

EveryStep 

care & support services

Formerly HCI Care Services and Visiting Nurse Services of Iowa
Home of Amanda the Panda

EveryStep Goes to State Capitol

In this Issue:

***Interpretation &
Translation Services***

***Three 2019
Fundraising Events***

Helping Feed Families

Caring for Veterans

Palliative Care Initiative



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carematters is published three times per year for friends of EveryStep. Please send us your comments, suggestions and story ideas.

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Behind the Care

with Tray Wade, President and CEO



In our business, what separates us from other health and human service providers is how we go the extra mile to serve. Again and again, I see and hear stories that illustrate how our compassionate, responsive staff recognize what's needed in the lives of others and step up to do the right thing.

Here are just two recent examples.

An EveryStep clinical employee jumped in when she learned that a 12-year-old in her brother's neighborhood risked school expulsion and trouble with the law because he was stealing from surrounding properties. She learned that the boy's actions were partly triggered by his family's food insecurity. She encouraged the boy's mom to enroll her son in Medicaid so he could access behavioral health services, and they soon learned he also was dealing with undiagnosed autism. Proper medication management and resources helped the young man cope with autism at home and school. During the holidays, the family was "adopted", and the mom got her wish for new cleaning supplies, work boots, a gas card and food, plus a few extras. Great things happen when an EveryStep employee envelops a family with community services that change their lives.

An EveryStep maternal-child health social worker and a literacy specialist teamed up to bring developmental screenings to EveryStep's Play and Learn groups. As a group was ending, two immigrant moms asked our staff about developmental screenings for their three children. The social worker offered a home visit. She arrived to find that the moms had invited two additional families to bring their children for screenings. Working in a small room in the apartment, our employee connected with each mother and took four children through the screening process. Because one child was napping, the social worker offered to return another day. That's when she found another mother also waiting for her child to be screened for delays in gross and fine motor skills, problem solving, language and social and emotional development. The good news: All of the children scored within the age-appropriate ranges. The sad news: None of the six children had received developmental screenings at their doctors' offices. Using Title V dollars, the EveryStep employee provided the screenings for the children that confirmed their development was on track and they were thriving.

When people face life's most difficult moments, we are with them, at EveryStep.

— **Tray Wade, President and CEO**

2019 Day on the Hill



Some 60 staff and volunteer voices took our organization's concerns to the Iowa Capitol for EveryStep's third annual Day on the Hill on January 23. Through meetings and individual discussions, our organization's representatives shared EveryStep's mission, eight legislative priorities and many powerful stories about those we serve with more than 30 legislators and their staff members. Throughout the rotunda, displays of our impactful programs illustrated the vital role that EveryStep plays in the health of Iowans, from prenatal care and early childhood development, to home care and hospice for aging seniors.

A fourth Day on the Hill is already being planned for early 2020.



1 The EveryStep delegation assembled in the Secretary of State's office for a group photo.

2 Both EveryStep staff and legislators posed for photos throughout the afternoon.

Our 2019 legislative priorities

- Change Iowa's **Medicaid Managed Care** program to one that consistently meets the needs of Iowans and ensures quality health and mental health care services, especially for vulnerable populations served by Medicaid
- Provide the administration and regulatory framework for Iowans in underserved areas to have healthcare access through **telehealth**
- Address increasing gaps in the **direct care workforce shortage**
- Continue legislative support and return to FY08 funding level for **Early Childhood Iowa**
- Renew and expand **support for refugee resettlement** programs
- Invest in **healthy outcomes for children** with support of mental health, wellness and child development programs
- Support **grief and loss programs** that alleviate mental trauma, school absenteeism, loss of productivity, and decline in mental health and well-being
- Address **hospice room and board pass through** regarding pass-through payments for patients in nursing facilities

Names in the News

Three Volunteer Leaders Named to Forty Under 40

EveryStep Foundation trustees **Melissa Knutson** and **Brandon Foldes**, along with **Angela Kruse**, Amanda the Panda advisory board member and grief counselor, are among *Des Moines Business Record's* Forty Under 40 honorees. Forty Under 40 is an annual list of 40 Central Iowa business leaders, who were chosen by past award winners, are under the age of 40 and have demonstrated impressive career achievements and community involvement.



Melissa is vice president of professional liability programs at NCMIC Group. In addition to her EveryStep involvement, Melissa and her daughter founded Give Grace, Give Hope — a program to increase access to feminine hygiene products for girls and women in homeless

shelters, schools and non-profit organizations. She is also active in Big Brothers Big Sisters, the Johnston School District, Habitat for Humanity and several other organizations.



For several years **Brandon** has chaired EveryStep's Good Grief Golf Open and before that, the Amanda the Panda Golf Open. He currently serves on the Amanda the Panda advisory board. As a 13-year-old, Brandon experienced the death of his younger sister and now

advocates and raises funds for services that offer comfort and understanding to those grieving a loved one. He is president and CEO at Shyft Collective.



Angela is a vice president of Community Outreach for Wells Fargo Home Mortgage and manages the Military Homes Donation program. In addition to being a camp counselor for EveryStep's Amanda the Panda program, she coordinates the Professional Women's Group Committee of

Dress for Success, is a One-2-One facilitator through Lutheran Church of Hope, and was selected for Wells Fargo's servicing leadership lab class in 2017.



Hospice Patients "Travel" to Beloved Places

Drone technology can now be used to enable hospice patients to "visit" a special place as part of the EveryStep Foundation's 2019 quality of life program. Perhaps a bed-bound patient wishes to again see the family farm or childhood neighborhood, travel a favorite bike path or return to a beloved, meaningful location he had visited. Or maybe the patient is still thinking about that once-in-a-lifetime trip that was never taken.

EveryStep has partnered with the Flight To Remember (FTR) Foundation to provide hospice patients with videos of a place they want to see most. Videos will be recorded via drone photography from heights up to 400 feet. FTR drone pilots and video editors then create a short film, set to music, as a priceless, life-enriching memento for the patient and his loved ones.

If you're a drone pilot — or know one — who would like to volunteer for FTR hospice patient wish fulfillment in your area or where you travel, contact Jane Flanagan, JFlanagan@everystep.org, 515-271-1137.

About Our Care

EveryStep is a non-profit health care and support services organization offering compassion and guidance during life's most challenging moments. We were formerly known as HCI Hospice Care Services, Visiting Nurse Services of Iowa (VNS of Iowa) and Amanda the Panda. We serve 47 Iowa counties from offices in Des Moines, Centerville, Creston, Knoxville, Mount Ayr, Mount Pleasant, Osceola, Perry, Council Bluffs, West Des Moines, and hospice houses in Des Moines and Creston. More than 32 programs offer services such as prenatal education, home visits, home health care, hospice care, grief support, flu immunizations, family support, connection to community resources and other services for infants, children, young mothers, immigrants and refugees, families and seniors.



Gateway for Non-English Speakers

Imagine having little or no knowledge of English and trying to understand what a doctor is telling you about your pregnancy, what a teacher is telling you about your child's classroom behavior, comprehend brochures about community resources available to you as a newcomer to our country, or read official-looking documents received via mail.

EveryStep Interpretation is essential in helping Iowa's refugee and immigrant population survive and thrive. Our staff interprets more than 27 dialects — from Amharic to Zotung — and have private contractors for five additional languages. These individuals assist in communication dealing with healthcare, legal matters, and human service and educational issues. Additionally, some 15 staff members are available to translate, edit and proofread for flawless translations of print materials.

Only two of the program's staff members were born in the U.S. All interpreters are native language speakers with in-depth cultural knowledge. All have tested proficient in English and completed training on health care and human services. They meet monthly with their team leaders to discuss client goals and frequently are shadowed on location to ensure quality and consistency of services in bridging language gaps.

Services are provided primarily in Polk County, but additional grant resources now make it possible for the program to serve some families in Dallas County. While most interpretation is done face-to-face, Video Remote Interpretation (VRI) is being added to EveryStep's program for occasions when in-person, on-site interpretation is not possible.

"We are a fee-for-service program within EveryStep," said Sammantha Ruiz-Yager, interpretation business development specialist. "The proceeds from interpretation benefit children and families served by our programs."

Visiting Nurse Services of Iowa contracted for translation and interpretation services for more than a decade before hiring staff and creating the Community Voice program in 2014. That program is now known as EveryStep Interpretation. It not only provides interpretation for the organization's programs, which are internal clients, but also assists external clients: school districts, law firms, hospitals, businesses needing to communicate with non-English speaking audiences.



Visit www.everystep/services/interpretation or dial 515-557-9008 to learn more.

Two Online Giving Options

Free Money!

AmazonSmile is a simple and automatic way for you to support your favorite charitable organization, at no cost to you! When you shop at smile.amazon.com, you will find the same low prices and convenient shopping experience as Amazon.com, with the added bonus that Amazon will donate a portion of the purchase price to your favorite charitable organization. You can choose from over one million organizations to support and we hope you choose EveryStep (still listed with the legal name of Hospice of Central Iowa). The AmazonSmile Foundation donates 0.5% of the purchase price from eligible purchases.



Personalize Your Giving at EveryStep.org

All things technology-related — mobile, social and digital — are on the rise and changing the ways in which individuals and organizations engage with each other. Whether you consider crowdfunding options such as GoFundMe to be good or bad, such internet donation tools have grown in popularity. Remember the Ice Bucket Challenge? That social media hit raised not only awareness of ALS, but more than \$115 million!

Evolving technology offers individuals and organizations easy-to-use options to accept donations. In keeping pace,

the EveryStep Foundation now gives you the opportunity to personalize your giving or create customized campaigns supporting our programs and services — all via a secure hub offered through our website. In minutes you can personalize an online page with a loved one's story to direct memorial donations to our organization. Having a special "no gifts" birthday or anniversary celebration and you'd like your friends to instead contribute to EveryStep? It's easy to post your story and start your campaign. Go to everystep.org/about/foundation/create-your-own-fundraiser to get started for your favorite non-profit causes. Thanks for your support!



Wanted: Gifts for Cheer Boxes

In December, 308 Cheer Boxes were delivered by our Amanda the Panda program to support families and brighten their holiday as they dealt with the loss of a loved one. The program already is collecting donations each month to prepare for 400 Cheer Box deliveries of 12 individually wrapped gifts in 2019. Blankets, picture frames and candles were collected in January and February. Here's the schedule for the remainder of the year:

March: teddy bears

April: soil and pots for bulbs

May: puzzles

June: games and white dinner plates

July: floating sky lanterns

August: journals

September: funds for purchasing The Memory Book

October: Amaryllis bulbs

November: All items still in short supply

If you are interested in donating or helping secure items, please contact Megan Mondt, program coordinator for Amanda the Panda, mmondt@everystep.org, 515-223-4847.



Game On! Helping Families Move Forward

Put on your game face! Your game-show-contestant game face, that is. Get ready for a lively and engaging fundraiser supporting EveryStep's healthcare programs for mothers and children.

Starting at 6 p.m. on Thursday, April 18, at Mainframe Studios in Des Moines, you can put yourself in a game show contestant's shoes. It's time for you to "come on down" for EveryStep's version of The Price is Right, Family Feud, Jeopardy, Wheel of Fortune, Name that Tune and others. Like the game shows we all know and love, we'll offer spectacular prizes, albeit more economical versions of exotic trips and new cars!

Funds from sponsors and attendees help EveryStep eliminate barriers to care and ensure that every family lives a healthy, sustainable life. Sponsorships for Game On! from \$250 to \$2,000. A single ticket can be purchased for \$50, tickets for \$80 or 10 tickets for \$300. Each admission includes a tasty nacho bar, gourmet grilled cheese sandwiches, drink tickets and a host of opportunities to become a game show champion and winner of raffle prizes.



Get Game On! tickets or learn more about sponsorships at gameonia.org. If questions, contact Jamie Nicolino, JNicolino@everystep.org, 515-557-9015.



Benefiting children and families served by

EveryStep 
care & support services

1 In 2018 Game On! funds topped \$14,000 for support of more than 15,000 at-risk and low-income children and families in central Iowa.



Good Grief Golf Open: June 13

Mark your calendar for a round of golf and fun at the Good Grief Golf Open on Thursday, June 13, at Echo Valley Country Club in Norwalk. Join us for an afternoon on the greens while supporting the life-changing grief and loss programs of EveryStep. Enjoy the hosted lunch before the 12:30 p.m. shotgun start. Plan to stay for dinner and prizes after your time on the links. Monies raised help EveryStep fund a variety of no-cost grief support programs, including Amanda the Panda camps, support groups and family events, community educational programs, bereavement counseling, and grief-related literature for families and friends.

Sponsorships are available — from \$250 “in memory” to \$10,000 exclusive presenting sponsor — to help eliminate barriers to care and ensure that all people grieving the loss of a loved one get the help they need. Registration for the event is \$125 (\$500 per foursome), which includes lunch, 18-holes of golf, golf cart and dinner. Register now at goodgriefgolf.org.



For sponsorship information, contact Jamie Nicolino, JNicolino@everystep.org, 515-557-9015.



1 Volunteers from Voya handled the golf event's set-up tasks and registration table.

2 The winners of the 2018 Good Grief Golf Open were Kaleb Faas, Joe Jensen, Gavin Matthias and Zach Buehrer.



Portable Food Pantry arrives at Bright Kavanagh Center

EveryStep has partnered with the Des Moines Area Religious Council (DMARC) to host a mobile food pantry twice a month at our 3000 Easton Boulevard location in Des Moines. Once per month, individuals can stop between 2 to 4 p.m. on the second or fourth Tuesday of the month to collect a three-day supply of food, in accordance with their family's size. There's no restriction on "shopping" from a selection of foods available at the truck that have a relatively short shelf life.

At the traveling pantry, DMARC conducts a short intake process, but there are no income requirements. A photo ID for every adult member of the household is required, and some other form of ID for all children in the household. Foods available for selection from the pantry follow a healthy food guideline. EveryStep volunteers are being trained to serve as personal shoppers for those served. Interested in volunteering? Contact Linda Clauson at 515-271-1308 or at lclauson@everystep.org.

Community Garden at Bright Kavanagh Center

Interested in our community garden effort to help feed the families served by EveryStep? In addition to partnering with the DMARC food pantry, EveryStep staff is seeking volunteers willing to enclose, plant and help maintain a community garden at 3000 Easton Boulevard. We'd love to hear from you! Contact Jane Flanagan, jflanagan@everystep.org, 515-271-1328.

80742 says, "Thank you, Federal Employees"



Since the early 1960s, the Combined Federal Campaign (CFC) has been the one and only authorized solicitation of federal employees in their workplace on behalf of approved charitable organizations. Federal donors have year-round sign up to make charitable contributions through payroll deductions. CFC is the largest and most successful workplace philanthropic fundraiser in the world.

Each approved charitable organization is given a number that makes it easy to designate gifts. The CFC number for EveryStep Hospice (Hospice of Central Iowa) is 80742. Thank you, federal employees, for your work and when you designated dollars to EveryStep. If you have any questions about the process, please contact Jane Flanagan at 515-271-1328 or jflanagan@everystep.org.

Because of You, the Answer was "Yes"

Your donation to EveryStep Foundation made this possible:

- When a hospice patient's daughter moved and he longed to visit her at her Nebraska home, we assisted with travel expenses.
- When a hospice patient's television — his main source of entertainment — stopped working, we arranged for its replacement.
- When a struggling family was no longer able to stay with extended family, they needed a little help with a deposit for their own space. We assisted in working with their new landlord for the payment and in getting them moved.
- When a hospice patient who adored Elvis requested an Elvis impersonator to visit her at her nursing facility, "The King" entertained and delighted her and fellow residents.

Volunteer Opportunities

EveryStep's Amanda the Panda program seeks volunteers to help facilitate support groups, provide childcare or cook meals for a support group, help in the office and assist at camp. Call (515) 223-4847 or visit everystep.org for details.

EveryStep's hospice teams offer volunteer orientations several times annually. For more information, visit everystep.org, email info@everystep.org or contact an office near you.

Do We Have Your Email Address?

As a cost-saving measure in printing and postage, and as a way to communicate important information in a timely fashion, we need your email address. Please send an email message to info@everystep.org to share your email address.



Patient Steps Out on the Town

In a conversation with EveryStep nurse Mike Breese, 93-year-old Mt. Pleasant hospice patient Marian Johnson mentioned that she had never been treated to a limo ride.

“That got the ball rolling,” said Mike. Social worker Katie Smith began researching limo companies in the area, and with help from the EveryStep Foundation, a ride was arranged for December 20 with a Quad Cities limo company.

Marian, sons Larry and Jerry, and Mike were greeted by a limo driver, Trish, who was more than happy to help fulfill Marian’s wish. She even brought Marian a festive holiday necklace to wear over her warm sweater.

“Marian was smiling from ear to ear and giggling like a giddy school girl,” said Mike, who accompanied them on the excursion. “She was so excited.”

The drive took them to Burlington and the two homes where Marian raised her sons. The family reminisced about growing up in the community, and Marian told stories of the family’s love for visiting the lakes and ponds in the area. She noted that during one fishing trip, they had so many fish around their boat, it capsized and everyone ended up in the water.



1 *Marian is ready to roll for her limo ride with son Larry, EveryStep nurse Mike Breese, and son Jerry.*

2 *Happy to be tucked between sons Larry and Jerry, Marian beams during her limo ride.*

It was fitting, then, that after the limo ride, Marian, Larry and Jerry enjoyed a catfish dinner together. Despite not having much of an appetite in recent weeks, Marian finished the fish, potato and coleslaw and said, “Thank you so, so, so much. This was so enjoyable and I will never forget it.”



To help fund wishes like this, please visit everystep.org and click on “Donate”.

EveryStep provides a wide range of free grief and loss services for individuals and families of all ages. Events and support groups are hosted at EveryStep Hospice locations in eight Iowa communities and at the EveryStep Grief & Loss Services office (home of Amanda the Panda) in West Des Moines. To learn what services are available in your area, visit everystep.org or call an EveryStep location near you.

• EveryStep Hospice offices:

- Centerville: (641) 856-5502
- Council Bluffs: (712) 325-6802
- Des Moines: (515) 333-5810
- Knoxville: (641) 842-4312
- Mount Ayr: (641) 464-2088
- Mount Pleasant: (319) 385-4472
- Osceola: (641) 342-2888
- Perry: (515) 465-4705

- **EveryStep Grief & Loss Services** (home of Amanda the Panda),
West Des Moines: (515) 223-4847

Support Groups

Touching Our Grief is an ongoing, monthly grief support group hosted at or near EveryStep Hospice locations, led by expert bereavement counselors. Open to adults who have suffered the loss of a family member or friend and are seeking support, education and a safe place to give and receive support from others. Join at any time to talk about your grief or listen. Call an EveryStep Hospice office near you for upcoming dates and locations, or visit everystep.org/about/events.

Understanding Your Grief is an eight-week educational program hosted at or near EveryStep Hospice locations. Led by expert bereavement counselors, the program helps people learn how to use grief as an opportunity for growth. Participants receive a free copy of Alan Wolfelt's book "Understanding Your Grief" and learn about the 10 essential touchstones for finding hope and healing through loss. Call an EveryStep Hospice office near you for upcoming dates and locations, or visit everystep.org/about/events.

Quarterly Support Groups are offered at EveryStep Grief & Loss Services (home of Amanda the Panda) in West Des Moines and are open to children (kindergarten and above), teens and adults. Attendees divide into peer groups, where trained facilitators guide them through age-appropriate activities. Participants learn about grief emotions, healthy coping skills, how grief affects the mind and body, and how to create rituals to honor loved ones. Supper provided. Childcare available. The next group begins June 10. Call EveryStep Grief & Loss at 515-223-4847 for details, or visit everystep.org/about/events.

Grief through the Expressive Arts Support Group is offered on Mondays, 5:45–7:30 p.m., April 8–May 13 at EveryStep Grief & Loss Services (home of Amanda the Panda) in West Des Moines. Activities equip participants with tools to address their grief through a variety of expressive arts methods (canvas painting, writing/journaling, music, drawing, etc.). Call EveryStep Grief & Loss Services at 515-223-4847 for details, or visit everystep.org/about/events.

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Donor Bill of Rights

To assure that your philanthropy merits the respect and trust you place in us, EveryStep Foundation adheres to the Donor Bill of Rights, a national standard of not-for-profit organizations. EveryStep Foundation carries out its fiduciary responsibilities by:

- Informing donors of the organization's mission and how donated resources are used effectively for their intended purposes.
- Making public the names of the organization's governing bodies and expecting them to be prudent in their stewardship.
- Allowing access to the organization's most recent financial statements.
- Using gifts for the purposes for which they were given.
- Providing appropriate donor acknowledgement and recognition.
- Handling information about donations with respect and confidentiality.
- Maintaining professional individual relationships with donors.
- Informing donors if a volunteer, organizational employee or hired solicitor is contacting them when seeking donations.
- Offering to remove donor names from mailing lists.
- Responding promptly to donor questions with truthful and forthright answers.

EveryStep

*Your donations work
in four priority areas
within our organization:*

1 Innovative Aging

Providing home and community-based care for the aging

2 Emotional Well-Being

Building resiliency in trauma, grief and loss services

3 Family Empowerment

Creating strong, healthy and thriving families

4 Community & Family Advocacy

Offering education, access and support

THE OF COMPASSION

Compassion + Unity = Comm-YOU-nity. That's the theme of the EveryStep Foundation's third Art of Compassion Celebration this October. For 2019, the theme connects and supports the people of Des Moines and our state through art, empathy and play.

"We're emphasizing the 'You' in our theme because it's going to take a lot of involvement by you — members of the caring community — to help us successfully execute the public art projects as well as reach our event's new attendance and financial goals," said Azure Christensen, foundation executive director.

Comm-YOU-nity starts with an immersive and playful art installation at Cowles Commons on October 5 and 6. That weekend the public can literally step into feelings of compassion by journeying through clubhouses, each inspired by one of our organization's many programs. Viewers will experience a village where rich creativity abounds, illustrating how single acts of kindness — when brought together — create a prosperous community.

"It takes a village to spread love, hope and healing," said Azure. "The clubhouses will become part of our event auction after being displayed. We'd love to hear from folks with building, construction and design expertise who would like to lend their talents and be recognized for their community involvement."

The Art of Compassion's celebratory event takes place the evening of Thursday, October 10, at the Iowa Events Center. It includes a reception, dinner, short program, silent and live auctions, and sponsorship recognition. Art of Compassion tickets and project sponsorship information will be available at a later date at artofcompassioniowa.org. We hope you'll join us because YOU are at the center of Comm-YOU-nity!

Meet Events Coordinator Jamie Nicolino



Who is now overseeing all these events? Jamie Nicolino has joined the EveryStep Foundation as events coordinator. Jamie most recently spent three years as an event operations program manager with ITA Group and previously worked at Glen Oaks Country Club for nearly eight years, serving as director of events for more than five years. She's a Des Moines native and a Dean's List graduate of the University of Iowa.

Serving Our Veterans in Hospice Care

Special Ceremonies Honor Veterans



Harold Boeding, 95, when he was honored during a Veteran Pinning ceremony hosted by EveryStep Hospice at Savannah Heights Care Center in Mount Pleasant. He's pictured with his (left to right) daughter-in-law Mary Boeding, granddaughter Sarah Boeding, son Rollie Boeding, and grandson Matt Boeding.

World War II veteran **Harold Boeding** spent two Christmases missing his future wife, Joan, and family when serving in the Navy on the San Clemente and stationed in the South Pacific. Boeding was on that ship in Tokyo Bay, docked right next to the USS Missouri, when the Peace Treaty was signed. Of the opportunity to serve his country, Boeding said, "You can't say no to that."

The 95-year-old EveryStep Hospice patient was surrounded by family as he was honored for his service during a special veteran pinning ceremony on December 26.

"This was such an honor for him," Rollie Boeding said as his father received a lapel pin, certificate and a patriotic quilt made by local volunteers.

Vietnam veteran **Robert "Bob" Gerard** was honored for his service during a veteran pinning and Quilts of Valor presentation. The Libertyville resident, retired teacher and EveryStep Hospice patient had received a Presidential Unit Accommodation and Vietnam Service Medal for his time in the Navy. He passed away November 20 at his home.



"This was a special experience for my father that meant the world to him, myself, and our family," said Gerard's daughter, Dorae Rippey, of the EveryStep ceremony.

Jim Keller: EveryStep Veteran-to-Veteran Volunteer



When **Jim Keller** (pictured with hat) returned from Vietnam, he wasn't thanked for his service for nearly 30 years. He never forgot how it felt to come home and feel unwelcome. That's why Jim embraces and honors fellow veterans today.

Whether he encounters them in his role as an EveryStep Hospice Veteran-to-Veteran volunteer or when working on the expansive Welcome Home Soldier Monument in Albia, Jim's service to country and community continues.

The 70-year-old Albia resident is one of the Centerville team's most counted-on veteran volunteers. He does all he can to make the service men in our care feel appreciated and he invites patient's families to contact him anytime. Jim's service and respect for his comrades doesn't end with sitting and comforting fellow veterans at the end of their lives. Nearly 30 years after coming home from Vietnam, he dreamed up Albia's Welcome Home Soldier Monument after a fellow veteran who had been a prisoner of war shook Jim's hand and said the words he'd waited so long to hear, "Welcome home, soldier."

Today, the unfinished monument features several different installments, including battlefield crosses, 100 American flags, 21 white crosses, and the flags of all 50 states. It serves as a place where veterans, service men and women, and their families can visit to reflect on their service and their loved ones.

One Korean War veteran, who Jim spent time with, provided a sizeable donation to support Jim's fundraising effort for the Welcome Home Soldier Monument. "I told him after he wrote the check that I wanted to give him a hug," Jim recalls. "He said 'I don't give hugs,' but he did."

When the man was in the hospital, Jim sat with his family. When the man woke up, he wanted to see Jim. The man's son said that his father's last smile before passing came when Jim walked into the room.

New Palliative Care Initiative at EveryStep

The Telligen Community Initiative Board of Directors recently awarded a \$50,000 grant to EveryStep to fund the start-up costs and pilot expenses of a new palliative care program.

Patients with serious or chronic illness face multiple challenges. Palliative care addresses these physical, intellectual, emotional, social and spiritual issues. It can provide a higher quality of life by anticipating, preventing and managing suffering for patients and their families.

“While both palliative care and hospice care provide comfort, palliative care can begin at the time of diagnosis and be provided at the same time as treatment,” said Tammy Stapp, vice president of clinical services at EveryStep.

A formalized palliative care program will provide comprehensive support, trained healthcare workers and be offered in communities where these services are not readily available. “Relief of burden” and



building resilience in patients and families will be the focus of care, setting this program apart from other palliative care programs that focus primarily on a medical model.

“We look forward to integrating this new program into our family of services,” said Tammy. “Thanks to Telligen Community Initiative, we will move forward with this program in 2019.”

The palliative care program will be operated as a service in the continuum of care in EveryStep Grief & Loss Services.

Families Making Memories Together



Social events are one of the many ways children and families connect while receiving support from Amanda the Panda. On February 23, participants enjoyed an afternoon of bowling at Uncle Buck's Fish Bowl in Altoona.

Notes of Thanks

How can we ever thank all of you for the loving care provided to our mother over the past several months? You cared for her, and reached out with true concern and tenderness. Thank you and God Bless you for giving her so much. In many ways we all became a family while you watched over mom. She benefited, but so did we. We will never forget what you did.

Thanks again,

— *The Family of Dona Whittlesey*

Woodburn, Iowa

We had the most magnificent experience with all the staff in Knoxville. The work you do is a blessing – everyone in my mother's family was touched and guided by caring and knowledgeable people.

Our gratitude,

— *The Family of Shirley Bellamy*

Knoxville, Iowa

Family Donates Furnishings to EveryStep Giving Tree in Thanks for Care

Mary Alice Hansen had a passion for helping others and her generosity knew no bounds. Thanks in part to Mary Alice's husband, Neil, and their 10 children, that giving nature shone recently on the EveryStep Giving Tree Thrift Shop in Urbandale. The Hansen family donated mirrors, artwork, tables, bed frames and other quality household furnishings that had graced their Dallas Center home for 66 years.

Mary Alice passed away quickly in May of 2018, just 37 hours after blood clots were found in her lungs. Her family had brought her home from the hospital and called in EveryStep Hospice.

Neil recalls, "When hospice came that day, they just blended right in. They took care of everything for Mary Alice and took care of our emotional needs."

During the day, Mary Alice sat in her recliner and chatted with her family, while her EveryStep Hospice team nurse Aubrey Burkett prepped her bedroom and made her comfortable. EveryStep nurse Sue Stoll stayed with the family for several hours after Mary Alice's passing, contacting the funeral home, answering questions, and providing a compassionate shoulder to lean on.

Neil and Mary Alice's daughter Marcie Christensen remembers Sue and Aubrey very well from their brief time together. "They won our hearts," she said. "We were overtired, shell-shocked, and they didn't come in clinically or solemn or forlorn. When it was time for dad to have help, we knew who to call."

In late summer, Neil began seeing the same EveryStep nurse who had made such an impact on his family. In December, he began preparing to move into a retirement home, and he kept Mary Alice's generosity front-and-center.

He looked at the furnishings that had served his family that could go on to be of value to others. "I said, 'Give it to hospice,'" Neil recalls. "It wasn't a hard decision. Mary Alice would agree with everything we're doing."

Open since 2010, EveryStep Giving Tree directs all proceeds from thrift store sales toward the non-profit programs and services that benefit EveryStep's patients and clients.

"This is a way to continue mom's legacy, to honor mom," says Marcie. "We're aware that others facing the same health issues mom and dad have don't have the same support. We wanted to donate things so that others can have the same care mom did."



1 Neil Hansen holds a photo of his wife Mary Alice.

2 The Giving Tree Thrift Store traveled to Dallas Center to pick up a generous donation of home goods from a family that has been served twice by EveryStep Hospice.



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Des Moines, IA 50317-3124

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EveryStep Giving Tree Thrift Store

Shop. Donate. Volunteer.

Sales and donations help EveryStep's patients, clients and their families.

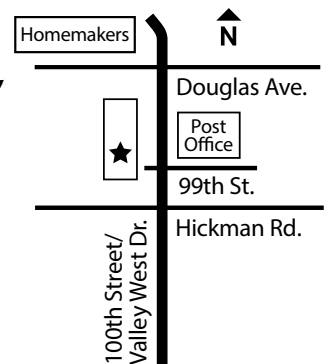
You never know what you'll find at EveryStep Giving Tree — from high-quality clothing and accessories, to one-of-kind furniture finds and home décor. Our upscale thrift store offers a unique shopping experience and our inventory is continually changing. Come see our newly-expanded showroom today!



Drop off your gently used items at the back entrance of our store, or call us to come pick up large donations!

Urbandale, Iowa

Find us in the strip mall just Northwest of 99th Street and across the street from the Urbandale post office.



3330 100th Street, Urbandale
(515) 270-2414

everstepgivingtree.org

Visit our website for store hours, a list of items we can accept and to sign up for our newsletter.