

COMMUNITY IMPACT REPORT 2022



DELAWARE[™]
HOSPICE
Since 1982

*Delaware's leading innovative,
nonprofit healthcare organization, thanks to you.*

Delaware Hospice

When you or a loved one faces a serious illness, every aspect of life becomes more challenging—physically, mentally and spiritually. But you're not alone. Our compassionate teams take a holistic approach to help manage the symptoms, pain and logistics that accompany a life-limiting illness. By reducing the daily stress and anxiety of coping with a disease, you and your family can focus on what matters most.

As a community hospice, our mission is to support every individual and family facing a serious or life-limiting illness with compassionate, expert care. If you're concerned about expenses, we can help. No one who is medically eligible is ever turned away for the inability to pay, because caring for you is our #1 priority.

Our experienced care team will visit you wherever you call home—in the comfort of your private residence, a nursing home, an assisted living facility or the hospital. If symptoms or pain arise, and a higher level of support is needed, you can stay at our Delaware Hospice Center in Milford.

Since 1982, you have helped us grow as an innovative healthcare organization that provides more than just end-of-life care. Whether you're seeking help connecting with community resources, support during treatment for a serious illness, or comfort for a loved one near the end-of-life's journey, you and your family can count on Delaware Hospice—so you can preserve precious time together while focusing on what matters most.





430
patients

cared for at the
Delaware Hospice Center

Delaware Hospice Center

If you or a loved one need a higher level of care to stay comfortable and safe when symptoms or pain arise, consider the Delaware Hospice Center—a homelike alternative to the hospital. Our short-term respite stays allow caregivers to recharge mentally, physically and spiritually, while loved ones receive 24-hour care from our compassionate, expert staff.

While staying at or visiting the Delaware Hospice Center, enjoy these convenient and comforting amenities:

- Private suites that open into our garden
- Family kitchens, living rooms and children's playrooms
- A private spa for patients
- A mediation room, library and garden with a waterfall and gazebo

DELAWARE[™]
HOSPICE
Since 1982

delawarehospice.org

Delaware Palliative

The onset of a serious illness impacts your family's quality-of-life in so many ways. As a patient, you must deal with debilitating symptoms, travel to specialists and labs, and comprehend new medical jargon. As a caregiver, you are suddenly taking on new responsibilities, supporting your loved one through a challenging journey, and helping to make difficult decisions about treatment options. Meanwhile, the fears and anxieties that accompany a serious illness can become overwhelming.

"Your palliative care services have meant the world to my father and our entire family. The visits, check-in calls and follow-ups have been invaluable. We will highly recommend your palliative care program to anyone seeking support."

— Teresa M., Sussex County

Delaware Palliative's highly skilled team provides an extra layer of personalized, in-home support to help you live life to the fullest in the face of serious illness. We work side-by-side with your physician to manage your symptoms, reduce your anxiety, and ensure you get the best care possible while you continue to pursue treatment options with your own primary care doctor and specialists. Our care team is with you and your family **every step of the way**—from diagnosis through the final stages of the disease.

**DELAWARE[®]
PALLIATIVE**

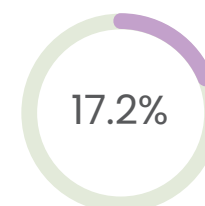
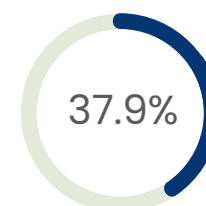
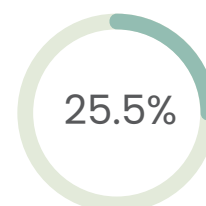
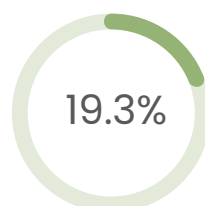
A Program of Delaware Hospice

delawarepalliative.org



Age of Our Patients

● 30-69 ● 70-79 ● 80-89 ● 90+



361 Patients Received Palliative Care

Delaware Transitions
connected

215
clients

with community
resources

2,500+

Delaware Transitions
educational newsletters
shared monthly

“My husband was on hospice services but has since improved. When the team reached out to me about discharge, they spoke about signing on with Delaware Transitions. I was so happy to not only have a program connect me with resources, but to also have a check-in call once per month. It’s nice knowing someone is looking out for us during this time.”

– R.T., Sussex County

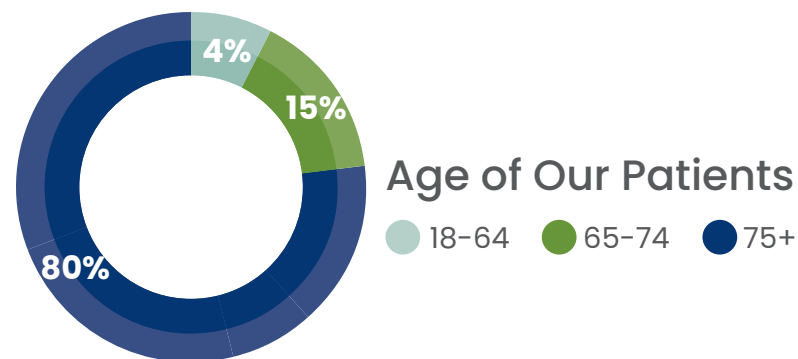
“My mom’s Transitions Coordinator has been a joy to work with. She is extremely resourceful with information about different Delaware organizations. I have benefitted so much from her help especially when I was so stressed trying to help my mother.”

– Marcia R., daughter and caregiver of a
Delaware Transitions client in New Castle County

Delaware Transitions

When diagnosed with a serious illness, life can become stressful, confusing, and even frightening. Illnesses like heart disease, Alzheimer’s, cancer and kidney failure often drain energy, decrease spirit and prevent us from managing even our basic needs. A serious illness can overwhelm family caregivers who juggle new responsibilities, often with little community, spiritual or social support.

Fortunately, you’re not alone. **Delaware Transitions offers support, education and resources at no cost to those living with a serious illness.** Our services are non-medical in nature, and focus on helping you access community resources, navigate the healthcare system, reduce stress and improve your quality of life. Best of all, our Transitions Coordinators provide these services over the phone. So, there’s no need to travel. You can remain in the comfort of your own home while getting a personalized care plan to help you and your family caregivers.



**DELAWARE
TRANSITIONS**

A Service of Delaware Hospice

delawaretransitions.org

Katybug

Dealing with a serious illness is difficult for anyone, regardless of age. But when your child has been diagnosed with a serious condition, life is turned upside down and finding the very best care becomes critical.

Delaware Hospice's Katybug Program, the *only* one of its kind in Delaware, has certified hospice and palliative pediatric nurses on staff. **Our pediatric specialists walk alongside you and your child during these difficult times**, so your entire family can focus on the joys of life instead of your child's illness. Through the Katybug Program, children:

- Receive care at home, with less disruption to their world
- Receive 24/7 in-home support from our highly skilled care team—reducing the need for late-night trips to the emergency room
- Can stay at the Delaware Hospice Center—a homelike alternative to hospital care, should symptoms escalate

“Charlie is an amazing young man. When he was born, he was not expected to make it out of the delivery room. However, he has far exceeded all expectations! Charlie, now 6 years old and attending school, has an incredible family who are fully devoted to making sure he experiences life to the fullest.”

– Nicole Parsons, Delaware Hospice RN, and
Jessica Livingston, Delaware Hospice Social Worker



Katybug
A Pediatric Program of Delaware Hospice

katybugde.org

Grief Support

Grieving is a natural and necessary process. At times, you may experience difficulties sleeping, eating or participating in activities which were once enjoyable. You might even encounter uncomfortable feelings such as, anxiety, guilt and confusion. But you're not alone. Our Delaware Hospice counselors can help shoulder the burden. We offer adults who lost a loved one in our program 13 months of grief support at no cost. Plus, we host over 100+ grief groups and workshops for the community, including:

- Monthly support groups (virtual and in-person)
- "Next Step" dinners
- Lunch Bunch presentations
- Book clubs
- Workshops and more!

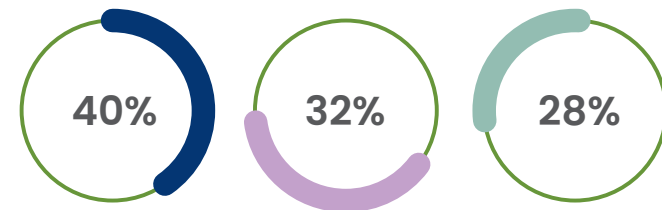
"The support groups that are run by [Delaware Hospice] are great. They are very welcoming and [the counselor] shares great information and resources. Losing someone special is very difficult, but the support groups are very helpful. Thank you for all you do!"

– K.M., New Castle County

delawarehospice.org/grief-support

Bereavement Service by County

● Sussex ● Kent ● New Castle





204

students

took part in New Hope school groups and workshops

New Hope

Children and young adults have unique needs, particularly when it comes to grief. Many must navigate a range of emotions, including fear, anxiety, and insecurity before they are emotionally mature enough to process their loss. New Hope, a nationally recognized program provided by Delaware Hospice, helps young people ages 6 to 17 sort through the maze of emotions they experience on their grief journeys.

Our New Hope counselors **offer grief education and support to children and their families** through a variety of workshops, support groups, individual discussions and summer camps. Thanks to generous donors in our community, New Hope services are available to both Delaware Hospice families and to the wider community at no charge.

New Hope hosted:

- 2 New Hope camps
- 2 grief support workshops
- 19 school groups

“Camp New Hope showed me that I wasn’t alone in the grieving process. Everyone was there to support each other. I had a chance to connect with other teens who were also focused on helping their younger siblings cope with their families’ losses.”

– Antonio C., New Castle County Camper

newhopede.org


Provided by Delaware Hospice

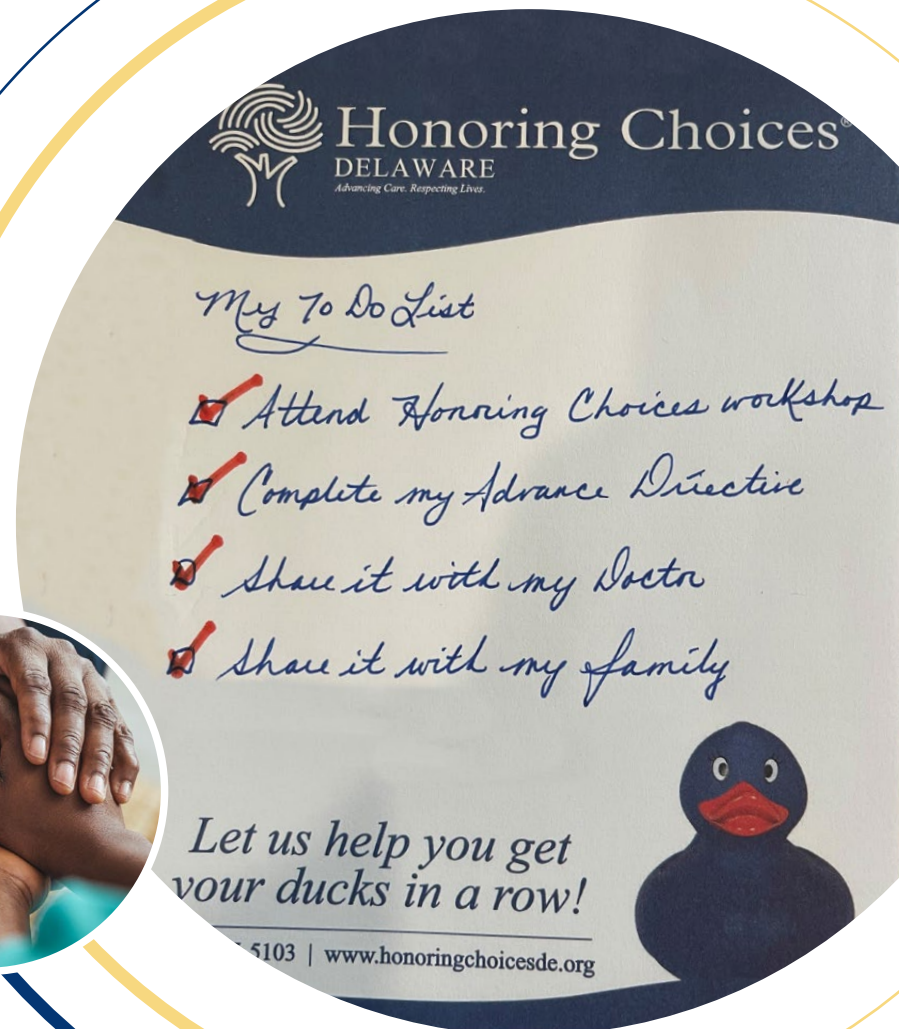
Honoring Choices Delaware

Making informed choices about end-of-life care that's right for you can be overwhelming. Honoring Choices® Delaware—a nonprofit organization founded by Delaware Hospice—can help you **start the conversation about what matters most**, so loved ones can honor your wishes when it matters most.

Over the past 12 months, 1,180+ people learned about advance care planning and completed their advance directives through interactive workshops, including Get Your Ducks in a Row, dashes & endnotes, Coffee & Conversations and What Matters Most. Ensuring your loved ones know exactly what type of care you want in the event of an emergency or at the end of your life will bring you all great comfort.

“Thank you so much for offering the Advance Care Planning workshop. I was so afraid to start this process. You made it much easier to create my advance directive and start such an important conversation with my family!”

— Joyce D., New Castle County



honoringchoicesde.org

"I cannot say enough about the integrity of Delaware Hospice and its staff. With Susan Lloyd as the captain of the ship, officers of the deck and all the deck swabbies, this was indeed a unique ship that was incapable of sinking, or floundering. God bless this incredible hospice."

– Kerry A., Delaware Hospice Volunteer



Our Volunteers

On any given day, you may run into a Delaware Hospice volunteer in the community. Ranging in age from 14 to 90 years, they donate their precious time in so many ways, including:

- Deliver patient supplies
- Greet visitors at the Delaware Hospice Center
- Pick up prescriptions
- Make follow-up phone calls to grieving families
- Give rides to adult daycare and doctor appointments
- Sit vigil with patients and families
- Attend a bed-side ceremony with a veteran
- Sew lap blankets, Memory Bears, and Memory Heart Ornaments
- Help children work through their losses at Camp New Hope

Total Hours Volunteered: 7,176 hours

Total Number of Volunteers: 313

Age Range of Our Volunteers: 14 to 90 years old

Volunteers celebrating 20+ years of service:

- | | |
|--------------------------------|------------------------------|
| • Kerry Alphin (30 years) | • Cynthia Clare (20 years) |
| • Janet Welch (30 years) | • Susan Ferenbach (20 years) |
| • Cinta Davis (25 years) | • Steve Ladin (20 years) |
| • Laura Robelen (25 years) | • Bill Lybarger (20 years) |
| • June Myers (25 years) | • Pat Duchesne (20 years) |
| • Pamela Wise-Bowen (20 years) | |

Interested in Volunteering? Call 302.478.5707 or email VolunteerDepartment-Statewide@delawarehospice.org

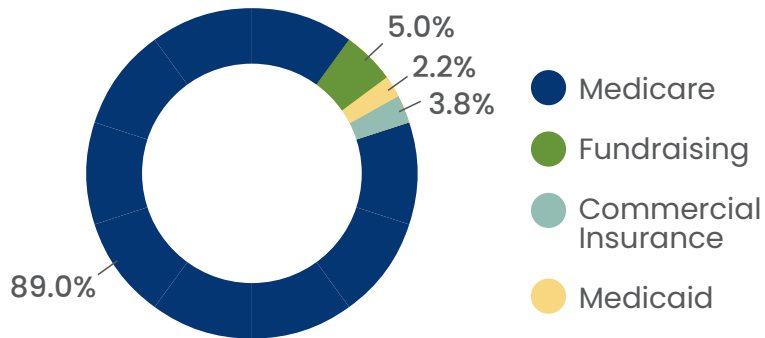
Financial Performance

Many thanks to our donors, supporters, advocates and volunteers who help us minimize expenses and fill coverage gaps. Because of you, we never need to turn patients away for an inability to pay. Your generosity continues to provide an immeasurable gift to people in need of care and comfort in our community.

Donations – **no matter the size** – make a significant impact and help us provide several programs and services at no cost. Please consider including Delaware Hospice in your estate plan. You could leave a legacy that is worth so much more than any dollar amount, and your estate may even benefit from tax savings.

Questions? Contact Manny Arencibia, VP of Philanthropy, at 302.478.5707, or via email at marencibia@delawarehospice.org.

Total Revenue by Type



Total Revenue: **\$27,736,000**

Total Expense: **\$29,496,000**



Special thanks to our Community Partners:

- Bayhealth Medical Center
- EMS, LLC
- Community Bank Delaware
- Nickle Electrical Companies
- Corado Construction Co., LLC
- Ward Family Fund

Through their yearlong partnerships, these Community Partners help provide comfort and peace of mind through a variety of programs and services at no cost to you, your family or our community.

Office Locations

Newark Office (New location)
630 Churchmans Road
Suite 200
Newark, DE 19702

**Milford Office and the Delaware
Hospice Center**
100 Patriots Way
Milford, DE 19963

Dover Office (New location)
555 East Loockerman Street
Suite 200
Dover, DE 19901

Pennsylvania Office
1786 Wilmington-West Chester Pike
Suite 200A
Glen Mills, PA 19342

**DELAWARE[™]
HOSPICE**
Since 1982

**DELAWARE[®]
PALLIATIVE**
A Program of Delaware Hospice

**DELAWARE[™]
TRANSITIONS**
A Service of Delaware Hospice

