

HOSPICE *of* LENAWEЕ



*Our Care Continues...*



*2020  
Annual Report*

## FROM THE BOARD CHAIRMAN



Our first board of directors meeting of 2020 was held on January 28th in our facility's boardroom. Most of us in the room had heard of the coronavirus outbreak in China. At that time, it was more of a curiosity than a problem. We were anxious to welcome new board members, discuss budgets, and strategic plans for the new year. We did not know on that day that the world would soon change. We would not meet again in person in 2020. By March of 2020 our State was shut down. We were all using new words (Covid 19, zoom meetings, social distancing and pandemic).

All care facilities were in uncharted water. Uncertainty and fear were the nature of individuals, organizations, and governments. However, the mission and values of all associated with Hospice of Lenawee remained clear. Our leadership team, clinical staff, and dedicated volunteers remained steadfast in their mission to provide loving care for all patients and their families.

Funds were applied for and provided by federal, state, and local governments and agencies. These funds helped us meet payrolls for our essential employees,

provide personal protection equipment, and sanitizing supplies necessary to operate in these challenging times.

Despite novel challenges, our dedicated employees cared for an average of 120 patients per day at our facility, in the patients' homes, and in other care centers.

We faced numerous challenges over the course of 2020. It is said that hardship and challenge bring out the best in people, or the worst. All those involved with Hospice of Lenawee are the best. They continue to prove that each day to those experiencing the end of life, and their families.

I have always been proud to be a part of Hospice of Lenawee. At no time has that pride and admiration been higher than in 2020. I am sincerely grateful to all for allowing me to be a small part of this wonderful organization.

*Thank You,  
Robert L. Vogel  
Chairman*

## FROM THE PRESIDENT



Hospice of Lenawee's 39th year of dedicated service to Our Community may have been the most extraordinary one to date. While you are accustomed to Hospice of Lenawee team members providing phenomenal end-of-life care to our patients, their families and bereavement clients through "rain, snow, heat or the dark of night," 2020 brought another level of challenges.

For our Hospice of Lenawee family, this year will certainly be known as the year of the pivot. In the midst of an unprecedented pandemic, "Our Care Continues" became an appropriate theme for our 2020 Annual Report. You will notice many circumstances in which we pivoted, in order to provide care that is second to none, all while keeping our team, volunteers, patients, families and clients safe.

While we faced many unique challenges, along with our exceptional care, some things remained the same. Once again, Hospice of Lenawee received the Hospice Honors Award. This is special to us, as this honor is a direct result of feedback provided by our

hospice families. This distinction ranks us in the top 10% of hospices in the country.

Hospice of Lenawee was again voted the best non-profit in Lenawee County, and was a finalist for best place to work. We continued to be humbled by the love and support of those we are so dedicated to serving.

We are privileged to continue to answer Our Calling and carry out Our Mission. Please know that whatever Our Community faces, we are here to walk alongside you. "Our Care Continues."

*My Best Always,  
Travis Havens – President & CEO*



## OUR MISSION

Hospice of Lenawee provides compassionate, patient and family-centered care to the people of our community during and after the last season of life.

“CHALLENGE YOUR PERCEPTIONS, THEN VISUALIZE YOUR OPTIONS.”

— V. Murphy

## OUR BOARD OF DIRECTORS

### EXECUTIVE BOARD

- Bob Vogel, *Chair*
- Amy Bergman, *Vice Chair*
- Chris Clarke, *Treasurer*
- Julie Goll, *Secretary*
- Lee Johnson, *Immediate Past Chair*

### DIRECTORS

- John Barnhart
- Mary Myers Bohn
- Maria Crane
- Julie Goll
- Jeanette Henagan
- Dan Peña
- Cathy Thielan
- Sally Whelan
- Holleigh Baker
- Margaret Coyne, *OP*
- Jeff Danley
- Patt Hayes
- Michael Olsaver
- JoAnn Negrete Spade
- Meggan Wanke-Hammond
- Julie Yaroch, *DO*

## OUR LEADERSHIP TEAM

- Travis Havens, *President & CEO*
- Justin Voorhees, *MD, Medical Director*
- Amy Francoeur, *Director of Patient Care*
- Heather Rowe, *Director of Volunteers*
- Susan Turner, *Director of Development*
- Sharon VanTuyle, *Director of Bereavement*
- Amy DeBruyn, *Director of Human Resources*
- Jada Phillips, *Director of Community Outreach*

THANK YOU HOL TEAM

We are Hospice of Lenawee.  
Ask for us by name.

## OUR CLINICAL TEAM

“The year 2020 gave us so many opportunities to adapt and overcome new challenges, I am proud to say that our team at Hospice of Lenawee excelled in supporting our community. Sometimes this support was provided in new and creative ways like using Telehealth to conduct visits when we were unable to meet face to face, but it is important to share with you that we did it! We provided the best hospice care to our community however and wherever we were needed, in the face of a global pandemic...Our Care Continued.”

— Amy Francoeur BAS, RN,  
Director of Patient Care

♥ Hospice of Lenawee cared for **594 patients** in 2020. Our Home Care Team expertly and compassionately served **468 patients** in patient homes and facilities, following ever-changing rules and guidelines with the utmost safety in mind.

♥ Our Social Workers and Spiritual Care Team continued to provide support by utilizing Telehealth, interactive Social Media Live sessions, and always being available to our patients and their families.

“The Hospice Home team continues to provide compassionate end of life care to those in our community through a year with unprecedented changes and challenges. We have accepted admissions and allowed visitation for our patients during this whole time though our tactics have been resourceful and creative sometimes. One creative idea was “popsicles with Grandma” through a window visit! The Hospice Home team has adapted to provide safe, compassionate, and effective care for our patients while also supporting our own team members as they encountered challenges during 2020. It is such a privilege to be present for patients and families in their final days and we are grateful to provide this service.”

— Andrea Miller BSN, RN, CHPN,  
Residence Manager

♥ The Hospice Home team expertly cared for **126 patients**, observing heightened protocols to keep our patients, visitors and staff safe.

♥ Window visits were made by our Therapy Horse, Noah to brighten our patients’ day.

♥ Our Hospice Home Cook connected with our patient’s loved ones to bring family recipes to the table.

“When the pandemic began, we hosted a Zoom clinical team meeting where I gave them props for how well they were adapting to all the changing protocols and guidelines to continue to provide the expert care we give despite the pandemic. The key word throughout was “adapt.” Our Team did what needed to be done and found a way to continue the exceptional care that Hospice of Lenawee is known for.”

— Justin Voorhees MD, MSc,  
Medical Director

♥ Voted Best Nonprofit 2020 in Lenawee County

♥ Hospice Honors 2020

♥ Voted Finalist as Best Place to Work in Lenawee County



Hospice Home Team - Serena Espinoza, CNA and Crystal Duncan, RN

## OUR VOLUNTEER SERVICES

“Our volunteers have a passion for Our Mission and are incredibly dedicated. The pandemic, in many ways, took an emotional toll on our volunteers, as they could not provide the in-person direct care they so love to do. However, we are grateful for the handful of volunteers that were able to provide our indirect care throughout the challenges and those that found other ways to safely provide their unwavering support.” — Heather Rowe, Director of Volunteers



Cathy Thielan, greeting at the front desk

In 2020, Hospice of Lenawee volunteers provided **5,196** hours of service (4,103 direct care and 1,093 indirect care) which was a **9.9%** match of our staff direct care hours. The cost savings was an incredible **\$82,355**. Although not always present, our volunteers remained a constant support in every way possible.



HOL Volunteer with Travis Havens

## OUR BEREAVEMENT SERVICES

“Unfortunately loss happens and grief usually follows. It is something that, at one time or another in our life, we will experience. Our Bereavement Team at Hospice of Lenawee will always be here to serve those who have experienced a loss. No matter what is going on around us, no matter what the circumstance, no matter what kind of year we are experiencing – we will be here for our community.” — *Sharon VanTuyle, Director of Bereavement Services*

Throughout 2020, Hospice of Lenawee has adapted to the circumstances and so have many of our clients, whether that means utilizing an online tool that brings a familiar face to their conversation or using a good old fashioned telephone. The Grief & Loss groups have also continued and found ways to communicate to address their needs. In 2020, **594** Hospice of Lenawee families were served, along with **132** community clients. In addition, **66** students in **10** local school districts were served through our school-based program Kaleidoscope.

### HIGHLIGHTS IN 2020...

**POWER OF PASSAGE** – A meaningful collaborative project with the Adrian Center for the Arts. Families who had lost someone special worked with a local artist to create a unique door in memory of their loved one. **27** families participated and the project was displayed throughout Lenawee County.

**CANDLELIGHT REMEMBRANCE** – Each year in December, Hospice of Lenawee gathers with our community at a local church to remember those special people who remain in our hearts. This year, our Bereavement Team continued the tradition and partnered with WLEN to bring the service into living rooms across Lenawee County. Included was the reading of **370** names.

**SPECIAL PROJECT** – Former Kaleidoscope client and HOL friend, Alexis Burrece chose to create the Kaleidoscope Korner website for her Adrian College Senior Capstone project. [Kaleidoscopekorner.com](http://Kaleidoscopekorner.com)



From left: Sarah, Emmy, Anna & Cory Dudley

## OUR COMMUNITY OUTREACH

“Continuing Our Care also means, continuing to make those connections, educating our families, friends and neighbors, and providing opportunities for involvement and reflection. Throughout the year, we were visible in ways that were unique and safe, in addition to helping our community to understand the importance of planning, calling early and confirming the fact that - ‘You are Our Community and We are Your Hospice.’” — *Jada Phillips, Director of Community Outreach*

Through Community Outreach, the following highlights allowed us to keep present throughout Lenawee County and surrounding areas...

- ♥ **Veteran's Day** – A Drive-Thru event of Gratitude for our local Veterans
- ♥ **Random Acts of Kindness Day** – Showing our spirit by passing along kindness
- ♥ **Santa's Helper Reads Frosty the Snowman** – A Facebook event showcasing our favorite Santa – Frank Dick
- ♥ **Hospice 101 Presentations** at the local Library by our own Medical Director, Dr. Voorhees
- ♥ **National Health Care Decision Day – 5 Wishes** – information sent to churches within 35 miles radius
- ♥ Providing **Hospice Trivia** at the local Skilled Nursing Facilities
- ♥ Facebook presentation on **Self-Care during Covid**
- ♥ Education through **Hospice Heartbeats Newsletter & Silver Threads Column**



Santa's Helper Facebook Storytime



Thanking our local Veterans

## OUR PHILANTHROPY PROGRAM

“Our community never ceases to amaze me. In a year when the entire world’s attention was drawn elsewhere, our philanthropic supporters kept Hospice of Lenawee as a priority. To meet our goals, we did not follow the plan meant for 2020. We may have gone back to the drawing board a few times and we definitely thought outside the box; but by year’s end, we were able to meet and exceed our goals. This is a community of champions and our gratitude is endless.”

— Susan Turner, Director of Development

Following are a few highlights of a year like no other:



• Along with our **698** annual donors, our membership in the “Doc” Annual Giving Circle increased to **40**.



• Our first-ever Amazing Throwdown Road Rally raised just under **\$100,000**, while providing a one-of-a-kind experience and coining the phrase “safely socializing.”



• Our Hospice Heart Endowment reached our intended goal of **\$1 million**. This year brought one of the the highest needs for charity care in our history and we were able to meet that need through our signature event and special requests for current charity care funding.



Snapshots of our guests enjoying the Amazing Throwdown Road Rally.



Our parents, JoAnn & Bill Danley

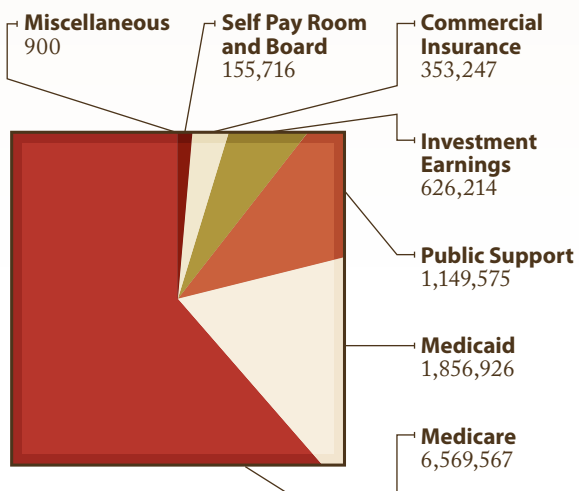
## DONOR STORY

“As donors, our story is no different than many others, our family was served by this extraordinary Hospice of Lenawee team. What may be unique is that both of my parents died under their care in 2017, our dad at home and our mom in the Hospice Home. To say we are thankful does not begin to convey our gratitude. As one of four sons and knowing that each one of us had the opportunity to witness our parents' peaceful and dignified end-of-life journey, my wife and I felt it an honor to give back. We are members of the “Doc” Annual Giving Circle and each year when we make our gift of support, we remember my parents, we smile, and we say with great pride, “Hospice of Lenawee is Our Hospice.”

— Jeff & Jennifer Danley

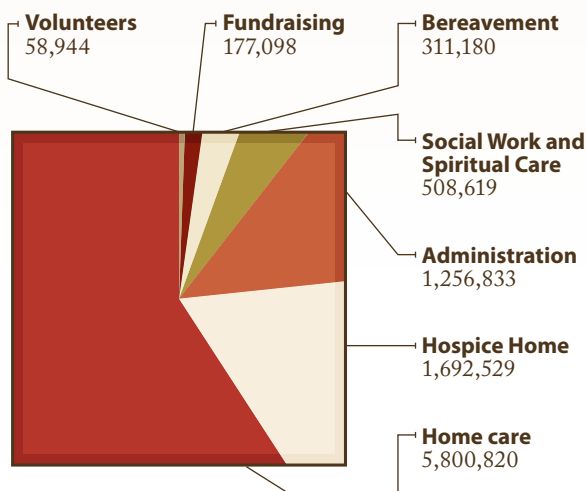
### REVENUE

TOTAL REVENUE  
10,712,225



### EXPENSES

TOTAL EXPENSES  
9,806,023



*“As Our Care Continues... Our Community Continues to Care”*

# THANK YOU, 2020 DONORS!

*Below are donors that have provided support in the amount of \$250 or greater during 2020.*

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*You are Our Community.  
We are Your Hospice.*



**HOSPICE** of **LENAWEE**

1903 Wolf Creek Hwy., Adrian, MI 49221

[hospiceoflenawee.org](http://hospiceoflenawee.org)

**517-263-2323**