“During the last few weeks of our mother’s life, the autumn days were getting shorter. The Hospice staff cared for her with dignity and compassion as if she was their own mother. The professional staff and kind volunteers also comforted us—her family—and helped to strengthen us when it was finally time to say our last goodbyes and give our last, final kisses.”
As each year passes, we see the impact of Hospice & Community Care through the number of patients and families cared for through our home hospice program, at the Bob Fryer & Family Inpatient Center, by our Palliative Medicine team and within the Pathways Center for Grief & Loss. These specific numbers are reflected in the following pages, but this 2016 Annual Report also details our services in a way the numbers cannot. Personal stories, images of our staff and an intimate look at our facilities are featured in these pages that more clearly reflect our staff and volunteers’ care of our patients and families each day in meeting the needs of our community.

It is because of our compassionate, knowledgeable staff and dedicated volunteers that we can proudly report that in 2016 we cared for 3,125 hospice patients, 2,494 palliative care patients, 118 supportive care patients, and 8,840 adults, teens and children through the Pathways Center for Grief & Loss. This represents a 10% increase in those who were cared for by Hospice & Community Care since 2015. We are fulfilling our mission of reaching more individuals at end of life, and are doing so in a myriad of ways.

Hospice & Community Care does not simply provide end-of-life care, and in 2016 the Supportive Care Program was introduced as a way to provide support to those with a serious illness but who may not be ready for hospice. This has helped many to manage their serious illness and then transition into hospice care when ready. We also offer bereavement support to anyone in the community, regardless if they’ve had a loved one in our hospice program. Our masters-level counselors have held hundreds of one-on-one sessions as well as weekly specialized group meetings for grieving individuals. In 2016, our Sunflower Pediatric Palliative Care team supported many more young patients under our care. Our Palliative Medicine team expanded its service to WellSpan Ephrata Hospital, offering pain and symptom management to patients receiving treatment at the hospital.

We are excited to begin a new year and reach more patients and families with continued community support and the tremendous commitment of our staff and volunteers. Hospice & Community Care has been the trusted local hospice provider since 1980 and we look forward to increasing the number of those impacted in 2017. Thank you for the privilege of caring for your loved ones and for your part in our ability to do so.

Steven M. Knaub, President and CEO

Christopher A. Stump, Chairman, Board of Directors
Hospice & Community Care selected as one of 141 Hospices nationwide to participate in Medicare program

Hospice & Community Care’s Supportive Care is a new level of care launched in January, 2016 under the Medicare Care Choices Model introduced by the Centers for Medicare & Medicaid Services. Hospice & Community Care is one of 141 hospices chosen from among 2,000 hospice programs nationwide that applied to participate in this program that provides a new option for Medicare beneficiaries to receive hospice-like support services from select hospice providers while receiving curative care.

“We are very happy to be involved in the Medicare pilot program, especially knowing that a program such as this could fundamentally change the way hospice is delivered,” said Steve Knaub, President & CEO. “Hospice focuses on providing care to our patients; so often they had to make a choice between continuing their treatments or looking to us for help. Now they don’t have to.”

Hospice & Community Care offers various levels of care for patients and families to receive support during each stage of their illness. Whether receiving curative treatment, trying to manage symptoms of a serious illness or at the end of life, Hospice & Community Care’s staff are able to provide relief from difficult symptoms, and comfort and support for both patients and their families. The patient’s individual goals, symptom management, and personal comfort are cornerstones of every level of Hospice & Community Care.

Supportive Care assists patients who have a serious illness but who are not ready or may not qualify for hospice, and is helpful for patients in preventing and managing symptoms related to their illness. Hospice & Community Care’s Supportive Care team assists with managing medications, helping to manage difficult symptoms such as pain or shortness of breath, emotional support, and advance care planning. The Supportive Care team, led by Steve Sensenich, RN, a 16-year Hospice nurse, may include nurses, a social worker and chaplain; the team provided care and support for 118 patients in 2016.

PATIENT VISITS BY DISCIPLINE

- Nurse Practitioners, RNs, LPNs and Hospice Aides: 86,637
- Social Workers and Chaplains: 19,843
- Physicians: 14,279
- Music and Massage Therapy: 1,386
How do **Palliative Care** and **Hospice Care** Differ from **Supportive Care**?

**Palliative Care** relieves suffering and increases quality of life for people of any age who are suffering from serious or chronic illness, whether or not curable. Palliative Medicine Consultants assist and work with a patient’s doctors to manage the patient’s condition and decide on goals of care including pain management, and help with difficult symptoms including breathing difficulty, weakness, fatigue, nausea, and anxiety. Palliative care is often provided at the same time as other treatments such as chemotherapy or radiation.

The Palliative Medicine team includes physicians, nurse practitioners, RNs, social workers, and a chaplain who provide practical information and assistance for patients and their caregivers including education about the illness and help in making healthcare decisions. In 2016, Palliative Medicine Consultants provided support for 2,494 patients at home, in a senior living facility or nursing home, in the hospital or at our outpatient clinic at 685 Good Drive, Lancaster.

**Hospice Care** is a specific type of care for people who are diagnosed with a life-limiting illness and likely have weeks or months rather than years to live. The focus of care is on comfort and quality of life, rather than cure and is for those patients who are coping with any serious, life-limiting illness. In 2016, Hospice & Community Care provided care and support for 3,125 patients and their families. Hospice provides expert medical care, pain and symptom management, and emotional and spiritual support expressly tailored to the patient’s needs and wishes. Care is provided by physicians, nurse practitioners, nurses, social workers, counselors, aides, and chaplains. Care may be provided at home, at a senior care facility or retirement community, in a hospital or at Hospice & Community Care’s Bob Fryer & Family Inpatient Center. Hospice & Community Care works with all of the local hospitals and most senior care facilities and personal care homes.
needed something good to come out of this loss. Creating this endowment fund in his memory was a way to continually commemorate Ced, and keep me close to him.”

Andrea (Andee) Grosnick’s husband Dr. Cedric E. Grosnick was a patient of Hospice & Community Care before losing his battle with cancer in 2015. His Hospice team became very close to Ced and Andee as the Hospice nurses and other staff visited during his year as a patient. “They became family. At the beginning Ced didn’t even want to be in the room and I had to answer all of the staff’s questions, but after a short time he warmed up and got to know them. He asked about their families, joked with them and most importantly they made him feel safe,” Andee explains.

The loss is still fresh, but she describes the endowment fund as part of her healing process. “Ced and I talked about creating a fund, and we both wanted to keep it local. Hospice & Community Care was very close to both of us and it is great because it is a local nonprofit serving the local community,” Andee spoke to Bob Fryer (whose namesake is the Bob Fryer & Family Inpatient Center) and they discussed options, including endowment funds. Ced, a periodontist, valued education deeply and continually furthered his education so when she was given the option to create an education fund it was perfect.

It made her feel good to provide this educational opportunity to all of the people who cared for her husband physically, emotionally and spiritually and supported her and their family through such a difficult situation.

“The standard of care offered by Hospice & Community Care is a step above everyone else and they made a bad situation as easy as it could’ve been,” she says. “I couldn’t imagine losing my husband without Hospice & Community Care. This fund is my way to give back.”

The Endowment Fund is designed to enhance excellence in hospice and palliative care by providing funding for Hospice & Community Care clinical staff to attend educational conferences and opportunities relevant to their discipline. Gifts of any amount may be added to the Scholarship Fund at any time. Gifts may be made online at www.hospiceconnect.org/give; please note “Cedric E. Grosnick Scholarship Fund” in the Special Instructions box. With the creation of this Scholarship Fund Dr. Grosnick’s legacy lives on through the continual education of Hospice & Community Care clinical staff.

For more information, contact Ginjr Robinson, Special Gifts Manager, (717) 735-2476, grobinson@hospicecommunity.org or Bonnie Jess Lopane, Vice President, Development & Community Relations, (717) 391-2407, bjesslopane@hospicecommunity.org.
She can be found every Thursday morning in the Bob Fryer & Family Inpatient Center arranging flowers, cooking breakfast, folding laundry or visiting patients. “Hospice is my priority on Thursdays,” Luci Steele explains. “This comes first and the rest of my day can be planned around it.” Luci has been a volunteer at Hospice & Community Care since she retired from teaching remedial reading at Manheim Township eight years ago. Her first encounter with Hospice & Community Care (Hospice of Lancaster County at that time) was when a family friend passed away at the Inpatient Center on Good Drive. “She asked me to visit and I was amazed at how beautiful it was. I was expecting it to be dark and sad but it wasn’t.” She was impressed by the facilities and the care at Hospice and decided that when she retired she would give her time to the organization.

She began volunteering at the Inpatient Center, and as a Master Gardner participated in the Green Thumb Club, a program for volunteers to keep the grounds of Hospice looking beautiful. “The Green Thumb Club really grew out of word-of-mouth,” she says. “And it’s nice to have beautiful areas for patients and families.” She’s very passionate about her time at the Inpatient Center, and even schedules her vacation around it. “When you are here regularly you build a relationship with the staff. I’m only doing simple things but they are appreciative. It’s nice to have people thank you for small actions.”

The impact she feels isn’t only from the staff. “People in their last days still have a lot to teach, and I feel fortunate to be able to share that time with them.” There are treasures of experiences in the Inpatient Center, she says, and she enjoys doing things for patients that are familiar and comfortable to them. She remembers, smiling, of taking a patient out in her wheelchair in the rose garden. “It was right after a rainstorm and you could smell the roses. We walked down the path and she touched the petals. I remember thinking, ‘this is how I would want to spend my last hours, outside smelling rain and fresh roses.’ I felt grateful that I could give her that.”

Luci found another way to give, beyond volunteering, through Hospice & Community Care’s Women’s Giving Circle. She saw what the Women’s Giving Circle was contributing to, funding staff education, technological advances and practical items in the Inpatient Unit and knew she wanted to be a part of it. The Women’s Giving Circle began in 2004 and provides interested women with the unique opportunity to pool their funds and effectively invest in projects that build and strengthen hospice-related programs through the power of joint contributions. Last year, the Women’s Giving Circle reached a milestone of 100 members.

“I have been part of the leadership and offered the perspective of a volunteer,” she says. “Making sure the staff are trained and the organization is on the cutting edge of technology is a necessity, but other projects the Circle has funded are part of the mission of Hospice including a bladder scanner funded by the Circle and inpatient furnishings that create a child-like environment for pediatric patients. These things make patients much more comfortable and create an environment that is more welcoming during such a traumatic time.”

Luci says giving back is in her Mennonite roots. It’s very important to her to contribute and help others, and she does that through volunteering at Hospice and her work with the Women’s Giving Circle. Visit www.hospicecommunity.org/womens-giving-circle for information.
The Bob Fryer & Family Inpatient Center near Mount Joy provides a unique place for people and their families to receive an extra level of care when it is needed. In 2016, 1,058 patients and their families received another level of care and support at the Inpatient Center in a home-like setting intended to feel as much like home as possible during a challenging time.

Nurses are available 24/7 to provide one-on-one care including working with the patient’s physician to manage pain and other difficult symptoms that the patient may be experiencing and to meet other medical needs. Spiritual care and support is available for patients and families by a Hospice chaplain to support people during what may be an emotionally challenging time.

Hospice aides also meet the personal care needs of each patient while trained Hospice volunteers make the center feel welcoming by greeting families and visitors, sitting with patients and assisting with a variety of tasks.

The Inpatient Center, which opened in 2008, is designed to feel like home with 24 private rooms each equipped with their own bathroom, patio, seating area and sofa for family members wishing to stay overnight. Families may also share a meal in the family style kitchens which are available in each of the three wings. Three spacious family rooms provide space for families to relax and gather together.

"Everyone at Hospice was so amazing. Everything was at our disposal at the facility, and we even brought dad’s dogs in which was such a blessing to him. Thank you for everything you did for my dad and all the other patients who come through your doors."

"The Inpatient Center is a Godsend. I was there multiple times with my husband and the nurses, doctors and the rest of the staff took such good care of him. They always made sure we needed not to worry and treated me with such care. It was a blessing during a difficult time."

WHERE OUR PATIENTS RECEIVED CARE

- Home: 68%
- Senior Care Facility: 22%
- Personal Care Home: 6%
- Inpatient Center: 4%
In Grateful Recognition

We extend our sincere gratitude to our generous 2016 donors in supporting our mission and vision. Hospice & Community Care relies on generous community support to cover the cost of nearly $700,000 of uncompensated care that was provided to patients and families last year.

2016 Evergreen Circle of Friends

The Evergreen Circle of Friends is a special tribute to those who indicate in writing that their estate plan includes provisions to help support Hospice & Community Care, helping to preserve and enhance hospice and end-of-life care for years to come.

Anonymous
Mrs. Joy G. and Robert L.* Allen Sr.
A. Richard and Elmina E. Bard
Ann Boyd Barshinger
Bill and Laralee Bash
Mr. and Mrs. Gary Bellanca
Beverly Bjornsen*
Dick and Barb Blakinger
Barbara O. Breneman
Mr. Thomas S. Buter
Mary Ellen and Bill Kopetz
Helen M. Kins*
Joy Montgomery
Norma Millard
Marlise W. Mellinger

2016 Women’s Giving Circle

The Women’s Giving Circle provides interested women with the unique opportunity to pool their funds and effectively invest in Hospice & Community Care projects that will build and strengthen hospice-related programs through the power of joint contributions.

Susan C. Adams
Blakelyn Albright
Mrs. Joy Allen
Robyn J. Alschap
Michelle Atwater
Diane M. Baireuther
Ann Boyd Barshinger
Diane L. Bender

2016 Hospice Circle of Friends

The Hospice Circle of Friends is a group of individuals dedicated to raising awareness and funds for Hospice & Community Care by conducting events and fundraisers throughout the year.

Carol Burke
Cheryl Fuss

Estate Gifts

Hospice & Community Care would like to recognize those individuals who so generously named Hospice & Community Care as a beneficiary in their estate. Gifts were received from the following individuals’ estates during 2016.

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Fannie S. Fisher
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Charlotte Liddell
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Barbara A. Monyer
Robert C. Ness, Jr.
Martha R. Nolt
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Donna L. Schultheis
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Sheri and Thomas Hevener
Melissa Hicks and Thomas McCormack
Richard and Louise Hill
Mr. Michael Hinerdear
Dave and Peggy Hinson
Mr. Carl R. Hollinger
Mr. Charles T. Hollinger
Mr. Howard Horner
Ms. Peggy Houseal
Ms. Brenda Howard
Mrs. Beatrice L. Hulby
Dr. David P. Hughes
Mrs. Elsie E. Hursh
Keystone Nitewear Co., Inc.
Kinsley Construction
Craig and Katrena Irwin
Carmine and Julie Izso
Mr. Merrill Jacobs
Dr. and Mrs. Mark N. Jacobson
Ms. Bonnie L. Johnson
Mrs. Jeanette V. Johnson
Leonard and Mary Johnson
Ms. Mary Ann Johnson
Mr. Robert M. Johnson
Mrs. Lois J. Jones
Michelle and Joshua Jordan
Ms. Sue Juan
Brent and Bonita Keener
Kenneth and Alice Keener
R.C. and Debbie Keiser
Lisa K. Kernic, DO
Tony and Kathy Killuskie
Mr. and Mrs. Timothy E. King
Ms. Mary P. King
Ray and Peggy Kline
Gorman and Carolyn Knaub
Mrs. Renee Koutroulakis
James and Eleanor Kreider
Ms. Vivian S. Kremer
Amy and Ketan Kulkarni
Dr. and Mrs. David G. Kuntz
Mr. M. N. Kurtz
Alice and James Lafferty
Lancaster County Solid Waste Management Authority
Mrs. Shirley A. Landis
Mr. Allen Lantz
Latshaw Bros. Concrete, Inc.

Keith and Colleen Laughman
Mr. and Mrs. Byron H. Lawrence
Mrs. Miriam F. Leaman
Maggie and Robert Lee
Duane and Irene Lefever
Vickie and Bryan Leid
Mrs. Elizabeth O. Lewis
Carol and Joe Liebl
Life Changes Realty Group
Mr. Gary Lightner
Mrs. Deborah A. Lindemuth
Michael and Rebecca Link
Mr. Jerry Lomax
Christopher and Jill Long
Mr. Erik Long
Longenecker’s Hatchery Inc.
Ms. Phyllis M. Lomp
Ms. Evelyn L. Lyons
Mainjoy Unlimited, Inc.
Matthew and Kelsey Malrace
Mr. and Mrs. Robert J. Markel
Tom and Janice Maroel
Mrs. Charlotte M. Martin
Ms. Debra A. Martin
Joseph and Kendra Martin
Mrs. Nancy L. Martin
Stephen and Betty Martin
Wayne and Noreeta Martin
Dr. and Mrs. Enrico E. Martini
Mary Jane’s Restaurant
Ms. Tammy L. Mays
Mr. George P. McCarty
Patrick and Rebecca McClure
Mr. Christopher C. McKinney
McNees Wallace & Nurick LLC
Paul and Gail Metzger
Jon and Michelle Miles
Barry and Debbie Miller
Ms. Grace Y. Myers-Miller
Mr. Lawrence R. Miller Jr.
Pamela and Lee Miller
Rhonda Hill-Miller and Robert C. Miller
Mrs. Dorothy L. Minter
Dr. Edwin E. Mohler
Steve and Peggy Morgan
Mr. Richard Mortland
Paul and Jane Mueller
Jere and Barbara Murphy
MXI Industries, Inc.
Mrs. Bonnie Myers
Mrs. Melissa Myers
National Association of Chemical Distributors
Ms. Donna R. Newcomer
Mrs. Natalie C. Nichols
Nikolaus & Hohenadel, LLP
Attorneys at Law
Mrs. Lois W. Nolt
Doc Norris
Ms. Elizabeth A. Ostling
Karl and Eleanor Ottolini
Peter and Annette Panas
Ms. Debra M. Pannell
Park City Diner
Mr. James J. Patterson
Mary Ann and John Penatzer
Mr. Wayne E. Hamly

Mrs. Joan B. Harrington

Mr. Wayne D. Hamill

Mrs. Boomer Harrige

Mrs. Joann M. Irwin

Mrs. Frances A. Hershershy

Ms. Nancy J. Henry

Ms. Beverly F. Henry

Mr. Lee B. Hawthorne

Ms. Jennifer Hollinger

Mr. Thomas Hogarty

Mrs. Rosemary Humphreville

Ms. Jennifer Holden

Mr. J. Leon High

Ms. Bernadette Kipp Kleinman

Ms. Melynda L. Holmes

Mr. Donald E. Heaps Sr.

Mr. J. Leon High

Ms. Jennifer Holden

Mr. David L. Hawthorne

Mrs. Nancy J. Henry

Ms. Jennifer Hollinger

Mr. Thomas Hogarty

Scott and Lori Hogarth

Bruce and Cathy Hofmann

Ruth and Donald Hoffman

Pamela and Walter Hoffman

Ms. Melissa K. Hoffman

Ken and Kathy Hoffman

Mr. Donald Hoffman

Bruce and Cathy Hoffman

Scott and Lori Hogarth

Mr. Thomas Hogarty

Vincent and Sharon Hohenwarter

Barry and Jean Hohman

Mrs. Catharine H. Hoke

Mr. Richard D. Holden

Mrs. Beverly A. Holler

Ms. Jennifer Hollinger

Ms. Melynda L. Holmes

Sandra Holsinger and Frank Edgell

Mr. Robert L. Holt

Blaise and Sheryl Holzbauer

David and Lori Holzhauer

Home Association of McIntoshstown

David and Karen Homsher

Ms. Edna J. Homsher

Mrs. Irene B. Hondras

Des and Barb Hoover

Leslie and Steve Hoover

Linda and Ron Hoover

Mr. Edwards R. Hoppie

Ms. Carole D. Horn

Mr. Scott Horn

Dennis and Deborah Hornberger

Mr. and Mrs. B. Eugene Horning

Ivan and Ada Horning

Mrs. Mary Jane Horning

Ms. Maureen Horning

Ms. Mary Anne Horveter

Don and Paula Howard

Rich and Susan Howells

Sylvia and Robert Howells

H & B Block

Ken and Maggie Huber

Dr. Gerald G. Huskaen

Ms. Marjorie Huffman

Stacey and Chuck Hughes

Kari and Craig Hulse

Mike and Jolene Hulson

Mr. James and Alice Humphrey

Ms. Rosemary Humphreyle

John and Rachel Humphreys

Ms. Mary Humphries

Bryan and Christie Hunt

Jack and Cheryl Hurley

Gerald and Lorraine Hursh

Walter and Nancy Hurst

Mr. Gerard Husser III

HVAC Distributors, Inc.

Fred and Susan Hyde

Ms. Valerie Hyer

Tony and Abbie Ice

Joan Iehle and Doug Reinhart

George and Terina Ilgenfritz

Ms. Joy A. Inch

Ms. Marcia M. Ireland

Mary Jean and Paul Iron

Mrs. Joann M. Irwin

Mr. Kay A. Jackson

Ms. Jessica Jacobs

Mr. Steven C. Jacobs

Andrew Jackson General

Excavation

Laurie and Steve Jaiyen

Ms. Mary Jane James

Mr. and Mrs. Bob Janitz

Stephen and Lisa Jennetta

Esther and Robert Jeffers

Jefferson Concrete Corp.

Ms. Nancy Jeffrey

Craig and Sue Jenkins

Margaret Jenkins

Mrs. Carole B. Jennings

Brenda and John Jensen

Mr. Richard W. Jensen

Nancy J. Jermain

Ms. Debbie Jetseck

J & J Service Solutions

Mrs. Fay John

Lester and Elizabeth Johns

Ms. Brenda L. Johnson

Johnson & Johnson Family of

Companies

Gary John and Jane Cisco

Mr. Jeffrey Johnson

Ms. Linda K. Johnson

Marc and Sonia Johnson

Ruth E. Johnson

Mr. William A. Johnson

W.B. Johnston Grain Co.

Joint Readiness Training Center

Curt and Kip Jones

Mr. David Jones

Dr. Jacqueline L. Jones

Ms. Joy Jones

Mrs. Martha M. Jones

Ms. Maureen Jones

Ms. Nancy Jones

Fred and Rosanna Joost

Ms. Linda Jordan

Joyce Electric, Inc.

JST Corporation

Dr. Joseph M. Judge

David and Marla Kabritt

Mr. David Kalinski

Daniel and Ana Kambic

Kosta and Nancy Val

Kamborguolis

Carolyn and James Karl

A John and Loretta Kellnert

Kegel's Produce

Mr. Enos E. Kellenberger

Todd and Kathy Keller

Jeryl D. Kellett

Mrs. Sarah Kelley

Bruce and Pamela Kemmler

Leigh and Ellie Kendall

Richard and Rose Kendig

Kristina and Richard Kenna

Mr. David Kennedy

The Kentucky Rifle Association, Inc.

The Kentucky Rifle Foundation

Ms. Inge Kepple

Ms. Sue Kerlin

Mrs. Mae K. Kerr

Ms. Maureen Kier

Joan and Marty Kester

Anne G. Ketchum and Joseph S.

Connovitch

Keyser Poets

Keyestone Wood Specialties, Inc.

Bertie and Jay Kibler

Tae H. Kim

Kim and Keith Kinard

Ms. Patricia Kincaid

Christian and Mary King

Ms. Donna L. King

George and Sandra King

John and Fannie King

Margaret King

Ms. Mary S. King

Mr. William T. King

Mr. John J. Kinney

Ken and Joanne Kirchgesner

Andrew and Anne Kirchner

Ms. Phyllis C. Kirk

Mr. Harry Kiskaddon

Carol and Donald Kissing

Mrs. Ruby Kistler

Brook and Elwood Kleinhau

Ms. Bernadette Kipp Kleinman

Ms. Ellen Kleinstuber

David and Linda Klintop

Mrs. June Klemm

Mr. Joseph P. Klepchick

Jonathan and Kim Klick

Patricia and Carl Kleine

James and Linda Klop

Mr. George W. Knapp

Lewis and Nancy Knepp

Garnett and Jean Krippen

Jere and Maryellen Knope

Mr. and Mrs. King Knox

Mrs. Gail A. Kogut

Mrs. Diane L. Kohler

Mr. Donald M. Kohler

Mrs. Julia A. Kohler

Mrs. Audrey R. Koller

Mrs. Judy C. Koller

Jack and Fran Komanchek

James and Stephanie Kopp

Mr. Peter Kopperman

Ms. Kimberly Korn

Ms. Nancy Korycz

Ms. Nancy A. Kosta

June and Arnold Kraft

Clyde W. Kraft Funeral Home, Inc.

Albert and Ann Kramer

Dick and Janet Kreeger
Cindy and Dennis Tome
Mr. and Mrs. David E. Torr
Cindy Tout and Earl Wenger
Town & Country Realty
Diana Townsley and Carrie Townsley
Bob and Marcia Toce
Mr. Alan Trager
Earla and Bobby Transue
Tom and Beth Tranter
Mr. Stephen W. Trapnell
Mr. Barry L. Treadway
Janet and Gary Treble
James and Babz Trettman
Mrs. Joyce A. Trigg
John and Deborah Trimble
Ms. Liz Trouser
Barry and Donna Tростle
Roger and Blanche Trout
Mrs. Merleen M. Troutman
Bob and Kay Troxell
T&T/Lanco Inc.
Barbara Fitzgerald-Turner and Jerry Turner
Tyson Foods, Inc.
Unfiller Systems Inc.
United Coolair Corporation
United States Tennis Association, Inc.
Unruh Insurance Agency, Inc.
Barbara and Bob Urey
U.S. LBM Holdings, LLC
Karl and Nancy Unser
UVMNC Nursing
Larry and Nancy Valerio
Craig and Karlie Valle
Ms. Dana Van Paemel
Mrs. Judith A. VanAulen
Ingrid and Victor Vascellaro
Mr. Michael S. Vasko
Paul E. Vassil MD
Ms. Faith H. Vertrella
Ms. Sandi Verbin
Brad and Liz Vescio
Ms. Lynn M. Vescio
Joan and George Vogel
William and June Vollmer
Ms. Deborah A. Von Stetten
Ms. Karen M. Von Stetten
Charles and Edna Wagner
Judy and Larry Wagner
Karen and Randy Wagner
Mr. Paul A. Wagner
Sara and Donald Wagner
Esther and Eric Wahlberg
Bill and Marty Waldrop
Chuck and Margie Walker
Mrs. Frances Walker
Kirt and Cindy Walker
Wall Resources
Mrs. Rebecca Wallace
Ms. Carol Ann Waller
Rick and Denise Waller
Ms. Margaret A. Walls
Lee and Connie Walp
The John D. Walsh Company, Inc.
Tina and Keith Waltmire
Judy and Nevin Walter
Mrs. Marguerite Walters
Charles and Vera Walton
Mr. and Mrs. Ronald B. Walton
Starr and Gerald Waltz
Mr. and Mrs. Glenn R. Walz
Mr. Jared Wansley
Dan and Mary Ward
Glenn and Susan Warfel
Randy and Pat Warfel
Warfel Construction Company
John and Patricia Warren
Cathy and Jeffrey Wasilewski
Brian and Colleen Wassell
Waterloo Boys 2-Cylinder Club of Southeast PA
Sister Alyce Waters
Mrs. Gloria M. Watson
Ms. Erin Watts
Mr. Dennis L. Weachter
Ms. Sally A. Wealand
Tommy and Joan Wealand
Barry and Barbara Weatherholtz
Barbara and James Weaver
Brad and Julie Weaver
Mrs. Catherine W. Weaver
Ms. Helen J. Weaver
Mrs. Joan M. Weaver
John and Joanne Weaver
Mrs. Kim Weaver
Mr. Lowell E. Weaver
Lydia and Earl Weaver
Milton and Joan Weaver
Ms. Shirley A. Weaver
WebbMason Barber
Barb and Joe Weber
Mrs. Shirley G. Weber
Ms. Clarissa Weeks
Weichert Realtors Community Group
Nancy and Carl Weicksel
Mike and Maggie Weidinger
Mr. Douglas L. Weidner
Gayle and Joe Weidner
Dave and Kathy Weigel
Holly and Richard Weiler
Fred Weingarten and Cindy Bailey
Barry and Eileen Weinstein
Eric and Diane Weis
Mrs. Janet A. Weisser
Mrs. Patricia S. Weisser
Richard and Martha Weitzel
Ms. Kathleen Weitzman
Karen and Harold Welk
Melvin and Judy Welk
James and Nancy Wellendorf
Denny and Ann Weller
Mrs. Sherry A. Weller
Ms. Elsye L. Wells
Joetta and Leon Wells
Ms. Janet Welter
Mrs. Mary E. Wendel
Clarence and Carolyn Wenger
Mr. and Mrs. Lester E. Wenger
Melvyn and Martha Wenger
Mr. Thomas S. Wengert
Ms. Susan L. Wentink
Mrs. Lorraine Wenzel
Mr. Lee Wermuth
Mrs. Betty Werner
Chet and Jackie Wertz
West Lampeter Community Fair
Paul and Judy Westcott
Mrs. Ruth A. Western
Westphal Orthopedics
Michael and Jodi Kreider
Wetherhold
Ms. Virginia Wetherill
Mr. Sloane E. Wetzel
Linda and Peter Whipple
Mrs. Betsy A. White
Ms. Mary K. White
Ms. Thelma White
Mr. Tom White
White Good & Company Advertising
David and Norma Jean Whiting
Robert and Gerry Whittington
Wicker Imports
Ms. Vicki L. Widmer
Mrs. Elnor K. Wiest
Wiggins Asphalt Paving, Inc.
Wilco Electric, Inc.
Mr. Dale R. Wilde
Mr. Janice E. Wile
Melanie and Justin Will
Ms. Barbara J. Williams
Chuck and Ruth Ann Williams
Connie L. Williams
Janalyn and Richard Williams
Ms. Lois M. Williams
Mrs. Pamela Williams
Mr. Steven C. Williams
Mr. and Mrs. Terry R. Williams
Ms. Karen Willoughby
Doug and Rita Wilson
Ms. Kimberly D. Wilson
Susan and Christopher Wilt
Winchell Media Productions
Ms. Karen Winemiller
Mr. Sharon Wingenroth
Ms. Noreen E. Wint
Mrs. Shirley A. Winters
Mr. and Mrs. Terry R. Williams
Ms. Karen Willoughby
Doug and Rita Wilson
Ms. Kimberly D. Wilson
Susan and Christopher Wilt
Winchell Media Productions
Ms. Karen Winemiller
Mr. Sharon Wingenroth
Ms. Noreen E. Wint
Ms. Shirley A. Winters
Dr. and Mrs. Thomas Winters
Ms. Cynthia L. Wintsch
Mr. Donald Wireback Jr.
Larry and Edward Wise
Mrs. Trudy A. Winters
Richard and Martha Witzel
Ms. Kathleen Weitzman
Karen and Harold Welk
Melvin and Judy Welk
James and Nancy Wellendorf
Denny and Ann Weller
Mr. and Mrs. Lester E. Wenger
Mr. and Mrs. Frank A. Woelfling
Woerth's Used Cars, Inc.
Mrs. Imogene Wohlgenhurn
Mrs. Arlene S. Wolf
George and Phyllis Wolf
Mr. Robert J. Wolf
Mrs. Susan D. Wolf
John and Connie Wolfe
John and Sandy Wolfe
Mr. and Mrs. Thomas E. Wolfe
Ms. Leslie Wood
Sharon and Rick Wood
Mr. Winston D. Wood
Woodland Hills
Cheri and Wayne Work
WORKNET/NovaCare
Mr. and Mrs. J. Carl Wright
Wrightsville Fire Company
Ms. Sandra M. Wynder
George and Ann Xakellis
Kevin and Janet Yanke
Ms. Charlotte D. Yale
Mr. Paul M. Yatros
John and Helen Yeager
Mrs. Esther A. Yeagle
Yes Him Consulting Inc.
Jay and Martha Yoder
Mr. Pius L. Yoder
Sylvia and Darrell Yoder
Phillip and Ashley Yohn
York Ag Products Inc.
York Traditions Bank
Donald and Barbara Yost
Mr. Calvin A. Young
Mr. D. Edward Young
Ms. Dolores Marchesi-Young
Mr. and Mrs. Douglas Young
Mr. E. Richard Young Esq.
Kati and Justin Young
Kerry and Judy Young
Elia and Ron Zantosky
Rae and Glenn Zartman
Zeaer Bros. Inc.
Marty and Chris Zeamer
Linda and Jim Zedan
Mr. Dale L. Zedler
Bill and Lynne Zeidler
Michael and Anne Zell
Mr. and Mrs. Mike Zercher
Mrs. Lura P. Zeszewski
Edward and Lorraine Ziegler
Adam and Laura Zimmerman
Ms. Beverly H. Zimmerman
Mr. John D. Zimmerman
Mary and Allen Zimmerman
Larry and Bonnie Zinn
Mrs. Catherine B. Zook
Mr. Daniel G. Zook
Eli and Sandra Zook
Mr. Jonas Z. Zook
Katie G. Zook
Larry and Dawn Zook
Mrs. Ruth Zook
Mrs. Arlis J. Zwally
It began as a small fundraiser at the Willow Street Fire Company 33 years ago to involve the community and raise funds to pay for patient care. The idea of an auction to benefit patients and families of what was then Hospice of Lancaster County took off and the space was outgrown. The Labor Day Auction moved to the Lampeter Fairgrounds in 2000 to premiere an expanded number and variety of auctions. The demand continued to grow and 2016 was the inaugural year at the Solanco Fairgrounds. What once took a few hours to set up and a handful of staff to coordinate now consumes an entire week at the fairgrounds to arrange, and hundreds of volunteers to create.

Thomas S. Buter is very familiar with the amount of teamwork and effort that is put into the Auction. He’s been the Labor Day Auction Committee Chair for 23 years, but helped unpack boxes when the Auction was at Willow Street. “We learn every year and listen to the people who come,” Tom explains. “The move to Solanco was exciting. There was so much buzz and fun in each building.” Tom Buter is Vice President, Funeral Director and Licensed Supervisor of Groff Funeral & Cremation Services in Lancaster where he will mark 50 years of employment this year. “Hospice & Community Care has grown so much and touches families in all areas. People want to give back, whether they purchase a wonderful piece of artwork or a handmade Amish bench, or if they volunteer at the Auction. This is an opportunity for many to feel that they are contributing each year.”

The contributions from the Labor Day Auction are nothing short of astounding. In 2016, a monumental $710,000 was raised in just two days. “We had an original Norman Rockwell painting, Amish-made food, an appearance by the Phillie Phanatic, handmade furniture, fine jewelry and so much more.” He notes that many organizations, individuals and businesses are loyal supporters of the Auction and give each year in the form of a corporate sponsorship, original artwork, monetary donation, or handcrafted item, just to name a few.

“We are so thankful for the support and want everyone to experience it and get caught up in the excitement.” The proceeds from the Labor Day Auction directly benefit patients and families receiving hospice, palliative and supportive care, in addition to bereavement support through the organization’s Pathways Center for Grief & Loss.
Grief is experienced by all of us at some time in our lives. The loss of a parent, sibling, spouse or pet brings with it a wide range of emotions, but people’s reactions are as unique as the relationships themselves. The nature of the relationship, how the death occurred, and what else is going on in people’s lives may complicate the grief. For many years the Pathways Center for Grief & Loss has offered a six-week Coping with Suicide Loss group that fills every spring and fall. With the substance abuse epidemic making headlines throughout the country, it’s no surprise that the Pathways Center counselors are seeing more people reaching out for support after a substance abuse death as well. When the circumstances surrounding a death are complex or there are other stressors such as a person’s mental state or a history of trauma or abuse, the result may be grief that is magnified, inhibited, delayed or prolonged, also known as complicated grief.

Dr. Patti Anewalt, Director of the Pathways Center for Grief & Loss, describes the support Pathways offers as two-fold; to support those who’ve experienced a loss and to support those who support the bereaved. "It is important to recognize that people’s emotions are still rocky coming up on the one year anniversary of a loss. For this reason, we follow and support these individuals for the first year or two,” Patti explains. "We are helping them make the transition to what we refer to as a new ‘normal’ as people seek a new path after the loss of a loved one.” Finding that path can be overwhelmingly complicated. She and the Pathways Center counselors are constantly hearing about the many tragic ways people lose loved ones. “We offer specialized support groups for those who have specific needs due to the manner in which they lost a loved one, says Dr. Anewalt. “In addition to our suicide loss series we have groups for loss of a spouse, loss of a parent, workshops for those who have lost a pet, and we often meet with people individually who have experienced the loss of someone due to a drug overdose.” Dr. Anewalt says that the Pathways Center’s

**WHO BENEFITED FROM GRIEF & LOSS SUPPORT**

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family/Friends of Hospice Patients</td>
<td>7,010</td>
</tr>
<tr>
<td>Family/Friends of Community Members, Non-Hospice</td>
<td>1,178</td>
</tr>
<tr>
<td>Family/Friends of Patients in Palliative Care</td>
<td>652</td>
</tr>
</tbody>
</table>
Pathways Center for Grief & Loss

master’s level counselors have specialized training; several of the counselors also have advanced training on children’s grief. The Center’s Coping Kids & Teens series focuses on the child while also providing guidance for the adults to help them understand how to support their grieving children.

“Grief is complicated and it changes over time, as do people’s needs throughout their grief journey,” Patti says. “That is why, regardless of where anyone is in their grief, they can find support at the Pathways Center. We see them reach a different, better place.”

Most of the programs, groups and sessions offered through the Pathways Center for Grief & Loss are free and open to anyone in the community, regardless of whether they had a family member served by Hospice & Community Care.

This is possible only through the generosity of the community. Visit pathwaysthroughgrief.org for information about support groups including a schedule of groups.

Online Grief Education & Support Available

ights and weekends can be particularly difficult for grieving individuals. To offer continuous support regardless of time or place, the Pathways Center for Grief & Loss began offering online grief education and support in 2016. “It was a natural transition”, says Dr. Patti Anewalt, Director of the Pathways Center for Grief & Loss. Easily navigated from the Pathways Center’s webpage, individuals can access online videos to help them understand their grief, request virtual counseling sessions with Pathways’ licensed counselors, and become part of an online support community.

The online videos run from seven to ten minutes and cover topics like different kinds of loss, the stages of grief, emotional and cognitive care. These videos are a useful tool in understanding grief and are accessible 24/7. If time and location make attending groups at the Pathways Center challenging, people can request a virtual counseling session with a professional counselor. As long as you have a device with a camera and microphone (most smartphones and tablets do) this can be done anywhere.

A more interactive option is also offered that provides the ability for individuals to be part of an online community. The Pathways Portal offers an in-depth learning experience with a private chat all monitored by a licensed Pathways counselor with your privacy ensured.

“What without the barriers of time, distance and accessibility we are able to reach more bereaved in the community online.”

Access online grief education & support at www.pathwaysthroughgrief.org.
Partnering with Contracted Skilled Nursing Communities

ADAMS COUNTY
Cross Keys Village Brethren Home Community
SpiriTrust
~The Village at Gettysburg
Transitions Healthcare Gettysburg

BERKS COUNTY
The Highlands at Wyomissing

CHESTER COUNTY
Tel Hai

DAUPHIN COUNTY
Frey Village

LEBANON COUNTY
LutherCare’s Spang Crest
The Gardens of Campbelltown
The Gardens of Palmyra

LANCASTER COUNTY
Brethren Village Retirement Community
Calvary Fellowship Homes, Inc.
Conestoga View Nursing and Rehab Center
Elizabethtown Nursing and Rehab Center
Ephrata Manor
Fairmount Homes Retirement Community
Garden Spot Village
Hamilton Arms Center
Harrison Senior Living of Christiana
Homestead Village, Inc.
Lancashire Hall
Landis Homes
LutherCare
Manor Care Health Services (Elizabethtown)
Manor Care Health Services (Lancaster)
Maple Farm
Masonic Village at Elizabethtown
Mennonite Home Communities
Moravian Manor
Mt Hope Nazarene Retirement Community
Pleasant View Retirement Community
Quarryville Presbyterian Retirement Community
St. Anne’s Retirement Community
Susquehanna Valley Nursing & Rehab Center
The Gardens of Stevens
The Gardens of Lititz
United Zion Retirement Community
Willow Valley Retirement Communities
Woodland Heights, including Zerbe Sisters Nursing Center Inc.

YORK COUNTY
Colonial Manor
Dallastown Nursing and Rehab Manor Care
~Manor Care Dallastown
~Manor Care Kingston Court
~Manor Care York- North
~Manor Care York- South
Misericordia
Pleasant Acres
Normandie Ridge
Rest Haven
SpiriTrust
~The Village at Sprenkle Drive
~The Village at Shrewsbury
~The Village at Utz Terrace (Hanover)

AGE GROUPS OF PATIENTS SERVED
- 0-20: 1%
- 21-34: 1%
- 35-64: 14%
- 65-74: 19%
- 75-84: 27%
- 85+: 38%
Medical Services Team

Hospice & Community Care is unique among hospice care providers in our communities in that it is the only hospice with 11 physicians on its staff who are specialized in hospice and palliative medicine. Dr. Joan K. Harrold, Vice President, Chief Medical Officer, has led the organization’s Medical Services Team since 1998. Hospice & Community Care’s Medical Services team also includes eight nurse practitioners with various areas of specialty including dementia support and wound care, and social workers and chaplains.

“I’ve seen our Medical Services team expand in both the number of physicians and clinical staff and their knowledge of serious and end-of-life illness. As a team we’ve been able to work with referring physicians to coordinate care and provide pain and symptom relief to thousands of patients.”

~ Joan Harrold, MD

Physicians

Joan Harrold, MD, MPH, FACP, FAAHPM,
Vice President, Chief Medical Officer

Cheryl Denick, MD

Maria Hayes, DO,
Associate Medical Director, Hospice

Thais Magill, MD,
Associate Medical Director,
Inpatient Palliative Care

Tom Miller, MD

Kristina Braine Newport, MD, Director,
Outpatient Palliative Services

Rosanne Oyer, MD

Andrew Probolus, MD, Director,
Hospice & Palliative Medicine Fellowship

Fariha Sarj, MD

Mike Warren, MD

Jack Wright, MD

ADMISSIONS BY DISEASE

- Cancer 41%
- Cardiac 16%
- Pulmonary 9%
- Dementia 9%
- Neurological 5%
- Stroke 4%
- Renal 4%
- Liver 2%
- Other 10%
### Summary Financial Report

**JANUARY 1, 2016 - DECEMBER 31, 2016**

**PROGRAM SERVICE REVENUE**

$28,233,829

**EXPENSES:**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Services</td>
<td>$27,741,645</td>
</tr>
<tr>
<td>Other Operating Expenses</td>
<td>3,311,595</td>
</tr>
<tr>
<td>*Volunteer Service</td>
<td>595,545</td>
</tr>
<tr>
<td>Program Service Expense over Revenue</td>
<td>31,648,785</td>
</tr>
</tbody>
</table>

**NON-PROGRAM SERVICE REVENUE:**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Support</td>
<td>2,826,479</td>
</tr>
<tr>
<td>Special Events (Net)</td>
<td>902,592</td>
</tr>
<tr>
<td>Net Investment Income</td>
<td>1,885,110</td>
</tr>
<tr>
<td>Grants &amp; Other</td>
<td>114,236</td>
</tr>
<tr>
<td>*Volunteer Service</td>
<td>595,545</td>
</tr>
</tbody>
</table>

Excess of Revenue over Expenses

$2,909,006

Net Assets - January 1, 2016

$42,300,797

Net Assets - December 31, 2016

$45,209,803

* Figure stated represents value of donated services. It is not a cash revenue or expense.

Community support is vital for Hospice & Community Care to provide quality end-of-life care and to cover costs that are not reimbursed through Medicare or insurance.

Hospice & Community Care is grateful for the many ways the community provides support through contributions, gifts of securities, provisions in estate plans and through volunteering. These gifts allow us to provide care and compassion for patients, families and caregivers coping with serious illness and bereavement support for all ages.

![Reimbursement Breakdown](image-url)

**REIMBURSEMENT BREAKDOWN**

- Medicare: 88%
- Medicaid: 3%
- Private Insurance: 7%
- Private Pay: 1%
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Mission:
Hospice & Community Care is dedicated to providing care and comfort to help patients and families live better at end of life.

Vision:
Hospice & Community Care is committed to excellence through the continual strengthening of home hospice care, inpatient hospice care and bereavement services, while advocating for comfort, support and timely access to services. We will also serve as medical, ethical, spiritual and educational leaders in matters related to end-of-life care.