



SUPPORTING YOU
EMBRACING FAMILY
STRENGTHENING
COMMUNITY



WWW.CAREFIRSTNY.ORG



CAREFIRST LIVES THESE CORE VALUES

- EXCELLENCE
- RESPECT
- EMPOWERMENT
- ADVOCACY

CAREFIRST

CareFirst, formerly Southern Tier Hospice and Palliative Care, based in Corning, New York, has been serving Chemung, Schuyler, and Steuben counties since 1981. As an independent not-for-profit organization, and the only home-based hospice provider in this area, CareFirst continues to grow through the generous support of our community.

CareFirst is the source for excellent care, support, and knowledge that enable individuals to cope with serious illness and all that comes with it. We embrace families by respecting and empowering them to remain together at home, living their lives to the fullest. CareFirst strengthens our community through partnerships with other community organizations and healthcare professionals, and by providing education and advocacy.

■ **Hospice Care:** CareFirst believes everyone has the right to set their own path in life, even when that life may be nearing its natural end. The CareFirst team provides families with what they need to honor those choices and stay together, while bringing hope, control, comfort, and ease.

■ **Palliative Care:** Navigating the difficult course that comes with serious illness at any stage can be hard for a family to do on their own. CareFirst offers the guidance, advice, and support to empower families to chart that course and stay on that path.

■ **Grief Services:** Loss takes many forms and everyone heals from grief in their own way. CareFirst stands ready to provide expertise and direct support so each aching heart can find a way to mend.

■ **Education:** CareFirst is a premier source of knowledge and expertise on the medical specialty of palliative care, as well as grief and home care. By sharing this knowledge and advocating for the needs of those we serve, we enable our community to continue to grow stronger.

“CareFirst brought joy into our home.”

~ Daughter of hospice patient

CAREFIRST HOSPICE

CareFirst Hospice is a team of professionals who care directly for the family, providing what is needed to care for those with serious illness, helping make the most of every day.

As the needs of each family are unique, CareFirst has expanded our traditional hospice services by tailoring programs to meet the specific needs of certain individuals. These specialized Hospice programs include:

■ **Living with Dementia:** Care focused on meeting the many challenges dementia brings, as well as providing support and respite to often over-burdened families

■ **LifeBeat:** Excellent cardiac care aimed at minimizing the symptoms of advanced heart disease and reducing unwanted hospital admissions

■ **Breath:** Expert disease management allowing those with respiratory disease to regain control and maximize functioning

■ **Pediatric Hospice:** Specialized care to meet the unique needs of seriously ill children and their families

CareFirst Hospice services are covered by most insurances or on a sliding fee scale. Care is brought to the home, nursing home, residential facility or hospital.

“I have been a patient for more than a year.

CareFirst gives my wife a break.

She needs this as much as I do.”

~ LifeBeat Patient,
age 82 Living with heart disease

“CareFirst gives me the power to take control of my illness. This is my disease, this is my story.”

~ Hospice Patient,
age 44 Living with breast cancer



DID YOU KNOW?

CareFirst Hospice provides:

- 24 hour on-call system that brings skilled care to the home in times of crisis
- Medical equipment and medications

- Specially trained nurses
- Social workers
- Spiritual care counselors
- Licensed practical nurses to assist with personal care and activities
- Professional volunteers to provide compassion and respite

CAREFIRST PALLIATIVE CARE IS FOR PEOPLE WHO ARE:

- Experiencing distress related to a serious illness at any stage
- May still be undergoing treatment
- Finding daily life more and more difficult

“I’m starting to feel like my feet are back on the ground, that I have a handle on navigating through this now. I think I’ve gained positive energy by taking control of this; I need to be in control. I do feel empowered.”

~ Thrive Patient,
age 45 Living with cancer

CAREFIRST PALLIATIVE CARE

CareFirst Palliative Care offers advice and support with pain relief and other symptoms of serious illness, and provides the emotional and spiritual balance that enables each individual to regain control to make the most of every day.

CareFirst assists families in navigating the many decisions and services that come with a serious illness, as well as offering caregiver education and support for loved ones.

CareFirst offers a variety of Palliative Care programs to meet individual needs.

- **Thrive:** Community-based support bringing expert consultation and advocacy to empower families managing the demands of a serious illness

- **Pediatric Palliative Care:** Standing with families, helping them cope with the unique needs of seriously ill children

- **Perinatal Palliative Care:** Care for families facing the birth of a seriously ill or dying child

- **Hospital-Based Palliative Care:** Partnering with hospitals to support palliative care in the hospital setting

CareFirst Palliative Care is available free of charge. Services can be offered at home, in a nursing home, or in another residential facility.

“You think you can deal with everything yourself but you can’t. CareFirst steps in when everyone else is stepping away.”

~ Family Member



CAREFIRST GRIEF SERVICES

As an innovative provider of grief support, **CareFirst Grief Services** offers professional counselors to help grieving family members and friends find the sources of strength to carry them through their loss.

CAREFIRST GRIEF SERVICES INCLUDE:

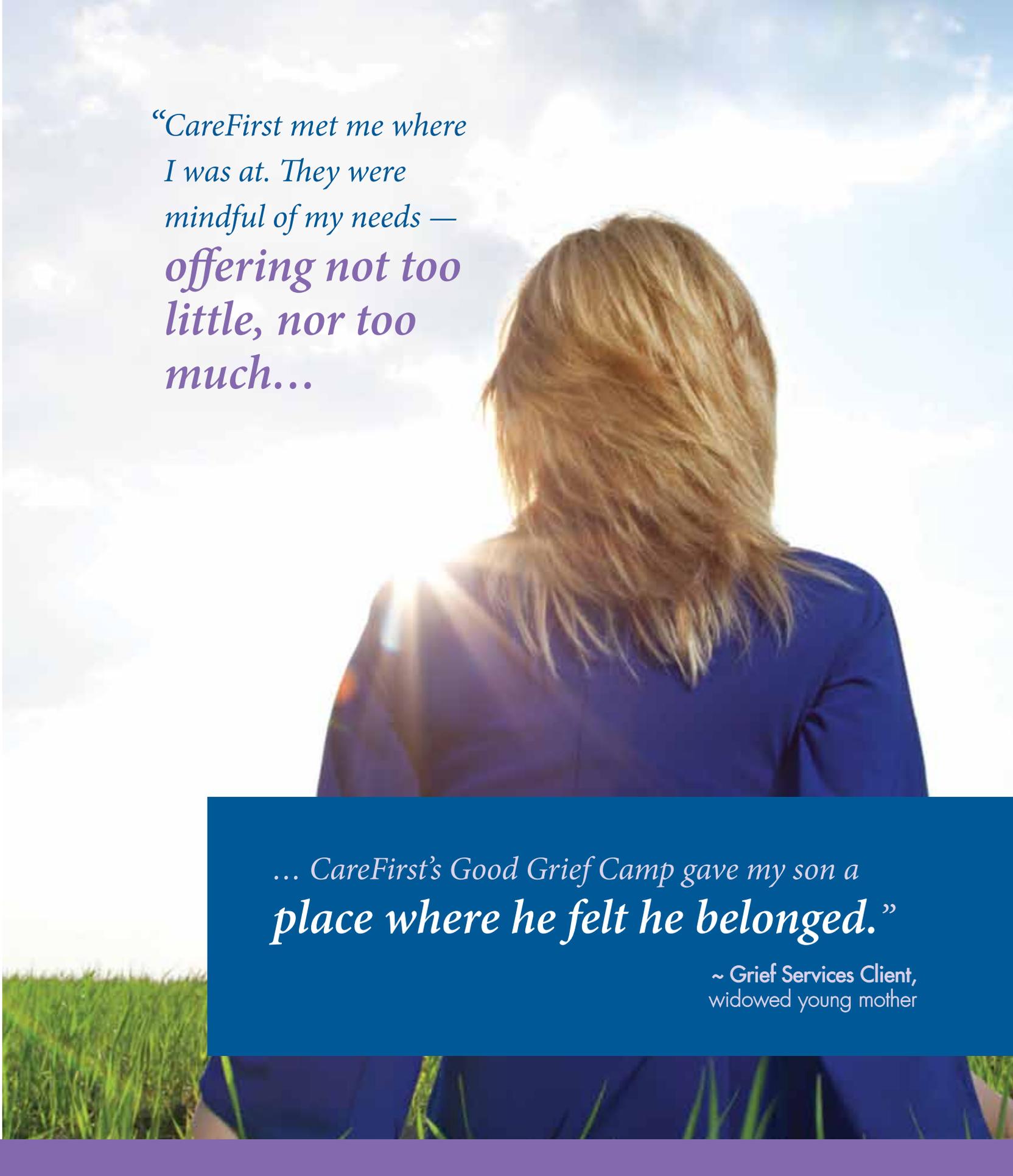
- Grief support for children, with special activities geared to the needs of younger children and teens
- Individual and group counseling to help people manage the grief process

- Support groups where people can work together to help each other
- Memorial services to honor loved ones
- Education and outreach to schools and community members such as churches, hospitals, and other community groups

CareFirst Grief Services are available for up to 13 months and are offered completely free of charge to families and loved ones of CareFirst patients, as well as anyone in the community.

*“When I lost my husband, **CareFirst** was the **only place I felt understood** or heard for a very long time.”*

~ Grief Services Client



“CareFirst met me where I was at. They were mindful of my needs — offering not too little, nor too much...”

... CareFirst’s Good Grief Camp gave my son a place where he felt he belonged.”

~ Grief Services Client,
widowed young mother

VOLUNTEERING AT CAREFIRST

Volunteers have always been the compassionate heart of CareFirst. The many opportunities for volunteering at CareFirst, from assisting with fundraisers and helping out with office mailings, to working directly with patients and assisting their families with daily activities, create a true difference in the life of CareFirst and our families.

We invite anyone with an interest in providing support to CareFirst to become a member of our team. Please contact the CareFirst Volunteer Department at 607.962.3100.

Volunteer at CareFirst – Share a smile, touch a heart, change a life.

“You are blessed more than you are blessing others.”

~ Hospice Volunteer



CAREFIRST HELPING OTHERS

As a not-for-profit community-based organization, many of the services CareFirst offers are dependent on private funding. For example, Palliative Care and Grief Services completely rely on the generosity of individuals, local businesses, and foundations.

Each and every gift makes a difference.

The CareFirst team can make a difference because remarkable people support us with their time, talent, and treasure. Your support, a general gift to be used

where needed most, or a gift to a special program, will touch many lives. Will you help us make a difference?

CareFirst accepts donations in many forms including gifts of cash, stock, and other planned gifts. Our Development Department will be happy to work with you on special gift arrangements. Please call 607.962.3100. Consider a gift today through our secure website, www.CareFirstNY.org/donate.

“We are always looking for ways to improve our mission, our network and our efficiency. We believe that CareFirst is a fantastic fit for what we strive to accomplish.”

~ Josh Palmer, Co-founder of Josh Palmer Fund, CareFirst donor

CAREFIRST CREATING CHANGE

From our very beginning, CareFirst stood out as advocates in the field of palliative care and hospice. That dedication to innovation continues to this day.

At CareFirst we continually work to promote the growth of palliative care. Continuing this on a larger scale,

CareFirst is an industry leader in the areas of program development, legislative advocacy, and process improvement.

CareFirst regularly presents on the national level, and is frequently featured in national publications.

“Caring for your loved one is the hardest thing you will ever do, but there will come a time when you realize it is the best thing you have ever done.”

~ CareFirst Nurse



formerly Southern Tier Hospice and Palliative Care

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CareFirst is a not-for-profit community-based program providing residents of Chemung, Schuyler, and Steuben counties of New York State with complete hospice, palliative care, and grief services.