



Community

Hospice & Palliative Care®

CommunityHospice.com

Information: 904.268.5200
(800.274.6614 toll-free)

Referrals: 904.407.6500
(866.253.6681 toll-free)

1979

year
established

1,600

average
daily census
(adults + children)

215,000

patients
served

16

counties
served

8

inpatient
Centers for Caring

31

physicians
on staff

492

nurses
on staff

950

employees

910

volunteers

94,760

annual
volunteer
hours

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.

DESCRIPTION

Community-based, award-winning, nonprofit 501(c)(3) palliative and hospice care provider.

SERVICE AREA

16 counties in Northeast and North Central Florida: Alachua, Baker, Bradford, Clay, Columbia, Dixie, Duval, Gilchrist, Hamilton, Lafayette, Levy, Nassau, Putnam, St. Johns, Suwannee and Union.

PATIENTS

Our palliative and hospice care teams serve people of any age with any advanced illness or condition, including but not limited to: dementia, congestive heart failure, Parkinson's disease, chronic obstructive pulmonary disease, ALS (Lou Gehrig's Disease), cancer and/or complications of AIDS.

LOCATIONS

- Our main office is in Jacksonville at 4266 Sunbeam Road (Mandarin).
- Our administrative offices are on Jacksonville's Northside and in Gainesville, Lake City, Palatka, Fernandina Beach, Orange Park and St. Augustine.
- We offer hospice care in a variety of settings, including: patients' homes, long-term care and assisted living communities, hospitals and our eight inpatient Centers for Caring:
 - **Earl B. Hadlow Center for Caring**, a 15-bed center and program headquarters on Sunbeam Road in Jacksonville's Mandarin area
 - **George and Margaret Morris Center for Caring**, a 12-bed center in the Pavilion at UF Health Jacksonville
 - **Dr. Gaston J. Acosta-Rua Center for Caring**, a 10-bed center on Ramona Boulevard on Jacksonville's Westside
 - **Anne and Donald McGraw Center for Caring**, a 16-bed center on the Mayo Clinic Florida west campus near Jacksonville's Beaches communities
 - **Center for Caring at St. Vincent's Riverside**, a 10-bed center on the fourth floor at St. Vincent's Medical Center Riverside in Jacksonville
 - **Center for Caring at St. Vincent's Southside**, an eight-bed center on the fifth floor of St. Vincent's Medical Center Southside in Jacksonville
 - **Bailey Family Center for Caring**, a 12-bed center on the campus of Flagler Hospital in St. Augustine
 - **Jane and Bill Warner Center for Caring**, an eight-bed center on the campus of Baptist Medical Center Nassau in Fernandina Beach
- Our palliative care consultative services are available at many area hospitals.

OUR SERVICES & PROGRAMS

Community Hospice & Palliative Care provides compassionate care and knowledgeable guidance at every step of the journey. Our hospice care services include:

- In-home nursing care
- Physician services
- Palliative care
- Psychosocial services
- Spiritual support
- Certified Nursing Assistant (CNA)/home health aide services
- Volunteer support
- Medical equipment and supplies
- Medications for symptom management and/or pain relief related to the terminal condition
- Bereavement counseling and support
- Physical and occupational therapy
- Music, speech, massage, and pet therapies
- Dietary counseling
- Special services, if needed:
 - Short-term inpatient care
 - Short-term respite care
 - Specialized care for veterans
 - Specialized care for those of the Jewish faith
- Children's programs—Community PedsCare® and Camp Healing Powers®
- Family caregiver support
- Advance care planning—Honoring Choices® Florida
- Pet services—Pet Peace of Mind®

ELIGIBILITY

- Patients are eligible for hospice care when they show symptoms of advanced illness and are diagnosed with a life expectancy of 12 months or less (six months for Medicare coverage).
- To receive hospice care, a patient must have a physician's order, patient/family consent and residency within our service area.
- Patients of any age and at any stage of a serious, life-threatening illness may be eligible for palliative care services.

PAYMENT

- In most cases, palliative and hospice services are paid for by Medicare, Medicaid or private insurance.
- If patients and families have no means to pay, care is funded through contributions raised by Community Hospice & Palliative Care Foundation (see reverse for more information).
- No one is denied care based on inability to pay.



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MISSION

To advance philanthropy to enable Community Hospice & Palliative Care to fulfill its mission and vision of care, research and education.

WAYS OF GIVING

Contributions to Community Hospice & Palliative Care Foundation include:

- Cash/check • Stocks • Gift annuities • Charitable trusts
- Bequests • Life insurance • In-kind donations
- Event sponsorships • Volunteer time
- Shopping and/or donating items to Community Hospice Thrift Shop

FUNDRAISING ACTIVITIES

Fundraising activities through Community Hospice & Palliative Care Foundation include:

- Annual gifts
- Memorials and dedicatory opportunities
- Special events
- Community fundraising events
- Community Hospice Thrift Shop
- Capital campaigns
- Major gifts
- Grants
- Planned gifts

SIGNATURE EVENTS

Our philanthropic events raise awareness and vital funds for our care and innovative community programs. They include:

- **Kelsi Young Gift of Care Dinner**, supporting respite care for Community PedsCare families
- **Derby Run**, a Kentucky Derby-themed watch party supporting care for St. Augustine/St. Johns County residents
- **Halloween Doors & More**, our "gala of a different sort," a festive land of fantasy and make-believe for the whole family, supporting Community PedsCare
- **Tree of Life and Candlelight Service of Remembrance**, an inspirational holiday program to remember and celebrate loved ones we have lost

WHERE GIFTS GO

Community Hospice & Palliative Care Foundation generates \$3-4 million annually in philanthropic support for care and community-focused services, supplemented with contributions raised by Community Hospice Thrift Shop.

Funds raised support:

- Patient care including: services unfunded or under-funded by insurance reimbursement, emergency assistance for patients and their families, equipment, etc.
- Community PedsCare, our pediatric palliative and hospice program
- Advanced Care Planning through the Honoring Choices Florida® program
- Facilities

- Endowments
- Community health, outreach and educational initiatives
- Community grief and bereavement services

KEY COMMUNITY INVESTMENTS

(for fiscal year ended Sept. 30, 2017):

\$5 million

overall investment in community-focused programs

8,535

people reached through advance care planning education sessions

258

families supported by Community PedsCare

14,999

community members found hope and healing through Community Grief & Bereavement services

3,620

grief sessions serving area residents

200

veterans in our care daily as a Level III Partner of We Honor Veterans

Our Community Health programs include:

- **Community PedsCare®**, a nationally recognized pediatric palliative and hospice care program for children with life-threatening and life-limiting conditions and their families: **CommunityPedsCare.com**.
- **Specialized Care for Veterans:**
 - **Community Hospice Veterans Partnership**, a coalition from Community Hospice & Palliative Care, VA facilities, community organizations and corporations working to ensure excellent end-of-life care is available to all veterans who live in the communities we serve: **Veterans.CommunityHospice.com**
- **Honoring Choices® Florida**, a comprehensive, community-based advance care planning program established by Community Hospice & Palliative Care in 2014. Based on the pioneering, evidence-based Respecting Choices® program, Honoring Choices Florida community partners work together to change the standard of care patients and families receive by helping them identify the care they want, put their wishes in writing and ensure their wishes are followed: **HonoringChoicesFL.com**
- **Charles M. Neviasser Educational Institute**, a provider of education and other resources for health care professionals and the community about dealing with serious illness, grief and loss counseling, resources for caregivers and advance care planning
- **Participation in the Caregiver Coalition of Northeast Florida**, an alliance of health care, civic, and social service organizations that promotes awareness and knowledge of, sensitivity to and support for family caregiving

