



Caring for Clallam County since 1978



Annual Report



Year | 2023



VOLUNTEER HOSPICE OF CLALLAM COUNTY

Holistic End-of-Life Care & Community Support



Provide physical, emotional, and spiritual support to terminally ill patients and their families with free around the clock registered nursing availability and trained volunteers.



Values

Mission

- ♥ Person-centered holistic care
- ♥ Excellence in qualified clinical care
- ♥ Choice
- ♥ Dignity
- ♥ Compassion
- ♥ Comfort
- ♥ Teamwork
- ♥ Integrity



Vision



- ♥ Holistic end-of-life care
- ♥ Comprehensive grief support
- ♥ Community advocacy
- ♥ Shift from a death-phobic culture.

HERE FOR YOU



“I could not have done this for so many years without the support of staff, volunteers, and everybody.”



“Since my husband started services with VHOCC, I’ve felt wrapped in a hug.”



LEADERSHIP PERSPECTIVES

“You are living angels.” That’s what I hear from patients and families under our care, and from community members who borrow equipment (for free, for as long as they need!).

It is spiritually nurturing to be part of the team helping community members through some of their most difficult times, whether it is the end-of-life journey, managing comfort while battling a life-limiting disease, supporting grief, or accessing equipment that is unaffordable but is critically needed for recovery after surgery or injury.

Rose Crumb’s vision for a free community hospice has grown and evolved. VHOCC is a cornerstone that has touched thousands of lives in Clallam County.

As I have the privilege of stewarding this amazing organization, I hope to compliment the heart-centric care with increasing fiscal responsibility that keeps us thriving for decades to come...



Priya Jayadev, Executive Director

VHOCC doesn’t sell or market anything. We exist to serve this community because this community supports us... with funding, time, resources, and engagement. The organization has evolved tremendously since its birth in 1978. While we remain true to Rose’s vision, we have enhanced structures and processes to ensure that we remain accountable to the community that we serve. I am proud to be part of VHOCC, working hard to assure that VHOCC remains committed to holistic, person-centered care that exceeds industry standards!

Peter Raiswell, VHOCC Board President

When I moved to this area and found out about VHOCC, I thought “this can’t be real!” Years later, not only do I know it’s real, but, I am part of this unicorn agency that is delivering top notch end-of-life care with a genuine focus on the patient and their loved ones! I stepped into my leadership role because I want to make sure that we continue to deliver the best care with love and compassion. I love my team of nurses and nursing aides who bring their heart to this work every day!

**Haley Blackburn-Jacobs,
Clinical Team Manager**



Caring For Clallam Since 1978



- **1978** Hospice of Clallam County accepts first patient to caseload
- **1979** “We are an incorporated, non-profit organization and rely solely on the support and assistance of volunteers in every capacity.”
- **1981** First staff member hired
- **2006** Name change to **Volunteer** Hospice of Clallam County (VHOCC)
- **2009** Founder Rose retires
- **2019** Move to new location at 829 E. 8th St., Port Angeles
- **2023** 45 years of service to the community



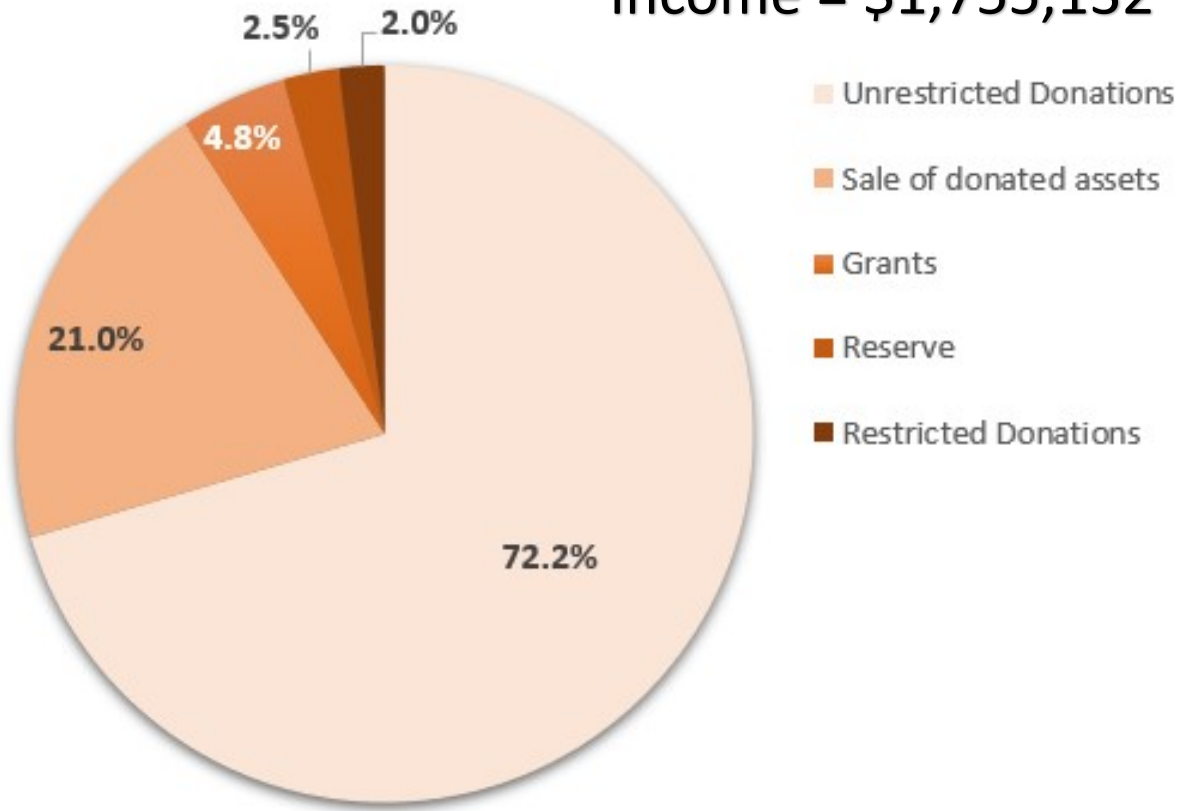
More Than Hospice

- **End-of-Life** care for those with life-limiting conditions
- **Respite** care for patient families/caregivers
- **Grief & Bereavement** support and programs
- **Community Lending Closet** of medical equipment and supplies
- **Education** about end-of-life, death, dying, palliative care, hospice, and caregiving
- **Resource library** spanning all aspects of end-of-life

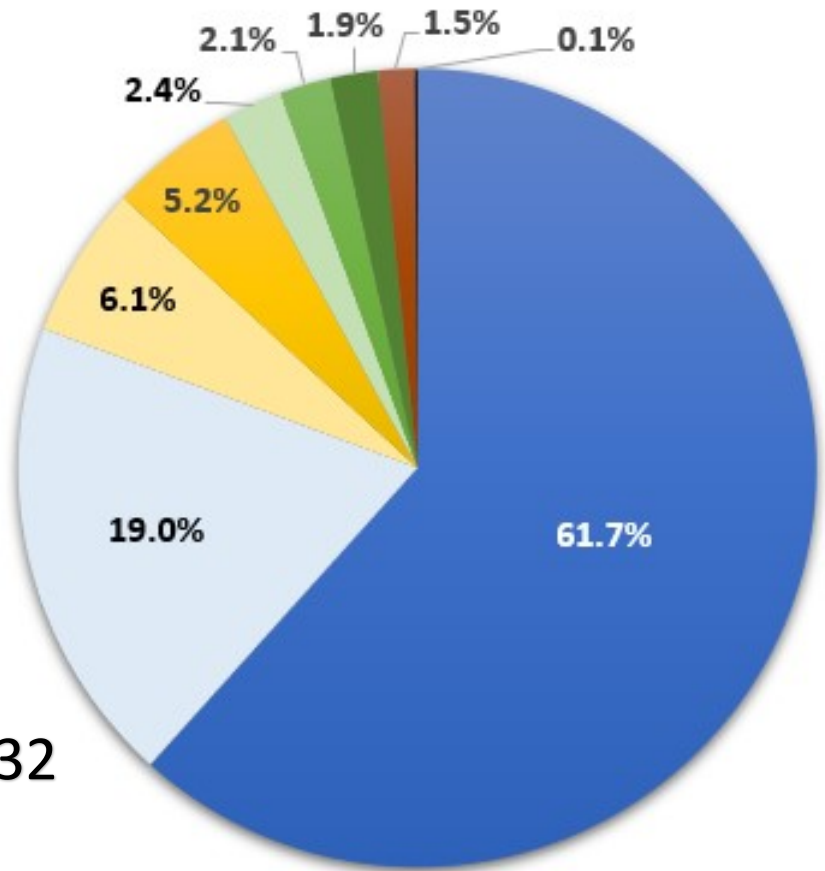
FISCALLY RESPONSIBLE



Income = \$1,755,132



- Salaries
- Benefits
- Operations
- Programs
- Depreciation
- Facilities
- Fundraising
- Insurance
- Taxes



Expense = \$1,755,132

CARING FOR CLALLAM

- 278 patients served with 24/7/365 nursing care availability & hospice aide services
- 2,305 Nurse visits, 1,258 Certified Nursing Assistant visits
- 4,189 direct patient support hours
- 1,974 hours of respite, grief, bereavement and spiritual care support
 - Soul Care Program: Death Cafés, Speaker Series, Spiritual Care Provider Directory
- 4,410 visitors to PA lending closet
 - Large medical equipment inventory available for free
 - Many supplies available for pickup to anyone in the community
 - No time limit on loans
- 9,266 miles of equipment delivery to patients



Making a difference...

Life without J. is difficult, but made easier because of the preparation work you helped with.

I am writing to express my deepest gratitude for all you did to help him be comfortable in the last couple of years. I know he looked forward to each of your visits and trusted each of you. It was important for him to die with dignity and you helped this happen.

[You are] some of the most devoted, loving and compassionate people I have ever encountered. ... Thank you to each and every one involved in her care.

Your words upon entering the house & in your care were so perfect. You are truly a gift. You made things so much easier.

Thank you so much for what you are doing for our community.

The bed you loaned me made recuperation so much easier & safer.

Congratulations on 45 years of serving the ill and dying and their families! You all continue to honor and grow the legacy of my mother Rose. She had a vision and you've kept it shining bright.

I'm so grateful for the comfort you provided my family during those weeks and am so appreciative for the work you continue to do!

What an absolutely wonderful organization. Words cannot express my full appreciation.

She wasn't scheduled to be the one to come out after he passed, but she called and asked if we minded she come instead of the on-call nurse.

She listened to our stories and walked us through the process, and hugged us all with heartfelt words & actions.

The end of life education given was such a godsend that allowed us to fully participate in our mom becoming whole as she stepped through the veil. Thank you for always and always.

...in the words of our community

STAFF

- Mission Support
 - Priya Jayadev, Executive Director
 - Astrid Raffinpeyloz, Volunteer Services Manager
 - Lisa Palermo, Development Director
 - Heather Loyd, Administrative Services Manager
 - Elinor Tennyson, HR Administration
- Clinical Team
 - Clinical Team Manager: Haley B.
 - Patient Navigator: Shelby W., Marca D., Elizabeth P.



- Visit Nurses: Mel A., Stephanie J., Lynda P., Jannae S., Danielle W., Molly W., Becca W., Lynn W., Christy W.
- Certified Nursing Assistants: Becca B., Jeanette M., Ashlee S.

12% Paid Staff
88% Volunteers

180
active volunteers

- 10,489 hours of service
 - 1,974 Patient hours
 - 2,122 Delivery hours
 - 4,678 Office hours
 - 1,715 Other hours

VOLUNTEERS

- President: Peter Raiswell
- VP: Lori Ridgeway
- Treasurer: Stu Koop
- Secretary: Karen Affeld
- Wendy Brown
- Mike Crim
- Suzanne Lockwood
- Karen McCormick
- Roger Oakes
- Ty Prosser
- Ted Ripley

BOARD



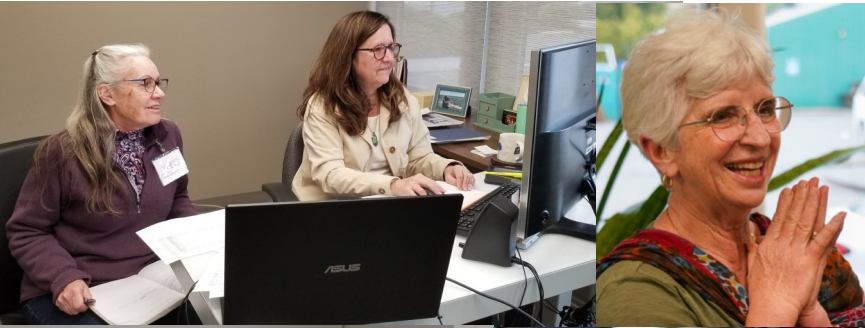
- ♥ We are "Volunteer Hospice" but we have paid professional staff, including the clinical staff, who provide state-of-the-art end-of-life care 24/7. Our support team is composed of 180 volunteers.
- ♥ We serve anyone in the community, regardless of financial status. **No hoops, no red tape.**
- ♥ We support patients, families, and caregivers.

- ♥ We provide comfort care to people living with a serious, life-limiting illness.
- ♥ In 2023, 1,120 people (patients and non-patients) borrowed equipment from our Lending Closet, completely free of charge.
- ♥ We're more than Hospice!
 - ♥ If you're recovering from surgery, experiencing grief or interested in learning more about aging, caregiving, dementia, and grief, we have a lot of resources available for you.
 - ♥ You can borrow a walker. You can access grief support (group or individual). You can attend speaker-series presentations or death cafes to learn from experts in the field, peers, and others.
 - ♥ We are here to provide support and assistance every step of the way.

Our work is only possible thanks to the incredible generosity of donors and volunteers.

Thank you!

- ♥ **In 2023 we received more than 2000 donations ranging from \$1 to \$116,705.**
- ♥ **We're grateful for all of you who walk in with your donation and a hug.**
- ♥ **We're grateful for those of you who donate monthly.**
- ♥ **We're grateful when you mail in your donation and a nice note!**
- ♥ **We're grateful to all who add Volunteer Hospice to their will.**
- ♥ **We're grateful to the gentleman who frequently shows up before we're open, drops off a donation, and slips away before we can say Thank You. (You know who you are!)**
- ♥ **We're grateful to the folks who donate equipment to the Lending Closet.**
- ♥ **We're grateful to the MANY volunteers who keep this organization thriving.**
- ♥ **We're grateful to every single person who makes it possible to keep our doors open and our services free to all.**



YHCC
VOLUNTEER HOSPICE OF CLALLAM COUNTY



45 Years Strong



#MoreThanHospice
#CaringFor ClallamSince1978
#HereForYou



829 East 8th Street • Port Angeles, WA 98362
360-452-1511 Tel • 360-452-3032 Fax • office@vhocc.org • www.volunteerhospice.org
A 501(c)(3) Not for Profit Organization