

I recently had the opportunity to be on the receiving end of care at Bobby's Hospice. As long as I have worked at Hospice and observed what goes on everyday at work I have never experienced it from the patient-family side. My mother was admitted to Hospice just a few short weeks ago and so I experienced first hand the care that is given. She arrived on a Friday morning by ambulance and was greeted by very caring and understanding staff. The gentle manner in which they worked to make my mother comfortable went far beyond nursing care! As well as being present with my mother they were also concerned for my well-being as well.

Exceptional care for my mother and family went on all day Friday. While my mother was being cared for so were nine other patients and their families.

The staff never missed a beat with anyone. They were in and out of mom's room all day as well as the volunteer checking on everyone again looking after nine other patients. As well Julien, our Music Therapist, serenaded my mother with his beautiful music that gave my mother such peace. He even came back before the end of his day because one of my mom's sisters had asked him to. This went beyond his hours but that didn't matter to him.

Into Friday evening my mother was made very comfortable and I know her mind was at ease because she whispered to me how nice everyone was and they made her feel safe. I felt at ease leaving her to go home late Friday night.

When I received the phone call from Amy, our nurse, at 4:45 am Saturday that Mom had died I was feeling overwhelmed with sadness but I felt a comfort knowing mom had died at Hospice surrounded with the wonderful caring Hospice staff. When I arrived at Hospice at 5:00 am I was met with a hug and so much warmth that carried through with all my family as they arrived. During the early hours of the morning the staff were busy with other patients – one who also was very low as well but still found time to check on all my family. They allowed us as much time as we needed to say our goodbyes to my mother and gave us that privacy as well. We were still at Hospice when the shift changed and the staff going off stayed beyond their time not because they had to but because they are who are –“Angels of Compassion “ with caring hearts.

My family could not say enough about their experience at Hospice even though it was only a short 24-hour period. The warmth, comfort, compassion, understanding and genuine caring that was given to us as well as others makes my heart burst with an overwhelming thankfulness and grateful heart for all the Clinical Team at Bobby's Hospice. I have the utmost respect and understanding of how hard their job is as they do this work daily with patients and families at Bobby's Hospice. It cannot be easy for them to deal with death each and every day. So as the sun rays came through Mom's room and shone on her face that morning I hope for that ray of sunshine to be with the staff each and every day. Thank you from the center of my heart. God Bless.

Diane Sullivan
Hospice Grief, Spiritual Care & Support Services Manager

