



Visiting Nurse Association
OF INDIANA COUNTY

Compassionate Care Right At Home

Home Health Care
Family Hospice & Palliative Care
Extended Home Care

To: Rob Oliver

September 26, 2016

Dear Rob,

I wanted to take time to thank you and let you know how much we appreciated you spending time with us at our Hospice Retreat, last Thursday. Your kindness and flexibility in working with us on such short notice was also appreciated.

Sharing your story and how it relates to everyone in life was definitely inspirational and fit so well with the theme for the day, which was "Release, Renew, and Refocus". As hospice nurses, social workers, home health aides, volunteers, & chaplains we deal with patients and families in difficult situations all the time. When you add personal challenges and experiences to the mix, as well as the additional stress of working with government regulations and insurance companies, it can drain the constitutions of the strongest among us.

Your approach and outlook on facing challenges helped with the "renew and refocus" goals of the retreat. I have received nothing but compliments on your presentation and discussion. It lifted spirits and ignited fresh energy to continue the job we do every day.

Thank You again for your contribution to our retreat!

Keep up your great work!

Sincerely,

Kim Ondrizek

Director of Hospice and Palliative Care
VNA of Indiana County – Family Hospice

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