

HIGH PEAKS HOSPICE

ANNUAL REPORT
FOR 2020



HIGH PEAKS

HOSPICE

DIRECTOR'S STATEMENT



In some regards, 2020 was like the previous few years for us at High Peaks Hospice. We set our goals for the year, adjusted along the way due to the challenges we faced, and we emerged at the end stronger. Yet, this wasn't a typical year because the challenges we faced were not only at work but in every area of our lives. That added a fair bit of extra stress, fear, and anxiety that isn't there normally. And, even with the added challenges, High Peaks Hospice emerged stronger/better than we were a year ago.

I attribute our success every year to one incredibly important factor: HPH is a team who works together! We're not perfect – there are all sorts of factors that attempt to thwart our progress. Working together is how we work through those factors, as a team, as friends, as co-workers. Every successful person at High Peaks Hospice understands the importance of the care we give to our patients and to each other. Together, we prevail over any challenge put before us. Supporting this statement are the statistics from 2020. Most hospices experienced around a 20% drop in patients last year, while we ended 2020, not only with approximately a 20% increase, we also managed to break our daily census record on several days. We also increased staffing levels to better support our patients.

While the events of last year created turmoil, High Peaks Hospice managed the turmoil and closed the year as a success for our patients and our business.

A handwritten signature in dark ink that reads "Nicholas George". The script is fluid and cursive.

NICHOLAS GEORGE

Executive Director

Mission Statement

dignity, comfort
& peace
at the end of life

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

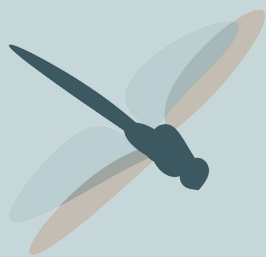
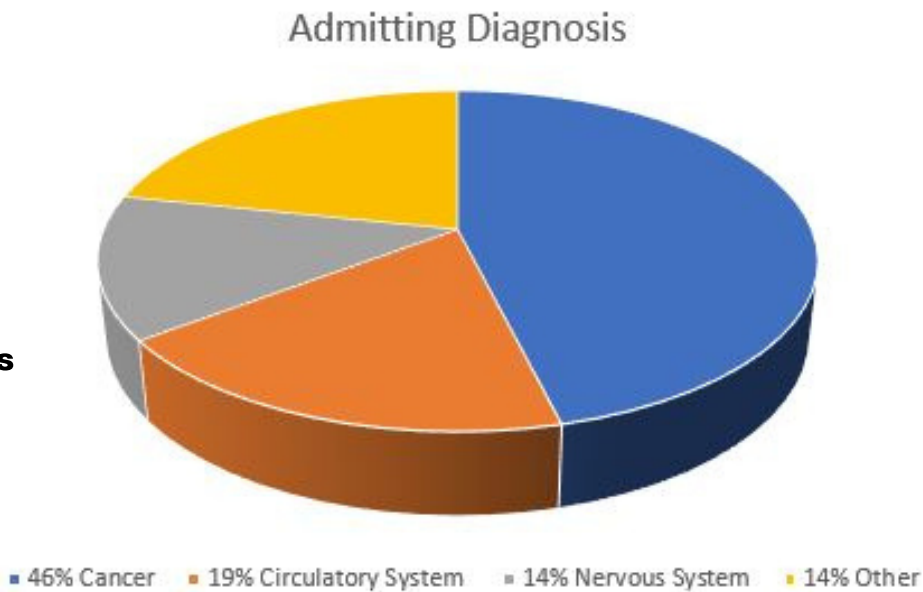
Service Statistics

Total Patients Served: **565**

Total Patient Care Days: **32,859 days**

Average Length of Stay: **43 days**

Average Daily Census: **73**



HIGH PEAKS HOSPICE BEREAVEMENT

Our bereavement program at High Peaks Hospice stayed strong in 2020. For most of us our world as we knew it has been turned upside down, but our bereavement program rose to the challenge and made the appropriate adjustments to provide support to the families we serve throughout the agency and within the community. In September 2020, Kirby Kay Clark took the position as Bereavement Coordinator, and all three office locations had their first drive up remembrance gatherings. Even though this was a small turn out, the families that came enjoyed

fellowship with other families in the parking lot and received dragonfly ornaments in honor of their loved ones. In December 2020, our program sent out Hope for the Holidays packets to families to help them get through the holidays without their loved ones. In addition, Kirby Kay added another support group for individuals that were 13 months and beyond in their grief journey. Having two support groups allowed space for new people to join. In 2020 the Glens Falls location had the opportunity to serve 50 families through our bereavement support program and 20 community clients.

The Northern Region Grief Support Groups were merged and safely continued by utilizing Zoom through the pandemic shut down. They met on the third Thursday of the month and welcomed new participants. Bereavement support is currently ongoing for over 151 individuals in the Northern Region. This service is available for our patient's families and friends.

The opportunity to be present to people who are living in grief is a unique privilege. The Bereavement Support Program provides our families with five areas of service, Home visits, telephone calls, newsletters, trained bereavement volunteers and grief support group supports. In addition, we provide bi-annual Remembrance Gatherings for families, Hope for the Holidays Christmas events, and Rainbows for All Children. We are encouraged to see our efforts expand and result in greater outreach within community schools, churches, and agencies that reach out to us for Bereavement Care. We are grateful for the trust of those we serve. We look forward to the many opportunities and growing the bereavement program in 2021.

Volunteer Update

In the wake of COVID-19, our hospice volunteer program looks a little different, but it has continued to exist, evolve and grow. Our volunteers have continued to support the mission and vision of High Peaks Hospice through a variety of roles including patient visits, bereavement support and office administration. In addition, there are volunteers that make Memory Bears and pillows utilizing articles of clothing belonging to our patients to make for their loved ones to cherish once they have passed.

In March, Maureen Losch joined Tracee Boyea to complete our volunteer services leadership team. They have been working diligently to keep our volunteers engaged. Recruitment and training have continued despite being in the midst of a pandemic. Measures were taken to make sure new and veteran volunteers were safe and comfortable with training and assignments. Although 2020 was a challenge the Volunteer Coordinators look forward to re-engaging their band of volunteers.



Rainbows for All Children (Rainbows) is dedicated to being the premier source of support for all youth as they navigate grief and heal from loss, whether from death, divorce, deployment, or other trauma. Rainbows fosters awareness that youth require support to heal. High Peaks Hospice Proudly nurtures a community of effective Rainbows-trained Facilitators, supported with a repository of resources designed to guide youth in their grieving process.

in 2020, HPH celebrated 7 Years of Rainbows and we could not do this without the support of faithful and generous donations made yearly throughout the entire catchment area. This past year brought some new challenges to our children's bereavement program, as the COVID-19 pandemic stifled our ability to work as we once were able to. However, this did not stop our Bereavement Team from rising to the occasion, Jackie Foster, our Northern Bereavement Coordinator and Trained Rainbows Facilitator was able to start a group at the Moriah Central School District Main Campus in Moriah, NY where she brought Rainbows to the cohorts in the elementary building. While Hospice Clinical Social Worker Hadley Adams, LMSW was able to start a Grief Support group for the High School cohort.

As for the future, Southern Children's Grief Facilitators Marie Marvullo, LMHC and Jackie Foster, will partner to support training in a new Rainbows for All Children Program, an evidence-based practice that focuses on loss of any kind during the current pandemic. This new program is called "Silver Linings" and will be High Peaks Hospice's first formal response within therapy, specific to the effects and outcomes of the coronavirus pandemic for children. This training was supported financially through the generous donation of High Peaks Hospice Board Member and Bereavement Volunteer Rick Bergeron.

High Peaks Hospice is excited about the future of our Children's Grief Support Programs and looks forward to serving the youth of our communities in the year ahead!

– Marie Marvullo, Director of Hospice Services

FINANCIAL OVERVIEW

Operating Revenue: \$4,386,104

Operating Expenses

Patient Related Expenses: \$766,102

Salaries Wages & Benefits: \$2,965,932

Administrative & Facility Expenses \$760,526

Total Operating Expense: \$4,492,560

Development Income

Memorials and Bequests: \$156,518

Fundraising and Contributions: \$139,041

Grants and Other Income: \$45,713

Total Non Operating Income: \$341,272

Net Income: \$234,816

Board of Directors

*Peggy Wiltberger, BSN, President
Michael Miles, MD, Vice President
Sharon Shannon, FNP, Secretary*

Amy Foy, Treasurer

Beatrice Beguin

Rick Bergeron

Julie Connors

Jacquelyn Dunn

Jim Horwitz, Esq.

Donna Irvine

Phyllis Magnus

If you're interested in joining our Board, please call 518-897-6244
or email cmccool@highpeakshospice.org.

2020 Donor List

\$10,000 +

Adirondack Health Institute
McCutchen Foundation
Shaheens Super Market, Inc
Vanessa Lynn Malerba Trust
Cynthia Suprenant

\$5,000 - \$9,999

Charles R. Wood Foundation
Don and Joyce Rice
Cloudsplitter Foundation
I. Robert Wolgin
The Estate of William Deso
David and Candace Weir Foundation
The Sandy Hill Foundation
Raymond Household
American Clothing Recycling Co.

\$1,000 - \$4,999

Thorley Household	Infant Jesus of Prague Inc.
Glen and Carol Pearsall Adirondack Foundation	Foy Household
Erenstone Household	Adirondack Foundation
International Paper Foundation	Facebook
National Hospice Foundation	Adirondack Foundation - Jack and Fran Davis Family Fund
Meade Household	Lloyd Household
Norman and Marion Wolgin Family Foundation	Alexander W. Dreyfoos, Jr. Charitable Foundation, Inc.
Barrie and Deedee Wigmore Foundation	Edwards Household

\$1,000 - \$4,999

Continued

Adirondack Foundation-Evergreen Fund

Brown Household

Church of St. Luke

DesMarais Household

Drucker Household

Edwards Household

Friedman Household

Gates Household

International Chemical Co

Leedom Household

Lloyd Household

Parker Household

Ross Household

Sheehy-Bulriss Household

White Household

Bergeron Household

\$250 - \$999

Rita M Farrant Trust

Community Health Charities

Baltzly Household

St. Henry's Church

Community Health Charities

Denton Household

Stewart's Foundation

Bilodeau Household

Bissell Household

Bissell Household

Boardman Household

Bogdanovitch Household

Boquet Foundation

Clark Household

Dake Household

Deneale Household

Egenhofer Household

Ferguson Household

Mary Elizabeth Alexander

Guzi Household

Healey Household

Healy Household

Holderied Household

Horwitz Household

Hyatt Household

Jackman Household

Kolodgy Household

Lennon Household

Mark and Lisa Coolidge Revocable Trust

Mele Household

Nichol Household

Oliver Household

Preuss Household

Price Chopper's Golub Foundation

Rotary Club of Lake Placid

Schachenmayr Household

Suttmeier Household

\$250-\$999

Continued

Taylor Household
Thwaits-Zaumetzer Funeral Home
Timbie Household
Tinkler Household
Town of St. Armand
Treiber Household
Ventura Household
Wallace Household
Wardwell Household
Weatherup Household
Woodman and Cross Household
Woods and Pearl McCahill Family Fund
Hudson River Community Credit Union
Forster Household
Lake Placid Volunteer Fire Dept.
Lanthier Household
Moeller Household
St. Johns in the Wilderness
DOD Hearing Center of Excellence
Murphy Household
Essex Community Church
Church of St. Luke
McHale Household
Meyer Household
Palestri Household
Telescope Casual Furniture Inc
Rosick Household
Thoene Household
Beletti Household
Bliss Household
Butler Household
Carson Household
Cowan Household
Dohman Household
Friedman Household
Gates Household
Hart and Wiltberger Household

Headlands Farm
Hosley Household
Hubbard Household
Jay Volunteer Fire Department
Keene Fire Department
Kennedy Household
Lee and Dimond Household
Leonard Household
Loyal Order of Moose Lodge 457
Magnus Household
Marcinkevicius Household
Michael M. Hayes Trust
Miles Household
Milkiewicz Household
Negri Household
OBrien Household
Paine, Jr. Household
Pierce Household
Randall Household
Redeker Household
Reynolds Household
Rotary Club of Lake Placid
Russell Household
Sargent Household
Shannon Household
Stafford, Qwens, Piller, Murnane, Kelleher, &
Trombley, PLLC
Steele Household
Stiles Household
Syrcheck Household
The Rothenberg Family Charitable Fund
The Rothenberg Family Charitable Fund
Trombly Household
Trudeau Household
Whitney Household
Women's Civic Chamber