

HOSPICE SUPPORT CARE, INC.

ANNUAL REPORT 2007

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HOSPICE SUPPORT CARE, INC.

“a volunteer organization caring for the seriously ill and bereaved”

MISSION STATEMENT: Hospice Support Care is committed to providing non-medical support without charge to those experiencing the impact of a life altering or terminal illness and bereavement services for children, teens and adults.

Hospice Support Care provides services to residents of Planning District 16:

City of Fredericksburg
Spotsylvania County
Stafford County
King George County
Caroline County
Colonial Beach
Lake of the Woods Community

Hospice Support Care maintains three locations:

Hospice Support Care, Inc.
1701 Fall Hill Ave., Suite 109
Fredericksburg, VA. 22401
540-361-7071
540-361-7074 FAX
admin@hospicesupportcare.org
www.hospicesupportcare.org

Harbor House Bereavement and Training Center
2103 Washington Ave.
Fredericksburg, VA. 22401
540-370-0597

Magnolia's Thrift Shop
3994 Lafayette Blvd.
Fredericksburg, VA. 22408
540-710-6226

FAMILY CARE PROGRAM 2007

The goal of the Family Care Program is to meet the practical, emotional and spiritual needs of patients and their family members. Referrals to the Family Care Program are accepted from family members, friends, churches, doctors, and other agencies. A physician's referral is not required nor is a prognosis of six months or less. Patients may be actively seeking curative treatment. Trained Hospice Support Care volunteers provide the bulk of direct services to patients and families under the supervision of the Family Care Coordinator. Services may include, but are not limited to: respite care; transportation to doctor's appointments; household tasks; meal preparation; companionship; patient advocacy.

Hospice Support Care is an agency member of the **Fredericksburg Area Food Bank**. We support their mission to fight hunger in the greater Fredericksburg area. HSC sponsors seniors who are eligible for the Food Bank's Food for Life Program.

ADMISSIONS: 68 Intakes

16 Patients carried over from previous years (still living)
29 Patients carried over from previous years (died during 2007)

TOTAL: 113 Patients served.

CENSUS: 18 Male
50 Female

The highest caseload of patients came from the Fredericksburg area.

Fredericksburg	29
Spotsylvania	24
Stafford	3
King George	9
Caroline	2
Westmorland	0
Other	1

Age Range: 21 - 105

DEATHS: 48 patient deaths occurred during 2007.

71% died at home

10% died in the hospital

19% died in an assisted living facility or nursing home

Of the total number of patients we cared for, 48% had a diagnosis of cancer.

PATIENT CARE DAYS:

11,409 (total number of days that we had patients admitted and died in 2007)

6,205 (total number of days we had patients admitted in previous years still living)

5,856 (total number of days we had patients carried over from previous years that died in 2007)

23,470 TOTAL NUMBER OF PATIENT CARE DAYS

The average length of stay for a patient in 2007 was 208 days.

TOTAL FAMILY CARE VOLUNTEER HOURS 20,340 hours

FAMILY CARE GRANT PROGRAM – in its 2nd year!

The Family Care Grant Program provides annual grants of up to \$750 to HSC families who meet certain financial and agency mandated requirements. Grants may be used for respite or end-of-life care. Grants may not be used for medications, medical supplies, or for any purpose other than direct care of a patient.

6 Patients applied for and were awarded \$750.00 Family Care Grants.

1 Patient died at Mary Washington Hospital before accessing the grant.

Adult Bereavement Program

2007

The Adult Bereavement Program provides assistance to grieving individuals and their families in Planning District 16 through a variety of referral sources: HSC patient families and self-referring community members of the greater Fredericksburg area are eligible for HSC bereavement services. Friends and families of bereaved individuals, as well as churches, schools, social service agencies, and mental health providers refer individuals to HSC services.

Services -- The following services are offered to all clients of the Adult Bereavement Program:

- **Phone program** – Intake, weekly, monthly phone calls;
- **Hand-written notes** – three-, six-month and one year death anniversary;
- **Support groups** – Peer and professionally led, both time limited and ongoing;
- **Short term individual counseling**
- **Education and referral to other community agencies as needed**

Bereavement Networking – New Directions

CY2007 saw the inception of several new bereavement networking endeavors:

- **Co-Sponsored Writing Workshop** (with Mary Washington Hospice) offered winter and spring of 2007. Local storyteller/writer, Megan Hicks led the workshop participants in a variety of exercises designed to elicit memories of deceased loved ones resulting in stories written by attendees which were shared and discussed at these sessions.
- **Co-facilitated support groups:** With Mary Washington Bereavement staff and HSC Adult Bereavement Coordinator, two separate support groups were offered in the fall of 2007:
 - “Remembering, Writing, and Telling Our Stories,” an eight-week series focusing on capturing memories of deceased loved ones and writing them down to share both in the group and with family members.
 - “Going on With Life After the Death of a Loved One,” a three-session series focusing on using creative art techniques for self-discovery and looking toward the future after a loss.

- **Bereavement Coalition of Greater Fredericksburg:** a coalition of local bereavement and other professionals was formed in August of 2007. This group, which meets monthly, consists of hospice bereavement staff members, medical personnel, chaplains, school personnel, law enforcement and other first responders. The group is focusing on identifying the bereavement needs of the Fredericksburg area to include local grief resources and providing bereavement-related programs and other services which otherwise may be lacking. The Coalition will act as a clearinghouse for information and community education.
- **Sharing of bereavement resources and cross-referral of clients** as necessary and/or appropriate with Medi Home Health & Hospice (formerly Community Home Health and Hospice). Hospice Support Care and Medi Home Health and Hospice bereavement coordinators are in the planning sessions for a joint “Service of Remembrance” to be held in May of 2008.

Summary Statistics for Calendar Year 2007

A total of 71 persons were assisted by the Adult Bereavement Program during the past year (**46 community clients and 25 members of HSC families**). These totals do not reflect additional calls for general information and/or referral inquiries to other resources in the greater Fredericksburg area.

In addition, support group services were utilized by the following number of individuals:

Falls Run Community (widowed persons):	12
Six-Week Closed Group (general grief 3x6-week sessions):	19
Colonial Beach Parting Gifts (general grief):	<u>6</u>
Sub Total	37

Total number of HSC adult bereavement clients receiving services: 108

Additional clients served by programs co-sponsored with Mary Washington Hospice:

Total number of participants at co-sponsored events: 93

Services to the Bereaved - Grand total for CY2007 201

Currently, **six volunteers** are active members of the adult bereavement team:

- One volunteer makes regular phone calls and write notes to the bereaved;
- Five volunteers facilitate the various adult bereavement support groups.

Total number of volunteer hours for this group: 425 hours

Children's and Teen's Bereavement Program 2007

The Children's and Teen's Bereavement Program underwent tremendous change and growth in 2007. Previously, the Children's Bereavement Program consisted of three major services: Kids Helping Kids, Camp Rainbow and Individual Counseling. In 2007, two additional components were added to the program: Teens Helping Teens and Kids Care. The program also saw an increase in the number of children and teens participating in groups, individual counseling and Camp Rainbow.

Kids Helping Kids

KHK is a bi-monthly bereavement support group for children ages 5-12. These boys and girls have experienced the loss of a parent, grandparent, sibling, other relative or friend. The causes of death include cancer and other illnesses, car accidents, suicide and homicide. The purpose of the group is to assist children in coping with grief and loss, help children to increase self-esteem and improve behavioral, physical and emotional well-being, and provide a safe venue for the expression of thoughts and feelings. Activities such as sharing circles, games, arts and crafts, scrapbooking, baking, puppet shows, etc. are done as a part of the theme for each meeting.

Participants

(Children ages 5-12 that have lost a loved one.)

Total in 2007: 26 children

**Gender: 14 boys
 12 girls**

Residence:
Spotsylvania: 11
Stafford: 6
FBG 4
Pr William 4
Caroline 1

Kids Helping Kids Volunteers: 10

Camp Rainbow

Camp Rainbow is a weekend camp for children experiencing grief. The camp was held May 4-6, 2007 at Graves Mountain Lodge in Syria, Virginia. The purpose of the camp was to:

- Provide a caring environment to assist children coping with loss, build trust and self-esteem and learn coping skills
- Offer activities to help children process grief and learn relaxation techniques
- Allow children the opportunity to be mentored by “Big Buddies”
- Teach teen and adult volunteers to understand grief and ways to assist children with bereavement
- Provide fun and enriching activities in nature such as hiking, fishing, scavenger hunts, campfires, etc.

Participants in 2007 Camp Rainbow

Children: 16

Volunteers: 20

Volunteer Hours: Estimated 800 hours

Bereavement Counseling

- Brief, informal, short-term counseling with the Children’s Program Coordinator
- The goal of counseling is to help the child move to a stage of grief in which he or she is comfortable sharing in a group with other children
- Referrals are also offered in more complex cases

Hours spent in 2007:

Approximately 72 hours spent with individual children and their families

Teens Helping Teens

This group is similar to the Kids Helping Kids group with the focus on teens and their particular needs during adolescence. The program aims to provide teens with a comfortable place to share their thoughts and feelings and education for understanding grief and their reactions to the loss of someone special. The time is spent sharing a meal, doing various art activities or games, and sharing.

Participants:

Total: 10 teens

8 girls

2 boys

Volunteers:

3 Volunteers

Kids Care

This group was designed for children that are living with someone with terminal illness. In 2007, one family of four boys attended the group. They have been anticipating the death of their father for over a year. The boys have come to the group regularly for support and for a fun “break” from the stressful realities at home.

Participants

Total 4

Boys ranging in age from 9-17

Volunteers: 3

TOTAL NUMBER OF PARTICIPANTS: 56 CHILDREN/TEENS

TOTAL NUMBER OF VOLUNTEERS: 33 (Some volunteers double in programs.)

TOTAL VOLUNTEER HOURS FOR ALL COMPONENTS OF PROGRAM: 1,050

SPECIAL EVENTS

2007

Hospice Support Care holds two major fundraising events annually. Proceeds from the Magnolia Ball and the Golf Tournament fund Hospice Support Care services.

MAGNOLIA BALL - April 20, 2007

The 2007 Magnolia Ball was held at the Fredericksburg Expo & Conference Center. In the past, Van and Deborah Perroy, owners of Augustine's and Fredericksburg Square, hosted the Magnolia Ball and underwrote the cost of the event. Because of changes to their business, they were unable to continue the tradition, and the event was moved to its new location. The evening began with a cocktail hour and silent auction with entertainment by the University of Mary Washington Jazz Band. A buffet dinner was followed by dancing to the Fredericksburg Big Band. This event raised \$32,684.00 for Hospice Support Care services.

Hospice Support Care volunteers contributed to the success of the event.

Total Volunteer Hours: 148

HSC 4th ANNUAL GOLF TOURNAMENT - October 5, 2007

The golf tournament was held at Meadows Farms Golf Course followed by an Awards Luncheon at the golf course. This event raised nearly \$20,000 for Hospice Support Care services.

Both Hospice Support Care and Intuit volunteers contributed to the event's success.

Total Volunteer Hours: 174

ADDITIONAL FUNRAISING ACTIVITIES

- Pancake Breakfast by Andy's Parties
- Pancake Breakfast by Usborne Books
- Semi-Annual Corporate Appeal
- Angel Tree Memorial
- End of Year Appeal

MAGNOLIA'S HOSPICE THRIFT SHOP

2007

Hospice Support Care opened the doors to Magnolia's Thrift Shop in 1999. Proceeds from the thrift shop support HSC program services. What began as a small venture for HSC has grown into an important source of revenue for the agency. Many volunteer hours went into giving the shop a much needed "face lift" in 2005. Because of the many hours of dedicated service provided by the thrift shop employees and volunteers:

GROSS SALES EXCEEDED \$110,000.00 in 2007!

The thrift shop is staffed by five part time employees and 20 volunteers and is open 7 days a week. Donations may be dropped off at the shop on Lafayette Boulevard or pickups can be arranged by appointment.

Total Number of Volunteer Hours: 2,514 hours

VOLUNTEER PROGRAM 2007

Volunteers are the **HEART** of Hospice Support Care. Because of our dedicated pool of volunteers we were able to provide a total of 26,553 volunteer hours to the greater Fredericksburg area in 2007.

Trainings

- 5** Volunteer Training Sessions
- 1** Volunteer In-Service
- 1** “Volunteer Voices” Training
- 2** “Lunch Bunches”

***A total of 32 new volunteers were trained in 2007.**

6 active HSC volunteers participated in a Volunteer Panel for Training.

Volunteer hours: 30

United Way Day of Caring

Fifteen volunteers from Intuit and Spotsylvania and Fredericksburg Social Services were assigned to do projects for Hospice Support Care. Ten volunteers did fall cleanup at Harbor House Bereavement and Training Center and five volunteers cleaned and organized inventory at Magnolia’s Thrift Shop.

Total number of hours for Harbor House-70 hours

Total number of hours for Magnolia’s Thrift Shop- 35 hours

Borders Gift Wrapping for Christmas

Hospice Support Care volunteers wrapped Christmas gifts at Borders Book Store in exchange for donations.

Total number of volunteer hours for Borders-30 hours

National Hospice Month

Hospice Support Care volunteers made bookmarks to distribute at local libraries during National Hospice Month.

Total number of volunteer hours for National Hospice month-30 hours

Harbor House Maintenance and Cleaning -135 hours

Volunteer Voices

Volunteers speak to community groups and local businesses about Hospice Support Care services and volunteer opportunities. Volunteers spoke at 29 locations.

Total number of volunteer hours-58 hours

Table Fairs

Hospice Support Care attends health, school and agency fairs to educate the community about our services.

Total number of volunteer hours for table fairs- 4 hours

Meal Preparation

Total number of hours volunteers spent preparing meals- 20 hours

Total number of volunteer hours – 412

SUMMARY OF VOLUNTEER HOURS 2007

FAMILY CARE PROGRAM **20,340 hours**

ADULT BEREAVEMENT **425 hours**

CHILDREN'S BEREAVEMENT

Support group meetings, other	250 hours	
Camp Rainbow	800 hours	1,050 hours

VOLUNTEER

Training	30 hours	
Day of Caring	105 hours	
Borders Gift Wrap	30 hours	
National Hospice Month	30 hours	
Harbor House cleaning	135 hours	
Volunteer Voices	58 hours	
Table fairs	4 hours	
Meal preparation	20 hours	412 hours

SPECIAL EVENTS

Magnolia Ball	148 hours	
Golf Tournament	174 hours	322 hours

MAGNOLIA'S THRIFT SHOP **2,514 hours**

ADDITIONAL VOLUNTEER HOURS

Office Support	936 hours	
Newsletter	130 hours	
Mailings	160 hours	
Yard work	72 hours	
Tech support	72 hours	
Web design and support	120 hours	1,490 hours

TOTAL VOLUNTEER HOURS FOR 2007 **26,553 HOURS**

****Using the 2006 Department of Labor statistics (one volunteer hour= \$18.77), HSC volunteers provided over \$498,400.00 in service hours to this community.**

*A Special Thank You to
Hospice Support Care, Inc. 2007 Sponsors/Donors*

GRANTS

**Rappahannock United Way
Medicorp**

PLATINUM ANGEL WINGS

**Bob Wiser Charitable Foundation Trust
Fredericksburg Savings Charitable Foundation
Land America Foundation
Mr. Gerald Sklar**

GOLD ANGEL WINGS

**Women in the Giving Spirit (WINGS)
The Presbyterian Church
Caroline County**

SILVER ANGEL WINGS

**The Opp Shop
The Lake of the Woods Church
Comfort Keepers
Sara G. Dale
Silver Foundation
Flickos Video Workshop
CVS Pharmacy Distribution Center
Knights of Pythias
Stafford County
Community Foundation of the Rappahannock River Region/Dulcie C. Potter Fund
Mr. and Mrs. Fulton McElroy
R. Leigh Frackelton**

HSC ANGELS

**Mr. and Mrs. John Sinclair
Rosner Toyota
The Kitchen Works
St. George's Episcopal Church
Spotsylvania County Schools Administrative Services Staff
Pearle Galatas
Wal-Mart #1833
Wal-Mart Foundation
Fredericksburg Lions Charities
Fredericksburg Realtors Foundation, Inc.
Birchwood Power Partners
Rockhill Ruritan Club
Residents Council of Chancellor's Village
Live Oak #77 Woodmen of the World Life Insurance Society
Rappahannock Electric Cooperative
Stafford Ruritan Club
Bessie Powell
Kiwanis Foundation of Fredericksburg, VA.
Covenant Funeral Service**

FOR SPECIAL SERVICES

**Southern Auto Body
Dennis Dodson State Farm Insurance
Mr. Jim Hopkins
Meadows Farm Golf Course
Elks Lodge #875
Mr. Charles Randall**