

HOSPICE CARE
PALLIATIVE CARE
GRIEF CARE
BEHAVIORAL HEALTH

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Expert guidance

Making an Impact Together

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## **AGENCY UPDATE**

### Making an Impact Together by Gary Castillo, Executive Director



It's hard to believe that June is here and that we are already half way through 2018. Before we get any further into this year, I wanted to circle back to 2017 and to let you know just how much you are appreciated. Thanks to your support, a record number of

community members, neighbors, family and friends were compassionately cared for and supported during some of their most challenging times.

#### IN 2017, THANKS TO YOU:

 Patients affected by serious illness and facing end-of-life and their families received loving care and support.

- Children, teens, and adults hurting from grief and loss had a safe place to heal.
- People struggling with life's challenges were supported through therapy, helping them to transform trauma, regain control and find new strength.

# You have made an impact in the lives of thousands of people in our community.

On behalf of all who received care, our volunteers, staff, board, and community - thank you! Your support makes a difference each and every day.



Gary Castillo Executive Director

### 2017 Annual Report



# 995 HOSPICE PATIENTS AND THEIR FAMILIES

"Hospice came in (to our home) and not only took care of the medical needs – the dressing of wounds, but they dressed my wounds, my broken heart, by counseling with me, by praying with me and also with my husband and my mother. I would just like to tell everybody that if you have a loved one that's going through the last days of their lives, call hospice. They will help you in so many ways and you will be blessed!"

- Wife of a hospice patient

330 PALLIATIVE CARE PATIENTS AND THEIR FAMILIES

"Before the Palliative Care nurse came to see me, I was struggling with the symptoms of my illness and struggling to understand my illness. I am grateful for Palliative Care because I have someone who takes the time to listen to my concerns, questions and needs. They give me answers and help me understand my disease and my medications. I know they are just a phone call away and that means a lot."

- Palliative Care Patient

1,637

PEOPLE THROUGH GRIEF SUPPORT

CHILDREN, TEENS AND FAMILIES AT CORK'S PLACE

"After my son died by suicide, I brought my granddaughter to Cork's Place. It has been an awesome experience and helped the grieving process. Cork's Place has helped not only my granddaughter who lost her daddy, but our whole family has benefited. The projects and discussions at Cork's helped open communication doors at home. We are now able to express our feelings, understand and empathize with each other."

- Caregiver

## 674 CLIENTS OF ALL AGES THROUGH BEHAVIORAL HEALTH

"For many years I have lived in a state of chronic depression. I started therapy because I knew it was "time" to deal with the pain of my past,

#### CHAPLAINCY HEALTH CARE

which has resulted in not having good boundaries and having lived a life-style I'm not proud of.

Now I am ready to move through and beyond the emotional pain to develop better physical coping skills and to find some wholeness and joy. As I open my heart and make myself vulnerable in therapy I see that I am accepted with compassion and empathy just as I am."

-Behavioral Health Client

# 29,000+ HOURS OF CARE FROM CHAPLAIN SERVICES

"In our family we are responsible to take care of our elderly parents. When it came time for mom to enter the hospice program it was very difficult for my dad to accept strangers coming into his home to take care of his wife. My mother was very active in the church and with her grandchildren and great-grandchildren. So, when she could no longer do these beloved activities or take care of herself, that really depressed my dad. That's when Chaplain Victor came into the picture and talked respectfully



with my dad. This seemed to help dad express the feelings, worries and concerns that he had about my mom. Victor was sensitive and responsive and seemed to understand how my father was feeling. At the beginning we were hesitant but in the end we saw that is was a blessing having Victor and the hospice team in our home, caring for my mother with dignity, respect and compassion. We will forever be grateful."

- Daughter of a hospice patient





A heartfelt thanks to everyone who sponsored the event, donated their time, products or services, or came out to enjoy the evening with us!

Sponsors:

at Michele's

AN EXPERIENCE DESTINATION



Bluewood • Bob's Burgers & Brews • Breshears Professional Photography • Broadmoor RV • Buckskin Golf Club • Bush Car Wash Canyon Lakes Golf Course • Country Mercantile • Courtney Jette • Craig Timmons • Derma Care • Dream Dinners • Ellie V.T.

Flynn Merriman McKennon, P.S. Attorneys at Law • Foodies • Frost Me Sweet • Gabriel Knutzen • Golf Universe • Great Harvest Bread Greenies • Growler Guys • Ice Harbor Brewing • Jason Strickling • Julie Collins • Kagen Coffee and Crepes • Karma Juice • Kimos Knutzen's Meats • Liz Hetro • Love the Tri • McCurley Integrity • Meadow Springs Country Club • Melissa & Jim Estep • Monkey Dooz Musser Landscaping • My Life Repurposed • Paula Branson • Pure Yoga • Riggle Plumbing • Salon 509 • Solar Spirits Sportsman's Warehouse • Starbucks • Sun willows Golf Course • Swanky Babies • Tap + Barrel • Teresa Musser Total Energy Management • Tri-City Americans • Tri-City Court Club • Vanity by Leigh • Vivid Imaginations • Wanda Kontur West Richland Golf Course • Yokes Fresh Market (West Richland & Richland) • Zintel Creek Golf Course

#### **GRIEF SUPPORT GROUPS AND CLASSES**

Coping with the death of a loved one can be difficult. Some people seek the individual assistance of a Grief Care Specialist. Others prefer spending time with a small group of people working together through their grief. Whatever you choose, we are here to help... **you are not alone.** Groups and classes are free and open to the public.

#### **Understanding Grief Class**

Saturday, June 16, 10 am-Noon Thursday, July 26, Noon-2 pm or 6-8 pm Call Cheryl (572-0593) or Wanda (783-6243) to register.

This one-time, two-hour session is open to grieving adults. It covers common grief reactions, uniqueness of each person's grief, as well as healthy coping strategies. Includes a 30-minute DVD. Offered monthly.

#### **Coming to Terms with Loss**

Tuesdays, September 11-November 13, 5:30-7 pm Call Cheryl (572-0593) or Wanda (783-6243) to register.

Open to adults experiencing grief due to the death of a loved one. It is educational as well as supportive. Books available to borrow, or purchase for \$27.

### **NEW** Gone Too Soon: Support for Pregnancy & Infant Loss

2nd Thurs of the month beginning Aug 9, 6:30-8:30 pm Call Aggie (509-430-4204) to register.

This group is available to adults who have experienced the loss of a baby before or after birth.

#### **Grieving Parent's Support Group**

2nd and 4th Wednesdays of every month, 6-7:30 pm Spaulding Facility: 1480 Fowler St., Richland Call Craig (572-8349) to register.

This group is available to adults experiencing grief due to the death of a child of any age.

# Working Through Grief: A Young Adult Support Group

Drop-in Group, 1st and 3rd Thursdays of the month June 21-September 6, 5:30-7 pm Call Emily (783-7416) to register.

This group welcomes young adults ages 18-25 who are experiencing grief due to the death of a loved one. Books available to borrow. May be purchased for \$27.

#### **Cork's Place for Children, Teens & Families**

Ongoing groups meet regularly during the school year. Call Casey (783-7418 or 206-280-6180) or Heather B. (378-4898) for information.

Sessions are specifically for children and adolescents ages 3-17 years. A separate support group for parents and guardians meets at the same time the children or teens are in their session.

#### **NEW Helping Children Grieve Class**

Thursdays, July 12 & 19, 5-7 pm Contact Casey (corks@chaplaincyhealtcare.org or 783-7416) to register.

Open to adults looking for ways to support children and adolescents who have experienced a significant death. The 4-hour class is divided into two 2-hour sessions, one week apart. Participants view a DVD, engage in discussion, and receive written resources.

## **NEW** Esparanza a Través del Dolor (Hope Through Healing)

Tuesday, July 24; Call Alberto (460-5807) or Isabel (783-7416 ext. 3006) for time, location and to register.

This one-time, 2.5-hour class taught in Spanish is open to grieving adults. Includes group discussion on common grief reactions and healthy copings methods, as well as a short DVD on the uniqueness of grief.

#### **Widowed Support Group**

Tuesdays, Sept 11-Nov 13, Noon-1:30 pm or Wednesdays, Sept 12-Nov 14, Noon-1:30 pm or 6-7:30 pm Call Cheryl (572-0593) or Wanda (783-6243) to register.

This group welcomes widows, widowers and partners experiencing grief due to the death of their loved one. Books available to borrow, or purchase for \$27.

#### First Year and Beyond: Drop-In Group

1st Thursday of the month, Noon-1:30 pm 3rd Monday of the month, 6-7:30 pm Call Cheryl (572-0593) or Wanda (783-6243) for location.

Drop-in format provides support to those who have experienced the death of a spouse or partner without the commitment of a 10-week group.

#### **Survivors of Suicide Support Group**

1st and 3rd Wednesdays of every month, 6-7:30 pm Entiat Facility: 2108 W. Entiat Ave., Kennewick Call Cheryl (572-0593) or Wanda (783-6243) to register.

The loss of a loved one by suicide can be especially traumatic and affects individuals differently. Wherever you are in the healing process, we invite you to come and join others who are on the same journey. Books available to borrow, or purchase for \$27.

# **NEW** Good Grief: A Grief Relief Event in the Park

Sunday, August 12, 11am–2 pm Leslie Groves Park, Richland Call Cheryl (572-0953) for more info or to register.

Join others to welcome Grief Awareness Day with writing, movement, and resources for coping with life's losses. Open to adults and teens over 13.

#### **WISH LISTS**

Donated items are important to our programs and are an easy way to support the families and patients in our care. If you can help, we would be grateful. These "little things" can help a lot!

#### Hospice Kitchen Wish List -

- Bottled cranberry or grape juice (2 quart)
- Vanilla or chocolate Ensure (generic ok)
- · Cans of frosting
- Individual wrapped Stash tea bags
- Individual packs of snacks (nuts, crackers, trail mix, cookies, etc.)
- Bags walnuts and almonds
- Laundry detergent (perfume and dye free)
- Gift cards for perishable items

#### Cork's Place Wish List -

- Art canvases (any size)
- Unscented Tea Lights
- New, smaller stuffed animals
- Bubbles

- Unopened Polyfil stuffing
- Decorative journals
- Mod Podge
- Glitter

- Large bottles of tempera paint
- Gift cards for art supplies (Joann's, Hobby Lobby, Michael's, Craft Warehouse)

#### Bereavement Support Groups Wish List (Please identify donation as for Bereavement.)

- · Swing arm TV mount
- Smooth black writing pens, such as Pilot, Sarasa, Uniball
- Plain copier paper
- Small notebooks, no larger than 7" x 9", lined or unlined
- Ink pads for rubber stamps, all colors, dye-based (not pigmentbased)
- Glue sticks

- Mixed media drawing paper/pads, 11" x 14" or smaller, 90lb. weight
- Crayons and brush pens, all colors and sizes
- Markers (odorless), all colors, sizes, and point shape
- Artist-grade colored pencils (i.e., Prismacolor, Derwent, Lyra), regular & water-soluble, regular & jumbo sizes
- Scissors

### Volunteer Department Wish List

- Dollar Store or Oriental Trading Company gift cards (The Volunteer services department delivers a homemade birthday cake, balloon, card and small teddy bear every week to patients in our hospice and palliative care programs.)
- Quality birthday cards to send out to our hard-working volunteers. We have over 200 volunteers and recognize them on their special month.

#### Maintenance Department

Mechanic's vice, swivel base, 4-inch jaw width, bench-mount





#### **VOLUNTEERS NEEDED**

Repeat Boutique needs volunteers for our Kennewick and new Richland locations between the hours of 10 am and 6 pm, Monday through Saturday!

Contact us at (509) 783-7416 to learn how to join the Chaplaincy Health Care Volunteer Staff!

# GIFTS RECEIVED IN loving Memory & in Honor

Thank you for remembering and honoring loved ones with gifts to Chaplaincy Health Care. Your loved ones, and the names of those who generously donated in their memory, are very important to us. If we have made any errors, please accept our sincere apology.

Billie Allen

Nancy Kaushal

**Opal Baker** Joan Bell

David & Barbara Donaldson Kris Eberhardt

Gaylene & Jeff Lembcke Sallie McMillin

Ray Benson

Vera Berry

May Darrow

Bill & Jean Graham

Mike & Mary Herndon

Gloria McConnell

Leo & Linda Munson

Russell Roddy Rhoda Snider

Margaret Beesley

Ye Olde Car Club

**Paul Bentley** 

Mary Ann Frances Dowell

**Barry Berry** 

Bill & Jean Graham

Marjorie Hays

John & Sallie McMillin

Jean Ruane Patricia Wake

Margaret Beesley

Zintel Creek Golf Club

Wallace Bradley The Bradley Family

Gail Brown

Dick Cournyer

**Ruth Caldwell** 

Roger Pearson

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Laura Fields

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Robert Potter

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Trudy Cartmell Felder

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Marilyn Charlton

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Robert Fuhrman

Gary & Linda Dukelow

Robyn Engleking

Michael Erickson

Bill Franzen

Brian & Deneen Fuhrman

Roger & Linda Fuhrman

William Gilbert Annette Gordon

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Bud Knore

Gloria McConnell

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Laura Johnson

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Angi Barilo

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CH2MHill PRC

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**Ed Harris** 

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Shirley Hartwig

Joyce Asmus

Paul & Joeleen Barker

Richard & Nancy Derr

Curtis & Cheryl Grandstaff

Robert Hartwig

Roger & Barbara Hartwig

Bette Holihan

Wes & Sandy Kisler

Clarence & Norma Kummer

Delores Libsack

Michael & Elizabeth McMahon

Zelma Miller

Alice Parker

Marjorie Peterson Dorothy Reichert

Robert & Donna Reichert

Bill & Donna Rexius

Curtis & Sue Ann Roberts

Steven & Jackie Sackmann Ralph & Jurene Schmidt

Deelore Sieafried

Timm & Lori Taff Roger & Janna Winchell

Kay Harvey

Gwen Rawlings

**Carl Higby** Kathryn Pettee

John Himes

Elaine Himes Dwayne & Hazel Hodge

Diane Jobin

Mary Ann Holscher

Angela Gabrielson Penny Williams

Phyllis Hosko Peter Hosko

Steve & Jane Kirkendall

Jean Schwartz

Leslie Schwartz

Aleda Hubbs

Marilyn Farris

Judy Hankel

Lois Knapp

Frank & Lindell Smith

John Swanson Susan Swanson

Glenda Winfrey

**John Hughes** Patricia Ammonet

Pat Dunham

Trudy Cartmell Felder

Pam Hughes Milton Klettke

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Rod & Karen Jones Joe Jorgenson

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**Becky Keck** Nancy Beitel

**Robert Kinsley** Richard & Fran Anderson Martha Corcoran & Family

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Ann Murphy Lala Seitz

Sharon Koehling

Marge & Harold Hogue

Erick Koehling **Eugene Koschik** 

Dick & Joyce Quigley

Roberta Lamb

Frank & Mary Lamb

Mike Leonard

Gerard Grav

Joy Yue **Dorothy Mae Lochridge** 

Michael & Therese Cobb

**Dot Lockridge** 

Jean Robinson

Bob & Mert Roske Richard Lockwood

Collene (Showalter) Dunbar

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Phil & Mary Raekes Judy Perry/Frank Worthington

Flaine Loftus Gayle & Chuck Stack

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Patricia Merrill

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Laurie Hutton Teresa Knirck Tim and Gail Ledbetter

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**Inie Pepiot** 

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**Pam Peterson** 

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Sally Ann Potter

Bob Potter Alice Primozich

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**Val Probst** Tracy Probst

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Brad & Jennifer Fisher

Andrea Hanson Robert Holmes

Edward & Karen Jones

Kathy Martin

Kathryn Ramm

Shirley Van Buren

Erma Ray

Eunice Hibbs

Howard Ray

Dennis & Sue Schutz

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Eileen Rutledge

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Lois Saget

Pierre Saget

Victor William Sands

Beverly Atwood

Jean Sands

Frank & Lindell Smith

Carol Schwegel

Jim & Judy Clark Don & Donna Vouk **Muriel Sears** 

Jean Robinson

Pressley 'Pete' Shaw

Susan Karnesky

Laralle Smith

Duane Moe

**Dennis Standley** 

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Alta Jones

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**Charles Thomas** 

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Amanda Gardes

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Lynn Andreason Linda Ownby

Tanis Detrick John Forsberg Glenna Moulthrop **AECOM** 

**Andrea Yamamoto** Richard & Diane Carstens Toryour convenience, memorials and donations may be made

on our secure website:

chaplaincyhealthcare.org

### 2018 EVENTS - SAVE THE DATES

**NEW DATE!** Evening for the Angels July 7 Benefit for Hospice House

> Red Lion Hotel, Richland See page 3 for more information!

October 18 Dr. Ira Byock Free Community Presentation

Bethel Church, Richland

October 19 Chaplaincy Health Care End of Life Conference

Three Rivers Convention Center, Kennewick

November 6 Lighting the Path Breakfast Benefit

Visit **chaplaincyhealthcare.org/events** for more details.

Three Rivers Convention Center, Kennewick



#### Jannette Weber

by Gary Castillo, Executive Director

When Jannette came to my office to tell me she was retiring, I can't quite describe the mix of emotions that came over me. I felt excited for her and sad for the Chaplaincy. I have had the honor and pleasure of working with Jannette for the past ten years. In fact,



I am at the Chaplaincy because of Jannette. I could not have asked for a better colleague with whom to spend the past ten years.

Jannette's journey with the Chaplaincy began nearly 25 years ago. Though she took a short hiatus in 2012, she

quickly realized she needed to return to the work that captured her heart. If there is anyone at our organization who has embodied what the Chaplaincy represents to our community, it is Jannette.

Jannette is from Newfoundland, Canada, and often refers to herself as a "Newfie." She started her nursing career at Grace General Hospital in St. John's, Newfoundland, and spent three years in various roles until she married an American serviceman named Ray Weber. Ray was going to return to the states, so he told his young bride about the white-capped mountains and green forests of Washington. That sounded like a beautiful place to Jannette, so she was ready to leave her homeland and start a new life in this place called Washington. Like many of us, Jannette found herself stepping out of a car in a windswept landscape full of sand and tumbleweeds. After wiping her tears, she set about to make this place called Tri-Cities her new home. It was 1981. Jannette resumed her nursing career at Kadlec Hospital and spent the next twelve years in various nursing roles throughout the community.

In 1993, Jannette accepted a staff RN position at what was then known as Tri-Cities Chaplaincy. During her tenure at the Chaplaincy, she has been a Patient Coordinator, Director of Hospice, Community Liaison and, now in her final role, Director of Palliative Care. She has attended, presented, led, organized, supported and reached out to every area of our community to educate them on end of life care. As I heard Dr. Tom Cooper once say, "There is not a person in this community that Jannette doesn't befriend."





TOP: New Hospice House ribbon cutting (1996)
BOTTOM: Ground breaking for Hospice House addition (2001)

Jannette was instrumental in so many areas of our agency: growing our In-Home Hospice program to where it is today; literally helping build the Hospice House (legend has it that Jannette would visit the construction site after the volunteer builders had left for the day to sweep and clean things up for the next day); developing our Outreach and Palliative Care programs; and spearheading our first ever End-of-Life CME Conference. Jannette's impact has also been felt at the state level. She served on the Washington State Hospice and Palliative Care Organization for more than thirteen years, including one year as president. In this role, she was instrumental in developing the organization's first director position.

She is highly respected for her work around end of life care and patient choices and is beloved by all the colleagues she has had the pleasure of working with these past 25 years. Chaplaincy Health Care will not be the same without Jannette's smile and warm nature. We will miss her wisdom, sense of humor and compassion, and we wish her nothing but the best during her retirement.

#### IN APPRECIATION

### Wes McIntyre

by Gary Castillo, Executive Director

Recently, Wes McIntyre met with me and expressed his desire to retire. I responded with a heavy sigh. It is always difficult to say good-bye to colleagues who have meant so much to Chaplaincy Health Care, and



to me personally, over the years. Especially those who have been with our agency for more than 25 years and have played an integral role in shaping us into the organization we are today.

Spiritual care in our community and region would not be what it is today without Wes's

contributions. Here is a little bit about Wes and what he has been involved in over the past 25 years:

Wes joined Chaplaincy Health Care in 1993 as the supervisor for our Clinical Pastoral Education (CPE) program — a masters-level education program for chaplains. He was successful at getting the program re-accredited and back on its feet. At that time there were five chaplains on staff. Wes then served as a chaplain at Kennewick General Hospital from 1993 to 1996 while also supervising the CPE program and extended groups. With the growth of the CPE program and chaplain services, Wes was appointed to Manager of Chaplains and Director of CPE. In this position, Wes secured Gonzaga University as a satellite CPE program of Chaplaincy, re-accredited the CPE program for the second time and created a chaplain position at the Tri-Cities Cancer Center. By 2005 we had 15 chaplains working at seven sites within the community and in various roles within the organization.

In 2007, Wes became Director of Spiritual Development. In this role, he continued expanding CPE and provided staff and leadership development. In 2013, Wes was tasked with developing the use of teleconferencing to provide CPE training in collaboration with St. Vincent Health Care in Billings, Montana. Only a few other CPE centers in the country were using this technology to make CPE more accessible to underserved regions. With the signing of our strategic alliance with Providence/Kadlec Regional Medical Center in 2016, Wes was instrumental in having Chaplaincy become a CPE clinical placement site for Sacred Heart Medical Center in Spokane. We hope to have our first full-time chaplain resident this fall.

#### Passing on the volunteer way



Wes McIntyre, right, of the Tri-Cities Chaplaincy tries to pass a balloon without popping it during a team-building exercise Wednesday at Columbia Park in Kennewick. Seminary students from around the country and abroad are volunteering in Tri-City hospitals, jails and the cancer center. Reacting from left are Karen Broenneke of Moscow, Idaho, Gregory Yeager of Dubuque, Iowa, and Stacy Schmidt of Torrance, Calif.

ABOVE: Tri-City Herald (1998)

RIGHT: Wes and his wife,

Joyce, at the Lighting the Path Reception (2008)



When Wes and I discussed his retirement plans, he expressed to me how grateful he was to have had "the opportunity to join my role and soul together in my career at Chaplaincy Health Care as a Chaplain and CPE Supervisor. I have worked here with some incredible colleagues and co-workers who do profoundly meaningful work. My life and my work here would have been impossible without their support, patience, kindness, forgiveness, understanding, compassion, advocacy and inspiration." He has been an amazing colleague to all of us, but especially the chaplains. They have even developed a tool called WWWD — What Would Wes Do?

Wes is looking forward to spending more time with his wife, Joyce; his garden; his two children, Josh and Rainbow; and being a grandfather.

We wish him all the best and will miss his knee-slapping laugh, his perspective, insight, warm and ready smile, and kind eyes, which so many have appreciated over the years.



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TO CANCEL or to receive this newsletter electronically, please email **info@chaplaincyhealthcare.org** or call **(509) 783-7416.** *Thank you!* 



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