



2018 Annual Report

*Enriching the quality of the lives we touch
with expert and compassionate care*

**"Hospice is a philosophy
of care that values life
from the moment it
begins to the moment it
ends."**

*Dame Cicely Saunders
Founder
St. Christopher's Hospice*



Calvert Hospice

238 Merrimac Court
PO Box 838
Prince Frederick, MD 20678
Phone: (410) 535-0892
Fax: (410) 535-5677
www.calverthospice.org

Burnett Calvert Hospice House

4559 Sixes Road
Prince Frederick, MD 20678

Shoppe for Hospice

92 Central Square Drive
Prince Frederick, MD 20678
Phone: (443) 432-3561



**Palliative Medicine of
Southern Maryland**

238 Merrimac Court
PO Box 838
Prince Frederick, MD 20678
Phone: (410) 535-0412

A Message from the Executive Director

Photo Credit: Beth Graeme Photography



Jean E. A. Fleming, *Executive Director*

In 2019 Calvert Hospice is celebrating 35 years of serving the residents of our county with expert end-of-life care. This past year, 2018, was one of continued growth for us with the development of our palliative care program, our bereavement programs, and our educational offerings. We grew to 61 staff members and 85 volunteers, all of whom served in a variety of capacities to help our agency remain a vital part of our community. We hope everyone knows that hospice care is a Medicare benefit for up to six months, and sometimes longer, as well as being a benefit of most private insurances. Everything we do is guided by our commitment to focusing on enriching the lives we touch and on helping patients and families make the most of every moment they have together.

Although we do receive insurance reimbursements, they are frequently not sufficient to cover the total costs of our patient care. We'd like everyone to know that Calvert Hospice is an independent, community-based nonprofit organization that is significantly

supported by grants and donations, and we are incredibly grateful for the generous community support we continue to receive. A substantial portion of our financial need is the maintenance and operation of our Burnett Calvert Hospice House, a new home for those who can no longer be cared for in their own home. Each year, including the financial aid we provide to patients in need, we must raise over \$250,000 to support this fundamental community resource. In addition to donations, one way in which our community helps us fill this gap is by shopping at our Shoppe for Hospice, our boutique shop with new and gently-used men's and women's clothing and accessories. We also held three successful fundraising events in 2018, and are proud that, overall, for every \$1 spent on fundraising, we generated \$4 in return.

We hope this *Annual Report* helps you learn more about all that Calvert Hospice has accomplished in 2018 and begins to tell the story of our dedication to the work that we do. We are proud of the fact that only 10% of our revenue goes to administrative and overhead costs, leaving 90% dedicated directly to our programs and services. In 2019, we are implementing up-to-date best practices, clinically, financially, and administratively, working to stay on the cutting edge of our industry and remaining an innovative partner in our healthcare community. We are privileged to do the work we do and humbled by the trust our community continues to place in us. We remain dedicated to ensuring we are here when our neighbors need us most, and committed to our mission: *Enriching the quality of the lives we touch with expert and compassionate care.*

"You can't do anything about the length of your life, but you can do something about its width and depth."

- Evan Esar

Calvert Hospice at a Glance 2018

Thanks to donors like you...

332

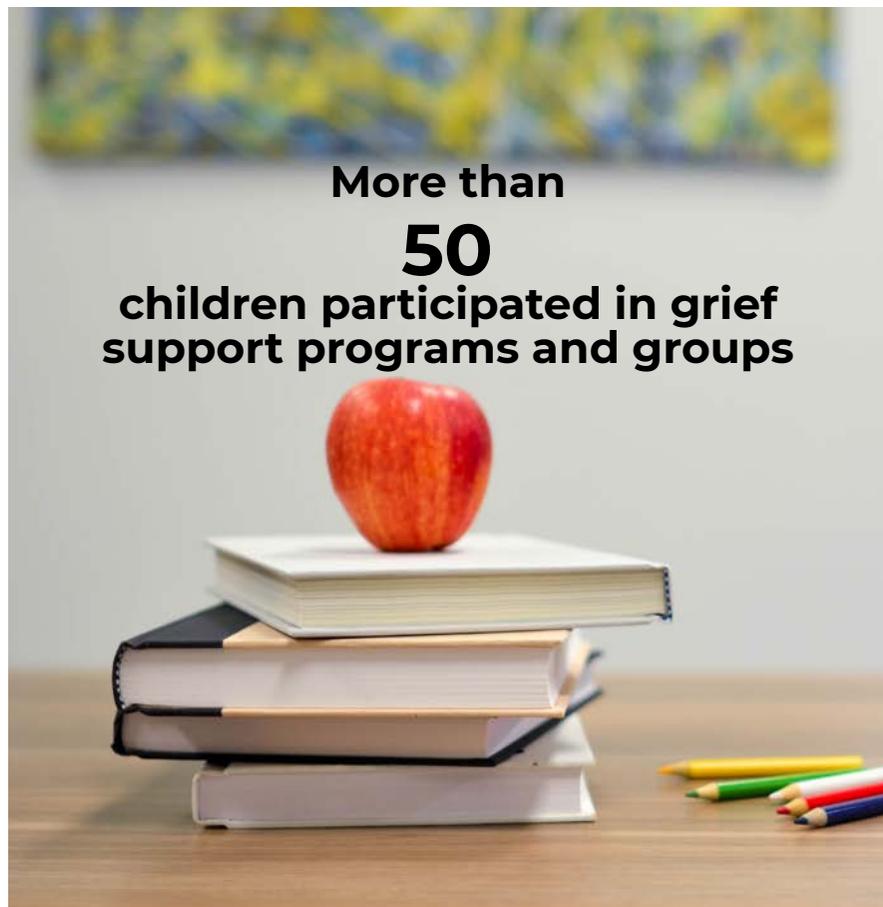
patients were cared for
wherever they call home



More than

50

children participated in grief
support programs and groups



1,318

hospice family members and
community clients received
bereavement support



85

volunteers provided
more than

6,300

hours of service to support
the organization



Service Areas

Hospice Care

Patients are cared for wherever they call home, including skilled nursing facilities, assisted living, and private residences. Each patient has access to a physician, nurse, social worker, chaplain, home health aide, and volunteer. Care is patient and family centered; we are here to help in any way we can. Patients are treated as unique individuals. Treatment is tailored to suit each person's needs and preferences.

Burnett Calvert Hospice House

The Burnett Calvert Hospice House is available for patients who can no longer be cared for at home. It provides a homelike atmosphere for up to six patients with around-the-clock care from skilled caregivers. Each year, a significant percentage of residents at the Burnett Calvert Hospice House receive financial assistance with room and board fees.

Bereavement

The Calvert Hospice bereavement team offers grief support to hospice families and to community members who are grieving the loss of a loved one. Support options include: drop-in grief support groups, support groups tailored to specific loss types, individual counseling, memorial services, and children's programs. Support for children includes specialized grief groups in local schools, Camp Phoenix, and Journeys support group for families.

Palliative Care

Palliative care is specialized medical care that provides symptom management for people with serious illnesses. The palliative care team focuses on quality of life and patient-centered goals including patients' spiritual and cultural preferences. Patients can receive help with making decisions regarding health care and options for treatment. Palliative care consultations are currently offered in the hospital, local nursing homes, and CIMG.

Community Education

Calvert Hospice offers free educational seminars every month related to important end-of-life topics. Participants are able to learn from experts in many fields and gain useful information regarding making health care decisions, caring for loved ones with serious illnesses, planning for the future, and more. Seminars focus on quality of life and the choices and options you have as you create the moments and memories that matter most.

Outreach

Calvert Hospice is committed to spreading the word about hospice all through Calvert County. Do you belong to a church, social group, or civic group that would like to learn more about hospice, palliative care, bereavement, or other end-of-life topics? Dedicated hospice staff members conduct presentations, attend events and community fairs, visit local institutions, and more.

Fundraising

Did you know that each year Calvert Hospice needs to raise at least \$250,000 to operate the Burnett Calvert Hospice House? We rely on fundraisers and the generosity of our community to accomplish this goal. Fundraising events offer attendees many opportunities to support the organization's mission while having a good time. Several third party events are also held throughout the county to benefit Calvert Hospice.

Shoppe for Hospice

The Shoppe for Hospice is an upscale secondhand boutique specializing in men's and ladies' clothing, shoes, accessories, jewelry, and more. Proceeds from The Shoppe support the Burnett Calvert Hospice House. The Shoppe accepts new and gently used donations during regular business hours.

What Calvert Hospice Means to Me

We received an unfortunate terminal diagnosis of Stage IV pancreatic cancer for my wife, Betty, in May of 2018. She and I discussed her wishes, and she did not want to go to the hospital or another facility; she wanted to be at home with her family. Dr. Lowenthal recommended that we call Calvert Hospice. It is a decision I would make again. The hospice staff treated us like family and took excellent care of my wife. They didn't take their job lightly, and my wife loved everyone who came to take care of her. They felt like family to us. Betty told me that when she took her last breath, she would be looking into the face of Jesus. She had a glorious send off with all of our family gathered together. Even though she was unresponsive at the end, I asked her for one last smile, and she showed me that beautiful smile that I love so much and died shortly afterwards. We should all be thankful for an organization like Calvert Hospice that comes in when a family is so distraught and carries them through the difficult times. I am more grateful than I can say for the care we received.

Bernie Fowler, Sr.
Former State Senator, Former County Commissioner for Calvert County,
Former President of Board of Education for Calvert County



"The team at Calvert Hospice/Palliative Medicine of Southern Maryland has had an unparalleled impact on the physical, emotional and spiritual health and wellbeing of our community! The interdisciplinary team members are dedicated, compassionate and extremely knowledgeable in the end of life care, palliative care and grief support that they provide to patients and their loved ones. Like many providers at CalvertHealth, I have had the privilege to partner with Calvert Hospice, and continue to be amazed at the innovative and creative ways that their team is able to meet the complex and often challenging needs of our patients and their families. The patients and families are particularly dependent on the practical services such as home health aides, volunteers for companionship, social workers, chaplain and grief support. In times of need, I am sincerely thankful for the exceptional care and comfort that is provided by the professionals at Calvert Hospice 24 hours a day, seven days a week."

Arati Patel, MD



As the Intake/Referral Nurse I often have the unique privilege of being the first encounter a member of our community has with Calvert Hospice. It is a true blessing to be able to provide the information and support that allows our patients and families to continue on their journey to making the days count. It is a true blessing to take a part in helping patients and families to make every moment count. "Do not count the days; make the days count." – Muhammad Ali. This is what hospice is to me.

Lynn Harrington, RN
Intake Nurse for Calvert Hospice



I became part of the Calvert Hospice team as a volunteer 17 years ago and a volunteer chaplain 10 years ago. This is such a special opportunity for which I am grateful to give back and to pay forward to the community. Patients and their families allow me into their homes and to walk the journey with them during a very sacred time of life. They share glimpses of their lives - personal and family stories, memories, fears, loves, sorrows and joys. This allows me to offer prayers and spiritual healing, friendship and fellowship, and encouragement and hope. Patients and their families inspire me and help my own faith journey; for this I am abundantly grateful. I am often asked by doctors: 'What do patients want most when they are dying?' They want to know and to hear that they are loved by God, deeply love by God no matter what their journey in life has been like. They want someone to stand by them to hold their hand and pray with them. I strive to help them know they are loved by God as his beloved child and as my brother or sister. There is an immense joy that comes to me from being the brother or sister of our hospice patients. I cherish, as treasures, the hands I hold and our most precious discussions. Great satisfaction comes to me from caring for others, serving other and helping others to die well, to let go of this life.

Deacon Ed Baker
Volunteer Chaplain for Calvert Hospice



Highlights from 2018



Photo credit: Beth Graeme Photography

55 patients were cared for at the Burnett Calvert Hospice House, which reached 91% occupancy for the year.

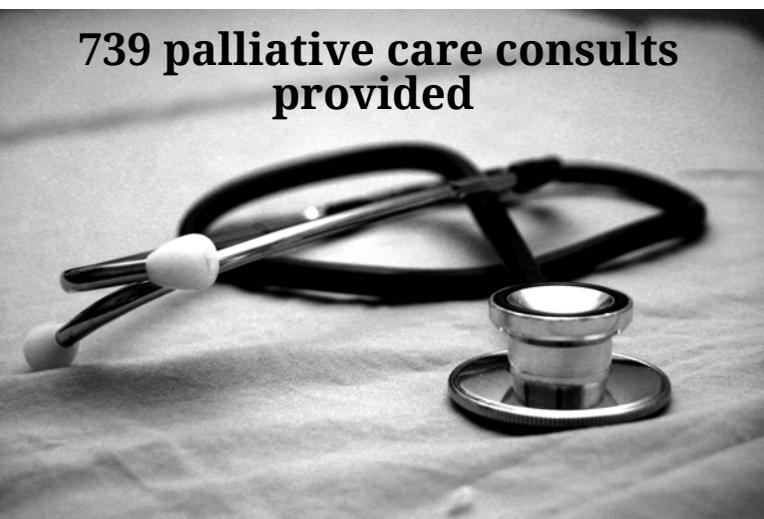
44% of patients who lived at the Hospice House received financial assistance with room and board.



66 veterans received care



Over 300 people attended memorial services



739 palliative care consults provided



Children received free grief support in 5 local schools



28 campers attended Camp Phoenix

Giving to Calvert Hospice



Giving to Calvert Hospice has always been an easy decision for us. The services they provide are essential and benefit so many in our community. For many years, we associated Hospice with the end of life care they provide to so many. It wasn't until Mike's grandmother was referred to the program while in the nursing home that we learned more about Hospice. We were absolutely amazed at everything they offer! When I found myself with some extra time, I decided to become a Hospice volunteer. As someone who lost her mom at a very young age, I was especially interested in the programs they have available for the youth in our community. Last year was my first year as a volunteer and it was fantastic! I had the privilege of being a "buddy" at Camp Phoenix, working in the office, and helping at a few fundraisers. To be able to work with such incredible people, for such a fulfilling cause, is truly an honor. The staff is so appreciative of every little thing you do for the organization. I just wish more people knew how wonderful this organization is and were aware of all the services they offer. It is our honor and privilege to be able to support Calvert Hospice.

Michael and Karen Sharpe

There are many ways you can give to Calvert Hospice!



Make a donation



Attend or sponsor our fundraising events, and invite others to join you



Host a fundraising event



Share, like, and comment on social media posts



Write a positive review of Calvert Hospice on Google or Yelp

Many companies encourage their employees to contribute to charities and will match your gift. Check with your HR department to see if your company participates!

Fundraising

In 2018, Calvert Hospice fundraising events raised more than \$134,000 to support our mission in the community.

Third party fundraisers held by local businesses and community members raised over \$125,000!

6th Annual Culinary Event

May 10, 2019

Running Hare Vineyard

6:30 - 10:30 pm

Featuring:

Award-winning wines from

Running Hare Vineyard

Fine dining in an elegant atmosphere

Lively entertainment from NightLife Band

Live Auction, Silent Auction, & more!

Open Your Heart to Hospice Donation Campaign

Donate between June 1 - Sept 30

calverthospice.org

Text OYH2H to 52182

Did you know?

Calvert Hospice is an independent nonprofit organization. Each year, we rely on the generosity of community members like you to help us raise over \$250,000 to cover the cost of charity care at the Burnett Calvert Hospice House, expenses not reimbursed by Medicare, and more.

4th Annual Festival of Wreaths

November 23, 2019

Location TBD

10 am - 3 pm

Featuring:

Beautifully decorated wreaths for auction

Visits with Santa

Opportunities for crafting

Breakfast with Santa

Fun for the whole family!



Shoppe for Hospice

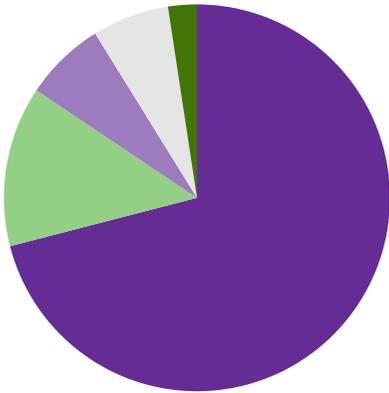
Giving Back in Style!

An upscale secondhand boutique featuring new and gently used men's & ladies clothing, shoes, accessories, and more!

Visit us at 92 Central Square Drive, Prince Frederick

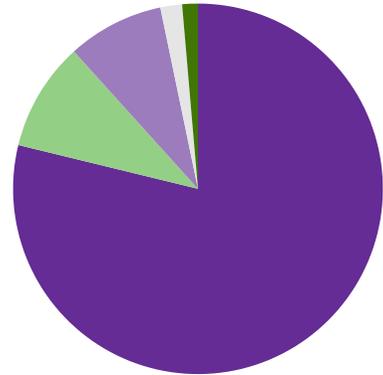
Financials

Revenue Sources 2018



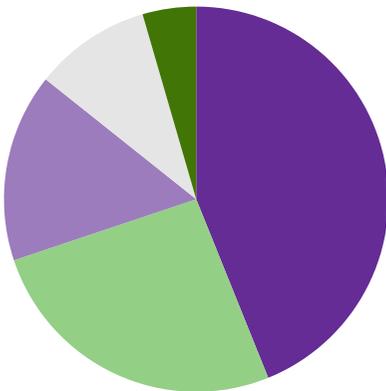
- Home Care (70.97%)
- Fundraising (13.40%)
- Hospice House (6.79%)
- Palliative Care (6.44%)
- Shoppe for Hospice (2.40%)

Home Care Revenue Detail



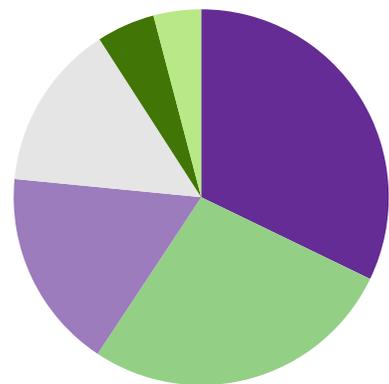
- Medicare (78.80%)
- Private Insurance (9.50%)
- Nursing Home Room & Board (8.43%)
- Medicaid (1.90%)
- Medicare SIA (1.37%)

Solicited Donations 2018



- Events (43.89%)
- Direct Mail (25.98%)
- Grants (15.82%)
- Partnerships (9.81%)
- Individual Gifts (4.50%)

Unsolicited Donations 2018



- Third Party Events (32.16%)
- Shoppe for Hospice (27.15%)
- Contributions (17.23%)
- Memorials (14.33%)
- United Way (5.02%)
- Calvert Co Govt (4.11%)

Did you know?

90% of Calvert Hospice funds are used for hospice programs and patient care. Only 10% is spent on administrative and fundraising expenses.



Circles of Giving

Circle of Strength

Gifts of \$10,000+

Dominion Energy
Joseph H. Bozick
Patty & Edward Mehosky
Scott & June Mellinger
SMECO
Sneade's Ace Home Center, Inc.

Circle of Compassion

Gifts of \$5,000 - \$9,999

Christopher Washburn
Daniel L. Boesz
Exelon Corporation
Floor Systems, Inc.
Lynn Robinson
Matt & Carmen Gambrill
Medart Galleries
Michael & Karen Sharpe
Raley's Furniture
Recorded Books
Ruth Dixon
Tax Depot LLC
Victoria L. Wright
Waldorf Chevrolet Cadillac
White Rose Alumni Assn., Inc.
William & Denise Albert

Circle of Comfort

Gifts of \$2,500 - \$4,999

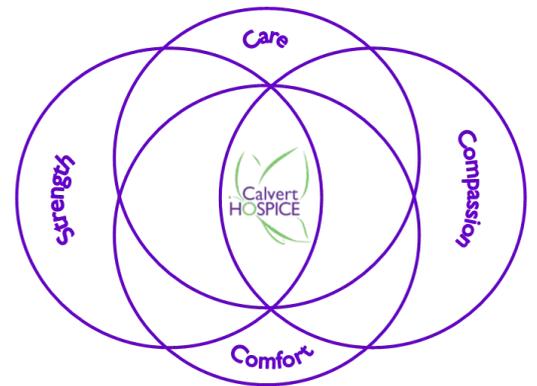
A.H. Hatcher, Inc.
American Legion Post 206
Bob Hall, LLC
CalvertHealth Medical Center
Cancer Support Group of So MD
Catherine Doran-Neal
City Wide Mechanical, LLC
Community Bank of the Chesapeake
Gerald R. Van de Velde & Rene Cunningham
James Blumenschein
Jay & Margie Webster
Kurt Fowler
Lee Funeral Homes
Martha Rymer
Michael Henshaw
Robert W. Potts
Running Hare Vineyard
Ruth Webster
The Gott Company

Circle of Care

Gifts of \$1,000 - \$2,499

231 Materials & Recycling Products
Anchor Pharmacy & Medical Supplies
Asbury Solomons
Bayside Chevrolet / Toyota
Beth Graeme Photography
Bonnie Augustino
Calvert County Baptist Church
Calvert County Lions Club
Calvert Marina
Carolyn Keefe
Charles & Ann Follett
Cynthia Graham
Diana & Roger Murphy
Donald E. Smolinski
Donald N. Schuessler
Erin Kimbro
Frederick & Carol Donovan, II
Gail Siegel
Greenwave Maryland
Henry & Ann Trentman
J.A. Scheibel, Inc.
J. Calvin Wood, Jr., Inc.
J. Ryan & Lisa Raley
Jason & Tracy Atherton
Jay & Tiffany Gaines
Jerry & Joy Cozzens
John & Elizabeth Hall
John & Judy Burroughs
John & Linda Weigel
Joseph & Lisa Seminara
Kelly Generator & Equipment, Inc.
Kirk & Debra Marchant
Laura & John Brady
Leonard & Deborah Vass
Lord Calvert Bowl
Margaret H. Phipps
Michael Scarborough
Michael & Denice Lee
Mike & Barbara Gardner
Mulford Construction Co., Inc.
Nesmar Family LLC
Olivet United Methodist Church
Pathway Investment Group, LLC
PM Clothing & Merchandise LLC
PNC Financial Services Group
Priscilla Holland

Quality Built Homes, Inc.
Raymon & Phyllis Noble
Richard & Heather Muldoon
Richard & Claire Piason
Richard & Jean Fleming
Robert & Heather Henderson
Robert Hahn
Ronald Collins
Roy & Wendy Clowser
St. John Vianney Catholic Church
Thomas Doyle
Tim Snead
Timothy & Jolie Wratten
Tony & Terri DeStefano
W. Paul & Jo Ellen M. Youngblud, III



**"Giving is not just about
making a donation.**

**It is about
making a difference."**

Kathy Calvin

**CEO & President United
Nations Foundation**



Donor Impact 2018

We are so thankful for the individuals, organizations, and groups who give generously to Calvert Hospice every year.

Each year, your donations help pay for financial assistance for patients at the Burnett Calvert Hospice House, upkeep and facility maintenance, food, and other supplies needed to maintain our 6-bed residential facility.

We are honored to care for those in our community who need us the most, and we could not do that without you.

Thanks to you...



**More than
\$11,000
was raised for
children's
bereavement
programs
and services on
#GivingTuesday!**



**Bereavement staff offered
8
specialized grief
support groups**



**16
veterans were
honored with
salute
ceremonies**



**The Burnett
Calvert Hospice
House will
receive a new
sign**

The Burnett Calvert Hospice House would not exist without the love and support of the community. Each person who gives of their time, energy, and funds every year allows us to keep caring for those who need us the most and ensures that we will be able to continue doing so for many years ahead.

Looking Ahead...

In 2019, we celebrate 35 years of providing patients and families in Calvert County with expert, compassionate care!

With your help, we plan to...

Provide care for more patients and families during their time of need



Reach more people who will benefit from palliative care services



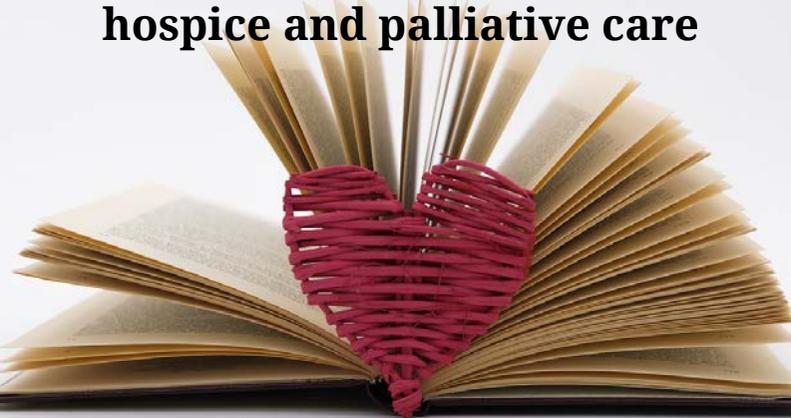
Help more families who need pediatric palliative and hospice care



Support more children in local schools who need grief support



Teach more people in Calvert County about the benefits of hospice and palliative care



Offer compassionate support to more people in our community who are grieving



Affiliations



WE HONOR VETERANS



Hospice & Palliative Care Network
OF MARYLAND



2019 Hospice Partners



Follow us on social media



Calvert Hospice Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 410-535-0892.

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