



2021 AT A GLANCE

YOUR DOLLARS AT WORK

Excellence & Empathy,
EVERY DAY.

WHAT OUR FAMILIES ARE SAYING

- Treated with dignity and respect
- Listened to carefully
- Asked about beliefs, values, and treatment preferences
- Religious support and emotional support from team
- Helped when loved ones had breathing difficulties
- Supported after a family member's death
- Would recommend our services to family and friends

GRIEF AND BEREAVEMENT SERVICES

5,036

Spiritual visits made serving 21 various demonimations

2,541

Bereavement visits made

2,416

Volunteer hours

1,157

Families served in the community

141

Individuals served through grief support groups

124

Covid-19 patients cared for by our team



1,180

PATIENTS SERVED



\$224,447

CARE FOR
NON-FUNDED
PATIENTS



\$113,201.49

COVID-19
PERSONAL
PROTECTIVE
EQUIPMENT

83,934

Patient Days

982

New Admits

"If we are to have any hope for the future, those who have lanterns must pass them on to others."
- Plato

As we embark on a new year, with its continued struggles and new challenges, I have hope. I rest easy in the knowledge that our commitment to this community has not wavered. In fact, our role has never been more important and our purpose has strengthened during the most arduous of times.

So much loss has affected so many of us in the last two years. As a leader in hospice and serious illness care, we are determined to provide grief support to any and all who need it. Our goal for the future is to foster innovation within our team of grief counselors, volunteers, and supporters to create more opportunities within our community for this specialized need. We intend to expand our current grief programs for adults and children including individual counseling, support groups, Camp Conquer – a grief support camp for children, and family days for children and their guardians. We also want to provide more grief education and resources and to intensify our activity-based creative therapies such as cooking, art, and equine therapy.

More broadly, we are leading the way in grief support solutions tailored to the needs of our community. In 2021, we provided bereavement support services to a total of 1,265 families. No one can accomplish these challenges alone. We rely on the help of our supporters to make these goals a reality to help more people than ever before.

Although it may be difficult to imagine a hopeful future in this time of hardship and uncertainty, we are dedicated as Plato stated to passing on our lanterns to others who need them most.



Catherine M. Schendel
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Chief Executive Officer

OUR MISSION AT WORK

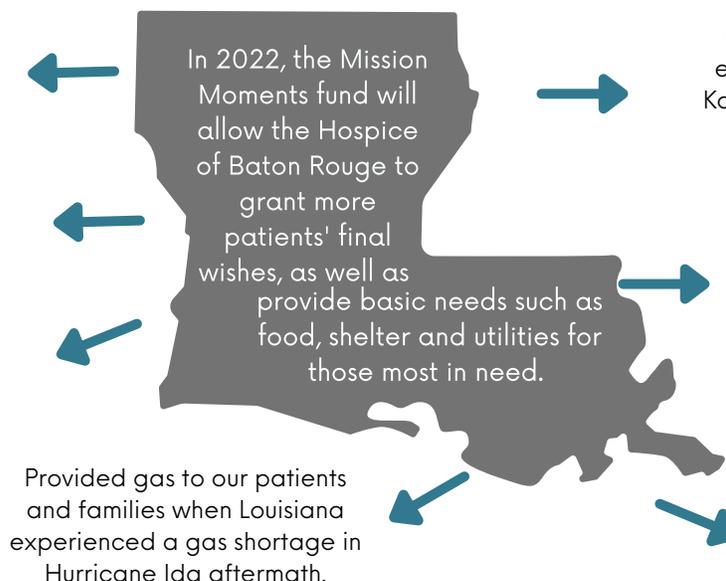
MISSION MOMENTS

Our mission to ensure that no one dies alone stands true. We have the privilege to see our patients of every age, in all walks of life, in every part of our community allow our team to help address their challenges to improve their quality of life. If they wish to spend time with a loved one, we provide safeguards and personal protective equipment so they can safely spend precious final moments together.

Foster turned into an adoption success story after a patient was unable to provide care for his furry companion.

Provided 9 months of hospice support to Sandra, who was not accepted by other hospice agencies due to a lack of insurance coverage.

Held many special pinning ceremonies for Veterans in our care to be honored through our We Honor Veterans program.



Granted a patient's wish to enjoy the traditional German Kaffee und Kuchen ritual with a nurse who spoke fluent in German.

Staff hosted a ceremony for Jeffrey and his loved ones to share a eulogy, prayer, and many wonderful experiences they shared with him.

Provided gas to our patients and families when Louisiana experienced a gas shortage in Hurricane Ida aftermath.

Continued our yearly tradition of bringing food and gifts to so many needy families in and around our community during the holidays.