

COMFORTING CONNECTIONS

Webster Comfort Care Home

Providing Compassionate End-of-Life Care Since 2003

FALL 2023



FROM FAMILY MEMBER MIKE G.

“Webster Comfort Care Home is a hidden gem in our community. I drove by for years without thinking about or knowing what happens inside, but when my mom got sick, I discovered what a special place Webster Comfort Care Home is. The incredible volunteers and nurses gave Mom amazing 24-hour compassionate care and treated her like she was family. Everyone was so kind, always friendly, always caring, always compassionate. They watched over Mom and took care of all of her needs. They held her hand, made her laugh, even brought her home-cooked meals, including her favorite ice cream. They gave my mom the best possible quality of life and relieved her suffering, allowing our entire family to cherish every remaining moment. I have seen the volunteers and nurses ease the suffering of many other members of our community and support their families since. The end-of-life care the Home provides is free; families are never asked for anything in return. The Home survives solely on donations. The sign out front reads, “Built by a Community of Compassion.” Let’s create a wave of compassion today for terminally ill residents and show our support for this incredible resource by going to our phones, computers or checkbooks right now and sending in \$20 for Webster Comfort Care Home’s 20th anniversary! Imagine the impact you can have!”

<https://www.webstercomfortcare.org/donations.php>

BUILT BY A COMMUNITY OF COMPASSION

FROM THE FRIENDSHIP FILES

Mike says his experience at WCCH opened his eyes to how good people can be. After his mom died here, he started thinking about ways to return some of that goodness. Giving back came in the form of bringing his spaniel, Isaac, to the Home to visit with residents and volunteers. One resident, Jean, in particular, formed a special bond with Isaac, while at the same time Mike found a new friend in Jean's son, Glenn. Mike and Glenn will both tell you it was a bit awkward at first — the son of a recently deceased mother sitting with the son of a mother who would soon die herself. They credit close, enduring relationships with their respective mothers as the foundation from which they could build an easy friendship. It is an alliance that still exists today. The two frequently meet at the Home to catch up over a cup of coffee and to brainstorm ways to support the Home.

After Glenn's mom passed, he also felt an inclination to stay close to the staff, volunteers and comfort care cause. Glenn had suggested, during his mother's stay here, that a volunteer picture board might be helpful to families, so he set out to design and install one. The board includes the name and photograph of each volunteer and is set up in a calendar format that depicts the weekly schedule. Glenn also volunteers as a photographer for WCCH events.

Mike sums up his feelings this way, "This place is amazing! There is no better place my mom could have been. The level of love shown to my mom was incredible. People don't realize what goes on at the Home, that volunteers are always needed and that people need to care."

Mike and Glenn are hoping to create a listening group at the Home where family members can share their stories, memories and experiences, both during a stay and after their loved one dies. If you are interested in more information, please email Glenn at glennpeck@icloud.com.



HONORING A FRIEND

Anthony Fantigrossi was unable to travel from Florida when he learned of his close friend, Mark's, stay at Webster Comfort Care Home. When he made it back to Rochester, he asked Mark's mother, Sue, if he could plant a tree in Mark's memory. Anthony reached out to another friend of Mark's, Jeremy Crombach, of Perfect-A-Cut Lawn & Tree Service, and together they planted a gorgeous Japanese lilac tree on the WCCH grounds, honoring their buddy who brought joy and laughter to so many people, including all of us at WCCH. This tree symbolizes Mark's love of family and friends and will grow and blossom for all to love.

Thank you, Anthony, Jeremy and Sue! We look out the kitchen window, see this tree, and know Mark is watching over all of us. Thank you, Mark, for allowing us to care for you. We miss you and your smile!





**All In For
Comfort Care**

CASINO NIGHT

**GET READY FOR A NIGHT OF FUN AND EXCITEMENT
WITH WEBSTER COMFORT CARE HOME AND
EMCEE MATT MOLLOY FROM 13WHAM NEWS!**

Cash Bar	Complimentary \$500 Chip
Appetizers & Desserts	Silent Auction
More Gaming Tables	Raffle Items
50/50 Roulette Wheel	Free Parking

**November 3rd, 2023
6:00 PM – 9:30 PM
The Lodge at Shadow Hill
7259 Lakeside Road, Ontario, NY**

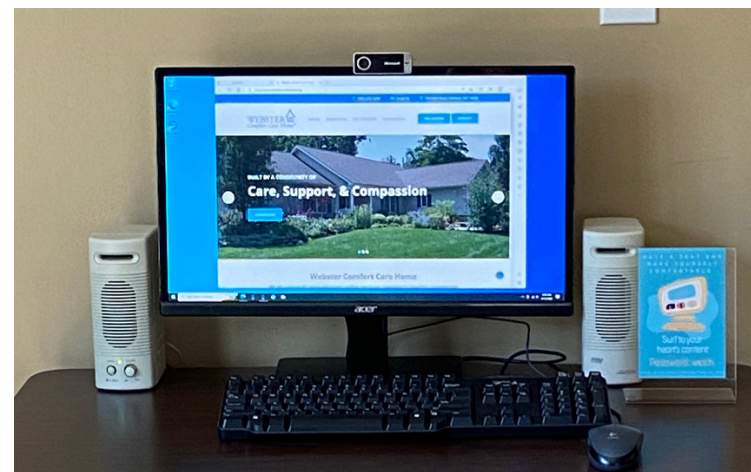
**\$75.00 (before the event)
\$85.00 (at the door)**

Purchase tickets at:
www.webstercomfortcare.org

REPAIRS & IMPROVEMENTS

Volunteer Tom Swift created an area in the living room where residents and families can get online. There's even a lending basket of phone chargers/cables plus a camera, speakers and microphone so families can video chat!

Other work and repairs include fixing the stove, installing CO detectors and timers to control the outside lights. We've also been transitioning to LED energy saving fixtures thanks to a grant from the Masonic Service Bureau of Greater Rochester. The garage overhead door has been serviced, our mailbox has been replaced and a new camera monitoring system is being installed.



BRING YOUR IDEAS TO THE TABLE



Are you good at planning?
Engaging with the community?
Taking action?

If you answered yes, WCCH would love to have you on our event and/or development committees.

Please contact Julianne Groff at director@webstercomfortcare.org if you want to make a difference in our community!

WE ARE ALWAYS LOOKING FOR

VOLUNTEERS

WWW.WEBSTERCOMFORTCARE.ORG

<p>gardening</p> <p>painting</p> <p>housekeeping</p>	<p>resident care</p> 	<p>graphic design (canva)</p> <p>-invitations</p> <p>-posters</p> <p>-social media</p>
<p>clerical</p> <p>-mailings</p> <p>-data entry</p>	<p>event planning</p> <p>fundraising</p> <p>distributing event materials</p>	<p>in kind donation management</p>

For more information, please call Ruth at 872-5290

*Those we love never truly leave us.
There are things death cannot touch.*

-Jack Thorne

ON DEATH & DYING

Webster Comfort Care Home is thrilled to announce a new partnership with the Webster Public Library. We will be offering a series of sessions on death and dying:



Grief During the Holidays
What is Webster Comfort Care Home?
Funeral Planning and Burial Options
Downsizing and Care Giving
Legal Details, Estate Planning, Health Care Proxy, Living Wills & Wills
Comparative Religious Practices



Sharon Willow, Bereavement Coordinator with the Department of Medicine Palliative Care Team at URMC, will present Grief During the Holidays on December 9th at 1:00 pm at the library.

You can also join the quarterly Lunch and Learn book discussions held at the Home. Our next gathering will be November 15th at noon. We will be discussing Michelle Zauner's memoir, "Crying in H Mart". If you are interested in learning more about our Lunch and Learn or about the library program, please contact Ruth Rappaport-Kristal at VolunteerCoord@webstercomfortcare.org or call 872-5290.

When I lost my first husband several years ago to cancer, I learned more than I ever wanted to know about death and grief. As I came to accept this loss, I realized my unique perspective would allow me to become a more empathetic and compassionate nurse. My loss has turned into my calling, and I am able to make a difference in the lives of our community members as they experience losses of their own.

At WCCH, I have the opportunity to help families and residents as they navigate new, and often difficult, terrain. I fully believe our residents have the right to control as much as possible in their final days. This means we respect whatever their wishes and needs are. There are no "shoulds" here.

I love working closely with our volunteers. I learn so much from them and have a lot to offer them as well. I am so grateful everyone here shares my values of "death with dignity."

-Cheryl Hosey, RN | Director of Nursing



This year's Duck Derby was a rainy one, but the ducks didn't care, and it didn't dampen our spirits one bit. We enjoyed singing and dancing with Jason from the Webster Public Library, an egg hunt, food, games and prizes. Thanks to everyone, we raised \$6,400 to care for our residents and their families.

Their Light Shines, our luminaria memorial event held on October 3rd, celebrated the 462 residents we've cared for over the past 20 years, plus dozens of other loved ones celebrated by the community.

The evening also included music from the Upstate Music Therapy Center, food and plenty of caring and hugs.

The \$2,500 you raised helps us to continue providing compassionate end-of-life care to area residents and their families at no cost. Thank you for supporting Webster Comfort Care Home and what we do!



"We made the decision to donate to Webster Comfort Care Home instead of having wedding favors because we both have had loved ones in hospice care. We are both from the Webster community and bought our first home right up the street from WCCH, off of Holt Rd. We know the amazing impact WCCH has on the community, and we wanted to take part in that by honoring our loved ones who couldn't join us on our wedding day."

-Neil & Georgia Guider

YOUR DONATION DOLLARS

If you've ever donated to WCCH, you may wonder what your donation dollars are used for. Donation funds go directly into the cost of resident care, upkeep of the Home (maintenance, repairs, updates), utility bills, trash removal, food, insurance and salaries. Basically, everything it takes to run a home, much like the one you live in.

In addition to valued support from donors like you, the Home receives proceeds from community events. Below is a look at what was raised at some of this year's events.

Thank you for supporting us!

Capone's Guest Bartending Night raised \$1,242.00

Comedy @ The Carlson raised \$1,675.00

Mason's Spaghetti Dinner raised \$1,253.00

Kittelberger's Generosity in Bloom raised \$865.00

UCC Caring Community Concert Series raised \$1,988.00



WHAT GOES ON AT THAT HOUSE ON THE CORNER?

Until you have a family member here, or experience Webster Comfort Care Home firsthand, much of what we do is shrouded in mystery. We are so proud of what we offer, so we'd love to share with you how WCCH works.

Individuals who are medically determined to have three months or less to live, are referred to us by two local hospice agencies. Other admission considerations include weight and disease management as our volunteers and nurses need to be able to safely move residents and communicate with them. Priority is given to Webster residents. One thing we do NOT have to consider is whether an individual can afford to stay at the Home. We don't charge our residents for anything. We receive no payment from our residents, their families, insurance companies or the government. **This is why we are completely dependent on donations.**

Prior to admission, we meet with the potential resident and their family to answer questions and make an in-person assessment. To foster a comforting connection, our volunteers and staff are given information about a resident's personality, medical background, life history and family members. As part of our "person-centered care" model, we have white boards in the residents' rooms, displaying the day of the week, who will be working with them, etc. A large magnetic board outside of the residents' rooms displays the weekly schedule, so families and residents know who is caring for them that week. We also have a volunteer profile album, so families can learn more about our volunteers.

Weekly meetings with the family and, if possible, the resident, are an extension of our open-door policy and allow us to offer support and learn about any concerns. As residents approach death, we prepare families and

residents with realistic ideas of what to expect. For many family members, this is the first time they are experiencing a loss, and we find talking about it is therapeutic and welcome. Small gestures mean the most: offering a tear cloth and a healing poem, music, or a shoulder to lean on.

After a resident dies, our relationship with the family continues with attendance at the funeral or service, when possible. A sympathy card is sent and, within the first month, a check-in call is made. Our family feedback survey, sent after six weeks, allows us to constantly improve the care we offer. After six months, we send the book, "Catching Your Breath in Grief" by Thomas Attig. Families are also invited to our annual memorial event, Their Light Shines.

Time doesn't always heal; it just changes perspective. We are there every step of the way. Our family, caring for yours.

Upcoming Events

● 2023-2024

November 3, 2023

Casino Night

February 10, 2024

Souper Bowl

March 23, 2024

Chris Wilson Concert

www.webstercomfortcare.org

HEART AND SOUL OF THE HOME

We celebrated our 108 volunteers — the heart and soul of the Home — at our annual Volunteer Recognition Potluck on September 27th. This is always a fun, happy event. Our volunteers are not only incredibly kind people, but they are also great cooks and bakers.

Our volunteers work in pairs and each one is a dynamic duo! Some of them are even related. If you're thinking of volunteering, make it a family affair like the following families do: Dave & Kathy Whitlock (husband/wife), Greg & Jenny Braun (husband/wife), Gary & Meg Figler (husband/wife), Tom & Lisa Swift (husband/wife), Kevin & Jean Spindler (husband/wife), Linda Belmont & Nancy O'Brien (sisters), Stacey & Madi Rothfuss (mother/daughter), Mary Beth & John Speicher (mother/son) and Judy Edwards & Kaya Raguso (grandmother/granddaughter).

PLANNED GIVING REMINDER

Please invest in the future of Webster Comfort Care Home!

There are many ways to make a lasting gift to Webster Comfort Care Home that will continue supporting our mission in a significant way long after you are gone. Through planned gifts such as a bequest, beneficiary designation, charitable gift annuity, or other planned giving model, you could be realizing tax benefits, or even income, at the same time you are helping to sustain WCCH.



Please contact Executive Director, Julianne Groff, MSW, to discuss your legacy gift.
director@webstercomfortcare.org
585-872-5290



**Capone's
Guest
Bartending
Event
9/14/23**



CANINE COMFORT

After therapy dogs visited Tracey's special education classroom, not only did she notice increased confidence in her most reluctant readers, but she knew what she wanted to do when she retired. Ruby came home to Tracey at 8 weeks old that fall (she's now two). They have completed four levels of training and Ruby passed her Canine Good Citizen and Therapy Dogs International tests this past June. They plan to be part of Tail Wagging Tutors back in Tracey's former district. They spend time at St. Ann's Home and are looking forward to visiting School of the Arts and WCCH. Tracey, a WCCH volunteer says, "As a young dog Ruby is still learning her manners, but we're getting there!"



Connect with Us



<https://www.facebook.com/webstercomfortcarehome>



@webstercomfortcarehome_



<https://www.webstercomfortcare.org>



director@webstercomfortcare.org



(585) 872-5290



ROC the Day brings our entire community together to donate to those who need it most. Join in on November 28th and help support WCCH with a donation through our website or use the QR code below.



Scan to Donate

As our names implies, we are a home that embraces compassion and care. This impacts every aspect of what we do, including this newsletter. We consulted with a visually impaired individual before publishing this issue. We learned that the contrast between text and background color is important. We hope you can read this newsletter with ease. If you have any feedback regarding this publication, please email donations@webstercomfortcare.org with the subject line, "Newsletter Feedback".



700 Holt Rd.
Webster, NY 14580