

HOW TO HELP

Niagara Hospice relies on the community for financial support to provide services to individuals who are underinsured and to go above and beyond standard care to include services such as massage and music therapy. There are many ways you can help:

Memorial Gifts and Contributions:

Individual and corporate donations, grants

Planned Gifts:

Estate planning, annuities, life insurance

Grow Our Gardens:

Memorial bricks and naming opportunities

Special Events:

Participate in or host an event

Many people choose to share their time and skills with Niagara Hospice.

Volunteer Opportunities:

- Companion visits; pet visits
- Delivering supplies
- Vigil Team support
- Administration and fundraising



4675 Sunset Drive
Lockport, NY 14094
716-HOSPICE or 716-439-4417
TDD#: 1-800-662-1220

Niagara Hospice is an equal opportunity provider and employer.

NIAGARAHOSPICE.ORG



OUR FAMILY,
FOCUSED ON YOURS.

Expert end-of-life care & support for Niagara County



“Niagara Hospice is an Angel that takes care of everything.”



716-HOSPICE

NiagaraHospice.org/FamilyStories

FAMILY MEMBER TESTIMONIALS

“The care and support my husband and I received was second to none! I did not know they had a bereavement program, which has been a lifesaver for me. They didn’t just drop me once my husband passed away.”

— Sue, Lockport

“I felt at ease because I knew his needs were taken care of and he was in good hands. Our family received so much support for my husband and in the months after his passing. It is so thoughtful and kind to be remembered.”

— Miriam, North Tonawanda

“I never expected that I would be the beneficiary of anything, but they literally were by my side every day helping me to understand and accept what was happening to my husband. They were patient, kind and supportive. Because of Niagara Hospice, I was able to care for him at home, and he was able to die at home.”

— Jacci, Lockport

“Niagara Hospice is an Angel. The care my wife received was phenomenal. We were always the priority, from the intake to my wife’s passing.”

— Robert, Niagara Falls

Care, Support & Guidance for Niagara County Families

Niagara Hospice has been providing expert care and caregiver support to families since 1988. Staff provides patients, families and caregivers with the physical, emotional, psychosocial, spiritual and bereavement care they need.

Hospice is a way of caring for patients with a terminal illness. Services are available when a prognosis is approximately six months or less (12 months for strictly Medicaid recipients). Some patients receive care beyond six months.



Hospice gives comfort when a cure is no longer feasible and hope that a familiar setting can be enjoyed with dignity.

Additionally, hospice is committed to supporting the family after the death of a loved one. Many families have said that choosing hospice allowed them more time together.

SYMPTOM MANAGEMENT & CAREGIVER RELIEF

YOUR HOSPICE TEAM

The primary goal of the hospice team is to provide comfort by managing symptoms and supporting the patient's caregivers and primary physician.

Our care team consists of:

- **Physicians**
- **Nurses**
- **Pharmacist**
Dr. Bob Wahler,
PharmD
- **Social Workers**
- **Spiritual Care Counselors**
- **Bereavement Counselors**
- **Massage Therapists**
- **Hospice Aides**
- **Volunteers**

Therapy services include speech, occupational, respiratory, physical and music. Other supportive services include nutrition consults and medical equipment specialists. Our team provides education and training to caregivers to care for their loved one.

Social workers assist the patient and family with advance care planning and completing financial and insurance paperwork. Social workers and spiritual care counselors work with the patient and family to help alleviate emotional stress that can be experienced. Pet visits, music therapy and massage therapy are available to help reduce anxiety and stress.

MEDICAL LEADERSHIP



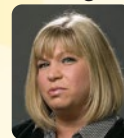
Dr. Richard Castaldo, Medical Director
Dr. Jay Newman
Dr. Bharat Kohli
Dr. Todd Orszulak
Sandra Sauvageau NP

Niagara Hospice is a teaching facility affiliated with the State University of New York at Buffalo Pharmacy School and Jacobs School of Medicine and Biomedical Sciences.

Where is hospice care provided?

Hospice care is provided in patient and caregiver homes, hospitals, skilled nursing facilities, adult homes and Niagara Hospice House. Hospice ensures continuity of services through agreements with health care providers that provide acute and respite care.

For individuals who do not have a home environment appropriate for hospice, or lack the family to provide 24/7 care at home, Hospice House or a hospice unit at a skilled nursing facility may be the best option.



HOME CARE

Danielle Burngasser, RN, BSN,
Vice President of Hospice
Clinical Operations

Hospice House is Niagara County's only residential hospice house and hospice inpatient unit. The residential suites are designed for peaceful long-term care, and inpatient suites are for short-term stays requiring symptom management.

We collaborate with skilled nursing facilities to provide their residents with hospice care in a long-term care setting. Hospice at **Jeanne's House** at Northgate Health Care Facility and **David's Path** at Schoellkopf Health Center are devoted to meeting the physical, emotional and spiritual needs of residents requiring 24-hour skilled nursing care and specialized hospice care.



HOSPICE HOUSE

Janet Ligammari, RN,
Director of Hospice Facility Services



Specialized care and personalized support for Niagara County families.



ADMISSIONS

Jane James, NP,
Director of Admissions

When should I call?

Hospice care is an option for individuals with serious illnesses, such as heart disease, lung disease, neuromuscular diseases, cancer, Alzheimer's and dementia. The time to learn about hospice is before symptoms and pain become difficult to manage.

Who can make a referral?

Anyone. Referrals are made by family, friends, clergy, physicians and staff at health care facilities. Patients may call us themselves. We receive as many referrals from family members as we do from hospitals and facilities.

How is hospice paid for?

Hospice home care is covered under Medicare, Medicaid, most private insurance plans, HMOs and other managed care organizations. No one is denied care due to inability to pay.

Payment for services not provided in the home

Niagara Hospice maintains contracts with hospitals, nursing homes and adult care facilities. While our services typically involve no expense, each contract provider may charge fees associated with room and board and services for care unrelated to the diagnosis.

SPIRITUAL CARE & BEREAVEMENT SERVICES



Rev. Nancy Faery, MDIV,
Director of Bereavement Services
& Spiritual Care

Spirituality can be described as "That which gives meaning to life." Compassionate, non-judgmental spiritual care counselors are available to **people of all faiths** and **people of no faith**. Our skilled counselors can assist with identifying and honoring personal beliefs, as well as find ways to nurture the spirit. Counselors can also provide support through the creation of individualized rituals that give meaning to the purpose of life, suffering, forgiveness and the progressive losses that accompany a life-limiting illness.

The time following the death of a loved one can be very difficult and overwhelming. A very important service of Niagara Hospice, and one that is unique from other health care providers, is bereavement care.

Counselors are available to provide support to family members for up to 13 months after the death of their loved one. Services include individual grief counseling, support groups, a grief library and memorial events.



THE ONLY WESTERN NEW YORK HOSPICE
NATIONALLY ACCREDITED BY ACHC
Accreditation Commission for Health Care



"Niagara Hospice greatly helped our family understand what my father was experiencing, and they were a great comfort to us in times of uncertainty. Our concerns were addressed with a timely response. Thank you for your healing touch of peace and love!" — Richard, Fredonia