

**EveryStep**   
care & support services

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



***Renovations Planned  
for Central Iowa's  
Premier Hospice House***

## *In this Issue:*

***Capital Campaign  
for Kavanaugh House***

---

***House Parties Held  
for Art of Compassion***

---

***Cheer Boxes to  
557 Homes***

---

***Play & Learn  
Goes Social***

---

***Stork's Nest  
Reaches Moms***

---

***Staff Connects via  
Online Retreat***

---

# Inside this issue of *carematters*

Removing Barriers to Care .....	3
Kavanagh House Capital Campaign .....	4
Cheer Boxes Delivered .....	6
Play & Learn .....	7
Names in the News .....	7
Home Care Expands .....	7
Art of Compassion .....	8
Senior Companion Program .....	10
Stork's Nest .....	10
Day on the Hill .....	10
Helping Vulnerable Iowans .....	10
Grief & Loss Services .....	11
Because of You .....	11
Virtual Staff Retreat .....	12
Hospice Patient: He Did it His Way .....	14
Variety Provides Grants .....	15
EveryStep Board Members .....	15

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

## Editor

**Linda Clauson**

marketing & communications director

(515) 274-3400 • lclauson@everystep.org

## Contributors

**Julie Matternas**, foundation executive director

**Jane Flanagan**, foundation development coordinator

**Heather Stuyvesant**, foundation donor relations manager

**Barbara Pottorff**, foundation data management specialist

**Maggie Mathiasen**, foundation events coordinator

**Jen Clark**, design & brand manager

**Ashlee Kieler**, media relations coordinator

**Jacie Farris**, digital marketing analyst

Writing and design work by **P.S. Writes**

*carematters* © 2020 EveryStep™

## Behind the Care

*with Tray Wade, President and CEO*



The decades since 1908 are filled with stories of how our organization has offered care and resources for infants, children, young mothers, immigrants and refugees, families and aging Iowans. This year — a year that's like no other — we've written new inspirational stories.

Amid uncertainty and an ever-changing environment, our nearly 400 employees continue to go the extra mile to ensure that our patients, clients and their families receive the best care possible throughout the COVID-19 pandemic. In 2020 we've introduced telehealth services; offered doorstep deliveries of vital supplies; provided online grief support groups; and ensured that homebound, ill, injured or dying Iowans continue to receive visits or support from our care teams. Our diverse services now reach into every county in Iowa.

Our staff have taken good care of their communities. They are resilient, resourceful and passionate about our mission. Month after month, they've persevered, learned, pivoted and put boots on the ground to step up, again and again, in novel ways.

As we move into winter, know that EveryStep will continue to provide critical healthcare and social services to more than 67,000 Iowans using our programs. We thank our donors for supporting us in our work from 15 locally staffed locations across the southern half of the state.

— **Tray Wade, President and CEO, EveryStep**

## 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 Care Services & Visiting Nurse Services of Iowa. EveryStep is also the home of Amanda the Panda. Our programs serve more than 67,000 people and every county in Iowa from our offices in Des Moines, Centerville Council Bluffs, Creston, Knoxville, Mount Ayr, Mount Pleasant, Osceola, Perry, West Des Moines, Winterset, 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.



## Mu's Story: Removing Barriers to Care

Each month, a case manager from EveryStep's Healthy Start program visits with Mu at her home to provide educational information and resources to the mother of four. During the pandemic, Mu's daughter complained of a painful toothache and the case manager found a dentist, secured an EveryStep interpreter to assist with paperwork for a same-day appointment, helped with rescheduling when additional information was needed, and arranged transportation to a pediatric dental clinic and an interpreter to help Mu participate in her daughter's care. Mu's daughter's smile is on the mend because your support makes it possible for EveryStep to eliminate barriers for vulnerable patients, clients and families in Iowa.



**Please consider supporting EveryStep during this difficult year. Visit [www.everystep.org/donate](http://www.everystep.org/donate). Questions? Email [giving@everystep.org](mailto:giving@everystep.org).**



**1** Mu and her family with Moo Mon, outreach specialist and interpreter

**2** Mu and Moo Mon go over resource materials of value to the family.



# Bring it Home: Kavanagh House Capital Campaign Approaches Goal

Updates to patient and family comfort and technology that will improve care, safety and security are central to EveryStep's \$3.5 million Kavanagh House Capital Campaign, which began late in 2019. The fundraising effort to restore, renovate and upgrade the 1993 Des Moines hospice house has quietly gained momentum and was publicly announced to participants during EveryStep's Art of Compassion event this October 8. Now, additional donors are helping bring the campaign to the finish line by supporting enhancements to the 56<sup>th</sup> Street residence that's been a final home for so many.

"As we ended 2019 and 2020 began, the 'quiet' phase of the campaign was underway and all board members and trustees had made financial pledges that would ensure that Kavanagh House would continue its legacy and maintain its reputation as central Iowa's hospice home of choice," said Deb Milligan, EveryStep Hospice Kavanagh House volunteer, EveryStep Foundation trustee and co-chair of the capital campaign with her husband, George.

"When the pandemic started, we were months into connecting with community philanthropists to create a solid base of support for renovations to the 56<sup>th</sup> Street residence," she added. "When the COVID-19 situation became everyone's focus, we temporarily paused the campaign, as support was being redirected to COVID relief. We recently reached out again and have received incredible donor support."

"We're still in need of additional dollars to wrap up the campaign by the end of December," said co-chair George Milligan. "Our hope is that 2021 is the year we can have a public event to show our generous donors that their investment in the future of Kavanagh House was one very good thing that happened in 2020."

The campaign, which is close to reaching its \$3.5 million goal, includes the creation of a \$500,000 endowment fund to provide annual income for future maintenance, repairs and enhancements to Kavanagh House on 56<sup>th</sup> Street.



**To contribute to the Kavanagh House Capital Campaign, please visit [everystep.org/kavanaghhouse](https://everystep.org/kavanaghhouse). Or, use the enclosed envelope to mail in a check with "Kavanagh House Capital Campaign" noted in the memo line.**

## Interior Renovation and Redesign

- Patient rooms will be outfitted with in-wall oxygen delivery systems, enhanced call light and smart room technology, and refurbished with home-like furnishings.
- A spa room for relaxation and comfort will include a spa tub and equipment for transferring patients into the tub. Two new shower areas will be added for family members.
- House kitchen will receive modern commercial equipment, and storage, lighting and ventilation improvements for creating individualized meals.
- Improved staff workstations will be installed.

## Enhanced outdoor experiences for patients and families

- With extra-wide outer glass doors installed in the living room of Kavanagh House and a greatly enlarged back deck, the quiet woods behind the building will become a peaceful place for patients and families to enjoy together, with easy access for patients' beds and wheelchairs.
- At the building's entrance, a canopy will cover patients and visitors enjoying the front garden.
- The exterior will also include the addition of an enclosed receiving area that will provide four-season protection for patients, visitors and staff. That addition will also include much-needed storage space.

## Operational Safety, Security, Storage

- New fire sprinkler system
- New medication distribution center
- New surveillance system
- New HVAC system for heating and cooling
- Enhanced patient, staff and volunteer communication technology
- Added storage for vital equipment and supplies



Renovation plans include enlarging the back deck for all to enjoy.



Deb and George Milligan have led the capital campaign for the renovation of Kavanagh House on 56<sup>th</sup> Street in Des Moines.

## Kavanagh House Capital Campaign Cabinet

### Cabinet Members

Deb and George Milligan – Campaign Chairs

Kerry Adaway

Pat Barry

Chris Benda

Mary Kay Bruce

Kelly Caldbeck

Nick Henderson

John Kenworthy

Judy Ralston-Hansen

Steve Schaff

Kim Willis

### Honorary Cabinet Members

Suzie Glazer Burt - Honorary Campaign Chair and Emeritus Board Member

Margo and Don Blumenthal

Jim Brannen

Patty and Jim Cownie

Christine Hensley

Joanie and Dan Houston

Charlotte and Fred Hubbell

Cathy and Steve Lacy

Mary Lou and Gerry Neugent

Susan Voss

Connie Wimer



## Record Set Again for Cheer Boxes Delivered to Grieving Families

By early December, more than 550 families had received a box filled with meaningful gifts to help them honor and remember their loved ones at holiday time. During November, some 6,600 carefully selected gifts were wrapped by nearly 200 volunteers in their homes or in a socially distanced donated warehouse space at Performance Display in Grimes. Twelve different gifts then were packaged into boxes and delivered around the state by some 100 volunteers.

Cheer Boxes are a holiday tradition of EveryStep Grief & Loss Services' Amanda the Panda program. Gifts are adorned with messages about how each individual item can be used to provide comfort, hope and healing at the holidays.

EveryStep receives nominations of Cheer Box recipients throughout the year, but this year's pandemic created several challenges to overcome.

"Many gift donations come from corporate drives in the workplace, and with offices closed, those didn't happen," said Ashley Mori, Amanda the Panda director. "We use donated dollars to order large quantities of certain gifts, but we found that our suppliers had limits on the number of items one can purchase since there are so many online sales this year. And we had to limit the number of volunteers we could safely bring together to wrap and assemble at any one time, as well as implement special cleaning procedures during shifts. It's a year we will definitely remember for its challenges and the ways we rose above them for those who are dealing with the loss of loved ones this year."



Fifteen-year-old Chase Adam of Calmar was a 10-year-old when his family received a Cheer Box in 2015 as they mourned the death of his father. He's never forgotten the gesture of kindness. This year he coordinated a drive to make and donate 90 blankets for Amanda the Panda Cheer Boxes.



Katie Gonzalez, owner of Elias and Jane Candles in Indianola, recently donated more than 50 candles to Amanda the Panda's Cheer Box initiative. Katie's grandmother was an EveryStep Hospice patient in 2019, and her father and grandfather received Cheer Boxes last holiday season. Having witnessed the comfort the gifts brought to her family, Katie wanted to make sure others felt the same this year.

# Play & Learn Distributes Books and Goes Social!

With in-person play groups focusing on children's literacy on hold, EveryStep's Play & Learn program has found new and safe ways to help kids get ready for school and connect caregivers with their kids for learning opportunities.

A free book program targets newborn to age 5, and 350 books have been sent all over the state and to different parts of the country to 90 families with children ages up to 17. No restrictions apply. Just complete an online form at [everystep.org/services/care-support/play-and-learn](https://www.everystep.org/services/care-support/play-and-learn).

This year, Play & Learn has also handed out 67 literacy kits through Stork's Nest drive-up service and talked with families to increase parenting skills around literacy.

Plus, a Facebook group (<https://www.facebook.com/groups/PlayAndLearnCentralIowa>) shares intentional content for families through weekly tips and parenting resources. Story times for kids are also held, with book readings and discussions on how parents can use the books. Events with local organizations that serve families also take place there for the 130+ members who have joined the group. For more information or to join, visit <https://www.everystep.org/services/care-support/play-and-learn>.



*EveryStep's Aaron Shores introduces author Abby Slife, who read her book "The Magic of Winter" online for a Play and Learn story time.*

# Home Care Expands...Again!

EveryStep Home Care has been approved for expansion into Poweshiek and Mahaska counties. Iowans in 24 central and southern counties now benefit from the organization's support and coordinated care that help them to continue to live independently after an illness, injury or hospitalization. Teams based in Des Moines (515-558-9591 or 855-867-4692), Centerville (641-856-5467), and Creston (641-782-6620) serve multiple counties with skilled nursing care, personal care and physical, occupational and speech therapy.

# Names in the News



**Kristyn Mercer** became the new hospice team director in Mt. Ayr in late September. Five years of her career as a charge nurse, nurse manager and director of nursing took place at Creston Specialty Care and Greenfield Manor.



**Laura Smith, MSN**, became the new hospice team leader for the Metro/Perry team in mid-July. She has more than 20 years of diverse nursing experience and was an effective leader in her previous positions with UnityPoint Health and WesleyLife.



For the eighth time EveryStep was awarded a **Top Workplaces** honor by *The Des Moines Register*. The Top Workplaces list is based solely on employee feedback gathered through a third-party survey. The anonymous survey measures several aspects of workplace culture, including alignment, execution and connection.



EveryStep was honored with two special recognitions for 2020 from the *Des Moines Business Record*. The organization was named **Runner-Up: Best Non-Profit** and Tray Wade was recognized as **Runner-Up: Best CEO**.

The publication's Best of Des Moines survey is an online, open-ended poll allowing participants to vote for the businesses, people and events that they think are the "Best of Des Moines" in dozens of categories — including best non-profit and CEO.



**Looking for a meaningful career? Visit [everystep.org/careers](https://www.everystep.org/careers) to see open positions in EveryStep's healthcare, human services and administrative teams.**



# Home-Based Art of Compassion Event Raises \$160,975

1



2

**1** Enjoying an evening outdoors for Art of Compassion were George and Deb Milligan, Cindy and Dave Bridgewater, Jeff and Liz Hatfield, and Kathryn and James Turner.

**2** Erin Bailey, Michelle Parks, and Erica Axiotis dined outside for the EveryStep event.

With a theme of “Compassion Starts at Home,” EveryStep’s signature annual fundraiser took place at 30 different central Iowa house parties on October 8. Instead of a gala gathering at an event center filled with 400 people, most of the loyal supporters and friends found themselves seated safely in a residential dining room or around a business conference table for the 2020 Art of Compassion.

EveryStep Foundation staff and event volunteers let sponsors determine their comfort level for entertaining, and parties for the 194 attendees ranged in size from two to 30 people. Party kits were created and delivered to homes and businesses along with yard signs, wine, foods prepared by selected restaurants and caterers, evening keepsakes, and information about EveryStep programs, services and the capital campaign for EveryStep’s Kavanagh House on 56<sup>th</sup> Street.

Whether parties were indoors or outdoors, casual or formal, guests listened to a recorded program, bid online for more than 40 silent auction items, participated in wine and beer raffles, and donated funds to provide holiday Cheer Boxes, quality of life wishes and Stork’s Nest baby supplies.

“The commitment that our loyal donors have to the organization’s programs and services — and to the success of the Art of Compassion — clearly came through, even in this home-based event,” said Julie Matternas, executive director of the EveryStep Foundation. “We’ve seen about a \$20,000 increase in revenue each year with the Art of Compassion, and that was no different even in this extremely challenging year when we couldn’t do a live auction and all be together. Frankly, we were elated by everyone’s generosity.”





## Presenting Sponsors

Mary Kay & Doug Bruce  
Jen Stanbrough Real Estate

## Community Sponsors

Suzie Glazer Burt  
HyVee  
West Bank

## Compassion Sponsors

Don & Margo Blumenthal  
Graham Construction  
The Graham Group, Inc.  
Hamilton's Funeral and After Life Services  
Midwest Family Lending

**3** Sponsor Midwest Family Lending gathered and dined at their office.

**4** Sponsors Mary Kay and Doug Bruce met their guests at the Glen Oaks Club House.

**5** Couples Judy Ralston-Hansen and Craig Hansen, Rich and Kim Willis, Mollie and Britt Baker, and Margo and Don Blumenthal dined together at the Willis home.

**6** Farm Bureau Wealth Management was the party location for Tray Wade, sponsor Jen Stanbrough, host Chris Benda and other guests.

**7** Brandon Foldes hosted guests at the SHYFT Collective office.

## Pottawattamie County Gets Senior Companion Program



Sandy Belt

EveryStep is now establishing a Senior Companion program in Pottawattamie County. This program, which was offered through a different agency in the area about six years ago, provides support and companionship to adults who need extra help in the home in order to maintain their independence. Adults

55 and older who want to help others in their community while earning a modest stipend are recruited to offer friendship and assistance with such things as shopping, appointments and recreation. Set-up of the program began in March but progress slowed due to COVID-19. Sandy Belt, who in southwest Iowa serves as both the EveryStep Senior Companion coordinator and EveryStep Hospice volunteer coordinator, has been working to overcome such roadblocks as finding a location to do required fingerprinting of companions. Several volunteers are interested in being part of the two-day training, including at least one former Senior Companion. Belt also built connections with entities serving low income seniors who would benefit from connecting with Senior Companion volunteers once the program can move forward.

## Drive-Ups and Deliveries for Stork's Nest

Babies don't wait! During the pandemic, EveryStep made 330 doorstep deliveries of vital baby supplies to Stork's Nest clients. This fall, Stork's Nest clients have made 70 supply pickups at drive-through events hosted by EveryStep, where clients have also been able to safely interact with staff and receive education and resources. During the pandemic, the Stork's Nest has seen community requests for vital baby supplies jump by 60 percent, and the demand for cribs, mattresses, car seats and diapers is at an all-time high.



## Another Way to Help Vulnerable Iowans

Did you know that you can make a gift to EveryStep through a Donor Advised Fund? If you have set up such a fund with any institution, you can easily direct a gift to EveryStep and have an immediate impact on the lives of patients, clients and families in need around Iowa!

Do you have highly appreciated stock you want to donate instead of incurring capital gains? Many supporters are marking the turbulent year by making a gift out of their investments to mark the new decade of hope and impact.

EveryStep Foundation can assist with any questions you might have about these types of gifts. Please consult your financial advisor to make these transactions. Your financial advisor might need the following information:

EveryStep Foundation, 3000 Easton Blvd, Des Moines, IA 50317  
515-274-3400 [www.everystep.org](http://www.everystep.org)  
EIN: 42-1239748



### Changes for Day on the Hill

Instead of hosting a Day on the Hill event during the state legislature's spring session, EveryStep staff and volunteers will advocate for the organization's legislative

priorities through phone calls, emails, online sessions and socially distanced meetings. EveryStep's key goal is securing funding to expand grief and loss services in schools to reduce the burden on the state's mental health system and subsequent lifetime health costs to Iowans.

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](http://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
- Winterset: (515) 462-5205

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

### **Support Groups**

**VIRTUAL OFFERING 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 search for meetings at [everystep.org/events](http://everystep.org/events).

**ON HOLD UNTIL AT LEAST JANUARY 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 search for upcoming meetings at [everystep.org/events](http://everystep.org/events).

**Amanda the Panda Grief & Loss Camp** is for children and adults. April. 3-4 at Riverside Bible Camp, Story City, Iowa. Call EveryStep Grief & Loss Services at (515) 223-4847 for details, or visit [everystep.org/services/grief-loss](http://everystep.org/services/grief-loss).

**VIRTUAL OFFERING Living with Loss Dinner Club** is a group of guests enjoying their dinner over Microsoft Team application. Participants are guided by a trained facilitator through discussions that will foster connection in an atmosphere free of stigma and silence. A winter dinner will be scheduled in which participants pick up their dinner at Amanda the Panda Grief & Loss Center in West Des Moines and then join virtually, 6 to 7:30 p.m. Call EveryStep Grief & Loss Services at (515) 223-4847 for details, or visit [everystep.org/events](http://everystep.org/events).

**VIRTUAL OFFERING Peer Support Groups** are offered free online by EveryStep Grief & Loss Services and are open to children (kindergarten and above), teens and adults. The focus is on finding personal strength, forming deeper relationships, sharing your story, discovering more meaning in life and seeing new possibilities. The six-week winter group begins the week of January 11th, 2021 and all sessions start at 6 p.m. Elementary Youth: Thursdays; Middle School/High School Youth: Wednesdays, 30 to 45 minutes. Adults: Mondays, 1 hour. A trained facilitator will guide our small group of guests through discussions that will foster connection in an atmosphere free of stigma and silence. Enjoy this dinner over Microsoft Teams! To register contact [griefandloss@everystep.org](mailto:griefandloss@everystep.org) or call (515) 223-4847.

*Because of You,  
the Answer was "Yes"*

- An EveryStep hospice patient had a family reunion and opportunity to connect with grandchildren.
- A ramp was constructed so a homebound hospice patient could remain mobile.
- A utility bill was paid so a hospice patient could remain at home in comfort.
- A rental truck and staff members helped a hospice patient move to a new location after the home she rented was sold.

# 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

# Virtual Staff Retreat: Another First

When your organization's history dates back to 1908, why not focus on how far you've come when you bring together 270 employees for a virtual staff retreat! With a theme of "Through the Decades, EveryStep Steps Up" on the afternoon of October 14, EveryStep celebrated 47 workplace anniversary milestones from five to 25 years, recognized achievements and — thanks to technology — let employees see, hear and laugh with each other after months of many working in isolation!

"This year has posed many obstacles, but nothing was going to stop EveryStep from honoring our wonderful teams and employees," said Tray Wade, president and CEO.

Although EveryStep employees couldn't come together face-to-face, they played a variety of company-wide games including bingo and decade trivia, heard compelling stories from clients who have been impacted by our services, celebrated the rich history of EveryStep and recognized some incredible individuals within the organization who have gone above and beyond during the past year.

With compassion and respect, award recipient Ashley May patiently explains complicated medical bills to frustrated, grief-filled family members. She educates insurance providers in processing claims and managed care organizations on hospice payments, with



2020 Vision Award winner Ashley May

its extremely complex and ever-changing rates and processes. As a billing specialist within the billing and reimbursements department, detail-oriented Ashley excels at correct payment of claims and will not quit until EveryStep is reimbursed correctly.

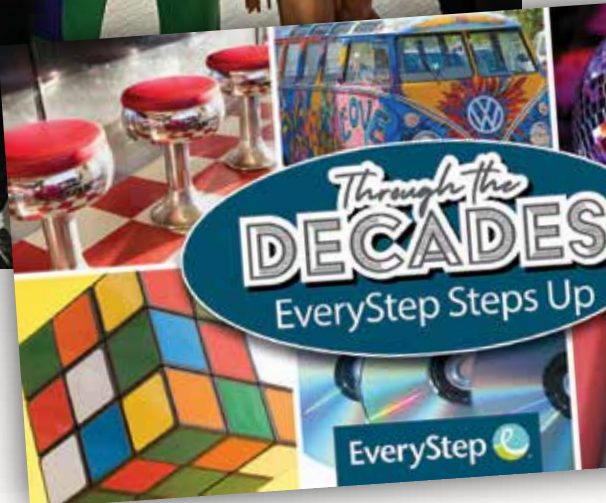


2020 Vision Award winner Gordon Hawkins

The 2020 Vision Awards went to Gordon Hawkins, who provides direct care in working with patients, clients and volunteers, and Ashley May, who plays an administrative and supporting role within the organization.

Recipient Gordon Hawkins, spiritual care counselor for

the EveryStep Hospice in Mt. Pleasant, is known for supporting staff and other spiritual care counselors as individuals and in their work. He took on the primary responsibility of calling all of the hospice team's patients and families to conduct daily COVID-19 screenings. His compassion and sincerity in building relationships opened the door to families that previously declined spiritual care from EveryStep. One such family requested that Gordon conduct the patient's funeral when he passed.





- 1** Members of EveryStep's management team — CFO Lynn Michl, CEO Tray Wade, HR director Cara Hannam and Leann Thrapp, clinical services vice president — picked their decade for the retreat and dressed accordingly for all to enjoy.
- 2** Priscilla Barrett, strategic operations manager, participated from her home office.
- 3** Lindsey Walker, EPSCT manager, and her furry companion sit ready for the retreat to start.
- 4** Jacie Faris, digital marketing analyst, and her twin sons participated in the retreat.
- 5** Claire Mraz, Amanda the Panda program coordinator, enjoyed the staff retreat.

## Hospice Patient Jim Thompson: "I Did It My Way"

Jim Thompson loved singing karaoke, and "My Way" was one of his favorites to belt out in the style of Frank Sinatra. In his 16 months of living with a diagnosis of glioblastoma, Jim truly stood tall, took the blows and did it his way, with faith, determination and a positive attitude.

As founder of Stoney Creek Hotels and Conference Centers located in five states, Jim was a beloved hospitality industry professional who valued the relationships he had with hotel housekeepers as much as his connections with other hotel owners.

"He respected, cared for and was fair to everyone," recalls Diane, his wife of 52 years. "Jim helped employees with vehicle payments and bought cars so that they would have transportation. He paid rent so an employee could escape an abusive relationship. Jim even bought teeth for a front-desk employee to provide confidence in speaking with others. He always gave people a chance to do better."

After a seizure this February, a March visit to Mayo Clinic revealed there were no more medical treatments to prolong Jim's life. The Thompsons' daughter Jen Noto, a nurse, spearheaded the decision for in-home hospice, and the family quickly connected with EveryStep after Jen spoke with their longtime friend and neighbor Mary Brooks.

"No one was closer to my late husband Bob and me than the Thompsons throughout Bob's cancer diagnosis and death while a hospice patient with EveryStep," said Brooks. "They saw firsthand the role that hospice played in Bob's end-of-life care."

EveryStep nurse Lori Carlyle said, "Jim progressed quickly, and his beautiful family accepted the education we provided and worked together to care for him so well."

Today, Diane still marvels at the ease and efficiency of EveryStep. "The name of the organization fits perfectly," she said. "After connecting with EveryStep he was quickly seen by a social worker, nurse and other support people. All the communicating with the doctor and handling of paperwork for getting needed deliveries of a hospital bed, commode, shower and lift chair was handled for us. They kept Jim comfortable and made every step look simple. Yet you felt so special, as if Jim was the only EveryStep Hospice patient. Especially when the hospice nurse came at 3 a.m. after Jim died and took care of everything."



1



2

**1** Jim and Diane were donors of the organization even before they needed the services of EveryStep Hospice.

**2** The Thompson Family

When Jim passed away at the Thompson's West Des Moines home on April 9, he had been a patient of EveryStep Hospice for just 23 days. Yet choosing EveryStep Foundation as a recipient of memorial donations just "popped into my head because of all the things they'd done," said Diane. "It was personal. Plus, funds would be kept local to help others in this area." Jim and Diane were generous supporters of EveryStep's Art of Compassion in 2019, and Diane has played for several years in EveryStep's Good Grief Golf Open.

## Generous Grant from Variety – the Children’s Charity

EveryStep received \$30,000 in grants from Variety - the Children’s Charity for two of its programs. That organization is dedicated to improving the lives of underprivileged, at-risk and special needs children throughout the state.

The Amanda the Panda program, part of EveryStep Grief & Loss Services, received \$15,000 to support the expansion of services and programming, including launching virtual support groups and camps, social dinners and creating grief backpacks for school groups.

EveryStep’s Stork’s Nest program, an educational incentive program rewarding participating parents for positive parenting behavior, received \$15,000 toward the purchase of vital infant safety items, such as cribs, car seats and baby essentials.

“Contributions for community groups and individuals are vital to programs. This has never been more important than during the current pandemic,” said Tray Wade, CEO and president of EveryStep. “The generosity of Variety — the Children’s Charity allows the organization to live out its mission each day.”



*Leslie Taft, program manger for Child Care/Stork’s Nest, took home popcorn in addition to the Stork’s Nest grant when she attended a social distanced gathering at the Variety - the Children’s Charity.*

### Thank you, New York Life, for supporting the Grief Backpack Project of EveryStep Grief & Loss Services’ Amanda the Panda program.



This project provides age-appropriate grief materials, activities and resource referrals to children, teens and families across Iowa who have suffered losses. One grief backpack will be distributed to each of the more than 100 elementary, middle and high schools in Des Moines, Urbandale, Johnston and Waukee. Additionally, one backpack will be delivered to each of the 10 EveryStep

offices across the state that have bereavement counselors. Any remaining backpacks will be housed at the Amanda the Panda office and made available to any school where a loss has occurred.

## EveryStep Board of Directors

**Pat Barry**, Chair  
Principal Financial Group (retired)

**Judy Ralston-Hansen**, Past Chair  
Homesteaders Life

**Kathryn Turner**, Secretary,  
The Graham Group (retired)

**Dave Bridgewater**, Treasurer,  
The Graham Group

**Kerry Adaway**, FBL Financial Group, Inc.

**Graham Cook**, Homesteaders Life (retired)

**Chris Gunnare**, Lutheran Church of Hope

**Mark Hasek**, Graham Construction

**Nick Henderson**,  
Holmes Murphy & Associates (retired)

**John Paule**, Civic Leader

**John Pittman**, Pittman & Company, LLP

**Sally Reavely**, Whitfield & Eddy, PLC (retired)

**Steve Schaaf**, Dupont Pioneer (retired)

**Pam Schoffner**, P.S. Writes

**Phil Stover**, Mission Cancer+Blood

**Tom Temple**, Tom Temple Consulting

**Lil Waters**, Principal Financial Group

## EveryStep Board of Trustees

**Kerry Adaway**, Chair, FBL Financial Group, Inc.

**Bill Warner**, Chair-elect & Treasurer,  
Merchants Bonding Company

**Stephen McGoldrick**, Secretary, MGC Financial

**Erin Bailey**, Hy-Vee, Inc.

**Katie Beary**, Gallagher Insurance

**Chris Benda**, Farm Bureau Wealth Management

**Mary Kay Bruce**, Civic Leader

**Kelly Caldbeck**, LivWell Seniors

**Jeff Carpenter**, Wells Fargo Advisors

**Brandon Foldes**, SHYFT Collective

**Scott Johnson**, Johnson & Assoc., PLC

**Charlie Kiesling**, Access Systems

**Melissa Knutson**, NCMIC Group

**Deb Milligan**, Civic Leader

**Jen Stanbrough**, Jen Stanbrough Real Estate

**Ann Torry**, Arcoro

**Kim Willis**, Civic Leader



3000 Easton Boulevard,  
Des Moines, IA 50317-3124

NON-PROFIT  
ORGANIZATION  
U.S. POSTAGE  
PAID  
Des Moines, IA  
Permit No. 1358

# When Life Changes, We're With You at EveryStep.



**Trust EveryStep to provide safe, compassionate care when you need it most. We offer:**

- Therapy or nursing care in your home after an injury, illness or hospital stay
- Help with managing serious illness
- Comfort and symptom management at the end of life. Hospice care is offered wherever you call home, or in our hospice houses, Kavanagh House on 56<sup>th</sup> Street in Des Moines and Greater Regional Hospice Home in Creston.

**Call today to see how we can help!**

**Hospice**

**(515) 333-5800**

*Serving 44 counties throughout Iowa*

**Home Care**

**(515) 558-9591**

*Serving 24 counties throughout central and southern Iowa*

*One of Iowa's largest and oldest non-profits*



[everystep.org](http://everystep.org)