

# Life Always Matters

Celebrating 10 Years Serving McDowell County  
Volume 10 No. 1 May 2004

## I CAN'T GET UP THE MOUNTAIN

By Sim Butler

"Mother canned food from her garden, stored it in her big cellar and carried it to the needy every day" said Nadine Poor as she told the story of her mother, Goldie Fern Bunch.

"She donated her life to other people and her little country church, where her husband pastored. Known as "Grandma",

**"She donated her life to other people"**

she also made clothes for the widows and poor." Mrs. Bunch was so diligent in caring for less fortunate people in Eldon, that the Governor of Missouri proclaimed "FERN BUNCH DAY", and personally presented her that proclamation at the Blue Springs Baptist Church on July 10, 1994. It said, in part, "Fern Bunch has shown herself to be an outstanding example of how much lay spiritual leaders do to assist in meeting community spiritual needs through their volunteer efforts." "Mother always had a good sense of humor", Nadine commented after she asked her "Whose day did the governor proclaim?" Mrs. Bunch couldn't recall immediately, so she laughingly responded, "I forgot my own name!"

Now she cannot get out of bed to visit with her neighbors, but Hospice volunteer, Janice Shuford, visits her every week. "She is a wonderful person." Mrs. Bunch also looks forward



to visits by Steve Durham, the hospice chaplain, and she kids with him "when are we going fishing?" "Steve is very good; he gets mother

laughing" according to Nadine. "My mother's love of fishing was next to her love of the Lord. She trapped her own minnows in the creek that ran behind the house, and she had a bed for fishing worms beside the icehouse. Those were community treasures and she would drop everything to go fishing with church members." She proudly posed with the sailfish that she caught one time when she visited Nadine and her husband Bill in Florida.

**Mrs. Bunch's Story Continues on page 7**

## CORNERSTONES

Mark Wise, Executive Director

### A NEW MISSION

"Hospice of McDowell County is dedicated to inspiring hope for those facing end-of-life through compassionate quality care, education and services."

Over the last year we have been looking at Hospice's perception in the community. What do people think about us? We often hear how helpful Hospice is and what a good organization it is. But all too often some people respond, "How can you work with such an organization?" "Isn't that depressing?" or "How can you be around death so much?" These are valid questions, especially when our society views end-of-life and death the way it does.

I believe our new mission statement answers these questions and reveals a great deal about Hospice of McDowell County. It reveals:

- 1) What we want to be: dedicated at what we do.
- 2) What we want to challenge ourselves with: inspiring hope. In our thinking it is not enough to just help people "get by" during the last months and years of life, we want to go beyond that - helping the patient live their last months and years with hope and focused on quality life.
- 3) Who we want to serve: those facing end-of-life. This is more than just Hospice patients. All of us are facing end-of-life.
- 4) How we are going to inspire hope: through compassionate quality care, education and our services.

We are excited about the new mission statement. It challenges us, gives direction, and broadens the people we serve. We trust as we grow, your hope in Hospice of McDowell County will strengthen.

## WOODY CHAIR RAFFLE

Not just any chair, but a Max Woody handmade rocking chair. Mr. Woody has graciously donated a red oak, ladder back, colonial rocking chair to Hospice for a fund raising raffle.

The raffle begins Friday April 2nd and the drawing will be Saturday July 3rd at the July 4th Celebration in downtown Marion.

Tickets are \$1 each or 6 tickets for \$5.

Call Hospice at (828) 652-1318 for information

# God, Send Me Somebody!

By Sim Butler



Marion Jubilee Quartet Sang on WBRM

Fifty years ago, radio listeners in McDowell County had a treat every Sunday morning. The tight gospel harmony of the Marion Jubilee Quartet filled the airways from WBRM. The 4 voices were so distinctive that they didn't even need the guitar that sometimes accompanied them. The strong mellow baritone voice belonged to Henry Williams. Henry doesn't sing much anymore, but he did manage "Happy Birthday" for his Hospice nurse assistant. She said it was beautiful in sound and feeling. Henry's wife of 62 years, "Miss Lillian", says he has fallen in love with her.

Miss Lillian proclaimed the Hospice staff "a bunch of God-sent angels". She said, "I told a friend that I just can't make it" when Henry had a stroke last year. Fortunately that friend knew about Hospice and referred Miss Lillian to them. She remembers saying, "I couldn't believe it—it was like a dream" when she learned that Hospice nursing services would enable her and their daughters to care for Henry at home. What she "couldn't begin to explain" was that Henry could remain in the comfort of his home surrounded by loved ones. Part of the unbelievable dream was that Hospice would take care of his medications, medical supplies and equipment, relieving the family of that source of stress and strain. Her prayer "God, send me somebody!" was answered.

**"I couldn't believe it -- it was like a dream"**



Mr. Henry with Maurine

One of Henry's most enjoyable pastimes these days is telling the stories of his life to his new good friend, Steve Durham, the Hospice chaplain. Steve and Mr. Henry both look forward to his weekly visits. Henry said that Steve "is a mighty fine fellow". Henry had several interesting careers. He learned to train horses on a horse farm in Kentucky and later used those skills when training horses for a local doctor. He and sister Maggie cooked for Billy Graham's father-in-law, Dr. Bell, in his nursing home in Black Mountain. Preparing three meals a day for 120 people took a strong couple to endure the 17-hour workdays. His strength enabled him to serve 35 years at the East Marion fabric mill, where he kept up the mill houses. He was there during the bloody strike of 1929. Henry says that when the shooting started, "I went out the back gate making 90 miles an hour".

On another day, Miss Lillian reflected on how the Hospice family resource staff had helped them obtain the community resources they have needed. She said, "those people really know the meaning of the word 'caring'", those angels, that is. Henry Williams has been a strong and multi-talented man, who is spending his remaining days at home, with the well-deserved dignity that Hospice care provides.

## OPPORTUNITIES TO BE A PART OF OUR HOSPICE TEAM

### Be Part of Your Hospice's Speakers Bureau!

If the civic, service, religious, or professional organizations to which you belong are looking for speakers for your upcoming meetings, please contact

Sim Butler, Education Outreach Coordinator,  
at 828-652-1318 or  
[mcdhospice@hotmail.com](mailto:mcdhospice@hotmail.com).

### **VOLUNTEERS NEEDED:**

Office volunteers,  
Male Patient Care volunteers,  
Fundraiser volunteers,  
Handyman job volunteers

STATISTICS FOR HOSPICE OF MCDOWELL COUNTY  
FOURTH QUARTER 2003

|  | Oct. | Nov. | Dec. | Quarterly Totals |
|--|------|------|------|------------------|
| Total Number of Referrals                    | 6    | 8    | 15   | 29               |
| Total Number of Admissions                   | 5    | 7    | 14   | 26               |
| Total Admissions with a Non-Cancer Diagnosis | 3    | 4    | 10   | 17               |
| Total Admissions with a Cancer Diagnosis     | 2    | 3    | 4    | 9                |
| Average Daily Census                         | 26   | 24   | 28   | 26               |
| Total Number of Discharges                   | 5    | 7    | 5    | 17               |

**TRUTH OF THE MATTER**

Jane Gouge, RN, Community Outreach Nurse

Many myths surround hospice services and delay people from benefiting from those services. This column will address a myth about hospice services and clarify the truth. If you wonder about hospice care or services – call us and we'll let you know the "truth of the matter"!

**HOSPICE ONLY TAKES CARE OF PEOPLE WITH CANCER!**

Not all hospice patients have cancer! In fact in the 4<sup>th</sup> quarter of 2003 (Oct. – Dec.) Hospice of McDowell County, Inc. had a total of 26 admissions. Seventeen of those admissions had a non-cancer related diagnosis, while 9 had a diagnosis of cancer.

Hospice services are available for many life-limiting illnesses— such as end-stage heart disease; end-stage lung disease; end-stage liver disease; strokes; types of dementia; Alzheimer's and AIDS— to name a few.

The key to eligibility for hospice services is that the patient is no longer seeking curative treatment.

With this change of emphasis, there is a realization by the patient and family that **HOPE** abounds for pain and symptom management through hospice services. Contact Hospice of McDowell County, Inc. at 652-1318, if you would like to know more about Hospice services.

In the next newsletter - "All HOPE IS LOST WHEN A PATIENT COMES TO HOSPICE".

**Pain Management & Hospice Care**

**Linda Houpe, RN, BSN , Patient Care Coordinator,**

**Hospice of McDowell County, Inc.**

Pain is a frequent problem encountered in Hospice care. It is also the physical symptom that patients and families often fear most. A major goal of Hospice care is providing adequate pain control for our patients. We



strive to improve our patients' quality of life by relieving their pain and helping them to understand that they do not have to accept pain as a part of their daily lives.

What, exactly, is pain? We believe that pain is whatever the patient reports it to be. Therefore, an accurate assessment of pain involves asking the patient and/or their caregiver many very specific and important questions about their pain and keeping a careful record of their responses. Using the information obtained in the pain assessment, a successful pain management plan can be established for each individual patient. The pain management plan usually requires frequent revisions as the patients condition changes. By keeping an ongoing record of interventions used and the patients' response to them, the Hospice staff can best determine how to make appropriate changes.

The patient and family are a very important part of the Hospice team as we rely on their communication regarding pain relief needs. Often the family caregiver is responsible for keeping a record in the home about how often the patient is needing doses of the pain medicine, as well as how other factors affect the patients' pain control, such as anxiety, shortness of breath and nausea or vomiting. The family caregiver can call a Hospice nurse anytime, 24 hours/day, 7 days/week, to obtain advice about pain issues or other symptoms affecting the patients' well-being, or to request a nursing visit to assess the patients' condition.

Effective pain and symptom management requires education for the patient and/or caregiver. Important areas where education is often needed include addressing fears of addiction and of "taking too much" pain medicine. We want our patients to know that they can expect to have their pain addressed in a timely manner, that their reports of pain will be believed, and to be assured that our staff will do everything possible to relieve their pain.



## CONGRATULATIONS VOLUNTEERS

Doreen Reynolds  
Volunteer Coordinator



Congratulations to **YOU** from all of us at Hospice of McDowell County, Inc. Through your generosity, nine hundred eleven (911, what a coincidence)

volunteer hours were recorded for the last three months of 2003. We know that many other hours donated are not documented. So that number could be well over one thousand hours. By donating (and documenting) your time - you are an important part of our Team "dedicated to inspiring hope for those facing end-of-life through compassionate, quality care, education, and services".

Along with the staff, I want to personally **thank you** for your commitment to helping our hospice achieve the goals of excellent care of our patients and families!

### Volunteer Statistics Fourth Quarter

|   |             |
|---|-------------|
| Number of Patient Care/<br>Bereavement Volunteer  | 42          |
| Number of Board Volunteer   | 12          |
| Number of Office Volunteer  | 7           |
| Number of Committee<br>Volunteer  | 21          |
| Number of Chaplain Volunteer  | 1 (new)     |
| Number of new volunteers  | 0           |
| Number of Reinstated<br>Volunteers  | 2           |
| Number of other volunteers<br>(legal counsel, medical<br>directors, cake bakers, other<br>service provider) | 8           |
| Total Number of available<br>Volunteer  | 91          |
| Total Volunteer Hours   | 385         |
| Total # of active direct care<br>volunteers   | 54          |
| Total # of active direct care<br>Volunteer hours  | 911         |
| Total volunteer miles traveled  | 4809        |
| Total volunteer cost savings  | \$14,020.29 |
| Total # of volunteer visits for<br>the quarter  | 172         |

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## HUGS!

These People **Have Unselfishly Given of Self!**

**T**RADITIONS are an important part of Life! Traditions demonstrate caring, compassion and support of each other.

Meadowbrook Florist has a tradition. The tradition was established by Lisa Wyatt, Meadowbrooks previous owner, by donating flowers for hospice patients on their anniversary or birthday. Hospice Staff then deliver the wonderful flowers to cheer and encourage the patients and their families.

Hospice of McDowell County is grateful to Robin & Cheryl Benge, new owners of Meadowbrook Florist in Marion for choosing to carry on this tradition of love, caring and compassion.

Hugs to Lisa, Robin & Cheryl!

More HUGS continued with wood, hammer and nails. A special thanks to these men for building a wheelchair ramp for a hospice patient.

Sonny Reeves  
Richard Wood  
Ron Arthur  
Harold Shuman  
Merle Brooks  
Tony Silver

Nathan Walker  
Frank Miller  
Calvin Callahan  
Bill Early  
Bill Robinson

Great Job, Gentlemen!



### HUGS

Hugs are practically perfect:  
They are low energy consumption,  
high energy yield,  
no monthly payments,  
non-fattening,  
inflation-proof,  
no pesticides,  
no preservatives,  
non-taxable,  
non-polluting,  
and of course, fully returnable.

-Anonymous

**Contributions Given During the Quarter**

October 2003 - December 2003

**Memorials & Hononriums**

**Burma Leazer**  
Peppers, Martha

**Dr. Edward St Bernard**  
McDowell Internal Medicine, PA.

**Employees**  
Pyatt, Mr. and Mrs. Cline

**Hospice Nurses & Family Resource**  
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Hospice of McDowell County, Inc. gratefully accepts contributions,  
memorials and honorariums from the community.

**Continued on page 6**

*If We Missed an  
Acknowledgment,  
PLEASE FORGIVE US!*

We strive to make certain that all gifts are acknowledged accurately, but it is possible errors have been made.

If you discover an error, please notify us so we can correct it.

Thank you for your continued support.

#### NEWSLETTER NOTICE

If your address has changed; if you have received this newsletter in error or wish to no longer receive the Hospice of McDowell County, Inc. newsletter, please notify us so that we may make corrections on our mailing list.

You may notify us in writing at

Att: Office Manager at 218  
Logan Street, Marion, NC 28752

or via phone at Office Manager  
(828) 652-1318

or via email at  
hospice@mcdowell.main.nc.us

#### Information About Contributions

For your contribution to be tax-deductible in the current year, your check must be dated this year and the envelope post-marked by December 31st. The IRS requires that the above rules be strictly observed and may inspect a check to verify the date deposited and cleared by the banks, as well as proof of the date mailed.

Thank-you for your continued support of the work of Hospice of McDowell County, Inc.

#### Contributions Given During the Quarter continued...

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#### **Church Donations**

Clinchfield Presbyterian Church  
DavisTown Freewill Baptist  
First Presbyterian Church  
First United Methodist Church  
Friendship Baptist Church  
Glenwood Baptist Church  
Glenwood Independent Baptist Church  
Liberty Freewill Church  
Nebo United Methodist "Seniors Grp"  
Pinnacle Baptist Church  
Yancey Street Baptist  
Zion Hill Baptist Church-General Fund  
Zion Hill Bpt Ch Willing Workers  
Zion Hill Faith SS Class

**Individual Donations Anonymous**  
Contributions- Individual

#### **Contributions - Clubs & Organizations**

Christian Clothing Center  
Pepsi-Cola Bottling Co  
The Helping Hand Shop  
United Way of Charlotte  
United Way of McDowell Co  
Baxters Filling Dry Side/Lines 3,4,5  
Christmas Project  
Pleasant Gardens Elem. Sch. Staff

#### **Misc Fund Raiser**

Teen Rock Benefit Concert

#### **I Can't Get Up the Mountain, continued from page 1**

"Hospice has given mother such wonderful care; and the great part is that they are all very caring, not only about my mother, but about the whole family. They have supported me 100%, including the hospital bed, the oxygen, and all her supplies. My mother's quality of life is a lot better than even when I was taking care of her. I didn't know a lot of things that



MRS. BUNCH PROUDLY DISPLAYS SAILFISH!

needed to be done for my mother, which Hospice showed me."

"My mother wouldn't be alive today if it were not for Hospice—because she would never have survived in a nursing home. She is so much healthier as a result of Hospice care. Hospice is excellent. I couldn't give them a higher grade."

"Mother had a special prayer place up over the hill across from the house. She would go there every day to have her quiet prayer with God." When asked if she were going today, Mrs. Bunch replied, "No, I can't get up the mountain".

**"My Mother's quality of life is a lot better"**

#### **PAPERWORK PROSE - OFFICE STAFF**

**Welcome back to office news.** As we go to press we are going through a transition in our office as Jo Bartlett has resigned to accept a new position. We wish Jo the best in her new employment and appreciate her dedication while working for Hospice.



**We would like to introduce you to a well-recognized voice and face around Hospice, Donna Yates.**

Donna came to work at Hospice of McDowell County, Inc in a temporary part-time position, becoming our Receptionist in a regular position. She

has taken on many new tasks including the implementation of our new Donor Express software. This software allows us to not only track and acknowledge all contributions to Hospice of McDowell, but this project is also building our database for our entire mailing list. It is proving to be an excellent communication tool and archive of our supporters, vendors, board, volunteers, etc.

Currently Donna's major assignments are admission processing, recording time sheets and processing receipts of donations as her primary duties.

Donna and her husband Glen live in the Glenwood community. She enjoys spending her free time reading or golfing when not with her granddaughter, Alexandria. She and Glen have a son Chad.

Donna's talent and hard work make her a key player in the daily activities of Hospice. All her coworkers and those that visit Hospice enjoy Donna's smile and friendly greeting.

Contact Hospice of McDowell County, Inc. at...  
218 Logan Street  
Marion, North Carolina 28752

Phone: (828) 652-1318  
Fax: (828) 659-1631  
Email: [hospice@mcdowell.main.nc.us](mailto:hospice@mcdowell.main.nc.us)  
Web: [www.hospiceofmcdowell.org](http://www.hospiceofmcdowell.org)

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Hospice of McDowell County does not discriminate on the basis of age, gender, national origin, race, creed, disability, or ability to pay.

Financial information about this organization and a copy of its license are available from the State Solicitation Licensing Branch at 1-888-830-4989. The license is not an endorsement by the State.

.....  
**OPPORTUNITIES TO ASSIST HOSPICE**

I would like to learn more about participating in the Hospice volunteer program in regards to  
\_\_\_Office volunteer            \_\_\_Patient/Family support Volunteer            \_\_\_Bereavement follow-up Volunteer

I would like to make a donation in **memory**: \_\_\_\_\_  
**honor of**: \_\_\_\_\_

This gift is made by:  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_

Please send an acknowledgment to:  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Please make checks payable to **Hospice of McDowell County, Inc.**

Check here if you do not want your name published in the contributions list of the newsletter.

**Please note:** When a gift is given to Hospice, a receipt is mailed to the donor, the donor's name is listed in our newsletter and an acknowledgment is sent to the family of the individual being honored or remember.