



NORTH HAWAII  
HOSPICE





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## LETTER FROM THE EXECUTIVE DIRECTOR

North Hawaii Hospice has often been described as “the gift that the community gives to itself.” I often reflect on all the ways community members contribute to supporting our patients and families.

Over the past 35 years, our largest base of support has come directly from our community and it stands to reason that volunteering, caregiving or gifts of financial support are ways our community comes together to support families in North Hawaii facing serious illness. Our hospice is the channel through which these expressions of hope and caring are realized.

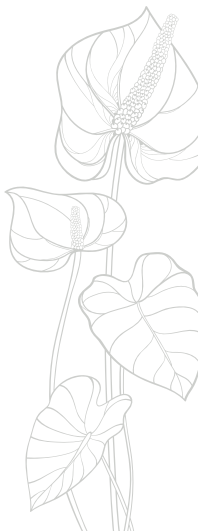
This Spring issue highlights our appreciation for volunteers and for the family and community caregivers who provide the hands-on care to support our patients and families. Caregivers often go unrecognized for the crucial role they play so this past month we focused on recognizing the caregivers in our community with a small gift of a potted succulent symbolizing resilience.

On behalf of our patients and families, I want to personally thank each and every one of the donors, volunteers and caregivers who support our work. Our clinical staff couldn't provide the care and comfort for our hospice patients and families without you.

Our work in the community is YOUR work in the community.

With aloha and appreciation,

Katherine Werner Brooks  
Executive Director



# Coming Home to North Hawaii Hospice

BY FAYE MITCHELL, *COMMUNITY RELATIONS MANAGER*

Last year, as I was moving back home to Hawaii, North Hawaii Hospice had just created a new position, Community Relations Manager, to assure that everyone in the community with a life-limiting illness could take advantage of hospice benefits. I immediately applied. It felt serendipitous, like it was the reason I came home.

Some of my favorite memories of growing up in Hawi were times I spent at friends' and neighbors' homes, where several generations lived together sharing in the cooking, cleaning, and telling stories. I remember the kupuna talking about their past and sharing their wisdom and know-how. I was always close with my grandparents, but they lived 3000 miles away.

After graduating from Parker School, I moved to California to pursue a master's degree in Psychology. I began to focus my studies on the elderly and end-of-life issues when I saw how often older people,

especially those with an illness or dementia, were excluded or forgotten by their community and even from their families.

I returned to Kohala in 2003 and found a way to continue working with the elderly by starting an oral history project called Living Journals. Seventeen stories were published including those of Kindy Sproat and Monty Richards and many of the aunties, uncles and kupuna that I'd known since childhood.

My mom was working in home health care and eventually hospice care. "There's something so special about being there for people during that time," she'd say. That's when my relationship with North Hawaii Hospice began, 15 years ago, as a Patient Care Volunteer.

Feeling I needed more training and work experience, I ended up back on the mainland where I managed an in-home caregiving agency for five years, led workshops on dementia and trained as an End-of-Life Doula.

My life has now come full circle, back to where I grew up and my passion began.

I describe my work as a liaison between hospice and the community – equally accountable to both. I depend on our team for ideas and opinions. I need feedback from healthcare providers, patients, and their caregivers to inform my actions. Our new brochures, newsletters and recent Caregiver Appreciation initiative are just a few examples of what can come out of working together. And we've only just begun!



FAYE MITCHELL (R) WITH MOM, SANDIE ROSSI



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# Honoring Hospice Volunteers

NATIONAL VOLUNTEER APPRECIATION WEEK: APRIL 17TH-23RD

## Why are Patient Care Volunteers so vital to hospice?

Patient Care Volunteers are required to be on patient care teams of every hospice in the country for a reason – they provide an essential part of care. In collaboration with our nurses, social workers and aides, volunteers provide invaluable respite to families and companionship for patients.

Patients with a terminal illness often need 24/7 care. This can be too much for many caregivers as they need to work, take care of children and other household duties. Our volunteers provide the break these caregivers so desperately need.

The companionship volunteers provide can directly impact our patients' lives. Most patients can't leave the house or even their bed and find themselves feeling cut off from the rest of the world. Companionship is proven to dramatically improve quality of life and wellbeing of patients.

## What are the attributes of a "great" volunteer?

The #1 attribute is a "hospice heart," meaning the person has an honest and clear desire to help others with no agenda or expectation. All other skills can be trained.

Great volunteers can come from a wide variety of backgrounds: nursing students, massage therapists, retired teachers, or those still working full-time jobs. They're often people who want to enrich their lives by giving back to the communities where they live. Maybe they've lost a loved one or understand how hard it can be to live with a terminal illness.

## How does someone become a Patient Care Volunteer?

All volunteers go through an initial screening process, much like our employees go through, followed by a volunteer training program. Monthly, on-going volunteer meetings provide additional training and the opportunity for volunteers to share their experiences with each other.

## Are there other volunteer opportunities at hospice?

Yes! We have volunteers who help in the office or with special events, and other community initiatives.

To volunteer, call North Hawaii Hospice at (808) 885-7547.

"BEING A HOSPICE VOLUNTEER IS A TRUE HONOR AND A GIFT – I GET TO TALK TO WAIMEA OLD-TIMERS AND HEAR THEIR STORIES. NOT ONLY DOES IT DEEPEN MY CONNECTION TO MY COMMUNITY TODAY, BUT I GET TO LEARN THE HISTORY AND STORIES OF THE PAST. OUR PATIENTS ARE TREASURES AND BEING THERE FOR THEM IN THEIR FINAL WEEKS AND DAYS IS DEEPLY FULFILLING AND ENRICHES MY LIFE MORE THAN MOST OTHER THINGS I DO." - SUSY RUDDLE, PATIENT CARE VOLUNTEER



(L TO R) KATHY KURPITA, DEBBY STERN, ELAINE HONMA, MERRY BARTON

## The Gift My Friend Has Given Me

BY BRAD WOOLHISER, PATIENT CARE VOLUNTEER

I had little idea what I was volunteering for when I contacted North Hawaii Hospice. I have never changed a diaper or attended a funeral. However, after 53 years of existence, I felt it may be time to help my fellow humans in ways I had yet to discover. I was assigned my first patient.



BRAD WOOLHISER

When I visited this gentleman, I was alone, and a bit nervous. He coughed, painfully, and spit into a napkin. He attempted to dispose the napkin into a waste basket. He struggled, but I understood his objective. We made eye contact while he continued his attempt valiantly. In the process, he gave me subtle crane hand signals, and I adjusted the basket as per his wishes. I gave him the "All Stop" and "Go" hand signs, and his goal was achieved. We have been remarkably close friends since that experience.

Although I am not accustomed to the less desirable ramifications of the bed-ridden human body, I love my new friend; smells and all. Because he is on his back, and unable to move, his back is very sore. The man's ankles, as well, suffer from gravity constantly pushing them against the bed. Witnessing a friend's discomfort being bedridden has been difficult, and I expect it always will be.

However, the gift my friend has given me is much more powerful than my distaste for unfavorable sights. My friend looks me in the eye, holds my hand, and tells me that he appreciates the knowledge of another person caring for him, placing his entire existence on a pedestal of respect.

My friend and I are both people who, historically, have found the expression of emotion to be detrimental in our quests for "success." But together, we are learning otherwise.

## Celebrating Our Community's Caregivers

For North Hawaii Hospice to provide services, our patients must have a primary caregiver, whether that be a family member, friend or professional caregiver. Essentially, we cannot do what we do without caregivers! We launched this two-part initiative in February to express our gratitude for all the caregivers in our community.



FAYE AT TAKATA'S STORE

### "A Gift of Thanks"

Our volunteers potted 240 succulents from the local Pang family farm and distributed these "gifts" throughout the community where caregivers could receive them. Mahalo to businesses who helped in this effort: Queen's Primary Care Clinic, Hamakua-Kohala Healthcare clinics, Mango Medical, KOKO Health Clinic, Kamehameha Pharmacy, KTA Pharmacy Waikoloa.

CAREGIVERS, BOTH PAID AND UNPAID, PROVIDE A VITAL SERVICE IN OUR COMMUNITIES. AMERICA'S DEMAND FOR CAREGIVERS IS EXPECTED TO GROW 25% BY 2029, DUE TO THE AGING "BABY BOOMER" POPULATION. MEANWHILE, MORE THAN 1 IN 6 AMERICANS ARE UNPAID FAMILY CAREGIVERS WHO ALSO HOLD A FULL OR PART-TIME JOB.



## Voices of Caregivers

To truly honor the value of their work, we felt it important to hear about caregiver experiences, in their own words. This is just one of more initiatives planned to honor and raise awareness about their importance in our community. We surveyed caregivers for a variety of responses to these questions:

### What is the best thing about being a caregiver?

The trust and gratitude I receive and 'feeling like family' even if I'm not.  
– Sandie Rossi

It's being able to have my husband continue to live at home with me. – Jennifer Halley

Getting the opportunity to spend time with your family member - paying them back, in a sense, for raising and caring for you. – Miles Maruyama



JENNIFER & TOM HALLEY

There's not just one best thing...because each new "situation" is its own unique story, personalities, and needs. – Janice Morgan

### What is the most challenging thing about being a caregiver?

That you must take care of yourself first, which seems impossible and it sometimes is. But, if you don't, you will burnout and not be able to care for your loved one.  
– Cara Larsen

Finding enough help that is needed to get you through it. The lack of sleep, if have to work throughout and do night shifts. Trying to coordinate finding and scheduling volunteers or friends to cover for you so you don't lose work. – Anonymous

There are times I cry, times I want to give up, times I don't care about anything (not even myself), times I don't want to get out of bed in the morning. But it's the short periods when I can see my husband as I remember him, that keep me going.  
– Booe Garcia

Knowing that you are about to lose a loved one soon as you help with their everyday day to day needs and watching them get weaker. – Anonymous

Opening yourself to another's pain while still maintaining personal boundaries.  
– Linda Feldthausen

### What do you want the community to know about caregiving they may not understand?

That there are no exceptional skills needed. A willingness to show up and be just present for the patient or their family is enough. Listening is important and sometimes just holding someone's hand is plenty. – Janis Legendre

Benefits for caregivers in the community, like discounts or other small ways organizations/business could show appreciation for caregivers can make a big difference. For example, West Hawaii Concrete advertises support for cancer caregivers on their trucks. That is powerful! – Karyn Clay

Your gratitude is appreciated much more than your advice.  
– Mare Grace

There is so much need and too few qualified caregivers. We all need each other. We all age, become ill and die. It is important that everyone knows how best to support others who are ill, declining in years, and who may be terminal. Don't forget, you will be that person one day. – Bobbi Bryant

Our country is not set up to help those at the end of life. We are coming into a time when baby boomers are getting older, many without family or financial resources. How are we going to take care of them in a dignified manner? We don't have the care home space available, especially on this island. We have to step up and make changes in our system, become a volunteer for hospice, and be there for your friends and family when the time comes. – Cara Larsen



# Richard "Yasu" Hori - Holy's Bakery of North Kohala

JUNE 7, 1932 - MARCH 21, 2021

If you lived on the Big Island before the 1990's, you'll likely remember Holy's Bakery's bread, pastries and pies as a staple in grocery stores and at local fundraisers. We had the privilege of supporting Richard Yasuo "Yasu" Hori Sr. and his family in his last days and recently asked his son's Joel and Dickie about his life:

Yasu was born on June 7, 1932. Shortly after his birth, his father Yoshio Hori opened North Kohala's iconic Holy's Bakery (the name originating from the mispronunciation of Hori). The family lived right next to the bakery purposely situated behind the Nanbu Building in Kapaau to provide baked goods to patrons of what was then a hotel during the war. Yasu left Kohala High School to work in the bakery, the start of his lifelong love of baking.

Everything from their breads to their manju was made by hand and delivered to grocery stores from Kohala out to Kona and Hilo by the family. On an average day, they'd make hundreds of loaves of bread – that was Yasu's job from 9pm until 5am every night. When he started his own family with Janet (Cosbodillo), he added a part-time day job to his schedule working for Aloha Airlines at Upolu Airport in Hawi.

"Even though he was working a lot, he still found time for us. He loved to take us to Mahukona...teach us how to swim, dive

and fish...took us camping off roads on the weekends." He was also very passionate about coaching little league baseball, which he did well into retirement when it was his great-granddaughter who was at bat.

In 1964, Yasu moved his family to Honolulu. He worked in a number of bakeries where he formed a network of fellow bakers who would all share recipes. "He loved this time in his baking life."

"Pops (Grandpa Yoshio) was a visionary." Around 1970, when Holy's Bakery started selling their famous frozen butter pies, Yasu couldn't resist his father's call to return home to help the family keep up with the quickly growing demand for their delicious baked goods.

Noting the number of pies they were shipping to a cousin on Oahu; Yasu and his wife Janet saw the opportunity to start their own family business. In 1979, they started Holy's Bakery-Manoa in Honolulu which they ran until they retired in the 90's.

Their love for Kohala brought them home for retirement. Although Holy's Bakery stopped baking baked goods about 10 years before he returned, "Dad kept baking stuff out of his house to sell under the Banyan Tree for the farmer's market. He just loved how people would smile when they saw his stuff."

When his son Joel opened the Hawaiian Pie Company in 2014, in keeping with the Hori family virtue, Yasu moved back to Honolulu to help. "He was always creating new pastries, which evolved into 'Grandpa Yasu's Specials.' People would call us from their car to ask about Grandpa's Special so they could reserve ahead of time." Even during COVID, when it wasn't safe for him to go into the bakery, that didn't hold him back. "When you'd walk in the bakery, he'd be on FaceTime with you - the cell phone..."

CONTINUED ON NEXT PAGE



YASU IN HOLY'S BAKERY, MANOA

propped on the shelf so he had a good view of the whole bakery. He was on there all day!”

Once his wife passed away in 2020, he started making plans to go “home.” In January of 2021, he moved back into his home that he built with Janet, that housed several generations of family. His granddaughter Jana was just starting to revive the old bakery. He’d never stop talking about baking. Although he recorded his recipes, if you ask any one of his kids for one, they’ll say, “Well it’ll depend on which book it comes from. He had many versions of the same recipe.”

“We got Hospice as soon as he came back to Kohala, which was so helpful in every way. He got to be in the comfort of his home and it took a lot off the family. He was comfortable but frustrated. He wanted to get up to the table to show you how to make a recipe he was thinking about, his mind was sharp, but he was too weak from the COPD, so that was rough for him.” Even in his last days, he’d still be on FaceTime with Joel and his family in their bakery.

Yasu passed away on March 21, 2021. Per his wishes, Yasu and Janet’s ashes will be scattered together at Mahukona - his favorite place to be with his family.



YASU IN HOLY'S BAKERY, KAPAAU

## Community Connections

As a child, my grandparents would drive us up to Holy’s Bakery around the holidays to get our pies from them. My grandparents once lived in Kohala while my grandfather was stationed there as a police officer. The drive up the Hamakua Coast and through Kohala is just one of the many joy-filled memories that I have of my Papa. It was so challenging to watch him lose these and all of his memories as he lived with Alzheimer’s disease in his final years. This is why I am incredibly honored to be serving the Hawaii Island community!”



Nicolas K. Los Baños  
Hawaii Island Regional Coordinator  
Alzheimer’s Association Hawaii Chapter



THE ALZHEIMER’S ASSOCIATION IS THE WORLD’S LEADING ORGANIZATION IN ALZHEIMER’S CARE, SUPPORT, AND RESEARCH. IT’S HAWAII CHAPTER, ESTABLISHED IN 1982, HAS BEEN OUR ISLAND’S LEADING PROVIDER OF ALZHEIMER’S DISEASE AND RELATED DEMENTIA (ADRD) SUPPORT SERVICES FOR NEARLY 40 YEARS. THE HAWAII CHAPTER IS PART OF THE NATIONWIDE ALZHEIMER’S ASSOCIATION ORGANIZATION DEDICATED TO THE PREVENTION, TREATMENT, AND CURE OF ALZHEIMER’S DISEASE, STRIVING TO PROVIDE QUALITY CARE AND SUPPORT, PARTICULARLY FOR THOSE IN RURAL AND UNDERSERVED AREAS OF OUR ISLAND.

FOR THE CONTINUED SAFETY OF OUR COMMUNITY, THE FOLLOWING PROGRAMS AND SERVICES ARE OFFERED VIA ZOOM AND BY PHONE:

- EDUCATION PROGRAMS
- CAREGIVER SUPPORT GROUPS
- INFORMATION & REFERRALS
- CARE CONSULTATIONS
- ONLINE RESOURCES AT [ALZ.ORG/HAWAII](https://alz.org/hawaii)
- 24/7 HELPLINE

YOU CAN CONTACT NICOLAS VIA PHONE OR TEXT AT 808-518-6649,  
EMAIL HIM AT [NKLOSBANOS@ALZ.ORG](mailto:NKLOSBANOS@ALZ.ORG),  
OR CALL THE HELPLINE 800-272-3900,  
FOR SUPPORT AT ANY HOUR OF THE DAY, 365 DAYS A YEAR!



# Leaving a Gift in Your Will to Support Hospice

Over the years, North Hawaii Hospice has been the recipient of several gifts in wills that have formed the basis of an endowment that generates regular annual income. This income provides medicines, nurses, and counseling for our patients and families. Each one was a gift included in their will by a donor who had received hospice care for their family member. One family member told us that the gift his mother provided wasn't just to give back, it was to "pay it forward" to make sure that other community members would continue to have access to community-based hospice care in the future.

These gifts are managed carefully according to the donor's wishes. They are placed into a trust or the hospice's own endowment so that they continue to generate income year after year. This income is important, especially for a small rural hospice because each year we must raise funds to provide the high level of care our families need. Examples of care provided by gifts in wills include care for uninsured patients, high-cost supplies and medicines, and community bereavement support.

Here are a few stories of benefactors who left a gift to us in their will:

Alcy "Shorty" Johnson, a long-time Waimea resident who came to North Hawaii as an executive overseeing the construction of Kawaihae harbor. Shorty had received care from our hospice for his wife Jacquelyn. After his wife passed away, Shorty

volunteered at North Hawaii Community Hospital and was an active member of North Hawaii Rotary. With no surviving heirs, Shorty left a gift in his will to benefit both North Hawaii Hospice and the hospital. This gift is held in a trust by the Hawaii Community Foundation and provides income every year for as long as our hospice is in operation.

Mary\* left a gift in her will for North Hawaii Hospice that has provided funding through our own endowment fund. These funds are available to provide new services for seriously ill patients as well. During her life, we cared for Mary's husband and she often directed gifts to fund nursing education.

Karl and Elizabeth Heller left a gift in their will to provide funding for patient care through our own patient care endowment. During their lives, Mr. and Mrs. Heller had experienced a devastating loss when their daughter passed away at 37. Their daughter was cared for by a community hospice. Karl, Elizabeth, and their family were so appreciative of the support they received that they wanted to "pay it forward" by leaving a gift in their will.



Gifts such as these provided us critical income, during times we were unable to hold fundraising events, such as during the pandemic.

We are forever grateful for these gifts and for all of the support we receive from donors throughout the year.

\*Name has been modified to protect privacy.

## WANT TO KNOW MORE ABOUT LEAVING GIFT IN YOUR WILL?

DURING NEARLY FOUR DECADES OF DELIVERING COMPASSIONATE CARE TO PATIENTS ACROSS THE REGION, NORTH HAWAII HOSPICE HAS BEEN SUPPORTED IN PART BY CONTRIBUTIONS FROM FAR-SIGHTED FRIENDS WHO CHOSE TO INCLUDE US IN THEIR WILLS, TRUSTS, OR OTHER ESTATE PLANS. A GIFT LIKE THIS CAN BE A POWERFUL WAY TO HONOR YOUR VALUES BY CREATING A PERSONAL LEGACY AND MAKING AN ENDURING IMPACT ON NORTH HAWAII HOSPICE FOR GENERATIONS TO COME.

IF YOU WOULD LIKE INFORMATION ON HOW YOU CAN LEAVE A GIFT IN YOUR WILL PLEASE CONTACT OUR EXECUTIVE DIRECTOR PERSONALLY BY CALLING 808-895-2633 AND ASK FOR KATHERINE BROOKS OR SEND AN E-MAIL TO [EXECUTIVE.DIRECTOR@NORTHHAWAIIHOSPICE.ORG](mailto:EXECUTIVE.DIRECTOR@NORTHHAWAIIHOSPICE.ORG)

# Offering more than hospice care to North Hawaii!

**Anyone living with a serious illness may qualify for these care services:**

## SUPPORTIVE CARE

HMSA Supportive Care offers patients with a serious illness our hospice care while continuing curative treatments.

Through this program, our team provides hospice care services as an extra layer of support, helping patients manage the symptoms and stresses of their illness.

Members who qualify are people who cannot leave home without assistance and have:

- Advanced cancer
- Advanced congestive heart failure
- Advanced COPD
- Other serious illnesses (per HMSA approval)

HMSA Supportive Care is available for a maximum of 90 days per 12-month period.

\*Call us to find out if you might be eligible for this or similar programs offered by other insurance providers.

## HOSPICE CARE

Anyone who has a serious illness may qualify for free benefits of hospice care.

Some signs or symptoms that someone may need hospice:

- Declining health in spite of curative treatments
- Frequent visits to the ER or doctors office
- Significant weight loss or weakness
- Difficulty getting up or falling frequently
- Pain that is becoming difficult to control
- Difficulty with activities of daily living

### Hospice Services:

- On-call nurses 24/7
- Care provided wherever you call home
- Assistance with bathing / personal care
- Medications and equipment provided
- Pain relief / symptom management
- Financial and community resource coordination
- Caregiver education, support & respite
- Spiritual support and end-of-life planning

**Also free for ALL North Hawaii Residents:**

## BEREAVEMENT SERVICES

**FREE and CONFIDENTIAL services offered in-person and via Zoom**

### Individual Sessions

One-on-one counseling for adults, youth and children

### Group Sessions

Grief Support - Grief Education - Caregiver Support - Children & Youth

### Community Groups

Grief education and counseling for schools, churches, local organizations and businesses

Grief is a natural reaction to loss. Learning how to incorporate the loss into your life can make all the difference!

The impact of losing someone you love can affect various areas of life and may be hard to recognize. Responses to grief vary and often include:

- Feelings of shock, anger, guilt
- Intense sadness
- Difficulty eating or sleeping
- Development of fear and anxiety
- Fatigue, mental fog, decreased energy

**Call us to find out how we may serve you or someone you love!**  
**(808) 885-7547**



# Coming up...

**North Hawaii Hospice's Floating Lantern Ceremony**  
 Sunday, August 28th  
 Coconut Grove, Fairmont Orchid, Mauna Lani



PHOTO BY JENNIFER RABALAIS, 2018

# If you love us, support us!

## VOLUNTEER

Volunteers receive in-depth training to provide respite care and companionship for our patients and their families. Additional training is offered to patient volunteers interested in furthering their skills to provide End-of-Life Doula services.

Volunteers also support Hospice by helping in the finance office, at the front desk answering phones and greeting guests, supporting special events and outreach programs, and assisting with our bereavement program.

Call (808) 885-7547 to volunteer now!

## DONATE

North Hawaii Hospice is committed to serving the entire community, even those without insurance. Your tax-deductible contribution helps make this possible.

Your gift can be made in honor or in memory of anyone you choose. Just let us know where to send the acknowledgement when you send your contribution to:

**North Hawaii Hospice**  
 65-1328 Kawaihae Road  
 Kamuela, HI 96743

Or make a secure payment via credit card at  
[www.northhawaiihospice.org](http://www.northhawaiihospice.org)

## FOLLOW US

We post updates, events, stories and more on:



@NORTHHAWAIIHOSPICE





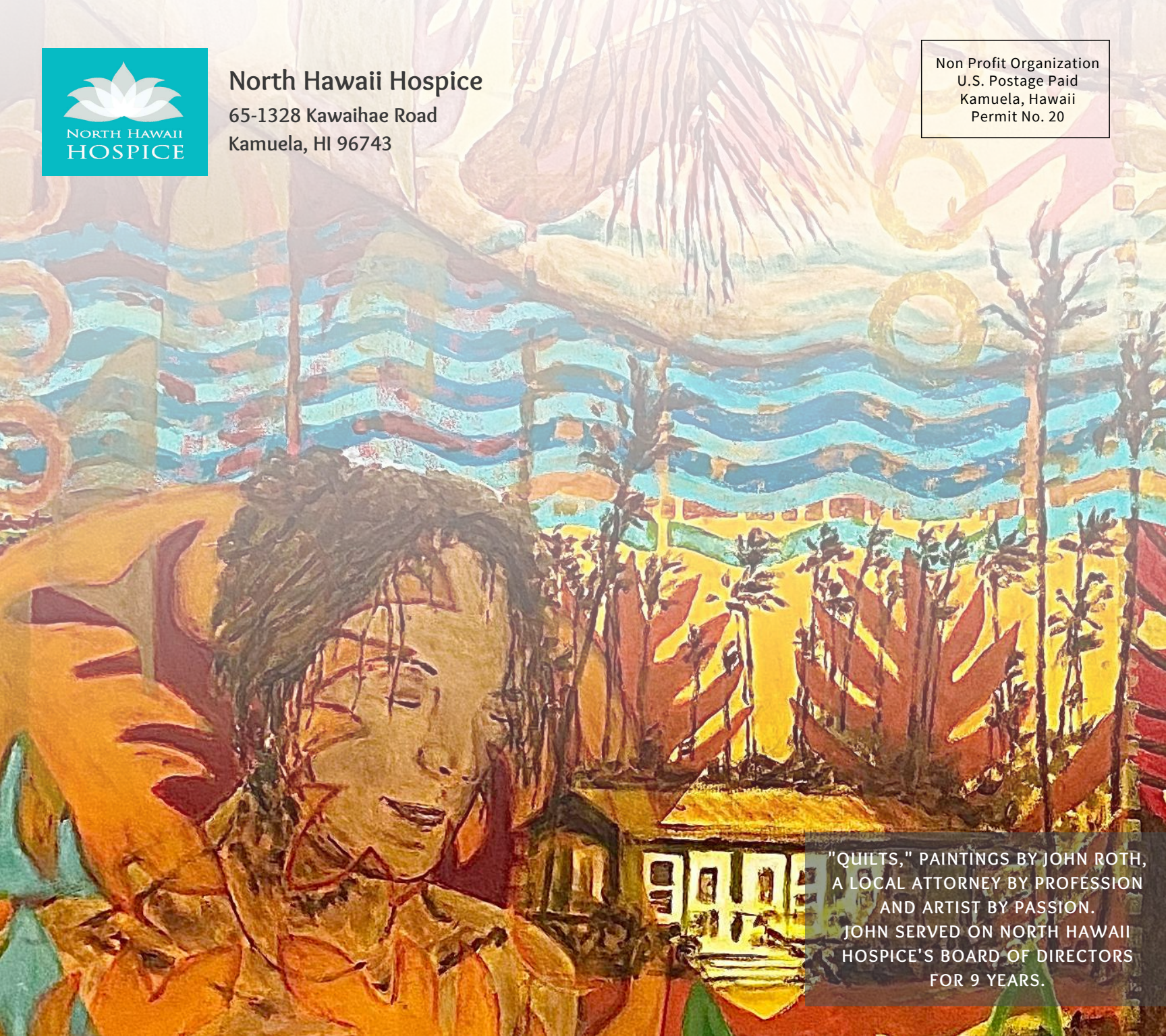


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"QUILTS," PAINTINGS BY JOHN ROTH,  
A LOCAL ATTORNEY BY PROFESSION  
AND ARTIST BY PASSION.

JOHN SERVED ON NORTH HAWAII  
HOSPICE'S BOARD OF DIRECTORS  
FOR 9 YEARS.