



Your Compassionate Guide

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, Respect and Value for the Individual, Superior Service and Teamwork.

YOUR COMPASSIONATE GUIDE® SINCE 1979.

Now serving: Alachua, Baker, Bradford, Clay, Columbia, Dixie, Duval, Gilchrist, Hamilton, Lafayette, Levy, Nassau, Putnam, St. Johns, Suwannee and Union counties.



SUSAN PONDER-STANSEL
President and CEO



FERNANDO ACOSTA-RUA
Chair,
Community Hospice & Palliative Care
Board of Directors



RAY DRIVER
Chair,
Community Hospice & Palliative Care
Foundation Board of Directors



AN OPEN LETTER TO OUR COMMUNITY

As Community Hospice & Palliative Care looks back on its 39th year of caring for patients and families in North Florida, we reflect on the countless lives in our community that have been supported by the caring hands of our extraordinary staff and volunteers. We are thankful for all those who have connected with our work to improve the quality of life in our community and to help us be its Compassionate Guide.

With programs like Honoring Choices Florida® advance care planning, Community Cares outreach, bereavement counseling and Pet Peace of Mind®, Community Hospice & Palliative Care strives to serve our entire community in ways that go beyond traditional care. This 2018 report shows Community Hospice's positive impact on quality of life for those living with chronic or life-limiting illness and how our community-centered programming supports their families, friends and neighbors.

2019 will mark our 40th year caring for the residents of North Florida. We are deeply thankful for the dedicated support of our donors, volunteers, community partners, and all who have helped us support the well-being of the communities we serve. Most of all, we are thankful for the patients and families who have trusted us to care for them during one of life's most difficult and important times.

With four decades of experience providing unparalleled service to our community, we have helped to shape the landscape of modern hospice and palliative care. We are proud of the part we have played in helping it grow from a grassroots movement, to an essential part of our system of medical care. We could not have done it without you. We look forward to many more decades as your Compassionate Guide.

Sincerely,

Susan Ponder-Stansel

Fernando Acosta-Rua

Ray Driver

ODELLE'S ANGELS

COMMUNITY CARE CHOICES

WHEN ODELLE YATES was introduced to Community Care Choices, she had just celebrated her 90th birthday. She was surrounded by many balloons and cards and excited to share what was important in her life to her Community Care Choices team. Odelle's goal in life was to remain as independent as possible in her home. "God still has more for me to do in my life," she would frequently say. Odelle loved life, but, was struggling with the symptoms of congestive heart failure and Alzheimer's/dementia. In the months before enrolling in Care Choices, Robert, Odelle's husband, found himself worrying about Odelle's medical condition. How was he going to handle her care on his own? What would her future care needs look like? Their nephew BJ worked for Community Hospice & Palliative Care and he brought home some literature on Care Choices. It was the answer to his prayers. After almost a year of caring for her without any help, Robert enrolled Odell in our Community Care Choices program in January of 2017.

The Community Care Choices team discussed available options regarding care and treatment preferences with Odelle and Robert. They found the support and education needed to assist them with their journey. It came from the whole team: social workers, nurses and aides, who made taking care of Odelle much easier. The team tailored her care so it

adjusted when her needs changed. The nurse visited her at home as needed and would touch base by phone. When Odelle needed assistance managing symptoms, the nurse collaborated with her medical providers to ensure she was comfortable and her symptoms were being controlled. Education was provided as her disease progressed, and future options were discussed as well. The social worker ensured that Odelle and Robert had the emotional support they needed. When Odelle required assistance with personal care, aides were provided to meet her needs. Robert felt supported and the team was always available to talk about his wife and the struggles he was facing as a caregiver.

Robert was so thankful to have Community Hospice & Palliative Care help him through this journey with his wife; from her diagnosis to her death, he always felt supported and had a clear understanding of what was to come and what options were available to him and his wife. He also appreciated moving from the Care Choices program to the hospice program – he said it was a smooth transition, and he was thankful to have both programs to help him with his wife's care.

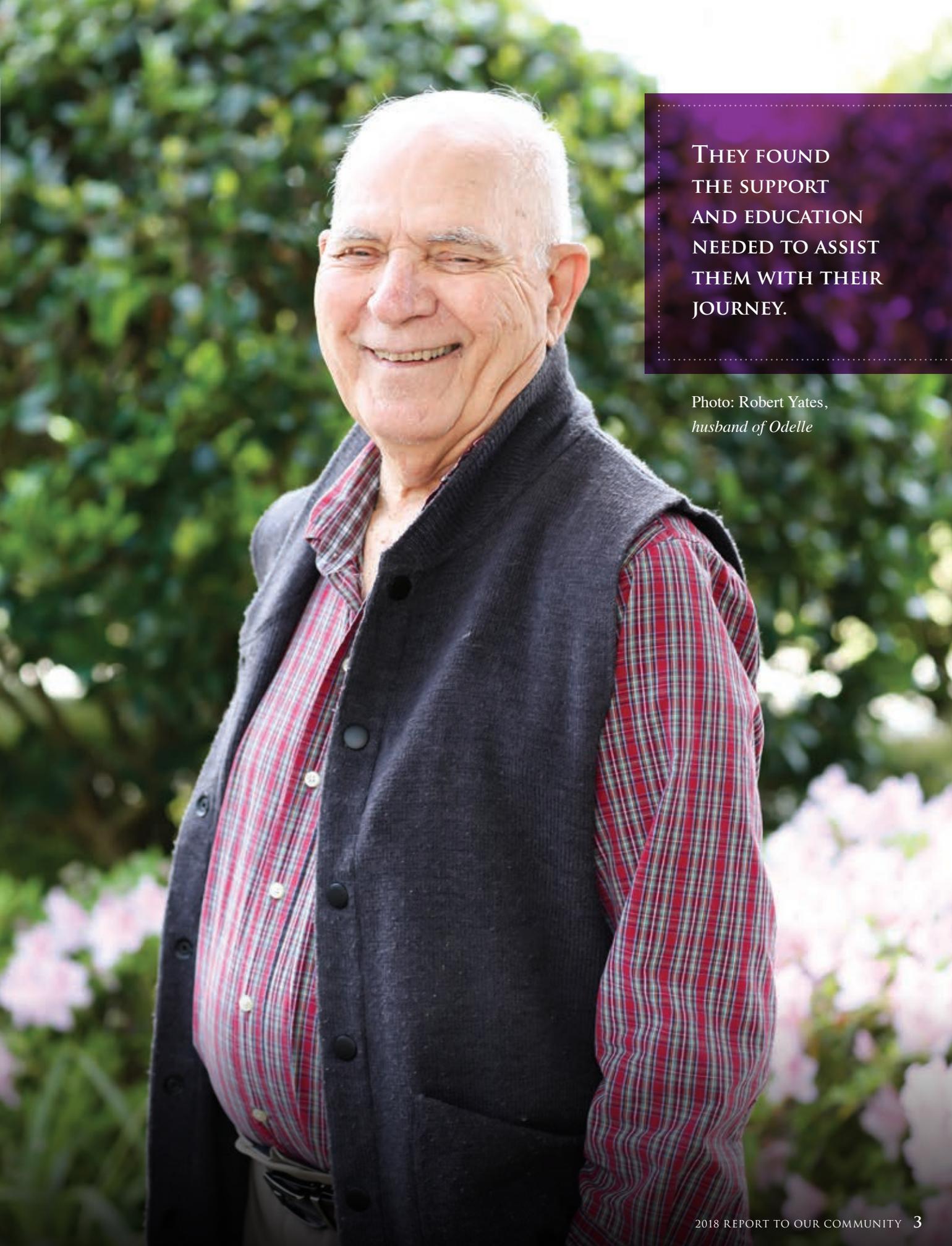
He could not think of anything he would have changed about the experience. He called Odelle's hospice teams "a bunch of angels" who helped him through one of the hardest experiences in his life. He could not have been more thankful for the help and care Community Hospice & Palliative Care gave to his wife.



CHOOSE COMFORT • CHOOSE HOPE • WE HELP YOU DO BOTH

Through Community Care Choices, the Centers for Medicare & Medicaid Services (CMS) provides new options for Medicare beneficiaries to receive select hospice services while continuing to pursue treatments for their life-limiting illnesses.

For more information about Community Care Choices call 904.407.7750 or visit CommunityCareChoices.com.



THEY FOUND
THE SUPPORT
AND EDUCATION
NEEDED TO ASSIST
THEM WITH THEIR
JOURNEY.

Photo: Robert Yates,
husband of Odelle

THE PET PEACE OF MIND®
PROGRAM STEPS IN ON BEHALF
OF THOSE AT THE END OF LIFE TO
ENSURE COMPASSIONATE CARE IS
EXTENDED TO THE PETS THESE
PATIENTS CALL FAMILY.



BUDDY'S FOREVER FAMILY

PET PEACE OF MIND®

SOMETIMES, THE LOYAL PETS of Community Hospice & Palliative Care patients don't find the loving homes they need right away when patients become physically or financially unable to take care of them. The Pet Peace of Mind program steps in on behalf of those at the end of life to ensure compassionate care is extended to the pets these patients call family.

After years of providing faithful companionship to his owner, 13-year-old Labrador-Golden Retriever mix Buddy was a senior dog by the time he came to the Pet Peace of Mind program; the winding road to the perfect home was not without a detour or two. After brief stays in two homes that weren't quite the right fit for Buddy's gentle nature, he landed at Mandarin Animal Hospital, where he was nearly euthanized because of his advanced age. A veterinarian who evaluated him and saw a vibrant companion with plenty of life and love

to give, placed Buddy in Karma K9, a dog kennel, with a few canine roommates.

Buddy finally got his happy ending: his two-month stint at Karma K9 ended when a gracious couple, drawn to Buddy's soulful eyes and tranquil demeanor, took him home to what would be a

heaven – and a haven – for a deserving companion in his golden years.

It is one more way Community Hospice & Palliative Care honors the memories of patients: by extending compassionate care to pets who been a part of their families all the way

through to the end of life. For Buddy, it was a roundabout journey on the way to his adoption through the Pet Peace of Mind program, but the end destination has been one full of the very same comfort and peace he provided his former owner.



CREATING AND PRESERVING THE BOND BETWEEN PEOPLE AND PETS

Pet therapy is another way Community Hospice & Palliative Care brings comfort and smiles to patients and their families. Since 1996, volunteer therapy dogs and their owners have played an important role on our care teams, and we hope you're enjoying meeting some of them in this calendar.

Pet therapy sessions are available on request and can be made through any member of a patient's care team. Our therapy dogs can travel to most care settings, including private homes, long-term care facilities and our Centers for Caring.

Pets warm our hearts and bring smiles during difficult times. For many of us, pets are a part of the family. Our Pet Peace of Mind® program recognizes this and is designed to assist with the needs of our patients' pets, keeping them together as long as possible.

For more information about our program or to become a pet therapy volunteer, please call 904.407.5204.



Pet Peace of Mind®

Keeping Pets & People Together
During Hospice Care

THE SAINTS OF ST. AUGUSTINE

COMMUNITY PEDSCARE®

THE SAINT OF ST. AUGUSTINE, is how Community PedsCare Child Life Specialist, Danielle Eaves Hernandez, describes Debbie Heaton. Of course, the modest mother of seven humbly denies Danielle's description.

Debbie has had, and still has, several children with the Community PedsCare hospice program. When asked how she and her husband, Dean, manage to take care of the many children they've adopted, who have life threatening illnesses, she replied, "It's just natural ...it's what you do. All kids need to be loved, and to know that they're loved. Most importantly, a child needs a place, a sense of being and a sense of belonging." The apple doesn't fall far from the tree: Debbie's mother provided foster care for many years, and Debbie has followed in her footsteps.

Below is an excerpt of a life letter Debbie wrote about how her Community PedsCare Child Specialist, Danielle has made an incredible difference in the lives of her children who are still living, and her beautiful souls who are now in a higher place:

She comes to visit my family on a regular basis in our home. We also see her at special events for PedsCare Hospice, such as Day of Remembrance, Movie Nights and Monthly Family Support Group Meetings. Danielle is always filled with smiles, laughter, inspiration, words of

wisdom and guidance. She also is abundantly prepared with Art Work, Coloring, Painting and a plethora of other goodies to entertain yet bring out our inner feelings. Danielle helps us find our place, our emotions, our needs, sentiment and deeply buried feelings to help us understand that we can get through this with tears, laughter, support and understanding. Understanding and caring from a person that knows from education and experience how to maneuver through this process of grief and loss.

Loss through death has been known since the beginning of time; but when it truly hits and impacts your family – having a caring expert at your side to deal with it and understand it makes a world of difference! It can be summed up in the word: COMPASSION. That is what Danielle (and the PedsCare team) does EVERY DAY! Compassion and love, gentle support, guidance and help to cope with loss and healing. Through that pain of loss and deep sorrow, Danielle helps and is helping us to sustain glimmers of hope, see new life in plants and butterflies and envision that tomorrow will be there. She is a lighthouse always beckoning, showing light in darkness.

Undeniably, it takes two saints to know one another and that's who Debbie Heaton and Danielle Eaves Hernandez are - SAINTS.

WE'RE THERE FOR KIDS FACING MEDICAL CHALLENGES

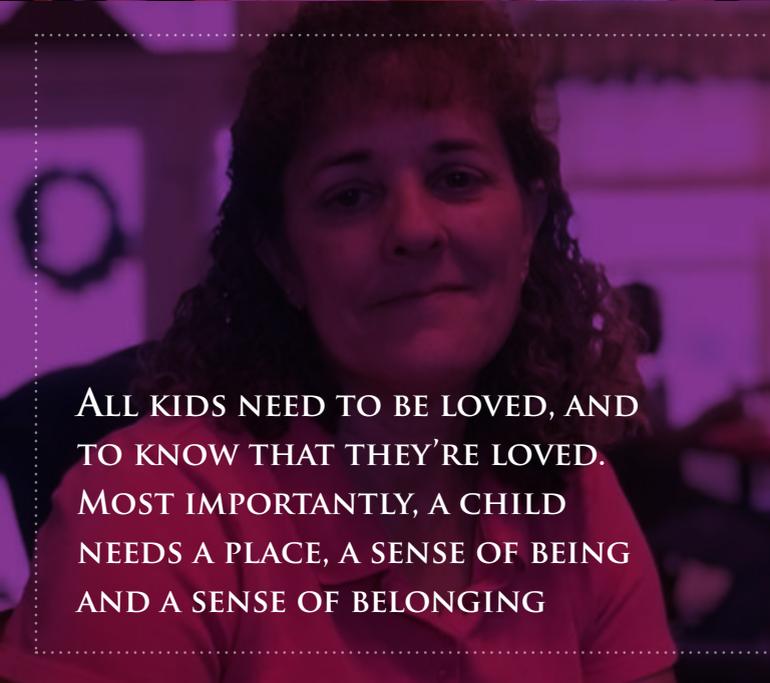
Community PedsCare® brings comfort and care to enhance quality of life for patients from prenatal (before birth) to age 21. The program supports the specialized needs and medical care of children, their parents and siblings, other family members, caregivers, classmates and teachers. Counseling and spiritual support help parents and siblings deal with the strain and facilitate legacy-building, and can help parents to secure resources.

With our unique combination of expressive care therapies, including music and pet therapy, as well as the intervention of dedicated child life specialists, our total family-centered care allows us to embrace and focus on the special needs of each child.

The nurses, nurse practitioner and pediatrician act as a bridge with the medical community, coordinating with the child's doctors and others involved in the child's care.

For more information about our PedsCare program contact 904.407.6505 .





ALL KIDS NEED TO BE LOVED, AND TO KNOW THAT THEY'RE LOVED. MOST IMPORTANTLY, A CHILD NEEDS A PLACE, A SENSE OF BEING AND A SENSE OF BELONGING







FOR 28 YEARS, the Community Hospice & Palliative Care Foundation has had the honor in presenting the Tree of Life and Candlelight Service of Remembrance. This beautiful memorial celebrates the memory of the loved ones we have lost in an angelic, inspirational program of music, verse, and reflection. The Tree of Life also brightens the Community Hospice & Palliative Care Earl B. Hadlow Center for Caring with tree lights representing each patient the organization has served since 1979.

Anne Michael has attended this touching dedication to those dear to her heart for six consecutive years.

people in her life, while living in Jacksonville for 54 years. One of her incredible friends is Amy Davis, Vice President of Community Hospice & Palliative Care Foundation. Amy was friends with Anne's son, Ralph. They worked together at UF Shands Medical Center. Anne and Amy still make it a point to have dinner and stay in touch.

Like all of us, Anne Michael has lost many special people in her eighty-one years of life, and when asked how she deals with grief, she replied, "We all must continue to live and realize that those we've loved with all our hearts, stay in our hearts and have

TREE OF LIFE

CANDLELIGHT SERVICE OF REMEMBRANCE

She lost her first son in 2013. Sadly, Anne had also lost her second son to an auto accident in 1985, and her husband, Dr. Max Michael, Jr., in 1992. "Every time I leave the Tree of Life Ceremony, I feel very inspirational. It's truly a celebration of our loved ones who have passed," says the proud mother, in her Brooklyn accent. Anne and her family moved to Jacksonville in 1965. "I love it here and this is my home," she says. Anne has encountered many wonderful



made us better people for loving and knowing them." The grand- and great-grandmother stays busy by attending local art exhibits and theater shows as well as traveling with daughter, Christen. Even though Anne continues to move forward with her life, she will continue to attend the Annual Tree of Life and Candlelight Service of Remembrance to honor and celebrate her sons, and all of her beloved family and friends who are now angels watching over her.

A MOVING HOLIDAY TRADITION

The Annual Tree of Life Candlelight Service of Remembrance Ceremony honors the memory of the loved ones we have lost, in a beautiful, inspiring program of music, verse and reflection. It also illuminates our Mandarin campus, with each light representing one of the patients Community Hospice & Palliative Care has served since 1979.





MEMORIES

MUSIC THERAPY

Elvis. Aretha Franklin. Glen Campbell. Perhaps a song from these artists brings back memories that make you smile. Music can transport us through time, reminding us of people and things from our past. It's a powerful tool for bringing peace and comfort to patients nearing the end of life.

Chris is a 91-year-old struggling with dementia and declining health; but you wouldn't know it, watching her tap her toes and sing along to Patsy Cline's "Tennessee Waltz" during a visit from Carey Barwick, Community Hospice & Palliative Care's music therapist. The lyrics sparked a wonderful memory for Chris about her young children's joy the first time they saw snow on a trip to Tennessee, many, many years ago. Without Carey's steady strumming and lovely voice, these memories may have been lost forever.

Music therapy at Community Hospice & Palliative Care is an effective tool for helping to improve a patients' moods, calm them when they're upset, comfort them in times of distress and engage them when they are withdrawn. In Chris' own words, "music keeps you alive."

As Carey sings a song by Roy Rogers and Dale Evans,

Chris watches her fingers strum the strings of her guitar, smiles and brightly sings along, "Happy trails to you, until we meet again. Happy trails to you, keep smiling until then."

Music Therapy helps with reminiscence and improved memory by being a familiar cue that inspires a memory or emotion that's associated with the music. Music has been instrumental in the most meaningful moments in our lives, such as when we were children, and our mothers sang us lullabies. It influenced our teen years, various celebrations, tough times, or moments of remembrance worship, and the power/significance of these moments are carried in the music. Not only does music provide that stimulus for recalled memory, but it also can invoke an emotional response tied to the memory, such as a person with depressed or blank affect smiling. When they recall the song, they may recall the context they knew the song from like "grandma used to sing this to me" or "this was our love song - it played at our wedding" or "my band used to play this, I played guitar, we played concerts in the neighborhood" or "I listened to this at sea. I was in the Navy, and stationed at ...," etc. Often, this response invites the person to become more alert, social, and engaged/oriented in the present moment.



MUSIC THERAPY

Music has the distinct ability to transcend language and typical human connections. It can trigger emotions and help people find comfort during challenging times. Community Hospice & Palliative Care offers a full-time music therapist to meet with patients, upon request from their care teams.

According to the American Music Therapy Association, music therapy is "the clinical and evidence-based use of music interventions to accomplish individualized goals within a therapeutic relationship by a credentialed professional who has completed an approved music therapy program."

At Community Hospice & Palliative Care, we use music therapy to achieve a variety of physical, emotional, spiritual and social goals for patients seeking relief from pain and other challenging conditions.



MUSIC THERAPY HELPS WITH REMINISCENCE AND IMPROVED MEMORY BY BEING A FAMILIAR CUE THAT INSPIRES A MEMORY OR EMOTION THAT'S ASSOCIATED WITH THE MUSIC.



*Photo taken in October 2017 on Lee's 92nd birthday. He became sick in January 2018.
Information provided to us by Paul & Barb Carmedelle (Lee's son and daughter-in-law)*

THERE WAS NO SUCH THING AS A STRANGER to the man everyone knew as "Lee." In his rich life, father of four, husband, and New Orleans native, Raymond Lee Carmedelle, was a brave Marine who served during World War II's Battle of Okinawa as a radio operator. After the war, Lee found a new life as a college student, courtesy of the GI Bill, and pursued a career as a Certified Public Accountant.

Lee, accustomed to fighting valiantly as a veteran, came to hospice after the battle of his life: two weeks in the hospital with a terminal pancreatic cancer diagnosis. He then went to Cypress Village Rehabilitation for almost two weeks before coming to the Community Hospice & Palliative Care Earl B. Hadlow Center for Caring.

Community Hospice stepped in to deliver on its mission to be a Compassionate Guide. Lee and his entire family were the recipients of Community Hospice's gentle care, provided by a

a more clean-cut appearance. Knowing Lee had always taken tremendous pride in his appearance, his family knew he would want to look cleaned-up for the loved ones who would arrive to see him. Once he had settled in his room, Lee's family assured him they wouldn't forget to bring him a shaver the following day. A nurse who overheard the conversation offered Lee the simple, profound gift of offering to shave him, to extend an act of dignity to a patient, a husband, a father – a proud veteran.

It uplifted Lee to receive the care and extra attention along with pain medication, oxygen, and a shower the next morning. On the surface, these seemed like basic accommodations, but they were things that proved to be challenging for him.

"We were blessed by the wonderful nurses, doctor and chaplain. Our family was able to bring in food to eat on the patio and store leftovers in the refrigerator. Some of us who were sleep-deprived

COMFORT FOR LEE

VETERANS CARE

circle of healthcare professionals and spiritual care experts. Attentive nurses, steadfast chaplains and gentle doctors embraced Lee and his family with compassion and the ability to communicate clearly about his illness with empathy.

Upon Lee's arrival, he had taken on a scruffy look, his illness having robbed him of the ability to maintain

were thankful for a comfy couch for a nap, your beautiful chapel, and a toddler enjoyed the lounge with TV & toys," Barb Carmedelle, Lee's daughter-in-law, said. "All our wishes were respected. We cannot think of anything else that could have been done or provided that wasn't. It was an amazing experience at one of the hardest times in our lives."

VETERANS CARE

For some military veterans, the psychological effects of combat can remain dormant for years, only to re-emerge when they are facing their own mortality. We Honor Veterans supports the needs of more than 200,000 veterans in Alachua, Baker, Bradford, Clay, Columbia, Dixie, Duval, Gilchrist, Lafayette, Levy, Nassau, Putnam, St. Johns, Hamilton, Suwannee and Union counties in North Central Florida. When they develop symptoms of advanced illness, Community Hospice & Palliative Care provides specialized support focused on the unique end-of-life needs often experienced by military veterans and their families. Our physicians, nurses and expert counselors are specially trained and prepared to identify these needs and assist in the healing and resolution process for veterans and their loved ones.

For more information about our veterans program, go online to Veterans.CommunityHospice.com.



THE COMMUNITY HOSPICE & PALLIATIVE CARE FOUNDATION HOLDS SEVERAL EVENTS THROUGHOUT THE YEAR.



Chapman Campus Ground Breaking

Tree of Life Celebration

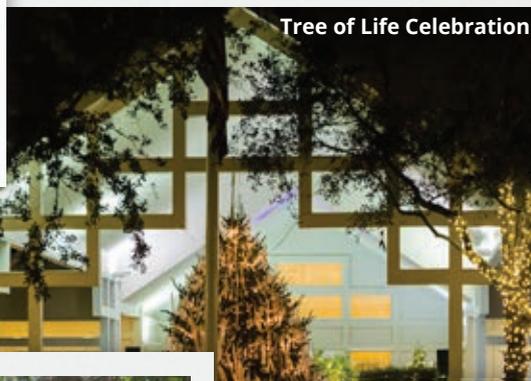


Jaguar for a Day

Derby Run



Halloween Doors & More



Tree of Life Celebration



JAGUARS

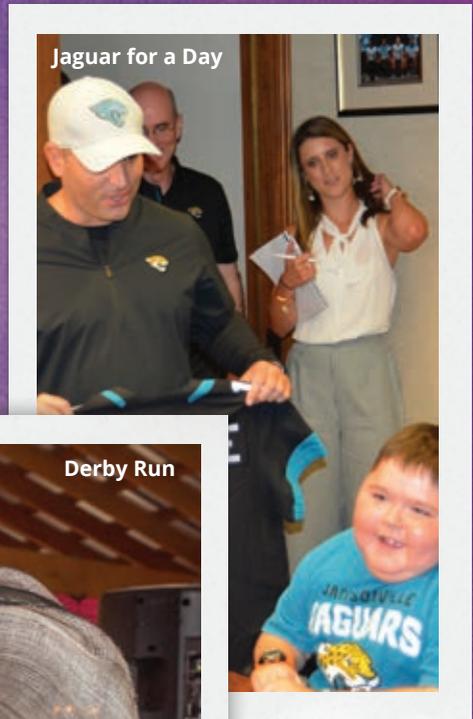


Chapman Campus Ground Breaking





Tree of Life Celebration



Jaguar for a Day



Derby Run



Jaguar for a Day



Tree of Life



Putnam County Office Ribbon Cutting



Derby Run

2018

BY THE NUMBERS

(For the fiscal year ended Sept. 30, 2018)

CARING



14,593

Total patients served

94% / 6%

94% of care provided at patient's home

6% of care provided in our 8 homelike inpatient centers



248

Children and families served by Community PedsCare



2,295

Veterans served in FY 2018



More than

97%

of patient families would recommend us to others

LEARNING



485

Unique in-service programs delivered to area health care professionals



1,244

Attendees were educated during 3 Caregiver Conferences and 1 CareGiver Expo



215

Advance care planning education sessions reached **4,374 people**

SERVING



941

VOLUNTEERS provided a total of **97,258 hours**



\$4.785 million

Raised through Halloween Doors & More since 2005



3,620

Counseling sessions provided to community residents by Community Grief and Bereavement

AMOUNT AND PERCENTAGE OF COMMUNITY PROGRAM EXPENSES

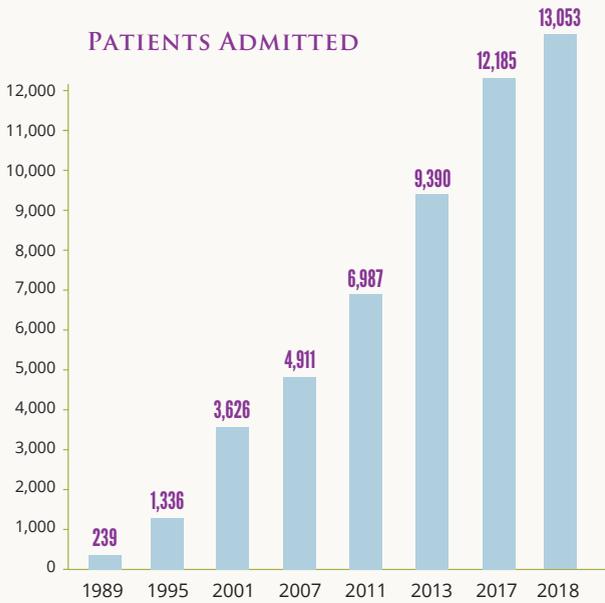
(For the fiscal year ended Sept. 30, 2018)

Pediatric Palliative Care	\$1,280,648 (32%)
Unfunded Community Programs	\$1,280,647 (32%)
Bereavement Care	\$400,202 (10%)
Home Care & Community Benefit	\$1,040,526 (26%)
TOTAL	\$4,002,023



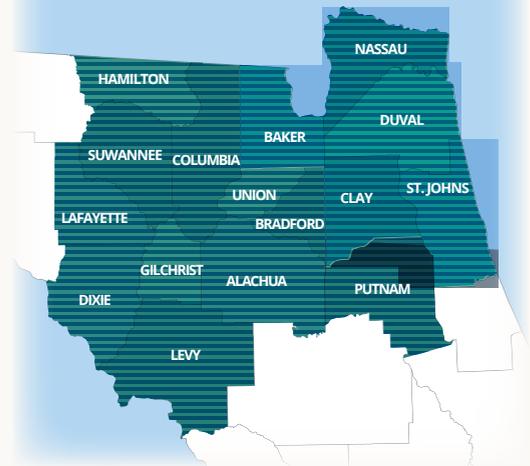
PATIENT STATISTICS

PATIENTS ADMITTED



14,593

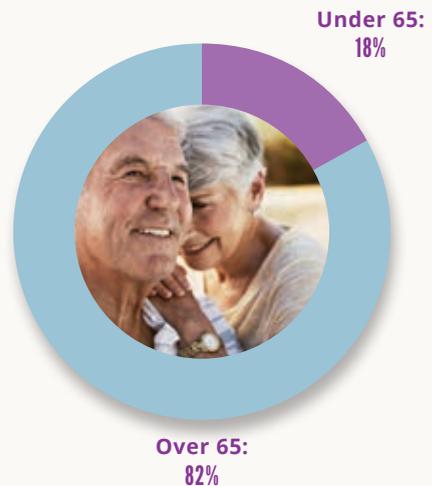
Number of patients served across northern Florida



PRIMARY ILLNESSES



DEMOGRAPHICS BY AGE*



All statistics are hospice patients only for Oct. 1, 2016 - Sept. 30, 2018, unless otherwise noted. *Includes hospice, Community PedsCare® and PIC patients

Million + (Lifetime Giving)

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Rev. James J. Cardosi
Mr. and Mrs. Tom Carlson

We are thankful to the individuals and organizations below that have supported Community Hospice & Palliative Care at the Guardians of Light level (gifts of \$1,000 or more annually). These contributions support Community in continuing its mission to improve 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 January 1, 2018 - December 31, 2018.

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