 – 8:00 p.m.

"Lights of Love" Memorial Service, December 2, 2008, 6:30 - 7:30 p.m.

"Surviving the Holidays" (please call for date and time)

Community Hospice of Virginia — Groups meet at Community Hospice of Virginia, 520 N. Washington Street, Suite 400, Falls Church, VA. Free Parking. Call 703.738.5008 for more information.

"Surviving the Holidays," October 22, 2008, 7:00 – 9:00 p.m.

"Lights of Love" Memorial Service, November 9, 2008, 4:00 p.m.

"Mourning Wreath" Workshop, November 22, 2008, 12 noon – 3:00 p.m.

Community Hospice of Maryland - North — Unless noted otherwise, groups meet at Community Hospice of Maryland-North, 9940 Franklin Square Drive, Suite K, Nottingham, MD. Free Parking. Call 410.248.3003 for more information.

"Surviving the Death of a Parent or Grandparent" (age 18 and up), October 14, 21 and 28, 2008, 7:00 – 8:30 p.m.

"Rethinking the Holidays," November 15, 2008, 10:00 a.m. – 12 noon

The following services take place at Bolton Street Synagogue, 212 West Cold Spring Lane, Baltimore, MD. Free parking.

Celebration of the Lives of Our Children, October 19, 2008. Call 410.248.3023 for time.

Annual Memorial Service, November 2, 2008, 4:00 – 6:00 p.m. Call 410.248.3023 for more information.

Community Hospice of Maryland - South — Groups meet at Community Hospice of Maryland-South, 4041 Powder Mill Road, Suite 600, Beltsville, MD. Free Parking. Call 301.560.6002 for more information.

"Surviving the Holidays," October 29, 2008, 7:00 – 9:00 p.m.

"Lights of Love" Memorial Service, November 5, 2008, 6:00 p.m.

"Mourning Wreath" Workshop, November 19, 2008, 6:00 – 9:00 p.m.



OLIVER

Our Gemstones pediatric palliative and hospice care program serves children, from birth to age 21, with life-limiting illnesses. The program offers children relief from suffering, management of their symptoms and emotional support during the advanced stage of their diseases whether or not a cure is found. We provide care in children's homes or in our inpatient facility. Please call 1.866.234.7742 for more information.

The Best Last Gift

It was a courageous and compassionate staff and Board of Directors of The Washington Home that first contemplated, and then opened, the first inpatient hospice in the Washington area in 1978. End-of-life care was not popular or well understood. While European families were accustomed to caring for their dying relatives at home, Americans more frequently died alone in hospitals surrounded by medical technology.

"In 1984, it was culturally difficult for us to have a complete understanding of what hospice meant," recalls Monica Koshuta, a PhD., RN who was Clinical Director and Administrator of The Washington Home Hospice in its early years. "There were so

many things – the medicines, the benefits, the funding – that were not clear."

However, hospice pioneers like Monica saw the need for safe, loving, dignified end-of-life care and they moved boldly forward to provide it amid all the uncertainties and limited funding. "Love is the most important ingredient," she says. "People fear death but we teach them to hold a hand, to say, 'I love you.'"

And, according to Monica, who continues to serve hospice patients today as a volunteer in the Inpatient Unit, "Offering love to a dying person is the best, last gift a relative can give."

Planned Giving

Your support for the work that we do at The Washington Home and Community Hospices makes it possible for us to offer quality, compassionate care. Planned giving may allow you to: make larger gifts than you otherwise could out of your current assets; receive a stream of income for life; earn a higher investment yield; or reduce your capital gains or estate taxes. Please talk with your financial planner about these and other ways to show your appreciation for the end-of-life services we provide while also addressing your financial goals:

BEQUESTS – you may name The Washington Home and Community Hospices as a beneficiary in your will, retirement plan or life insurance policy. You may also make gifts of specific items, assets, dollar amounts or percentages of your estate.

STOCKS AND SECURITIES – you may donate stocks and securities and take a tax deduction on the original cost and any paper profit from the gift. You pay no capital gains taxes when you donate stocks and securities.

REAL ESTATE – you can deduct the market value of real estate that has been paid off while avoiding capital gains taxes as well as removing the property as an asset from a taxable estate.

Please call Patsy Lee, Vice President of Development, at 202.895.2623 for more information.

A Grateful Sister Remembers the Loving Care

Dorothy Gray, the older of the two sisters, was independent and nurturing from an early age and always took care of her sibling, Frances “Frankie” Gray. They lived most of their lives in Washington, DC, where Dorothy worked for the federal government for 30 years. Neither sister ever married. When Frankie was in her 50’s, her health deteriorated and Dorothy could no longer take care of her at home. Frankie moved into The Washington Home in 1979 and lived there until her death in 1989.

“My Aunt Dorothy said many times that The Washington Home gave Frankie care above and beyond what one could expect.”

Over the years that followed, Dorothy lived in very nice retirement communities, according to John Gray, executor for his Aunt’s estate. Those experiences further impressed on her the loving care that Frankie received at The Washington Home. “My Aunt Dorothy said many times that The Washington Home gave Frankie care above and beyond what one could expect,” John said.

Dorothy was not a wealthy person but, “She saved her money and invested wisely,” John remembers. “And, she believed strongly in supporting worthy organizations.” When Dorothy Gray died in 2007, she bequeathed \$56,800 to The Washington Home in gratitude for the loving care given to her sister, Frankie.

For information about how you can support The Washington Home and Community Hospices, please contact Patsy Lee at 202.895.2623.

Please Remember Our Number: CFC #80571

The Washington Home and Community Hospices benefits each year from contributions made by federal employees through the annual workplace giving campaign called The Combined Federal Campaign (CFC). During this campaign, federal employees can donate to participating organizations that have met criteria designed to ensure that they are fiscally and ethically responsible. The Washington Home and Community Hospices meets the criteria and participates in the CFC as participant **#80571**. If you are a federal employee, please remember the compassionate long-term and end-of-life care we give every day to our residents and patients in DC, MD and VA and support us by earmarking your donation for **CFC #80571**.

120 Years of Caring:

The Washington Home and Community Hospices (Part II)*

Throughout its history, the Washington Home and Community Hospices has found visionary ways to give personalized, high quality, long-term and end-of-life care to meet the changing needs of area residents. Since its beginning in 1888, The Home has built larger facilities, expanded staff, and added programs of care: cancer, Alzheimer's, hospice, respite, short-term rehabilitation and wound care.

Constant building renovations and additions throughout the years, often funded by generous benefactors, allowed the Home to serve more people and offer new programs. A new physical therapy room was built in 1960. Medicare and Medicaid were enacted in 1965 and, during the next year, The Home was the first facility in the District of Columbia to be certified for reimbursement.

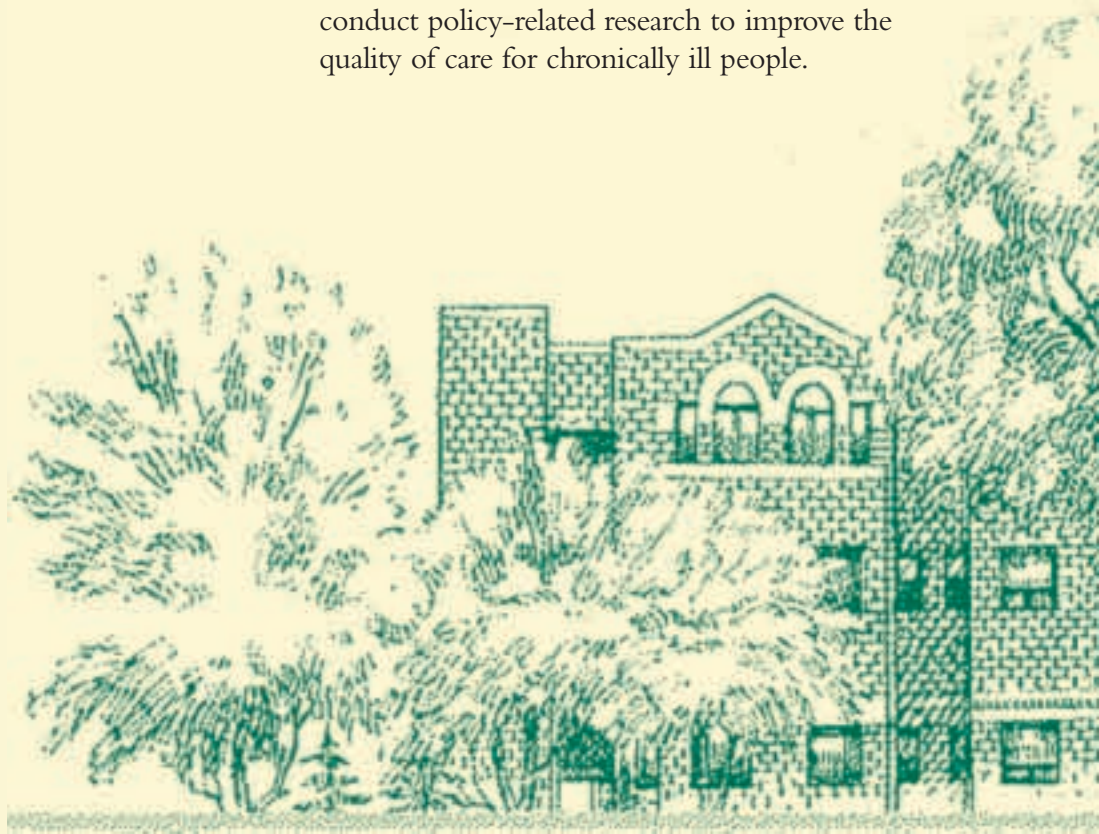
In 1978, The Home admitted the first patient into its inpatient hospice unit, one of the first in the country offering comfort care to people in the final stages of their lives. The Home led the way in healthcare service once again as one of the first facilities in the area to serve people with Alzheimer's disease and related conditions in its Special Care Unit opened in 1985.

Home hospice care began in 1986 and two years later The Home razed its building on Upton Street and replaced it with a larger, state-of-the-art facility. The building, designed by an environmental psychologist, primarily from the perspective of the patient, offers private rooms and direct-access to outside landscaped gardens from all floors. Subacute care, for stroke and post-operative patients recently discharged from a hospital, was initiated in 1996.

As medical technology has helped lengthen people's lives, the need for palliative and end-of-life care has increased. In 2001, The Home acquired Medstar Health Visiting Nurse Association's hospice program assets and the authority to provide hospice care in Maryland and Virginia in addition to the District of Columbia. And, after 113 years of existence as The Washington Home for The Incurables – or The Washington Home – the organization adopted a new name that reflected both its long-term and end-of-life services: The Washington Home and Community Hospices.

The following year, in 2002, The Washington Home Center for Palliative Care Studies was established to conduct policy-related research to improve the quality of care for chronically ill people.

The Home led the way in healthcare service once again as one of the first facilities in the area to serve people with Alzheimer's disease and related conditions in its Special Care Unit opened in 1985.



In 1978, The Home admitted the first patient into its inpatient hospice unit, one of the first in the country offering comfort care to people in the final stages of their lives.

That same year, Community Hospices began offering pediatric hospice care to area families. Now known as The Gemstones Program, the service cares for children, from birth to age 21, with life-threatening or life-limiting illnesses.

Today, The Washington Home and Community Hospices is investing in technologies that allow our caregivers to spend more time giving compassionate care and less time filling out paperwork. We are adding programs to meet the changing needs of our residents and patients and we are reaching out into more communities in Maryland, Virginia and the District to provide hospice care to everyone in need.

** History (Part I) was detailed in the Spring 2008 issue of Caring.*

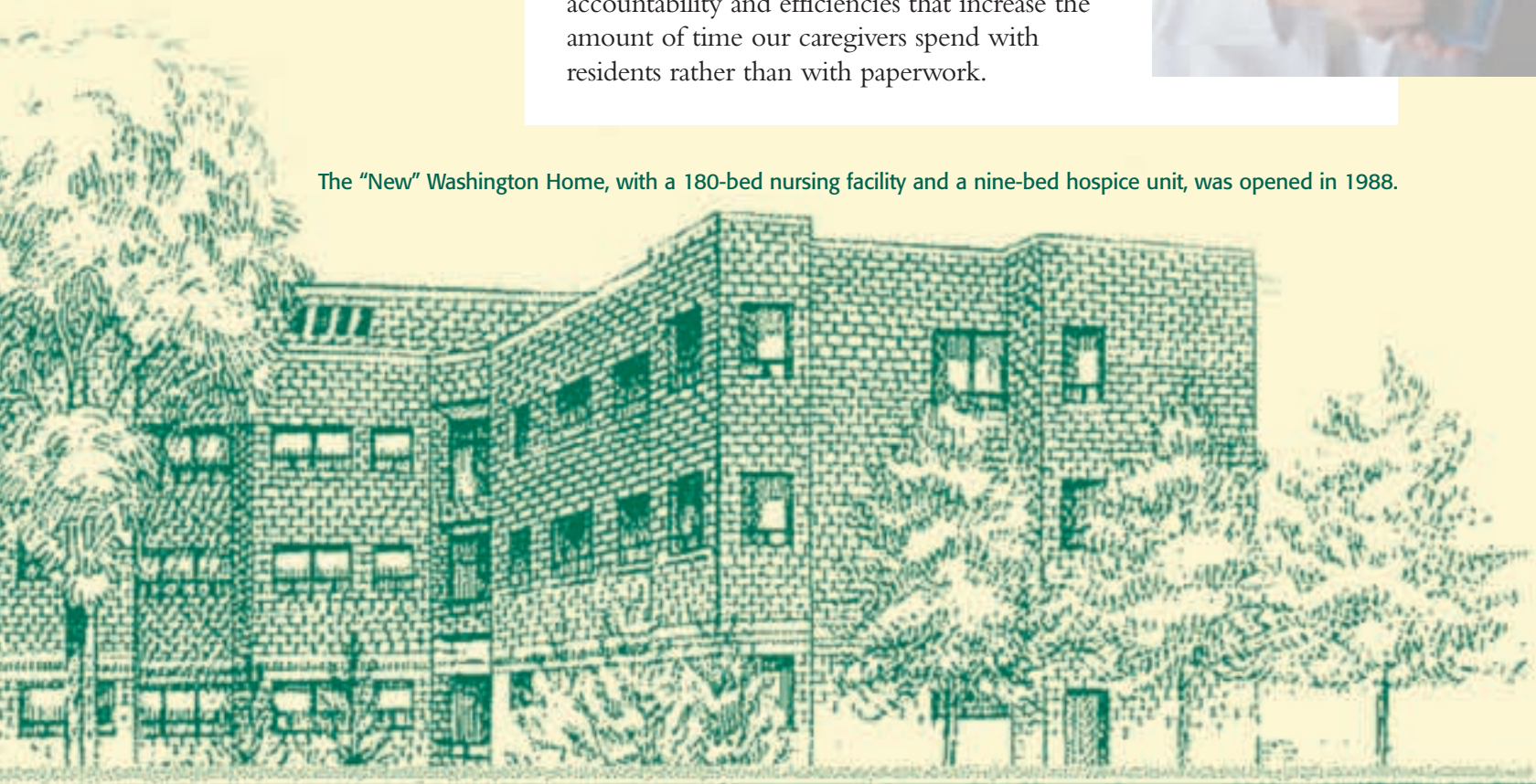
Technology Allows More Time for Caregiving

Every day the requirements for manually recording the care we provide to our residents become more complicated and take more time away from hands-on care. One solution to the paperwork versus peoplework dilemma is a healthcare information technology (HIT) system that allows caregivers to sign in easily and then, with a few key strokes or taps on a touch-screen, view a task list and record the care they give.

Ideally, HIT systems are integrated into electronic medical record systems through wireless, handheld units like palm pilots, or by computers linked in hallways outside resident's rooms. Laboratory results and physician's orders can be input into the system also. Increasingly, we will look to technology to help us focus on accountability and efficiencies that increase the amount of time our caregivers spend with residents rather than with paperwork.



The "New" Washington Home, with a 180-bed nursing facility and a nine-bed hospice unit, was opened in 1988.



Memorial and Honorary Gifts

In Memory of

Francis Rice Abney	Daniel Cotter	Betty Graeber	Clara Jouharian
Rosemary W. Anderson	Greg Crowley	Daisy R. Graham	Hassan J. Joyner
John Aniello	Margaret M. Culotta-Norton	Mattie Grant	Alexandre Kafka
Becky Arbour	Frank Cunat	Josephine Gregory	Lorraine Keeler
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Frank F. Centra	Elene Gill	Mary Jennings	Edith Liebman
Joseph J. Chillemi	Leon Glascoe	R. Floyd Jennings	Rosemary E. Linnen
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The departed family and friends of Virginia Weyres
Girlene F. White
Gladys B. White
Loyd Marie White
Raymond White
Arza M. Whitely
Mary E. Wiser
Frances Wright
Gladys J. Yavis
Marion Yip

In Honor of

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Phillip T. Abraham and Susan Parks
Susan Barker and Greg Simmons
Ted Bornstein and Lesley Weiss
Harold D. Brown
Barbara L. Bryant
Chris and Lana
Corinna and Siva
Eleanor A. Connors
The Griesbach Family
The Kershner Family
Vallerie Martin
Helen McCraig
Bridget McIntosh
Juliette Niehuss
Dolores Neuman
Olive O'Dell
Elsie T. Oppenheim
Rebecca Richards
Sue Schrock and Robert Faron
Marian Washington
The Washington Home and IPU Staff
The Staff of The Washington Home and Community Hospices
The Staff on 1A
Mary F. Woods
Chris Young

Memorial and Honorary Gifts Between January 1, 2008 and June 30, 2008, The Washington Home and Community Hospices received contributions in memory or in honor of the individuals listed above. We are very grateful for these gifts which help fill the financial gap between healthcare costs and insurance coverage for our residents and patients. "In Honor Of" and "In Memory Of" gifts may recognize any person including a resident or patient of The Washington Home and Community Hospices.

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Mr. Don Wolf

120th Anniversary Gala and Art Buchwald Award Presentation

On November 14, 2008, The Washington Home and Community Hospices will host a 120th Anniversary Gala to celebrate our rich history as a provider of compassionate long-term and end-of-life care. At the event, to be held at The Mayflower Hotel in Washington, DC, The Art Buchwald Award will be presented to co-authors Jeffrey Zaslow and Randy Pausch (posthumously) of the best-seller, *The Last Lecture*. The book is based on Dr. Pausch's final lecture given at Carnegie Mellon University after learning that he had only months to live.

For ticket information, please contact Edie Burzio at 202.895.9680 or eburzio@thewashingtonhome.org.



Randy Pausch (left) and Jeffrey Zaslow co-wrote, *The Last Lecture*, based on Randy's final lecture at Carnegie Mellon University entitled, "Really Achieving Your Childhood Dreams."

The Washington Home
3720 Upton Street, NW
Washington, DC 20016
202.966.3720
www.thewashingtonhome.org

Community Hospices
3720 Upton Street, NW
Washington, DC 20016
1.866.234.7742
www.communityhospices.org

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Editorial: Mollie Haines,
Director of Communications

Design: Joni Blymire

 **THE WASHINGTON HOME
& COMMUNITY HOSPICES**

3720 Upton Street, NW, Washington, DC 20016