

News From Crossroads House



Spring
2020

Our goal is to provide care and support with love and dignity to individuals and their families as they journey through the dying process. We deliver the very best in comfort care to Genesee, Wyoming and surrounding counties.

Resident Spotlight: Marilyn Dills



Elsie Dae, born on March 10th, met her great-grandmother Marilyn, when she visited Crossroads House on her way home from the hospital.

From the time Marilyn arrived at Crossroads House, she's had a passion to share her experience with others. "I feel extra-gifted to stay here. We all go through this, and it's a great thing for Batavia to have...right in the heart of the metropolis." Her story is very relatable. "I started to have swallowing problems." Michelle, Marilyn's daughter-in-law, took her to a specialist. "I was not excited at all about that. My mother had similar issues. They used an esophagus scope and then a biopsy revealed a malignancy. There's a lot of cancer in the family so I was not shocked to hear this."

"Right now, my time is getting short. I'm not scared, I have no anxiety, I feel at ease..."

Marilyn has already survived ovarian, lung, and breast cancer. Rather than consider treatment options, she said, "Lord, I can't do this again." It was on a Tuesday that Marilyn eventually moved from her apartment at the Manor House to Crossroads House. Her neighbors came out from behind their doors and she received many tearful hugs from them and the staff, as she was wheeled out to the Crossroads House van. "My sons and daughter-in-law all pitched in, and moved me in. I brought some of my own belongings with me, and my own clothing with me. It was a wonderful, easy transition for me: familiar, comfortable, and organized-a beautiful ride across the road."

The gracious demeanor and gentle countenance of this "farmer's wife" (as she calls herself) have endeared her to the staff and volunteers at Crossroads House. "I love this woman," says Elaine Dorris, Lead End-of-Life Doula. Having raised four sons (Tim, Tom, Dan and Andy), been a grandmother to eight, and great-grandmother to twelve (with another due in April) has made Marilyn who she is today. Even though she's experienced heartache with the loss of her husband, Edwin, and son Andy, she is so grateful for her life. She is *happy*.

"She has a very strong faith. She loves where she is but knows that she's going from this life to more life. This is what our Pastor, Roula Alkhouri says, and it has brought us comfort many times," Michelle shares.

(story continued on page 3)

Spring 2020

Our Board of Directors

Jamie Charters, President
Tom Finn, Vice President
Jackie Swinarski, Secretary
Joanne Patri, Treasurer
Charlotte Crawford

Steve Johnson

Wendy Morse

Kari Wilford

Dr. Mary Obear

Kathy Panepento

Robert Friedman, Legal Counsel

Dr. Mary Obear,
Volunteer Medical Advisor

Kathy Panepento RN, Founder

Jeff Allen, Executive Director

Our Staff

Gail Smith, Office Manager

Diane Sia, Director of Development

Emily Crawford, Coordinator of

Volunteer Services

Crossroads House

PO Box 403

11 Liberty Street

Batavia, NY 14021

Phone: (585) 343-3892

Fax: (585) 343-7517

E-mail:

ofc1@crossroadshouse.com

Check out our website at:

www.crossroadshouse.com

Like us on Facebook:
crossroadshouse



Twitter: chbatavia



Smile.amazon.com



Executive Director's Message

When Crossroads House welcomes a resident, we tell them and their loved ones that we are family and we mean just that. Our home is their home. Our volunteers and staff are their new adopted family members. The very reason we exist is to provide the physical, emotional and spiritual care so that our residents and their loved ones can focus on the important business of being family as the days wane. Those bonds are forever, and many of our families remain faithful supporters and even become part of our volunteer family, serving others as we served them.

One of our "Forever Families" are the Clancys- Emmett and Antionette. In the spring of 2000, Antoinette's dad, Samuel Marchese, came to Crossroads House. She said that her dad needed comfort measures in his last days and comfort care homes were a fairly new concept at the time. Samuel's wife, Gloria, and her family trusted Crossroads House to become their adopted family and see that Samuel's needs were met in a loving and compassionate way. Antionette told us "As Crossroads took care of his physical needs it allowed our family to spend more time loving Dad and each other."

When Samuel passed away, Emmett and Antionette blessed Crossroads House with a generous gift that allowed our then, two-year-old home, to do some needed foundational projects. They have remained faithful supporters of our mission of comfort care for the last 20 years. In the fall of 2019, Emmett reached out to Crossroads House to inquire about a special gift opportunity on behalf of Samuel. We discussed several options and finally settled on a dream that our founder, Kathy Panepento, has had for many years; that of a vehicle capable of getting our residents out to enjoy life beyond the walls of Crossroad House. In January, we took delivery of a brand-new wheelchair accessible van funded by the Clancy family. Not only can we get our residents out for day trips when able, but we now have the ability to pick them up on admission day saving, often times, unexpected ambulance costs. This gift takes the comfort care experience to a new level and allows us to offer opportunities to live life to the full.

(continued next page)



Kathy, Deb (holding Boston), Emily, Vinnie, Diane, Jim and John (testing out the chair)

The van, dedicated to Samuel, is a testament to the everyday care that he and every resident receives. “Knowing he was dying with dignity with the help of caring compassionate nurses and staff of the Crossroads House,” Antionette told us, is why they continue to support our home *two decades* after serving her dad and family. “We always remember who cared for our family and we always will. We do not forget, and always want to give back to the community of our roots.”

(And for that, Crossroads House is very grateful. -Jeff Allen)

[\(Click here for news article\)](#)

Thank you!



Sam Marchese and his daughter, Antoinette



Gloria Marchese, Sam's Wife



Antoinette and Emmett Clancy

(continued from cover page)

(Pastor Alkhouri is at Batavia First Presbyterian Church) Marilyn's days at Crossroads House unfold according to how she wants them to. "They've done nothing but make my life more pleasing. I am never alone. It frees my family up; they can stay, drop in at different times. We're all together, we're knit very closely right now." Michelle stops in after breakfast to curl Marilyn's hair. Soon, her visitors start to arrive. "My box of friendships is almost endless. I have friends who have come to see me who were in grade school with me. You can't beat that! It's a lifelong commitment between yourself and others."

Marilyn rests from noon to three each day. She doesn't watch television; but frequently spends time in thought. "It's an easy place to be still. It's not cold and hard, but a very loving, caring place for us. It's cozy and warm and I have my own room. I can have chocolate ice cream at twelve o'clock at night!"

"I'm lucky to have family. Some people have to do this on their own, but there are people here to help you. You do it at your own pace. Nothing is ever pushed on you. I hope many, many people take advantage of it. Your end days are scary. You don't know what's coming. Good luck to you and God bless you."

Marilyn passed away peacefully on 3/20/20 in the loving presence of her family.

It takes a leader:

Geneseean of the Year, our own Jeff Allen!



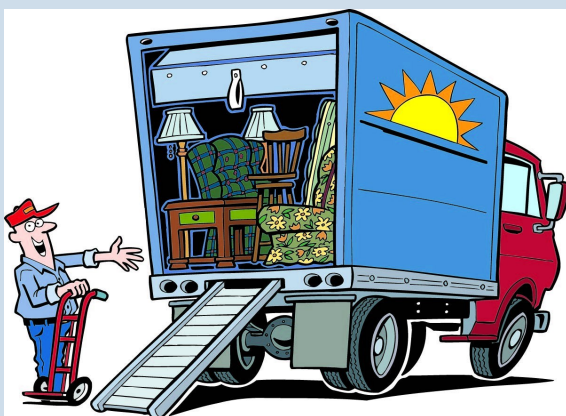
Darla and Jeff Allen

"He notices the little things," says Jamie Charters, President of the Board of Directors at Crossroads House. "What makes Jeff Allen stand out? His unwavering commitment to what Crossroads House stands for: providing the absolute, best care. This means, what does the resident and family want and need? Then, how can we accomplish that for them, because we will." Jamie's esteem of Jeff was shared by those in attendance at the Genesee County Chamber of Commerce's 48th Annual Awards Ceremony in March, where he was honored as the 2019 Geneseean of the Year. Jeff's 25-year career with the Department of Corrections, and work as an Employee Assistance Program Coordinator prepared him to be a leader in every sense of the word. "No ego, get your hands dirty," Jamie says, "And what can I do to help you be successful?" The staff and volunteers follow his lead and are dedicated to providing a comfortable, dignified "good death" for those they have the honor of caring for. Jeff's commitment to our community extends beyond the walls of 11 Liberty Street. He and his wife, Darla, have been volunteers with Care-A-Van Ministries for 15 years, packing bags of food for the needy. It's their "date night." Under his leadership, and with the support of the Board of Directors,

and founder, Kathy Panepento, two other comfort care homes [Gateway Home in Attica and Charlotte House in North Java] were able to have their staff and volunteers trained at Crossroads House in preparation for their recent openings. "Imagine your business provides a service 24 hours a day, 7 days a week, 365 days a year. You provide this service with 75% of your staffing being volunteers, and *you don't charge anything, take any insurance or government payments.* You need a leader of strong faith to believe in it. That is Jeff Allen." ([Click here for video](#))

Have you ever considered getting involved in our community by volunteering?

We invite you to join a terrific group of people who support Crossroads House with their time and talents! For more information, please visit our website for an online application, or contact Emily Crawford, our Coordinator of Volunteer Services, at (585) 343-3892, or emilycrawford@crossroadshouse.com.



(When restrictions on social distancing subside, please watch our Facebook page for information on donating to our Annual Garage Sale in July.)

HELP WANTED: STRONG PEOPLE WITH TRUCKS TO PICK UP DONATED FURNITURE AND ITEMS FOR OUR GARAGE SALE. If you are available during the day on Thursdays, please call us at (585) 343-3892

(Ladies-want to have the house to yourself for a while?
Tell your man about this *wonderful* opportunity!)

It takes a group of caring, dedicated people who want to make someone else's life better...could that be you, too?



Frank at Musical Memories



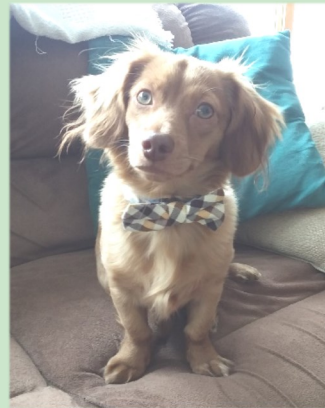
Vinnie at the Car Cruise



Tom and Lisa at the Fall Basket Raffle



Jeff and Kathy at our Garage Sale



Max, a frequent visitor and bowtie enthusiast

Make a Difference!



Lead Doula Elaine with Marilyn



Peppi Cooking at the Spaghetti Western Dinner

-Remembering Our Residents-

We would like to extend our deepest sympathy to the families of the residents
we had the honor to care for since our last newsletter.

(click each name to learn more about these precious people)

[Robert Mills](#)

[Dennis Meyers](#)

[John Rauth](#)

[Mary Jane Strzelecki](#)

[Connie Ficarella](#)

[Russell Severance](#)

[Thomas Perry](#)

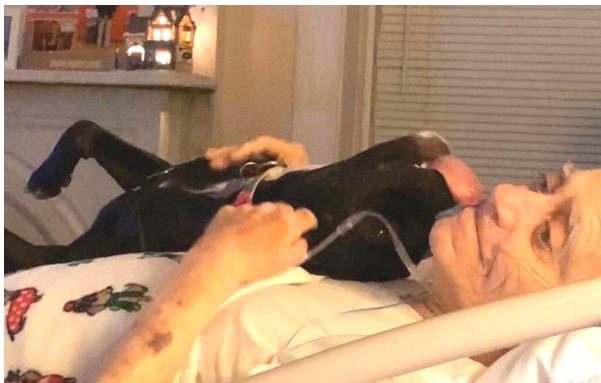
[Jon Martino](#)

[Lance Frens](#)

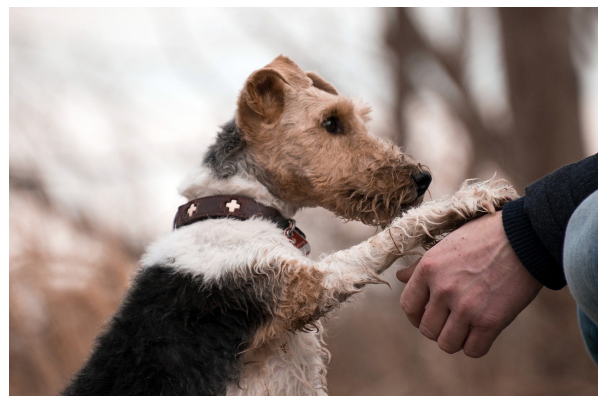
[Paul Ritzenthaler](#)

[Marilyn Dills](#)

"As my husband and I both work in healthcare, we see patients all the time who are unhappy being stuck in a hospital, undergoing treatments for illnesses they will never recover from, but who haven't the capacity to decide that for themselves anymore, so the family continues treatment. And, ultimately, they die there-in an austere hospital room, not wearing their favorite pajamas, not having eaten a home cooked meal in who-knows-how-long, not having looked out a window or sat in a rocking chair or pet their cat/dog. We both agreed it's not the way we would like to go, if given a choice...We are proud to support the work you do at Crossroads House, and hope you will continue doing it for many, many years to come. Although we have never had a loved one stay at Crossroads House, we can only hope that such a service exists for us when we are in our twilight hours on Earth, and that we too will be able to live until we die." -Maryssa Groves, a Crossroads House supporter



An upside-down doggie kiss from Paisley



Best friends are always welcome

Crossroads House: It's about living your best life until your last breath.



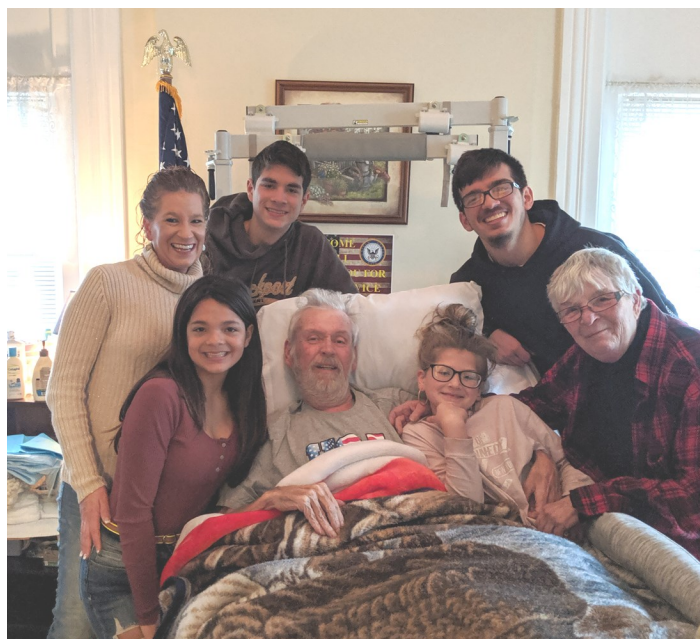
Tom, Attica's Mailman, was thrilled to be "busting out" for a walk with his Granddaughters



Bob with his Wife, Donna



Connie with her Husband, Butch



Russ with his Wife, Barb, and their Family

When time is short, days matter. How you fill them matters even more.



"Wish List"

- Hand Sanitizer
- Disinfecting Wipes
- Mailing labels (Avery 8163)
- Label Maker-M tape 3/8
- Gift Cards: Aldi's, BJ's, Save-A-Lot, Walmart, Tops, and local restaurants for residents' families
- Lotions for men and women
- Cans of ginger ale, 7-Up & juices (small)
- Mixes for: brownies, muffins and cookies, and vegetable oil
- Applesauce & pudding cups
- Butter
- Swiffer Dry Cloths
- Murphy's Oil Soap
- Windex
- HE laundry soap
- Boudreaux's Butt Paste (Walmart)
- Anti-Monkey Butt Paste (Walmart)
- White copier paper
- Half and Half
- 13-gallon trash bags



Sullivan is a star!

His excitement says it all, as we watched from a distance, the parade of 176 vehicles throughout Genesee county on April 5th-the "Corona Convoy." Bruce Scofield of Scofield Transfer & Recycling, came up with the idea of honoring the ones who keep the nation rolling: the truckers, farmers, heavy equipment operators and other blue-collared heroes of this great nation. His network of supporters came, they drove, they donated. Such a feeling of pride was stirred within our hearts at a time when distance divides us. Thank you, Bruce, and all the fine people who participated in and/or donated to the Corona Convoy on behalf of Crossroads House. And thank you, Sullivan, for your expression of what we all felt! **Click below for videos:**

[The Batavian](#)

[The Batavia Daily News](#)

[Video News Service](#)

[Channel 13 Rochester](#)

[Channel 2 Buffalo](#)

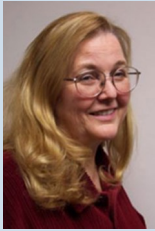
It takes a GREAT community.....

"Thank you!"



- To those who have dropped off wish list items or home-baked treats!
- To the local high school students who earned community service hours by volunteering!
- To our business community that faithfully supports the mission of comfort care!
- To those who remember us in their financial giving!
- To our housekeepers, caregivers, fundraisers and many others who volunteer!
- To the East Hill Foundation for providing funding so we can train others in end of life care.
- To our future residents who will entrust us with their care, and to the families who love them.

"We are a gift to the community made possible by the community."



Crossroads House Pause Update

From Our Medical Advisor: *Dr. Mary Obear*

We all think of the ways that Crossroads House gives to our residents, families and community. Those gifts come by way of one of our most important assets. Our volunteers and staff make this all possible. Without them, we would not be able to provide the high-quality compassionate care to residents. But it's more than that. They are a special community with a shared purpose and commitment. Remember that old expression about "it takes a village...". It couldn't be more true when we talk about Crossroads House. Each person's contribution is unique and special and makes it all work. As such, we have to watch out for each other and assure that the proper safety measures and supports are in place. We do this all the time now anyway. When a death is particularly hard for a caregiver (volunteer or staff) in the house, there is always a friendly shoulder to cry on or a comforting hand to hold. When one of our own falls ill, everyone shows their affection and concern in so many different ways. Although the mission of Crossroads House is to care for dying residents and their families, we also consider ourselves a family and look out for each other.

This is an extraordinary time. We have never seen a health situation quite like this. Even with all the precautions we take, nothing is foolproof. What we do know is that we need to stop the spread of the disease as best we can. Social distancing has been recommended and it's hard to understand how we could even begin to do the work that we do at Crossroads with those restrictions in place. Can you imagine not being able to get close to residents or family members? How could you comfort and soothe the patient? How could you console the family? And volunteers and staff provide so much hands-on care that it is inconceivable that exposures could be prevented.

This is the dilemma we have faced. Given that we could not provide the care that residents and their families want, need and deserve we have made the decision to temporarily step back from resident care until we can guarantee *everyone's* well-being. This was not an easy decision and a measure that we hope will be short-lived so that we can get back to the important work that we do for our residents, families and community.

Due to restrictions on gathering in public, please check our Facebook page and Website to stay informed of our upcoming fundraising events. We will post information in local newspapers, as well. *Thank you so much for your support!*

May: Memorial Spring Basket Raffle: postponed and combined with Annual Fall Basket Raffle Tentative Saturday 10/24

July: Annual Garage Sale: Tentative Wednesday 7/22 through Saturday 7/25

Would you like to donate to our Memorial Basket Raffle in October? This is a lovely way to honor a loved one (could be a past Crossroads House resident, or not). You may drop off a themed gift basket or perhaps donate gift cards that our volunteers can add to a basket. If you would like to send a check and have us shop for you, please indicate "Memorial Raffle" on the memo line of the check. The name of your loved one will accompany the basket. Your personal information will not be on the basket. Please print the information below, and drop off or mail to us. (We will have this form again in our Fall newsletter).

Questions? Call us at (585) 343-3892. *Thank you!*

Memorial Basket Raffle Donor Information Form (tentative date Saturday, October 24, 2020)

Donor Name (s): _____

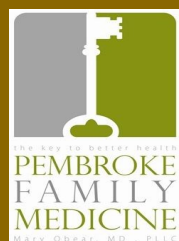
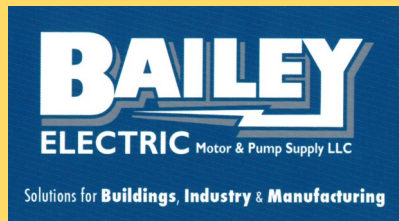
Address: _____

Phone: _____ Email: _____

In Memory Of: _____ **OR** In Honor Of: _____

Thank you Major Contributors to our 2020 Annual Business Campaign!

PLATNUM, GOLD, SILVER & BRONZE Level Sponsors



Thank you to our 2020 Newsletter Sponsors!



Please support the businesses that have a partnership with Crossroads House!

PLATNUM LEVEL SPONSOR

[US Gypsum](#) 585-948-5221

GOLD LEVEL SPONSORS

[Bailey Electric](#) 585-418-5051 [Yasses Trucking and Construction](#) 585-548-5014

SILVER LEVEL SPONSORS

Alabama Hotel	585-948-9994	Artic Refrigeration	585-201-8060
Attica Wine and Spirits	585-591-9463	Bohm Calarco Smith	585-343-5673
Bonduelle	585-494-1500	Breton Construction	585-547-9912
Clinton Crossings	585-813-5611	Ficarella 's Pizzeria	585-343-5545
Gerace Realty	585-343-8434	High Voltage Tattoo & Piercing	585-201-1127
Mancuso Real Estate	585-345-1000	Turnbull Heating	585-209-0305

BRONZE LEVEL SPONSORS

Batavia's Original Pizzeria	585-343-3303	Corfu Veterinary Clinic, PC	585-599-3148
County Line Stone	716-542-5435	Graham Corporation	585-343-2216
Lamb Farms, Inc.	585-948-5777	Northwoods Sportsmens Assn	585-538-4724
Pembroke Family Medicine	585-599-6446	RC Construction	585-768-2313
The Batavian	585-250-4118	Tonawanda Valley FCU	585-343-5627
Wortzman Furniture	585-343-0754		

NEWSLETTER SPONSORS

G. W. Nichols Farms	585-344-0485	Ken Barrett Chevrolet Cadillac	585-300-4966
Mancuso Commercial Realty	585-343-5257	Marktec Products	585-344-4102
S.J. Starowitz Farms	585-548-2626	S.J.F. Construction	585-547-9490

Crossroads House
PO Box 403
11 Liberty Street



Non Profit Org
US Postage
Paid
Permit # 32

DONATE SAFELY AND SECURELY ONLINE

OR BETTER YET...



Would you like to receive our newsletter by email instead?

Contact us at newsletter@crossroadshouse.com along with your mailing address and we'll take care of you.

UNITED WAY CAMPAIGN DONATION

Please consider donating to Crossroads House through a designated United Way Pledge. We are Greater Rochester United Way donor option # **2330**. For Erie county United Way, please write **Crossroads House** as designated charity.

To make a pledge through **SEFA**, please designate # **66-00251**.



Enclosed is my donation of \$ _____

Name: _____

Address: _____

City, State, Zip _____

E-mail address: _____

My Gift is in Memory of (name): _____

Or My gift is in Honor of (name): _____

Credit card information: Visa / Mastercard

Credit Card or **Paypal** account donations
may be made on our website:
www.crossroadshouse.com

Please deduct \$ _____ from my credit card.

Card #: _____

Expiration Date: _____

3 digit number on back of card: _____

**Your contribution is tax deductible as
provided by law.**

Thank you for your generosity!

_____ I have provided for Crossroads House in my Will.

_____ My donation is for the Crossroads House Endowment Fund.

