



*making
life better*

2015 REPORT TO
OUR COMMUNITY

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MISSION

To improve the quality of life for patients and families, and to be the compassionate guide for end-of-life care in our community.

VISION

To be the provider of choice and leader in our community for innovative solutions in end-of-life care.

VALUES

Integrity • Leadership • Ownership
Teamwork • Superior service • Respect
and value for the individual



An Open Letter To Our Community:

The hospice movement that began in our community nearly 40 years ago was sparked by the call to help a neighbor. Her name was Ora, and she didn't have any family members close by. She didn't have anywhere to go, and didn't want to die in the hospital—her choice was to be at home; our founding members' hope was to make her life better.

From the beginning, the organization that became Community Hospice of Northeast Florida was built through an abundance of contributions from many creative and generous people throughout our community. Today, more than 900 employees, nearly 1,000 volunteers and thousands of donors share in our passion and dedication to provide comfort and care to adults and children throughout our five-county region regardless of their ability to pay for services.

This 2015 report celebrates our organization's progress toward realizing a full continuum of care for individuals and families facing advanced, chronic and life-limiting illness. As our community's only locally governed, mission-driven non-profit provider, we are able to meet the needs of all members of our community, regardless of age, in illness and in health. Today, our services include palliative and hospice care, advance care planning, grief and bereavement programs, caregiver support, education and community outreach.

We especially thank our compassionate and dedicated employees and volunteers—without you, our work would not be possible. And to our donors, who share their love of mankind through philanthropic support, thank you for helping us ensure that, for every member of our community, through all stages of life—Community Hospice will be here... making life better.

Sincerely,

A handwritten signature in cursive script that reads "Susan Ponder-Stansel".

Susan Ponder-Stansel
President & CEO
Community Hospice
of Northeast Florida

A handwritten signature in cursive script that reads "Fernando Acosta-Rua".

Fernando Acosta-Rua
Chair, Community Hospice
of Northeast Florida
Board of Directors

A handwritten signature in cursive script that reads "Kevin Robbins".

Kevin Robbins
Chair, Community Hospice
Foundation Board
of Directors



“Every person we had contact with at Community Hospice really went the extra mile—phone operators were caring and supportive at all hours of the night or day; medications and equipment were delivered quickly and with a smile; attention was paid to our over-friendly dog; and on-call nurses traveled an hour or more, going out of their way to make sure we didn’t feel bad about calling them. A volunteer even made mom a beautiful quilt in her favorite colors. From the admitting nurse, to the nurse who stayed and prayed with us when mom passed away, to the bereavement counselor’s follow-up calls, everyone went above and beyond the call of duty to help us in every way possible. Because of you, mom’s last year of life was peaceful and full of loving, delightful people.”

— From a patient’s family, Jacksonville, Fla.

Award-winning hospice services emphasize choice and accessibility

From its inception nearly 40 years ago, Community Hospice of Northeast Florida has been at the forefront of providing innovative care and support to individuals and families throughout our five-county area.

Hospice services from Community Hospice are focused on quality of life, comfort and choice—the choice of care you want to receive, where you want to receive it.

Our full spectrum of services include a complete medical team of physicians, advanced registered nurse practitioners (ARNPs), pharmacists, nurses, nursing assistants and aides; psychosocial counselors who address social, economic, emotional and mental health needs; chaplains to provide spiritual support; volunteers who offer comfort and company; and technicians who deliver supplies and durable medical equipment.

In 2015, Community Hospice earned Hospice Honors Elite Status—one of only 38 hospices in the nation. It was our second year in a row.

The Hospice Honors program recognizes hospices providing the best patient and caregiver experience and satisfaction, as measured from the caregiver's point of view through a set of 18 satisfaction indicators.



2 years in a row
Top 2% in the U.S.

1,300+ patients
cared for each day

Centers for Caring offer inpatient and respite care

Our seven home-like inpatient Centers for Caring offer access and convenience to those located throughout Northeast Florida:

- Earl B. Hadlow Center for Caring in Mandarin
- George & Margaret Morris Center for Caring at UF Health Jacksonville Pavillion
- Dr. Gaston J. Acosta-Rua Center for Caring in West Jacksonville
- Anne & Donald McGraw Center for Caring at Mayo Clinic West Campus
- Bailey Family Center for Caring at Flagler Hospital Campus
- Center for Caring at St. Vincent's Riverside
- Jane & Bill Warner Center for Caring at Baptist Medical Center Nassau

Approximately 5 percent of the people we care for are at our Centers. We provide hospice services to thousands more who stay in their homes, as well as at long-term, assisted living and skilled nursing centers. This means services where you want and need them.

MAKING CARE UNIQUE



Addressing the unique needs of veterans

We're losing our military heroes at an ever-increasing rate. Nationally, 25 percent of those dying are veterans; this equates to nearly 1,800 a day.

Within Community Hospice, approximately 27 percent of the people we care for are veterans. We take our responsibility to those who have served our country very seriously—veterans have special needs as they age and approach the end of life. Physically, old injuries may exacerbate current illnesses; emotionally, many aging veterans may “open up” for the first time about their experiences, looking to relieve the burden of moral questions or guilt that they've been carrying for years.

Because of our commitment to veterans, Community Hospice has earned “**Partner Level 2**” designation in the **We Honor Veterans** program, sponsored by the Department of Defense and the National Hospice & Palliative Care Organization. This level indicates that our clinical team has received special education and advanced training to serve the unique needs of veterans.

Special veterans programs

Beyond clinical care, Community Hospice has developed unique programs to honor those in our care who have served our country, including:

- a certificate of thanks
- a commemorative military branch pin
- special quilts made by our volunteers
- military branch flag (for inpatients)
- resources through the Community Hospice Veterans Partnership
- story collection by the Veterans History Project (vhpfirstcoast.org)
- annual Caring for the Veteran's Caregiver conference



honoring heroes

On any given day, there are **200+ VETERANS** in our care

Caring for the Veteran's Caregiver conference
DREW 88 ATTENDEES

15 speaking engagements by Community Hospice Veterans Partnership representatives reached 3,000 veterans

It made him so happy to have his military service acknowledged.

“My uncle was a World War II Navy veteran; he also served in the Army. And though he lived a full and long life after his military service, he was always proud of it. When he began to decline, Community Hospice did everything to keep him at home. But eventually it became time, and he went into the Acosta-Rua Center for Caring.

“When I first visited him, I saw two military flags outside his room—for the Navy and Army. That seemingly simple thing was so impressive, it showed the detail in the care they provided. They cared enough about him, and knew the details of his life, that they made sure two flags were there. It made him so happy to have his military service acknowledged.

“He was completely comfortable at the Acosta-Rua Center. I know in my heart he could not have been in a better place.”

— Cheryl K., Jacksonville, Fla.

It was like a lightness, a peace, being projected.

“I stopped by to support family and friends who were visiting their relative in hospice care. I was certainly surprised to find someone in the room playing a guitar and singing. It was a wonderful thing to behold, so unique, and in such contrast to what one would expect in a hospice setting. At first I thought the musician was just a young man doing this on his own. I was unaware it was a therapy provided by Community Hospice.

“Both the relative and the family were all pleased the musician [music therapist] was there. I was told he had visited them before. The relative was alert, and grinning ear to ear, as he requested different songs. This put big smiles on everyone. The music was pleasing and soothing to all present.

“More than a year later, I had a dear friend who was at the Earl B. Hadlow Center for Caring. I remembered the music therapist from before and requested that he visit. My friend was not alert and highly agitated. The music therapist began playing very softly and slowly increased the volume. The music had a calming and soothing effect on my friend. It's hard to describe, but it was like a lightness, a peace, being projected.

“The music therapy provided by Community Hospice is very special and beneficial. When reminiscing about my friend, I will always think about this act of kindness.”

— A.C., Jacksonville, Fla.

**NE Florida's ONLY
certified music
therapy program**

**Nearly 1,500
patients benefited
from one or more
complementary
therapies**

**50 certified dogs
provide comfort in our
pet therapy program**

care beyond expectation

Integrated therapies bring comfort and peace of mind

The people in our care receive treatments and added attention that go beyond “traditional” medical care.

Whether they bring physical comfort, peace of mind, a calming environment—or even just a smile—our complementary and alternative therapies make Community Hospice of Northeast Florida a leader in holistic approaches.

Our certified music therapist helps patients and families reflect, connect and cope with difficult situations, while a visit from a certified therapy dog can bring a much-needed respite to everyone. Other services, such as massage therapy, comfort touch (Reiki) and aromatherapy, can decrease pain, increase medication efficacy and provide an overall sense of calm.

Pet Peace of Mind®, a program new to Community Hospice in 2015, addresses the deep emotional bond between pets and their owners. Many potential patients become anxious about their pet’s future, and may even refuse treatment if it means separation from their pet. Pet Peace of Mind alleviates the patient’s worry by providing volunteer-led basic care for pets, assistance with veterinary needs, and pet fostering and adoption services.



“Frankly, she’s my partner in this... when I learned that they could help take care of [my dog] Lola, that was great with me, because, let me tell you, that just took a weight off.”

— Carol, Community Hospice patient, Fernandina Beach, Fla.

dedicated partners

Community PedsCare® helped me adapt and grew with me.

“I was a freshman in high school when my severe asthma put me into respiratory failure. I spent three months in the hospital, and finally came home with a trach tube. I was going to have to work on my studies from home, I couldn’t risk going out to school.

“So, let’s just say I wasn’t the happiest person when I met Danielle (*Community PedsCare Child Life Specialist Danielle Eaves Hernandez*). But, she helped me adapt to my new situation. During the first years she would visit me every month. We would do arts and crafts, and other activities, and we would talk about my situation and what was going on. She’d include my younger brothers, it became a whole family affair.

“Later, as I got older, she would visit every three months or so. She’d ask how I was doing, see if she could help with my online studying, and we would talk and hang out. She would always help me adjust and adapt to whatever issue I had. She helped me with the transition when I finally returned to high school my junior year, and then when I went to college. We talked every few months until I turned 20. By then I was more independent and confident and in a good place.

“Today I’m a junior in college, which I find hard to imagine sometimes. I owe a lot to Community PedsCare and Danielle. We lost a close family member recently, and Danielle went above and beyond to meet with my brothers and me, providing support to us once again.”

— M.L., Jacksonville, Fla.

Community
PedsCare
served more than
160 children
and their families

Less than 10%
of Community
PedsCare costs
are reimbursed
by insurance

Community
PedsCare
has served
1,000+ children
since 2000



A true community partnership helps kids be kids

When children face chronic, complex, life-threatening and/or life-limiting illnesses, families undergo daily stresses—physical, psychological and financial—that few of us can imagine.

For more than 15 years, Community PedsCare®, the pediatric palliative and hospice care program of Community Hospice, has delivered the support, comfort and care these families need. Annually, the program serves nearly 160 families throughout our five-county service area, providing services to children from pre-birth to age 21.

Pediatric palliative care is an important offering that helps normalize difficult situations and enables kids to be kids. While research shows that up to half of hospitals across the country have no pediatric palliative and hospice programs at all, Community PedsCare and its partners have become award-winning leaders in this field. The program has been previously honored with the **National Quality in Palliative Care Leadership Award** and the **American Hospital Association Circle of Life Citation of Honor**. In 2015 Community PedsCare Certified Child Life Specialist Danielle Eaves Hernandez and UF Health physician Kelly Komatz were named *Jacksonville Business Journal* “Healthcare Heroes” for being “Northeast Florida professionals who improve health care and save lives.”

“At age 7, our son was diagnosed with a life-limiting illness. I couldn’t imagine being without Community PedsCare. Our UF Health doctors help us with referrals and our nurse visits regularly. I have frank conversations with our social worker. The child life specialist has connected with my son and my other children. I am grateful for the ways Community PedsCare helps us.”

— Hannah C., St. Augustine, Fla.

Partners in caring for kids

Community PedsCare has assembled a true “village” of dedicated partners that make this important work happen, including a continuum of primary, specialty and palliative care providers (in the hospital or at home):

- Nemours Children’s Specialty Care
- University of Florida College of Medicine - Jacksonville, Department of Pediatrics
- Wolfson Children’s Hospital

People dedicated to meeting families’ social, spiritual, educational and resource needs, including **child life specialists, social workers, chaplains and volunteers**.

Generous donors, both individuals and organizations, provide financial support, goods and equipment including community partners:

- Children’s Medical Services
- Dreams Come True
- JaxHATS

layers of support

It was impossible not to be wowed by the experience.

“A little more than a year ago, my wife Elaine passed away after a 55-month-long struggle with ovarian cancer. Two years before her death, we contacted Community Hospice and Elaine became the first ambulatory patient for Community Palliative Consultants (CPC).

“Our first meeting with Elaine’s physicians and Dr. Drew Daigle, with CPC, lasted three hours. What we ultimately asked of Dr. Daigle was to be involved in all care discussions, drive Elaine’s comfort and be her advocate in determining appropriate treatments. He, along with the outstanding nursing team, did all of that and more.

“Both CPC and Community Hospice services are highly evolved both as a medical structure—everything we needed throughout the process arrived at just the time we needed it—and as a social structure—demonstrating truly patient-centered care, compassion and empathy. It was impossible not to be wowed by the experience.”

— Brian K., Atlantic Beach, Fla.

CPC INCLUDES

7 BOARD-certified MDs

9 ARNPs

12,000+
patients served
since 2010

CPC available in
6 area hospitals
and at home

Fewer than **28%**
of CPC patients
transition to
hospice care



New models increase options and access to care

Community Palliative Consultants

Palliative care is a larger medical specialty that adds a layer of care—one that often unifies all of the patient’s care—in situations of chronic, complex or advanced illnesses, that may or may not result in hospice care.

Seeing the need for palliative care beyond hospice, Community Hospice formed **Community Palliative Consultants (CPC)** in 2010. Today, **CPC serves six hospitals throughout our area as well as offers a home-based palliative delivery team.** Our CPC physicians, board-certified in palliative care, often act as the care coordinator with the other specialties, and serve as the point of contact for a patient and family for explanations of medical options, and help to tie in the patient’s physical, emotional, social and spiritual considerations.

Community Care Choices

Reflecting our high-quality and comprehensive services, Community Hospice was **one of just 141 hospices nationwide chosen in 2015 to participate in the Centers for Medicare & Medicaid Services (CMS) Medicare Care Choices Model.** Through our Community Care Choices program, certain Medicare beneficiaries have an option to receive the benefits of select hospice services from Community Hospice while still receiving curative treatments from other care providers.

“Community Palliative Consultants (CPC) was recommended to us when my husband was battling cancer. Our CPC physician, Dr. Daigle, coordinated all the medications and explained the different treatments. Dr. Daigle was caring, informative and kind. And, as things got worse, it seemed like whatever we needed—emotionally, spiritually or physically—Dr. Daigle made it happen.”

— Pat J., Jacksonville, Fla.

peace of mind

The facilitator began by asking about our own experiences.

“We’re both only in our mid-50s and in really good health, so the topic of advance care planning wasn’t foremost in our thoughts. However, when we heard about Honoring Choices® Florida, a program from Community Hospice, and looked over their website, we knew we needed to do something.

“We had a generic advance care directive done with our wills, but that was a while ago and it wasn’t as detailed or up-to-date as the Honoring Choices Florida materials. So, we called to set up an appointment with an Honoring Choices Florida facilitator. They called us back the next day and we had an appointment that week.

“The facilitator began our discussion by asking about our own experiences with advance care decision-making. My mother-in-law died from Alzheimer’s, and my mother died after an unexpected, but prolonged, incapacitating illness, so we definitely had our own thoughts and opinions. The facilitator explained the Honoring Choices Florida documents and Florida law. We then discussed what different medical situations and care terms really meant and what is involved.”

— Rick & Isabel G., Jacksonville, Fla.

Facilitators receive
15 hours of
intensive
training

152
volunteer
facilitators
trained
in 2015

6 Northeast Florida
health systems/hospitals
participated in **phase one**
of implementation



Advance care planning is about having the conversation today for the care you want tomorrow. Illness or injury can occur at any age and no planning can mean hasty decisions and family conflict.

To make planning accessible and easier, Community Hospice of Northeast Florida launched Honoring Choices® Florida, a complimentary program in which a facilitator guides the planning process to reflect an individual's values and wishes. The Honoring Choices Florida document serves as an advance care directive for health care surrogates, health care providers and loved ones.

Incorporating national best practices and approved by our local health systems, this important program helps ensure that care matches choices.

Learn more at HonoringChoicesFL.com.

“Community Hospice of Northeast Florida was the perfect leader for Honoring Choices Florida. They began this process with a clear vision for what Northeast Florida could look like in 20 years. Identifying the need for better advance care planning, they garnered the support of our local medical community and developed a program based upon solid research and collaboration.”

“Honoring Choices Florida becomes a true conversation about care that goes beyond an advance directive. It is a consistent message and format, regardless of one's health system or medical home. At the heart of this program is a very positive, patient-centered question: ‘What do you want your care to look like and how do you want it delivered?’”

*— Ellen Schmitt, Director of Social Work,
Baptist Health, Jacksonville, Fla.*

After Amanda's visits, I could tell they felt better.

“My husband was diagnosed with cancer in 2010. We tried different treatments, but by 2014, care through Community Hospice was the best path. My daughters, who are now 13 and 8, seemed to be dealing with it okay, but it was hard on them to see what their father was going through. Our nurse told us that Community Hospice had someone the girls could talk with—a child life specialist.

“Amanda would come to the house after school about every week. She would talk to each of my daughters separately, then together, and then to me. She would have activities for them and for all of us together. Amanda was really helping my girls. Children don't want to share everything with their parents, they need someone else.

“After Amanda's visits, I could tell they felt better. The girls even talked to me about some things, or just said, 'We're fine,' and I knew they meant it. My oldest said to me, 'Thank you for allowing Miss Amanda to come into our home.'”

— Cassie W., Jacksonville, Fla.

The only non-hospital based Child Life Specialist (CLS) in the U.S. dedicated to the adult hospice population

The CLS handles 10-20 cases a month, with visits 2x/month

Children as young as age 4 can benefit from seeing the CLS



Ensuring support for even the youngest family members

It's difficult enough for adults to deal with the health issues and loss of people close to them. For a child, losing a parent, sibling or even a grandparent can be devastating, and children often do not have the tools or guidance to effectively deal with what they are feeling.

Seeing a need and another way to serve those in our care, Community Hospice created a position and program in 2015 that is unique to hospice care—a child life specialist dedicated to our adult patient population. Similar to the work of the Community PedsCare® child life specialist, the child life specialist for our adult patients provides younger family members ways to cope with otherwise overwhelming situations.

The Jim and Tabitha Furyk Foundation, an organization that supports community charities and children and families in need, funded the creation of the position and program.

Nominated by Community Hospice of Northeast Florida and Wolfson Children's Hospital, Jim and Tabitha Furyk were honored as the 2015 Outstanding Philanthropists by the Association of Fundraising Professionals (AFP) Florida First Coast Chapter. Among their many contributions, the Furyks funded the child life specialist dedicated to our adult patient population.



“After Jaden passed away, Community Hospice stayed in contact with us. We received calls, cards in the mail and emails; they didn’t just drop us because Jaden was gone. For us, this was the beginning of a totally different life, the old life we had will never exist again. They helped us create a new life and in addition to that, we received grief counseling for more than a year and that was really remarkable. It helped my husband and me, and especially my younger daughter Jana—if Jana had not gone to counseling, we would be in a different place in our healing from Jaden’s passing.”

— Jessica R., Jacksonville, Fla.

More than 400 guests gathered to remember their loved ones.

On Dec. 3, 2015, Community Hospice of Northeast Florida held its 25th Annual Tree of Life and Candlelight Service of Remembrance at the Earl B. Hadlow Center for Caring. More than 400 guests gathered to remember and honor their loved ones.

A tradition held every December, this year's service began with a special prelude of performances, followed by a service of remembrance that included a candlelight ceremony of reflection and thought. The Center's towering evergreens were adorned with hundreds of white satin memorial ribbons with the names of loved ones lost, with twinkling lights and candles illuminating the scene.

"My father passed away in June so this was our first year attending. It was a beautiful ceremony and my family can't thank Community Hospice enough for the exceptional care they provided my father." — J.S., Jacksonville, Fla.

"It was awesome being there. I dedicated a ribbon in memory of my beloved wife whom I lost this past February." — P.V., Jacksonville, Fla.

The absence of loved ones is especially felt during the holidays, and Community Hospice is there to help families as they grieve. Information about the Annual Tree of Life and Candlelight Service of Remembrance can be found at CommunityHospice.com and on our Facebook events page.

Nearly 1,000
ribbons honored
a loved one
during **the 2015**
Tree of Life service

3,619
individual
& family
counseling
sessions

26,605
educational
and coping-
related
materials
distributed

sharing

Providing safe, supportive ways to heal

After a loss, people need to grieve and heal, a personal process that is unique for each individual. Community Hospice provides both traditional and unique methods to help all members of our community during these difficult times.

For those who have lost a loved one, who was under the care of Community Hospice, our bereavement professionals and volunteers provide emotional support, grief education, and recommend our specific services to family members. In 2015 alone, we had more than **9,400 bereavement admissions** and conducted more than **2,000 individual or family counseling sessions**, and distributed nearly **27,000** pieces of educational and coping-related material.

Through our **community grief program**, available free of charge to any community member who has experienced a loss within 13 months, we helped hundreds more through **1,564** private counseling sessions.

Additional workshops for individuals and families, structured and closed therapy/support groups and special events such as the Tree of Life and Candlelight Service of Remembrance help to address the effects of loss, provide coping mechanisms and teach emotional support skills.

Held twice a year, **Camp Healing Powers®** is a special, weekend-long camp led by specialized mental health professionals to help children who have suffered a loss. In 2015, **59 children** learned to identify, express and cope with their feelings through safe, supportive and fun camp activities.

Community grief services

Services are available, free of charge, to any member of our community who has experienced a loss within 13 months, and include:

- Private counseling
- Understanding grief workshops
- Grief Relief: A Family Experience – family grief counseling
- 8-week therapeutic support groups
- Anticipatory grief counseling
- Camp Healing Powers®
- Hope For The Holidays workshops
- Tree of Life and Candlelight Service of Remembrance

Our **anticipatory grief program** helps family members and caregivers deal with relationships that are changing or ending, such as dealing with Alzheimer's or a terminal diagnosis. In 2015, the St. Johns County Council on Aging (SJCOA) requested an ongoing partnership with Community Hospice to provide professional counseling for caregivers who were struggling with anticipatory grief issues. To date, **17 SJCOA** clients received a total of **57 contacts** from Community Hospice counselors.

in healing

9,477
bereavement
admissions for
**Community
Hospice patient
families**

**Camp Healing
Powers served
59 children** in
2 weekend camps
supported by
947 volunteer
hours

10 8-week
community
support groups
benefited **68**
participants



“After my husband passed, my girls went to Camp Healing Powers. They were reluctant, because they didn’t really know what to expect. But they came back very happy. They bonded with the other children there and they knew they weren’t alone in what they had experienced.”

— Cassie W., Jacksonville, Fla.

care champions

Most important, is the reassurance that there are others like you.

“I’ve been a caregiver my whole life—first as a babysitter when I was young, then with my own family, then grandkids, and then with my own mother.

“We were a Navy family and my father was away a lot. My mother was independent, the ‘tough one’ and a disciplinarian. She raised me and my brothers and ran the household. She did everything. She took care of my father as they both aged. After his death, she lived 14 years alone on her own.

“But eventually she needed care and companionship. The roles switched—the daughter became the caregiver for the mother. Toulia Wootan (*Director of Community Programs for Community Hospice*) referred me to all the caregiver services Community Hospice provides.

“The caregiver conferences are amazing. The speakers, like nationally-acclaimed expert Deborah Grassman, are informative and inspiring, while the vendors and agencies offer good advice and resources. Most importantly, though, is the reassurance that there are others like you, facing the same emotional and physical battles. Together we’ll laugh, then cry, then laugh again. Behind all the advice and resources are kind and caring people ready to just listen.”

— Kathy C., Jacksonville, Fla.

2015 Caregiver Expo
drew 400 caregivers
and reps from more than
100 organizations

4 Caring for
the Caregiver
conferences
attracted
300 caregivers

Caregiver
Connections
5 issues
50,000+
distributed



Currently, family caregivers are typically women from the Baby Boomer generation. However, a growing number are Millennials. According to AARP, nearly 25 percent of working caregivers are Millennials. These younger caregivers are looking after an older Boomer parent, or even a grandparent from the World War II generation. The Caregiver Coalition of Northeast Florida addresses the special needs of these newer caregivers through articles, blog posts, interviews and conference speakers.

Taking care of the caregivers

There are more than 15,000 family caregivers in our five-county area, and they represent the primary reason so many of our elderly can remain at home. However, family caregivers often neglect self-care and may not know where to find help.

In 2008, Community Hospice led the formation of the **Caregiver Coalition of Northeast Florida**, to support family caregiving throughout our community. The Coalition's offerings include the **Annual Caregiver Expo**, a free event with speakers, exhibitors and resource providers; **Caring for the Caregiver** conferences held four to six times a year; **Caregiver Connections** — a quarterly print and digital newsletter; and a recently refreshed website, mycaregiverconnection.org, that offers information, resources and events.

In 2015, the **National Alliance for Caregiving** named the Coalition as one of only eight nation-wide “**Working Family Caregivers Champions**” grant recipients to highlight the challenges and needs facing family caregivers as they balance work and care.

Through our efforts with our region's family caregivers, Community Hospice and the Caregiver Coalition of Northeast Florida are becoming known as “the caregivers' caregiver.”

2015 Caregiver Coalition Partners

- Aging True Community Senior Services
- Alzheimer's Association, Central and North Florida Chapter
- Area Councils on Aging
- Baptist Health, AgeWell Center for Senior Health
- Brooks Rehabilitation
- City of Jacksonville, Senior Services Division
- ElderSource
- Mayo Clinic Florida, Memory Disorders Clinic
- Taylor Residences
- YMCA of Florida's First Coast

A new fellowship will help a growing specialty.

Anne Elliott, MD, is the associate medical director for Community PedsCare®, a position that fits both her medical training and her passion for helping children and families.

After medical school, Dr. Elliott chose to specialize in pediatric hematology-oncology (blood diseases and cancers in children). This required an additional six years of training through a residency and a fellowship, but Dr. Elliott knew she had found her calling.

“There’s not only the challenging medical side, but also the intricacies of the child and family experience. It’s my job to help the child and family get the best possible result out of a bad situation,” said Dr. Elliott.

Through her work, Dr. Elliott became interested in pediatric palliative care, a layer of care that addresses all symptoms and issues—physical, emotional, social and spiritual—for children facing chronic, complex, life-threatening and/or life-limiting illnesses. At that time Community PedsCare had just collaborated with The University of Florida College of Medicine - Jacksonville, to develop its new pediatric palliative care fellowship, one of only 16 such fellowships in the United States. Dr. Elliott became the first fellow in the program in 2014-2015, and joined the staff of Community PedsCare following her fellowship.

“Pediatric palliative care is about alleviating suffering, building relationship, and helping kids for what can be long periods of time,” said Dr. Elliott. “This fellowship has let me build on a career I love. There are so few opportunities for training in this growing field. The fellowship will help get the word out nationally about what great people, programs and services Community PedsCare offers.”

183 unique
continuing ed
events presented to
2,613 providers

13 CPE
students
graduated

60 fellows
and residents
rotated through
Community Hospice

Advancing the profession

Community Hospice of Northeast Florida, in conjunction with our Charles M. Neviasser Educational Institute, provides a number of training, certification and continuing education opportunities that advance the palliative and hospice care fields.

For physicians, nurses, licensed professionals and other specialized therapists we offer more than 50 clinical in-service programs, residency programs, Grand Rounds, rotations and shadowing.

More than 250 people attended the 2015 annual wound care conference, a free, day-long, multiple-session event on best practices in wound care.

We also provide accredited clinical pastoral education (CPE) certification, a rigorous 400-hour program of classroom and experiential training for those who wish to provide spiritual support to our palliative and hospice patients at our facilities and in their homes.

“Community Hospice of Northeast Florida developed a Clinical Pastoral Education (CPE) program as an accredited satellite of Baptist Health, graduating its first class in 2012. We have four to six students in any one CPE class. Studies include psychology, family dynamics, faith systems and ethics, and clinical interactions include on-site, overnight and on-call duties.

“The purpose of CPE is to gain specialized training and supervision to address the unique needs of those in deep crisis. CPE is open to all faiths, with the challenge of going beyond your own faith tradition to help others reflect spiritually, gaining insight and resolution.”

— Gary Hutcheson,
Manager of Spiritual-Pastoral Care and CPE,
Community Hospice of Northeast Florida



COMMUNITY PARTNERS

Our collaborations bring more to those we serve.

Community partners extend the reach and impact of the work Community Hospice provides to our community. We are grateful to our dedicated partners:

- AARP
- Aging True Community Senior Services
- Alzheimer's Association, Central and North Florida Chapter
- Apex Home Health
- Area Councils on Aging
- Baker County Chamber of Commerce
- Baker County Council on Aging
- Baptist Health, AgeWell Center for Senior Health
- Bayview Healthcare
- Berg & Associates
- Brooks Rehabilitation
- Children's Medical Services
- City of Jacksonville, Senior Services Division
- Clay County Senior Adult Advocacy Council
- Council on Aging of Clay County
- Council on Aging of Nassau County
- Dignity Memorial
- Dreams Come True
- ElderSource
- Flagler Healthcare Foundation
- Florida Association of Child Life Professionals
- Florida Bioethics Network
- Florida Council on Aging
- Friends of ElderSource
- Great 100 Nurses of Northeast Florida
- Humana
- Ida Mae Stevens Foundation
- Island Doctors
- JaxHATS
- JEA
- Jewish Family & Community Services
- Mayo Clinic
- Mayo Clinic Florida, Memory Disorders Clinic
- Mercy Support Services
- Mike Jorgensen, Senior Council Attorneys at Law
- Namey Financial Group
- National Order of Trench Rats
- Nemours Children's Specialty Care
- Neptune Beach Senior Activity Center
- OneJax
- Penney Retirement Community
- River Garden Senior Services
- Salvation Army of St. John's County
- St. John's County Council on Aging
- St. Vincent's HealthCare Foundation
- Taylor Residences
- The Sontag Foundation
- University of Florida College of Medicine - Jacksonville, *Department of Pediatrics*
- We Care Jacksonville
- Wolfson Children's Hospital
- YMCA of Florida's First Coast



Our volunteers all have something to give...and receive

From our board members to the person manning the reception desk, volunteers are the heart and soul of Community Hospice of Northeast Florida. With an active base of up to 1,000 people, these dedicated individuals volunteered more than 88,000 hours of time during 2015.

This equates to nearly \$2 million worth of services, using valuation formulas developed by national charitable organizations. Proving that all ages have something to give, our volunteers range in age from early teens to late 80s. Our volunteers are loyal, reflected by an 80 percent retention rate, with two individuals logging more than 25 years of service.

We connect our volunteers to where they are most needed, with our patients as the primary focus. We try to meet every patient request for a volunteer, and ensure a good match based upon demographics and other factors.

However, volunteering is not as easy as showing up and being placed. Potential volunteers go through a rigorous and extensive vetting process, including interviews, background checks and training, a period that can take up to two months. For many of our programs, such as Community PedsCare® and Honoring Choices® Florida, additional specialized training is required.

“I had a sister who was at the Earl B. Hadlow Center for Caring. I was there almost the entire time with her. I was so impressed with her treatment, how they treated the family—the whole atmosphere. Some time later, I came by a Community Hospice table at a Prime Osborn event, and I signed up to be a volunteer.”

“I visit Community Hospice patients in their homes, at the Centers for Caring or wherever they happen to be. We’ll talk, I’ll read to them, maybe run an errand for them. I’ve been doing this for 11 years; I’m 89 years old. I get pleasure out of volunteering. I’ve been able to meet some very kind people, and I’ve made many friends.”

— Robert Allen, Jacksonville, Fla.

What are the basic skills needed to be a Community Hospice volunteer? Compassion and empathy, a big heart, being a “people person,” and the desire to serve. The reward? Our volunteers say they get more back than they ever give.

I began looking for something worthwhile.

After careers as a university professor, engineering psychologist and then a semi-retired government consultant, Dan Pond finally retired for good, and knew he needed something more. “I was fishing and golfing—and doing both poorly,” said Dan. “I began looking for something worthwhile.”

While researching volunteer opportunities, Dan said he “tripped” across Community Hospice. He was impressed with the mission, services, outreach and the non-profit status. “In my view, hospice care should never be influenced by profit motive,” noted Dan.

Dan received his Community Hospice volunteer training, and then more specialized training to become an ambassador—one who shares the Community Hospice story and programs with both the general public and special groups. Dan has presented at senior centers, faith-based and community organizations, businesses and health fairs. “I’m generally received enthusiastically, especially by caregivers,” said Dan. “When they learn about all we offer them, you can hear an audible sigh of relief.”

Dan knows he has found his something worthwhile. “Community Hospice’s message resonates with my personal philosophy: ‘live life to its fullest, no matter how much life you have left.’”

1,000 volunteers
88,000+ hours
of service

Volunteers
from teens
to late 80s

300 Thrift Shop
volunteers
33,000 hours
2 Thrift Shop
locations

Thrift Shop turns shopping into a good deed

Both Community Hospice Thrift Shop locations, run almost entirely by volunteers, are like mini-department stores, selling new and gently used clothing, jewelry, antiques, collectibles, furniture, appliances, house wares, books and more at great prices.

Both stores (Jacksonville and Orange Park) have easily accessible drop-off entrances for donations, with free home pick-up for large items. Thrift Shop proceeds benefit all Community Hospice programs and services, as well as provide emergency items to patient families in need.



“I needed volunteer hours for my high school requirements, so when Community Hospice opened the Thrift Shop in Orange Park, I volunteered. I finished my requirements in 2014, but I still volunteer. It’s fun and the people are like family. I started out as a cashier, but now I do whatever needs to be done. We get a lot of great things in every day—clothes, toys, household items and jewelry. A wide variety of people shop at our store. Volunteering at the Thrift Shop has made me more outgoing and confident, and I’ve learned not to take things too seriously. It’s comforting to know that I’m helping somebody’s family, even if indirectly.”

— Lorrie R., Orange Park, Fla.

You see a melting pot of families celebrating together.

“I didn’t really know much about Halloween Doors & More until we became a Community PedsCare® family. I was a bit apprehensive the first time we attended, but now, after four years, it has become a safe space and one of the rare events where our whole family can fully participate and be ‘in the moment’ in a creative and joy-filled environment.

“Because the event is open to the public there are opportunities to break down barriers and create dialogue. Yet, because of this inclusivity, the event has become so much more. At Halloween Doors & More you don’t see different diagnoses, you don’t see ‘healthy children’ and ‘Community PedsCare children.’ You see a melting pot of families celebrating together and all the beauty that represents. We are incredibly grateful to the many volunteers and donors that make each Halloween Doors & More even better than the last.”

— Toni C., Jacksonville, Fla.

\$3.5+ million
raised to
support
**Community
Hospice
Foundation**
in 2015

More than **40%**
of funds raised from
individual gifts,
47% from
foundations
and **12%** from
corporations/
organizations

400+
individuals and
organizations
supported
**Community
Hospice**
with gifts of
\$1,000+ annually



Community Hospice Foundation offers multiple ways to make an impact

For nearly 40 years, Community Hospice of Northeast Florida has thrived through a true community effort. We exist because of the support of our health care partners, area companies, community organizations and non-profits, individual donors, Thrift Store patrons and volunteers.

Community Hospice Foundation was created to harness this support and is solely dedicated to advancing the programs and services of Community Hospice of Northeast Florida. The Foundation offers a number of ways to make an impact and support Community Hospice, including our endowment fund, honorary or memorial gifts,

participation in our fundraising events, sponsorship of projects or activities, or planned giving.

In turn, regardless of a person's ability to pay or no insurance reimbursement, Community Hospice can continue providing care and services, equipment and facilities, emergency assistance, and community health programs such as Community PedsCare®, Caregiver Coalition of Northeast Florida, Community Hospice Veterans Partnership, Honoring Choices® Florida and the Charles M. Neviasser Educational Institute.

We are deeply grateful to all our supporters, and we thank you for your dedication, passion and generosity.

Halloween Doors & More is one of our signature fundraising efforts benefiting Community PedsCare. This annual event includes activities and attractions full of magic, fantasy, fun and more for children and their parents.

“Our son has a life-limiting illness and is confined to a wheelchair. For two years in a row our family has attended Halloween Doors & More. Community Hospice goes so far out of their way, the kids really enjoy it. They enjoy dressing up and seeing all the characters. It’s great for our other children to be part of it—it’s something fun that we, as a whole family, can do together.”

*— Hannah C.,
St. Augustine, Fla.*

COMMUNITY HOSPICE FOUNDATION

Community Hospice Guardians of Light

We are thankful for the more than 400 individuals and organizations that have supported Community Hospice at the Guardians of Light level (*gifts of \$1,000 or more annually*). These contributions support Community Hospice in continuing its mission of improving the quality of life for our patients and their families. In appreciation, we recognize and honor our Guardians of Light donors who made gifts between Jan. 1, 2015 – Dec. 31, 2015.



Guardians of Light (\$1,000 or more annually)

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 Dr. Roy H. Hinman II
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“I have had the pleasure of getting to know some of the fine people who make Community Hospice run on a day-to-day basis. These folks radiate passion onto their efforts to support the organization’s mission. This passion strengthens my confidence that our contributions will be utilized fully for providing compassionate care for those in our community who need it most.”

— Jason L., St. Augustine, Fla.

COMMUNITY HOSPICE FOUNDATION

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**We would like to acknowledge
 and deeply thank the families and
 endowed gifts that have made it
 possible for Community Hospice
 to expand to seven inpatient
 centers and continue our work in
 Northeast Florida.**

**Community Hospice
 Centers for Caring**

Earl B. Hadlow Center for Caring
 George and Margaret Morris
 Center for Caring
 Dr. Gaston J. Acosta-Rua
 Center for Caring
 Anne and Donald McGraw
 Center for Caring
 Bailey Family Center for Caring
 Community Hospice Center for Caring
 at St. Vincent's Riverside
 Jane and Bill Warner Center for Caring

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Blanchart Family Endowment Fund
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 Neviasser Family Community
 PedsCare® Endowment
 Amanda Petway Endowment Fund
 Estates of Capt. and Mrs. Powell P. Vail, Jr.
 Estate of Grafton N. Smith
 Weaver Family Endowment Fund
 Estate of Betty Williams

FY 2015 COMMUNITY BENEFIT

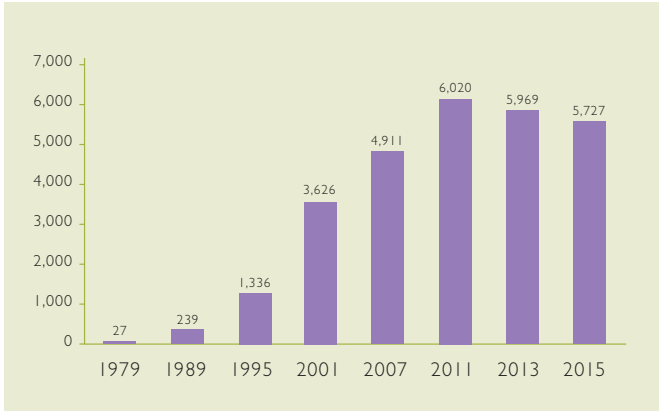
Community Benefit Costs Fiscal Year (FY) 2015

Pediatric Palliative	\$1,170,410
Unfunded Community Programs	\$1,000,866
Community Palliative Care	\$848,168
Bereavement Care	\$354,456
Home Care & Community Benefit	\$1,089,621
<hr/>	
	\$4,463,520

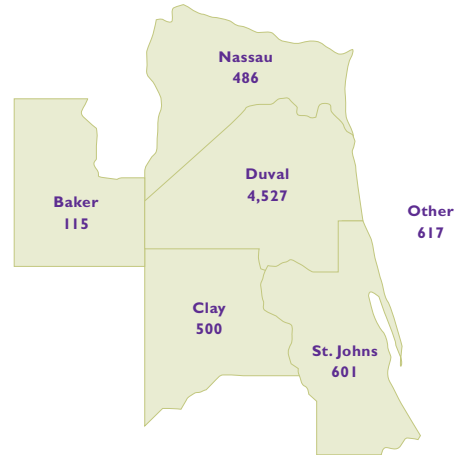


FY 2015 PATIENT STATISTICS

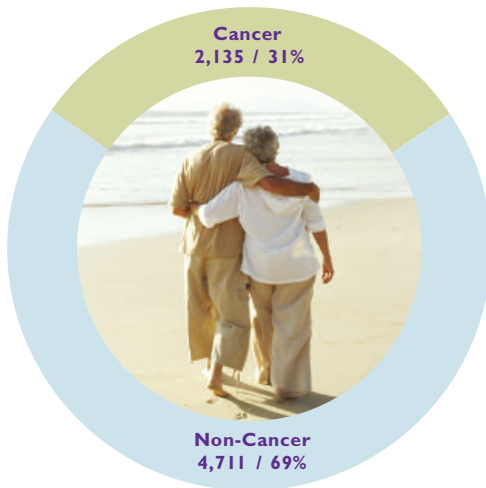
Patients Admitted**



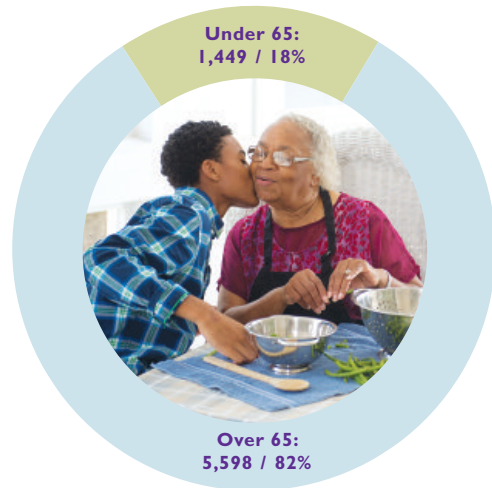
FY 2015 Patients Served by County (6,846 total)



FY 2015 Patients by Illness



FY 2015 Patients by Age*



All statistics are hospice patients only for Oct. 1, 2014 – Sept. 30, 2015 unless otherwise noted

*Includes hospice, Community PedsCare® and PIC patients

**By calendar year

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Emerging Markets

Elizabeth Perez
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Human Resources

Kenny Stevenson
Vice President & Chief
Compliance Officer

Whether an officer, board member or advisory council member, each person on our Community Hospice leadership team has one thing in common—the desire to make life better for those we serve. As the only locally-based, locally governed non-profit provider, our leaders are local and reflect the communities we serve, coming from all walks of life, professions and backgrounds. Their many talents further strengthen Community Hospice, with abilities that range from superior day-to-day management and sound fiscal stewardship, to identifying big picture trends and the important needs for our community.

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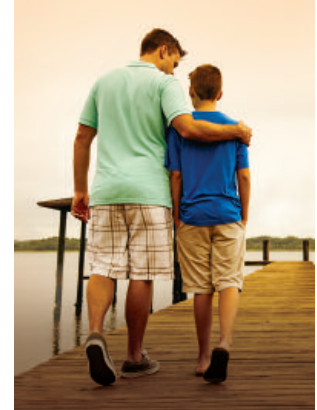
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