

# Life Always Matters

Volume 11, No.1  
February 2005

## CornerStones

Mark Wise, Executive Director

### 2004 Accomplishments

Hospice of McDowell County continues moving forward. Our ten-year celebration and annual Board meeting held in December, was very successful. Staff members Jane Gouge, Doreen Reynolds, and Donna Goodrich, along with Board members Bobbie Young and Linda Cloherty coordinated the effort. They did a very good job!

At that meeting each discipline leader reported on accomplishments for the year. By God's grace the organization accomplished three overall things: 1) Capital Campaign Preparation & Progression; 2) Team Growth; and 3) Growth of the Organization.

Capital Campaign – In 2004 Hospice hired an architect and campaign consultants to begin work on the campaign; created the design of the Center of Hope; prepared the land; and created the committees to begin work.

Team Growth – The organization and team appreciate the employees who have been involved with Hospice throughout 2004 and before. While facing obstacles, discouragement and setbacks, the team that emerged this year became - as our mission states, "dedicated" - in the face of trials. Hope is born out of adversity, discouragement and setbacks. The apostle Paul wrote, "We glory in tribulations, knowing that tribulation produces perseverance and perseverance, character and character, hope" (Romans 5:4).

Growth of the Organization – Mission driven and patient focused. All at Hospice want to continue providing excellent patient care. The patients are the joy of the entire organization, and again this year we served more patients than ever. As we did, we became more proactive and structured in many ways. We are re-defining expectations, including quality and accountability.

Much has happened and much will continue to happen, as we are dedicated to inspiring hope for those facing end-of-life through compassionate quality care, education and services.

Glenn Slick, volunteer President of the Board of Directors, said. "This has been a community coming together to serve the needs of the terminally ill."

## Hospice Receives \$200,000 Grant for Center of Hope

Hospice of McDowell County has been awarded a \$200,000 grant by the Kate B. Reynolds Charitable Trust of Winston-Salem, Mark Wise, Executive Director, said today.

The funds will be used towards the construction of a program center and administrative offices to provide expanded hospice services to residents of McDowell County, according to Wise. Hospice has purchased eight acres of land on Airport Road at the city limits for the new facility that will be named the Center of Hope. It will contain room to expand services for more patients who reside at home and in facilities, space to offer outreach programs for the entire community during times of grief, facilities to provide education on end-of-life planning and other issues, and increased administrative and operational space. There is also a long-term goal of providing a dedicated building for inpatient care on the same

site. A committee of the Board is directing the fund raising effort to raise the \$1.4 million required to build the new center. The plan is to begin construction in August 2005 and move into the new facility in the summer of 2006.

Hospice of McDowell County was founded in 1994 and has served almost 1,000 patients from all walks of life, races, and religions. Glenn Slick, is the

Continued on page 7

## *Hospice 10th Anniversary Celebration*

Hospice of McDowell County celebrated their 10th Anniversary December 7, 2004 during the Annual Board Meeting at the First Baptist Church Fellowship Hall in Marion. The Annual Meeting is open to the public and over 100 people attended.

Dr. Jerrill McEntire gave an inspiring talk about the PAST of Hospice of McDowell County, including how the organization was founded by interested citizens, and about how valuable the services have been to patients and families as well as to the staff who cared for them and the entire community. Having been the first medical director of Hospice of McDowell County, Dr. McEntire stated, "Learn how to live with what your patients taught you."

The Present was presented by Mark Wise, Executive Director and staff members. Mark reported that for the year ended September 30, 2004, Admissions rose to 114 with a total of 137 patients served. 45% of patients were admitted with a non-cancer diagnosis. The Average Daily

Census was 32 patients, an increase of 324% in the last 6 years. Patient Days of Care also rose 324% in 6 years to 11,592 days. Hospice of McDowell County also served 26.5% of all deaths in McDowell County, compared to the statewide average of only 21%. There are now 100 volunteers who provided about 4,000 hours of care, valued at \$60,000. Mark summarized by saying, "2004 was clearly a year of continued growth while we implemented a new strategic plan."

Having been the first medical director of Hospice of McDowell County, Dr. McEntire stated, "Learn how to live with what your patients taught you."

The Future was presented by Sim Butler, Education Outreach Coordinator. He explained that due to the rapid growth and continued expectation for growth, that Hospice of McDowell County needs additional space to serve the larger number of patients and to extend programs for end-of-life and bereavement services to the entire community. Plans and concepts for a new building called a "Center of Hope" were shown. A capital campaign is underway to raise \$1,400,000 to build the building. It is planned to be a 7,400 square foot facility located on property already acquired on Airport Road at the city limits in Marion. The plan calls for ground-breaking in August, 2005. The vision for the next 10 years was then cited: "Hospice of McDowell County will set the standard in our community of excellence in end-of-life care."

Outgoing President of the Board of Directors of Hospice of McDowell County, Bobbie Young, presided over the election of new board members and officers. Veda Rowe, who served on the first board in 1994, was a new board member elected. Re-elected for an additional 3-year term were Linda Cloherty, Glenn Slick, and Della Watson. The term of office is 3 years and a member may be re-elected for one additional term. Due to staggered terms, only one third of the members are elected each year. Other members of the 2005 board are A. C. "Bud" Hogan, Ed Rankin, Betty White, Jim Brewer, Dr. Joseph Turnbull, William Smith, Bobbie Young, and Jim Isaacs. The New Officers for 2005 were also elected: Glenn Slick; President, Bobbie Young, Vice President; Della Watson, Secretary; and Jim Isaacs, Treasurer.



**"Outgoing President of the Board of Directors of Hospice of McDowell County, Bobbie Young, presided over the election of new board members and officers.**

## HOSPICE OF McDOWELL COUNTY

### 2005 BOARD OF DIRECTORS

#### New Officers for 2005:

Glenn Slick; President  
Bobbie Young, Vice President  
Della Watson, Secretary  
Jim Isaacs, Treasurer

#### Other members

Jim Brewer  
A. C. "Bud" Hogan  
Ed Rankin  
William Smith  
Dr. Joseph Turnbull  
Betty White  
Bobbie Young

## Foundation Grants Give Building Campaign a Quick Start

Grants from three charitable foundations have jump-started the Center of Hope Capital Campaign. \$300,000 of the \$670,000 pledged or given to date came from these foundations who support projects that improve health care especially in rural areas of North Carolina. The Kate B. Reynolds Foundation has committed \$200,000 (see page 1), the Jeld-Wen Foundation awarded \$75,000 and the Cannon Foundation gave \$25,000.

### *HOSPICE LEADERSHIP GROUP MEETS GOAL FOR CAMPAIGN CONTRIBUTIONS*

The leadership group of Hospice set a goal for themselves of \$75,000 for Center of Hope Contributions. This goal has now been exceeded with a total of \$75,525 given or pledged. The leadership group includes the Board of Directors and members of the Campaign Steering Committee. Harold Walker, volunteer campaign chairman, said, "It is great that we have gotten these nice foundation grants and that the leadership has met their goal. Now we need for the community to step up and provide the many gifts that we will need in order to meet the \$1,400,000 total goal".

## Building Campaign Progress



## Newsletter Notice

If you have received this newsletter in error or wish to no longer receive the Hospice of McDowell County, Inc. newsletter, please notify us.

If your address has changed, please notify our office, so that we may correct it on our mailing list.

You may notify us in writing at  
Attn: Office Manager  
218 Logan Street,  
Marion, NC 28752

or via phone at (828) 652-1318  
or via email at

[hospice@hospiceofmcdowell.org](mailto:hospice@hospiceofmcdowell.org)

## *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.

## Information About Contributions

For your contribution to be tax-deductible in the current year your check must be dated this year and the envelope postmarked by December 31<sup>st</sup>. 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.

Hospice of McDowell County, Inc. gratefully accepts contributions, memorials and honorariums from the community.

**THANK YOU  
FOR  
YOUR  
GENEROSITY!**

## Contributions

October 1, 2004 through December 31, 2004

### Memorials

**Deceased Members of Church**  
Trinity United Methodist Women

**M. Ollis Owen**

Old Fort Nutrition Site

**Mr. Al Hensley**

Buff, Mr. and Mrs. Ollis  
McCall, Mr. and Mrs. Mike  
Waycaster, Mr. and Mrs. David

**Mr. Arvilla Sigmon**

Boldon, Mr. and Mrs. Frank

**Mr. Mack Dillard**

Marion Church of Christ

**Henry & Maude Pittman**

Pittman, Mr. and Mrs. Dean

**Mr. Paul McFalls**

Pittman, Mr. and Mrs. Dean

**Mr. Robert Lytle**

Bass, Mr. David  
Brown, Mr. and Mrs. Henry  
Concord United Methodist Church  
Fender, Mr. and Mrs. Earl  
Neubauer, Mr. Darwin  
Parker, Mr. and Mrs. Norris  
Swann, Mr. and Mrs. Gayden

**Mrs. Connie Williams**

Greenlee, Ms. Nancy

**Mrs. Dianne Reese**

Moore, Mr. Herman

**Mrs. Dillard Payne**

Payne, Mr. Dillard

**Mrs. Dolores Hollifield  
Beachboard**

Ollis, Mr. and Mrs. Wayne

**Dr. Robert Davis**

Curtis, Mr. Michael  
Jamison, Mr. John

**Mr. Jerry Wright**

Hollifield, Mr. and Mrs. Gilbert

**Mr. Jim Davis**

Austin, Mr. and Mrs. Julian

**Mrs. Julia C. Proctor**

Proctor, Mr. Sam

**Mr. Junior Oates**

Oates, Mr. and Mrs. Bill

**Mrs. Kate Autrey**

Autrey, Mr. D.D.  
Burnette, Mr. Daniel  
Burnette, Ms. Lena  
Foxy, Ms. Estella  
Holland, Mr. and Mrs. Terry  
Lowdermilk, Mr. and Mrs. Zeb  
McCraw, Mr. Theodore  
McDaniel, Mr. Mike  
Rhinehart, Mr. and Mrs. Lawrence  
Swadener, Mrs. Mary Kay

**Mrs. Kathleen Byrd**

Swann, Ms. Kay

**Mr. Ben C. Epley**

Epley, Mrs. Annie Lee

**Mr. Carl Helms**

Greene, Mrs. Myrtle

**Mr. David E. Melton**

Newton, Mr. and Mrs. Richard

**Mr. Earl Harvey**

Hollifield, Mr. and Mrs. Gilbert  
Morris, Mr. and Mrs. Robert

**Mr. Edward (Buck) Melton**

Suttles, Mrs. Edith

**Mr. David Melton**

Suttles, Mrs. Edith

**Mr. Howard Rhom**

Davis, Mr. and Mrs. Frank  
Johnson, Ms. Glenda  
Macedonia Baptist Church/Ladies  
SS Class

Packett, Mr. and Mrs. Gilbert

Starrett, Mr. and Mrs. Allen

**Mr. Hubert M. Howard**

Howard, Mrs. Adavene

**Mr. Jack Mitchell**

Johnson, Mr. and Mrs. Douglas

**Mr. Jerry L. Hall**

Robinson, Mr. and Mrs. Harold

**Mr. Jim McCurry**

Blanton, Mr. and Mrs. Roy  
West Marion Baptist Church

**Mr. Joseph E. Bravo**

Eckerd, Mrs. Bernice

**Mrs. Beulah Poarch**

Hennessee, Sr., Mr. & Mrs. Robert

**Mr. Lawton Grindstaff**  
Grindstaff, Mrs. Mae

**Mrs. Bonnie Greer**  
Blanton, Mr. and Mrs. Roy  
Fender, Mr. and Mrs. Coy  
Miller, Mrs. Mae

**Mrs. Edna Hoyle**  
Gouge, Mrs. Julia

**Mrs. Elma Bradburn**  
Loftis, Mr. and Mrs. Glenn  
Oliver, Mr. and Mrs. Fredrick

**Mrs. Ethel Hensley**  
Greene, Ms. Ann

**Mrs. Josephine T. Crawley**  
Ballew, Ms. Louise  
Crawley, Mrs. Maxine  
Galloway, Gale

**Mr. Ronnie Greer**  
Fender, Mr. Ray

**Mr. Russell Cable**  
Cable, Mrs. Helen

**Mr. William Dover**  
Morris, Mr. and Mrs. Robert

**Mrs. Annette McCoy**  
Wlotzka, Mrs. Faye

**Mrs. Arvilla Sigmon**  
Boldon, Mr. and Mrs. Frank

**Mrs. Betty Jean Vess Peek**  
Bradley, Mr. and Mrs. Norman

**Mrs. Beulah "Boots" Hobbs**  
Macedonia Baptist Church Ladies  
SS Class  
Old Fort Nutrition Site  
Wall, Mrs. Catherine

**Mrs. Gail Routh**  
Godlewski, Mr. and Mrs. Michael  
Johnson Caudle, Mrs. Edna  
Johnson, Mr. and Mrs. Dennis  
Lunsford, Mr. and Mrs. Ronald  
McDowell, Mr. and Mrs. Sheila

**Mrs. Helen Byrd**  
Deer Run Homeowner Association  
Ghent, Mr. and Mrs. Avery  
Hemphill, Mrs. Jean  
Shiver, Mr. Al

**Mrs. Helen Virginia Taylor**  
Biddix, Mrs. Hortense

**Mrs. Joan Y. Thomas**  
Dale, Mr. and Mrs. Carl

**Mrs. Virginia Taylor**  
Hall, Mrs. Carolyn  
Oliver, Doyle & Dot

**Mrs. Mary Dover**  
Dover, Mr. and Mrs. Bill

**Mrs. Mattie Dillard**  
Dillard, Mr. John

**Mrs. Rita Childers Patton**  
Davis, Mrs. Sandy

**Mrs. Susan M. Walter**  
Bradsher, Mrs. Gwendolyn  
Eckerd, Mrs. Bernice  
Shuman, Mrs. Wynona  
Wilson, Mrs. Locky

**Mrs. Kathleen Noyes**  
Bradsher, Mrs. Gwendolyn  
Fowler, Mrs. Sue  
Laughridge, Mrs. Celia  
Greenlee, Ms. Nancy  
Webb, Mrs. Freida F  
Wilson, Mr. and Mrs. R.T.

**Mrs. Melanie Jeffrey**  
Eastfield Elementary School

**Mrs. Myrtle Freshour**  
Brooks, Ms. Risberth  
Dehart, Mr. and Mrs. William

**Mrs. Pamela B. Mitchel**  
Braswell, Jr., Mr. and Mrs. Ted

**Mrs. Martha Cook**  
Brady, Mr. and Mrs. Dennis  
Henredon Furniture  
Wilson, Mr. and Mrs. R.T.

**Mrs. Martha Tyo Franklin**  
Cooper, Mr. Gary

**Mrs. Frances Bates**  
Autrey, Mr. and Mrs. D.D.  
Childers, Mr. and Mrs. Jack  
Davis, Mrs. Patricia W.  
Gowan, Jr, Mr. Tom  
Hicks Chapel Church  
Pittman, Mr. and Mrs. George  
Revis, Mr. Roger

Ross, Mr. and Mrs. W. Eston  
Shuford, Ms. Janice & Kim  
Swann, Mr. and Mrs. Gayden  
Willis, Mr. J. Lawrence

**Mrs. Dorothy Curtis**  
Shuford, Ms. Janice & Kim

**Mrs. Lula Mae Cooper**  
Cooper, Mr. Gary

**Ms. Jessie Bryson**  
Moore, Mr. Herman

**Mrs. Lois Rankin**  
Arnold, Mr. and Mrs. Jerry  
Killough, Mr. Woody  
Morris, Mr. and Mrs. Robert  
Shaw, Mr. and Mrs. C.B.

**Mrs. Maie Hall Ussery**  
Noyes, Mrs. Kathleen

**Mrs. Marie Haynes**  
Allen, Mrs. Jewell  
Duncan, Jr., Mr. and Mrs. J. David  
Elliott, Mrs. Sandra  
Gerblick, Mr. Chris  
Greene, Mr. Butch  
Greeson, Ms. Anna  
Haynes, Mr. and Mrs. Russell  
Haynes, Mr. Rick  
Iron Horse Auction Co., Inc.  
Kaplan Early Learning Co  
Little, Jr., Dr. and Mrs. John  
Lytle, Mr. Earl  
Quick, Mr. James  
Savage, Mr. and Mrs. Mark  
Steagall, Jr., Mr. R.M.

**Ms. Mamie Ledbetter**  
Laughridge, Mrs. Celia

**Mrs. Mary Ann Wilson**  
Broyhill Furniture Co  
Haddad, Ms. Maggie

**Continued on page 6**

*Undertake new activities  
and create new rituals out of  
the past. Through them you  
can maintain the memory of  
your loved one, even as you  
embark on a different chapter  
in your life.*

*-#19 Grief Therapy; Karen Katafiasz*

Watch and welcome the  
sunrise. Amid confusion and  
uncertainty, it reminds us  
that darkness does turn to  
light and that a loving force is  
in charge of the universe.

*-#35 Caregiver Therapy; Julie  
Kuebelbeck and Victoria O'Connor*

**Contributions Continued**  
**October 1, 2004 through December 31, 2004**

**Honorariums**

**Mr. & Mrs. Herman Moore**  
Greene, Mr. and Mrs. Larry

**Family of Nancy Greenlee**  
Greenlee, Ms. Nancy

**Mr. & Mrs. Larry Greene**  
Moore, Mr. Herman

**M/M Robert H. Hennessee**  
Wilson, Mrs. Locky

**Mr. & Mrs. Stan Forrester**  
Davis, Mr. and Mrs. Arvle

**Mr. James V. Segars**  
Bradsher, Mrs. Gwendolyn

**Mrs. Ada Daves**  
Letke, Mr. Mark

**Mrs. Ada Moore**  
Moore, Mr. Herman

**Mrs. Alma McGimsey**  
Hendrix, Mrs. Emma

**Mrs. Beth Burleson**  
Johnson, Price & Sprinkle, PA

**Mrs. Doris Hensley**  
Miller, Mrs. Bonnie

**Mrs. Elizabeth Anderson**  
Wilson, Mrs. Locky

**Mrs. Hoppy Robertson**  
Newton, Mr. and Mrs. Richard

**Mrs. Mabel H. Cox**  
Wilson, Mrs. Locky

**Mrs. Mildred McManama**  
Curtis, Mr. Michael

**Mrs. Sandra Carpenter**  
Brown, Mr. and Mrs. Henry

**Ms. Bertha Young**  
Greene, Mr. and Mrs. Larry

**Jessie Bryson**  
Greene, Mr. and Mrs. Larry  
Moore, Mr. Herman

**Dr. Edward St. Bernard**  
Byrd, Ms. Betty  
Childers, Mrs. Wanda

**M/M Graham D Pendergrass**  
Brown, Mr. Daniel  
Pendergrass, Mr. and Mrs. Philip

**Bertha K. Young**  
Moore, Mr. Herman

**Hospice Staff**  
Kirksey Funeral Home of Marion

**Mr. Norman Guthrie**  
First Presbyterian Church

**Contributions- Individual**

Anonymous

Bailey, Mr. and Mrs. Wendell

Blair, Mr. and Mrs. Samuel

Flynn, Mr. Benny

Fowler, Mrs. Sue

Johnson, Mr. and Mrs. Grady

Johnson, Mrs. Nina

Kanipe, Mr. and Mrs. Charles

Means, Ms. Imogene

Newell, Mr. and Mrs. John

Owenby, Mr. Fred

Suttles, Mrs. Edith

Woodward, Mr. Stephen

**Church Donations**

Mt. Hebron Wesleyan Church

Nebo United Methodist Church

Nebo United Methodist Women

Pinnacle Baptist Church

Rocky Pass Freewill Baptist

West Court Street Baptist Church

Yancey Street Baptist

Zion Hill Baptist Church

Zion Hill Baptist Church Willing

Workers

Zion Hill Faith SS Class

**Organizations**

Christian Clothing Center

Contributions - Clubs &  
Organizations

Contributions - Corporate

CVS Charitable Trust, Inc.

Pepsi-Cola Bottling Co

The Carolinas Center

The Helping Hand Shop

United Way of McDowell Co

Volvo Construction Equipment

Wal-Mart Foundation

**In Kind - Income**

Reynolds, Mrs. Sherry

***Truth of the Matter***

*Jane Gouge, RN*

How many patients do you have in that white house in Marion? This is a question that we are constantly asked. Well the truth is - none!

Hospice of McDowell County visited their first patient at the patient's home in October 1994. By the next spring it was evident that a larger space was needed.

The white house located on Logan Street in Marion has been the home of the administrative offices of Hospice of McDowell County, Inc. since that summer in 1995.

Due to our licensing and the state's certificate of need process, currently Hospice of McDowell County does not have an "inpatient facility" for hospice patients. The majority of our patients are seen in their homes or other places of residence such as nursing homes.

The Hospice Administrative Office houses clinical staff such as nursing, certified nursing assistants, chaplain, bereavement, family resource and volunteer coordinator. The office is also home to the support staff - receptionist, billing specialist, admissions, administrative assistant; office manager, executive director, education and outreach staff. Plus our bereavement and office volunteers. Our little white house is not "an inpatient facility" yet it is bursting with staff and volunteers.

## ***Workshop: Shape of the Visit***

Clinical Staff at Hospice spent the day evaluating how they conduct home visits in an effort to improve the efficiency and to ensure that patient and family needs are being met.

Guest Speakers, Linda Levi, consultant from Weaverville, NC and Susan Balfour, spent the day talking with staff and offering ideas on improving home visits and the delivery of care.

Tough questions like - What is the most efficient way to collect the information? Are visits executed in a timely and professional



manner, yet addresses the overall needs of the patient and their family? How are nursing, certified nursing assistant, family resource counselor, chaplain and volunteer coordinator visits overlapping? How can they compliment each other? How is information shared between disciplines?

As you can tell from the photos above and at left, the workshop was a "packed house" event, laced with learning, sharing and fun.

### **Hospice Grant** Continued from page 1

volunteer President of the Board of Directors.

"Our organization has grown dramatically over the last 10 years. In 1995 our average daily census (the average number of patients cared for per day) was 7 patients with 2,624 days of care. In 2004 we averaged 34 patients with 11,592 days of care," Slick said. "This has been a community coming together to serve the needs of the terminally ill." There are almost 100 volunteers and a staff that includes 21 regular employees, and five on-call nursing and certified nurse assistant (CNA) staff. "The grant from Kate B. Reynolds Charitable Trust will give us additional resources to continue growth in serving all individuals facing end-of-life through excellent quality care, education, and services" stated Wise. "We can not thank the Trust enough."

The Kate B. Reynolds Charitable Trust was created in 1947 by the will of Mrs. William K. Reynolds of Winston-Salem. Three-fourths of the Trust's grants are designated for use for health-related programs and services across North Carolina and one-fourth for the poor and needy of Winston-Salem and Forsyth County.

To learn more about hospice care, visit [www.hospiceofmcdowell.org](http://www.hospiceofmcdowell.org) or call 652-1318.



## Contact Information

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

Phone: (828) 652-1318  
Fax: (828) 659-1631  
Email: hospice@hospiceofmcdowell.org  
Web: 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 of:** \_\_\_\_\_  
**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 column of the newsletter.  
**Please note:** When a monetary 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 remembered.