

Helping people have a peaceful life through death experience



# COMFORTING

## We Are Your Community Hospice

Compact in size yet large of heart, Hospice of the North Coast (HNC) provides a full spectrum of programs to the terminally ill, their families and the community. A small staff-to-patient ratio ensures warm, individualized care twenty-four hours a day, seven days a week. From treating physical discomfort to providing emotional and spiritual support and treatment advice, the hospice team is here to serve, regardless of a patient's financial situation. A team of physicians, registered nurses, home-health aides, social workers, spiritual counselors and volunteers work closely with each patient, their families and their personal physicians. Our hospice staff is highly trained in end-of-life care needs and experienced in caring for patients and families facing terminal illness.



*"All I'd ever heard is when you're on hospice you're ready to pass on. I told them, 'I'm not ready to die yet. After talking with the hospice social worker about hospice services, my son and I decided this was an answer to our prayers! By the time I got home from the hospital, everything was set up in my home. The group of people surrounding me is absolutely amazing, and knowing that I'm being so well-cared for takes pressure off my son. My medications are delivered to me, and a wonderful volunteer visits with me weekly and helps me with various things. I even have a massage therapist and a Home Health Aide to help shampoo my hair. I would not be here today without hospice."*

*Carol, Encinitas*

## We Listen

Honoring the patient's wishes is a core value of the Hospice philosophy. Helping people understand the options available to them empowers them to actively participate in managing their remaining life span, the dying process and the event of death.

Last year, Hospice of the North Coast's team of experts provided hospice care to 300 individuals!

National Hospice and Palliative Care Organization (NHPCO) reports that approximately 41.9% of all deaths in the United States were under the care of a hospice program.<sup>1</sup>

<sup>1</sup>NHPCO Facts and Figures: Hospice in America; 2011 Edition; "Who Receives Care."



Carol with volunteer, Gail

**If you or someone you know has been diagnosed with a serious illness, we can help.**



# SUPPORTING

## Hope Bereavement Center

The Hope Bereavement Center (HBC) offers a safe and nurturing environment for those who have experienced the death of a loved one. Services are provided to both family members of hospice patients and to the community at large. Annually, HBC provides bereavement support and psycho-education to approximately two hundred low to moderate income level children, teens and their families through its grief support groups, counseling services, and annual bereavement camp experience.

## Hope Bereavement Center Offerings

### Individual & Family Counseling

#### Support Groups

- Pathways: for adults; different grief topic each week
- Healing Your Grief: for adults with discussion and expressive arts
- Mother Loss: for adults who have lost their mother
- Men's Grief Group: male only group
- Child Loss: for parents who have lost a child of any age
- Children's Group: for children between the ages of 5 and 12
- Teen Group: for teens between the ages of 13 and 19

**Community and School Outreach:** Our portable classroom is available to schools.

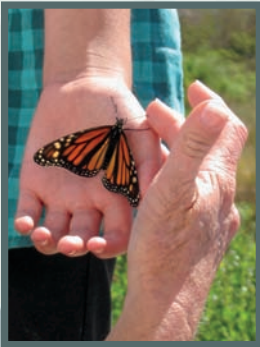
*Our programs are offered at no cost. Donations are greatly appreciated.*

**THE NEED IS GREAT...**In 2010, for each patient death, an average of two family members received bereavement support from their hospice. This support included follow-up phone calls, visits and mailings throughout the post-death year.<sup>2</sup>

### NOT ONLY FOR HOSPICE FAMILIES...

Community members account for about 15.1% of those served by hospice bereavement programs.<sup>3</sup>

## Annual Memorial Events



Butterfly Release



Camp H.O.P.E.



Light Up A Life



<sup>2-3</sup>NHPCO Facts and Figures: Hospice in America; 2011 Edition; "Bereavement Support."

<sup>4</sup>National Center for School Crisis & Bereavement; [www.cincinnatichildrens.org/school-crisis](http://www.cincinnatichildrens.org/school-crisis)

## Did You Know?

1 in 20 children will experience the death of a parent before graduating high school<sup>4</sup>. The death of a family member, friend or pet can have devastating impact on a child, as can the separation or divorce of parents. Unresolved grief may manifest in significant depression, substance abuse, troubled relationships, gang violence, severe anxiety or debilitating eating disorders.

Recent studies indicate that when bereavement services are provided to children suffering from trauma, shock or the loss of loved ones, they heal and learn to cope with greater success than those left to struggle alone. A bereavement program combining counseling with art and music therapies is a child's safe haven and path to a hopeful future.

**The Children and Teen Programs of the Hope Bereavement Center can preserve a grieving child's fragile universe.**

**We're only a phone call away (760) 431-4100.**



# HELPING

210 volunteers dedicated 21,000 hours of service for a value of \$500,000!

## Volunteer Commitment

The U.S. hospice movement was founded by volunteers nearly 40 years ago. Today, Hospice of the North Coast volunteers remain active and committed to the same hospice mission. More than 210 volunteers support patients and families, function as community liaisons, work on special events and fund raising activities, staff our resale shop and provide administrative support and governance.

To learn more about volunteer opportunities, please contact our Volunteer Department.

## Patient Care

Patient care volunteers work directly with patients and their families. At a time when patients and families feel isolated, a volunteer's presence can do more for them than a thousand kind words. As a member of the collaborative care hospice team, the volunteer can provide emotional support, assistance with light errands, letter writing, and reading to the patient.

## Volunteers Exceed

### Medicare Requirements!

Five percent of all patient care hours at a Medicare-certified hospice must be provided by trained volunteers. Last year, our hospice volunteers hours surpassed that requirement, giving a total of 8.97%!



## Auxiliary

HNC's Auxiliary formed in 1989 and is now 80 members strong. Auxiliary volunteers support Hospice of the North Coast by assisting with community awareness programs, special events and fundraising.

Charter member Ray Taylor receives 2011 Volunteer of the Year Award from the North County Philanthropy Council.

To join our team of auxiliary volunteers, please contact Isobel Haring, President at (760) 931-0874

## Resale Shop

Volunteers helped net \$290,000 in sales last year to support the unfunded programs and services offered by Hospice of the North Coast. An energetic group of volunteers assist with customer purchases, cashiering, pricing, sorting and processing donated merchandise.

To join our team of shop volunteers, please contact the Resale Shop at 760.943.9921



Volunteer Dan Del Fiorentino with Judith Miller, Director of Volunteer Services

*"Being on the HNC team makes me feel a part of something. I have held a patient's hand for two hours; enabled weary caregivers to run errands, take a walk or simply lie down and rest; and helped an elderly man see himself for a few minutes as a youth in his snazzy Studebaker, not as a dying person."*

*"Knowing I have made a difference is my reward. Above that, I have learned so much about my clients, life and myself."*



## Remember Me Bears

These beautiful bears are custom made by dedicated volunteers using favorite articles of clothing of loved ones who have passed. Remember Me Bears offer comfort and support during bereavement and beyond.

**Thank You for your gifts of  
TIME, TREASURE & TALENT!**

**VOLUNTEERING...an opportunity to feel good while doing good.**



Making hospice care and programs available to all who need them.

# GIVING

## Recognizing gifts of \$500 or greater made 10/01/10 - 09/30/11

Agua Hedionda Lagoon Foundation - Lisa Rodman  
AKT Certified Public Accountants  
Mike Burris  
Norma Cooper  
Valerie and Jack Cumming  
DUPACO, Inc.  
Dynalectric Company  
Esplanade Bridge Center  
Eternal Hills Cemetery & Mortuary  
James Farrell  
Susan Furioli  
Gettys  
Karen Gleason  
Good & Roberts, Inc.  
Gumpert Foundation  
Doug Haise  
Harmony & Health Foundation  
Monte Hetland  
Bobbie Hoder  
Hospice Education Institute, Inc.  
Hospice of the North Coast Auxiliary  
Inland Valley Humane Society & SPCA  
John and Mary Rainsford Charitable Foundation  
Fred and Nerice Kaufman  
Maureen Kavalec  
James Kent  
John and Janet Kister  
Lady's Secret Foundation  
Theresa Lee  
Leichtag Family Foundation  
Oceanside Museum of Art  
Colleen O'Harra  
Larry O'Harra  
Michael Palmer  
Ray and Denise Patchett  
Jane Penne-Morse  
Douglas Perry  
Frances Peters  
Pilgrim United Church of Christ  
Roberta Roberts  
Sharp Health Plan  
Tracy Shaw  
Milton Silver  
St. Michaels By The Sea  
State Farm Insurance  
The Caritas Co. & The Flower Fields  
The Country Friends  
The San Diego Foundation  
Torrey Pines Bank  
Tri-City Healthcare District  
University Mechanical & Engineering Contractors  
Walter Walker  
Knox and June Williams

*"In some of my saddest and most difficult hours, Hospice of the North Coast was there for me in a variety of big ways. My gratitude for this, I put into a financial contribution which, however small it might be, could help to ensure that Hospice services will continue to be available not only to myself and to the dear and caring friends I have made through the weekly bereavement support group meetings, but for others yet to come."*

*Doug Haise, Carlsbad*

**Santa Margarita Yacht Club of Camp Pendleton**  
donates proceeds of Ice Cream Social to Hospice of the North Coast.



Jim Bordier, Nancy Bordier, Doris Wiedemann, Bill Wiedemann, HNC Director of Development Shelly Dew, and Commodore Loie Powell.

## Legacy Society (Charter Members)

Loretta Ames  
Willis and Mayme Barnes  
Bertha W. Cook  
Theodore E. and Frances M. Koons  
Shelly Dew  
Clarence Donato  
Paul T. Greer  
William Gumpert

William Hanley  
Raymond P. Herbert  
Bobbie Hoder  
Sterling Klink  
John E. Lee  
Bafford E. and Georgia Lewellen  
Marie J. Marchetta  
Lois S. Mauer  
Patti B. Morris

Francis and Genevieve Pierre  
Doris Lee Ritchie  
Catherine H. Setar  
Milton Silver  
Patricia Stein  
Sarah N. Thornton  
Robert D. and Jane D. Upp  
Ms. Gillian D. Wight

Please notify the Development Department in writing if you wish to be removed from future donor listings.

Thank You Thank You Thank You Thank You Thank You



# LOOK WHAT'S NEW...

## Pathways

WE'RE WITH YOU AND YOUR FAMILY FROM THE BEGINNING. From the moment of diagnosis, Hospice of the North Coast helps with practical support, education and counseling.

Our Pathways Program is a unique program for people with serious illnesses, **even while they are still receiving curative care**. It is a community service program designed to enhance the quality of life for adults, children and their families even if they or a loved one are not on hospice service.



**WE HONOR VETERANS**  
*Hospice Professionals on a Mission to Serve*

Veterans come with a unique set of circumstances and needs that set them apart from nonmilitary hospice patients. Hospice of the North Coast has positioned itself to serve and meet the needs of these honored men and women who fought for the freedom and security of our great Nation.

Our Hospice and Palliative Care Team is specially trained to assist Veterans facing their own mortality. We provide support with their VA benefits, psychosocial, emotional and spiritual needs, and most importantly, we put great emphasis on easing their anxieties so they experience a better quality of life.

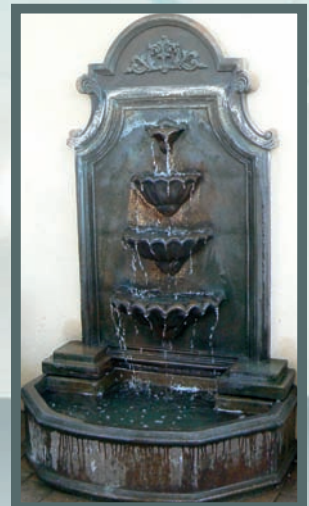
## Reflection Garden & Memory Wall

New to Hospice of the North Coast is an on-site Reflection Garden. This tranquil area, enhanced by the calming sounds of a water fountain, is reserved for friends and family to gather, to grieve, to remember, to heal. Standing as centerpiece in the garden is a Memory Wall dedicated to the special people in our lives.

*To Learn more about memorial opportunities, please contact our Development Department.*



Knox & June Williams



## Legacy Society

Hospice of the North Coast's Legacy Society recognizes a special group of donors who have made a future commitment to Hospice of the North Coast through a bequest or other planned gift. Members of the Legacy Society are helping ensure that future generations will have access to quality hospice care and bereavement support. Their legacies will provide for a better tomorrow.

### Benefits of membership include:

- Invitations to special gatherings hosted by HNC
- Name recognition on website and in annual report
- A gift of acknowledgment to the individual or family upon notification of an eligible gift

If you have already included Hospice of the North Coast in your estate plans, or if you'd like to learn more about Planned Giving, please let us know by calling our Development Department.

*June says, "Every year, we make a modest gift to Hospice. We have given many gifts in Drue's name. Now his memory tile resides in their garden. It's one more remembrance of our son."*

**We walk with you...**

# WAYS TO HELP

## Make a Gift

Cash  
Memorial Gift  
Stock  
Life Insurance  
Charitable Gift Annuity  
Real Estate  
Bequest (through your will/trust)

## Employee Giving

Does your employer have a...

- Matching Gifts program?
- United Way payroll deduction program?

Contact your Human Resources Department to learn more.

## Shop or Drop

Stop by our Resale Shop and Shop for that perfect pair of shoes or special outfit. Or Drop off your gently used clothing, jewelry, accessories, household items and home furnishings. All sales proceeds support the services provided by Hospice of the North Coast.



278-B North El  
Camino Real  
Encinitas, CA 92024  
(760) 943-9921

Hours:  
Monday - Saturday  
10:00am—5:00pm

## Donate Your Vehicle

Donate your car, truck, RV, boat, airplane or motorcycle. It's easy! "Call" or "Click" to begin the donation process and schedule a vehicle pick-up at NO COST to you.

877-537-5277 OR [www.donatingiseasy.org](http://www.donatingiseasy.org)



## Support an Event (2012)

Butterfly Release Memorial	May 20
Dames at Sea	August 4
Camp H.O.P.E.	August 18
Golf Tournament	October 8
Light Up a Life Memorial	December 2

## Volunteer

Join our amazing group of Volunteer. Opportunities include:

- Patient Care
- Administration Support
- Auxiliary
- Resale Shop

## Join HNC's Legacy Society

Become an inaugural Legacy Society club member by naming Hospice of the North Coast as a beneficiary in your will. Or make a planned gift by naming HNC as a beneficiary in a life insurance policy, a charitable IRA, or through another type of charitable trust.

Please let us know if you have made a bequest or some other estate planning arrangement to support HNC. It helps us in our organizational planning and allows us to express our appreciation in a way that is meaningful to you.

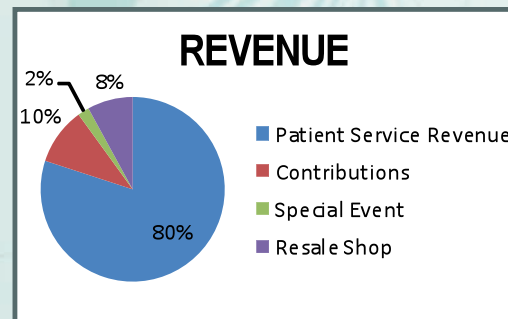
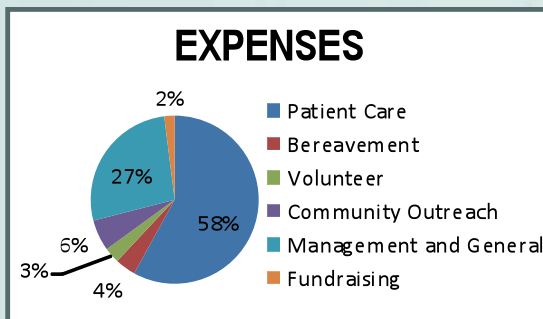
**...so you don't have to walk alone.**



*"If you are in a situation where you need help, if you need assistance, if hospice is something that you have to turn to, you have to consider Hospice of the North Coast. Just call them. Within moments you will know that it is a good place. It's a great place. It's the right place."*

*Jerry M., Client  
Encinitas, CA*

## 2010-2011 Financials



*For a copy of the Fiscal Year 2010-2011 audited financial report, please contact our Development Department.*

Hospice of the North Coast has been your non-profit community hospice since 1980 and specializes in serving North San Diego County. Focusing our coverage area enables us to maintain the highest level of care and support for our families and to provide every patient with our "VIP Service."



## Board of Directors

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Kevin Crawford

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Lisa Frazee

John Gram

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Delano Lewis, Jr.

Andrew Maffia, CPA

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Fr. Doran Stambaugh

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Colleen O'Harra, Esq.

The Honorable Ronald C. Packard

Mark Yamanaka, MD



**HOSPICE**  
of the North Coast

2525 Pio Pico Drive, Suite 301 | Carlsbad, CA 92008 | 760.431.4100  
[www.hospicenorthcoast.org](http://www.hospicenorthcoast.org)

