

# HeartLINE



Where the Heart Is...  
Home Health and Hospice Care

Connecting with our Volunteers

## DECEMBER

## HOLIDAY

## PARTIES



Volunteers gathered for holiday parties, sharing good cheer, fun and delicious food.



## January 2012

## Happy Birthday!

- 1 Wayne Svoboda
- 5 Jenny Hennemann  
Bonnie Merriman
- 6 Jim Miller
- 7 George Boldizar
- 8 Jennifer Soergel
- 9 Anne Jilek  
Don Nelson
- 15 Elinor Nelson
- 17 Elizabeth Chatt  
Karen Doyle
- 18 Barb Nielsen  
Mary Post
- 20 William Quist
- 22 Daniel Jilek  
Deanna Johnson  
John McLagan  
Judy Pearce  
Sally West
- 23 Ina Murray
- 25 Annette Peterson
- 26 Carol Forst
- 30 Mary Aaby
- 31 Betty VanSomeren

## Thank you!



Providing "care and comfort at home to the acutely, chronically or terminally ill" – that is ADORAY's mission and I know it is a mission each of you carries in your heart as you so selflessly volunteer your time and talents. Thank you for helping ADORAY successfully achieve our mission once again as we close the door on our 17th year.

Wishing you all a blessed and happy 2012.

*Mary Troftgraben*, ADORAY Executive Director

## Calendar of Events - 2012

<b>February 7</b>	<b>Hospice Educational Workshop</b>
10am	ADORAY office
<b>Feb/March</b>	<b>9th Annual Anniversary Sale</b>
	Treasures from the Heart, River Falls
<b>April 10</b>	<b>Hospice Educational Workshop</b>
10am	ADORAY office
<b>April 30</b>	<b>Volunteer Appreciation Dinner</b>
5:30pm	Location to be determined
<b>May</b>	<b>MANDATORY Hospice Volunteer Inservice</b>
May 1, 10am	ADORAY office
or	
May 8, 7pm	ADORAY office
<b>May</b>	<b>Hospice Memorial Service</b>
	To be announced
<b>July 16</b>	<b>Hospice and Baldwin Treasures Volunteer Picnic</b>
Noon	Millpond Park, Baldwin
<b>August</b>	<b>River Falls Treasures Volunteer Picnic</b>
	To be announced
<b>September</b>	<b>River Falls Treasures Fall Sale</b>
<b>October 16</b>	<b>Hospice Educational Workshop</b>
10am	ADORAY office
<b>November is ...</b>	<b>National Hospice and Home Health Month</b>
<b>December</b>	<b>Holiday parties</b>
	Dates and locations to be determined

February 2012

**Happy  
Birthday!**

- 1 Jan Ellefson
- 2 Cheryl Beseler
- 5 Roberta Braml  
Joanne Gust
- 7 Dave Hense  
Tina McLeod
- 9 Mary Hense
- 11 Jeanette Mae Donnelly
- 12 Rosemary Donahoe
- 13 Virginia Larson
- 15 Norma Wold
- 16 Bob Enloe
- 21 Harold Berglund  
Julie Holle  
Betty Schoettle
- 22 Cynthia McLagan
- 23 Judy O'Neil
- 24 LaVonne Hampton  
Wendy Jacob
- 26 Emily Perry  
Sherri Pinke



United Way  
St. Croix Valley

ADORAY is thankful  
for the funding provided by  
United Way St. Croix Valley.

### ASK ADORAY - Spot Light on Patient Services

**Dear ADORAY:** The doctor said we should start thinking about hospice for my husband. I'm worried about the

expense. What does hospice cover?

**ADORAY responds:** We understand that thinking about health care costs when faced with end-of-life care is difficult. Fortunately, hospice care can lift the financial burden from most families.

Under the Hospice Medicare Benefit, and with many commercial insurance companies, the hospice agency accepts a set payment amount per day. With this set amount, the patient receives all visits needed for

care, including visits from nurses, social service workers, spiritual counselors, aides, therapists, and volunteers. The benefit also pays for all medications, supplies and equipment needed in caring for the patient's terminal illness, as well as family bereavement for at least a year following the loved one's death.

ADORAY staff can help you verify insurance coverage and eligibility prior to admission.



## River Falls Store News – from Nancy Nichols, Volunteer

*So this is Christmas  
And what have you done?  
Another year over  
And a new one just begun*

Jon Lennon's song lyrics are a reminder that this is a good time to reflect on 2011 and plan for 2012. All the years I worked, there was never enough time to volunteer. How lucky I am to be retired and to be able to decide how to use my time and the skills and knowledge accumulated over 68 years. For me, Treasures from the Heart is a good place for that.

We've had a lot of changes this year at River Falls Treasures store. Change is hard for most people. Some volunteers decided this is a good time to leave but, I heard many others say, "I believe in the mission. It's important for communities to have home health and hospice services." I agree. Over the years, both of my parents and two of my sisters received different forms of hospice care and all of us in our family were so grateful for those services. I had a wonderful mother-in-law. When she was dying, a hospice service in St. Paul helped all of us to prepare for her leaving us, and eased her passing.

When people bring in their donations I like to tell them briefly about ADORAY, and the services provided. Often they say something like, "Yes, I know, my husband (or parent or sibling) received wonderful care from ADORAY. That's why I donate here."

While sorting donations, or tagging and hanging, mending or steaming clothing, it's easy to forget that the purpose is to raise funds to help ADORAY keep providing wonderful services. Thanks to all the office staff, nurses, social workers, store managers, and volunteers who can look back on 2011 and be satisfied that we have done our best. Let's keep doing it in 2012. Happy New Year. "Let's hope it's a good one, without any fear."



## Baldwin Store News – from Jennifer Soergel, Manager's Assistant

Whether you are new to our store or one of our "experienced" volunteers, overflowing donations were very apparent during November and December. We were excited to remedy some of this by once again opening a Christmas store, this year across the street in the former PC Doctor store. Linda, along with many volunteers, spent countless hours creating a breathtaking winter wonderland for our community. We want to thank all of you for the cleaning, scrubbing, carrying and unpacking box after box after box! By working each day to ensure customers had a new experience every time they came to shop, we were blown away by the end results.

Although we were excited by the success of our Christmas store, it would have NEVER been possible without things running smoothly on the home front. Our main store also experienced great success. Volunteers were scrubbing shoes, hanging clothes, searching for "ugly Christmas sweaters," and continually stocking the wool sweater basket for our crafters. We could not keep up with the daily demand from our shoppers. What a great problem to have!

We are anticipating continued support through donations, shoppers and YOU! I know it has been said many times before, but I am going to say it again. Treasures depends on the volunteers to keep things operating smoothly. Without even hesitating, you give of yourselves weekly, making a difference and helping out in any way possible. I want to remind you it is noticed, needed and necessary.

Noticed.....in every item that is cleaned, checked, steamed, folded, priced and then sold.

Needed.....each and every day to keep our stores looking fresh, new and organized so we can support ADORAY.

Necessary...this is not a job for just three people. It takes a small army to accomplish what we do each and every day.

During this season of hope, love and support Mary, Linda, Debbie and I say thank you!

# TREASURES from the HEART®

Great used goods  at pennywise prices

from  
Debbie's  
desk

## Hospice Volunteers

Please turn in all Monthly Report forms as soon as possible so we can compile 2011 volunteer hours. If you would like a record of miles traveled, call or email me.

More than 70 caregiver baskets were given to our hospice families this past year. Special thanks to Nancy Nichols and Sue Phillips for making them and to all staff and volunteers who donated items for the baskets!

### **Baldwin**

*Store hours:*

Tuesday	9 - 5
Wednesday	9 - 5
Thursday	9 - 5
Friday	9 - 5
Saturday	9 - 5

### **River Falls**

*Store hours:*

Tuesday	9 - 7
Wednesday	9 - 7
Thursday	9 - 7
Friday	9 - 5
Saturday	9 - 5



A hospice family writes:

*"Thank you so much for the care you gave  
dad and the help you were to us.  
You all are truly a gift to families going  
through a very sad and emotional time."*

Where the Heart Is...  
Home Health and Hospice Care  
A program of St. Croix Valley Shared Services, Inc.  
2231 Highway 12, Suite 201  
Baldwin, WI 54002-9248

