



**Treasure Coast Hospice
Foundation**

SUPPORTING TREASURE HEALTH SERVICES



**CARE
COMPASSION
COMMITMENT**

TreasureHealth.org



The Impact of your Exceptional Generosity

**ANNUAL
REPORT | 2020**

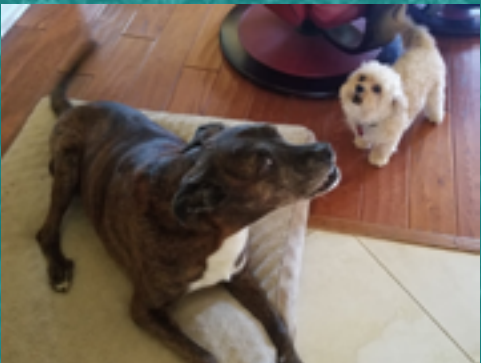
IPU Wedding

Thanks to our dedicated staff at the St. Lucie Inpatient Unit (IPU), one of our hospice patients was able to enjoy a special celebration ... seeing his son get married. With only a few hours to prepare, our team quickly arranged a private ceremony underneath the pergola in the gardens next to the IPU. To make the occasion truly memorable, the team gathered a bouquet of fall-colored flowers for the bride, purchased a wedding cake and cued up the bridal march for the couple. The patient, with his wife by his side, cried tears of joy as he watched his son and daughter-in-law take their vows in a heartfelt ceremony conducted by Treasure Coast Hospice Chaplain Marc Angelo.

“Simple and perfect,” said IPU Manager Michele McCoy. “It’s such a joy for all of us to help create a beautiful, cherished memory for our patient and his family.”

Carlos and Buddha

Buddha, a 13-year-old, 62 lb. Boxer/Bull Terrier mix, and Julian, a 1-year-old Bichon/Poodle, became Treasured Pets in July 2020 when their dad, Carlos, was admitted to hospice care.



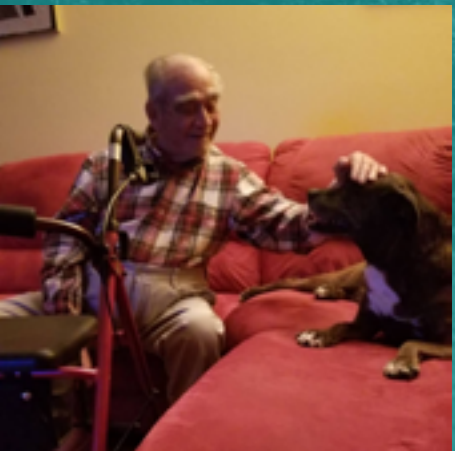
Buddha (L) & Julian (R)

Volunteers provided pet food, treats and grooming for both Buddha and Julian.

Suddenly, Buddha began experiencing symptoms requiring medical attention. After diagnostic tests, the veterinarian said that Buddha had what appeared to be a mass on her liver and recommended a liver lobectomy, but gave Buddha a reasonably positive prognosis. The family was devastated and concerned about how dad, who suffers from Dementia, would react if something happened to his beloved Buddha.

After careful consideration, Treasured Pets stepped in and covered the cost of Buddha’s surgery. To everyone’s surprise, the “mass” turned out to be a hairball with a rubber band in it, the size of a softball, in her abdomen. The surgery saved Buddha’s life. Carlos’ daughter sent a text to the Treasured Pets Volunteer saying, “Buddha has had her stitches removed. She is recovering swiftly. Thank you for everything!”

Treasured Pets is completely volunteer run, and assists hospice patients with pet care including, active play and dog walking, pet food delivery, basic grooming, and vet visits. This program is 100% supported by our generous community.

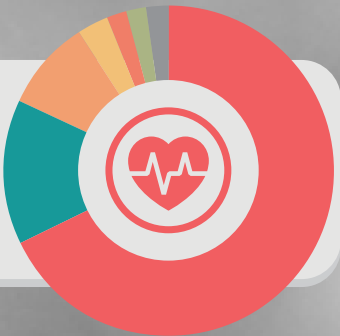


CARLOS & BUDDHA

Organizational Overview

October 1, 2019 to September 30, 2020

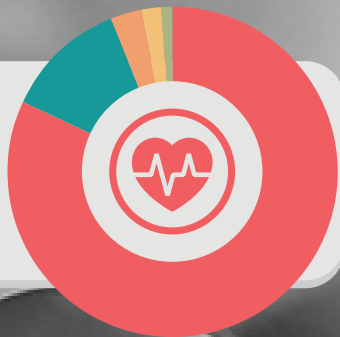
OPERATING INCOME - \$39,032,384



DID YOU KNOW?

Treasure Coast Hospice impacted the lives of over 8,500 adults and children in 2020. That would be enough to fill Clover Park.

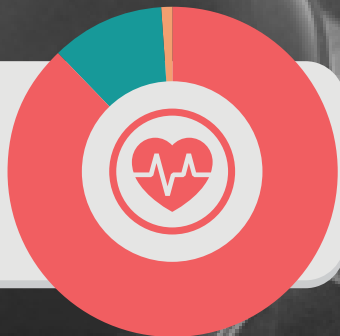
OPERATING EXPENSES - \$36,480,010



DID YOU KNOW?

Our staff drove 725,350 miles to ensure quality care for patients and families. That is equivalent to 30 trips around the world!

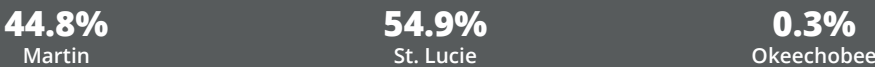
PATIENTS BY AGE



DID YOU KNOW?

We cared for an average of 390 hospice patients per day wherever they call home and regardless of their ability to pay.

PATIENTS BY COUNTY



IPU Support & Renovations

\$1,387,145
in Community Impact

Providing 24/7 care in a home-like setting.

Your donations allowed patients and families to be together throughout the pandemic. Almost half of our patients will use one of our three inpatient units (IPUs) at some point during their hospice journey. The **32** beds, spread among these three units, provide **24/7** care when patients need it most. Because you gave generously, the IPUs were recently updated with in-wall suction and oxygen, updated nurse call systems, new windows, doors and roofs. The IPUs were never closed to families during the COVID pandemic.

HOPE FOR THE FUTURE
An expanded Veteran's Memorial on both the Martin & St. Lucie campuses.

Hospice General Support

\$946,490
in Community Impact

Exceptional hospice and palliative care for every patient.

Because of your giving, clinical teams had the resources needed to make over **125,400** visits to provide exceptional hospice and palliative care for **3,245** patients wherever they call home, regardless of their ability to pay - that is approximately **344** visits PER DAY. Together, we impacted the lives of over **8,500** adults and children living in the tri-county area we serve through compassionate care programs. That would fill the stands at Clover Park for a Mets Spring training game.

HOPE FOR THE FUTURE
To provide care to more patients and families in Okeechobee County.

Grief Support Services

\$634,426
in Community Impact

Support for adults and children that have experienced a loss.

Your generosity allowed **5,298** adults and children to receive Grief Support Services through counseling sessions, support groups, community education and other activities. Our Crisis Response Team provided specialized care and education at **19** schools and community organizations, impacting the lives of **1,244** adults and children. Children and adults began to heal from grief through more than **3,500** individual counseling sessions because you gave a gift.

HOPE FOR THE FUTURE
To provide more camps and family retreat opportunities for adults and children in our service area.

Charity Care & Harper Fund

\$568,464
in Community Impact

Financial help for patients & families experiencing hardship.

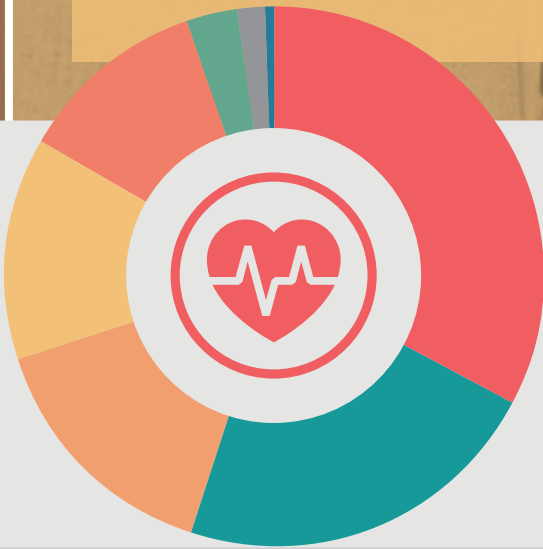
Because you gave a gift, we were able to provide over **half a million dollars** of care for hospice patients without Medicare, Medicaid or other insurance. In addition, the Harper Care Fund provided extra care for our patients and families, including **\$3,000** to deliver **450+** meals, **\$6,000+** in mortgage, rent and utility assistance and **\$7,000+** in special requests and wish fulfillment.

HOPE FOR THE FUTURE
Additional funding for the Gift a Wish program, allowing staff to grant more wishes for patients.

COMMUNITY IMPACT \$4,231,350 IN MISSION FULLFILLMENT

Community Impact items are supported through both current fundraising efforts as well as investments and other earnings.

32.8%	22.4%	15.0%	13.4%	11.2%	3.1%	1.7%	0.4%
IPU Support & Renovations	Hospice General Support	Grief Support Services	Charity Care & Harper Fund	Community Education	Little Treasures Program	Complementary Therapy	Treasured Pets Program



Community Education

\$473,806
in Community Impact

Educating those living in Martin, St. Lucie & Okeechobee.

Your generosity helped to educate over **63,000** Martin, St. Lucie and Okeechobee county residents about the services and other resources available to them through presentations, events and newsletters. Over **14,000** individuals engaged via social media venues such as Facebook, Twitter, Instagram and LinkedIn.

Speakers are available to come present to your community group or organization on a variety of topics. Please call Agnes Palmer at 772-403-4574 for more information.

HOPE FOR THE FUTURE
Community Ambassador Program to reach out to communities on the Treasure Coast to help bring awareness and educate residents.

Little Treasures Program

\$130,310
in Community Impact

Pediatric hospice & palliative care.

Your gifts allowed the Little Treasures Program to provide hospice care and palliative support for **26** children, young adults, and their families.

The goal of Little Treasures is to focus on the unique needs of children, teens and their families by surrounding them with support and individualized care. Our specialized pediatric team is dedicated to making a child as comfortable as possible during all stages of their illness. We offer expertise in pain and symptom management as well as psychosocial support for the entire family.

HOPE FOR THE FUTURE
Increase services for children and families in Okeechobee County.

Complementary Therapy

\$73,666
in Community Impact

Non-pharmacological pain & stress management.

Your gifts allowed us to provide **950** music and massage therapy sessions, bringing lasting comfort to adults and children suffering from life-limiting illnesses. Did you know: Over **90%** of patients that receive these complementary therapies report relief from pain, anxiety and depression. Our music therapists also report increased cognitive responses from patients suffering with dementia during sessions, allowing families to build special memories with their loved ones that will last a lifetime.

HOPE FOR THE FUTURE
To further expand the Complementary Therapy program to provide additional comfort, to more patients, wherever they call home.

Treasured Pets Program

\$17,043
in Community Impact

Keeping patients & their pets together.

Volunteers drove **3,000** miles, to care for **99** pets, so **56** patients could experience the comfort of having their best friend close. The completely volunteer-led program provided **498** service activities, including home visits, coordinating veterinary and grooming visits, dog walking and deliveries of pet food and supplies, and phone calls and other communications. **100%** of your gift is for direct patient and pet care!

HOPE FOR THE FUTURE
Community Representatives presented to the Treasure Coast Veterinary Medical Association to educate professionals in our community about this incredible program. Would you like to get involved? Please call 772-403-4500 for more information.

Veterans

Generosity from our community allowed us to provide care for **481** veterans and recognize **627** Martin and St. Lucie Veterans through Pinning Ceremonies, including over **100** non-hospice patients in **7** facilities. That is like honoring almost two veterans each day.

Volunteers

Volunteers donated **33,057** hours visiting, calling and writing notes to patients, working in the thrift stores and assisting administrative staff with various office duties, ultimately saving Treasure Coast Hospice close to **\$1,000,000**. Volunteers provided **6%** of patient care and clinical support last year.



Get Involved

Volunteer: From volunteering as a patient visitor to working in an office, or even with computers, there are so many ways to get involved! Regardless of your talents, we work with you to find the perfect fit.

Educate: Help us to educate your community by inviting us to come speak, or share your special hospice story with others, so they begin to see how crucial hospice is in the healthcare continuum.

Donate: Your generous donation helps non-reimbursable services like Grief Support, Treasured Pets, Charity Care, and Music and Massage Therapies to continue serving those in the community. Visit TreasureHealth.org/volunteer or TreasureHealth.org/donate to support our mission!



Campaign of Caring *Recognizing our Front-Line Workers*

Because of you, **12,650+** pieces of personal protective equipment, including close to **8,000** hand-sewn masks, were provided to help keep our patients, families and staff safe. You cared for our front-line staff by sending in **425** notes of encouragement and **\$4,500** in food and special treat deliveries during the pandemic. Letters from grateful families continue to roll in daily thanking staff for their exceptional care.



Our Mission

To provide access to compassionate, caring, expert and professional hospice and grief support services to patients and families at the end of life.

2019 – 2020 Accomplishments *Supporting our Strategic Initiatives*

- Certified by the National Institute for Jewish Hospice
 - Certified as a Great Place to Work
- Certified as a Level 4 We Honor Veterans Partner
- Launched a new ADA-compliant website
- Established a Diversity and Inclusion Committee
- Earned GuideStar's Gold Seal of Transparency
- Recognized with a Top-Rated Award from GreatNonprofits

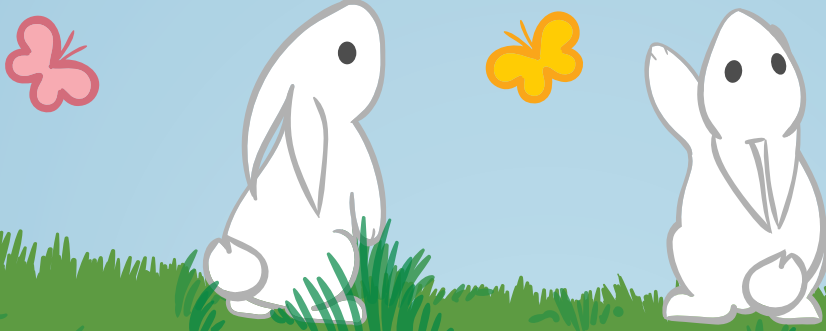


Bunny Wishes & Butterfly Kisses

MAY 9TH, 2021 - A WEEK LONG ONLINE EVENT

Due to the coronavirus pandemic, Treasure Coast Hospice Foundation unfortunately had to cancel our annual tea fundraising event at the Pelican Yacht Club originally scheduled for April. In lieu of the tea, we are hosting a very special online event, Bunny Wishes and Butterfly Kisses, to raise awareness and funds needed to benefit our children's programs. You will even be able to send a message to children on our programs!

Watch for a very special announcement in the coming weeks.



amazonsmile
You shop. Amazon gives.

AmazonSmile is a simple way for you to support Treasure Coast Hospice every time you shop, at no cost to you. Just go to smile.amazon.com on your web browser, sign into your account and choose: **"Treasure Coast Hospice"** AmazonSmile can also be activated in the Amazon Shopping app for iOS and Android phones by going to your app settings and enabling AmazonSmile. Now when you shop Amazon just make sure you start at smile.amazon.com.

Treasure Coast Hospice Foundation
A TREASURE HEALTH SERVICE

1201 SE Indian St.
Stuart, FL 34997



Hospice Myth #8

MYTH: Hospice is only for cancer patients

TRUTH: Hospice is for patients of any age with a prognosis of six months to live or less.

When hospice began in the U.S. in the mid-1970s, most hospice patients had cancer. According to 2018 studies about 70% of hospice care patients were admitted with a non-cancer primary diagnosis including heart disease, dementia, lung disease, stroke and chronic kidney disease just to name a few.