

HAVEN

2016
Annual
Report





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In 2016, I had the special honor to begin serving as the president for Haven Hospice and Visiting Nurse Association & Hospice of the Florida Keys (VNA/HFK). In these pages, Haven offers a financial snapshot and details of our careful stewardship of your donations that support unreimbursed patient care, programs and services. We are also celebrating our volunteers who help provide these programs and services to patients and families such as vigil volunteering, pet visitor volunteers and those who help sustain our Haven Legacy program.

The climate in the hospice industry has changed dramatically over the past two years. In the state of Florida, hospice organizations are seeing the length of stay decrease. While Haven continues to serve more hospice patients and families, there are patients who, at times, come under care just days or hours before dying. Haven is now busy broadening its programs including Palliative Care, intended to alleviate symptoms and clarify healthcare goals, and Advance Care Planning, intended to facilitate discussions with individuals and their healthcare proxies about future healthcare goals and values. Both of these programs position Haven to better serve those individuals with serious illness and their families, and as appropriate, to introduce hospice earlier in the end-of-life process.

In the midst of these exciting changes, what remains the same is Haven's mission of providing comfort, care and compassion as well as Haven's vision to be the choice for end-of-life and palliative care through the pursuit of excellence and innovation.

On behalf of Haven patients, families, volunteers and associates, I want to thank you for your continued support. Your generosity helps make it possible for Haven to continue its mission and vision.



*Gayle
Mattson*

President of Haven Hospice and VNA/HFK

..... ON THE COVER...

Haven Hospice Volunteers are a vital member of the Hospice Care Team. They provide companionship, support and assistance to patients residing at home, in assisted living facilities, nursing homes, hospitals and any of Haven's care centers. Read more about our volunteers starting on page 8.

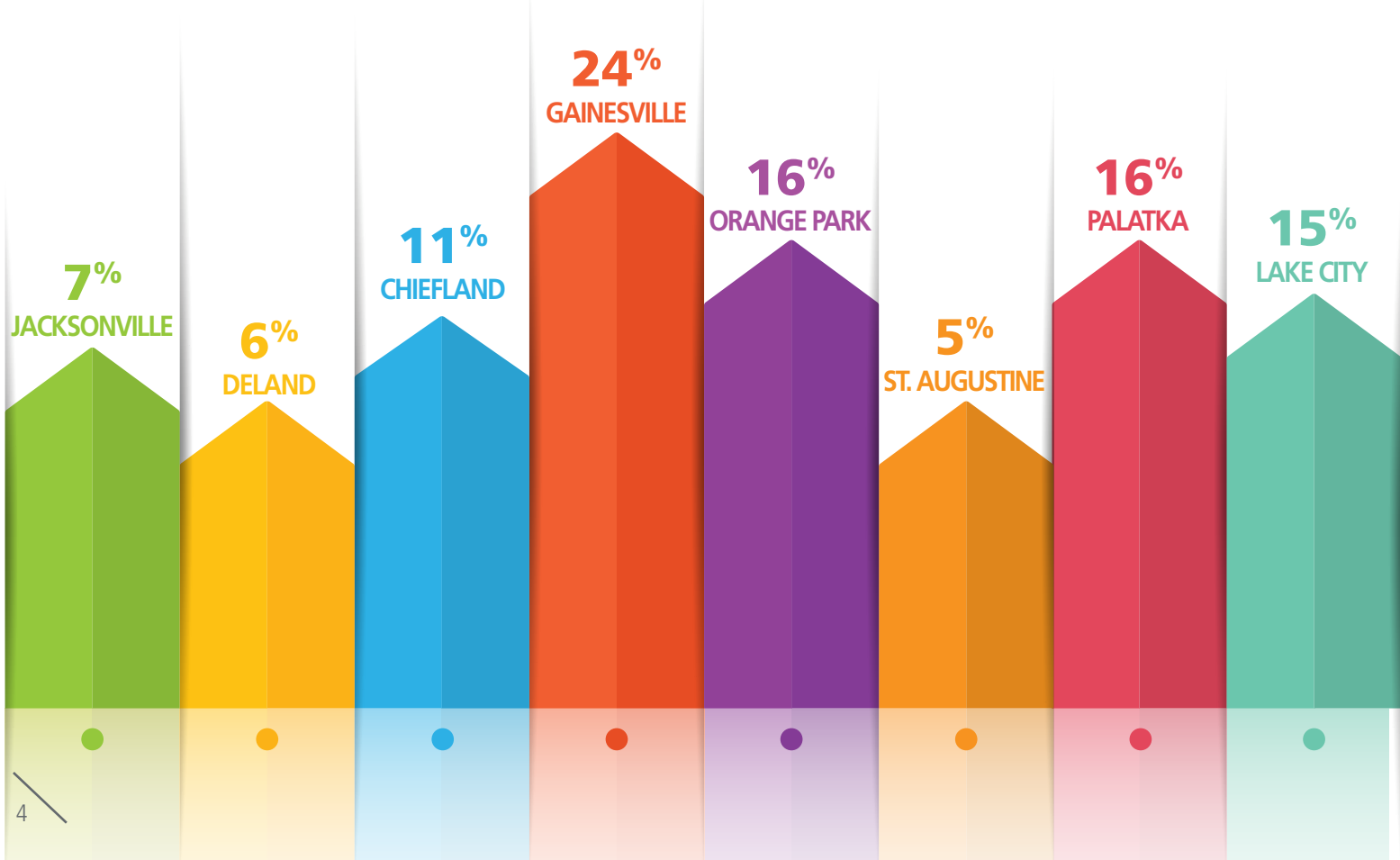
PRIVILEGED TO SERVE

In 2016, Haven had the honor and privilege to serve 16,802 individuals and families throughout our 18-county service area. Haven provided direct care to 6,125 individuals facing a life-limiting illness and supported their loved ones through this process. In addition, Haven provided counseling and grief support services to 10,766 individuals and families in the communities we serve.



The newly expanded E.T. York Care Center in Gainesville

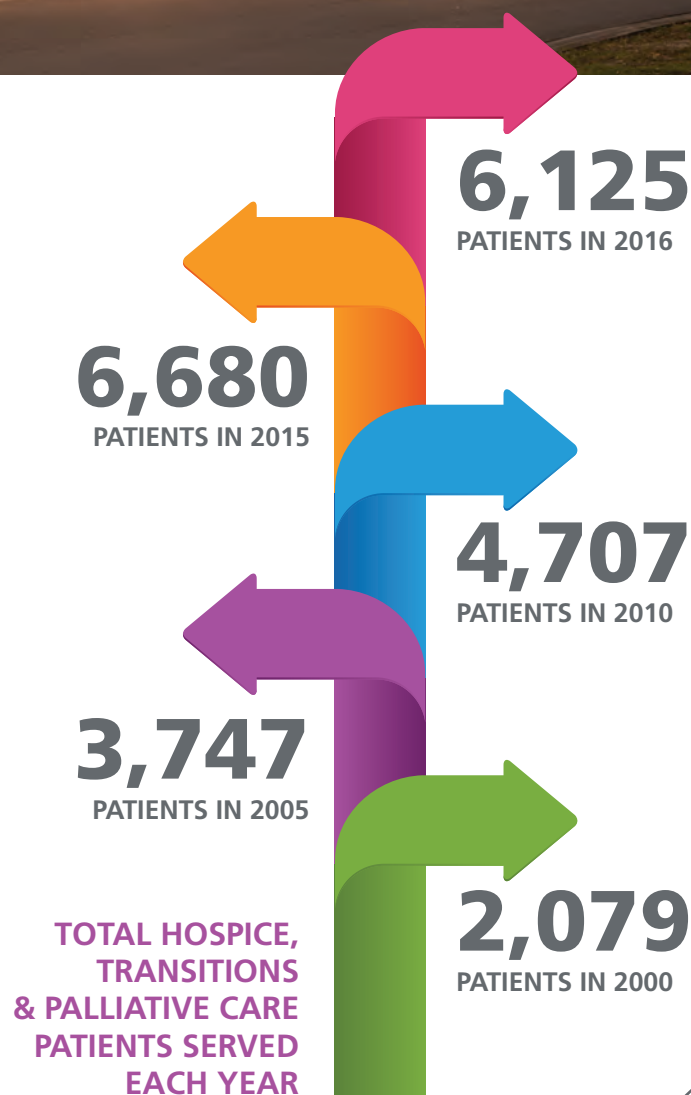
16,802 PATIENTS SERVED BY LOCATION





IN 2016, WE...

- provided significant relief of pain and other symptoms.
- gave our patients' families the support and resources they needed.
- provided counseling and support groups for grieving individuals and families.
- served children, teens and families who have experienced the loss of a loved one through our Camp Safe Haven program.
- provided assistance to seriously ill patients and their caregivers through our Haven Transitions program.
- educated healthcare professionals about the benefits of end-of-life and palliative care.
- improved access to hospice care for those in rural communities, veterans, minorities and others who may not be aware of their benefits under hospice care.
- participated in research to foster excellence and innovation in the care we provide.
- staffed our teams with physicians, nurses and other healthcare professionals who specialize in end-of-life and palliative care.





COMMITMENT TO THE COMMUNITY

Founded in 1979, Haven is a not-for-profit, regional healthcare organization providing end-of-life and palliative care services. This includes home and inpatient hospice services, palliative care consultation services, transitions support, community education and resources, as well as grief support. Haven is honored and privileged to have served 110,376 patients and families in North Florida over the past 38 years and has always been committed to providing our programs and services regardless of an individual's ability to pay. One hundred percent of the gifts and donations made to Haven remain in the communities we serve and help provide care for patients unable to pay, as well as the many unfunded programs and services we offer. Haven historically spends \$3 million on unreimbursed patient care, family services and programs, community and health professional education, and other community support.

The memory walk at the E.T. York Care Center





COMMITMENT TO THE COMMUNITY

COMMUNITY & HEALTH PROFESSIONAL EDUCATION

Haven Hospice's commitment to all its communities extends far beyond providing hands-on clinical, emotional and spiritual care. Providing education and information on a variety of topics including living wills and advance directives, coping with grief, caring for the caregiver, and much more are all part of the services we provide.

Haven Hospice also provides clinical education to future health professionals from area colleges, universities and community colleges through student internships, clinical rotations, course instruction and lectures.

HAVEN TRANSITIONS

Providing Companionship through Life's Journeys

What happens when a person has a serious or life-limiting illness but is not yet ready for hospice care? Haven Hospice offers emotional support, education, information and referrals as well as limited volunteer assistance through the Haven Transitions program, one of several unreimbursed programs funded through donations to Haven Hospice.

At Haven, we believe everyone deserves companionship through life's journeys. Haven Transitions provides education and support that can make a world of difference to someone facing a serious illness. Services that are offered include supportive phone calls, education and information about and referrals to community resources, help with understanding care options and choices, advance care planning, and volunteer companionship. Transitions provided services to 643 individuals and their families last year.

PALLIATIVE CARE

Palliative care is specialized medical care that focuses on treating adults and children to provide relief from the effects of illness, regardless of the diagnosis or prognosis. The overall goal is to improve quality of life for the patient and family including the body, mind and spirit. In 2016, Haven Medical Staff provided 985 consultations to patients experiencing pain, stress and other troubling symptoms associated with serious and chronic illnesses.

PATIENT & FAMILY HOSPICE CARE

Haven serves patients and their families at home, in nursing homes, in assisted living facilities, in hospitals and at our free-standing hospice inpatient care centers. No matter the location, Haven offers comprehensive care and support, as well as pain and symptom management. Our dedicated staff and volunteers are here to make sure patients and families have support, comfort and dignity each day. Donations helped offset \$640,389 in unreimbursed patient care expenses in 2016.



Haven is proud to have more than 737 community members serving among its dedicated volunteer ranks.



In the Photo (l. to r.) Back Row: Haven Volunteers Julie Howard and Dan Senko. Front Row: Haven Volunteer Patti Golden with Boone and Haven Volunteer Jeanette Barber with Harley.

VITAL VOLUNTEERS PLAY AN IMPORTANT ROLE

VOLUNTEER SERVICES

Volunteers are a vital member of the Hospice Care Team. They provide companionship, support and assistance to patients residing at home, in assisted living facilities, nursing homes, hospitals and any of Haven's care centers. They also reach out to grieving families, help staff the Attic Resale Stores, and serve on special event committees. Haven is proud to have more than 737 community members serving among its dedicated volunteer ranks.

HEALING HEARTS

Grief support services are available to all of Haven’s patients and families. In addition, services are provided to the entire community and available to individuals, families and groups to help anyone who is coping with grief, regardless of how the loss occurred. Throughout the year, Healing Hearts offers support programs for those who have lost a friend, mate, mother, baby or other family member, as well as those who will be facing the holidays after a loss. Last year, 20,148 individuals benefitted from the services provided by Haven’s Healing Hearts program. Your gifts in 2016 helped support \$322,957 in unreimbursed expenses for bereavement services and children’s programs. That does not include the cost of our chaplains and social workers who spend thousands of hours providing supportive counseling for our patients and their families.

CAMP SAFE HAVEN

No two people grieve in the same way. For children, the process is even more challenging. There is nothing more important than providing that special support for children who have recently experienced a loss. Our grief support services include Camp Safe Haven, a unique program for children, teens and families who have lost a loved one.

Free camps are hosted every year. With the support of Haven staff and volunteers, these children, teens and adults participate in fun, safe and therapeutic activities that allow them to work through their grief. They also find comfort in sharing their loss with their peers who may also be grieving. Camp Safe Haven served 212 children and adult family members in 2016.

HAVEN HARMONY

Volunteers provide comfort, care and compassion to Haven patients by sharing music. With an iPod and headphones, volunteers are able to provide patients with familiar or favorite songs and/or playlist.

"This volunteer work connects with my love of music and technology. I love bringing music to patients and seeing what wonderful things it can do."

Julie



JULIE HOWARD
HAVEN HARMONY & PATIENT CARE VOLUNTEER
ORANGE PARK

"I receive more than I give," said Julie Howard who started sharing her passion for music with patients volunteering for Haven Harmony at the Custead Care Center in 2016. "This volunteer work connects with my love of music and technology. I love bringing music to patients and seeing what wonderful things it can do." Julie uploads music to iPods for other Haven Harmony volunteers and also shares her experiences with new volunteers during training. "I look forward to my time with patients, and I learn more about myself and the world around me when I do this work." Julie recently had a patient request a 1960s playlist and had fun playing "Name that Tune" with him. "I love variation," says Julie who has over 10,000 songs on her personal iPod. While she did play piano and read music at one point in her life, today she just listens for her own enjoyment. "I could listen to a Broadway musical, classic music, punk rock and then a country song."

COMMITMENT TO THE COMMUNITY



Arica

ARICA BULOCK
MESSAGE THERAPY
VOLUNTEER
LAKE CITY

Arica Bullock joined Haven Hospice as a Massage Therapy volunteer a little over a year ago as a way to give back. "I really wanted to volunteer in a way where I could physically help the patients," said Arica who began practicing massage therapy three years ago after having been inspired by her father's recovery from an accident. "My dad got into a car accident, and during his rehabilitation, I noticed that his massage therapist really made him feel so much better." Typically, Arica spends a couple of hours each week visiting Haven patients in the Lake City area but is always willing to do more for Haven. Recently, the need for massage therapy services was identified for a patient in Palatka, so Arica drove to assist the Palatka team. "I have loved my time volunteering with Haven," said Arica. "It makes my heart happy to help those at the end of their lives through massage therapy. It has been such a positive experience, and I have learned so much from the patients I have had the opportunity to work with."

"It makes my heart happy to help those at the end of their lives through massage therapy. It has been such a positive experience, and I have learned so much from the patients I have had the opportunity to work with."

HAVEN MASSAGE THERAPY

Gentle, compassionate touch by Haven's specially trained Licensed Massage Therapists enhances our patient care by helping patients relax; relieving their pain, stress and anxiety; increasing their physical comfort; and improving sleep.



Byron

BYRON CAPLAN
LEGACY LIFE REVIEW VOLUNTEER
JACKSONVILLE

After retiring from Florida State College, Haven Legacy Volunteer Byron Caplan was looking for volunteer work to fill his life in a meaningful way. Byron is seeking to give Haven Hospice patients an opportunity to share their life stories as a keepsake for their family and friends. "This is very much like a project I used to give my students," said Byron who interviews the patient and family to learn their stories and can use audio, still photos and/or video interviews to create the keepsakes. "A lot of people out there have wonderful stories that just get lost or not heard."

"A lot of people out there have wonderful stories that just get lost or not heard."

COMMITMENT TO THE COMMUNITY

HAVEN LEGACY PROJECT

Volunteers create lasting memories and keepsakes to give patients a more comforting experience and give caregivers, family and friends a sense of peace.

HAND PORTRAITS

Hands tell a story about the life a person has led. Patients are invited to have hand portraits made with their loved ones, family and friends who would like to share this experience.

"HUG ME AGAIN" PILLOWS

Volunteers use clothing, a beloved quilt or other material to create a "Hug Me Again" pillow -- a lasting keepsake for a caregiver or family.

MEMORY BEARS

Like the pillows, Memory Bears can be made from almost any material. A wonderful way to give a treasured memory to a child.

LIFE REVIEW

Life Review is a chance to capture a loved one's life in a format to share for generations. Life Reviews can be the written word, spoken word or visual in nature.



Dan

DAN SENKO

LEGACY PHOTOGRAPHY
VOLUNTEER

ORANGE PARK

While growing up in Indiana, Haven Volunteer Dan Senko's family home was located adjacent to their local church. "So many people would come to the house seeking help because they thought it was the rectory. My Mom and grandmother would never turn anyone away. They would offer fried chicken dinners or a little money if these people needed it," said Dan who carries on the spirit of giving he learned as a child in his volunteering work. "So I will always be up for offering my photography skills to bring a smile or brighten someone's day." Dan began taking photos for the Haven Legacy Project in September 2014. "For me, it is a very easy thing to do, yet it provides such a powerful experience," said Dan who retired from General Motors Corporation after 35 years. "I really enjoy sharing my gift and passion for photography with patients and families."



Dennis

DENNIS ALDERSON

LEGACY PHOTOGRAPHY VOLUNTEER

ST. AUGUSTINE

When Dennis Alderson retired from U.S. Steel Corporation after 38 years, he and his wife, Cheryl, decided to relocate to a warmer climate than Valparaiso, Indiana, where they also owned a photography business. "We photographed weddings, babies, senior pictures, youth sports, pets -- you name it and we photographed it," said Dennis who joined Haven as a Legacy Volunteer in June 2016 because of a personal hospice experience. "We heard about Haven on the radio, decided to get involved and we have really enjoyed our time volunteering so far."

"I really enjoy sharing my gift and passion for photography with patients and families."

COMMITMENT TO THE COMMUNITY



Patti

PATTI GOLDEN AND BOONE PET VISIT VOLUNTEER

PALATKA

"It was love at first sight. He came up to me out of all the other puppies and just had this look on his face and that was it," said Haven Hospice Pet Visit Volunteer Patti Golden about Boone, a Golden Doodle whose first visit with a patient was so friendly that family members started taking videos. "He has been the best dog and is more like a person," said Patti. "Boone is so mannerly and we enjoy visiting, especially when their faces light up. Patients enjoy just petting him." Patti and Boone recently moved to Palatka and went with her sister-in-law Cindy to a Haven Hospice volunteer training in 2016. "I knew Boone would be a good fit, and I thought I should share him with others."

"I knew Boone would be a good fit, and I thought I should share him with others."

Jeanette



JEANETTE BARBER AND HARLEY PET VISIT VOLUNTEER

PALATKA

"The patients totally light up whenever Harley enters the room," said Jeanette Barber of her visits to the Roberts Care Center with her black Labrador Retriever. "They are so appreciative of Harley's visits. When she puts her head on their bed or licks their hand, it takes their mind off everything for a little while." Born on Thanksgiving Day, Harley has been with Jeanette since she was six weeks old. "It has been a wonderful experience," said Jeanette, a retired administrative assistant. "I have loved every minute of it, and Harley really looks forward to visiting."

"When she puts her head on their bed or licks their hand, it takes their mind off everything for a little while."

COMMITMENT TO THE COMMUNITY



CB

ED DELGADO AND TUCKER

PET VISIT VOLUNTEER
ST. AUGUSTINE

"Tucker gave me the idea to volunteer," said Ed Delgado of his decision to join the Haven Hospice St. Augustine Volunteer Team with his Border Collie and Bernese Mountain Dog mix, Tucker. "St. Augustine is a very pet-friendly town. Everywhere Tucker and I go, someone stops to talk to us about their pets. They always leave the conversation with a smile. It got me thinking that if Tucker could bring that much happiness to people we bumped into on the street, he could do wonders in a hospice setting." Ed and Tucker usually visit patients three times a week and always look forward to it. "Tucker always gets so excited when I tell him it is time to visit the patients."

"It got me thinking that if Tucker could bring that much happiness to people we bumped into on the street, he could do wonders in a hospice setting."

GATORS FOR HAVEN HOSPICE

Gators for Haven Hospice is a student organization at the University of Florida which was established for the purpose of networking volunteers for Haven Hospice. Student volunteers serve Haven patients at Harbor Chase, an assisted living facility, and at the Haven Hospice E.T. York Care Center; build a float to take part in the UF homecoming parade; tailgate at football games while educating others about Haven Hospice; and participate in the Relay for Life. Members also volunteer at Haven Hospice signature fundraising events such as ViVA! and the Run for Haven. At the end of each school year, the Gators for Haven Hospice meet for a dinner celebration to share moments and memories of their volunteer experiences. Members also acknowledge one another for their achievements during the past school year.



In the Photo (l. to r.) Back Row: Miguel Arasa, Alec Werthman, Jamie Bartoszak, Lauren Bahng, Maddison Drawdy, Lauren Karnolt and Adam Hockman. Front Row: Jazmine Gladney, Nusrat Noor and Sasha Mendendez.

GATORS FOR HAVEN HOSPICE

UNIVERSITY OF FLORIDA

Every semester, the Gators for Haven Hospice have several "Service Sunday" events at Harbor Chase of Gainesville and volunteer with Haven patients in the Memory Care Unit. The student volunteers play games with patients, help out with holiday events, and spend time outdoors with them. Gators for Haven Hospice Volunteer Lauren Bahng was volunteering at the memory unit for Thanksgiving in 2016. "A man who was being very quiet suddenly stood up and started clapping when his wife walked in the room. He was so excited that he remembered his wife, he rushed up to her and gave her a big hug."

COMMITMENT TO THE COMMUNITY

VIGIL VOLUNTEERS

More often than not, patients in their final hours are non-responsive, so vigil volunteers help create a peaceful and calm presence. At times, vigil volunteers provide soft music and inspirational readings while at other times they give relief to caregivers or family members, perhaps sharing stories about their loved one or helping them say goodbye. As all volunteering positions at Haven Hospice, vigil volunteering does require special training and development.



Dave

DAVE YONUTAS
VIGIL VOLUNTEER
GAINESVILLE

"The time spent with a person during the last moments of his or her life is a sacred time," said Dave Yonutas who has been volunteering with Haven for over a decade in different capacities. After retiring as the Associate Vice President of Academic Affairs at Santa Fe College, Dave increased his time volunteering with Haven, and he increased his participation in the Vigil Volunteer program in January 2016. "I worked for years as a respiratory therapist and in that capacity, I was present when many patients passed," said Dave. "At the hospital, the environment consists of bright lights and high tension. The environment for a vigil could not be more different. Typically, the patients are asleep, and the only sound you hear is their breathing. It is very peaceful."



Johnnie

JOHNNIE PHILLIPS
VIGIL / EVENTS / ADMINISTRATIVE
VOLUNTEER
CHIEFLAND

"I really enjoy vigil volunteering. I feel blessed to be able to help somebody and just make their lives a little easier if I can."

"My son passed away from Leukemia several years ago, and while he did not receive care from Haven Hospice, he did receive amazing care from a hospice organization in Washington State. I wanted to give back," said Haven Hospice Volunteer Johnnie Phillips who was born and raised in Chiefland. Johnnie joined Haven as a volunteer in 2008. "I do vigil volunteering, help with Haven fundraisers and sing at most of the Haven events that are held in Chiefland," said Johnnie who works for the Levy County School Board as a bus attendant for special needs children. "I really enjoy vigil volunteering. I feel blessed to be able to help somebody and just make their lives a little easier if I can." Throughout her time with Haven, Johnnie has also spent time as an administrative volunteer, performing tuck-in calls to ensure patients have what they need before the weekend and crocheted scarves for patients. She truly embodies Haven's mission of honoring life by providing comfort, care and compassion to those we serve.

“WE HONOR VETERANS” PROGRAM

A “thank you” is a simple gesture. Combine a “thank you” with Haven’s desire to recognize, understand, care for and appreciate the unique needs of the veterans of the United States Armed Forces and you have the We Honor Veterans program.

At Haven, our clinical staff participates in continuing education focused on veterans’ needs.

This specialized training is provided by experts on veterans’ care from the Veterans Affairs (VA), veterans and psychosocial experts. Haven also offers classes on the special needs of veterans at end-of-life, veteran benefits at end-of-life, vet-to-vet volunteer training and Wounded Warrior presentations. In addition to education, we utilize a military history checklist with our veterans upon admission to ensure we know and understand their service history. We use this information to design a unique plan of care to address any concerns that may arise from our patients’ military service.

Haven celebrates and recognizes the contributions of veterans in the communities we serve. We strive to partner with community organizations to better recognize and serve our veterans.

Perhaps the most emotional part of the We Honor Veterans Program is the vet-to-vet pinning ceremony for those veteran patients who wish to be recognized. After our Haven Veteran Volunteer presents a veteran patient with a certificate of appreciation and a thank-you card signed by the staff, they proceed to pin and salute our veteran patient and their family. After a pinning ceremony, patients often share stories about their service that their family never knew. The experience is very healing for families and veterans involved in the recognition.

In 2016, Haven cared for more than 854 veterans. Approximately 277 of them chose to receive veteran recognition from our volunteers.

HAVEN HOSPICE CELEBRATES E.T. YORK CARE CENTER EXPANSION

A crowd of over 130 people celebrated the newly expanded Haven Hospice E.T. York Care Center in Gainesville in March 2017. The event gave Haven Hospice board members, donors and members of the local community a chance to tour the newly-renovated care center. Originally built in 1996, the care center was expanded in 2016 to meet the growing needs of hospice patients and their families in the Gainesville area. In addition to adding new, private rooms to bring the total to 30, Haven also renovated all of the existing rooms, gathering areas and the kitchen.

“We are thrilled to complete the construction on the 12-room expansion of the Haven Hospice E.T. York Care Center,” said Haven Hospice Vice President of Organizational Advancement Eric Godet. “This expansion will allow Haven to further its mission of honoring life by providing comfort, care and compassion to those we serve.”



In the Photo (l. to r.) Haven Hospice Vice President of Organizational Advancement Eric Godet, President and Chief Executive Officer of SantaFe HealthCare Michael Gallagher, Haven Hospice and VNA/HFK President Gayle Mattson and Haven Hospice Gainesville Administrator Joseph Brooks.



THE COMMUNITIES' SUPPORT

In 2016, donors gave gifts to Haven Hospice by attending or sponsoring a special event, supporting the expansion or building of a care center, honoring a loved one, responding to an annual appeal, donating and shopping at the Haven Attic Resale Stores, or remembering Haven in their wills. Their generous contributions provided \$4,060,507 in total support. These donations are vital to Haven and allow us to provide many programs and services to our patients and their families that otherwise would not be available.

The sources of gifts and pledges in 2016 include: Major Gifts, Honor/Memorial Gifts, Special Events, Annual Appeals, Planned Giving, the Haven Hospice Attic Resale Stores and other gifts (including foundations, the University of Florida Campaign for Charities, the Combined Federal Campaign, The United Way and more).

The new entrance of the expanded E. T. York Care Center.



ANNUAL APPEALS

Thanks to the generosity of our donors, Haven Hospice received \$130,697 in 2016 through our spring Forget-Me-Not appeal, our fall Light up a Life appeal, our In Touch newsletters and in response to our Annual Community Report.

ENDOWMENT FUND

The Haven Hospice Endowment is a separate account of funds designed to provide future, long-term support to Haven Hospice. These funds are intended to be used to provide for unfunded patient care as well as many community and family support programs and services offered by Haven. The Haven Hospice Board of Directors maintains oversight of funds associated with the endowment.

COMMUNITY CAMPAIGNS

In 2016, Haven Hospice received donations from generous individuals throughout our communities that designated Haven as their charity of choice in the associated employee campaign. Donors to the University of Florida Campaign for Charities (UFCC) and the Combined Federal Campaign (CFC) have designated their gifts to Haven. Additionally, even though Haven is not a United Way agency, anyone participating in a United Way employee campaign at their place of business can name Haven as a designated agency of choice.



THANKS TO THE GENEROSITY OF OUR DONORS, HAVEN HOSPICE RECEIVED \$130,697 IN 2016 THROUGH ANNUAL APPEALS.

SUSTAINERS

Making It Simple to Provide Your Annual Gift to Haven Hospice

You can now make your annual gift to Haven Hospice even easier by becoming a Haven Sustainer. The Haven Sustainers program allows donors to make convenient, automatic and ongoing monthly contributions that can be changed or stopped at any time.

Haven Sustainers have chosen to contribute at least \$5 per month through automatic deductions from their credit cards. This provides a consistent stream of income to help Haven provide critical programs and services to patients and families regardless of their ability to pay.

Membership in the Haven Sustainers program is automatically renewed each year until you choose to make a change in your giving level or your participation.

It is very easy to become a Haven Sustainer. You can call 1-800-727-1889 and ask to speak with someone in the Development Department. Or you can go online to www.havenhospice.org, fill out our online donation form and click on the monthly donation option.

However you choose to make your donation to Haven Hospice, we want you to know how much it is appreciated. Without you, we cannot do most of what we do for families impacted by the passing of loved ones.



THE COMMUNITIES' SUPPORT



Veronika

VERONIKA FELTNER

ATTIC VOLUNTEER

ST. AUGUSTINE

"I have only good things to say about my Haven family. They are a wonderful group of people." said St. Augustine Attic Resale Store Volunteer Veronika Feltner. "My mother and brother both received hospice care, so this is my way of paying it forward." Veronika enjoys helping Attic customers, sorting donations and helping to decorate for different sales and holidays. "I could be there every day. I love the group I work with." Retired after working for the federal government for 34 years, Veronika also volunteers for Meals on Wheels. "I have a heart for this work." Veronika's family immigrated from Europe when she was a child, and she speaks fluent Polish which helps her communicate with Polish speakers at the Attic. "I get excited just talking about volunteering at the Attic. It is such a fun place. We also work with other non-profits in the community to support people in need."



HAVEN HOSPICE ATTIC RESALE STORES

In 2016, the combined total sales of \$2,526,722 generated from the five Attic Resale Stores in Gainesville, Lake City, Orange Park, Chiefland, and St. Augustine went directly to support patients and families as well as many others in the community. Many thanks to the generous support of donors, volunteers and shoppers!

Donate

Donations brought to the stores create the inventory we need. We appreciate our generous donors who bring their new or gently used treasures to us. Without them we would have a great challenge helping the families and communities we serve. Countless individuals, businesses and organizations generously donate items ranging from housewares and furniture to clothing and children's toys.

Host

Another way to support the Attic is hosting a donation drive or bringing the Rollin' Attic truck to your place of business or neighborhood.

Shop

We are thankful for our customers who love shopping for all those unexpected treasures at our Attic stores. We restock with new treasures daily; you never know what you will find at the Attic.

Partner

We also partner with community organizations to provide much needed clothing, housewares and more to the homeless, displaced homemakers, victims of fire and many others in need. We host Kids' Night in December to help children shop for family members who otherwise could not afford to exchange holiday gifts.

Volunteer

It is the Haven Attic volunteers who make the stores a success. They spend time sorting donations, stocking the floor and making friends. But beyond that, they help people throughout the Haven Hospice community — patients and families, as well as people who have challenging economic circumstances and need an affordable place to shop. We are always seeking energetic, conscientious volunteers who are mindful of the Haven mission. We could not do what we do without our volunteers.

"I get excited just talking about volunteering at the Attic."



Dolly

MABLE "DOLLY" BOUDREAU

ATTIC VOLUNTEER

ST. AUGUSTINE

Volunteering for over two and half years, Mable "Dolly" Boudreau is a snowbird from Boston who calls St. Augustine home during the winter. "I am so happy to volunteer because the people here are awesome. When I come to volunteer, I am greeted by everyone, and they make you feel like one of them." Dolly was first inspired to volunteer for Haven because her husband is currently battling lung cancer. "I know that eventually he will need help, so I looked into Haven Hospice and noticed that they needed volunteers for the store." Dolly enjoys doing "a little of this and that," as well as interacting with the customers. "The customers are very appreciative of what we do as volunteers. They are always so thankful, and it makes you feel good inside."

HONOR/MEMORIAL GIFTS

These donations, in honor or memory of a loved one, are a primary source of support for unfunded and unreimbursed programs and services offered by Haven. Many families and friends request that donations be made to Haven Hospice in lieu of flowers, or they decide to memorialize their loved ones along the Memorial Walkways located at our care centers.

The Memorial Walkways are dedicated to your loved ones. A permanent legacy is created through the walkway donors. Bricks, granite pieces and benches along the Memorial Walkways are inscribed to honor loved ones according to your wishes.

PLANNED GIVING

Planned giving is a significant way to provide major support for Haven Hospice. We received \$104,945 from donors who supported us with new Charitable Gift Annuities or named us in their wills, estates or other planned giving vehicles in 2016. These donations are vital to the patients and families who benefit from the many unfunded programs and services Haven Hospice offers.

Planned giving enables donors to arrange charitable contributions to Haven Hospice in ways that maximize their personal objectives while minimizing the after-tax cost. Depending on the asset given to Haven Hospice and the gift arrangement selected, a donor can generally expect to obtain some or all of the following benefits:

- Fulfill philanthropic goals
- Reduce income tax through a charitable deduction
- Avoid capital-gains tax on gifts of long-term appreciated property
- Retain a stream of income for life for yourself and/or other beneficiaries
- Increase spendable income
- Eliminate potential federal estate tax on property that passes to Haven Hospice
- Reduce costs and time in estate settlement

"I am so happy to volunteer because the people here are awesome."



PLEASE ACCEPT THIS HEARTFELT GRATITUDE FROM MY FAMILY TO YOU. THANK YOU FOR THE WONDERFUL WORK YOU DO FOR ALL THE FAMILIES WHO HAVE LOST A LOVED ONE. MY CHILDREN, GRANDCHILDREN AND I WILL HAVE FOND MEMORIES IN THE FORM OF THESE BEARS MADE FROM JOHN'S CLOTHING. A PIECE OF HIM LEFT BEHIND WHEN HE JOINED GOD IN HEAVEN.

THANK YOU

~ THE JOHN STOVER FAMILY



SPECIAL EVENTS

Because Haven supporters and community partners embraced the opportunity to uphold our mission through sponsorship, attendance and participation at these vital events, we raised \$471,625 in 2016 for unreimbursed programs and services.





ORANGE PARK ATTIC

The Haven Hospice Attic Resale Store was relocated to a more prominent and accessible location on Blanding Boulevard, closer to the Haven Hospice Custeard Care Center. In addition to having gained almost 1,300 square feet in this leased building, Haven's interior remodeling of the property included grinding and polishing the concrete floor and reconfiguring customer check-out areas to provide a better traffic flow. Unique to this new Attic Resale Store property is the allotment of space for a Haven Medical Equipment (HME) warehouse so that HME staff and drivers can function more efficiently and serve patients more effectively in Clay County.



THANKS TO GENEROUS SUPPORT FROM DONATIONS, VOLUNTEERS AND SHOPPERS, THE ATTIC STORES COMBINED IN 2016 TO GENERATE \$2,526,722 IN TOTAL SALES.



HAVEN
HOSPICE ATTIC
RESALE STORE





Haven Hospice complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Haven Hospice does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Haven Hospice:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Haven Hospice Customer Service, 4200 NW 90th Blvd., Gainesville, FL 32606, by phone 1-800-727-1889, by fax 1-352-379-6290, or by email to cscmail@havenhospice.org.

If you believe that Haven Hospice has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Haven's Director of Compliance, 4200 NW 90th Blvd., Gainesville, FL 32606, by phone 1-800-727-1889, by fax 1-352-379-6290, or by email to compliance@havenhospice.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Director of Compliance is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-868-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-727-1889.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-727-1889.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-727-1889.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-727-1889.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-727-1889。

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-727-1889.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-727-1889.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-727-1889.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-727-1889

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-727-1889.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-727-1889.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-727-1889 번으로 전화해 주십시오.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-727-1889.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-727-1889.

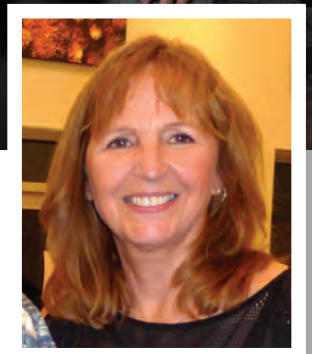
เตือน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-727-1889.



2016 HAVEN HOSPICE AND VNA/HFK ADMINISTRATORS

*In the Photo (l. to r.):
Orange Park Administrator Kelly Wells,
Jacksonville Administrator Chris Russell,
Flager/Volusia Administrator Elizabeth Moran,
St. Augustine Administrator Cathy Johnson,
Gainesville Administrator Joseph Brooks,
Chiefland/Lake City Administrator Anita Howard
and Palatka Administrator Deborah Strickland.*

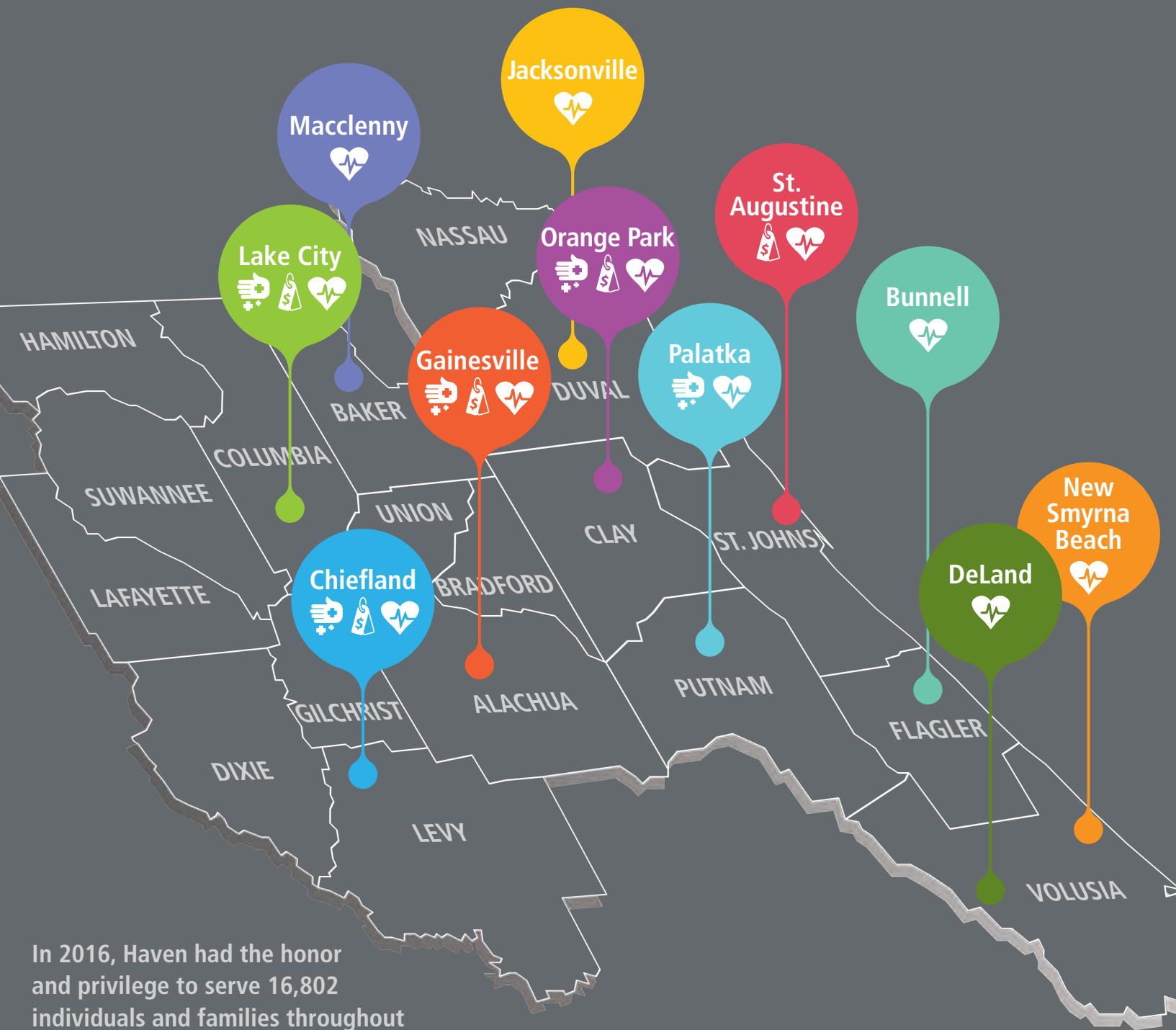
VNA/HFK Administrator Kathleen Ryzoc



In 2016, Haven provided direct care to 6,487 individuals facing a life-limiting illness and supported their loved ones through this process.

About Haven Hospice: Haven Hospice is your not-for-profit community hospice organization providing services since 1979 and licensed in Florida since 1980. Haven is North Florida's expert in end-of-life and palliative care, receiving national recognition as a Circle of Life Award Recipient from the American Hospital Association for its excellence and innovation. Haven has also been recognized as a Florida Pacesetter for its leadership in promoting advance directives. For more than 36 years Haven has had the honor and privilege to serve more than 74,000 patients and families in North Florida. For more information, visit www.havenhospice.org or call 800-727-1889.

Haven Hospice is an affiliate of SantaFe HealthCare, a family of community-based, not-for-profit organizations serving Floridians throughout all phases of life. In addition to Haven Hospice, SantaFe HealthCare also operates AvMed Health Plans, which serves more than 240,000 commercial and Medicare members throughout Florida, and SantaFe Senior Living, which operates senior living retirement communities in Gainesville and Miami.



In 2016, Haven had the honor and privilege to serve 16,802 individuals and families throughout our 18-county service area.

