

### A MESSAGE FROM THE BOARD PRESIDENT

#### 2016 Was a Year of Challenges Met

I am pleased to share with you Hospice of the North Coast's (HNC's) 2016 Impact Report. It highlights some of the key ways in which our community-based hospice is exceptional and introduces you to a few of the employees who carry out our Mission. Caring for patients and families holistically is of the utmost importance to us. Decisions are based upon a strong foundation of clinical excellence and expertise.

We are committed to reducing patients' pain and suffering, preserving their dignity and providing support during the end-of-life transition. Our work would not be possible without the generosity of our donors and the support of our dedicated employees, who share a passion for HNC's mission. We hope you will enjoy employees' insights as well as snapshots of ongoing programs and exciting new activities.

Among the crucial challenges we faced in 2016 was cybersecurity. As protecting patient and operational data has become a 24/7 responsibility for healthcare organizations, it demands a great deal of attention and financial resources. We must understand risks and vulnerabilities, and work continuously to protect networks through implementing security measures, testing, maintaining backups and deploying the latest upgrades.

Also receiving upgrades last year was HNC's Pacifica House, the only in-patient acute symptom management facility in North County. Thanks to community grant support, we replaced two air conditioning units, installed a commercially-rated fire alarm system, and replaced outdated solar panels. These much-needed renovations provide comfort and safety for patients, families and staff.

#### 2017 Will Be a Year of Opportunities Seized

Hospice of the North Coast's Board and staff are diligent in assessing and addressing the needs of the people we serve. We are eager to move forward in 2017 in our quest to be the premiere provider of hospice care in our region. I thank you for your confidence in HNC and for your continuing support.

Sincerely,



Ray Patchett

President, Board of Directors

# MAKING AN IMPACT

## OUR MISSION:

To provide compassionate personalized care to patients and families during the end-of-life transition.

*Hospice staff was always available when we had questions. They always answered us and were loving, kind, gentle to all of us no matter what time it was. Our needs were never insignificant to them, and they always made us feel comfortable and as though my mom was the only one who mattered.*

- Clare M.



**141** VOLUNTEERS

donated **21,549** hours for a **\$579,022** savings to the organization



PACIFICA HOUSE

served **223** patients; **65%** of patients served at Pacifica House were below moderate income level



**496** patients received HOSPICE CARE



**540**

Hospice clients were served by our HOPE BEREAVEMENT CENTER

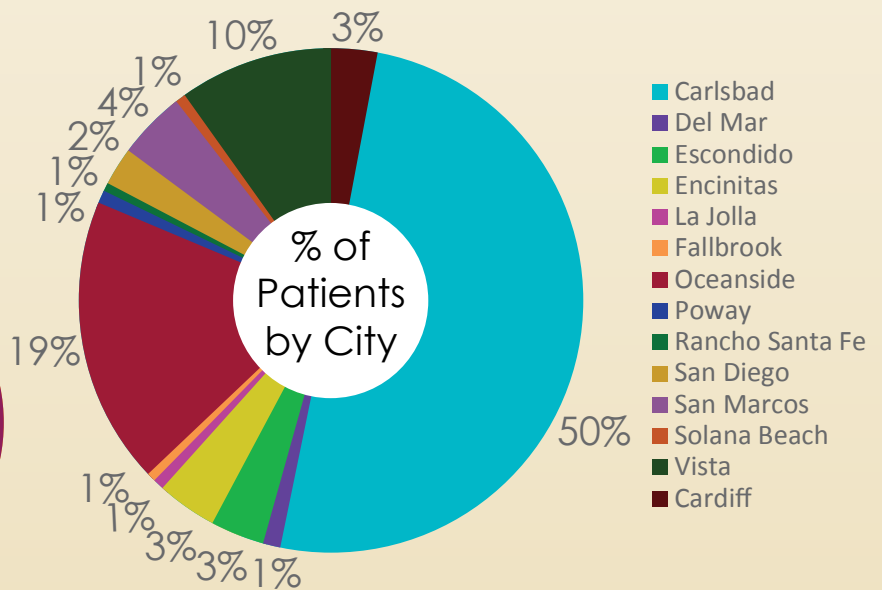
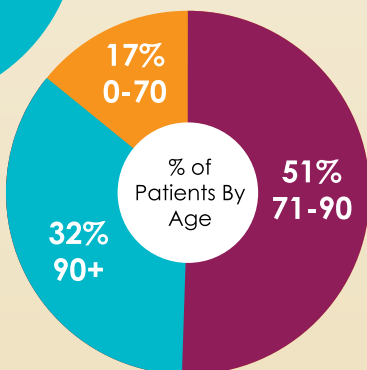
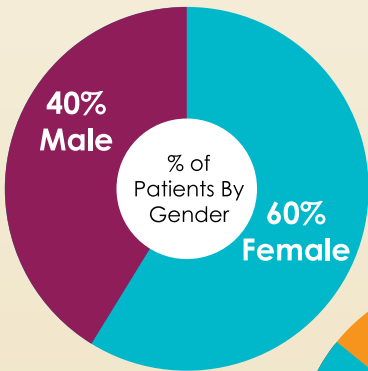


**101** community clients are RECEIVING GRIEF SUPPORT



**570** DONORS

gave over **\$420,123** in CONTRIBUTIONS



## Pacifica House Cared for 223 Patients Last Year!



Pacifica House, North County's first and only inpatient hospice house, helps people who are unable to remain in their home due to the complex symptoms of their terminal illness. We offer care regardless of a patient's benefit status or ability to pay... because we believe everyone deserves a peaceful, dignified death.

### WE CARE FOR EVERYONE

At Hospice of the North Coast, we do not discriminate when it comes to the people we serve. We believe that every human being deserves a dignified death regardless of their financial status...or even their life choices. And so we accept patients whose cases may be difficult.

Meet Sally (fictitious name) who may have had addiction in her younger days, but today she is a woman who has chronic pain which is alleviated by physician-prescribed medications. Sally also has dependent qualities. She is a woman in a terminal situation, diagnosed with COPD and the unbearable pain brought on by fibromyalgia. Now, more than ever, her psycho-social, physical and spiritual pain combine and exacerbate an existing addiction. Sadly, multiple hospices have discharged Sally and left her without support due to her history of drug use and "seeking" behavior.

Enter Hospice of the North Coast. Sally was admitted for end-of-life care which she elected to receive in her home. Because of her habit to inappropriately self-medicate, Sally's symptoms were difficult to manage. But with the help and education of her hospice team, Sally agreed to be admitted to Pacifica House inpatient facility for medication management and symptom control.

When we met Sally, she had been married multiple times and found herself in abusive relationships. This contributed to her addictions which resulted in years of estrangement from all four of her children. While at Pacifica House, not only was her physical state cared for, she also worked through a lot of her emotional and psychosocial pain. As a result, Sally was able to reconcile with and apologize to her children, allowing them the opportunity of forgiveness.



During visits with Sally, her children came to understand their mother's pain and struggles, and they maintained daily contact with her. When Sally passed, her children were at peace knowing that she was no longer suffering. They each expressed their gratitude for the reconciliation facilitated by hospice staff.

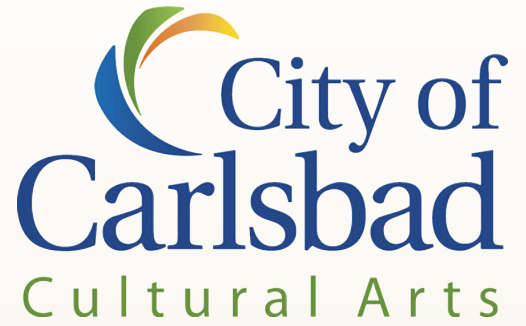
This difficult yet beautiful case was only possible because at Hospice of the North Coast we practice our belief that everyone, regardless of their past decisions, deserves to be treated humanely, with care, and offered the opportunity of a dignified end-of-life experience.

# OUTREACH

## HOPE BEREAVEMENT CENTER:

Our goal is to support our patients and families so that they are enriched by the process.

## HNC Awarded \$5,500 Community Arts Grant from the City of Carlsbad's Cultural Arts Office



The Community Arts Grants program supports projects and activities in all disciplines that provide quality arts and cultural programming to Carlsbad residents and visitors.

Through this grant partnership, HNC will develop a Grief Expressive Arts Program where expressive arts therapists will be utilized in specialized 6-week grief workshops lasting throughout 2017. Each workshop will specialize in a different medium of art and will be facilitated by art therapists who are experts in art therapy, music therapy, photography, writing, and performance. This program represents the unique opportunity for the community of Carlsbad to promote and highlight the role of arts in healing and meaning-making for our grieving community. The benefits of art therapy can be quite broad. It can improve lives by helping people improve their mental, emotional, and even physical states, and can raise the quality of life for many people.

TO LEARN MORE OR ENROLL, CONTACT OUR HOPE BEREAVEMENT CENTER .

## NEW... Bereavement Yoga



Grief doesn't need fixing. Grief needs welcoming. The intention is not to fix, but to create space and awareness for grief to move in and to move out. To find the pockets of love hiding behind the hurt. To nurture a harmonious sense of being full of life and full of loss. Contact Hope Bereavement Center to learn more about this 6-week class.

## 270 People Attend Butterfly Release at The Flower Fields of Carlsbad



## ★★ WE HONOR VETERANS ★★



As part of HNC's We Honor Veterans Program, active duty military from San Diego perform a pinning ceremony at Silvergate Fallbrook to honor former military for their service to this great country.

## UPCOMING EVENTS

### Butterfly Release Memorial:

May 21st, 2017

### Hope Grief Retreat:

TBD

### Light Up A Life:

December 2017

## EDUCATIONAL OPPORTUNITIES

Hospice of the North Coast offers a variety of classes that can be tailored to fit the educational needs of our patients and families, community members and healthcare professionals.

### Topics include:

Advance Care Planning  
Living with a Serious Illness  
Caregiving 101

The Working Caregiver  
Fall Prevention  
The Journey through Grief



POLST

DON'T EVER QUESTION THE VALUE OF VOLUNTEERS!  
Last year **141 DEDICATED VOLUNTEERS** donated  
**21,549 HOURS** to Hospice of the North Coast for a  
SAVINGS to the organization of **\$579,022!!**

## RESALE SHOP CHANGING OF THE GUARD

On Sunday, June 5th, 80-plus hospice volunteers gathered to celebrate the retirement of Jean Cole, Hospice of the North Coast's (HNC) Resale Shop Manager. For 22 years, Jean worked tirelessly behind the scenes coordinating volunteers and turning discards into treasure to support the mission of Hospice. Jean's background in retail sales served her well and helped to raise nearly \$10 million during her time at the shop. Jean's celebration was filled with both tears and laughter as she and the volunteers reminisced over unique encounters and experiences that only this type of retail store can attract. Jean's positive attitude and humor will be missed around the shop.

As Jean begins a new chapter in her life so does the resale shop, welcoming Mary Joe Barry as its new manager.



Mary Joe Barry



Board Member and longtime HNC supporter, Bobbie Hoder receives North County Philanthropy Council Volunteer of the Year Award.



## VOLUNTEER OPPORTUNITIES

- Bring companionship to a hospice patient
- Lend a hand at our Resale Shop
- Sew a Remember Me Bear to comfort a family member
- Provide administrative support
- Assist with fundraising activities



## Our Volunteers BLOOM!

Members of the Carlsbad Garden Club dedicate their time and talent monthly to help beautify Pacifica House. Pictured are Susan Osmanski and Stevie Hall.

[www.carlsbadgardenclub.com](http://www.carlsbadgardenclub.com)

# HOSPICE STAFF

## HOSPICE WORK... IT'S MORE THAN JUST A JOB.

Angels. That's what many people call our hospice workers. They're often asked, "How can you do this difficult work every day?" For Lola Puente, CNA/CHHA at Hospice of the North Coast, the answer to that question is simple: "Because it's incredibly rewarding!"

"I've worked for Hospice of the North Coast for over 12 years, and every day I feel blessed to be helping people in need. Being a Certified Nursing Assistant and Home Health Aid is so much more than providing personal care to patients, like bathing and changing linens. I also help educate families and caregivers on how to provide basic bedside care to their bedbound loved one. I watch as these people become empowered and helpful in a situation that can often leave them feeling helpless. Sometimes there are tears, but many times there is laughter. I find ways to engage family members not only with me but with each other.

"I remember one young patient who had two children. I wanted the kids to feel like Dad could still be fun, even though he was in bed. I asked them if they would like to help me "lotion up" Dad's arms and legs. The laughter and the joy those kids expressed as they smeared lotion everywhere on their father was priceless! The bond and memory they made during that interaction was simply beautiful, and one they will hold onto long after his passing.



Lola Puente, CNA/CHHA

"I've met the most incredible people over the years. They build trust in me and share their life's stories with me. You'd be surprised at how thankful they are just to have someone listen to them. But I believe I'm the blessed one being able to help those in need during their end-of-life journey."

When asked what she likes most about working for Hospice of the North Coast, Lola replied, "I love educating family and friends to take care of their loved ones, to provide as much as possible so they can be comfortable and pain free. I believe in HNC's mission to provide compassionate personalized care to patients and families during the end-of-life transition, and our goal that no one dies alone."

As you can see, hospice care is more than a job. It's rewarding. It's an honor. It's a blessing.



Volunteer  
Coordinator  
Cyndie Acosta  
celebrates  
10 years of  
employment at  
Hospice of the  
North Coast!

THE WORK WE DO CHANGES OUR STAFF. IT BROADENS OUR  
BASE OF COMPASSION. IT'S MORE THAN THE CARE WE GIVE.  
IT'S THE HUMANITY OF EACH INDIVIDUAL WE CARE FOR.

## SUPPORTING OUR HEALTHCARE PROFESSIONALS

Hospice of the North Coast has been a true partner for North County Oncology both in providing hospice and palliative services as well as efficiently being able to accommodate patients who need immediate acute care and admission to their hospice home, Pacifica House. The staff of HNC regularly goes above and beyond standard service protocols to provide immediate and compassionate care and to "do the right thing" to provide support and comfort to both patients and families who find themselves, sometimes suddenly, navigating difficult end of life decisions.

In one recent case, we had a patient on their Pathways Palliative program who was unable to get approval for oxygen through his private insurance. The HNC representative who visited our patient immediately noted that he

was in severe distress without it and at risk. She took the initiative to get oxygen delivered within hours. They absorbed the cost without hesitation and went on to provide outstanding services from the time he was on Pathways through hospice services at home and then at Pacifica House where his journey came to an end.

Not only did HNC make sure he was comfortable and well supported but helped a family in distress by seamlessly coordinating so many components and taking the burden off of their loved one so they could focus on what was important to them, spending quality time together. We so appreciate that HNC responds so quickly to requests and keeps us well informed of what is happening with our patients. As providers, we have a lot of hospice options in San Diego County; Hospice of the North Coast continues to be among one of the top choices we will provide to patients for their outstanding service as well as having Pacifica House as an option for patients needing 24/7 in-patient care; a true differentiator for us in North County.

## North County Oncology

### WHY PEOPLE CHOOSE TO WORK FOR HOSPICE OF THE NORTH COAST

- Excellent reputation in the community
- Educational opportunities
- Competitive Salaries
- High standard of certification for all hospice staff
- Staff appreciation/recognition
- The fact that we can provide for our patients in an in-patient setting
- Board of Directors accessible to support us
- State, national and international level hospice affiliations



Elisa Childs, MSW

I truly believe folks come in and out of a person's life for a reason. Sometimes the reason is small, a person wishing you a good morning may brighten your day, and other times, it can be life changing. Recently, Hospice of the North Coast had a young patient who was admitted into our inpatient facility Pacifica House, located in the heart of Carlsbad. He and his mother had been living out of their car after moving out of their family's house due to differing views on my patient's terminal illness and limited prognosis. While my patient's siblings insisted that he continue treatment and "put up the good fight," my patient expressed feelings of being tired. Tired of fighting. Tired of losing. In this situation, dying with dignity meant dying while living in the back of a car, because it meant dying on his terms. It meant dying with his head still clear and his muscles still functioning.

Family dynamics aside, the first time I met with this patient and his mom, I broached the topic of mortuary arrangements, as is typical in the hospice social worker role. My patient's mom admitted that there was no money put away for any type of cremation service but that they had been collecting cans and bottles in an effort to recycle them and cash them in. The thought of a mother having to dig through garbage cans to pay for a private cremation so that she wouldn't be separated from her son in death did not sit right with me, or the rest of our hospice leadership team. I was able to reach out to several mortuaries that offered low-cost cremation services, however, in all cases it meant our patient's ashes would be separated from his mom.

Ultimately, we were able to coordinate with an agency that was able to help out our patient and his mom, however, what we ended up seeing was a need. Thus starts our investigation into how exactly we can advocate for our low-income patients more. As a social worker, I'm proud to work for an agency that is constantly pursuing how to best reach those patients in need. Furthermore, from the board members and across the board, we are able to continue advocating for our patients when it's needed most.

Being a part of Hospice of the North Coast is not your typical 9am-5pm. At the end of the day, we don't stop feeling for our patients, and we don't stop trying to help our patients. It's truly a blessing to work for an agency that sees the bigger picture at hand. Not only do we strive to advocate for our patients in life, but we are able to continue advocating for them in death.

# GLOBAL PARTNERSHIP



## MISSION POSSIBLE:

### Hospice of the North Coast's Partnership with Nkhoma Mission Hospital Malawi, Africa



Our partnership has made great progress over the last year! In January 2017 a team of four HNC staff members traveled to Malawi to assess the needs of both Nkhoma Hospital and the people it serves. The goal was not to immediately "fix" a particular problem, but instead to identify how best our partnership can enhance the work already being done. After spending time with Nkhoma Hospital's palliative care team on patient visits out in the villages and in the hospital, we realized there is much we can offer in the way of help. And we need your help too!

Whether you are a health care professional or simply want to make a difference, your help is needed and appreciated! A first step is to attend a monthly Global Partnership Committee meeting or speak with one of our members. We're happy and eager to have you join our team!



HNC Team, Cyndie Acosta, Cristina Montanez, Shelly Dew, Sharon Lutz

*"You wrote history in our palliative care programme, the smiles left miles of happiness to our patients and us as a team."*

Dr. Sam Kabota,  
Nkhoma Hospital



Village Kids

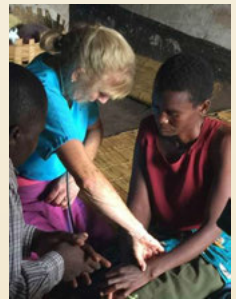
LEADING CAUSES OF DEATH IN NKHOMA  
**MALARIA**  
**CERVICAL CANCER**  
**HIV**



Palliative Care Team

## DID YOU KNOW?

- Malawi is the poorest country in the world
- 2/3 of Malawians live on less than \$1 a day
- Their economy depends mostly on agriculture



Visiting with patients

THE COUNTRY IS LACKING HEALTH STAFF. WELL-TRAINED DOCTORS AND STAFF ARE LEAVING THE COUNTRY. AS A RESULT, HEALTH SERVICES CANNOT BE PROVIDED WITHOUT FOREIGN HELP.

Anybody can get involved. How will you help?

- Join our Global Partners Committee
- Become a Champion
- Donate (goods, clothing, dollars)
- Attend / schedule a viewing of the Mission Possible Video

**TO LEARN MORE ABOUT OUR GLOBAL PARTNERSHIP OR TO ATTEND A COMMITTEE MEETING PLEASE CALL 760.431.4100**

**FOLLOW OUR JOURNEY:** [hospicenorthcoast.org/global-partners-in-care](http://hospicenorthcoast.org/global-partners-in-care) | 760.431.4100



# MEMORIAL PRO-AM A SMASHING SUCCESS



The inaugural Mary Laver Memorial Tennis Event was held on March 5, 2016. Legendary tennis players and a legendary love between a husband and wife were combined as Honorary Event Chairman and two-time Grand Slam winner Rod Laver welcomed retired pro tennis greats, amateurs and enthusiastic guests to an action-packed day in honor of his beloved late wife, Mary. Rod and Mary experienced HNC's caring and compassionate services before she died in 2012 at age 84.

## PARTICIPATING PRO PLAYERS

Doug Adler	Bob Lutz
Dick Bohrnstedt	Larry Stefanki
Dana Bozeman	Ferdi Taygan
Richard Dell	George Taylor
Phil Dent	Robert Van't Hof
Rick Leach	Danie Visser

PROCEEDS FROM THIS EVENT WILL SUPPORT THE CARE OF TERMINALLY ILL PATIENTS AT PACIFICA HOUSE, NORTH COUNTY'S ONLY INPATIENT HOSPICE HOUSE. PACIFICA HOUSE OPENED ITS DOORS IN 2013 TO HELP PEOPLE WHO ARE UNABLE TO REMAIN IN THEIR HOME DUE TO THE COMPLEX SYMPTOMS OF THEIR TERMINAL ILLNESS.



"THE ENTIRE 2016 TOURNAMENT WAS SPECIAL. I ENJOYED MY ONE-ON-ONE COACHING. EVERYONE WAS VERY FRIENDLY AND RECEPTIVE. I HAVE BEEN HAPPY TO LEND MY NAME TO THE EVENT BECAUSE OF MY PERSONAL CONNECTION WITH HOSPICE OF THE NORTH COAST."  
- ROD LAVER



## A FUN DAY OF TENNIS WAS FOLLOWED BY A MEET 'N GREET RECEPTION



## JOIN ROD LAVER & FRIENDS

APRIL 8, 2017

2ND ANNUAL MARY LAVER MEMORIAL PRO-AM TENNIS EVENT

For information and tickets: [hospicenorthcoast.org](http://hospicenorthcoast.org)



## 570 GENEROUS DONORS CONTRIBUTED \$420,000

To Ensure Hospice Care and Programs are Available to People in Need!

### RECOGNIZING GIFTS OF \$500 AND GREATER MADE 10-01-2015 THRU 9-30-2016

Anonymous	John & Janet Kister
Sharon Bates	Karyn Kobayashi
Ann Bennett	John Kroener
Ron Benson	La Jolla Beach and Tennis Club
Michael W. Berns	Rodney Laver
Bowers Family Trust	Jeffrey O. Leach, MD
Carlsbad Hi-Noon Rotary Club Foundation	Lomas Santa Fe Country Club
Dane Chapin	Chris M. Long
Diana L. Cleary	Candy Lujano
Katharine Clinie	Sharon Lutz
Regina Coleman	Jeanie Marshall
Valerie & Jack Cumming	Lois Martyns
Nancy Danninger	Robert Matson
Datron World Communications, Inc.	Stacy Maxa
Steve & Shelly Dew	MDVIP
Lucy Drulias	Mike Dunn & Assoc.
Dean Duffy	Morris & Cynthia Muscatel
Eddy, Roland and Katie	Network Services Corp.
Andrea T. Eliscu	Nielsine Archibald
Eternal Hills Memorial Park, Mortuary & Crematory FD234	Oceanside Civitan
Flocke & Avoyer Commerical Real Estate	Caryl Parrish
Frank DiBella	Ray & Denise Patchett
Graham & Ann Fraser	Jack D. Phillips
John & Diane Frazee	Kristen K. Pieper
Susan Furioli	Quality Controlled Manufacturing, Inc.
Patricia Gates	Rancho Mesa Insurance Services, Inc.
Valerie M. Geis	Rayne Water Systems of North County
Gita, Marcia Gendloff	Rincon Band of Luiseno Indians
Karen Gleason	Terry & Lisa Rodman
Virginia Gloor	Nadine Rounds
Grand Pacific Resorts	Savitsky Satin and Bacon
Whitney J. Guild	John L. Seufert
Gumpert Foundation	Tracy B. Shaw
Karim & Judy Hirani	Silver Charitable Trust
Bobbie Hoder	The Country Friends
David & Eileen Hoppen	The Seidler Company, LLC
Horizon Oxygen and Medical Equipment, Inc.	The Tippet Foundation
FRIENDS of Hospice of the North Coast	Torrey Pines Bank
John and Mary Rainsford Charitable Foundation	Kristan Toth
Kaiser Permanente Senior Advantage	Tri-City Medical Center
Teri Lynn Karow	Stephen Troutner
	Ken and Jo Voertman
	Harry & Rosamond Weinberg
	Sherman R. Whitmore
	Cheryl Wolfe
	Mark Young



### Oceanside Mac User Group (OMUG) member Carol Finkas presents HNC's Shelly Dew with 6 iPod nanos, 6 beatssolo2 headphones and a \$100 iTunes Gift Card.

Music has been found to reduce anxiety and stress in hospice patients as well as promote positive changes in mood, relaxation, and comfort. These "musical" gifts will be available to patients and families in each of the patient suites at Pacifica House. Thank you OMUG for your unique support!

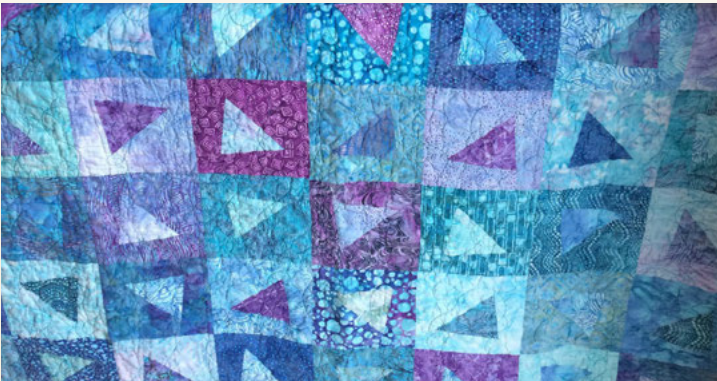
### BLOOMS BRING SMILES TO PACIFICA HOUSE

Linda Kermott and Claudia Knorr, members of the Assistance League of Rancho San Dieguito, give beautiful flower arrangements to the patients and families at Pacifica House. Did you know, studies demonstrate that flowers also ease depression, inspire social networking and refresh memory as we age?



*"You do incredible work and we thank you for taking care of my grandfather several years ago. Hopefully this gift will allow you all to take care of someone else's family member. Thank you for all you do."*


- Donn H.



### ONE GRATEFUL FAMILY MEMBER'S QUILT BRINGS COMFORT TO OTHER PATIENTS

*"It makes my heart happy to know that many others are being wrapped in the love that went into this quilt when I made it for my brother Jack. Thank you again for all that you do!" ~ Sue P.*

### WAYS TO GIVE:

- Make a cash gift
- Purchase a Memorial Tile
- Donate a gift of stock
- Contribute to the HNC endowment
- Shop with AmazonSmile 
- Designate HNC as a beneficiary of your life insurance policy
- Donate your vehicle

## LEGACY SOCIETY

Recognizing a special group of donors who have made a lasting commitment by including HNC in their estate plans.

- Loretta Ames
- Hallie L. Anderson
- Anonymous
- Willis & Mayme Barnes
- Nathan C. & Mary E. Binkin
- Bertha W. Cook
- Howard Dattan
- Donald F. & Eleanor A. Dawson
- Steve & Shelly Dew
- Clarence Donato
- Paul T. Greer
- William Gumpert
- William Hanley
- Raymond P. Herbert
- Bobbie Hoder
- Sterling & Agnes Klink
- Theodore E. & Frances M. Koons
- John E. Lee
- Bafford E. & Georgia Lewellen
- Marie J. Marchetta
- Lois S. Mauer
- Patti B. Morris
- Francis & Genevieve Pierre
- Marie A. Proulx
- Doris Lee Ritchie
- William J. Saunders
- Catherine H. Setar
- Milton Silver
- Patricia Stein
- Sarah N. Thornton
- Robert D. & Jane D. Upp
- Ms. Gillian D. Wight
- Margaret I. Wolf
- Katherine H. Young

THANK YOU! THANK YOU! THANK YOU!

# FISCAL YEAR 2016

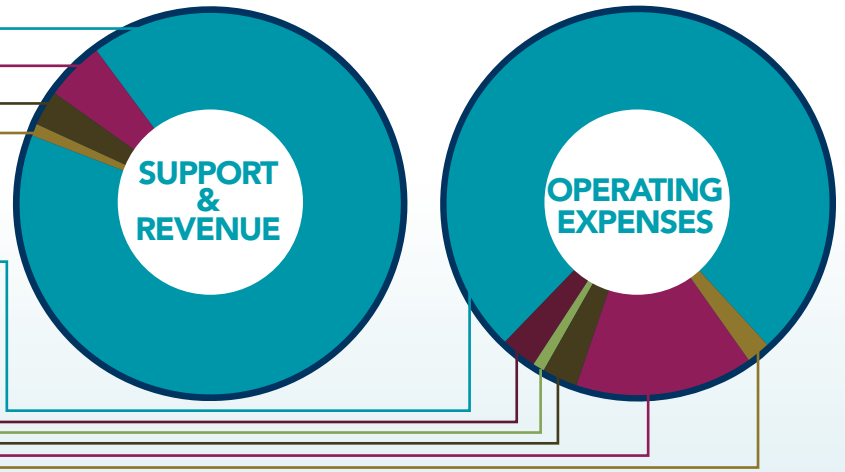
## FINANCIAL INFORMATION

### REVENUE

Patient Service Revenue	91%
Contributions	5%
Resale Shop	3%
Other	1%
<b>TOTAL</b>	<b>100%</b>

### EXPENSES

Patient Care	76%
Bereavement	3%
Volunteer	1%
Community Outreach	3%
Administration	15%
Fundraising	2%
<b>TOTAL</b>	<b>100%</b>



For a copy of the fiscal Year 2015-2016 Audited Financial Report, please contact our Fund Development Department.

## BOARD OF DIRECTORS

Ray Patchett, President  
 Leslie Brubaker  
 Mike Davis  
 Mary Lou Elliott  
 Lisa Frazee  
 Kristin Gaspar  
 Megan Hoagland  
 Bobbie Hoder  
 Jeffrey O. Leach, MD  
 Andrew S. Maffia, CPA  
 Lisa Rodman  
 Fr. Doran Stambaugh

## HONORARY BOARD

Joni Miringoff  
 Colleen O'Harra, Esq.  
 Honorable Ronald C. Packard  
 Jodi & Rusty Wallis  
 Mark Yamanaka, MD

## HNC Service Area



**HOSPICE of the NORTH COAST**  
[hospicenorthcoast.org](http://hospicenorthcoast.org)



Special thanks to Janelle Cannon for allowing Hospice of the North Coast to use her beautiful photography in our 2015 Impact Report.

### RESALE SHOP

278-B North El Camino Real  
 Encinitas, CA 92024  
 760.943.9921

### ADMINISTRATIVE OFFICES

2525 Pio Pico Drive, Suite 301  
 Carlsbad, CA 92008  
 760.431.4100

### PACIFICA HOUSE

4411 Park Drive  
 Carlsbad, CA 92008