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NONDISCRIMINATION POLICY

Talbot Hospice complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

From the Executive Director



As our fiscal year 18-19 ends, we find ourselves reflecting on the meaning and importance of hospice care. Talbot Hospice has been intent on preserving the mission and guiding values that are the foundation of our work. This year we began a remarkable number of initiatives, despite difficult financial hurdles and a tough regulatory climate. These programs ensure that Talbot Hospice is in keeping with our mission to serve our community and meet the ever-changing needs of Talbot County.

Our Annual Report highlights our financial status, successes, and accomplishments; however, it is because

of you, our donors and community, that Talbot Hospice is able to provide these incredible services. Thank you!

We are deeply grateful to our donors, community partners, sponsors, supporters, staff, and volunteers who partner with us in our efforts to create and ensure extraordinary care of our friends and loved ones at the end of life.

Here is a snapshot of some of our accomplishments this past year:

- **Talbot Hospice** experienced nearly a 10% increase in number of patients served from last year
- Our Pathways Program demonstrated a 28% increase in clients served
- Bereavement services and programs expanded: An increase of 111.7% in number of clients served. We offer more services than ever in the history of Talbot Hospice
- We launched our **community home-based Palliative Care Service** for individuals living with chronic, serious illnesses, which was met with overwhelming support
- We provided **Pediatric Hospice Services**; the rewards of caring for both a monthold infant and the mother are without words
- We held our first Children's Bereavement Camp
- Our **Volunteers** provided just under 17,000 hours of service!
- We provided \$758, 000 in charity care and services this fiscal year
- Talbot Hospice was named "Outstanding Non-Profit" for 2019 by the Talbot County Chamber of Commerce—what an honor!
- We were voted "Best Hospice Care" by What's Up? Eastern Shore Magazine's Best of 2018 Reader's Poll!

In the following pages, you will read about the year in review. Thanks to you, we continue to preserve and provide end-of-life services as we have for over 38 years. Your support is instrumental to our success and our and our ability to provide comfort and care to our patients and families. Philanthropic gifts are essential to helping us cover the costs of uncompensated programs and services.

We still have opportunities to strengthen our bottom line and add new services, and I hope that this report demonstrates Talbot Hospice is making good progress. Thank you to my staff, management team, volunteers, and the Board, for taking so much initiative themselves, and working extremely hard to be the premier resource for hospice, palliative care, and grief support services in Talbot County.

Vivian Dodge, Executive Director

Verean M. Wodge



From the Board President



As I begin my second year as Board President, I am filled with optimism about the future of Talbot Hospice and eager to engage the challenges we face as a non-profit organization. I am fortunate to be part of a Board of Directors who come from diverse backgrounds in our community and are deeply dedicated to providing the best quality of care to the patients and families of Talbot County. They include those in our programs of Palliative Care, Pathways, and Bereavement Support as well as those directly under hospice care. We will continue to invest in programs which address the needs

of those facing a terminal or life threatening illness.

I am extremely grateful for the continued and growing financial support of our generous donors. As a non-profit hospice, we rely on donations to fund more than a quarter of our operating budget. Many of these donors have experienced the benefits of hospice care for a family member, loved one, or close friend. Our newly created Planned Giving Program for including bequests to Talbot Hospice in wills and estate planning also helps our financial needs. Donations allow us to accept all patients into hospice care regardless of their ability to pay.

As an active volunteer, I witness the tender and compassionate care which is provided by the hospice staff to those either in our twelve bed Hospice House or at their place of residence. This includes attending to the needs of family members who are undergoing the emotional strain of losing a loved one. The presence of trained volunteers also contributes to the comfort of both patients and families. As a veteran it gives me special joy to take part in honoring veterans who have entered hospice care, recently including those who have served in WWII, Korea and Vietnam.

Any activity engaged in medical care is tightly controlled by compliance regulations. We are very fortunate to have an Executive Director, Vivian Dodge, who has a strong background in hospice compliance and we strictly adhere to those requirements. We will never waiver in our commitment to the highest ethical standards at Talbot Hospice. I am very proud to be part of this special organization which has recently been recognized as the 2019 Outstanding Nonprofit by the Talbot County Chamber of Commerce.

Sincerely,

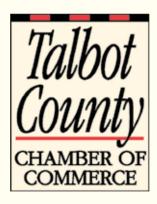
Steve Slack

President, Board of Directors

Ive Slach

Cover: Julie Stevenson captured this beautiful photo of a rainbow over Hospice House in May.

Talbot Hospice Receives Awards

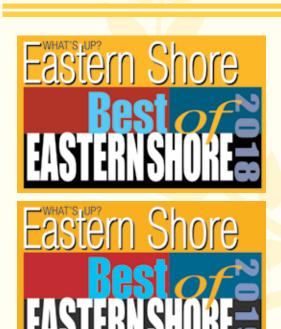


We are pleased to announce that Talbot Hospice has been named the TALBOT COUNTY CHAMBER OF COMMERCE OUTSTANDING



Talbot Hospice Team members enjoy the awards ceremony (I-r) Molly Kirsch, Caron James, Lisa Rizia, Kate Cox, Vivian Dodge, and Denise Ziegler.

NONPROFIT FOR 2019. "We are honored and proud to have been chosen for this prestigious recognition," said Vivan Dodge, Executive Director. "This award represents the dedication, creativity, and commitment of my staff and volunteers to serve the community via our various programs and services." Talbot Hospice and other business award recipients were recognized at the Chamber's Annual Awards Dinner August 22 at The Oaks in Royal Oak.





We are also excited to have won WHAT'S UP?
MAGAZINE'S BEST OF EASTERN SHORE 2018
AND 2019 READER'S POLL FOR HOSPICE CARE.

Many thanks to all who voted for us! Our team of doctors, nurses, social workers, chaplains, nurse's aides, and volunteers are to be congratulated for the exceptional care they give day in and out for the patients and families we serve.

THE GUTHRIE SOCIETY

We are pleased to recognize members of the Guthrie Society, donors who contributed \$1,000 or more to the Annual Campaign from July 2018 to June 2019. Sustaining members, those who have given for five consecutive years or more, are indicated by bold type.

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Dr. Frances Seymour Michael D. and Barbara E. Sheridan Our first bereavement camp, held in May, served 13 children who had experienced the death of a loved one. The two-day adventure program provided them an opportunity to process their losses in a healthy, peersupported environment through structured activities. We laughed and cried, shared love and compassion, and imparted coping skills that we hope will help sustain these children through their life-long healing process.

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The Menzies Society is named after one of Talbot Hospice's most dedicated volunteers and supporters, R. Michael S. Menzies, Sr., and recognizes donors who have given five or more consecutive years. Mike was a board member for six years, serving as president in 2007 and 2008. He chaired the capital campaign from 2008-2012, helping to raise \$6 million for the building project. We are grateful for the loyal support of the following members of the Menzies Society.

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Talbot Hospice Caregivers,

On behalf of our entire family, we would like to extend our sincere would like to extend our sincere appreciation and gratitude for the appreciation and gratitude for the compassionate care you provided to our compassionate care you provided to our compassionate care you provided to our to come to the decision that it's time to to come to the decision that it's time to staff made the choice much easier your accept. From our first encounter your accept. From our first encounter your extraordinary! We so appreciate of extraordinary!



past fiscal year. As part of the We Honor Veterans Program—a partnership with the Veterans Administration and National Hospice & Palliative Care Organization (NHPCO)—Veterans are honored with a special pinning ceremony conducted by our staff and Veteran volunteers. The Veteran patients also receive a quilt and pillow hand crafted by Bayside Quilters and are read a poem of gratitude.

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Dear Friends at Talbot Hospice,

Death is a gentle teacher, I

have learned - a time of loss
have learnedt, but also a
and abandonment, but also a
and abandonment, but also a
and embrace.
time of kindness and embrace.
You took such good and loving
You took such good and loving
are of my dear husband care of my dear husband and of me. Thank you for all
and of me. Thank you for all
of your comforts in this season
of your sorrow.

Mr. and Mrs. James Koons Mr. and Mrs. Roger K. Krhounek Mr. and Mrs. Albert J. Kubeluis Mr. and Mrs. Robert Ladue Mr. Karl Lemp Mrs. Evelyn M. Leszczynski Mr. and Mrs. James Liesener Mr. and Mrs. Robert E. Malesardi Mr. and Mrs. Alex J. Mandl Mr. and Mrs. Stanley Martin Mr. and Mrs. William McAllister Mrs. Catherine C. McCoy Mrs. Joanne P. McCoy Mrs. Dana McGrath Mr. Ralph McNeal, Jr. Mr. and Mrs. Tom Mendenhall Mr. and Mrs. George Meyerle Mrs. Ethel Ann Milby Mr. and Mrs. Richard S. Miller Mr. and Mrs. Thomas Mitchell Mr. and Mrs. Herbert B. Mittenthal Mr. and Mrs. Frank Mosier Mrs Hamish S Osborne Mr and Mrs Frnest Oskin Mrs. Carol Patterson Mr. Mark L. Pellerin Mr. and Mrs. Joseph E. Peters Mr. and Mrs. Robert Petizon Mr. and Mrs. Laurence Pratt Mr. Anthony J. Principi Mr. and Mrs. William N. S. Pugh, Jr. Mr. and Mrs. David C. Pulzone Mrs. Ellen S. Rajacich Mr. and Mrs. James Reed Mr. George Reed Mr. and Mrs. Bryon Reilly Retirement Community of Easton, Inc. Dr. and Mrs. William G. Ritchie Mr. and Mrs. Junior Rizia Mr. and Mrs. Timothy Roche

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A bride-to-be shares a glimpse of her wedding dress with her grandfather.

I feel very much at peace this
I feel very much at peace this
in large
morning and know it is in large
part due to the knowledge that
working together, you and your
working together, you and your
and
wife's last few weeks so safe
my wife's last few weeks so safe
my wife's last few weeks so safe
and comfortable. The end came
after she and I sat quietly alone
after she and spoke over a glass
together and spoke over a glass
of wine as we've done thousands
of wine as we've done thousands
of times over our 48 years. When
of times over our 48 years. When
she was content to go she simply
she was I am for your considerable
me as I am for your considerable
professional experience.

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The Margaret B. Ferree Legacy Society recognizes donors who have made a planned gift to Talbot Hospice. Maggie Ferree was the embodiment of stewardship and generosity on the Mid-Shore. She was an early advocate for the hospice concept of care and served on the board for repeated terms. Mr. and Mrs. Thomas T. Alspach Mrs. and Mrs. David F. Bent, Jr

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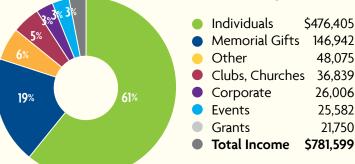


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19%

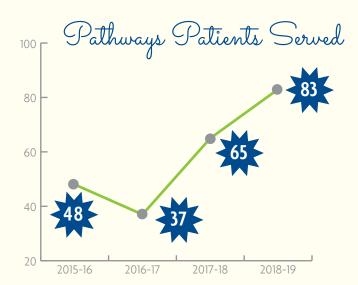
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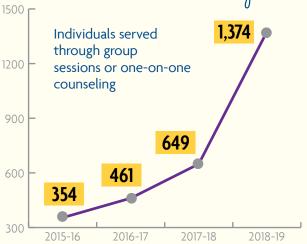
Volunteer Hours of Service







Bereavement Program 1,374 Individuals served through group sessions or one-on-one



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



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