

# NORTH HAWAII HOSPICE

WINTER 2019

## NEWSLETTER



### **COMING UP:**

**Hospice Volunteer Training:**  
New! Hospice Volunteers begin your volunteer training on-line followed by one-day training onsite.

For more information, call Katherine Cross, Volunteer Manager, at 808-885-7547.

### **MARK YOUR CALENDARS!**

**"High Tea and Auction"  
The Waikii Ranch Clubhouse  
February 23, 2019**

Join us to celebrate Aloha for North Hawaii Hospice. If you are interested in being a table host or reserving tickets, please call Gayle at our office at 808-885-7547.

**Tommy Bahama Classic  
Golf Tournament to Benefit  
North Hawaii Hospice  
Tuesday, June 11, 2019**

Mauna Kea Beach Resort  
Mahalo to all who have signed up to play.



### **Letter from the Executive Director**

Aloha Hospice Ohana,

Happy New Year!

The North Hawaii community is celebrating clear skies and bright horizons since the quieting of Kilauea Volcano. Our new year in 2019 also brings new horizons. We begin the new year with many new board members and new staff positions and there is a new law in Hawaii known as the "Our Care, Our Choice Act" which will bring new discussions regarding choices at the end of life.

North Hawaii Hospice was founded in 1986 to be a community resource for end-of-life care choices. It is our role and mission to provide information and education about end-of-life choices in addition to providing our hospice care services and bereavement support. We take our mission seriously and we will be visible in the communities we serve, engaging with the public to discuss all of the available options for those facing serious illness.

Call us anytime if you have questions about care for somebody you love. Even if it is not time for hospice, we are here to help.

With Aloha and Best Wishes for 2019,



Katherine Werner Brooks  
Executive Director

## NORTH HAWAII HOSPICE

*is a nonprofit organization  
committed to helping  
patients, families and  
friends dealing with  
life-limiting illnesses.*

### BOARD OF TRUSTEES

#### OFFICERS

Jaisy Jardine  
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John G. Roth  
Vice-President

Linda West  
Secretary

Stephanie Ladwig  
Treasurer

### BOARD MEMBERS

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Pat Bergin

Wendy Craven  
Prakash Flynn

Susan B. Hunt  
Vanessa Kalama

Steve Kittell

Stewart Lawrence, M.D.

Diana Mahaney

Sue Neyens

Susy Ruddle

Margarita Scheffel

### MEDICAL DIRECTOR

Jennifer Real, MD



NORTH HAWAII  
HOSPICE

## NORTH HAWAII HOSPICE

# FLOATING LANTERN CEREMONY

HONOR AND REMEMBER

The 8th Annual Floating Lantern Ceremony was held last August in partnership with the Fairmont Orchid-Hawaii to Honor and Remember loved-ones who have passed on. Chaired by NHH volunteers Miles Okumura and Lynn Higashi, the event included music, hula and Taiko drumming, prayers, chanting, and a lantern release at sunset. Valerie Poindexter took the stage as master of ceremonies and the music and hula was provided by the Beamer Solomon Halau O Po'ohala. The Kona Daifukuji Taiko Drummers performed followed by a blessing from Fr. David Stout of St. James Episcopal Church in Waimea. Gratitude goes out to Mew Lan Seto and Kelley Cosgrove at the Fairmont Orchid and managers and staff at the Orchid for lending their event management expertise. We also want to thank all of the hospice volunteers and the Phi Delta Chi fraternity of the Daniel K. Inouye College of Pharmacy for providing volunteers at the event. The event is a beautiful opportunity to participate in a meaningful ceremony that has a positive effect on those who are grieving a loss.

Please join us this year, the last Sunday in August. We hope to see you there.





## **John Dawson, MD, Retires from North Hawaii Hospice**

After more than 30 years of exceptional service to North Hawaii Hospice (NHH) as our medical director, John Dawson, MD, retired on December 31, 2018.

In the early 80s, when Dr. Dawson was asked when the right time to open a hospice in North Hawaii would be, his answer was: "Yesterday." As an internist and gerontologist in Waimea since the 70s, Dr. Dawson knew that the community needed such a resource. Dr. Dawson became a valued member of the founding committee led by NHH founder, Sheila Cadwallader. He continued his commitment and dedication to making quality, compassionate hospice care available in our community by serving as NHH's medical director since its inception in 1986. Dr. Dawson has faithfully cared for our patients and led our clinical staff members. He even volunteered his time for many years when NHH was just beginning and could not afford a medical director.

"Dr. D," as he is affectionately referred to by our clinical staff, has always been available - night and day - to answer phone calls from our hospice nurses. "He has been our rock," states Christine Richardson, RN, who has served North Kohala for NHH for more than 20 years. "We are going to miss him, but wish him well." In his retirement, Dr. Dawson will have more time to spend with his grandchildren on the mainland.

In celebration of Dr. Dawson's many years of service to NHH, we will be honoring him at our annual High Country Tea fundraiser on February 23, 2019. Please call Gayle at our office (808-885-7547) if you are interested in attending. Cards may be dropped off or mailed to: North Hawaii Hospice, 65-1328 Kawaihae Rd., Kamuela, HI, 96743.

Mahalo Nui Dr. Dawson!



### **NORTH HAWAII HOSPICE STAFF**

**Katherine Werner Brooks, MHA, RN**  
Executive Director

**Colleen Norris, MBA**  
Finance and HR Director

**Renee Gonsalves**  
Billing and  
Reimbursement Coordinator

**Gayle Hubbard**  
Director of Development

**Debbie Washburn, RN, CHPN**  
Clinical Services Director

**Denise Reyes**  
Clinical Operations Coordinator

**Beverly Kypfer**  
Clinical Services Assistant

**Sandee Moiha, HA**  
Administrative Assistant and  
Patient Volunteer Coordinator

**Carolyn Arenas, RN, BSN, CHPN**  
**Leilani Dumaguin, RN**  
**Kaiki Gunderson-Cook, RN**  
**Monica Newcomb, RN, CHPN**  
Patient Case Managers

**Amanda Duncan, LPN, CHPLN**  
**Susan Hildenbrand, RN**  
Hospice Nurses

**Sandy Sproat, MSW**  
Social Worker

**Katherine Cross**  
Volunteer Manager

**Inez Schultz, MA**  
Bereavement Coordinator

**Vicki Farley, BCC, DMin**  
Spiritual Care Counselor

**Nina Millar, RN**  
**Rachel Real, LPN**  
**Christine Richardson, RN**  
After Hours Nurses

**Ashley Batacan, CNA**  
**Marshall Cacoulidis, HA**  
**Nicole Ignacio, CNA**  
Hospice Aides

# WHO'S ON BOARD

## Susy Chillingworth Ruddle

Susy Chillingworth Ruddle was born in Honolulu and attended Punahou School. After graduation from Punahou, Susy studied at Menlo College before continuing in her education obtaining a degree in Hospitality. She also studied Culinary Arts in San Francisco. She lived in Sacramento for several years, operating a catering company and working at the University of California, Davis. Susy moved back to Hawaii and to Waimea on the Big Island so her son, Will, could attend Hawaii Preparatory Academy. Susy wanted Will to know about his background. Will's great-great-grandfather had been the harbor master at Kawaihae Harbor in the 1850's. Susy is married to Francis Ruddle and enjoys taking walks, swimming, and being outdoors. Susy has never had a home without an animal (maybe two or three...or four).



Susy loves raising funds for various charities in our community. From Hawaii Island Humane Society, North Hawaii Community Hospital, North Hawaii Hospice, and the Mala'ai Garden, she enjoys helping a good cause. Susy is currently serving on our hospice board in addition to the Hawaii Island Humane Society's board of directors. She loves being a part of a community that cares for one another. Susy's father instilled in her at a young age how important giving back to the community was. Welcome Susy to our board of directors!



## Jock A. Agorastos

Born on the island of Maui and raised on Hawaii Island, Jock grew up in Waimea and Waikii. He attended Hawaii Preparatory Academy (HPA) and went on to further his education at Boston University. Jock has been working for New York Media for more than 16 years. He decided to return to the community where he grew up and now continues to work for New York Media from

Hawaii Island. Jock enjoys paddle boarding, hiking, and traveling. Jock is the son of long time Waimea residents Leslie and Chris Agorastos, and is brother to Kirsten and Nick. He is married to Stephan Kazanjian. Jock loves serving on the board of North Hawaii Hospice because it gives him an opportunity to give back to the community that has been so good to his family.

## Vanessa Kalama

Vanessa was born in Manhattan, Kansas. She grew up in Indiana and Illinois, then moved to Waimea Town on Hawaii Island when she was nine years old. Vanessa attended Hawaii Preparatory Academy (HPA) in Waimea from the fourth grade until the twelfth grade. After graduation, she attended the University of Hawaii at Hilo (UH Hilo) where she obtained a bachelor's degree in Earth Science. She then went on to get her teaching certificate at UH Hilo. Vanessa also obtained a master's degree in counseling from the University of Phoenix, Hilo, with the idea of pursuing a career as an educator.

Vanessa taught the second grade and reading at Honokaa Elementary School for three years. Then, after taking an eleven year break to raise her sons, she returned to teaching as an Educational Assistant at HPA. She has been in her position at HPA for the past five years.



In addition to spending time with her family, Vanessa enjoys baking, decorating for the holidays, reading, and sitting on the beach. But first and foremost is spending time with her husband and growing sons.

Vanessa enjoys serving on the North Hawaii Hospice Board because it allows her to carry on her mother's (Brigitte Rutgers) legacy. Brigitte was an avid hospice board member and patient care volunteer. Brigitte was cared for by North Hawaii Hospice at the end of her life. Vanessa also enjoys being able to serve the community her family has been so much a part of. She serves on the Programs, Services, and Outreach Committee of the board and volunteers at fundraisers and outreach events. Mahalo for your service, Vanessa!

# NEW FACES AT HOSPICE

## Katherine Cross, Volunteer Manager

Katherine joined North Hawaii Hospice in May after spending several years in retirement. She was born in New Zealand, but then moved to Hawaii as a toddler and grew up on Oahu attending Hawaii School for Girls (now La Pietra) on the slopes of Diamond Head. Growing up on Oahu near the ocean, her favorite hobbies were spending time at the beach and in the waves. After high school, she attended the University of Hawaii at Manoa and obtained a bachelor's degree in Food Science and Human Nutrition. Armed with her degree, she moved to California and worked at Children's Hospital of Los Angeles, attending to the nutritional needs of pediatric renal patients. After this clinical experience, she decided to focus more on community health promotion and moved back to Hawaii and started her 25-year career with HMSA's health promotion department.



Katherine moved to Hawaii Island with her family in 1993 and continued with HMSA as a sales and marketing manager working with employers. After 25 years, she was able to retire with the goal of pursuing a new career after enjoying several years traveling and completing some home renovations. Katherine spent several months in New Zealand reconnecting with family and visiting her youngest son, then went to Tanzania and Zanzibar to visit her oldest son in the Peace Corps and spent time in Portugal. Katherine now feels planted again and honored and humbled to have found Hospice and to be working with so many kind-hearted and caring staff and volunteers in our community. To keep fit and stay centered, Katherine spends time with friends and enjoys swimming, mountain biking, and yoga.



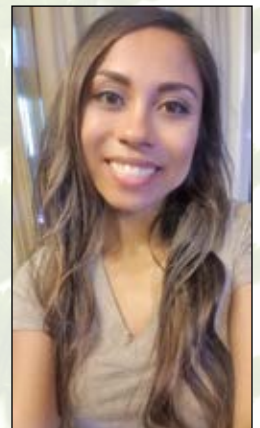
## Amanda Duncan



Amanda Duncan, LPN, CHPLN, is originally from Central California and is certified as a hospice and palliative licensed nurse by the Hospice and Palliative Credentialing Center. Amanda worked for Community Hospice

in Apple Valley, California, as well as Seasons Hospice in Victorville, California, prior to moving to Hawaii Island. Amanda is currently pursuing her degree in nursing to become an RN. Amanda joined our team as a Hospice Nurse in 2018. Amanda lives in Puako with her husband, Wayne, and two young adult children, and loves SCUBA diving.

## Ashley Batacan, CNA



A graduate of Honokaa High School, Ashley began taking courses towards a nursing degree at Hawaii Community College in Hilo. Ashley received her certified nursing assistant licence in 2014 and has enjoyed working with kupuna at HooNani Adult Care Services, as well as Care Resource Hawaii. Ashley joined our team in 2017 as a Hospice Aide. Ashley lives in Ookala and enjoys her new career providing support to hospice patients and family members.



## Sandy Sproat

Sandy Sproat, MSW, LSW, joined our hospice team as a Medical Social Worker in 2017. Sandy received her Bachelor of Arts in Social Work from Brigham Young University in Laie, Hawaii, and her Master of Social Work at the University of Hawaii at Manoa. She is a long-time resident of Hawaii Island and has also worked with kidney dialysis patients at Liberty Dialysis at North Hawaii Community Hospital. Prior to her social work career, she was an educational assistant at Waimea Middle School. Sandy has also worked at Hawaii Preparatory Academy and Queen Liliuokalani Children's Center.

## VOLUNTEER CORNER

### Different Strokes for Different Folks

At North Hawaii Hospice, we count on volunteers to serve in various ways from providing respite for our patients and their families to assisting with our community outreach efforts and fundraising events. We also rely on a strong cadre of **office volunteers** who show up week after week to help in our administrative offices.

**Office volunteers** often start at the front desk, answering phones and greeting visitors. As the entry point for much of what happens at our hospice, **office volunteers** very quickly become adept in how the office works and can branch out doing other tasks based on their skills and desires. Talent abounds among our **office volunteers**! Aunty Betty meticulously and precisely counts and rolls coins from our wishing well donation sites. Kath speedily puts together stacks of packets for patient families, new volunteers, and our clinical team. Dawna greets our visitors with a warm smile as she prepares materials for hospice group meetings. Chelsey works on a project to transition all patient volunteer files to an electronic format. Joan handily processes invoices in the business office. Elaine has cared for our potted plants, adorned the office with flowers, handled our recycling, helped in the business office, and she continues to manage the hospice library. When asked why she's stuck around for over a decade – "it's the people and the management, I feel appreciated." **Office volunteers** often come in for four hours a week or as needed to help with a project. Our staff depends on our **office volunteers** to free them up to focus on other aspects of their jobs or to fill in when staff are out.

**Office volunteers** come to us for different reasons such as to get involved in our community, to learn about hospice, to give back after a family member uses our services, or to connect with people after retiring. Sometimes it's just the satisfaction that comes from knowing they are helping others and feeling wanted. Or reasons become evident later – as in the case of a volunteer who unknowingly built a framework and network that supported her when her husband was diagnosed with a life-limiting illness and passed quite suddenly. Having a friendly place to go where you are valued and appreciated can help avoid idleness and loneliness.

Our **office volunteers** are crucial to the operation - working behind the scenes to help keep the administrative side of our work rolling along smoothly. The staff couldn't be more grateful for their time, service, and dedication to supporting the hospice mission.



# HOSPICE HAPPENINGS

## Celebrating our Hospice Volunteers

It was a perfect day for a sunset celebration at the beautiful Puako home of **Woody and Ali Woods**. The skies were so clear that Maui could be seen in the distance from the relaxing beachfront residence. **Katherine Cross**, our new volunteer manager, and **Sandee Moiha**, our new patient volunteer coordinator, gathered our volunteers to enjoy a fun-filled appreciation party with a local flair, complete with entertainment by **John Keawe and ohana**, and a blessing and pule by **Danny Akaka and his wife, Anna**. Members of our hospice staff volunteered their time to serve as greeters and kitchen staff, as well as instructors of lei making, jewelry making, and coconut weaving. Some say the best was saved for last when our volunteers enthusiastically participated in a pretend live auction while the sun began to set.

Volunteers are a special group of folks that dedicate many hours of service to North Hawaii Hospice. They visit our patients and families in their homes, they answer the phones, they assist with mailings and they donate services to our patients such as massage, acupuncture, healing touch, or assist with making patient story videos. We can't thank our volunteers enough or show them enough appreciation, but we hope that our annual appreciation event serves to celebrate their generosity. Being a hospice volunteer is a calling and if you would like to answer the call, please contact our dedicated volunteer manager, Katherine Cross, at 885-7547.



**North Hawaii Hospice**  
65-1328 Kawaihae Road  
Kamuela, Hawaii 96743  
(808) 885-7547  
[www.northhawaii hospice.org](http://www.northhawaii hospice.org)



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For more information contact: North Hawaii Hospice Bereavement Coordinator: [inez.schultz@northhawaii hospice.org](mailto:inez.schultz@northhawaii hospice.org)

## **Individual and Ohana Support is Available**

Bereavement support for those who have lost a loved one or are caregiving a loved one. Appointments can be arranged to meet your schedule. Services are available for adults and youth. No fee for services.

Please contact: Inez Schultz at 885-7547 or email [inez.schultz@northhawaii hospice.org](mailto:inez.schultz@northhawaii hospice.org)