



Annual Report

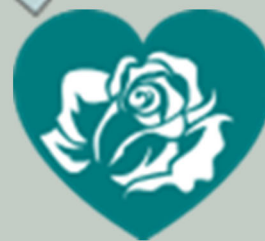
Values

- Person-centered holistic care
- Excellence in qualified clinical care
- Choice
- Dignity
- Compassion
- Comfort
- Teamwork
- Integrity



Mission

Provide physical, emotional, and spiritual support to terminally ill patients and their families with free around the clock registered nursing availability and trained volunteers.



Vision

Excel in providing holistic hospice and palliative care, comprehensive grief support, and community advocacy to shift away from a death-phobic culture.



HISTORY

Visionary Rose Crumb

1978 *“So it began - this wonderful organization that did not have a name or money... just 7 enthusiastic volunteers and a vision of care for the terminally ill and their loved ones.”*

● 1978 Hospice of Clallam County founded

Nonprofit status established 1979 ●

● 1980 1st Grant & Donations

Grief services & lending closet established 1980's ●

● 1988 Exemption established for volunteer hospices

1st Building purchased 1992 ●
Successful fight to keep exemption

● Early 2000's Inception of POLST
(Physicians Orders for Life-Sustaining Treatment)

Became **Volunteer** Hospice of Clallam County 2006 ●
(VHOCC)

● 2009 Rose retired

Moved to new location at 8th & Race 2019 ●

● 2015-2022 Growth/evolution of organization

- Strategic Board
- Mission support team
- Clinical staff growth & expansion to include CNAs

Continuing Rose's vision to care for the terminally ill & their loved ones 2022 ●

- \$1.5 million budget
- 4 Mission Support staff
- 10 Part-time Registered Nurses
- 2 Part-time Certified Nursing Assistants



VOLUNTEER HOSPICE OF CLALLAM COUNTY

The “Unicorns” of Hospice

- VHOCC is the only non-Medicare, gratis hospice & palliative care organization in the state.
- Supported by the vision & caring of our community and the continual commitment of our nurses & volunteers.
- Valued reputation endures over 44 years of giving and dedicated service to the community.

Philosophy

*Nurses are there when the last breath is taken
and nurses are there when the first breath is
taken.*

*Although it is more enjoyable to celebrate the
birth, it is just as important to comfort in death.*

~Christine Bell

- **Patient-centered holistic care**
 - Patient & family set pace
 - Clinical staff support patient & family
 - Volunteers serve & walk alongside
- **Meet or exceed standards of practice**
- **Collaborative with other providers in the community**
(Home Health, Hospitals, Primary Care Providers, Cancer Center, etc.)
- **Non-duplicative & flexible**
- **Provide supplies/support to community, even if they are not a patient**

2022 HIGHLIGHTS

- 271 patients served with 24/7/365 nursing care availability & hospice aide services
- 1,679 Nurse visits, 765 Certified Nursing Assistant visits
- 4,922 direct patient support hours
- 1,828 hours of respite, grief, bereavement and spiritual care support
 - Soul Care Program: Death Cafés, Speaker Series, Spiritual Care Provider Directory
- 3,447 visitors to PA lending warehouses
 - Large medical equipment inventory available for free
 - Many supplies available for pickup to anyone in the community
 - No time limit on loans
- 1,799 hours/8,632 miles of equipment delivery to patients
- 89% of income raised through community giving
- Raised funds to fully support 2022 expenses
- Raised \$1 million of reserve to support anticipated future year deficits



Everybody can be great. Because anybody can serve. You don't have to have a college degree to serve. You don't have to make your subject and your verb agree to serve. You don't have to

know the second theory of thermodynamics in physics to serve. You only need a heart full of grace. A soul generated by love.

~ Martin Luther King, Jr.



VOLUNTEERS

Making a difference...

Dear VHOCC Crew,

Thank You! Thank you for holding me up, and together as I cared for J this past year. Thank you for being there when life got so lonely, when we needed the reminders we're not alone on our journey.

Thank you Molly for listening to J's stories and wonderings about life. It was so nice for me to have someone else to listen to him when I felt I couldn't anymore.

Thank you Gary for always checking in with how I was doing too, not just J. For all your help & guidance with pain management. What a journey. Every time I was at my wit's end with J's uncontrolled pain we would chat and my thought every time was "Why didn't I call sooner?" Every change you recommended helped him, made his days here a bit more tolerable ... and as his pain was better controlled, space opened in him and our home for love and healing and letting go ... to be. Also Gary, thank you for making us laugh or smile, it was always good medicine.

Thank you Haley, for your visit the day before J transitioned on. Thank you for asking him his goals. Hearing that he wanted to get out of bed helped me give him a beautiful day outside (even if it was only on the deck) for his last day here on earth.

You ALL helped me make that possible for J. There is no greater gift. Your kindness and care will stay a part of me forever. I love you all, and everything VHOCC stands for, and is...

~Excerpt of a thank you card sent by PB, Dec 2022

... & Practicing sound financial principles

VHOCC runs with an annual budget of \$1.5 to \$1.8 million. Year to year income usually results in a shortfall of \$400,000 to \$800,000. This gap is filled through draw on reserve fund principal. In 2022, extraordinary estate giving resulted in no gap and the ability to carry funds to support future years.

VHOCC is fortunate in having reserve funds to draw from. However, continued draw from the reserve's principal does not support a sustainable organization. Thus, VHOCC continues to actively build reserves, working towards a sustainable future where operating deficits are covered by drawing only on reserve interest. To support this goal, VHOCC will implement a Development Director position in 2023 to nurture planned giving strategies that increase recurring giving, major gifts, estate gifts, etc.

STAFF

- **Mission Support**
 - Priya Jayadev, Executive Director
 - Astrid Raffinpeyloz, Volunteer Services Manager
 - Anita Chilton, Administrative Manager
 - Heather Loyd, Administrative Assistant
- **Clinical Team**
 - Patient Care Coordinators: Marca D. & Elizabeth P.
 - Visit Nurses: Haley B., Sher C., Jenn C., Olivia F., Mary J., Lynda P., Gary S., Molly W., Lynn W., Christy W.
 - Certified Nursing Assistants: Tammy D., Jeanette M.

10% Paid Staff

90% Volunteers

- 160 active volunteers
- 8,632 delivery miles
- 9,585 hours of service
 - 1,828 Patient hours
 - 1,799 Delivery hours
 - 4,463 Office hours
 - 1,495 Other hours

VOLUNTEERS

- Peter Raiswell, President
- Lori Ridgeway, Vice-President
- Stu Koop, Treasurer
- Karen Affeld, Secretary
- Wendy Brown
- Mike Crim
- Roger Oakes
- Ty Prosser
- Ted Ripley

BOARD



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