

## The Mission & Vision of Hospice Volunteers of Waldo County

*Vision:* In Waldo County, no one need die nor grieve alone

*Mission:* We provide free, confidential, non-medical support and assistance to those at the end of life, their families, and the bereaved; we offer relevant education within the community.

### List of Board Members 2017

President: Jane Beers

Vice President (ex-officio):

Dr. Deb Peabody

Treasurer: Carole Magner

Secretary: Sandy Mattson, RN

Members:

Jean Ashland

Ruta Kadonoff

Katie Riposta

Christopher Szarke

Staff Director: Flic Shooter

## Initiating End of Life Conversations – *An Act of Love*

In addition to our ongoing efforts to support those at the end of their life, their loved ones, and people who have lost loved ones, we launched a new project in 2017 called *End Stage*.

These dramatic presentations by our volunteer Palliative Players of critical

health care situations and how loved ones handle them, offering both encouragement and practical support. *End Stage* sparks conversations leading to advance care planning.

Talking about health care decisions before you are sick, scared or have trouble thinking clearly is an act of love. It empowers loved ones to make the best decisions if you are unable to do so; it can bring families closer together at a hard time.

The goal of hospice care is to help people live as fully as possible until they die. Advance care planning helps achieve that goal.

Please join us in the fulfillment of our vision for end of life. Attend an *End Stage* performance, complete your own Advance Directive, let us know of community needs you see, make a financial gift or choose to volunteer your time.

## Ways to Get Involved:

Hospice Volunteers of Waldo County is only able to hold true to our vision with the involvement of our neighbors across Waldo County. Please consider joining us in any of the following ways.

- Let your neighbors and friends know we are here to help: share this info with someone you know who is facing end of life issues or who has experienced a loss.
- Join us as a trained volunteer: we offer a 35 hour training twice yearly that is a chance to grow in your own knowledge of end of life issues.
- Join us as a community volunteer: we always need partners within the community to help us with fund raising or join us in a particular project to support a particular patient.
- Consider a financial gift: beyond our annual appeal at the end of each year, we are in need of financial support all year.
- Invite us to speak to a group of people you are a part of: perhaps your neighbors or a service or church group you belong to would like to learn more about preparing for the end of life or supporting their friends as they walk through grief.

Please contact us at:

207-930-2677

hvwoc1@gmail.com

HospiceVolunteersOfWaldoCounty.org

Hospice  
Volunteers  
of Waldo  
County

2017 ANNUAL REPORT

## ~ Our 2017 Year in Review ~

In our 36th year of providing end of life and bereavement support to our neighbors, we were busy working towards our vision of ensuring that, in Waldo County, no one need die nor grieve alone.

From companionship to advocacy, from help with errands and respite to education, our more than 80 volunteers offer our services in complete confidence and free of charge. Our volunteers span the ages of 18 to 85, and our services are available to people of all ages as well. We work with Waldo County school districts, community groups, businesses, nursing homes and with our local hospital. Our 2017 activities included the following:

- \* Supported 143 patients and families facing the end of life
- \* Supported 151 individuals in bereavement
- \* Made 273 in-patient visits at Maine Health: Waldo County General Hospital
- \* Trained 19 new volunteers
- \* Held six support groups for the bereaved public
- \* Held support group at Belfast Area High School
- \* Trained 15 of our volunteers to serve as Palliative Players (simulated patients & family)
- \* Held eight trainings for clinicians with the Palliative Players to improve communication
- \* Held Advance Care Planning workshops, 60 people attended
- \* Created resource material for Advance Care Planning education
- \* Developed *End Stage*, an improv theater presentation and discussion on end of life issues
- \* Held three End Stage productions featuring the Palliative Players
- \* Presented a workshop on end of life issues to ten, third-year medical students
- \* Jean Ashland, HVOWC Spiritual Care Coordinator appointed Chaplain WCGH
- \* Volunteers accompanied patients to art classes, picnics, and farmer's market
- \* Ongoing bereavement support for young adults who experienced loss as children
- \* Sponsored evening educational offerings on various topics
- \* Presented to community groups on hospice and end of life care across our county
- \* Renewed our contract with Maine Health Care at Home to provide volunteers
- \* Remained 100% compliant with quality measures
- \* Four board members and staff attended professional trainings
- \* Added one new member to our Board of Directors
- \* Cataloged entire lending library collection
- \* Purchased new books for our lending library collection
- \* Handmade pillowcases and catheter bags made available to patients
- \* Annual Remembrance Gathering held
- \* Partnered with local business and institutions to provide debriefings after sudden death
- \* Updated and redesigned our website
- \* Continued partnership with Friendship Sampler Quilters to provide handmade quilts for patients
- \* Continued partnership with HeartSong to offer music at the end of life as well as monthly in hospital

**For more information please visit us at [HospiceVolunteersOfWaldoCounty.org](http://HospiceVolunteersOfWaldoCounty.org)**

## Our Community ♥ Partners for 2017:

- \* Athena Health
- \* Aging Well In Waldo County
- \* Belfast Area Rotary Club
- \* Belfast Bay Fiddlers
- \* Belfast Area Chamber of Commerce
- \* Belfast Coop
- \* Belfast Free Library
- \* Belfast Lions Club
- \* Belfast Police Department
- \* Belfast Rotary
- \* Best Cafe
- \* City of Belfast
- \* Camden National Bank
- \* County Copy and Print Centre
- \* **Darling's Ice Cream for a Cause**
- \* Deb Burwell, Paddling the Rapids
- \* First Church In Belfast
- \* Friendship Sampler Quilters
- \* Front Street Shipyard
- \* Little River Redemption
- \* Maine Community Foundation
- \* Maine Hospice Council
- \* Mainly Poultry
- \* Helena Melone
- \* NAMI Maine
- \* **Molly's Kitchen**
- \* Greater Belfast Area Ministerium
- \* Hannaford
- \* Harbor Hill Center
- \* HeartSong
- \* HighStreetDesign.com
- \* Hospice Education Institute
- \* Penobscot Shores
- \* **Playhouse Children's Theatre Company**
- \* Private Home Care
- \* Riposta Funeral Home
- \* **Robin's Nest**
- \* Robbins Lumber
- \* RSU 71
- \* RSU 3
- \* **St. Margaret's Episcopal Church**
- \* Swanlake Grocery
- \* Tall Pines Health Care Community
- \* The Hospital Aid
- \* Towns of Waldo County
- \* **Tozier's Family Market**
- \* Tarrantine Tribe #13 IORM
- \* United Midcoast Charities
- \* United Methodist Church
- \* Unitarian Universalist Church
- \* Viking Lumber
- \* Viking Rovers
- \* Villageside Farm
- \* Vinolio
- \* Veterans of Foreign Wars
- \* Waldo County General Hospital

## 2017 Service Stats

Patient Services	
Patients served in their homes, hospital and nursing homes	143
Total hours with patients	3,215
Bereavement Services	
Clients served	151
Bereavement hours	1,239
Educational Services	
Trainings for health care providers with <i>Palliative Players</i>	8
Advance Care Planning (6) workshops	60 participants
Training for student doctors	1
End Stage Productions	3
Lending Library Services	37
Volunteers' continuing education hours	2,789
Fundraising, office, and organizational support hours	1,857
<b>Total of volunteers' hours</b>	<b>9,100</b>
Total people receiving services	550

## 2017 Financial Stats

Income sources and amounts:	
Individual Donations	\$24,122
One time memorial	\$25,000
Other community donations	\$21,439
Program income	\$12,900
Fundraising events	\$11,991
Grant funding	<u>\$ 8,500</u>
<b>Total 2017 Income</b>	<b>\$103,952</b>
Expenses by category:	
Staffing	\$64,593
Program	\$ 8,426
Office	\$ 6,069
Board/Vol development	\$ 5,057
Insurance/Fees	\$ 4,983
Fundraising expenses	\$ 3,567
Educational resources	<u>\$ 2,486</u>
<b>Total 2017 Expenses</b>	<b>\$95,181</b>