carematters

WINTER 2019

EveryStep care & support services

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

Building Communities and Celebrating Compassion

Event sponsors, Suzie Glazer Burt (left) and Mary Kay Bruce (right) attend the 3rd annual Art of Compassion Celebration.

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EveryStep Giving Tree Glitters Again

Honors for EveryStep

Home Care Expansion

Healthy Family Programs

Art of Compassion Celebrates Community

Program Addresses Infant Loss

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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

Our recent Art of Compassion theme, "Building Communities," reflects the everyday work of our entire organization! We come together with clients, patients and families to open doors to services, building upon our mission as a non-profit family of health care and human service programs. "We act with integrity and respect" is one of our core values, and we pledge to follow through on that promise. During the past year, we've done just that. We've grown our programs and people, explored needs and sought out new opportunities to strengthen our mission and help more Iowans live their best lives.

In the last year, EveryStep has:

- expanded our non-profit home care program to include a total of 20 central and southern Iowa counties, most recently entering Appanoose, Lucas, Monroe and Wayne counties;
- increased our minimum wage to $15 per hour for all employees;
- secured funds to launch a palliative care pilot project in Winterset;
- received Level 4 status for EveryStep Hospice with the We Honor Veterans initiative of the Department of Veteran Affairs;
- earned certification for our Amanda the Panda program, part of EveryStep Grief & Loss Services, as a Service Enterprise Initiative organization;
- stepped up to take on a bigger role in managing the growing Healthy Homes Des Moines project;
- advocated for vital legislation affecting Iowans' health care;
- partnered to pilot Nine2Thrive at Broadlawns Women's Health Center to help moms get their babies to full term and have a great start;
- expanded our grief services with new support groups and day camp through the long-standing Amanda the Panda program; and
- continued to fight for the health care rights and access to services for not only our clients, but all Iowans.

We do these things because you put your trust in us, and we keep our promises. When life changes, we're with you at EveryStep.

— Tray Wade, President and CEO, EveryStep

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Thrift Store Hosts Glitter Party

The holidays wouldn't be complete without the sparkles and shimmers of the annual Glitter Party at EveryStep Giving Tree thrift store in Urbandale. On November 14, loyal and new shoppers found great deals on seasonal decor, fully decorated trees, stunning holiday apparel, fun Christmas sweaters and essential seasonal items.

Since opening in 2010, EveryStep Giving Tree has twice expanded, most recently adding 800 square feet this past spring to increase both showroom space and the storage and sorting area. More than 60 EveryStep volunteers donate their time to the upscale thrift store. This past year was EveryStep Giving Tree's best, with proceeds generating more than $94,000 to benefit EveryStep's patients, clients and programs.

Thank you for donating quality apparel and home furnishings to EveryStep Giving Tree, and thank you for shopping there, too!

EveryStep Giving Tree seeks enthusiastic volunteers who can share at least four hours of their time each week. To learn more, please call (515) 270-2414 or complete a volunteer interest form at www.everystep.org/volunteer/request-form.

1 *Shoppers found sparkle and holiday cheer wherever they looked at the Glitter Party.*

2 *Setting a festive seasonal table is easy for EveryStep Giving Tree shoppers.*

EveryStep Giving Tree Thrift Store

3330 100th St., Urbandale, IA
(515) 270-2414 | everystepgivingtree.org

Names in the News

Steve Bargar has been hired as EveryStep's organizational integrity director. He previously was administrative manager for ChildServe's inpatient program. With 25 years of experience in direct care and leadership positions, Steve is skilled in policy development and management, emergency preparedness, compliance and safety, and management of electronic records. For the past year, he has served as the community representative on EveryStep's Ethics Committee. Steve is currently completing his MA in Practical Theology with an emphasis on organizational leadership.

Heather Stuyvesant is EveryStep Foundation's new donor relations manager. An experienced fundraiser and philanthropy coordinator, Heather worked for more than eight years at WesleyLife where she directed annual giving the past three years. She has developed and executed strategies for donor acquisition and retention, upgraded annual funds, worked with volunteer committees and secured sponsorships for special events. At the Indiana University School of Philanthropy, Heather studied major gift development, annual sustainability and the principles and techniques of fundraising. She's board vice president of Iowa-based ¡AL ÉXITO!, which works with middle and high school Latino students.

Leann Thrapp, MA, BSN, RN, CHPCA, joined EveryStep as vice president of clinical services. Her extensive experience as a healthcare leader guides the management of EveryStep's home care, hospice, and grief and loss services teams. Leann's focus is on maintaining high quality care and developing sustainable growth strategies. She most recently was executive director of WesleyLife Home Health and Hospice where she was responsible for clinical, financial and quality planning. Leann received her MA in Organizational Management and BSN from the University of Phoenix, and her RN and LPN were earned at Kirkwood Community College.

Tray Wade, EveryStep president and CEO, received the Nonprofit Staff Leadership Award, part of an annual State of Iowa initiative, at the 2019 Iowa Nonprofit Summit in October. The award honors nonprofit entities, professionals, volunteer programs and collaborations that successfully impact community challenges.

HPCAI Recognizes EveryStep Volunteers

Four EveryStep volunteers were among the more than 50 honorees at the annual Hospice and Palliative Care Association of Iowa volunteer recognition ceremony in Des Moines. Pictured are Phyllis Foland, Osceola volunteer; Angi Dodge, Mount Ayr team volunteer coordinator; Sandy Oswald, Mount Ayr volunteer; Phyllis Schwaninger, Council Bluffs volunteer; Bev Fischer, Council Bluffs team director; Machelle Lowe, volunteer coordinator for Council Bluffs and Mount Pleasant teams; and Diane Martin, Mount Pleasant volunteer.

EveryStep Honored

For the seventh time EveryStep has been named a Top Workplace by *The Des Moines Register,* and for the second time recognized as a runner up for Best Non-Profit by the *Des Moines Business Record.*

The Top Workplace recognition is based on the results of an employee feedback survey administered by a independent research firm that measures strict standards for organizational health. In EveryStep's own 2019 employee survey of the organization's work environment, improvements were recorded for all of the 23 areas reviewed by employees. Scores in 13 categories were the highest since the survey process began in 2015. The survey addressed such job aspects as personal satisfaction, training and development provided, communication and responsiveness of management, fair policies, trust, workplace pride, and collaboration and cooperation between teams.

The Best Non-Profit honor is an online open-ended poll where participants vote for the businesses, people and events that they think are the "Best of Des Moines" in dozens of categories.

We Honor Veterans: Level 4 Achieved

EveryStep Hospice has been recognized as a national We Honor Veterans Level 4 hospice provider. That designation is shared by only nine other hospice providers in Iowa. The recognition demonstrates EveryStep's commitment to improving the quality of care for Veterans in our communities.

During the past year, EveryStep brought specialized hospice care to 311 Veterans, hosted 47 honorary "pinning" ceremonies, and provided 207 volunteer hours of understanding and companionship through our Veteran-to-Veteran hospice Volunteer Program.

As a participating We Honor Veterans program, EveryStep Hospice "earned its stars" by providing Veteran-specific education to our staff and volunteers, building organizational capacity to provide quality care for Veterans, strengthening relationships with Veteran organizations, and improving access and quality of care for Veterans.

EveryStep's Veteran-to-Veteran Volunteer Program pairs Veterans who are volunteers with patients who have served our country. There are some memories or concerns Veterans only feel comfortable sharing with other Veterans as they come to terms with past events and find peace at the end of life.

Palliative Care Pilot Project Launched in Winterset

EveryStep, with the financial support of Telligen, launched a program in rural Iowa that offers an extra layer of support for individuals who are living with the stress and symptoms of serious, complex or chronic illness. The program offers comfort and quality of life for both patients and their families. It is available to people who are living with symptom control needs due to their illness while also experiencing grief, psycho-social or spiritual losses, or existential grief.

EveryStep's care team excels in bridging gaps and lifting burdens through training in advanced disease and symptom management. We offer expertise in helping patients and families navigate complicated decisions through education and goals-of-care discussions. EveryStep sees the value and benefits in helping patients with more than just their medical needs. As a result, our organization is uniquely positioned to meet a growing need through our rural-based palliative care pilot program.

At this time only patients referred by a physician or clinician practicing in Madison County will be evaluated for the pilot program. For more information contact EveryStep Palliative Care at (515) 333-4253 or email palliativecare@everystep.org.

Healthy Homes Des Moines Program

In October EveryStep began managing Healthy Homes Des Moines (HHDSM), a collaborative effort to minimize clinic and hospital visits related to pediatric asthma in Des Moines. Children with developing lungs are particularly vulnerable to asthma. Common household substances that can trigger an attack include mold, dust, chemicals and pests.

Through program referrals, an EveryStep HHDSM family support specialist does an assessment of the homes occupied by children suffering from asthma. The specialist assesses the social determinants of health impacting the child. Families also receive tailored health education from the EveryStep specialist on how to self-manage asthma and maintain a healthy home. Helpful cleaning supplies are presented. The result: improved childhood health, with asthma becoming easier to manage and fewer medical emergencies and hospital visits.

Funders make it possible for households with children suffering from asthma to receive the education and supplies that can foster a higher quality of life for the child.

The program, now in its fifth year, previously was managed by a collaborative of 13 entities committed to addressing issues related to social determinants of health. For more information contact Annie Wood, AWood@everystep.org, (515) 588-9951.

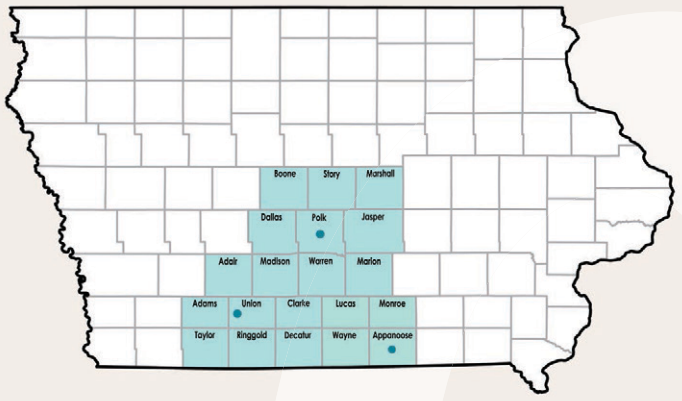
EveryStep Home Care Expands to 20 Iowa Counties

Demand is growing in southern Iowa for quality in-home care services that help people recover from illness, injury and surgery or enable them to continue to live at home with chronic health care conditions. EveryStep is meeting that need, expanding its home health care services to Iowans in Appanoose, Lucas, Monroe and Wayne counties.

In 20 central, south-central Iowa counties, EveryStep's non-profit Home Care offers rehabilitation services, infusion/IV therapy, wound and ostomy care, physical, occupational and speech therapies, medication management, disease management, patient care coordination, and post-surgical care. The program is certified by both Medicare and CHAP (Community Health Accreditation Partner).

Teams based in Des Moines (515-558-9591 or 855-867-4692), Centerville (641-856-5467), and Creston (641-782-6620) serve multiple counties.

Home Care Service Area Home Care Offices



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. We serve 47 Iowa counties from offices in Des Moines, Centerville, Council Bluffs, Creston, Knoxville, Mount Ayr, Mount Pleasant, Osceola, Perry, 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.

First Year Pilot: Nine2Thrive

A healthy and successful pregnancy and a growing baby are at the core of a 2019 perinatal pilot partnership between EveryStep and Iowa ACES 360 (Adverse Childhood Experiences) Coalition at Broadlawns Women's Health Center. Funded through Mid-Iowa Health Foundation, Nine2Thrive works with prenatal family units to put resources in place to support the new mom and baby.

Nine2Thrive is modeled after another EveryStep program, 1st Five, which supports health providers in the earlier detection of social-emotional and developmental delays and family risk-related factors in children from birth to age 5. Like 1st Five, Nine2Thrive bridges primary care and public health. During Nine2Thrive prenatal visits with expecting mothers, questions are asked that would bring out a woman's pregnancy concerns, reveal food insecurity and indicate family stress. The program also screens mothers for pre- and post-partum depression.

Nine = gestation months

2 = mom and baby

Thrive = desired outcome for both

Broadlawn's Women's Health Center was identified as a pilot site in the fall of 2018, and more than 80 pregnant (and new) moms have been referred into the program. Amber Schelling, Nine2Thrive program manager, notes that Broadlawns has been collecting data on ways to provide each mother with proper prenatal care, as well as food and nutrition, resources for baby's arrival, and education around labor, delivery and what to expect once baby comes. The program takes into account others living in the home and wraps services around family members, as well. "We work to alleviate any concerns that might keep everyone from thriving once baby is born and link each participant with community programs that can benefit them, including case management and in-home visitation services."

Iowa ACES, an active member in the development of the Nine2Thrive pilot, studies traumatic incidents that dramatically upset a child's ability to thrive, their sense of safety and wellbeing. Studies indicate that life experiences are woven into an individual's genetic code and how it's expressed in one's children and even grandchildren. Because the prenatal period lays the foundation for one's life, support needs to start while baby is in utero.

Patient Wish Fulfilled with Ride to Remember

John Bruns, a 57-year-old Greenfield resident and Osceola hospice patient, had a passion for fast cars. When he and wife Pam were newlyweds, they volunteered at the Greater Des Moines Ruan Grand Prix.

Events at the Iowa Speedway had already ended for the season when John told a caregiver of his desire to go to a race. But his Osceola EveryStep Hospice care team and the Iowa Speedway saw to it that John, Pam, daughters Rachel and Brenna and their significant others — Chase and Sebastian — made the two-hour trip to Newton for a ride to remember.

Speedway staff provided the family with an extensive tour of the facilities and a ride in a pace car — a 2018 Chevrolet Camaro — for John with auto-loving daughter Rachel. The EveryStep Foundation gifted the family with gas cards and money for lunch following the outing.

"I can't believe that happened and I got to see it," John said. John's nephew, who passed away earlier this year, was an avid race fan, noted Pam, adding that the loss may have played a part in John's desire to see the Iowa Speedway.

"John was so excited, that was all he talked about on the way home," recalls Pam. "I couldn't be more happy with EveryStep." Seeing the smiles on the faces of her husband and daughter gave Pam a memory she won't soon forget.

To help fund patient wishes and their quality of life, please consider a gift to EveryStep Foundation at everystep.org/donate.

1 *Touring behind the scenes at the Iowa Speedway were Rachel, John, Pam and Brenna Bruns with Brenna's boyfriend Sebastian and Rachel's boyfriend Chase.*

2 *Hospice patient John Bruns gave a thumbs up to the pace car ride that he and daughter Rachel had at the Iowa Speedway.*

Art of Compassion: Building Communities + Opening Doors

1

2

3

1 *Emcee Megan Ruether and Mike Christensen, event auctioneer, encourage attendees to support EveryStep's mission.*

2 *Denise and Kerry Adaway, EveryStep Foundation chair, with Mary Kay (EveryStep Foundation trustee) and Doug Bruce, honorary event hosts.*

3 *The Haviland family and friends support EveryStep at the Art of Compassion.*

More than $139,000 was raised on October 10 as nearly 400 EveryStep donors and friends gathered at the Ron Pearson Center in West Des Moines to wrap up a five-week campaign promoting how EveryStep opens doors for the patients, clients and families we serve. That total tops the event's 2018 revenues by more than $20,000.

The "Building Communities" theme kicked off on September 1 with an evening of music around the lake at Jordan Creek Town Center and the unveiling of four distinctive clubhouses built locally to represent the gathering together of people in our community. Weather permitting, clubhouses were open weekly on Saturdays for additional public viewing, voting and the sale of raffle tickets for the opportunity to win the "Hideaway" clubhouse created by Habitat for Humanity.

The dinner and auction on October 10 completed the campaign with a program that illustrated how EveryStep opens doors in the community. That theme was inspired by Chaden Halfhill and Silent Rivers Design + Build, creator of a spectacular pergola that utilized doors and graced the dining hall.

EveryStep thanks builders Rowland Construction, Blue Ribbon Builders, Habitat for Humanity and the EveryStep Foundation team with Azure and Zach Christensen for the magnificent clubhouses which raised $19,334 through silent and live auctions and raffle ticket sales. The Graham Group graciously transported the clubhouses numerous times for EveryStep. Special thanks to presenting sponsor Sammons Financial Group and honorary hosts Mary Kay and Doug Bruce.

Suzie Glazer-Burt (center), an inaugural member of EveryStep's Emeritus Board, with Rich Willis and Lynn Graves at this year's Art of Compassion event.

EveryStep Premieres Emeritus Board

At the Art of Compassion event, three inaugural members were named to EveryStep's newly created emeritus board, recognizing their service to the organization with great distinction and excellence. Honored for their past exemplary contributions were Rosemary Hillman, the first executive director of our organization; Sister Eve Kavanagh, who helped introduce hospice care to central Iowa and the namesake of the Des Moines Kavanagh House on 56th Street; and Suzie Glazer-Burt, whose financial support and dedication to our mission has been consistent and monumental. Their impact will continue to be felt for many years to come.

Silent Rivers Design + Build

Rowland Construction

Greater Des Moines Habitat for Humanity®

Blue Ribbon Builders

EveryStep Foundation

Mark Your Calendar:
2020 EveryStep Foundation Events

April 16
Game On! Helping Families Move Forward
The Loft, Des Moines

July 16
Good Grief Golf Open
Echo Valley Country Club, Norwalk

October 8
Art of Compassion Celebration
Ron Pearson Center, West Des Moines

EveryStep's Community of Clubhouses

1 *A Day on the Farm by Isaac & Jacob Tessmer and Katie Beary with Blue Ribbon Builders*

2 *Radio Flyer by Zach & Azure Christensen and the EveryStep Foundation Team*

3 *Habitat Hideaway by Kylie Groenenboom with Habitat for Humanity and EveryStep Senior Leadership team*

4 *Farm Stand by Andy Rowland with Rowland Construction*

Staff Retreat: Building Community among EveryStep Employees

More than 260 EveryStep employees took a break from their daily work responsibilities in 47 Iowa counties to celebrate the year's successes, be reenergized and cheer on their EveryStep coworkers as they shared and cared for each other. From activities in a stress-relieving craft room to screen-printing "communiTEE" shirts and a dimly lit yoga room to stretch and clear one's mind, EveryStep's October 2 staff retreat was a day for fun, meaningful interactions and building community.

EveryStep's Tray Wade with Vision Award winner Colleen Strawn.

Colleen Strawn, liaison nurse with the Metro hospice team, and Say Baccam, financial analyst in accounting, were honored with Vision Awards for their commitment to EveryStep's mission, vision and values.

Referral sources frequently asked for Colleen by name because they know she'll walk hospice patients and families through difficult conversations and decisions, and she feels grateful for the opportunity to help and educate those we serve.

EveryStep's Tray Wade with Vision Award winner Say Baccam.

Say's exemplary customer service skills are exceptional. Known as a tremendously helpful resource and always-positive teammate, Say is quick and accurate in his responses, no matter how demanding the work or how frequently his expertise his requested.

More than a dozen WOW award winners were called out for their positivity and ability to act and solve problems with kindness, compassion, knowledge and accuracy. Employees receiving recognition were Mike Albert, Sarah Black, Jen Deines, Stacy Larreau, Laura Lentell, Haley Maffin, Megan Mondt, Dustin Miller, Denise Nahnsen, Sammantha Ruiz-Yager, Katie Smith, Kim Endecott, Maggie Wilson and Larry Young.

EveryStep Grief & Loss Services

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 search for meetings at 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 search for upcoming meetings at everystep.org/about/events.

Living with Loss Dinner Club is December 9, 6 to 7 p.m. at EveryStep Grief & Loss Services (home of Amanda the Panda) in West Des Moines. Call EveryStep Grief & Loss Services at 515-223-4847 for details, or visit everystep.org/about/events.

Amanda the Panda Grief & Loss Camp is for children and adults. April 4–5, 2020, at Riverside Bible Camp, Story City, IA. Call EveryStep Grief & Loss Services at 515-223-4847 for details, or visit everystep.org/services/grief-loss.

Peer 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 winter group is on Mondays, January 13 to February 17, 4:45 to 7:30 p.m. Call EveryStep Grief & Loss at 515-223-4847 for details, or visit everystep.org/services/grief-loss.

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Memories Relived for Hospice Patients

Thanks to EveryStep Foundation's partnership with Flight to Remember, two Osceola hospice patients reconnected with special locations in their lives. One received a bird's eye view of a beloved cabin he built with his father-in-law in the woods of Ely, Minnesota. The other patient's digital journey took her back to Cambridge, England, where she grew up. She wanted to again view her town's exquisite architecture of historic buildings, museums and popular attractions.

Flight to Remember partners with volunteer pilots from around the world record who capture drone photography at meaningful locations requested by patients. The images are set to music and a priceless memento is created for patients and their loved ones. Patients and their families are speechless when they see their special videos.

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

$16K+ from 200 Who Care About Their Communities

This fall, representatives of 100 Ankeny Women Who Care presented EveryStep's Amanda the Panda program with a check for $10,700. The program was selected as the organization's third quarter charity for 2019. Pictured are Stacey Koeppen, Kerry Walter-Ashby and Susan Edwards-Richards of 100 Ankeny Women Who Care with Amanda the Panda and program director Ashley Mori, along with Pam Schoffner, EveryStep Foundation trustee, program volunteer and member of 100 Ankeny Women Who Care.

In addition, 100+ People for Perry recently donated $6,500 to EveryStep Hospice in their community. That local group's goal is to make four large donations each year to support non-profits and projects that advance the quality of life in Perry, Iowa.

Did you know you can create your own online fundraiser to benefit EveryStep? We provide all the tools and a secure giving site! Visit www.everystep.org/fundraise for details.

Note of Thanks

Thank you all so much for the great care given to Karl in his last days on this earth. You are a special group of folks and I pray you will be richly blessed for your kindness.

Love,
Jennifer Schmidt, Isaac Schmidt and Family
Knoxville, Iowa

November Proclamation National Hospice and Palliative Care Month

EveryStep's efforts led Governor Kim Reynolds on November 15 to proclaim November as Hospice and Palliative Care Month in Iowa. In addition to encouraging appropriate activities and programs, the proclamation urged members of the public to increase their understanding and awareness of this specialized medical care and the services it involves. Hospice enables patients to live in comfort, without pain, surrounded by people who care and support and counsel families.

Caring Corporations this Fall

Our thanks to companies that provide employees with paid time to perform much-needed tasks for non-profit organizations, including EveryStep. Your volunteering spirit helps build better communities!

Employees of IMT Insurance visited Kavanagh House on 56th Street and EveryStep Grief & Loss Services/Home of Amanda the Panda as part of that company's IMT Day of Caring. They made a difference by taking on tasks like window washing, carpet cleaning, yard clean up, power washing and organizing Amanda the Panda Grief & Loss Camp supplies.

During United Way of Central Iowa's annual Day of Action, EveryStep benefitted from groups of volunteers from Mercer Health & Benefits Administration and Davis Brown Law Firm, who took on projects at EveryStep's Bright Kavanagh Center and Kavanagh House on 56th Street. They tackled gardening and maintenance projects, including trimming hedges, cleaning windows and building raised beds for EveryStep's Community Garden.

Because of You, the Answer was "Yes"

Your donation to EveryStep Foundation made this possible:

- Special therapeutic dolls were available to comfort dementia patients.
- A trip home for a couple of hours happened in a timely manner for a hospice patient.
- A family with special needs can now do their laundry at home and stay safe.

Your donations to the EveryStep Foundation grant patient and client wishes and enhance the quality of life for those in our care. Donate at everystep.org/donate.

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/services/grief-loss for details.

EveryStep's hospice teams offer volunteer orientations several times annually. For more information, visit everystep.org/volunteer, 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.

EveryStep
Grief & Loss Services
Home of Amanda the Panda

Online Grief & Loss Support Group

If you have already participated in one of the services offered by EveryStep Grief & Loss Services' Amanda the Panda program, consider joining our online closed support group for adults. The online community discusses a variety of resources and topics in a convenient and compassionate way. For more information about joining, contact Claire Mraz, cmraz@everystep.org.

School Programs Help Students Deal With Loss

EveryStep's Amanda the Panda program is available to serve elementary to high school students on-site with scheduled and emergency programs on grief and loss. In addition to coping with loss after the death of a loved one or classmate, support and resources presented can include loss due to divorce, incarceration or other types of separation. School groups typically serve six to 12 students for six weeks, but are dependent on the group and situation. In Des Moines, the program most recently has served students at Moore Elementary, Hoyt and Callanan middle schools, and the Children & Family Urban Movement (CFUM). For more information contact Claire Mraz, cmraz@everystep.org, (515) 223-4847.

Shirt Sales to Benefit Grief Support

Amanda the Panda staffers Claire Mraz, Ashley Mori and Megan Mondt model their Dream Without Fear t-shirts.

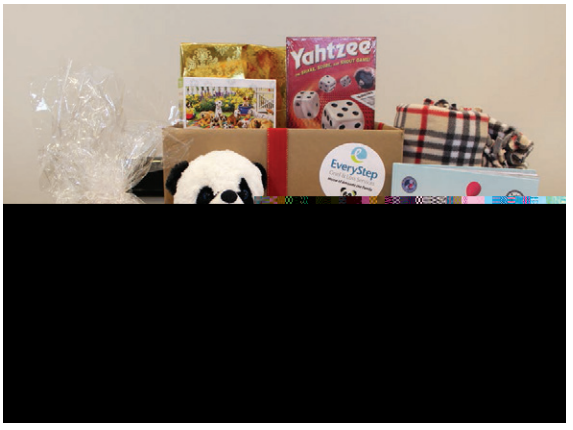
Allie of Sunny Hill Threads is committed to helping women who are "trying to find the sunshine on this hilly ride of life." She selected EveryStep's Amanda the Panda program to receive 10% of every "Dream Without Fear" t-shirt she sells. The shirt was inspired by the story of Mary Ann, a woman who endured a traumatic loss. You'll find Mary Ann's story and can purchase shirts at www.sunnyhillthreads.com. Allie's mission is to support and empower women to believe in themselves and share their stories through casual-comfy apparel and donations to female-supported organizations.

Program Earns Special Certification

The Amanda the Panda program, part of EveryStep Grief & Loss Services, has been recognized as a Service Enterprise Initiative (SEI) organization. This distinction in leveraging volunteers and their skills to successfully deliver on a social mission is given to less than 15 percent of organizations nationwide. The designation is awarded by Points of Light.

Staff, board members and volunteers must participate in research-based assessments, training and consulting. This process allows the organization to leverage the skills and expertise of volunteers at all levels to address community needs.

"Volunteers are at the core of EveryStep and our mission to serve communities," said Tray Wade, EveryStep president and CEO. "The opportunities provided through SEI to learn more about volunteer management and best practices will be a valuable addition to our organization as we continue to focus on engaging and increasing the impact of our volunteers."



EveryStep's Amanda the Panda program embraced the holiday season with a goal of delivering 400 gift-filled Cheer Boxes in early December to lighten the spirits of families during a time of year that can be overwhelmingly tough when a loved one has died. Topped with a cuddly stuffed panda bear, every box contains 11 additional carefully selected, family friendly gifts, all wrapped and ready for holiday opening. A past recipient wrote of her family's Cheer Box, "It arrived at one of our lowest moments, brought us together as a family and helped bring back some of the joy that had been lost. It was a box of hope and healing."