

2015–2016 *Annual Report*



Talbot Hospice 

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*Photos by Melissa Grimes-Guy;
front and back cover, pages 2 and 4*

Dear Friends,



Talbot Hospice has just completed its first full fiscal year as a general license hospice, with all personnel, services, and programs gathered under one roof, one Board of Directors, and one leader. In 2013, the state of Maryland issued new regulations that made it impossible for us to continue as we were. As a result, we have grown and we have changed. Along the way, we have come to realize how this change has benefitted the community we love and serve. Growth doesn't just mean bigger—it means stronger, able to do more, and doing it better.

The goal of any great hospice is to reach every person and family that wants to be helped and supported by hospice services. In

Fiscal Year 2016, Talbot Hospice served 191 patients and their families. We have shown significant growth in the number of patients served in Talbot County, and have ended the year at a rate that exceeds the Maryland average in the number of people that have been on hospice at the time of their death. Our challenge continues to be helping the public understand what hospice means and what it offers.

Hospice services are provided by a team of nurses, social workers, volunteers, physicians, home health aides, pharmacists, bereavement coordinators, and chaplains who are willing to travel to wherever a patient calls home—their own homes, nursing facilities, or our own Hospice House—to provide care and support. The Medicare Hospice Benefit is a rich benefit that helps people stay in control at the end of life, setting goals and making decisions that allow them to end their days as they wish. Hospice services are presented as a “menu,” letting patients elect what they feel will be the most helpful to them at any given time. Families are beginning to understand that starting hospice services earlier surrounds them with support as they are coming to grips with end-of-life issues, and doesn't obligate them to anything more. Patients may go on and off hospice care, and even “graduate” from hospice if they improve and return when they are eligible again.

Because we have such a strong clinical team, we are able to support patients with more complex conditions and needs than we could in the past. Patients and their families have access to nurses and physicians 24 hours a day, 365 days a year.

In our new model, a registered nurse will serve as Clinical Director of our Hospice House, allowing us to better care for our patients and serving as a resource for our staff of certified nursing assistants/medical technicians. We have formed partnerships with local businesses such as Hill's Pharmacy. Our team has added physical, occupational, speech, and music therapists to individualize the care for each patient. We have a strong working relationship with the Palliative Care team and the discharge planners at the hospital.

Last October, we cut the ribbon on our newly renovated and expanded facility on Cynwood Drive. The Eleanor A. Koons Hospice House has allowed us to increase our patient rooms from six to a potential of twelve. To date, we have opened three more beds, for a total of nine. These nine beds have been full for the last several months, and at times we maintain a small waiting list. Conversations will begin soon regarding when we might apply for the license needed to open our remaining three beds. The Clark-Guthrie Center has enlarged our administrative space to allow us to house our physicians, nurses, social workers, and home health aides, add new bereavement support groups which benefit anyone in our community who is grieving a loss, and

open a second conference space which allows us to do special trainings as well as offer meeting space to organizations in our community.

Ultimately, our success depends upon how the citizens of Talbot County feel they have been served by Talbot Hospice. Our overarching goals are to serve our patients and families with dignity and respect, give them choices, and provide them with real help in whatever they are facing—pain, fear, loss, exhaustion. Our most significant achievement of the year is that our patient satisfaction surveys are very strong. Our most recent quarter results show that 100% of the families who return surveys would recommend Talbot Hospice to others. We score above state and national averages in such measures as support for religious and spiritual beliefs, getting help with symptoms, treating family members with respect, getting timely care, and communication with the hospice team.

We are perfectly positioned to become the world class hospice we have always aspired to be, with our new Board President, Diane Rohman and our new Executive Director, Vivian Dodge at the helm. Between them, they have the knowledge, creativity, and strength to consolidate the gains we have made and lead us to greater heights. Diane and Vivian have a deep respect for our staff, for our volunteers, and for the history of our unique organization. I leave my tenure as Board President knowing that Talbot Hospice could not be in better hands to face any challenge that may lie ahead.

Providing excellent hospice care means continually learning and growing. What has not changed and will never change is our deep commitment to serving the people of Talbot County. We are grateful for the support we have received for the past 35 years that has allowed us to thrive. We seek to repay that support in loving and compassionate care.



Susan Piggott, President
2015–2016 Board of Directors

The Conversations Continue... *Charting the Progress*

Since we began our Talbot Conversations educational initiative in February significant progress has been made toward our goal to assist as many people as possible with understanding their choices at the end of life, completing their advance directive paperwork and sharing their wishes with their family and physician.

- **More than 350 people** attended the presentation at the Avalon Theatre by Dr. Angelo Volandes, author of *The Conversation*.
- **25 doctors and healthcare professionals** attended a breakfast meeting the following morning for a private session with Dr. Volandes.
- **Reached countless numbers of listeners** through a WCEI interview in February about Dr. Volandes' presentation and the importance of advance care planning.

- **13 businesses and organizations** have become CHAMPIONS advocating for the issue of making end-of-life choices. You can be a Champion, too!
- **20 presentations** have been made to civic groups, organizations, businesses and churches reaching more than 600 people. We're available to speak to your group, too!
- Since April, **30 individuals** have come to Talbot Hospice on the 2nd Tuesday of the month to get help completing their advance directive (AD) paperwork. Mark your calendar for the next session September 13 at 11 a.m.!
- We are working toward a goal of **100% of staff and board** completing AD paperwork.

HAVE YOU HAD THE CONVERSATION?

Call us, we can help! 410-822-6681.

Artist-in-Residence Program Announced

by Caron Pons



Wendy Van Nest

As part of our unique continuum of support services, Talbot Hospice has created an Artist-in-Residence (AIR) Program. The Artist-in-Residence, during a year-long residency, will collaborate with patients and their loved ones in creative ways. Using various forms of art, families can work with the AIR to tell their stories, explore and express their feelings and sentiments and transform those emotions into art. The AIR will help facilitate ideas with the

intention of creating a lasting legacy that captures the specialness of the individual through a favorite memory, for example.

Wendy VanNest, who for 14 years has been Director of the Pathways program at Talbot Hospice, brought the idea to the staff in May. Wendy says she was inspired by Zen Hospice Project in San Francisco, which, according to its website, may very well have created the first AIR program at any hospice organization in the country. "I was struck by their program and immediately thought it would be a good fit for Talbot Hospice and for me as I continue my work here," Wendy said. Wendy is an artist with a background in editorial illustration and has long been creating artwork for Talbot Hospice including holiday and sympathy cards, posters, collages and illustrations. She was the artist for the 2007 Festival of Trees. Wendy will serve as the first Talbot Hospice Artist-in-Residence and develop the program.

Wendy is currently working toward her certificate in Thanatology—the study of death, dying and grief—at the National Center for Death Education at Mt. Ida College in Newton, Massachusetts. Her final project, "The Art of Losing My Mother; Anticipatory Grief Observed," focuses on the use of creativity as a tool for meaning-

making before a death. She hopes to bring awareness to the process of anticipatory grieving; that it can be a time of personal growth and creativity. "The urge to create is part of being human," said Wendy. "I believe that art in all forms can be used to make meaning for caregivers and their loved ones. Creativity may enrich their limited time together. For example, I found it much easier to articulate my keen awareness of the impending loss of my mother through art rather than in words. I realize in hindsight that the art I created of her and for her are visual eulogies."

One example of how Wendy intends to share her talents with Talbot Hospice families is to provide a pen and ink and watercolor sketch of a special item or an illustration

of a memory that is particularly meaningful. The image can include a person's name, a song lyric, poem, quotation, bible verse, or any language that is significant. This memento is a gift from Talbot Hospice at no cost.

He loved his work.



"Our Artist-in-Residence Program is an exciting initiative that will provide opportunities for families to express emotions in ways that words may not capture," said Executive Director Vivian Dodge. "Through this program we hope to enhance the lives of people we serve in new ways. We are very proud to have Wendy spearhead this initiative, and we are thrilled she is named our

she loved picnics.



first Artist-in-Residence. This AIR program is just one of the many creative ways we offer support to our families."

Local creative and performing artists will be invited annually to submit proposals for the residency with the requirement of actively contributing their artistic skills in ways that will benefit Talbot Hospice patients and families.

Talbot Hospice will offer space for the AIRs to exhibit or perform their work and time for presentations to the staff, volunteers and Board of Talbot Hospice on what has been learned and contributed through their AIR experience.

For more information about the Artist-in-Residence Program at Talbot Hospice, contact Wendy VanNest at wvannest@talbothospice.org or 410-822-6681.



Letters from grateful family members

"Words are inadequate to express our heartfelt gratitude to nurses, staff and Pastor Jody Gunn, who so graciously provided the loving care that my husband received at home in his final days. The support that we received was incredible, and you are an amazing organization. The compassion and support reflected from your staff carried our family through a very difficult time, and we are most grateful. Please accept our sincere thanks."



"My family and I are grateful for the thorough, knowledgeable and caring attention you provided to my husband. The services he received from Talbot Hospice made it possible to honor his wish to remain at home. He was given tender and compassionate care which kept him comfortable. We are blessed that Talbot Hospice was here to help us through the last chapter of his life."



"I am so thankful for Hospice and the care and support my dad and family received during his illness and even after his passing. Special thanks go to our nurse, Tonya, who has such a sweet, quiet, reassuring spirit; to Betsy and Ms. Pete, who were so patient when I called almost every night; to Ruth Ann, who made my dad laugh and eyes light up when he saw her; to Ms. Phyllis, who supported us with kindness and love above and beyond and helped us understand what we were going through; to Ms. Pat, who sat with my mom and comforted her and even drove her to get her hair done; to Gordon and Kathleen, who, though we only met once, left a big impression; to Lori, who does such a wonderful job with her volunteers; to Lisa May and Pastor Gunn, who ministered to our needs. To all of our Hospice Angels, we thank you."

Pathways Program *Bridges the Gap* by Caron Pons

When Nancy Wells' mother began to show signs of dementia and failing health, Nancy was faced with the dilemma many adult children encounter—struggling to balance work and care for their aging parents.

As an only child, her mother's care falls solely to Nancy. Each morning she stops in on her way to work to make sure her mother has eaten breakfast, taken her medications and has everything she needs for the day ahead. Although Nancy hired someone to come in one day a week to help with cleaning and laundry, she knew as time went on she would need more support.

After seeing Talbot Hospice's Facebook post about the Pathways Program, Nancy decided to call and inquire about her mother's eligibility for the program. According to Director of Pathways Wendy VanNest, Nancy's mother, Lois Dabbert, fits the profile for Pathways. "Mrs. Dabbert still wants to be independent, but as her health declines, it's important that she and Nancy have resources available to tap into."

Pathways is an outreach program of supportive services for people diagnosed with a life-limiting illness who might still be seeking curative, palliative and life-extending treatment and who are not yet ready for hospice care. The program is open to people in the late stages of long-term chronic conditions who have been given a prognosis of a year or less by their physician. Pathways provides non-medical support that can be beneficial in preparation for future hospice care. The focus is on improving quality of life for patients, their families and caregivers by anticipating needs and offering advocacy, education and respite care. Services provided by trained volunteers can include companionship and respite for the caregiver, local transportation, light housekeeping and meal preparation. Consultation and coordination of services with other community resources and with patients' own healthcare providers is also offered. There is no charge for Pathways services.

In February Wendy assigned Talbot Hospice volunteer Mary Campbell to visit with Lois once a week. "Mary is that extra set of eyes and ears," said VanNest. "She is insightful and vigilant and knows when to report concerns." The relationship quickly evolved from stranger to companion to "comrade in cooking." Initially they would watch animal

shows on TV—*The Dog Whisperer* is Lois's favorite. Gradually they moved to sitting on the porch, taking walks and walking to Safeway for groceries. They even went for a pedicure one day. Before long, Mary identified a need for nutritious homemade meals and turned it into a hobby that the two of them look forward to each week.

"All the credit goes to Mary," said Nancy. "She is not the kind of volunteer to sit there. She is one in a million! That's a day my mother really looks forward to." Through the Pathways program Nancy also discovered much-needed support for herself at the Caregivers Support Group offered weekly at Talbot Hospice. Every Thursday afternoon she found she could come in and share her story with other people who were experiencing similar situations. "I was filled with guilt," Nancy said. "Coming to the group gave a boost to my week."



Lois Dabbert and Mary Campbell

Mary Campbell took the Talbot Hospice volunteer training course in March 2015, and has worked primarily as a companion with several Pathways patients over the past year. She and her husband retired to Maryland in 2006 from Massachusetts to sail on the Chesapeake Bay. Mary previously worked for Home Instead and is certified to work with Alzheimer's patients. She also volunteers for St. Vincent DePaul's food pantry and at Bayleigh Chase as a

"friendly neighbor" visiting people who don't have relatives locally. According to Mary, this is her time to give back now that she's retired. "To be able to help people at a critical time in their lives is so fulfilling," said Mary. "I love it!"

When you enter Lois's home, it is apparent that her family is very important to her. Pictures of Nancy and her son fill the walls and tables. Lois and Mary banter easily, and the subject quickly gravitates to food. When asked if she likes to cook, Lois quickly replies, "No!" with a big smile. Mary interjects that Lois is the sous chef and that she loves dessert. "Chocolate is my favorite!" says Lois. Mary and Lois cook meals and divide them into small containers to freeze for a later date—chicken, spaghetti, vegetables, etc. "Having Mary here breaks up the monotony," says Lois.

When Lois turns 90 in a few days, she and Mary plan to bake a birthday cake to celebrate. For her birthday, she says she would like a new pair of slippers and to go on a drive through the mountains of Western Maryland.

If you have questions or are interested in the Pathways Program, the weekly Caregivers Support Group or volunteering for Talbot Hospice, please contact us at 410-822-6681 or visit our website at talbothospice.org to learn more.

Message from the Executive Director



As I pen this message to you, I reflect on the past five months working with Talbot Hospice, and I am struck by how far we have come in a short time. Many have inquired of me “Why Talbot Hospice?” During my tenure as a consultant and interim executive director, I quickly realized Talbot Hospice was a gem in hiding. The staff, the Board, the community in which we live provide an array of endless possibilities and talent. I fell in love with Talbot Hospice.

As you are aware, change is one constant in our lives. Some change brings new opportunities while other changes are an opportune time to view things from a different perspective. Milestones have given us plenty

of opportunities over the course of this year to reflect on the value of community tapestry: how the organization has endured, the benefits we offer to the community we serve, and how and why Talbot Hospice has maintained its support for 35 years.

Becoming a Medicare-certified health care provider has certainly not been without its challenges, however, I am encouraged by the steady growth in our census and how the staff has responded to many organizational changes. We reached a new high mark in our census for Talbot County, and I am confident of ongoing future growth. Our goal is to ensure that every patient in Talbot County who could benefit from hospice and the Medicare Hospice Benefit have access to services if they desire.

Yet, we still have work to do.

Compassion takes many forms. It is the caring physician, the nurse and nursing assistant at the bedside, the volunteer who sits quietly in companionship, the fragile conversations handled by the bereavement counselor, the friend who holds our hand, and the lifelong partner whose days are devoted to a loved one's comfort. We have a professional and expert clinical team that truly live the mission of putting patients and families first. Our team is available 24/7/365 to admit and care for and respond to patient and family needs. I am blessed with a strong management team... one that responds to changing needs.

Our Bereavement programs serve not only our hospice families, but are open to the community at large, which demonstrates our commitment to give back to the community. Our Volunteer programs are offered by dedicated and giving individuals. Our Pathways Program is a volunteer service for persons with life limiting illnesses who may be seeking curative, palliative or life-extending treatment and who are not ready for hospice care.

Talbot Hospice has accomplished a lot and should be proud of what an essential service we are providing our community. I know working together we can continue to help our patients and their families face end-of-life issues with dignity and love. We have a strong foundation; now it is time to build it even more in this coming year.

Patient care is of utmost importance to me, to you, to all of us... that is why we are here.

Through thick and thin, the well-being of the patients and their loved ones was, and still is, why we are Talbot Hospice.

A handwritten signature in cursive script that reads "Vivian M. Dodge".

Vivian Dodge MBA, BSN, RN
Executive Director

Thank You

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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 \$5.4 million for the expansion. We are gratified by the loyal support of the following members of the Menzies Society.

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 Mr. and Mrs. Paul E. Kenton
 Mrs. Carol S. Kilbourn
 Mr. and Mrs. Frank D. Kittredge
 Mr. and Mrs. George Scholley
 Mr. and Mrs. Michael D. Sheridan
 St. Mark's United Methodist Church
 Mrs. Genevieve J. Townsend
 Mr. Wilmer J. Waller

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 Ms. Rene Bond
 Bozman United Methodist Church
 Mr. and Mrs. Donald W. Chlan
 Mr. and Mrs. Douglas A. Collison
 Mrs. Joan W. Cox
 Mr. and Mrs. Richard M. Crowley
 Mr. and Mrs. H. H. Dawkins Jr.
 Mr. and Mrs. William W. Duncan Jr.
 Mr. William H. Dunton
 Mrs. Thomas Dwyer
 Mr. and Mrs. George P.A. Eysymontt
 Mrs. Margaret W. Frampton
 Mrs. Carol Friedel
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 Mrs. Doreen C. Getsinger
 Mrs. Shirley Gooch
 Mr. and Mrs. Jay Grady
 Mr. and Mrs. Richard C. Granville
 Mr. and Mrs. David Hazen
 Mr. and Mrs. Thomas E. Hill
 Mr. and Mrs. Edward F. Kilduff
 Mrs. Isobel M. Krouse
 Mr. Kunz Lesser
 Mrs. Sharon F. Lighty
 Mr. and Mrs. C. Boyd Madary
 Mrs. Frances H. Maffitt
 Mr. and Mrs. Donald W. Meritt
 Mr. and Mrs. John A. O'Brien
 Mr. and Mrs. Sumner Parker
 Mr. Robert C. Paulus and
 Ms. Joanne Magruder
 Mr. and Mrs. Edward D. Powers
 Mrs. Martha Read
 Mr. and Mrs. Thomas H. Reynolds
 The Honorable and Mrs. Calvin R. Sanders
 Mrs. Jacqueline R. Scarborough
 Schulman Foundation
 Mr. and Mrs. George W. Seger
 Mr. Charles Semans
 Mr. and Mrs. W. Rembert Simpson
 Mr. and Mrs. Robert L. Van Fossan, Jr.
 Mrs. Sara A. Woodall

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 Rev. and Mrs. Gilbert W. Anderson
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 Mr. and Mrs. Joseph M. Anthony
 Mr. and Mrs. Rasmus Apenes
 Mr. J. M. Bahrenburg
 Mr. and Mrs. David C. Baker
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 Mr. and Mrs. Thomas W. Baxter
 Mr. and Mrs. Alan W. Baynard
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 Mr. and Mrs. Marion W. Bevard
 Mr. and Mrs. Donald G. Bickert
 Mrs. Shirley R. Blades
 Mr. and Mrs. James Y. Blankner
 Mr. and Mrs. Thomas H. Bliss
 Mr. and Mrs. James E. Britt
 Mr. and Mrs. Kitredge Buritsch
 Mr. Alan Cassidy
 Mr. and Mrs. C. Paul Cox III
 Mr. and Mrs. Hank Cumberland
 Dr. and Mrs. Tucker Dalton
 Mr. and Mrs. Steve Doeher
 Mr. and Mrs. H. Wade Dudrow
 Mr. and Mrs. Walter W. Duncan
 Mr. and Mrs. Gary Ehlig
 Mrs. Joyce Ferris
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 Mr. and Mrs. Clayton Fisher
 Frederick W. Richmond Foundation, Inc.
 and Mr. and Mrs. Timothy Wyman
 Mr. and Mrs. L. Charles Fricker
 Mr. and Mrs. Glen Gannon
 Mr. and Mrs. Kenneth H. Gibson
 Mrs. Rita Granger Cover
 Mr. and Mrs. Paul R. Haddaway
 Thomas H. Hamilton Foundation, Inc.
 Ms. Lana W. Harding
 Mrs. Katherine R. Herbert
 Mr. and Mrs. Steve Hershey
 Mr. William C. Hickson
 Mr. and Mrs. Haines B. Holt
 Hon. William S. Horne
 Mr. and Mrs. Peter B. Howell
 Mr. and Mrs. Abner Kingman
 Mr. Norman P. Klug
 Mrs. Veronica Lee
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 Mrs. Maureen K. McCullough
 Dr. and Mrs. Donald R. Merryfield
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 Mrs. Margaret C. Wallace
 Mrs. Jean C. Walters
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 Methodist Church
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 Ms. Susan E. Wheeler
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 Ms. Barbara J. Wiltbank
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 Mrs. Patricia Zindulka
 Mrs. Elizabeth Zucker
 Mr. Howard A. Zwemer

5-9 YEARS CONSECUTIVE GIVING

Mrs. Jane Allen
 Mr. and Mrs. Thomas L. Alnutt
 Mr. and Mrs. John H. Anthony
 Mr. and Mrs. CG Appleby
 Mr. John A. Atwood
 Mr. Jeffrey Ayers
 Mr. and Mrs. John R. Bachman
 Mr. Cecil F. Backus, Jr.
 Mrs. Jeanine Bartlett
 Mrs. Marilyn Bates
 Mr. Diane R. Bisanar
 Mr. and Mrs. Roger A. Bollman
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 Mr. and Mrs. Eugene Brandus
 Mr. and Mrs. Raymond G. Buckley
 Mrs. Mildred C. Bullock
 Mr. and Mrs. Terrence C. Burke
 Mr. and Mrs. Robert F. Burris
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 Mr. and Mrs. Gordon L. Callahan
 Mrs. Rosella B. Camper
 Mr. and Mrs. Paul Carroll
 Mr. and Mrs. Ralph Case
 Mr. and Mrs. Arthur Cecil III
 The Christmas Project, Inc.
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 Dr. William P. Clarke
 Mrs. Nancy C. Collins

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 Dr. Silvia Diaz
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 The Hon. Addie Eckardt
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 Mr. and Mrs. Michael Kavanaugh
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 Mrs. Margaret K. Keller
 Mr. William Kemp and Ms. Laura Murray
 Mrs. Bette S. Kenzie
 Mr. and Mrs. Frederick G. Kern III

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 Mrs. Mary C. Klein
 Mrs. Catherine R. Kneessi
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 Regina Coeli Council, No. 2274
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 Mrs. Richard B. Latham
 Mrs. Diane Laukenmann
 Mrs. M. Doris Lee
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 Ms. Melissa S. A. Lourie
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The 1981 Society recognizes donors who have contributed a cumulative total of \$25,000 or more over time.

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 Mr. and Mrs. Clayton Fisher
 Mrs. Patty Fox

The Year in Numbers

Patients



191
159
66

Total patients served

Patients served in home

Patients served in Guest Wing
(includes 28 who transferred
from in-home)

Pathways Program



48
37
524

Patients served

of those patients were assigned
volunteers who gave a total of
hours

Spirituality



220
144

Visits to patients in their
homes by our chaplains

Visits to patients in Hospice
House by our chaplains

Bereavement Services



354
73

People served through group
session or individual contact

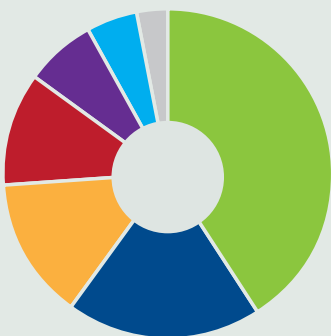
were members of the community
whose loved one was not served
by Talbot Hospice

13
440

were children

Volunteer hours

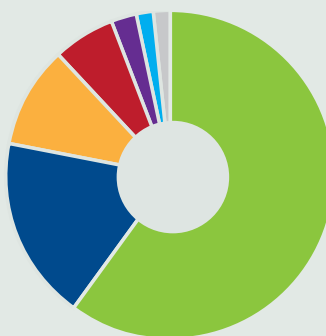
Volunteer Hours



Hospice House

● Patient Care	1871
● Greeters	874
● Cooks	668
● Companions	519
● Musicians	343
● Gardeners	209
● Shoppers	122
Total Hours	4606

Charitable Giving



2015-2016

● Individuals	465,773
● Festival of Trees	139,000
● Memorials	78,000
● Events	46,304
● Corporate	19,397
● Grants	12,800
● Clubs, churches	12,736
Total Income	774,010



14,875
59,000
2,976
361

Total hours

Total miles

Administrative hours

End-of-Life Doula hours



586 Cynwood Drive
Easton, MD 21601-3805

410-822-6681
talbothospice.org

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Ribbon Cutting October 15, 2016



Clockwise: Ribbon cutting with officials
Jim and Cece Koons
Courtney Clark Pastrick, Alice Clark and Betts Guthrie

