Thank you to those businesses and individuals in our community who have donated Personal Protective Equipment (PPE) and sanitization products to keep our clinical team members and patients safe from the virus. Thank you to those volunteers who are sewing masks for our team members. Thank you for the generous contributions of money that ensure our care is here for every Kentuckian who needs our services in a time of financial uncertainty. Thank you for staying safely inside your homes so that our team can continue to do their important work. Thank you for the kind notes, well wishes and prayers you are offering for our team. We are so grateful to you for wrapping your arms around Bluegrass Care Navigators (from a safe distance, of course).

THANK YOU!

Warm regards,

Liz Fowler, President & CEO

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**A special message from our CEO, Liz Fowler**

**Dear Friends,**

As you know, this is a challenging time for everyone in our community. Bluegrass Care Navigators is working around the clock every day to provide care for our hospice and palliative care patients across Kentucky. **Our patients’ needs do not change because of the COVID-19 virus.** Our dedicated physicians, nurses, nurse aids, social workers, chaplains and counselors will continue caring for our patients in their homes and at our hospice care centers on an ongoing basis, despite the crisis. Our uncompromising priority right now is protecting those in our care and our team members from exposure to COVID-19.

By continuing to care for patients and their family members, who are the most vulnerable to the COVID-19 outbreak, Bluegrass Care Navigators can help decompress the overall strain on our Kentucky health systems. Our hospital partners rely on us to help them discharge patients safely to their own homes, and then our 24-hour-service helps to keep folks at home where they want to be. Our nursing home partners depend upon us to care for their end-of-life residents safely inside their facilities. Likewise, our palliative care, transitional care and primary care services are crucially important to ensuring that seriously ill patients get the care they need in their homes. Most importantly, our patients and families are relying on us for safe and compassionate care in the familiar and comfortable surroundings of home.

I would like to share one of my recent thoughts; it’s about heroes. **A time of crisis and challenge doesn’t create heroes – it just unveils them.** Every day, healthcare workers are America’s unsung heroes, and I am prouder than I can say to be surrounded by hundreds of brave and selfless heroes at Bluegrass Care Navigators.

“**OUR COMMUNITY NEEDS Bluegrass Care Navigators now more than ever. And we need our community more than ever as well.”**

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THANK YOU!

Warm regards,

Liz Fowler, President & CEO
Volunteer Spotlight:
Claudia Vollmer

Claudia has been a trusted volunteer for the Northern Kentucky office for three years, and she recalls clearly the conversation that led her to volunteer with Bluegrass Care Navigators.

“My mom was a hospice patient and one day the nurse asked what I was going to do with my time after Mom passed,” Claudia says. “I said that I would probably volunteer somewhere, and she suggested the hospice program. I really enjoy volunteering here because there’s a wide variety of projects, and I’m able to put my skills to good use,” she says.

Claudia spent her career in Stakeholder Services at Procter & Gamble, a role that required incredible accuracy and attention to detail. She shares her organizational talents four days a week – approximately 1,000 hours a year – helping Kimberly Heestand, provider liaison for Northern Kentucky, with the volunteer program and community outreach activities.

“Claudia is a compassionate, kind, smart and delightful volunteer. I truly do not know how I would do my job without her and the amazing administrative support she shares with us,” Kimberly says.

Volunteers make flower arrangements, birthday cards, personalized blankets for Veterans, and so much more. It takes a lot of time and extraordinary project management skills to keep all the details in order. Claudia helps manage these projects, and she keeps agendas, meeting minutes and complex spreadsheets for the Community Outreach team.

“We would not be able to offer such a wide variety of programming to our patients and families without Claudia,” Kimberly says. “She’s a gift to us in every way!”

Meet Your Local Community Engagement Coordinators

Barbourville
Christal Hall
chall@bgcarenav.org
606.573.6111

Lexington
Jennifer Curtis
jcurtis@bgcarenav.org
859.753.8010

Cynthiana
Pam Rowe, BSW
prowe@bgcarenav.org
859.235.7307

Lexington
Melanie Hagan
mhagan@bgcarenav.org
859.296.6116

Volunteers play an important role in caring for our patients and families... but we are also required by Medicare to have 5 percent of our patient care hours completed by volunteers!

Your time and talents can go a long way in supporting our patients and families. Volunteers for Bluegrass Care Navigators can:

• Provide companionship with friendly visits to patient homes.
• Sit with patients so caregivers or family members can run errands or rest.
• Use your professional skills to give patients haircuts or massages.
• Help families with housework or yardwork so they can focus on their loved one.

If patient care isn’t comfortable for you, we still need your help! Volunteers can help with office work or make weekly calls to families to make sure they have all the supplies they need or create comforting blankets or cards for patients.

With the current COVID-19 restrictions, volunteers are not visiting patients or coming to the offices, but there is still plenty to do and we can work with you virtually for now.

IF YOU ARE INTERESTED IN VOLUNTEERING:
Visit bgcarenav.org/volunteer to fill out an application and talk to one of our community engagement coordinators!
Together, We Continue to Provide Comforting Care

We have been able to continue our work and protect our team members in large part due to the kindness and generosity of so many in our communities across the Commonwealth and beyond. Thank you to everyone who has provided supplies, made monetary donations and offered their guidance and unwavering support.

Thank you to the volunteers who have shared their time and materials to sew masks for the CNAs, nurses and other team members to use as a backup resource to keep our staff and patients safe.

Matthew 25 Ministries in Blue Ash, Ohio, donated Personal Protective Equipment (PPE) and cleaning supplies while several local distilleries donated bottles of hand sanitizer. Thank you to Bluegrass Distillers, Buffalo Trace, Castle & Key, Dueling Barrels Brewery & Distillery, Heaven Hill Distillery, and Lexington Brewing & Distilling Co. for helping to keep our patients and clinicians safe and healthy.

Team members have spent many hours over the past few weeks picking up PPE and cleaning supplies from generous local businesses, schools and medical practices. A huge thanks to our staff and our friends in the community!

Managers in regional offices are conducting mask fittings with frontline clinical team members.

Frankfort
Shellie Brown, CVA
sbrown@bgcarenav.org
502.223.1744

Northern Kentucky
Deanna Russ
druss@bgcarenav.org
859.372.6567

Frankfort
Jennifer Hubbard
jhubbard@bgcarenav.org
502.783.5707

Pikeville
Alison Casebolt
acasebolt@bgcarenav.org
606.437.3700

Hazard
Kelli Callihan
kcallihan@bgcarenav.org
606.487.2907
Sharing the Love on Valentine’s Day

We were so happy to be able to deliver adorable gifts and handmade cards this Valentine’s Day!

Thank you to all who donated the items and their time to make this a special day for our patients:

- Cute little stuffed dogs were donated by “Handfuls of Purpose” and a volunteer made up the candy bags and cut tags in Barbourville.
- Volunteers in Northern Kentucky filled decorative bags with Beanie Babies and cards.
- In Cynthiana, students at Bourbon County Middle and High School 21st Century Program and members of Christ First Christian Church in Berry created handmade cards.
- In Pikeville, Tori Brown, volunteer, and Andrea Tackett, our chaplain, gave treats and teddy bears to our patients in nursing homes.

Planned Giving Can Make a Big Difference in Your Community

Have you considered including Bluegrass Care Navigators in your will or estate plans? It’s a simple way to make a powerful impact for patients and families. Contact us at give@bgcarenav.org or 859.276.5344 to learn more.

Macy’s Gift Warms the Heart

Matthew Taylor, Macy’s Soft Lines store manager in Lexington, wanted to honor his mother by providing our hospice patients with soft, warm blankets. He held a blanket drive during the holiday season and customers donated 28 plush blankets! Thank you for your kindness, Matt!

During this challenging time, we want to stay in touch with you.

We know things seem to be moving very fast right now. This is our message to you as of April 10, 2020, but please understand that some of the dates, times and events mentioned in the newsletter may change due to circumstances beyond our control.

Please call us or check our website at bgcarenav.org for the most up-to-date information about Bluegrass Care Navigators.
Above & Beyond

Early this year, several counties in Eastern Kentucky had massive flooding that resulted in the counties declaring a State of Emergency. This situation was difficult for everyone who lives in the affected areas, and it was especially hard for one of our families.

Jerry was a patient of Bluegrass Hospice Care. The family became concerned about him when the water rose in their town in Pike County. One of Jerry’s sisters walked to his house to check on him where she found that Jerry had passed overnight.

“Jerry was in good spirits the day before and was enjoying watching Jeopardy. He even got some of the answers right,” recalled his sister Debbie. “It was quite a shock for us, but I suppose it all was just too much for him.”

One of our nurses, Latoshia (Toshia) Crace, RN, got word that Jerry had passed away and the road to his home was flooded. The flood did not stop her from making a way to get to him.

“I made it to a parking lot about a mile from Jerry’s home. From there, the access road was completely covered by three feet of water. You couldn’t see the road at all,” Toshia recalled.

Toshia was prepared to walk the mile down the railroad tracks above the access road, but she didn’t have to – one of Jerry’s cousins showed up on his ATV. Without hesitation, she hopped on the ATV and off they went down the railroad tracks to Jerry’s home where Debbie and other family members were with him.

“Toshia was wonderful and comforting. She stayed with us a long time and made a very traumatic experience a little easier,” Debbie said. “Everyone from Bluegrass Hospice Care was so good to Jerry and to us as well.”

At the home, Toshia answered the family’s questions, comforted them and took care of all the details, including calling the funeral home. Once the details were complete and the family was ready, she got back on the 4-wheeler for a ride to her car. “You never know what you’re going to have to do in this role, but it is always our mission to be there when our patients and families need us,” Toshia said.

Wishlists: 3 Ways

Our patients depend on the generous in-kind gifts we receive from our community. Please consider checking off one of the items on our Wishlists and help a patient in need. There are three easy ways to help:

1. AmazonSmile Charity Wishlist: amazon.com/gp/clpf
   Search “Bluegrass Care Navigators”.
   Please email us at give@bgcarenav.org to let us know that you provided an item from the list so we can thank you!

2. Visit: give.bgcarenav.org/wishlists

3. Email Us: give@bgcarenav.org
Go Team!
A big thank you to the Southeast Elite Baseball Team in Hazard! They were kind enough to donate doughnuts for our family rooms at the Greg and Noreen Wells Hospice Care Center.

Owen County Friends of Hospice Hosts Fundraiser
Each year, the Owen County Friends of Hospice hosts a wonderful Derby Breakfast to support Bluegrass Care Navigators. Due to the current public health crisis, the event is canceled this year, but the organizers are still raising funds for our patients! If you would like to make a donation, please visit: give.bgcarenav.org/derby. Contact Jennie Duncan at jennids10@gmail.com with any questions.

Thank you, Ladies!
In December, Hindman Church of God donated $500 to help with food baskets for families. The kind gift was possible thanks to two young parishioners, Lucie (left) and Isabella, who collected money at the end of each service. The girls have decided to continue the project this year and will donate the gifts every three months to help our hospice families. Thank you!

Lynagh’s Golf Outing Supports BCN
Thanks to C.O. and Heather Trump, owners of Shamrock Bar and Grille, for supporting Bluegrass Hospice Care and Bluegrass Grief Care. C.O. stopped by our office to deliver a donation from the 27th annual Lynagh’s Shamrock Bar and Grille Golf Tournament. Their generosity is greatly appreciated!
The Big Move is Almost Here!
In mid-April our new headquarters on Harrodsburg Road in Lexington will be complete! It’s a beautiful space that will bring stronger collaboration and even better care to our patients and families. Look for lots of great photos in the Summer issue of the newsletter.

Please take a quick moment to tell us how our staff, our services or our support has made a difference in your life or the life of someone you love, at:
bgcarenav.org/mystory

Tell Us Your Story!

Vicky’s Story

Because of your generous support, Bluegrass Hospice Care has had the great honor of caring for hospice patients for 41 years. It’s hard to find the words to express the magnitude of the impact your generosity makes for families. This sister says it best:

I found my sister Vicky crying in her room, she was just sobbing. I sat with her on the bed and asked her what was wrong. Her answer broke my heart. She said she didn’t want to go to a nursing home. You see, Vicky had breast cancer. As I held her close, I told her that she would never be in a nursing home as long as I had a home... but I knew I was going to need help. Soon after that day, I found Bluegrass Care Navigators. Everyone was so good to us – from the nurses to the site director.

I can’t imagine how much she would have suffered if not for Bluegrass Hospice Care. If I had a million dollars, I’d give it to Bluegrass Hospice Care. I can never repay all that they did for my sister. I would really like it if Vicky’s story inspired others to give. She got the care she did because other people gave to Bluegrass Hospice Care, and I want to make sure other people get the same care. — Becky

Would you like to help patients like Vicky get the care they need? Make a gift today at:
give.bgcarenav.org/donate
or use the enclosed envelope.

Thank you!

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RADIO DAYS ARE COMING!

Get ready to tune in and listen as patients and families of Bluegrass Care Navigators share their stories along with guests from the community. Proceeds from the 2020 Radio Day events will provide hospice and grief services to those who need us throughout Southeastern Kentucky.

Harlan Radio Day
April 14, 9 a.m. – Noon
WTUK 105.1 FM
give.bgcarenav.org/radio-day-harlan

London Radio Day
May 12, 9 a.m. – 1 p.m.
KOOL GOLD WANV 96.7
give.bgcarenav.org/radio-day-london

Hazard Radio Day
August 11, 8 a.m. – 4 p.m.
WSGS 101.1 FM
give.bgcarenav.org/radio-day-hazard

Pikeville Radio Day
June 2, 9 a.m. – 3 p.m.
Q95 FM
give.bgcarenav.org/radio-day-pikeville

For information or to sponsor the event, contact Chas Gayheart at: 606.439.2111 or cgayheart@bgcarenav.org.