

Hospice

HONOR EVERY MOMENT



Talbot Hospice Foundation, Inc.

30TH ANNIVERSARY

ANNUAL REPORT 2010-2011



2010-2011

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Talbot Hospice Foundation, Inc.

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410-822-6681

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Designed and Edited by Peg Fitzgerald
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Message from the President and the Executive Director

As we look back on fiscal year 2011, we are thankful to all of our friends in the community who embrace our hospice mission and therefore help us “Honor Every Moment”, the theme of this year’s annual report. Without a doubt the unpredictable economy presented challenges, yet the financial support required to keep Talbot Hospice Foundation strong never wavered. We faced an increased demand for hospice services, and were able to continue our mission of compassionate care and were able to balance the budget for the first time in two years. This was due to the dedication of the Friends of Hospice who brought the 25th Anniversary of The Festival of Trees to life, the incredibly talented committee who created the 30th Anniversary Gala and the devoted members of the Guthrie Society. Thank you to each of you who made this possible in our 30th anniversary year.



Julie Crocker, right, Executive Director and Al Smith, President of the Board.

Facing an unbalanced budget last year, the board of directors approved the institution of a fee for room and board in the Guest Wing in October 2011. This initiative is on par with other hospices which have a residential facility. No one is ever turned away due to inability to pay and we continue to honor every family and every moment of life yet to live. The revenue from the room and board fee provided significant income in balancing our budget.

Hospice care in the community increased 24% over last year and our bereavement programs showed a 26% increase in providing caring support to local residents. Of all the residents that chose hospice care in Talbot County, 25% spent their final days in the Guest Wing. All of this could not have happened without our “hearts of hospice”, the 341 dedicated volunteers who collectively donated 12,731 hours of their talent and time. Our volunteers provide a value of well over a quarter million dollars by assisting us in various capacities.

We are so proud of The Friends of Hospice. Since their inception in 1981 they have raised over 2.5 million dollars for the Foundation and continue to be our largest single donor. We do not know what we would do without them. An additional highlight of the year was our 30th Anniversary Gala held at the Talbot Country Club in May. The delectable food, stunning décor, and top notch band provided a spectacular evening for devoted donors and for new friends. The event raised over \$65,000 for the Foundation.

Throughout the past year we have remained true to our hospice mission as we dedicate each and every day to providing a holistic approach to care for the patients and families we serve. This is poignantly illustrated on the front cover through collaboration between Shore Home Care Hospice and the Foundation. Please read more on this story on page five.

Thanks to everyone for helping us as we *Honor Every Moment* of life.

Julie L. Crocker, MSN, RN
Executive Director

Albert L. Smith
President, Board of Directors

The Talbot Hospice Foundation (THF) was founded in 1981 and has served more than 5,000 patients on hospice and pre-hospice programs. Hospice House was built in 1998 and has served more than 600 patients. THF receives no insurance reimbursement and depends on donations from the local community to provide services without charge to patients and their families. Except for a sliding scale room and board fee in the Guest Wing, all services are provided without charge.

Talbot Hospice Foundation, along with our medical partner, **Shore Home Care Hospice**, provided care and service to 192 hospice patients, an increase of 24% over last year.

The **Guest Wing at Hospice House** served 66 individuals. 25% of all hospice patients chose the Guest Wing in their final days.

Our pre-hospice program, **Pathways**, served 48 individuals offering practical help and emotional support for those with a currently progressing, life limiting illness. Approximately 35% were subsequently admitted to our Hospice Program.

Our **Bereavement** programs served 1,562 community members, a 26% increase over last year. Individual and family counseling was offered through 8 different bereavement programs: Caregivers Support, The Next Chapter, Return to Laughter, Looking Ahead, Survivors of Suicide, Wine and Cheese, Rainbow Days for Children and Holiday Support, a new group meeting at William Hill Manor.

The **Hospice Chaplain** made 903 visits to Hospice and Pathways patients in their homes, in the Guest Wing at Hospice House, at Memorial Hospital at Easton, The Pines, William Hill Manor, Candlelight Cove and Heartfields.

341 dedicated **Volunteers** truly are the "heart of hospice." They donated 12,731 hours, serving in various capacities such as caregivers, home companions, cooks, administrative assistants, fund-raisers, gardeners, board members, housekeepers, decorators and more. This has a value of \$271,934 according to the Independent Sector. They drove 61,119 miles to visit with patients and families.

Community Outreach efforts provided 20 educational hospice presentations, four times more than last year.

Our mission: The Talbot Hospice Foundation offers hope, compassionate support and services to all members of the community facing end-of-life issues. We provide patient/family care, community education and advocacy while respecting both curative and palliative treatment choices.

"How can we ever thank you for all of the acts of kindness you have shown to my husband and me the last couple of years? Because of all of you, Larry keeps bouncing back for which I am very grateful. From special socks, visits, calls and much more, you have shown your love and support. We thank you from the bottom of our hearts and hope that one or more of you will be with us on our 'journey' home. It will be a most comforting and happy time for us."

Larry and Dottie Honer
receiving care under the Talbot Hospice Pathways Program
Spring 2011



A grandson plays melodic acoustic guitar to his grandfather in the Guest Wing of Hospice House. Winter 2011

THE GUTHRIE SOCIETY

Gifts to the Annual Campaign July 1, 2010 to June 30, 2011

We are pleased to recognize members of The Guthrie Society,
donors who contributed \$1,000 or more to the Annual
Campaign from July 1, 2010 to June 30, 2011.

*To be economically prudent and preserve our limited funds for our compassionate programs, all other donations
are listed online rather than printed. Please visit our website at www.talbothospice.org. Thank you.*

LEADERSHIP CIRCLE \$100,000+

* Friends of Hospice

GUARDIAN CIRCLE \$25,000 +

* The Concordia Foundation

* Dorothy Metcalf Charitable Foundation

* Grayce B. Kerr Fund, Inc.

* Seip Family Foundation

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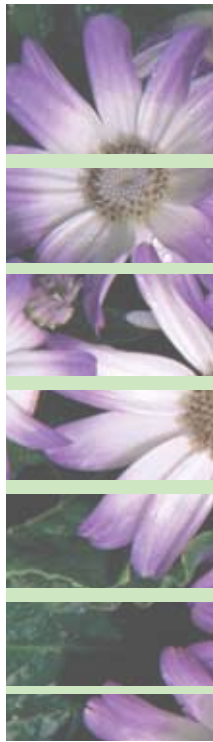
* An asterisk indicates founding member

*Every fiscal year (July 1 - June 30),
donors to Talbot Hospice will have the
opportunity to join The Guthrie Society
with gifts totaling \$1,000 or more
to the Annual Campaign.*

We have made every effort
possible to ensure that this tribute to
our generous donors is accurate and
complete. Kindly contact Kate Cox,
Associate Director, at 410 - 822 - 6681
with any additions or corrections. To
view ALL donations to Talbot Hospice
for fiscal year 2011, please visit our
website at www.talbothospice.org.
You will find the complete lists of
individuals memorialized and honored,
in-kind donors, and foundations.

Financial Highlights

Operating Income



Annual Giving (35%)
\$404,562

Endowment/Interest (19%)
\$221,489

Events/Other (11%)
\$125,198

Friends of Hospice (10%)
Festival of Trees
\$120,000

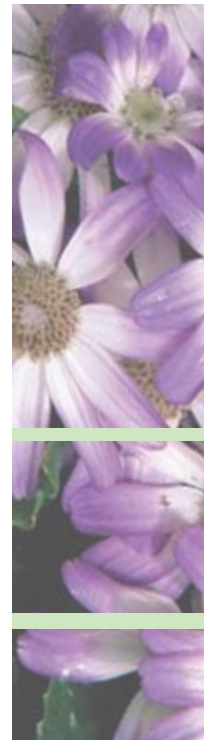
Sliding Scale (10%)
Room and Board fee in Guest Wing
\$120,500

Memorials (9.5%)
\$113,522

Grants/Foundations (5.5%)
\$66,082

Total Income: \$1,171,353

Operating Expenses



Programs (74%)
\$862,714
Programs include:
Hospice in the Community
Hospice in the Guest Wing
Pathways
Bereavement Programs
Volunteer Program
Spiritual Services

Administration (17%)
\$197,062

Fundraising (9%)
\$110,090

Total Expenses: \$1,169,866

Planned Gifts • Warranita P. McMahon

The financial information presented in this document is internally generated. The audited financial statement will be available in December 2011. Documents and information submitted to the State of Maryland under Maryland Charitable Solicitations Act are available from the Office of the Secretary. The donor list in this annual report is comprised of gifts of \$1,000 or more. Please email kcox@talbothospice.org with any additions or corrections. For a complete list of donors for FY10-11 visit www.talbothospice.org or contact Kate Cox, Associate Director at 410-822-6681. Thank you. We are grateful to all of our generous donors.

Our Cover Story

Hospice – We're More than You Think We Are

This year's cover of our annual report is illustrative of the kind of work we do every day to help people live fully until they die. From left to right on the front page are Molly Cotter, RN, BSN, CHPN, Guest Wing Director; Donna Stone, CHPNA, Guest Wing Manager; Kathy Christopher, Guest Wing resident; and Lisa Glessner, RN, Shore Home Care Hospice. Kathy has a neurodegenerative disorder that affects muscle coordination. It is difficult for her to control the movement of her arms and legs. Kathy came to the Guest Wing in August 2010 when her husband, Keith, realized he needed support in the final stages of her illness. When she arrived, the staff noticed that when Kathy was in the shower, her body relaxed, and movement subsided. Together, they devised a therapeutic plan that hadn't been tried before. They took her swimming! This was an extraordinary experience for Kathy, who experienced joy and delight as her body relaxed in the pool. Twelve trips were made to Aquacare, next door to Hospice House. Kathy spent two months with us, which gave Keith time to be her husband, not just a caregiver, and to implement a different care plan at home. They were both so happy when she went home, something that neither of them were expecting when they first came to Hospice House.

Dear Julie,

I would like to extend a big "thank you" to the staff of the Guest Wing, the volunteers and your nurses, Molly and Lida. The care and compassion that was demonstrated to Kathy and Keith was above and beyond. Please let them know my appreciation for their dedication and willingness to work so well as a team to truly provide exemplary care for someone who truly got to experience quality of life while a resident there. It was a lovely example of what hospice care can do for an individual and family experiencing end of life changes. Thanks again to everyone who made this a wonderful chapter in someone's journey.

Sincerely,

Lisa Glessner, RN
Shore Home Care Hospice

Celebrating Compassion - Campaign for Expansion

as of June 30, 2011



Celebrating Compassion Campaign Chair Mike Menzies, left, with Honorary Co-Chairs Sally Akridge and Dick Granville. Dr. Buck Guthrie, not present for photo, is also an Honorary Chair.

Our heartfelt gratitude goes to the individuals listed below who have generously pledged their support to Celebrating Compassion. We have reached the halfway mark - \$2.5 million! Our expansion will include six new Guest Wing bedrooms, a ground floor Bereavement Center with program meeting space, an office for the Hospice Chaplain, two nurse-caregiver stations, a lending library, a private family-gathering room, a commercial kitchen, storage space for loan equipment, additional staff offices, increased parking capacity, a meditation garden, a memorial wall and \$2.5 million dollars in our endowment. Atelier II, Ltd. Architecture of Easton has designed the proposed build out.

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For more information about *Talbot Hospice's Celebrating Compassion Campaign*, please contact Caron Pons, Director of Capital Campaign at 410-822-6681, email - cpsons@talbothospice.org.

30TH BIRTHDAY GALA



30th Birthday Gala co-chairs, Sheila Monahan, left, and Debbie Willse with Gala Chair, Hynda Dalton, center.

In May, Talbot Hospice celebrated 30 years of service to our community with a beautiful birthday gala chaired by Hynda Dalton and co-chaired by Sheila Monahan and Debbie Willse.

This event was very important to our fundraising success in FY11, raising \$65,000 to support our programs for patients and families. We would like to thank Hynda, Sheila and Debbie for an extraordinary evening, and congratulate them once again for their herculean efforts. We also thank sponsors Jim and Cece Koons, Bruce and Sandy Hammonds, Hynda and Tucker Dalton, Dick and Susie Granville, David and Susan Pyles, David and Debbie Willse, and Bruce Wiltsie and Bill Davenport. We also thank table sponsors Dr. and Mrs. Eugene Guthrie, Mary and Bobby Van Fossan and Sheila Monahan.

The 25th Annual Festival of Trees

"A Celebration, Remembering 25 Years", marked the Silver Anniversary of the Festival of Trees and the 2010 event commemorated the momentous occasion in grand style! A wealth of gratitude goes out to the 800 volunteers of Friends of Hospice whose generous time and devotion make the festival possible.

Dr. 'Buck' Guthrie, left, founder of Talbot Hospice in 1981, at the 25th Anniversary of the Festival of Trees with Midge Fuller Menzies, center and Leslie Ware, right, who founded the Festival in 1986. The first festival was planned to honor Virginia Fuller who received hospice care in 1985. Midge and Leslie worked tirelessly assisted by 400 volunteers and 18 committees. The Festival of 1986 raised \$30,000 for Talbot Hospice, had a record 3,500 attendees and 31 beautifully decorated holiday trees.



President of the 2010 Friends of Hospice Board of Directors, (l to r) Shirlynn Shafer, Festival Co-Chair, Claudia Knox and Chair, Mary Lou Macdonald



provided the leadership to raise \$120,000 through their 25th Anniversary event. Pictured above in the Guest Wing at Hospice House, this dynamic trio presents a check to the Foundation.

FESTIVAL OF TREES DONATIONS OF \$3,000 AND ABOVE

*The Crab Claw Inc.
The Historic Tidewater Inn
Mrs. Patricia Fox
Westphal Jewelers*

THE FRIENDS OF HOSPICE IS THE LARGEST DONOR TO TALBOT HOSPICE AND SINCE 1986 HAS RAISED OVER \$2.5 MILLION DOLLARS WITH THEIR EXTREMELY SUCCESSFUL EVENT, THE FESTIVAL OF TREES.

In Loving Rememberance of MARGARET BRINKER FERREE JUNE 8, 1921 - JUNE 21, 2011



Executive Director, Julie Crocker and Maggie Ferree discuss future plans for Talbot Hospice in the conference room, July 2008.

Do all the good
You can
By all the means
You can
In all the ways
You can
In all the places
You can
To all the people
You can
At all the times
You can
As long as ever
You can

Maggie Ferree, Director Emeritus, an ardent supporter of Talbot Hospice, held a positive outlook on life. Above, a favorite piece of prose.

Veteran Recognition in the Guest Wing



Molly Cotter, RN, Director of Guest Wing and Nan Scholley, with patriotic pillows for Veterans.

A new admission practice honoring Veterans began in November 2010 at Talbot Hospice. This veteran recognition program was inspired by Deborah Grassman, a nationally recognized hospice nurse and expert on providing hospice care to Veterans.

Hospice staff and volunteers were trained on ways to interact with patients, allowing veterans an opportunity to be thanked for their service and to speak about their military experiences. For some veterans, it is a liberating experience to articulate their war stories, which sometimes have rarely or never been shared with others. It can make a profound difference in their end-of-life experience.

Thank you to the Bay Side Quilters, the Seven Sisters Quilt Guild of Trappe, Nan Scholley, Lou Diefenderfer, Pennie Naylor and Andrea Sherwood for creating the patriotic pillows, quilts and banners for our veterans.



THE MYSTERIES OF LIFE

By Kate Cox, Associate Director

The symbolism of the hummingbird, the logo for Talbot Hospice Foundation, is fitting for hospice for many reasons. The most common meaning of the hummingbird is 'celebration of life'. The hummingbird brings joy and the ability to feel emotionally 'lighter'. It is seen as a healer and bearer of good tidings. As a messenger, if the hummingbird appears during a time of great sorrow, healing will soon follow. The hummingbird teaches us to appreciate the wonder and magic of everyday existence.

In the world of hospice, we frequently hear stories that reflect the joy and mystery of life, and none did so better than the story that the Kullman family shared with us. Last year, we were honored to serve Joanne Kullman and her family in our Guest Wing at Hospice House. Joanne was with us for ten days before she died on September 4, 2010.

Joe, Joanne's devoted husband, told us about something that happened before Joanne came to the Guest Wing. Joe and Joanne's daughter, Kathleen, lives in Montana with her husband and children. Hannah, one of Joanne's granddaughters, was deeply distressed because she had found a hummingbird that was near death. She called her grandmother in Easton and asked her what to do. Joanne suggested that they say a little prayer for the hummingbird and then told her to feed the bird sugar water with an eye dropper.

Miraculously, the bird revived and opened its eyes. Hannah, an enthusiastic animal lover, was ecstatic. The tiny bird fluttered its wings, and with Hannah's help, perched on her shoulder. They gazed at each other and when Hannah realized it was ready to go, she placed it on the porch railing, gave it a nudge, and it flew away.

At Christmas, Hospice House was adorned by a beautiful little tree decorated with handmade hummingbird ornaments, each bearing the name of a Guest Wing patient who died during the year. Donna Stone, our Guest Wing Manager, carefully wrapped up Joanne's hummingbird ornament and Joe carried it to Hannah in Montana. Joe said that it is now one of her most prized possessions.

Joe wrote to us after Joanne passed away. "On behalf of our family and friends, I thank you and your entire staff of caregivers, volunteers, and all who are a part of Talbot Hospice Foundation. From our very first meeting with Molly and Donna, Joanne and I just knew that we were blessed to be able to receive the loving care of you and your people."

We still stay in touch with Joe, and are deeply grateful to him, Joanne, and their family for sharing this wonderful story with us that magically reflects the heart of our mission to celebrate life every day.



Joanne Kullman with her granddaughter Hannah, about five years ago, enjoying the open skies of Montana.



Hannah and the hummingbird share a special quiet moment on the porch after the tiny bird was revived.



Hannah's gentle shoulder and peaceful composure provide respite for the hummingbird.