



UNDER OUR WINGS



LOVE. PERSEVERANCE.
TRIUMPH. HOPE.

**2009
Annual
Report**

*A glimpse into our
most remarkable
moments.*



2008  2009

*A glimpse
into our most
remarkable
moments...*

We began the fiscal year preparing for a comprehensive Strategic Planning endeavor that culminated in December with adoption of a three year Strategic Plan by Hospice Southeastern Connecticut Board of Directors. The plan addressed: responsible growth, fiscal success, valuing staff, maintaining quality care, practicing excellent customer service and enhancing the Board of Directors. Further defined goals of a one year operating plan saw the agency meet the growth goal of achieving an average daily census of 90: the agency ended the fiscal year at 91.9 average daily census. The management team was working diligently on the one year operating plan when in February it appeared that Hospice Southeastern Connecticut would not be immune to the economic issues facing the healthcare industry.

Problem solving for efficiencies, discussing practice with hospice colleagues provided input into creating a new agency structure. In March, the agency underwent rearrangement of teams, reduction of staff and implementation of a model change. The new structure created a model that we felt was clinically and administratively in the best interest of the agency and provided a strong, fiscally balanced model for the next fiscal year.

During the last quarter of the fiscal year the very capable agency staff demonstrated their commitment to making the necessary changes and keeping excellent quality patient care. The agency ended the year in a strong position thanks to the united efforts of all involved with Hospice Southeastern Connecticut.

Our employees are our greatest asset and meeting the needs of our customers – patients, families, referral sources, and community members - is our greatest strength. Hospice Southeastern Connecticut will go forward learning from our experiences and stronger because of our awareness. Our mission continues to be providing excellent care for anyone in New London County, before and after death: distinguishing our agency and our service because of our commitment to excellence.

Sincerely,

Carol L. Mahier,
RN, MSN,
Executive Director



Jean Barrasso,
President,
Board of Directors



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Financials

Income

Net Patient Revenue:
\$4,895,130

Public Support:
\$276,602

Donations:
\$67,943

Memorials:
\$169,591

*Unrestricted
Planned Gifts:*
\$36,859

Investment Income:
(\$75,398)

Other:
\$6,542

Grants:
\$66,208

Expenses

Wages & Benefits:
\$3,332,650

*Contracted Patient
Services:*
\$1,095,675

*Admin/Building
Expenses:*
\$708,714

*Fundraising &
Special Events:*
\$55,301

Grant & Other:
\$40,597

*Executive &
Board Expenses:*
\$12,351

Average Daily Census

2006-2007

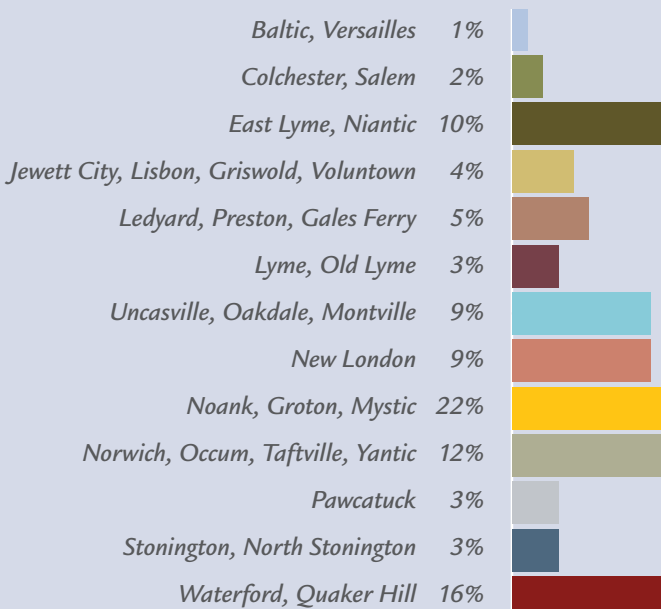
70.4

2007-2008

87.2

2008-2009

91.9



Patients Served by Town

**Total
Patients:
692**



UNDER OUR WINGS

LOVE. PERSEVERANCE. TRIUMPH. HOPE.



Tim – A Social Worker’s Story

Tim’s body was weak. One of his final wishes was to walk his daughter down the aisle. As his hospice social worker, I worked with Tim to make this a reality.

“One of his final wishes was to walk his daughter down the aisle.”

Tim had only a certain amount of energy, so we came up with a plan. He would shave and shower the night before the wedding and would arrive at the church to rest before the ceremony. Tim was determined to walk his daughter down the aisle without any assistance. A wheelchair and walker were available just in case, but Tim lived his dream and walked arm in arm with his daughter. He stayed at the reception for a short time, and then went home to rest. Tim died the following day, his final wish realized thanks to the support of his family and hospice caregivers.



Sam – A Nurses Story

Sam came on our Palliative Care program when he had just started chemotherapy for pancreatic cancer. His prognosis was poor, but he was hopeful that his chemo could heal him or at least extend his life. He was a very proud man, very much in control of his life, and it really bothered him that he was getting weaker. He gently, but firmly, resisted my suggestions for a massage therapist or chaplain or pain relief, but always with a twinkle in his eye. He preferred to spend most of our visits chatting about his days as a fireman, hockey games, or funny things that happened when he went in for his chemotherapy.

“He grabbed my hand in his, lifted it to his lips and kissed it.”

On my last visit with Sam, he was actively dying. I understood that this may be my last visit, so I held his hand and told him how much I had enjoyed getting to know him. To my surprise, he opened his eyes, fixed his eyes on my face and smiled. He grabbed my hand in his, lifted it to his lips and kissed it. It was a gift I will never forget. It reminded me of what a difference we make in other people’s lives, and what a difference my patients have made in my own life.

The Rose – A Volunteer’s Story

Hospice Southeastern Connecticut delivers a rose to the primary caregiver after a patient has died. Volunteer Ann went to her usual florist to pick up the donated rose. Usually a red rose is given, but on this day there were none so Ann took a yellow rose.

“...today is my birthday, and my husband always gave me yellow roses...”

When Ann knocked on the door, she was greeted by the wife of the patient who had been on our program. Ann offered the rose and said, “This is on behalf of Hospice Southeastern Connecticut.” At this, the widow began to cry. Ann herself was moved to tears, and said, “I’m so sorry for your loss.” The widow responded, “No, it’s not that. You see, today is my birthday, and my husband always gave me yellow roses on my birthday.”



The Gift – A Volunteer’s Story

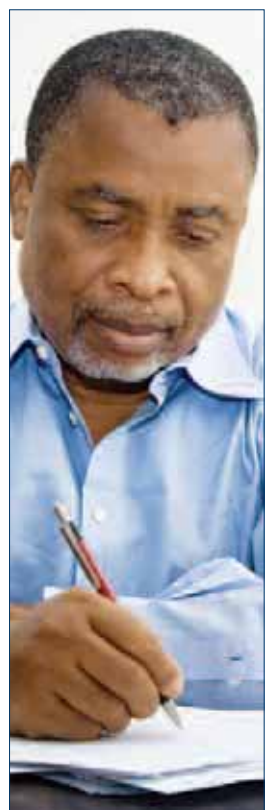
My first assignment as a volunteer was to visit Charlie. I had been told he wanted someone to help him write letters before he died. On arrival, I found Charlie in an electric wheelchair unable to move any part of his body save the index finger of his right hand. “Before we begin, I’d like to take some time for us to get to know each other,” I said. I started – then it was his turn. He started by saying, “...I’m in my early 40s and have had ALS for 3 years.” He then recounted his journey through his illness, his feeling of helplessness, and his gratitude for his mental agility. He talked, I listened.

Letter writing began the next visit. A letter to his wife, then to each of his children, his mother, father, sister, brother, favorite relatives, friends and neighbors, with whom he had shared fond memories, or who had been particularly helpful to him. He shares memories with each individual: The thoughts were sometimes funny, always specific to an incident and ever-poignant.

“...to leave a very personal and specific message...He left 40 letters.”


The letters as dictated were meant to be read after his death. They were typed, addressed by name, and saved by me until everyone congregated for the final service a year (almost to the day) later. Charlie had achieved what he intended, which was to leave a very personal and specific message to those he felt particularly attached to. He left 40 letters.

I will always cherish the memory of those Friday morning meetings.





*...because all hospices
are not the same.*



2009
***Circle of
Promise***

Ways to Give

With philanthropic support hospice care is available in the home to anyone in need of end of life services. It is only through this generosity that we are able to provide all of the services that make hospice care unique. There are many ways to support Hospice Southeastern Connecticut through charitable giving.

- Give a gift of cash or appreciated securities. Those making gifts of \$100 or more join the Circle of Promise acknowledging donors who have provided significant support to our agency.
- Name Hospice Southeastern Connecticut, Inc. in your Will.
- Name Hospice Southeastern Connecticut, Inc. as owner or beneficiary of a life insurance policy.
- Give a gift of the unused portion of your IRA or pension plan at the time of death.
- Give a gift of real estate.
- Create a charitable gift annuity or trust that will pay you income for your life or that of your beneficiary.

In preparing your Will or codicil to an existing Will, ask your attorney to include words such as these to ensure your wishes are fulfilled:

“I give to Hospice of Southeastern Connecticut, Inc., a non-profit charitable organizations located in Norwich, Connecticut, (amount of dollars) or (a percentage of my estate, securities or real personal property), to be used for its general purposes (or a specific purpose).”

All those making bequests or other deferred gifts are invited to join the Legacy Society. We would be happy to work with you and/or your financial advisor to answer any questions. Please contact the Hospice Southeastern Connecticut Community Development Office at 860-848-5699 or visit our web site at www.hospicesect.org



The patient and family are at the center of hospice care. Just as our interdisciplinary group of experts surrounds the patient and family, you, the community, surround our agency and allow us to provide the care and comfort needed and promised to our patients and families. We are grateful for all gifts made to Hospice Southeastern Connecticut. The Circle of Promise acknowledges those who have provided significant support to our agency.

The list reflects those who have donated \$100 or more in monetary or in-kind gifts from July 1, 2008 – June 30, 2009. We tried to ensure accuracy of each donor's name listed. We apologize if any error has been made, in which case we ask that you contact us so that we may correct our records.

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The Chester W. Kitchings
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 Ms. Alicia Winalski
 Windham Dental Groups, P.C.
 Mr. Mark Winmill and
 Ms. Jenn Carlson
 Weikko and Jacki Wirta
 Dr. Douglas Wisch
 Len and Robyn Wolman
 Mr. and Mrs. John Wood
 Mrs. and Mr. Louise Woodruff
 Mr. and Mrs. Ward C. T.
 Woodruff
 Mrs. Anne-Marie Woods
 Capt. Raymond D.
 Woolrich, USN (RET.)
 Dr. and Mrs. Jeffrey Worgul
 Mr. and Mrs. Edward R. Worth
 Ms. Bernice Wray
 Mr. Donald D. Wylie
 YAHA, Inc.
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 Yankee Remodeler of
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 Ms. Mary E. Ziegler
 Mr. Todd J. Zilinski
 Mr. John Zomermaand, Jr.
 Mr. and Mrs. Frederick W.
 Zuck III

Legacy Society recognizes those who have made arrangements for a gift through estate planning

Mrs. Gloria Benjamin
 Mrs. Patricia Berg
 Dr. Jay S. Buckley, Jr.
 Ms. Susan Hayes
 Ms. Pam Peeler
 Dr. and Mrs. A.R. Roesler
 Mr. Edward Stebbins
 Mr. and Mrs. Kenneth Veit
 Mrs. Anneliese Zimmer



LEAVE A LEGACY®
 CONNECTICUT

The Rose Program

Our thanks to the florists who participated in the Hospice Southeastern Connecticut Rose Program. A rose is delivered by a volunteer to bereaved primary caregivers within two weeks after their loved one's death.

- | | |
|--|---|
| An Enchanted Florist | Jewett City Florists & Greenhouses |
| Andersons Garden | LaFrancois Floral |
| Cynthia's Flower Shoppe | McKenna's Flowers & Plants |
| Fisher Florist | Montville Florist |
| Forever Flowers & Gifts | Pot of Green Florist |
| Harts Farm Greenhouse & Florist | Simply Flowers |
| Hoelck's Florist | Tommy's Flowers |
| Holdridge Florist | Wild Irish Rose |

Hospice Southeastern Connecticut relies heavily on public support.

As you can see from the above summary, we could not provide the quality of care to our community without your support.

Patient revenues and investment income alone are not enough to cover the cost of providing quality, compassionate care.



Over the past year...

Many generous supporters, volunteers and attendees have contributed in making each and every event a successful one. From the Tree of Life, to the Walk and Regatta we truly couldn't have done this alone. As we strive to make each and every event its very best, we'd like to thank you for helping and supporting us along the way.

Thank You.



Our Mission

TO provide quality care for people with life-limiting illnesses and support for their loved ones before and after death.

Our Vision

TO be the premier Hospice organization providing care in our community.

Our Values

HOSPICE Southeastern Connecticut values:

- Compassionate care that respects the uniqueness of our patients and their families and enhances the quality of their life.
- An interdisciplinary team of experts that offers advocacy, medical care, pain management, spiritual and psychosocial support for a patient's daily needs.
- A team of volunteers trained in the philosophy of Hospice care.
- Care at home and across all settings.
- Bereavement support for all members of our community.
- Support for the dignity of everyone involved in our care.
- Responsible management of finite resources to provide for the future ability to fulfill our mission.
- A strong local community presence.



Serving New London County since 1985.

Affiliate of Lawrence & Memorial Hospital
and The William W. Backus Hospital

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