

High Peaks Hospice & Palliative Care, Inc.

2016 ANNUAL REPORT

Dignity. Comfort. Peace.



A Message

The year 2016 saw a continuation of strategic planning for the future of High Peaks Hospice and Palliative Care, Inc. (HPHPC). Negotiating the path to sustainability required difficult decisions and cooperation from members of the Board of Directors and staff alike.

The major challenge of the year was to recruit and retain competent clinical staff. This need is universal with health care agencies throughout the North Country. The challenge directly affected the effort to provide for the day to day needs of patients and their families as well as staff members within our 5,400 square mile service area. Providing patient care 24 hours a day, seven days a week, is always a struggle for an undersized staff. Thanks to the generosity of spirit shared by our staff, quality of care remained their goal.

Like all health care agencies, HPHPC faced the daily challenge to maintain fiscal responsibility balanced with the needs of patients, families and staff. Federal changes in clinical requirements and insurance reimbursement rates continued to impact the balance sheet. Not all costs connected to the mandated

... From Our Executive Director

services are covered by insurance. One cost, transportation within our 5,400 square mile region, is roughly equivalent to the cost of two full time RN Case Managers.

In 2016, HPHPC worked with other northern New York agencies, the NYS Department of Health and the Adirondack Health Institute to anticipate the direction of health care in the future. Various opportunities to meet the hospice needs in the North Country were analyzed. Action is required and careful management will bring changes to HPHPC. The members of the Board of Directors and staff will be sure to evaluate and refine the changes as progress is made through 2017.

Thank you for your continued support of High Peaks Hospice and Palliative Care, and for your support of Nick George, the new Executive Director in 2017, and his staff.

*Meg Wood
Executive Director*



Leadership

Executive Director

Meg Wood

Chief Financial Officer

Tina Moody

Our Volunteer Board of Directors

Robert Flynn, President

Vicki Morse, Vice President

Cheryl Tucker, PhD., Vice President

Ray Agnew, Secretary

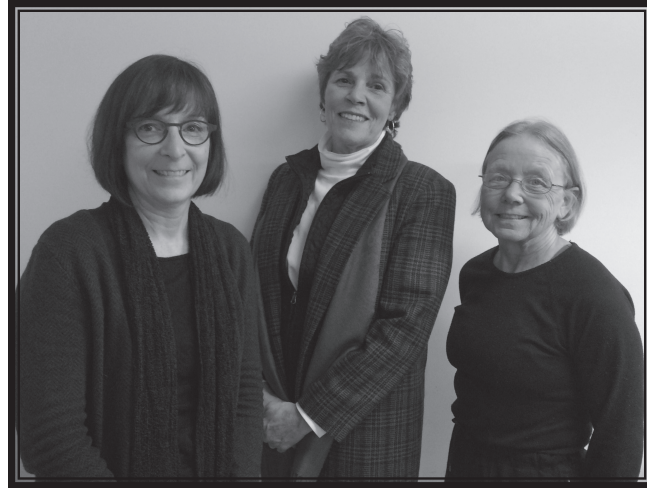
Julie Connors, Treasurer

Nick George

James Horwitz, Esq.

D. Tucker Slingerland, M.D.

Peggy Wiltberger, R.N.



Board members Julie Connors, Vicki Morse,
and Peggy Wiltberger.

...and 30 Years of Caring



Lynda Hafner, RN, BSN, Patient Care Coordinator for
High Peaks Hospice Northern and Southern offices.

Since 1986, High Peaks Hospice has offered compassionate care in our North Country communities for people facing a life-limiting illness or injury. Hospice care involves a team-oriented approach to expert medical care, pain management, and emotional and spiritual support expressly tailored to the patient's needs and wishes. We employ doctors, nurses, social workers, counselors, and trained volunteers who work with the patient, their physician, and their family to ensure that medication, therapies, and care support a plan that is centered on the patient's goals.

Entering a hospice program early can comfort both the patient and the entire family. In addition to caring for patients, hospice offers services for families and loved ones, and provides emotional support, training, and advice to help family members become confident caregivers and adjust to the future with grief support for thirteen months. With High Peaks Hospice care, you will have a team who will help you understand what's happening and how to prepare mentally, physically and spiritually for what's ahead.



An Integrative Approach to Compassionate Healthcare

High Peaks Hospice & Palliative Care provides end of life care that listens with respect, cares with compassion, supports with choice, and comforts with understanding wherever you call home.

Our Team

Hospice Medical Director
Your Physician
RN Case Manager
LPN and Hospice Aides

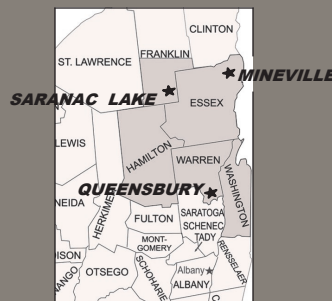
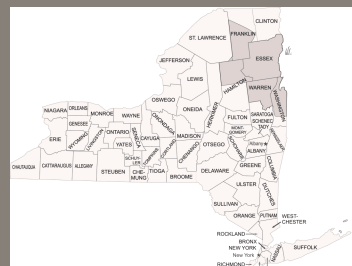
Social Worker
Spiritual Counselor
Bereavement Coordinator
Hospice Trained Volunteers

Our Services

Durable Medical Equipment
Medications related to your hospice condition
Medical Supplies

Pain/ Symptom Management
Emotional and Spiritual Support
Bereavement Programs
24/ 7 telephone access to an RN

Our Service Area
5,400 square miles



... Provided By Our Clinical Team

Northern Office in Saranac Lake

Heather Borachok, RN, PCC
Valerie Brown, LMSW, Social Worker
Aviva Carey, RN
George Cook, MD, Hospice Physician
Marie Derby, RN
Shannon Dora, RN
Laura Duncan, BSW, Social Worker
Denise Ferrando, MD, Hospice Phys.
Jacqueline Foster, Volunteer Coord.
Elaine Frechette, LPN
Jeff Gray, Spiritual Coord.
Jan Hunt, RN
Johanna Kelly, RN
Mark McCulloch, RN
Marijke Ormel, NP
Ann Rand, RN
Melanie Strack, Volunteer Coord.
Wade Sullivan, RN
Barbara Touby, RN
Darlene Whiddon, LPN

Northern Office in Mineville

Susan Austin, RN
Sue Bevilacqua, LPN
Cam Brown, Bereavement Coord.
Courtney Celotti, RN
Glen Chapman, MD, Hospice Phys.
Debbie Cox, RN
Bobbie Jo Ezzo, RN
Chasity Hanchett, Office Manager
Sara Hurlburt, LMSW, Social Worker
Caitlin Lee, RN
Lacy Mallette, Hospice Aide
Twila Quaid, LMSW, Social Worker
Michelle Rushby, RN, PCC
Steven Smith, Spiritual Coord.
Ashley White, RN
Alice Wright, Office Manager

Southern Office in Queensbury

Valerie Brown, MSW, Social Worker
Stacy Chapman, Hospice Aide
Joseph DuFour, NP

Richard Engert, Spiritual Coord.
Neil Francett, RN
Elaine Gibb, Volunteer Coord.
Susan Gillingham, Office Manager
Lynda Hafner, RN, BSN, PCC
Phyllis Howk, RN
Beth Hughes, RN
Joanna Irvine, MSW, Social Worker
Dianne Lytz, LCSW, Social Worker
Marie Marvullo, Bereavement Coord.
Kathleen McNulty, RN
James North, MD, Hospice Physician
Phillip Pekar, RN
Patricia Romanko, LPN
Mary Schwalbe, Office Manager
Paula Sheridan, RN
Brenda Stevens, RN, PCC
William Tedesco, MD, Medical Dir.
Carol Thomas, LPN, Ref./ Info. Coord.
Bonnie Underwood, RN
Heather Walker, RN
Nancy West, RN

Volunteers



Hospice in the United States was started by volunteers and in that spirit, volunteers continue to be important members in the hospice team approach. In fact, Medicare regulations require that hospices include trained volunteers as part of the services they provide. Our volunteers meet regularly to refresh their training to fulfill annual requirements and to support their emotional needs that

Glenna Aldrich	Jean Breen	David Comegys	Darlene Fischer	Kathy Hyatt
Gail Auclair	Bob Brown	Karen Conrad	Dorothy Fobare	Barbara Kearns
Patricia Aunchman	Gib Brown	Carol Cromwell	Cindy Freebern	Joan Kelly
Nancy Baker	Shirley Bullard	Sara Cutshall-King	Judy Frogette	Mary Kennedy
Karen Baker	Dusty Caldwell	Virginia Daniels	Sarah Ghent	Karen Kerby
Linda Baker	Anna Carney	Jenifer Deming	Jessie Gibb	Fay LaFond
Lyn Barrett	Debra Cartier	Leo Demong	Norma Goff	Susan Landry
Joyce Barry	Kathy Cavallaro	Lynne Detmer	Jane Goff	Elaine Langdon
Kevin Belden	Mary Cherniske	Jim Detmer	Roxy Griesmer	Jeff Letson
Mary Bell	Annie Childs	Dennis Dominick	Roy Hansen	Leila Lewis
Mary Kay	Josh Clement	Nancy Duncan	Ken Harris	Sr. Carolyn Madden
Rick Bergeron	Carolyn Clynes	Karen East	Carole Harsh	Jackie Mallery
Marilyn Bigelow	Linda Coe	Em Ellithrope	Robert Harsh	Nina Matteau
Ann Blanchard	Matthew Collins	Dawn Faller	Jenny Hayes	Jan McCallie
Jim Brady	Gene Collins	Geri Feeder	Phoebe Hunt-Fontaine	Nancy McCormack
Bob Breen	Carolyn Comegys	Carol Finke	Ernie Huntington	Robert McCormack

... Our Heart and Soul

come up from patient/ family visits. They bring a rich variety of life skills and interests to their hospice service. Many of our patient and family volunteers have had their own personal experience with hospice and bring an additional level of compassion and understanding to those they serve. They share a dedicated commitment to the hospice mission. A few hours of volunteer time can make a significant difference.



Linda McFarren	Lisa Nester	Daniel Santerre	Tim Tyree
Amy McNamara	Gina Norton	Renate Schachenmayr	Helene Vanderburgh
Loy McPheeters	Corrie O'Dea	Carol Scofield	Larry Vanderburgh
Ted Merrihew	Sandra Oliver	Lena Skeels	Patsi Walker
Anita Meserole	William O'Reilly	Karen Smith	Jerrie Walsh
Caroleigh Meserole	Suzanne Peck	Sally Spadaro	Laurie Ward
Dorothy Metz	Tammy Pelletieri	Bruce Squiers	Nancy Warner
Beverly Milazzo	Mark Piper	Mary Stewart	Marion Weaver
Frank Montbriand	Linda Piro	Beryl Szwed	Suzanne Weirich
Sharon Moore	Dusti Pratt	Norma Taylor	Mona White
Kathy Morey	Becky Preuss	Jane Terlow	Joanne Whitney
Ted Morgan	Sarah Prince	Bunny Torrence	Ruth Woodward
Nancy Murphy	(Rita) Joyce Rayome	Darsie Townsend	Dick Wright
Dave Myers	Bonnie Reid	Marjorie Treadway	Suzanne Wright
Maynard Nelson	F. Jean Saltsman	Anne Turek	Margaret Yando
Pat Nelson	Claire Santerre	Frank Turner	Martha Anne Zelski

Our Volunteers

Worked

3,028 Hours

Saving \$68,723



Reaching Out With Community Education

In January 2016, the Hospice Foundation of America was awarded a grant by the John and Wauna Harman Foundation to take ***Being Mortal***, a FRONTLINE public television documentary based on Dr. Atul Gawande's best-selling book, to more than 200 screening/viewing sites throughout the United States. High Peaks Hospice & Palliative Care Inc.(HPHPC) was pleased to be selected as a screening partner for this documentary.

Being Mortal explores the hopes of patients and families facing terminal illness and their relationships with the doctors who care for them. It also includes communication of hospice care. Dr. Susan Block, Chair of the Department of Psychosocial Oncology and Palliative Care at Dana-Farber Cancer Institute, points out that the word "hospice" can carry a negative connotation, because it's often mentioned by doctors as a last resort. A better way to introduce it, she says, is as a care system that allows patients to stay at home, gives them 24/7 access to a nurse, provides support for their family, and provides expert management of their symptoms. "If you're getting toward the advanced stages of illness, hospice offers the best quality of care..."

HPHPC Outreach Coordinators, Tania McCabe and Tracey LaBelle, have held six screenings throughout the North Country with community partners such as Adirondack Health, Southern Adirondack Independent Living, The Glen at Highland Meadows, Clinton County Office for the Aging, and Saranac Village at Will Roger's. Additional screenings are planned for UVM-CVPH medical staff in collaboration with the UVM-CVPH inpatient Palliative Care team.

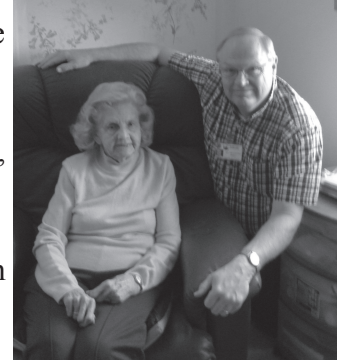
...And Spiritual Care

We recognize... that spirituality is a profoundly personal and often private issue for the people we serve.

We honor... the individual nature of each person's spiritual and emotional journey, including our patients, their caregivers, and their families.

We support... the unique rituals and traditions of each person that we serve, both in collaboration with their own faith community and through our services.

We provide... a caring presence that is focused on the needs and issues of those who are striving for dignity, comfort, and peace at the end of life.



Southern Spiritual Coordinator,
Rev. Dick Engert and patient
Betsey Lucci.

***The process of leaving this world is an intensely soulful experience.
Allow yourself to encounter the divine in giving and receiving love,
in extending and accepting forgiveness,
and in treasuring the moments you have with your loved ones.***

*Steve Smith
Northern Spiritual Coordinator*

Betsy Lucci: Hospice Pioneer

After high school I went to Practical Nurses School in Albany. I was 19 then and the training was one year, some of which was in the Glens Falls Hospital. I graduated with high marks and passed the state test, but I was so young that most homes were reluctant to hire me. This was a very lonesome time for me. I couldn't eat or sleep and lost weight down to 99 pounds. One morning, I said to myself, "I have to do something to correct this situation." My sister, Bernice, was at that time working in a factory in Bristol, Connecticut, so I packed my suit case and bought a bus ticket for Bristol, Connecticut. This was a big turning point in my life.



Betsy (middle) with her sisters, Bernice and Beatrice.

It was 1941, and I was working in the Dunbar factory (making fifty-five cents an hour) when I met my husband, Alfred. We were married on June 20, 1942 at St. Thomas Church in Southington, Connecticut. Our country was at war and after 8 months of marriage, Al was drafted into the Army and spent three years overseas. It was Christmas Day, 1945 when he came home. Being a Licensed Practical Nurse, it was shortly after that, that I began to think it was time to make use of my education. We purchased a small nursing home from my sister, Bernice, on Ridge Street in Glens Falls. We lived on the 3rd floor for a few months, fixed things up, and worked with my sister to get the routine and the run of the business. Our business improved and we always had a full house.

Our son Earl was born in 1948 and our daughter, Yolanda, in 1955. Over a period of several years, we built a house on Lake George. It was one thing I always wanted. We all learned to water ski and in the winter we had snowmobiles. As my kids grew, I usually knew where they were. They were good kids. Both are the pride, joy and love of my life. I'm not sure I did everything right as a mother, especially with all the other responsibilities, but I had a wonderful partner and father to the children and we were a very good team, if I do say so myself. There were lots of good times...

In the 1960's Al and I were talked into building a new up-to-date nursing home. I had to be a Registered Nurse, so I went to Adirondack Community College in 1968-69. These were the two hardest years of my life, but finally things came together with several partners, and the "New Ideal Nursing Home" was built on Upper Sherman Avenue in 1970. It's now called The Stanton. Al took over Housekeeping, Maintenance and etc. and I was the Director of Nursing. It was difficult to find good help such as aides, so I started a class that the girls were willing to come to on their own time. I gave them a certificate when they finished, which was good years later when the state required them to be trained and licensed. I was promoted to Administrator in 1975, though the "Partnership" was never really happy with me in this position. I would go out on the floors when the girls were short handed and the rule was that I should stay in the office. I felt I was making good relationships with my help, plus I knew what was going on.

I retired in 1981 and Al and I started traveling with my nephew, Sonny, and his wife. Our first trip was to Hawaii, then Cancun, Cambodia, several trips to Florida, Jamaica and a trip across country by car. After a while, Al began to have trouble with the spot on his kidney that he picked up in WWII. He was in and out of the hospital many times. He never was comfortable, so I spent most of my time in the hospital day and night. When the doctors wanted to put him in a nursing home, I rented a hospital bed, a lifter and whatever else I needed and brought him home. On the morning of the second day home, November 2, 1988, "All Souls Day", he passed away in my arms.

Now, I'm 95 and in a nursing home, thinking back over the years and how far I have come, the changes, the ups and downs and also the happiness in it all. I look back and I am thankful for a wonderful marriage and two wonderful children who have given me three grandsons, one granddaughter, two great-grandchildren, and I am blessed with nieces and nephews and many friends. Who could ask for anything more?

Hospice was founded in the United States in 1971, but Medicare and Medicaid coverage for state-certified hospice programs didn't become part of the New York State health-care system until 1985. Betsy has been a pioneer in many ways throughout her life. By bringing her husband home to die with dignity, comfort, and peace, she was among the first in the United States to practice the hospice mission of compassionate care.

Bereavement

This year brought about both change and growth for the Bereavement Program at High Peaks Hospice. Bereavement Coordinator Marie Marvullo took over the coordination of bereavement care for the entire agency in July 2016. She has been the coordinator for the Southern territory since February of 2013 and now covers the coordination of bereavement care for the entire catchment area with the assistance of some strong bereavement volunteers.



that we were able to train and certify a team for Washington County led by **Council for Prevention Member** and Hospice Partner **Heather Bennett** as well as Warren and Essex Counties with **Jessie Gibb, a child life specialist and Hospice Volunteer**.

Rainbows also had nine hospice families represented at this year's **Cindy's Comfort Camp** in conjunction with **Glens Falls Hospital** and **Double H Ranch** in Lake Luzerne, NY. Marie Marvullo is a healing circle leader at this weekend that companions children on a journey far beyond their choosing. In 2017 we hope to continue to expand Rainbows as well as continue our partnership with Cindy's Comfort Camp!

Rainbows, our grief support initiative for children faced with any form of loss, held two six week sessions in the winter and summer of 2016. This effort was funded by **Stewart's Holiday Match, Eric and Sue Johr, Kingpins Alley** in South Glens Falls, NY and **The Olde Logg Inn** in Lake George, NY. We are excited to announce

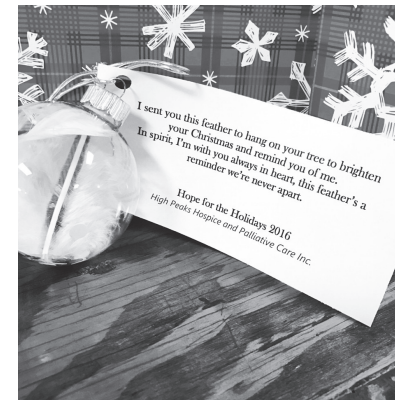
... and Grief Support

High Peaks Hospice made news on the front page of the Post-Star newspaper in May as our partnership with the **Counsel for Prevention** grew. As the co-chair of the Warren-Washington County Suicide Prevention Coalition, Marie Marvullo led this effort, and became a part of the **Postvention Suicide Initiative** in Warren, Washington and Essex counties. The team is made up of a group of volunteers and professionals who are available to assist someone who has been affected by suicide.



Bereavement Coordinator, Marie Marvullo, leads several of our special programs made possible by donations from individuals and local businesses.

Photo by Ashleigh Abreu—special to the Post-Star, May 22, 2016



The opportunity to be present to people in grief is a privilege that allows our team to be drawn into the richness and beauty in the lives of survivors. All honor the spirit by learning together, bearing witness, listening with our hearts, not as an expert, but as journeymen. Mourning is not an end, but a new beginning. We continue to support the families of our service area with the **Good Grief Support Group**, now going on its eighth year, **Remembrance Gatherings**, as well as **Hope for the Holidays** events. We are also looking to start several Support Groups throughout the catchment area, so more people can be supported in hopes of going on and living well.

Community Giving



Susan Rdzaneck, Development Coordinator, and Ally Rand, IT Specialist, with a smart tablet.

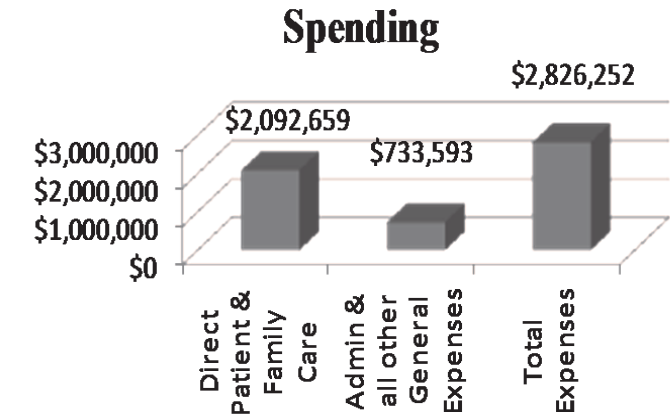
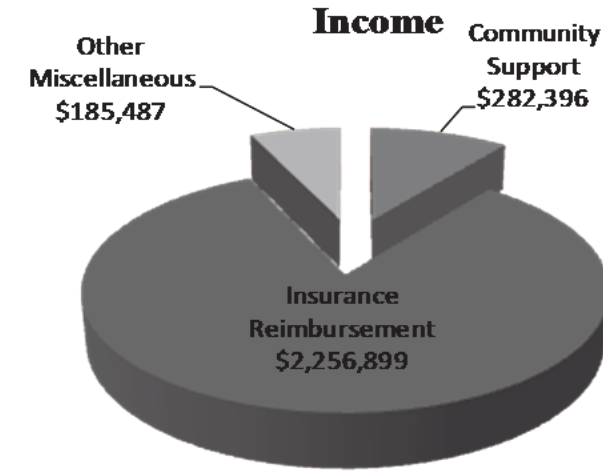
In April, our organization was awarded a grant for the purchase and implementation of smart tablets for clinical staff through the Adirondack Foundation's **Generous Acts Fund** and a matching grant from the **Joan Grabe Family Fund** (in honor of the beautiful life of Suzy Bales). Tablets, along with software, keyboards, and car adapters, will provide a more efficient, safe, and effective means of Electronic Medical Reporting in patient homes and facilitate the exchange of information throughout our interdisciplinary team.



Giving Tuesday is a global day of giving that harnesses the collective power of individuals, communities and organizations to encourage philanthropy and to celebrate generosity worldwide. Occurring annually on the Tuesday after Thanksgiving to kick-off the holiday giving season, its' purpose is to inspire people to collaborate in improving their local communities and to give back in impactful ways to the charities and causes they support. We promoted this effort in conjunction with our Annual Appeal. Adirondack Foundation's crowd-funding site, **Adirondack Gives**, allowed us to offer the option to donate online with 100% of donated funds going to High Peaks Hospice.



Income And Spending At A Glance



Support Staff

Susan Brumgard-Johr, RN, MSN Quality Assurance Coord.
Tracey LaBelle, Outreach Coordinator
Tania McCabe, Outreach Coordinator
Lisa Nester, Billing Coordinator
Myrddin Roddy, Administrative Assistant

Allison Rand, IT Specialist
Susan Rdzaneck, Development Coordinator
Elaine Sater, Compliance Coordinator
Marie VanNortwick, Business Office Admin. Assistant

Fundraising



Radio Day - In June, the 24th annual High Peaks Hospice Radio Day brought together our staff, volunteers, local businesses and community members. The 12-hour radiothon, our biggest fundraiser with over \$32,000 in donations, was broadcast on WNBZ by Ted Morgan from the Adirondack Medical Center, and live streamed from LP Quinn School by Rick Godin of the Wild Center.

WPTZ's Gib Brown joined host Ted Merrihew to listen to the fundraising of our youngest supporters in the Tupper Lake School District.

Keene Party - In August, we celebrated the 30th anniversary of High Peaks Hospice with a party at the home of Lynn and Jim Detmer, Highlands Farm, in Keene. The party brought together many of our most loyal advocates from throughout our service area. It was a lovely way to remember the lives of loved ones, socialize with friends, and the event brought \$8,000 in support of our mission to provide compassionate end of life care.

Craft Fairs - October brings chilly temps, changing leaves, and craft fairs. We attended the Blue Mountain Lake Museum's Oktoberfest, Tupper Lake's OkTupperfest, Saranac Lake's Sparkle Village, and the North Country Community College Craft Fair.

Each of these events is not only a means of monetary support for our mission, but also a special time when we're able to meet our donors and hear of hospice experiences from many of the family members of our past patients.

HPHPC EMPLOYEE CAMPAIGN

\$2,784



OTHER FUNDRAISING

\$1,900

Thanks To Our Extraordinary Donors

High Peaks Hospice & Palliative Care gratefully acknowledges the individuals, foundations, and businesses whose generous support is so critical to our mission.

Benefactors (Gifts of \$10,000+)

Mr. John Callihan
Fidelity Charitable
-Michael and Cynthia Suprenant
ICAP Capital Markets, LLC
McCutchen Foundation

Patrons (Gifts of \$5,000-\$9,999)

Adirondack Foundation, Inc
-Generous Acts
LP Quinn School
Prime Companies
Gene L. and Nancy E. Thorley Family Trust
David and Candace Weir Foundation

Advocates (Gifts of \$1,000-\$4,999)

Adirondack Foundation, Inc
-Brooks Family Fund
-Evergreen Fund
-Holderied Family Community Fund
-Jack and Fran Davis Family Fund

-Joan Grabe Family Fund
-Stefy Holderied Charitable Fund
-Weber Family Fund

Adirondack Marathon Distance Festival
Mr. and Mrs. Dale Aldrich
Mr. Richard Bartlett
Mindy Breisch and Joan Hoegerl
Cloudsplitter Foundation
CNY Community Foundation
-Charles C. Freihofer III Advised Fund
-Mr. and Mrs. Kevin Samolis
Community Health Charities of NY, Inc.
-Capital Region SEFA
-Clinton Essex Franklin Hamilton SEFA
-New York City SEFA NY

Mr. William Deso
Alexander W. Dreyfoos, Jr.
Charitable Foundation
Family Smiles Dentistry
Janet R. Friedman

MEMORIAL DONATIONS

\$49,305



ALL EVENTS & ACTIVITY

\$60,822

Ms. Stefanie Holderied
 Infant Jesus of Praque
 Mr. and Mrs. Carl Kopec
 Mr. Stephen Leonard
 Loyal Order of Moose #457
 The Shamrock
 Staritch Foundation, Inc.
 Cheryl S. Tucker, PhD
 Ms. Patience Whitman
 Wildwood on the Lake, LLC
 Mr. and Mrs. Norman Wolgin
 Mr. Frederick Wonham

Angels (Gifts of \$500-\$999)

Adirondack Foundation
 -Paine Family Fund
 Adirondack Gives
 -Annual Appeal and Radio Day
 Adirondack Renovations & Contracting
 Adirondack Stampede
 Mr. Joseph Arney
 Ascent Wellness
 Baxter Mountain Tavern
 Belleville & Associates
 Mr. and Mrs. Bruce Berra

Mr. and Mrs. Arthur Bissell
 Mr. and Mrs. Dale Boardman
 Boquet Foundation, Inc.
 Caldwell Presbyterian Church (USA)
 Cape Air
 Charlie's Inn & Junction Campground
 Mr. Robert Curry
 Ms. Desiree Dake
 Mr. William Decker
 Ms. Mary Dickinson
 Mr. Anthony Digiardo
 Essex Community Church
 Fraternal Order of Eagles 2486
 Mrs. Patricia Gates
 TSgt William Grant, USAF(Retired)
 Mr. and Mrs. Edmund M. Healy
 High Peaks Church
 Edwards Hopple
 Hyde Fuel Co.
 Mr. Peter Kindersley
 Kingsley Foundation
 Knights of Columbus, Council 384
 Mr. and Mrs. Serge Lussi
 Mr. and Mrs. Neil Morse
 Mountain Communications

Patient Care

Home Care
 14,911 days

Inpatient Care
 32 days

Respite
 30 days

Total
 14,973 days



Mr. Timothy Pierce
 Mr. and Mrs. Paul Preuss
 Mr. and Mrs. Bill Reed
 Rotary Club of Lake Placid
 Town of St. Armand
 St. Henry's Church
 Church of St. Luke
 Saranac Lake High School
 Mr. and Mrs. Hans Schachenmayr
 Mr. Vincent Schiavone
 Mr G. Emmett Smith
 Mr. and Mrs. Phil Spiezio
 Stewart's Foundation
 Mr. and Mrs. DeForest Tinkler
 Richard E. Wardwell
 Mr. William Wilson
 Ms. Meg Wood
 Thomas Woodman and Jeanne Cross
 Dr. Thomas Woodman

Caregivers (Gifts of \$250-\$499)

Adirondack Bank
 Adirondack Foundation, Inc.
 -Woods and Pearl McCahill
 Family Fund

Adirondack Correctional Facility
 Adirondack Health - AMC
 Adirondack Park Agency
 Mr. Raymond Agnew
 Mrs Karen Angleson
 Mr. Russell Banks
 Dr. and Mrs. Robert Beaty
 Mr. Robert Beckwith
 Mr. and Mrs. Peter Beletti
 Mr. and Mrs. Gerard Bilodeau
 Bolton Fire Dept.
 Mr. and Mrs. Ernest Brinkley
 Fred M. Calder
 Mr. and Mrs. David Childs
 Mr. Peter Colgrove
 Mr. and Mrs. Douglas Collette
 Community Bank, N.A.
 Dr. and Mrs. George Cook
 Mr. and Mrs. Rodney Crary
 Ms. Jenifer H. Deming
 Ms. Esther Durham
 Mr. and Mrs. Peter Durkee
 Ms. Karen Ely
 Mr. John Fey
 Finch Paper, LLC

**DIRECT
 MAIL
 APPEALS**

\$139,679



GRANTS

\$11,234

Ms. Dorothy Fobare
 Mr. and Mrs. John Freeman
 Mr. Joel Friedman
 Mr. and Mrs. George Frost
 Ms. Kathy Gates
 GE Foundation
 Ms. Linda Gibert
 Ms. Benita Grant
 Mr. and Mrs. George Graton
 Ms. Patricia Hiller
 Mr. and Mrs. John Hodgkins, III
 Ms. JoAnn Holland
 Hospice Education Institute
 Ms. Elizabeth Jones
 Keene Fire Department
 Mr. and Mrs. Joseph Kennedy
 Lamb Lumber Co.
 Richard Leonard
 Lions Club of Lake Placid
 Ms. Dyzie Marcinkevicius
 Mr. and Mrs. Thomas McDonough
 M.C. Motors
 Ms. Ann Breen Metcalfe
 Mr. Edward T Moore
 Mr. and Mrs. Michael Murphy

NBT Bank
 Mr. and Mrs. Robert North
 North Country Crafters
 Olde Log Inn
 ONE on 1 Design
 Ms. Rhiannon Paterson
 Mr William Peirce
 Gordon W Pratt Agency
 Mrs. Katharine Preston
 Mr. and Mrs. Edgar Purcell
 Mr. and Mrs. Barrett Quinn
 Mr. and Mrs. Alan Redeker
 Mr. and Mrs. Craig Rietmann
 Mr. Ralph Russell
 St. John's in the Wilderness
 St. Therese Church
 Saranac Village at Will Rogers
 Dr. and Mrs. Richard Saunders
 Mr. and Mrs. Edward Shannon, III
 Mr. and Mrs. Curtis Stiles
 Mr. and Mrs. Lanse Stover
 Richard P. Suttmeier Trust
 Mr. and Mrs. Joseph Szwed
 Trillium Florist
 Dr. and Mrs. C. Francis Varga

Mr. and Mrs. Louis Ventura
 Mr. Dick Westergard
 Ms. Carolyn Williams
 Ms. Kristin Williford
 Mr. James Wyatt

Total Patient Days
14,911

Avg. Length of Stay
49 days

Patients Served
342

Diagnosis
Non-Malignant
39%
Cancer
61%

Looking Forward With Our New Executive Director



I am honored and excited to be the leader of High Peaks Hospice & Palliative Care as we begin our 4th decade of delivering hope, dignity, comfort and peace for patients, and their loved ones. 2017 promises to be a year of growth. We're building awareness of what hospice offers and strengthening our relationships with medical care givers. At the same time, we're smartly adding new staff and fortifying current staff to ensure the finest quality of service possible.

We are combining the core hospice philosophy with a laser-like focus on quality and access to care. Hospice care must always be focused on patient and caregiver needs, and must be compliant with all federal and state laws and rules. I am honored to join HPHPC at this important time, and look forward to working with staff and community partners on building a better, fairer and more accessible healthcare system.

Nicholas George
Executive Director

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New Referral Line: 877-324-1686

Urgent Care Support 24/7



www.highpeakshospice.org