



Collabria Care

*We're here for you!*

Spring 2020

# Connection



Inside this Issue

We're Here for You

Providing Service in Time of Crisis



# Dear Friends,

As a healthcare provider in Napa County, we are no stranger to crises. Whether it be an earthquake, fire, or virus, we are prepared to care for this community.

COVID-19 has certainly put all of our preparation and planning to the test, but the most important thing for you to know is this:

**We are still here caring for our community during this crisis. The delivery may be different but the care, and the expertise and compassion with which we deliver care, remain the same.**

## Day Program

We've turned our on-site Day Program into a Center without walls that is designed to keep participants healthy, safe and engaged while they shelter in place, and give caregivers the support and respite from the daunting responsibilities of caring for a loved one 24 hours a day. We also have staff on site each day from 9:00 a.m. - 3:30 p.m. to be available by phone for participants and caregivers, whatever their question or concern.

## Hospice Care

Hospice patients continue to be seen by their RN, but our social workers and spiritual care providers are providing support and counseling via telehealth. Access to a nurse is still available 24/7 with one phone call.

## Palliative Care

Palliative Care patients now maintain regular contact with their care team via phone, and the RN case manager continues to coordinate care with the patient's physicians and other providers.

## Bereavement Support

Those community members receiving one-on-one grief counseling now meet with our grief counselors over the phone, and grief support group members receive check-in calls.

## Dementia-Capable Napa County

We still can assist anyone in the community who has a loved one with Alzheimer's or dementia find support and resources they need. We are just a phone call away.

## Information & Assistance

Our free service is still available to all Napa County residents ages 60 and over and ready to connect them with resources they need to maintain their independence and quality of life.

## UpValley Village

We continue to provide check-in calls to members, deliver necessary food and medical supplies, and provide rides for medically necessary appointments to ensure our members stay safe, secure, and healthy in their own home.

We are embracing the opportunity within the challenge. This time has allowed us to think of more ways to be better able to serve not only our participants, patients, clients, and caregivers, but the community as a whole—now and going forward.

As we continue to face this challenging time with so much uncertainty, please know that we are here for you—ready to help in any way we can.

Stay safe and well,

Celine Regalia  
Executive Director

# We're Here for You

## Update on Services – How to Reach Us

All services are available in English and Spanish – Se habla español.

### Hospice & Palliative Services

Available 24/7  
707.258.9080

### Day Program Serious Illness or Alzheimer's/Dementia Support and Care

Available Monday – Friday  
9:00 a.m. – 3:30 p.m.  
707.258.9087

### Grief Support and Counseling

One-on-one sessions are available by phone or video communication  
707.258.9080

### Information & Assistance

Resources for seniors and their families in Napa County  
Available Monday – Friday  
8:00 a.m. – 5:00 p.m.  
707.253.4248

### Dementia-Capable Napa County

Sheltering in place with a loved one with Alzheimer's or dementia? Call us for assistance.  
Available Monday – Friday  
9:00 a.m. – 3:30 p.m.  
707.815.6258

[www.collabriacare.org](http://www.collabriacare.org)

# Caring for the Entire Family

## Including Four-Legged Members

Teri Emanuel, Collabria Hospice Social Worker

Robert was just an amazing human. He touched every one of us who came to know him while he was on hospice care.

We met Robert last summer after he had been diagnosed with a terminal brain tumor. He had lost his wife Beverly to breast cancer just the year before, and was living in a studio apartment with Beverly's dog, Sara. The two had become inseparable.

Between coping with the loss of Beverly, his own diagnosis, and not having any family in the area, Robert's apartment had become a mess. All of us on his care team worried about his safety in addition to his health, so we all lent a hand to help him get it back in order.

I knew he would eventually need to be in a skilled nursing facility and was working to get him Medi-Cal benefits so he could be moved when the tumor spread and he began to lose mobility and suffer other effects. Until his benefits were approved and he could be moved, we were able to tap into the Collabria Care Grace Fund and cover the cost of some in-home care.

Robert had told me that he wasn't afraid of dying, because he knew he was going to see his wife when he passed away. But he was afraid of what would happen to Sara. I told him not to worry, we would make sure Sara was taken care of.

When Robert moved into the nursing facility, one of our nurses, Monica, fostered Sara in her home. I contacted his brother Dale, who happily agreed to adopt Sara after Robert passed away. The only issue was that Dale was in Texas, so we made a plan. I would drive Sara to his daughter in Pismo Beach and she would get Sara to Dale at Christmas.

Robert died in December, and it was a difficult loss for all of us on his care team. I wasn't surprised when two other members of his care team, Claudia and Sharon, asked to make the trip to Pismo Beach with me.

Handing Sara over was bittersweet. Sara had become our last connection to Robert, but we were happy that we were able to honor Robert's last wish.

I still keep in touch with Robert's brother, and it's been such a joy to see how both he and Sara are doing.

She gives him a connection to the brother he lost, and I know Robert would be so pleased to know that Sara has a loving home—within his own family.



Robert's nieces with Sara

## Teri Emanuel Medical Social Worker

"I love what I do, which means that those hospice and palliative patients I visit become like family—and I always take care of my family!"

I make sure that every patient has the physical resources they need, but often, being there to provide emotional support is the most valuable thing I can do."



# Providing the Right Care at the Right Time

## The Papale Family

Catherine Papale was an energetic Southern belle, one who wasn't afraid to be vocal about what she liked and didn't like. She and her husband Rudolph had five children and lived in Dallas and San Francisco before moving to St. Helena in 1987. Rudolph passed away in 2010, but Catherine remained active until early 2018, when she was hospitalized three times within a matter of months.

During her last admission she was diagnosed with congestive heart failure. And that, she told her family, was her last time in the hospital. She wasn't giving up on treatment, but she wasn't going back to the hospital, either.

And thanks to Collabria Care's Palliative Services, she didn't have to.

"My wife recommended palliative care," says Catherine's son Lawrence. "Our dad had died at home, so I hoped my mom would be able to be home, too. She didn't need hospice care at that point, but she did need care. And we needed help coordinating her care, figuring out her meds, and so many other things that her Palliative Care nurse navigator and social worker took care of. Her social worker also helped her set up a POLST (provider orders for life-sustaining treatment), which are specific medical orders to be honored by health care workers in a medical crisis.

Collabria Care coordinated not only care, but logistics.

"You don't know what you don't know—it's not like you go to Piner's Medical Supply and just figure it out—but they

coordinated and anticipated her needs and just made things happen seamlessly. It was so nice to know someone was watching over her."

"Communication was also a critical service the palliative care team provided for the whole family," Lawrence continues. "We are very tight knit, but have different styles of communication and had different opinions about what Mom needed. The team was invaluable in providing unbiased, professional information to make decisions that weren't clouded by emotion or fear.

At her last Thanksgiving, Catherine had four generations of family at her house for the holiday. "If she hadn't been on palliative care, that might not have been possible," says Lawrence's brother David Papale. "But because she was able to receive the care she needed at home and not in the hospital, she felt better physically and emotionally—and because the family had a good understanding of her situation from her palliative care team, we knew how important it was for us all to be there."

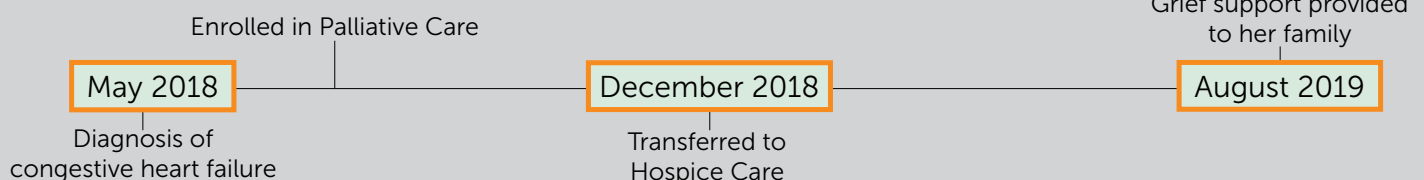
Soon after, Catherine's condition declined and hospice care became appropriate. "Fortunately, we had Collabria Care to let us know when it was the right time," says Lawrence. The transition was smooth and easy, and while Catherine was expected to live six months, she lived another year in the comfort of her home with the help of Collabria's Hospice Services.

"Hers was a slow decline, but it wasn't as if every day she gradually got a little worse: it was up and down. Having an outside

## What is the Difference?

Palliative Care	Hospice Care
Begins at diagnosis of a life limiting illness	Begins with a life expectancy of 6 months or less
Care can be provided alongside curative care	Curative care is replaced with comfort care
Pain, symptom, and stress relief	Pain, symptom, and stress relief
Care team includes: doctor, nurse practitioner, social worker, and a nurse navigator.	Care team includes: a doctor, nurse, nurse aide, social worker, chaplain, and volunteers.
Available 24/7	Available 24/7

## A Look at Catherine's Journey





*Several generations of the Papale Family enjoying their time together.*

professional providing updates and guidance on what to expect was a huge benefit: it kept us from both despair and false hope.”

“Beyond the nurse and social worker, my mom spent quite a bit of time with the Collabria Care chaplain,” says David. “She didn’t attend church, but she always welcomed the chance to talk with him. One time, the two of them discussed what kind of service she wanted when she passed away. And I was surprised she told him she wanted a service in a church—none of us would have ever guessed that. But because the Collabria team had had that conversation—one we might not have known or wanted to ask—we didn’t have to guess what mom would have wanted.”

“In her final days, we were all there,” says David. “Throughout, the nurse kindly and patiently explained what was happening and why, and what to expect next. She really helped us understand the process.

“Afterwards, the grief support staff at Collabria Care called a few times to check in on me to see how I was coping. I thought that it was wonderful that they checked in on the kids of their patients. That struck me as thoughtful.”

**“I know some people have fear about using palliative care,” says Lawrence, “but it helped make my mom’s life easier, better and allowed her to live on her own terms—what’s not to like about that?”**

*Thanks to your generosity, Collabria Care is able to offer these vital services to any who need it, regardless of their financial or insurance situation. Every year we serve Napa County residents and their families with the compassionate, expert care they need to navigate the challenges of treatment and care of life-limiting illness, and to improve their quality of life. Thank you for your support.*

# Meeting People Where They Are

## Collabria Day Program becomes a Center without Walls

The Day Program is as much a community to our participants and caregivers as it is a service, so finding a way to ensure the continuation of both became our priority when the shelter in place order for COVID-19 was issued.

### Here are some of the ways we are providing care and community:

Each week, our RNs make check-in calls to the most vulnerable participants and participants living alone. Every day, our nursing and social work team assess the current needs of our participants and caregivers and create a plan to provide care or assist in securing the resources they may need.

For some of our participants' loved ones, they are the only caregiver, and having to be "on" and providing care round the clock puts them at risk for burnout. So we reach out to all caregivers twice a week by phone to provide support, advice, activities and resources. For some, we are also arranging short respite sessions.

To keep participants engaged and entertained we now deliver activity kits to each participant's home. Each is customized to participants' interests and their individual care plan goals. We've transformed the main room of the center into an assembly line of

puzzles, art supplies, cognitive-stimulating worksheets, exercise guides, caregiver tips, and more, and the hope is to be able to include more arts and crafts, as well as gardening supplies for those who take part in our horticultural therapy and MP3 players with personalized playlists in future kits.

A familiar voice during an unsettled time can be soothing for those with Alzheimer's or dementia, so many of our volunteers who lead group discussions are calling their participants to chat. If appropriate, we also include supplies for writing letters and making cards in kits for participants who want to correspond with their friends in the program, which helps them maintain those vital social bonds they have developed at the Day Program.

In addition, we're developing virtual classes to bring meditation, exercise, brain fitness workouts or other activities via Collabria's social media sites to participants and their caregivers.

"The upside to this upheaval of 'normal,'" says Day Program Director Jill Wood, "is that as we've found new ways to deliver our services, we've come up with new ways to improve the quality of life of our participants and their caregivers beyond the four walls of our center."



# Circle of Compassion

For over more than 40 years, Collabria Care has received ongoing and generous support from community members throughout the Napa Valley. As such, we are excited to launch our *Circle of Compassion* to honor those who have donated to Collabria Care for 10 or more consecutive years.

Members will be recognized annually during an exclusive event and in Collabria Care's Gratitude Report.

These loyal donors are committed champions — they understand the importance of the compassionate care we provide every day and we are very grateful.

## Frequently Asked Questions

**How does someone become a member?** Donors who have given to Collabria Care for 10 consecutive years automatically become *Circle of Compassion* members. New and continuing members will be notified at the beginning of each calendar year.

As we are just launching this giving circle, this year's members will be notified in the coming weeks and recognized in the 2020 Gratitude Report that will be printed in early 2021. Our first event is planned for Fall 2020.

**Is there a minimum gift amount to qualify?** No! We celebrate gifts of all sizes.

**How can I contact the *Circle of Compassion* team?** All inquiries can be directed to Kate Bunnell at kbunnell@collabriacare.org or at 707.258.9080.



## Leaving a Legacy

### Eileen Crane, Legacy Society Member

"Because of my great appreciation for all they do, I've chosen to make Collabria Hospice part of my legacy," said Eileen Crane.

"I've seen so many families desperately trying to figure out what to do at the end and Hospice really helps navigate it. Even if you have the best care at home in the last weeks or months, it is not the same as having a real pro come in and make it a positive experience instead of a negative one."

"There are many great places to donate, but there is really nothing else like Hospice at end of life. It's something everyone can utilize and experience whether they're rich or poor.

"Hospice is for everybody."

Eileen Crane

CEO/Founding Winemaker, Domaine Cameros  
Board Member Emeritus, Collabria Care  
Chair, Collabria Care President's Circle  
Honorary Chair, Collabria Care Gala 2020

## Thank You to our Sponsors and Community Partners



Michael Wolf  
Vineyard Services



To learn more about becoming a Legacy Society member by providing for Collabria Care – Collabria Hospice in your estate plans or through a life-income gift, please contact Jennifer McConnehey at: [jmcconnehey@collabriacare.org](mailto:jmcconnehey@collabriacare.org) or 707.254.4166.



**Collabria Care**

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# RESCHEDULED 15th Annual Collabria Care Classic



Friday, October 16, 2020  
Eagle Vines Golf Club  
Visit [golf.collabriacare.org](http://golf.collabriacare.org) to  
register or sponsor.