


2017 ANNUAL REPORT



IN LOVING
MEMORY OF
MY HUSBAND
EDWARD
WALENTYNOWICZ
1928 - 2016
LOVE GINNIE



THE CENTER FOR
HOSPICE &
PALLIATIVE CARE

This is why...



“With your help, we can continue providing specialized care and easing pain so everyone can live out their life in peace and with dignity.”

~ Dr. Chris Kerr

This is why **WE'RE HERE**

Last March, I was honored to be selected to lead The Center for Hospice & Palliative Care as CEO by the Board of Trustees. I am so grateful for this opportunity and excited for the prospects that lay ahead. The theme of this report, “*This is why...*” underscores our unwavering commitment to our community and those who entrust us with their care.

Much of our effort this past year has been to continue our focus of enhancing relationships within our community, which includes partnering with area healthcare providers. The goal of these collaborative efforts is to improve earlier access to hospice and expand our non-hospice Home Connections program. Home Connections offers palliative home care to people with progressive serious illness. Currently we are serving approximately 460 patients within Hospice Buffalo and 510 patients in our Palliative Care Buffalo programs, Home Connections and Essential Care for Children.

New collaborations include our partnership with Catholic Health. Last spring, Hospice and Catholic Health unveiled the 10-bed Catherine McAuley Hospice Unit, inside the McAuley Residence in Tonawanda. This partnership enables the McAuley Residence to offer hospice care in addition to their skilled nursing and subacute rehab services – giving area families an opportunity to keep their loved ones close to home during the final stages of their lives. This partnership adds to our existing imbedded hospice units at Beechwood, Brothers of Mercy and Schofield nursing homes.

Commitment to providing the highest quality of care remains our principle focus. In 2017, Hospice Buffalo was named a Hospice Honors Elite organization, the highest recognition awarded by Deyta Analytics, a division of HEALTHCAREfirst. This is a prestigious program that recognizes hospices providing the highest level of quality as measured from the caregiver’s point of view. I am so proud of our dedicated staff who strive to meet these high standards of care – and always do what’s best for their patients and caregivers regardless of the recognition. The evidence is overwhelming – palliative care is unique within healthcare in that it improves clinical quality outcomes while reducing costs. For these reasons, palliative care has experienced near exponential growth, particularly as healthcare shifts from a fee-for-service model to a value-based system.



Hospice Buffalo has helped lead the way in developing palliative care models through two programs, Home Connections for adults and Essential Care for Children. Both programs have experienced tremendous growth, largely through partnerships with local healthcare systems and payers/providers.

We know that education is key to making people aware that they need to advocate for themselves and ask for palliative and hospice care. Hospice care is a prepaid Medicare benefit that everyone is entitled to – this is why we need to get the word out that Hospice Buffalo is the only Medicare-certified hospice in Erie County. Hospice Buffalo’s caring team of experts is here to help prioritize patients’ goals and wishes and ensure that they are as comfortable as possible while they live life to its fullest. This is why we continue to focus on quality and enriching the care we provide to those with serious illness. We hope you will join us in advocating to your friends and family to request Hospice Buffalo when their loved ones are in need.

On behalf of our Board of Trustees, staff and volunteers, I want to express my gratitude for your commitment and generous support of Hospice Buffalo. With your help, we can continue providing specialized care and easing pain so everyone can live out their life in peace and with dignity.

Christopher Kerr, MD, PhD
CEO & Chief Medical Officer



CPL HARRIS WISNIEWSKI

This is why **WE CARE**



Our Hero, Harry

Harry's only wish was to go home. He was being treated for heart failure in the hospital and they wanted to do another procedure. Harry said, "I'm done...I'm 92 years old. I just want to go home." The doctors told Harry that if he went home without having the procedure, he would probably die within 2 weeks.

Harry's family desperately wanted to bring Harry home, but knew they couldn't care for him alone, so they

called Hospice Buffalo. That same day, the Hospice Social Worker and Nurse arrived, as well as a hospital bed and his comfort kit. Harry's family knew calling Hospice was the best decision they could have made.

Two months later Congressman Chris Collins presented Harry, a distinguished World War II Veteran, with all of his military awards (his originals were lost in a fire): the Bronze Star for Harry's acts of valor

while in combat, WWII Victory Medal, and the merited Purple Heart Medal, recognizing those wounded or killed while serving in the U.S. military.

Today, one year later, Harry is still receiving care and support from Hospice Buffalo! His family is very grateful for the extra time that Hospice has given them.

Please take a few minutes to watch "*Our Hero, Harry*," a touching video of Harry and his caregivers: [HospiceBuffalo.com/Services/Veterans](https://www.hospicebuffalo.com/Services/Veterans).

Photo left: Harry's son, Dave, Harry, and daughter-in-law, Joyce



In 2017, Hospice Buffalo achieved Level 3 Partner status in the "*We Honor Veterans*" program from the National Hospice & Palliative Care Organization. This award recognizes hospice programs across the nation for their support of and engagement with the Veteran

community. Efforts included integration of Veteran-specific content into staff and volunteer orientation, education within our organization, development and implementation of procedures to assist Veterans and their families in accessing Veteran benefits and resources, and ongoing

relationship development with one or more Veterans service organizations. Hospice Buffalo strives to improve access and support for Veteran patients and families faced with serious illness.

Caring is giving from the heart.

This is why **WE'RE GRATEFUL**



IRMA MILLER ~

“Kind and generous, she proved that good things come in small packages.”

~ Clarence Parker High School Class of 1940

Irma and Al Brandt

A Life of Giving to Others

The generous act of including Hospice Buffalo in one's estate plan helps to ensure that Hospice services will be available in the future for those in need and creates a legacy for those who pass before us. The Hospice Foundation is truly grateful for all those who remember Hospice Buffalo through this thoughtful generosity.

It is with admiration and appreciation that we acknowledge Irma Miller Brandt. Irma was a long time donor and an incredible advocate for Hospice.

Irma was born in 1922. She married Al Brandt in the early 1940's. They were both from very modest farming families and resided in Clarence, NY. Early in their marriage, Irma and Al moved with three of Al's brothers to California. Many farmers migrated during this time, looking for better opportunities to support their families. Al Brandt, employed by Rockwell International, did some smart investing in orange groves and apartment buildings while in California, and the rest is history.

Irma's first experience with hospice occurred in California when Al became ill with cancer and subsequently

passed in 1993. Irma was so very grateful for the care her husband received and the support she was given, she wanted to ensure that others would benefit from hospice's compassionate care in the future.

After Al's death, Irma moved back to Clarence, NY and purchased a home to live in with her sister, Doris Miller Sullivan, who also lost her husband to cancer. Doris and Irma traveled and enjoyed life together for 20 years until Doris became ill. At 92 years of age, Irma once again found herself as the primary caregiver of a loved one in their last stage of life. She called upon Hospice Buffalo for the help she knew she could count on. Irma knew Doris wanted to pass in the comfort of her home, where she would be surrounded by the things that were comforting and familiar to her. Doris passed peacefully at home on January 21, 2014.

When Irma's health began to decline, she too called upon the experts at Hospice Buffalo to care for her in the last months of her life. Irma was the essence of humility and was always there to help those around her. After spending her life dedicated to caring for others, Irma

passed on December 4, 2016, with the dignity and comfort she deserved. Her final act of kindness and generosity was expressed with a \$2.2 million gift to the Hospice Foundation of Western New York to express her gratitude for the extraordinary care and comfort that she experienced with hospice throughout her life.

Irma lived a life of giving to others; she was kind to the core. We are so blessed to have known Irma and privileged to honor her legacy. This wonderful bequest that will carry out her life's mission of serving and helping others during their end of life journey.



Irma Brandt (right), with her sister Doris Sullivan (left).

Swift Legacy CIRCLE



THE HARLAN & MARGARET
Swift Legacy Circle
THE HOSPICE FOUNDATION OF WNY

Established in 1998 as the cornerstone of the Hospice Foundation's Endowment Fund, the Swift Legacy Circle honors the late Harlan J. Swift, who was a Hospice patient, and Margaret G. Swift, who was a devoted and steadfast volunteer. This program recognizes the many thoughtful benefactors who, with generosity and foresight, help to ensure the future of Hospice Buffalo through planned gifts or provisions in their wills. Members of the Swift Legacy Circle receive special recognition, including invitations to donor receptions and other Hospice events. We extend our gratitude to the following members of the Swift Legacy Circle.

Charitable Bequests

In 2017, the following individuals left charitable bequests to Hospice upon their deaths, perpetuating their memory and creating a legacy to ensure Hospice and palliative care services will be available to those who need them in the future.

Irma M. Brandt
Winifred P. Carey
Martha Evans Clother
Shirley R. Crooks
Dorothy Dubnicki
Helen K. & Paul Ellis
Reverend John J. Fox
Marilyn J. Gohr-McTaggart
David M. Green
Dale Hansen
Maud L. Kam
John and Pauline Klosterman
Fund Endowments
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Donald I. MacDavid
Miriam R. Minsker
Nathalie "Bumpy" Hawthorne Olena
Mary Louise Olmsted Fund
Dorothy M. Putney
Patrick G. Rowe
Norma R. Schrader
Dr. Henry Merton Smith
Ethel E. Wallens
Dorothy Barrow Wilding Fund
Walter Wiles

Endowments

The following individuals have established special endowment funds which provide income to support and preserve the excellent care and related services provided by The Center for Hospice & Palliative Care.

Hospice Building Maintenance Fund

The Nathan Benderson Family
Endowment Fund**

Hospice Unrestricted

Michael V. Calandra Endowment
Ann Holland Cohn Endowment**
John and Pauline Klosterman
Endowment Fund

Essential Care for Children

Edward "Doc" Butler Family Endowment
The Rudin Family Giggle Fund

Hospice Green Fund

Joan & Donald Hoffman Endowment

Hospice Buffalo, Inc.

Raymond & Mary Anne Dannenhoffer
Mary & Ralph C. Wilson, Jr.
Foundation Endowment

Hospice Caregiver Enrichment

The Ralph C. Wilson, Jr. Foundation
Endowment

Hospice Home Care Nurses

Henry & Edna Mueller Endowment

Hospice Indigent Care

Joy Family Foundation Endowment
Charlotte & Dr. Donald Shedd
Charity Care Endowment

Hospice Medical Department

Dr. Victor & Julia Reinstein
Medical Endowment

Hospice Staff Enrichment

Nicholas Patterson Staff
Enrichment Endowment

Hospice Volunteerism

The Rachel Gordon Family
Endowment Fund

***Foundation for Jewish
Philanthropies*



*One person caring about another
represents life's greatest value.*



THE HARLAN & MARGARET

Swift Legacy Circle

THE HOSPICE FOUNDATION OF WNY

As a mission-driven, non-profit organization, we believe everyone deserves the right to comfort and dignity at the end of life. Hospice is grateful for the generosity of so many benefactors who believe in the care and support we provide. It is because of this financial support and dedication that Hospice delivers needed care and services to more than 900 patients a day in WNY. Thank you to the following thoughtful donors for their generosity to Hospice Buffalo.

2017 Swift Living Members

Anonymous (10)

Mr. Robert W. Anderson

Mr. Ronald Balla

Carol D. Bieron

Mr. Ernest J. Bliemeister

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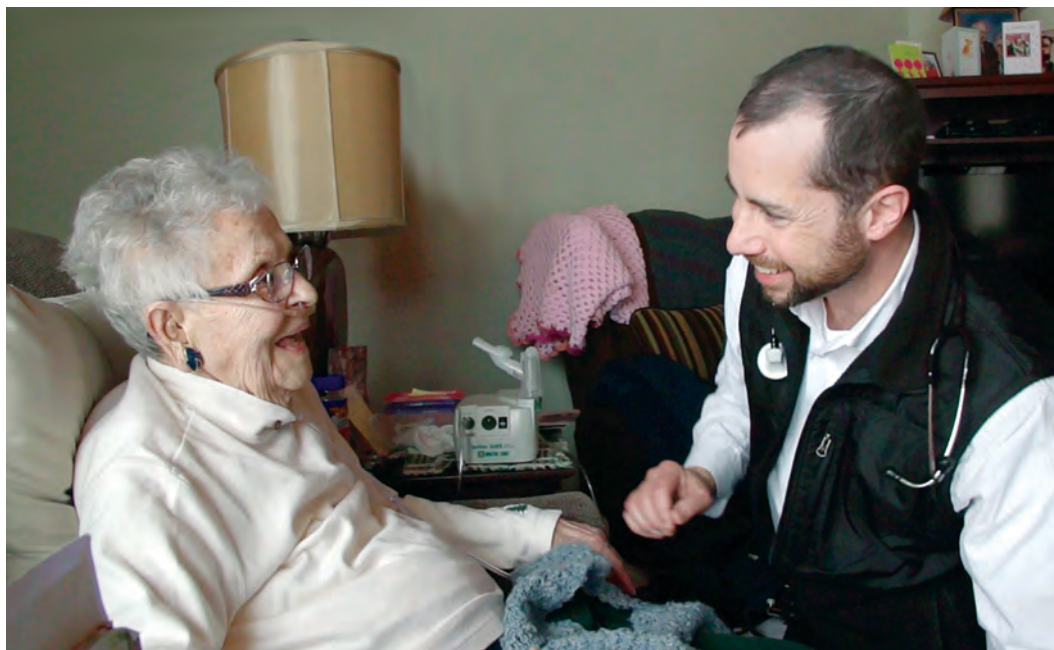
Hospice Buffalo Receives

HOSPICE

HONORS elite

for providing the highest level of quality as measured from the caregiver's point of view.

Hospice Honors Elite is a special recognition honoring hospices that score above HEALTHCAREfirst Performance Score on 100% of the evaluated questions.



Dr. Lipome with patient, Audrey.

Founders SOCIETY



FOUNDERS SOCIETY

Established in 2005, the Founders Society honors outstanding annual leadership gifts of \$5,000 or more to benefit patients and families served by The Center for Hospice & Palliative Care. The Society pays tribute to both the late Dame Cicely Saunders, the original pioneer of the hospice movement, and the late Charlotte Shedd, founder of Hospice Buffalo. Thank you to the following individuals for their exceptional commitment to annual giving.

Founders Society Gold Members \$25,000+

Estate of Irma M. Brandt
Edward Butler Family
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Estate of Helen K. & Paul Ellis
Estate of Marilyn J.
Gohr-McTaggart
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**Deceased*

***Foundation for Jewish
Philanthropies*

****The Community Foundation for
Greater Buffalo*



Gaining Perspective **THE HEALING POWER OF ART**



Hospice Buffalo's Director of Expressive Therapies and University at Buffalo School of Nursing magazine editor discuss the impact of expressive therapy.

You can read the full article on our website:
<https://www.HospiceBuffalo.com/services/hospice/expressive-therapies/>

Klosterman SOCIETY



KLOSTERMAN SOCIETY

The Klosterman Society is named in memory of John “Jack” Klosterman, a long time board member and advocate of Hospice Buffalo, and his wife, Pauline, for their generous and extraordinary kindness. Like Jack and Pauline, members of the Klosterman Society demonstrate wonderful support of Hospice Buffalo with annual gifts of \$1,000-\$4,999.

Klosterman Society

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Dear Staff, February 20, '18

My sister-in-law, Helen Meyer, went home to be with her Lord on Saturday morning, February 10th.

Her last weeks on this earth were spent at Hills House/Hospice Buffalo. Here, she was cared for by earthly angels - the Hospice Staff - who came to Helen with hearts full of compassion, ministering to her every need - treating her as a most precious person, as indeed she was to her family and friends.

Such tenderness, such gentleness, such kindness as her frail, worn-out body was entrusted to their care - several of them told us that Helen was special to them, and certainly that feeling was returned on her part.

Everything I've ever heard about the wonderful care Hospice provides, materialized before my eyes; I witnessed love in action day after day as I visited my beloved Helen.

With a grateful heart - I thank you on behalf of myself and Helen's family.

Sincerely, Joyce Joyce

Helen Meyer with Joyce, sister-in-law, good friend and devoted caregiver.

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Hospice Buffalo partners with Catholic Health - *Catherine McAuley Unit* opening a 10-bed wing inside the McAuley Residence in Tonawanda.



Dr. Chris Kerr, CEO/CMO Hospice Buffalo, Joyce Markiewicz, Catholic Health Executive Vice President/ President & CEO Home & Community Based Care, and Dawn Clabeauz, Administrator of McAuley Residence

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Gratitude FOR YESTERDAY
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Mr. & Mrs. Jeremy Lockhart
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Mr. James Majchrzak
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Mr. & Mrs. Ronald L. Matteson
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Mr. & Mrs. Raymond J. Mazurczyk
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Dr. Christine M. McBride
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Mood Swings Big Band
Mr. Erhard C. Moosmann
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Mr. & Mrs. Timothy R. Nold
Mr. & Mrs. Mark Notarius
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Nussbaumer & Clarke, Inc.
NYSHEA/NYSICAL District 10
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Drs. John & Jill Patti	Mr. David H. Rusin	Mr. & Mrs. Glenn Stoltman	Mr. Theodore B.K. Walsh & Ms. Amy L. Clifton
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Ms. Carol Peter-Tabone	Dr. & Mrs. Carlos Santos	Mrs. Joyce Strawbrich & Children	Mr. Kenneth Weixlmann, Jr.
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Ms. Marlene Potts	Ms. Donna Sciortino & Ms. Patti Hazelton	Mr. Timothy R. Thompson	Mr. Greg World
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Mr. Anthony R. Pridgeon	Mr. Richard Seibert	Ms. Barbara A. Todaro	Mr. Donald W. Young
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Queen City Foods	Mrs. Elizabeth Sgroi	Mr. & Mrs. Jack Tornabene	Mr. & Mrs. John J. Zak
Mr. & Mrs. Patrick J. Quinn	Mr. & Mrs. Lowell E. Shaw	Towne Automotive Group	Mr. & Mrs. Henryk Zaleski
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Mr. & Mrs. Russell Rizzo	Ms. Caitlin Snyder	Ms. Arlene B. Van Dewater	
Mr. & Mrs. James F. Roetzer			

**Deceased*

***Foundation for Jewish
Philanthropies*

****The Community Foundation for
Greater Buffalo*

It's about **HOW YOU LIVE**



Amanda, 39-year-old Home Connections patient, with Clinical Social Worker, Amber Hultgren

Home Connections (HC), our palliative home care program, serves patients throughout the course of their serious illness, regardless of changes in diagnosis and medical treatment. Patients in this program may still receive life-prolonging treatments, such as chemotherapy, dialysis, etc., while receiving HC's help with symptom management, coordination of resources, documenting wishes and maintaining quality of life. In 2017, our HC team doubled in size to meet the growing needs of our community. Positive patient and caregiver satisfaction is a reflection of our on-going efforts to offer quality palliative care.



PALLIATIVE CARE BUFFALO
Home Connections Program

Innovative Research **PCI**



Our Palliative Care Institute (PCI) has been recognized nationally for their innovative research on hospice and palliative care topics. Research projects range from person-centered studies to programmatic studies that seek to improve quality of life for the hospice and palliative care population. Their 2017 published studies include “Inmate-Facilitated Hospice Care – Unique Perspectives on Confronting Death and Living a Meaningful Life in Prison,” “Wisdom at the End of Life,” and “Meta-Synthesis of a Good Death from the Bereaved Family Member Perspective.” The “Photographs of Meaning Program” is a social media-based intervention utilizing meaning-centered psycho-

therapy and photo-voice techniques, designed to help our Essential Care for Children’s caregivers. Community relationships have been a key component to PCI’s success. Partnerships have included UB, Canisius College and Roswell Park Comprehensive Cancer Center, that have resulted in guest lectures, undergraduate Research Volunteer Program, collaborative studies, and national conferences.



PALLIATIVE CARE BUFFALO
Palliative Care Institute

Special Events



The **31st Hospice Spring Bouquet Sale** surpassed all records, raising \$405,000. Over 26,000 bouquets were sold across Erie County the first week of March.

Presented Sponsor: KeyBank
Annual Volunteers: 700+

21st Annual Hospice MEMORIAL Walk

The **21st Annual Hospice Memorial Walk** was held on May 21 at Canalside. Over 3,000 people walked in memory of their loved ones and raised over \$290,000. After walking 5k throughout historic downtown Buffalo, walkers enjoyed a picnic lunch, games, prizes, music, and more family fun back at Canalside.

Presenting Sponsor: Wegmans
Annual Volunteers: 350



HOSPICE HELPERS

Many organizations, groups and individuals organize fundraisers and events throughout the year to benefit Hospice. We are deeply grateful for all of the golf tournaments, garage sales, motorcycle runs, dress-down days and parties, etc. that raised over \$118,000 in 2017.

Annual Volunteers: 500



Over 650 guests celebrated the summer at Buffalo RiverWorks on July 27. The **Summer Affair** featured cocktails, dinner, auctions, raffles and music from JoyRyde. Over \$90,000 was raised at the ultimate summer party.

Presenting Sponsor: Ingram Micro
Annual Volunteers: 25



LOOK TO THE Stars

On October 20, hospice supporters enjoyed a night out at the **17th Annual Harvest Fest**. The gala raised over \$325,000 and had 550 guests in attendance at the Hyatt Regency Buffalo. The evening featured silent and live auctions, wine and craft beer tasting, and a gourmet dinner with wine accompaniment courtesy of Castello Banfi.

Presenting Sponsor: Great Lakes Health System of WNY/Kaleida Health/ECMC
Annual Volunteers: 100



The Light-A-Life tree lighting ceremony

has become a beloved and popular tradition for over a quarter century. For contributions at different levels, tags affixed to the trees with decorative ribbons bear the names of donors' loved ones. The event is presented every December by CTG, which hosts the trees and the ceremony at its Delaware Avenue headquarters.

Presenting Sponsor: CTG
Sponsored by: M&T Bank
Annual Volunteers: 100





Hospice Spring Bouquet Participants

The following companies, schools and florists participated in the 2017 Hospice Spring Bouquet Sale.

1st Source Servall
3M O-CEL-O
AAA of Western & Central New York
ABC-Amega, Inc.
ACCES-VR
Akron Middle School
Alden Central High School
Alden State Bank
All Occasion Florist & Gift Shop
Allegra
Allendale Elementary School
Alpha Kappa Alpha Sorority, Inc. - Gamma Phi Omega Chapter
Amberleigh Retirement Community
American Steamship Co.
Amherst Central High School
Amherst Federal Credit Union
Anderson's Frozen Custard Corp.
API Delevan
API Heat Transfer, Inc.
Apple Hair Emporium
Apple's Deli
Appletree Business Park
Architectural Resources, PC
Armor Elementary
Thomas Arrigo's Flower Shop
Aspire of WNY
Aspire of WNY Center for Learning
ATM Restyle
Attica Correctional Facility
ATTO Technology, Inc.
Aunt Patty's Flower Shop
The Aurubis Buffalo, Inc.
AVOX Systems, Inc.
Baker Academy
Mr. & Mrs. Timothy Balkin
Barclay Damon, LLP
Benchmark Management Corporation
Benderson Development Company
Big Tree Elementary
Bison Electrical Services
Blasdell Elementary
Blessed Mother Teresa Parish
BlueCross BlueShield of Western New York
Bond, Schoeneck & King, PLLC

Bornhava
Boston Valley Elementary School
Boulevard Mall Management Office
Bouvier Law, LLP
BPS #302 - Emerson High School
BPS #32 - Bennett Park Montessori
BPS #67 Discovery School
BPS #84 - Healthcare Center for Children at ECMC
BPS #93 - Southside Elementary School
Brighton-Eggert Florist
Buffalo & Erie County Workforce Investment Board
Buffalo Academy for Visual & Performing Arts
Buffalo Filter
Buffalo General Hospital
Buffalo Hospital Supply Co., Inc.
Buffalo Medical Group, PC
Buffalo Orchard Park
Buffalo Williamsville
Buffalo Native Resource Center
Buffalo Niagara Medical Campus
Buffalo Office Interiors, Inc.
Buffalo Philharmonic Orchestra
Buffalo Police "B" District
Buffalo Public School #43 - Discovery School
Buffalo Public School #81
Buffalo Public School #91 - Build Academy
Buffalo State College - Earth Sciences Department
Buffalo State College - Graduate School
Buffalo Surgery Center
Cancer Care of Western New York
CannonDesign
Canterbury Woods
Capello Salon
Carleton Technologies, Inc.
Cascades Containerboard Packaging
Casey Middle School
Casey's Truck Salvage World, Inc.
Cayuga Heights Elementary
Center for Ambulatory Surgery
Chakra Communications
Charlotte Avenue Elementary
Charter School for Applied Technology - Middle
CHC Learning Center
Town of Cheektowaga - Clerk's Office
Cheektowaga Middle School
Cheektowaga Senior Center
Cheektowaga-Sloan Union Free School District
Chestnut Ridge Family Practice
Chicago Title Insurance Company
CIR Electrical Construction Corp.
Citi

Clarence Center Elementary
Clarence Deli
Clarence High School
Clarence Middle School
Cleveland Hill Middle School
Clinton Street Elementary
Coca-Cola Bottling Co. of Buffalo
Cohen & Lombardo, P.C.
Sheila Cole
Collegiate Village
Colucci & Gallaher, P.C.
Columbus McKinnon Corporation
Compu-Mail
Veronica E. Connor Middle School
Connors, LLP
Country Crossroads
Country Florist
Country Parkway Elementary School
Court Street Elementary
Crestmount Senior Apartments
CS Business Systems, Inc.
CTG
Curbell, Inc.
Curves
Roberts Cynthia
D'Youville College - Occupational Therapy Department
Daemen College - Physician Assistant Student Society
BPS #212 - Leonardo DaVinci High School
Delaware North Companies, Inc.
Delta Sonic Car Wash Systems, Inc.
The Dent Neurologic Institute, PC
Depew High School
Dival Safety Equipment, Inc.
Dockside Village Apartments
Dodge Elementary School
Doritex Corp.
Dual Print & Mail, LLC
E2CCB
Eaton Office Supply Co., Inc.
Ebenezer Stop & Shop
Eberl Iron Works, Inc.
Ecology and Environment, Inc.
Eden Heights of West Seneca
Eden Jr./Sr. High School
Eggert Road Elementary
Ehrlich
Elaine's Flower Shoppe, Inc.
Ellicott Road Elementary
Elma Primary School
Empire One Federal Credit Union
Empire/EMCO, Inc.
Endoscopy Center of WNY
Englewood Flower Shop
Entercom Buffalo, LLC
Enterprise Charter School
Enterprise Rent-A-Car
Eric Mower & Associates
Erie 1 BOCES

Erie 1 Boces - Harkness Career & Technical Center
Erie Community College - City Campus
Erie Community College - North Campus
Erie Community College - South Campus
Erie County Family Court
Erie County Industrial Development Agency
Erie County Medical Center
Erie County Rath Building
Erie County Water Authority
ESIS/ACE USA
Essendant
Evans Bank
Evans Town Hall
Everest Receivable Services
Excelsior Orthopaedics, LLP
Expressions Floral & Gift Shoppe
Stanley G. Falk School
Russell A. Farrow US, Inc.
FedEx Trade Networks
Feeley, Bonaventura, & Hyzy, CPAs, PC
Ferguson Electric Construction Co., Inc.
Fiserv
Fisher-Price, Inc.
Flattery's
Flower A Day Florist
The Flower Derby
Grand Island High School
Grand Island Physical Therapy
Graser Florist
Great Lakes Building Systems, Inc.
Great Lakes Orthodontics, Inc.
Greek to Me Restaurant
Greenfield Manor
The GreenFields Continuing Care Community
Gross Polowy, LLC
Gross Shuman, P.C.
H&R Block - Buffalo
H&R Block - Williamsville
Patricia Haberman, D.D.S.
Hadley Exhibits, Inc.
Hagelin Spencer, LLC
Hager's Flowers & Gifts
HairWorks
Haley Marketing Group
Hamberger & Weiss
Hamburg Senior High School
Hanover Insurance
Harlequin Distribution Center
Harmac Medical Products, Inc.
Harris Beach, PLLC
Harris Hill Elementary
Hart Hotels
Hazmat Environmental Group, Inc.
Heathwood Assisted Living at Williamsville

Heim Elementary School
Heim Middle School
Herb's Barber Shop
Heritage Heights Elementary
Hess Brothers Florist of Hamburg
Highland Elementary
Hillery Park Elementary School
Hillview Elementary School
Hodgson Russ LLP
Hohl Industrial
Holiday Showcase Restaurants, Inc.
Holland Elementary School
Holland High School
Holmes Elementary School
Herbert Hoover Elementary School
Howard Hanna Real Estate Services - Tonawanda
Howard Hanna Real Estate Services - Williamsville
Howden North America
Jack W. Hunt & Associates, Inc.
Hunt Real Estate Corporation
Hunt Real Estate Corporation - Depew Office
Hunt Real Estate ERA - Amherst Office
Huth Road Elementary School
Hyatt Regency Buffalo
I-Evolve Technology Services
IMA Life North America, Inc.
IMMCO Diagnostics, Inc.
Independent Health
Ingersoll Rand
Ingram Micro
Innovative Concepts in Entertainment Inc.
Integer Holdings Corporation
Iroquois High School
ITT Enidine Inc.
Ivoclar Vivadent, Inc.

Jo-An's Hallmark
Johnson Controls, Inc.
Kaegebein Elementary
Philip Sheridan Ken-Ton School District
Ken-Ton Presbyterian Village
Kenmore East High School
Kenmore United Methodist Church
Kenmore West Senior High School
Kenmore-Ton Buildings & Grounds
Kenmore-Town of Tonawanda Schools - Transportation Dept.
Kenmore-Town of Tonawanda Schools - District Office
KeyBank - Amherst
KeyBank - Buffalo
KeyBank - Lockport
KeyBank - U Building
Kistler Instrument Corp.
Gary Krull & Associates CPA PC
Lackawanna City Court
Lackawanna High School
Lactalis American Group, Inc.
Lafayette High School
Lake Region Medical
Lake Shore Middle School
Lake Shore Savings Bank
Lake Shore Senior High School
Lamar Advertising
Lancaster Central School District
Lancaster Central Schools Transportation Department
Lancaster High School
Lancaster Middle School
Larkin at Exchange Building
Larkin Center of Commerce
Larwood Pharmacy, Inc.
Lawley Service, Inc.
Ledgeview Elementary School
The Legend Group
Liazon Benefits

Charles Lindbergh Elementary School
Lipsitz & Ponterio, LLC
Lipsitz Green Scime Cambria, LLP
Litelab Corporation
Livingston International, Inc.
LocalEdge
Lorbeer's Flower Shoppe
Lougen Valenti Bookbinder & Weintraub, LLP
LPCiminelli, Inc.
M&T Bank - Banking Services
M&T Bank - Call Center
M&T Bank - Commercial Banking Dept.
M&T Bank - Commercial Service Team
M&T Bank - Larkin Bldg.
M&T Bank - Loss Mitigation
M&T Bank - Mortgage Operations
M/E Engineering, P.C.
Manitoba Corp.
Maple East Elementary School
Maple West Elementary School
Maplemere Elementary School
Marrano/Marc Equity Corporation
The Buffalo Marriott Hotel
Martin Road Elementary
Maryvale Intermediate School
Materion Corporation
MBMS, Inc.
McGard, LLC
The McGuire Group
Medco Supply Company
The Mentholum Co., Inc.
Mercantile Adjustment Bureau, Inc.
Merchants Insurance Group
Michael's Floral Design
Mill Middle School
Millard Fillmore Suburban Hospital
Mischler's Florist

MJ Mechanical Services, Inc.
Mobile Pharmacy Solutions
Mollenberg-Betz, Inc.
Moog, Inc.
Mount St. Mary Academy
Mullen Elementary School
Multisorb Technologies, Inc.
National Fuel Gas Company
National General Insurance
National Grid
New York State Insurance Fund
Niagara Gear Corp.
Nixon Peabody, LLP
NOCO Energy Corp.
North Park Florist
Northstar Co.
Northtowns Academy
Northwest
NYCE Payments Network, LLC
NYS Court Reporters
NYS Department of Environmental Conservation
NYS Workers Compensation Board of Buffalo
Oetiker NY, Inc.
John R. Oishei Children's Hospital - Bouquet
Olive Garden Restaurant - Amherst
Frederick Law Olmsted School #156
Orchard Park High School
Orchard Park Middle School
P&A Group
Parkdale Elementary School
S.C. Parker & Co., Inc.
Paula's Donuts Corp.
Paychex, Inc.
PCB Piezotronics, Inc.
People, Inc.



Spring Bouquet Sale Participants, con't.

Perry's Ice Cream
Personal Computers, Inc.
Petals to Please
Pfannenbergl Sales America, LLC
Phillips Lytle LLP
Pine Hill Elementary
Pinehurst Elementary
Plant Place & Flower Baskets, Inc.
Polish Falcons Nest #6
Practicefirst Medical Management
Praxair - Matching Grants Program
Praxair, Inc.
Premier Wine & Spirits
Premium Wine & Spirits
Prestige Wine & Spirits
Pro2, LLC
Queen City Florist
R & P Oak Hill Development, LLC
R-T Specialty/LoVullo
Rand Building/Main Seneca Corp.
Ray Laks Honda
Raymour & Flanigan Furniture
Renee's Deli
Rich Products Corporation
Riverview Elementary School
Room to Spare Storage
Rosina Food Products, Inc.
Roswell Park Comprehensive
Cancer Center
Rotary Club of Buffalo
Rupp, Baase, Pfalzgraf,
Cunningham LLC
S&N/Eileen's Greenhouse &
Flower Shoppe, Inc.
Sabers Flower Shop
Safetec of America, Inc.
Salem United Church of Christ -
Buffalo
Salem United Church of Christ -
Tonawanda
Samuel, Son & Co., Inc.
Saville's Florist
A.J. Schmidt Elementary School
Schop, Powell & Associates
John A. Sciole Elementary School
Sefar, Inc.
Seneca Buffalo Creek Casino
Seneca Greenhouse
The Service Collaborative of
WNY, Inc.
Shaw & Shaw, P.C.

Sheridan Hill Elementary
Charlotte Sidway Elementary
School
SkillsUSA Potter & Kenton
Career Centers
Smallwood Elementary School
Sodexo
Software Solutions Group, Inc.
Somerset Laboratories, Inc.
Dr. Saif Soniwal's Office
South Buffalo Charter School
South Buffalo Community
Association
South Davis Elementary
South End Floral
South Park High School
South Pointe Senior Apartments
Southside Trailer Service, Inc.
Southtowns Catholic School
Spinneybeck
Ss. Peter & Paul School - Hamburg
Ss. Peter & Paul School - Williamsville
St. Christopher School
St. Gabriel's
St. Mark Lutheran Church
St. Teresa's Church
Steuben Foods, Inc.
Stewart Title Insurance Corp.
Stumps, Stacy
Stutzman ATC
SUNY at Buffalo - College of Arts
& Sciences - Dean's Office
SUNY at Buffalo - Computing &
Information Technology
SUNY at Buffalo - Development -
School of Dental Medicine
SUNY at Buffalo - Foundation
SUNY at Buffalo - Procurement
Services
SUNY at Buffalo - Rehabilitation
Science
SUNY at Buffalo - Research
Institute on Addiction
SUNY at Buffalo - School of
Management

SUNY at Buffalo - School of
Social Work
SUNY at Buffalo - VP for Finance
& Administration
Supplemental Health Care
Sweet Home Central School -
District Office
Sweet Home Central Schools -
Transportation Dept.
Sweet Home High School
Sweet Home Middle School
Synacor
Tara Cares, Inc.
The Tarantino Law Firm
TestAmerica Laboratories
Thermo Fisher Scientific
Thomson Industries, Inc.
TL Cannon Management Corp.
Tonawanda Middle School
Tonawanda Pediatrics LLP
City of Tonawanda Police
Department
Tops Markets, LLC
Town of Clarence
Town of Grand Island
Town of Hamburg
Towne BMW
Transit Middle School
Travelers Insurance Co.
The Trillium's Courtyard Florist
Trinity Packaging Corporation
Trocaire College
Truman Elementary School
Try-It Distributing Co., Inc.
U.S. Food Service
UB Neurosurgery, Inc.
Uniland Development Company
Union Pleasant Elementary School
UnitedHealth Care
Univera Healthcare
Upstate New York Transplant
Services
Upstate Niagara Cooperative, Inc.
US Army Corps of Engineers

Vanner Insurance
Villa Maria College
W. J. Cox Associates, Inc.
W.J. Brader and Associates
Wahl's Candies
Wales Primary School
Walsh Duffield Cos., Inc.
Waste Management/Recycle
America
J.T. Waugh Elementary
Wells Fargo Dealer Services
West Herr Automotive Group
Auto Exchange
BMW of Rochester
Chevrolet of Hamburg
Chevrolet of Orchard Park
Chevrolet of Williamsville
Chrysler/Jeep
Dodge
East Aurora Buick GMC Cadillac
Executive Office
Ford of Amherst
Ford of Hamburg
Ford of Rochester
Honda
Jaguar
Kia
Mercedes Benz of Rochester
NAPA/The Parts Store
Infiniti of Williamsville
Nissan of Lockport
Nissan of Orchard Park
Subaru/Kia
Toyota of Orchard Park
Toyota of Williamsville
Used Car Outlet
West Seneca Central Schools
Transportation Dept.
West Seneca East Middle School
West Seneca East Senior High
School
West Seneca School District Office
West Seneca West Elementary
School
West Seneca West Middle School
Western Division Federal Credit
Union
Western New York Breast Health
WGRZ Channel 2
William Street School
William's Florist & Gift House
Williamsville Central School
District Office
Williamsville North High School
Williamsville South High School
Willow Ridge Elementary
Windom Elementary School
Windsong Radiology Group
WMS Sales, Inc.
WNED-TV
WNY United
Woyshner's Flower Shop
Zaxis Architectural, P.C.
The Zenger Group Inc.





Hospice Helpers \$250+

The following groups, organizations and individuals hosted third party events or fundraisers in 2017 to benefit the Hospice Foundation of Western New York.

20-Something Buffalo
AFGE Local 2930
AmazonSmile Foundation
Barnes & Noble Gift Wrapping Promotion
BlueCross BlueShield of Western New York
Bob McDonnell Memorial Car Cruise
Boulevard Mall

Bridge Center of Buffalo, Inc.
Buffalo-Erie Marathon Association., Inc.
Cabana Sam's Sunset Bay Grill
Cazenovia Golf Concession Frost on the Pumpkin Tournament
Chef's Restaurant
Chuck Terhart Poker Tournament
Come Get Some Golf Tournament
Community Beer Works
Dessert Deli, Inc.
Don & Nancy Diem Memorial Baseball Pool
Doug Sawyer Memorial Golf Tournament
EE/BB Golf Open
Embrace The Difference
Empire/EMCO, Inc.
Fantastic Sams Regional Office
FC Facilitator, LLC Forest City Enterprises
Freed Maxick CPAs, P.C.

Friends of the NY44 Health Benefits Plan, Inc.
Gandy's Restaurant
Hennessy Bowling Tournament
Hoffspice
Holland Teachers Association
Imperial Court of Buffalo
Ironhorse Motorcycle Run
Kirk's Annual Bills Tailgate Party
Lancaster Parks & Recreation
Lawley Services Team Lawley Cares Committee
M&T Bank - General Accounting
Mary Kay Scott, John Pilato & Jim Carr Memorial Golf Tournament
Mathletes Cindy Frank Memorial 5k Run
Mr. & Mrs. Joe Banko
Ms. Diane M. Zahm
Ms. Lindsey Huetter
Ms. Monika Ereiz

Niagara Lutheran Health System Northwest
Nova Healthcare Administrators, Inc.
Orchard Heights Assisted Living
Paul Reid Memorial Horseshoe Tournament
Polish Falcons Nest #6
Potter Career & Technical Center
Roy's Plumbing, Inc.
Schunk, Wilson & Company, CPA's, P.C.
Taste of Buffalo
Teamsters Local Union #264 & #449
That Popcorn Shack
UB Neurosurgery, Inc.
West Seneca West Boys Volleyball
WNY Elvis Appreciation Society, Inc.

Gifts in Kind

The following individuals and companies generously made gifts in kind of \$250 or more towards the Hospice Foundation's Special Events or the general operations of The Center for Hospice & Palliative Care during 2017.

3M O-CEL-O
Allegra
Allpro Parking, LLC
American Medical Response
Amy's Gems Fine Jewelry
Anderson's Frozen Custard
Apple's Deli
Atwal Eye Center
Balloon Masters
Banfi
Barbara Oliver Jewelry
Mrs. Sharon Barker
BAV Services
Benderson Development Company
Bison Electrical Services
Bon Bon's Gluten Free Bakery
Bravo Cucina Italiana
Brighton Liquor
Buffalo Bills, Inc.

Buffalo Bisons, Inc.
The Buffalo News
Buffalo Protection & Investigation, Inc.
Buffalo Sabres Hockey
Western New York, LLC
Cascades Containerboard Packaging
Joe Cascio Photography
Cash Realty & Auctions
Chakra Communications
Clarence Hollow Jewelers
Coca-Cola Bottling Co. of Buffalo
CTG
Dave & Adam's Card World
Delaware North Companies, Inc.
Dual Print & Mail, LLC
Dunkin' Donuts Corp.
Ellicottville Brewing Company
Empire Merchants North
Entercom Buffalo, LLC
Enterprise Rent-A-Car
Eric Mower & Associates
Fashion Outlets Niagara Falls, USA
First Student, Inc.
Frederick Wildman & Sons
Frito-Lay Inc. - New York Area Office & WNY Zone Office
G&R Tent Rental
Dr. & Mrs. Richard N. Gilbert
Grover Cleveland Press
Independent Health
Jetblue Airways
Katz Americas
Kohler Awning, Inc.
Kramer Photography
Lamar Advertising
Late Night with Seth Meyers
Leonard Oakes Estates Winery
Lifestyle Photography
Mr. & Mrs. Kevin J. LoVullo
Mr. & Mrs. Leonard T. LoVullo
Mr. & Mrs. William J. Maggio, Jr.
Mr. & Mrs. Durham S. McCauley
McGard, LLC
Ms. Leanne McNally
Mischler's Florist
Moving Music Sound Systems & Photo Booths
Muscoreil's
Mr. & Mrs. Anthony Napoli
National Fuel Gas Company
Mr. & Mrs. Mark Notarius
Oliver's Restaurant
Opici Wine Company
Orchard Park Country Club
Pearl Street Grill & Brewery
Polaner Selections

Premium Wine & Spirits
Progressive Direct Marketing
Rich Marine Sales, Inc.
Ristorante Lombardo, LLC
Robinson Home Products
Mr. Bill Saurer
Mrs. Denise M. Scheig
Shatter I.T.
Siena Restaurant
Southern Glazers Wine & Spirits
Stag Pack, LLC
Tantalo Photography
Thermal Foams, Inc.
Tommyrotter Distillery
Tops Markets, LLC
The Trillium's Courtyard Florist
Verity Wine Partners
Wardynski's & Sons, Inc.
Wegmans Food Markets
Buffalo Division
WGRZ Channel 2
Wilcro, Inc.
Willmack Photography
Wise Foods, Inc.
WIVB-TV Channel 4
The Zenger Group Inc.
Zoladz Limousine
Mr. & Mrs. David S. Zygaj



Thank you to the following restaurants who donated dinner and dessert for more than 80 family members each month for "A Dinner to Remember." This special dinner program was established in 2008 and spearheaded by Tom Lombardo of Ristorante Lombardo. It allows the families and friends of patients in The Mary & Ralph C. Wilson, Jr. Inpatient Unit, on the Mitchell Campus to enjoy a stress-free evening filled with good food, music and relaxation.

Aroma Trattoria
Crave

The Eagle House
Ristorante Lombardo

Oliver's Restaurant
Salvatore's Italian Gardens
Restaurant

Siena
Hospice West Herr Bistro



Hats Off TO HOSPICE

Hospice Memorial Walk 'Hats Off to Hospice'

The following walkers raised donations totaling \$250 or more in memory of their loved ones for the 2017 Hospice Memorial Walk.

Marie Anibaldi	Richard Dukat	Joanne Kasperek	Nicole Miller	Adeline Surovich
Russell Arnst	Kerrie Dunning	Kaitlyn Kelly	Denise Molenda	Megan Swartz
Katie Augustine	Kim Endres	Nekia Kemp	Gretchen Moore	Susan Szrama
Jonathan Augustine	William Engel	Boyd Kent	James Moran	James Tallman
Karen Augustine	Alyssa Engel	Nicole Killion	Carrie Myers	Gail Thomas
Keith Augustine	Deborah Epsaro	Maureen Kinmartin	Nancy Neubauer	Doris Tilli
Judith Bar-On	Angela Ethridge	William Kirsch	Patricia Olson	Susan Toft
Vicki Bartz	Pamela Farr	Alexandra Kobza-Murello	Nancy Orlowski-Heftka	Megan Torres
Becky Berst	Ann Marie Farr	Dawn Kostrzycki	Joanna Pacillo	Lynn Tranchell
Jeffrey Blake	Allyson Fassbaugh	Dorothy Kozlowski	Sandy Pearson	Tracy Transki
Lauren Blum	Christina Fildes	Dawn Kross	Suzanne Piccolo-Giardina	Ken Tropp
Paul Bogdan	Jerzy Folta	Jessica Kryszak	Antoinette Pickens	Linda Trzepakz
Karen Bogdan	Joelle Forenzo	Debra Krzyzanowski	Petra Plant	Andrea Ulrich
Sandra Bordonaro	Carrie Fuhrmann	Caitlin Lachaal	Lisa Poch	Joan Valentin-Vega
Warren Bouchane	Diane Funnell	Danielle LaRusch	Elizabeth Radt	Donna Valone
Derek Brann	Andrew Gajkowski	Ellen Levine	Stefanie Radt	Anna Van Dien
Erin Brinkworth	Richard Gallivan	Pamela Lindell	Linda Ratajczak	John Vaughn
Kelly Brinkworth	Douglas Garlapo	Genevia Linton	Patricia Reid	Kimberly Vitale-Rivera
Jeanne Broniszewski	Kelly Garner	Yanenowi Logan	Shannon Repka	Patricia Vizzini
Connie Broniszewski	Jeffrey Gemmer	Graham Logan	Brenda Rice	Marcia Wagner
David Buchanan	Jennifer George	Melissa Loretto	Mary Rozak	Angie Waligora
Charlene Bucino	Linda Gillespie	Jennifer Louth	Lori Ruslander	Susan Wargin
Justin Calhoun	Patrick Glenn	Robert Lowery	Ashley Russell	Julianna Wasielewski
Aimee Calhoun	Francis Glenn	Jack Ludtka	Jaime Santiago	Candycy Watson
Judith Carter	Scott Glenn	Karen Machniak	Mary Saskowski	Nicolette Weber
Victoria Christopher	Thomas Glenn	George MacKay	Carolyn Schad	Thomas Weir
Kim Clarke	Steven Goehle	Monica Magaris	William Schifferle	John Williams
Melissa Coder	Amy Graff	Beth Maher	Rosanne Schrader	Laurel Wilson
Skip Coder	Joseph Gunnells	Nicole Maile	Bonnie Schraufstetter	Denise Wisely
Linda Cotroneo	Zachary Gurgol	Peggy Maile	Elizabeth Scott	Annette Wolf
Barbara Cursons	Ann Heide	Mary Manning	Rae Ann Seaner	Kelley Worth
Melissa DePlato	Casey Helm	Brenda Martin-Braughler	Joan Siegel	Patricia Yeager
Janet Devine-Sherman	David Herer	Susan Marynowski	Lori Solazzo	Elizabeth Young
Eileen Dobrzanski	Barry Hibbert	Christine McBride	John Solowski	Freda Zecher-Tropp
Maria Dockery	Dawn Jacobs	Stephanie McClanahan	John Spadafora	
Christine Dracup	Christina Jennings	Christine McHenry	James Spadafora	
Sandra Dudley	Dyana Jentsch	Michelle McMahon	Clarice Speier	
Amy Duggan	Jeremy Jewart	Diane McNamara	Beverly Stahura	

Our work continues BECAUSE OF YOU



The Signature Society is a prestigious group of volunteers who lend their presence and support to the Hospice Foundation's Annual Fund Appeal by writing handwritten notes to high-end donors. Thank you to the following 2017 members.

Brendan & Danielle Rich
- Chair Couple

Marco & Laura Benedetti
Paul & Carol Bieron
Richard & Katherine Braen
E.J. & Karen Butler
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Michael & Jean Walter
Susie Wellington
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Kathy Zawodzinski
Ryan & Lisa Zebro

Thank you to our dedicated COMMITTEE MEMBERS

Aided by their collective efforts the Hospice Foundation major events brought in over \$1 million in 2017. This success was made possible because of their commitment of time and effort, together with great collaboration.

Thank you for being Hospice advocates and your continued commitment to the values and mission of the Hospice Foundation of WNY.



2017 Hospice Spring Bouquet Sale Committee

Elaine Bialecki
Cathy McGovern
Lee & Ed Michel
Frank Mischler
Tom Ziembec

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- Chair Person

Meghan Ayers
Rick Bruno
Natalie Bubb
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Amanda Maurino
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Cathy McGovern
John Mineo & Vicki Feine
Mark Notarius
Marcia Pacciotti
Joe Picone
Brendan & Danielle Rich

2017 FINANCIALS

Hospice Buffalo is grateful for your generous charitable support. Being good stewards of the gifts we receive is of greatest importance. Your donations are used in ways that enrich our mission and provide meaningful moments for all our patients and their families. The strong financial results reflect the strength of the organization and that of the dedicated staff and volunteers who work tirelessly on behalf of the many patients and families we serve. We are proud to share the following 2017 financial results with you, our most devoted donors and friends.



Patrick T. Flynn

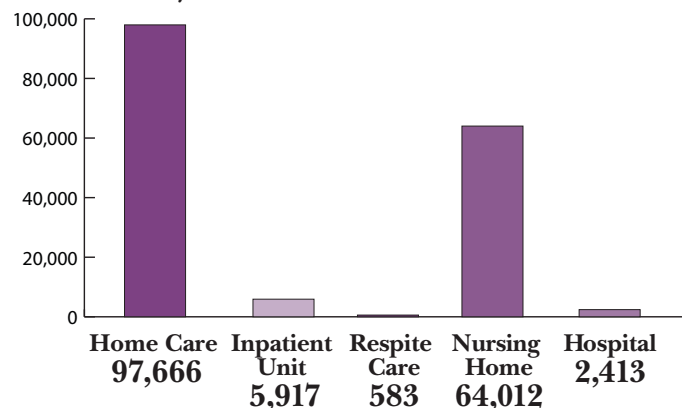
Patrick T. Flynn, President
Hospice Foundation of WNY

2017 CONSOLIDATED STATEMENT OF ACTIVITIES AND CHANGES IN NET ASSETS

Revenue, Contributions & Other Support	\$48,356,300
Operating Expenses	<u>\$43,080,809</u>
Net Income From Operations	\$ 5,275,491
Other Gains/(Losses)	\$ 3,912,620
Total Change in Net Assets.....	<u>\$ 9,188,111</u>
Change in Unrestricted Net Assets.....	\$ 8,357,053
Change in Temporarily & Permanently Restricted Net Assets	\$ 831,058

HOSPICE BUFFALO PATIENT SERVICE STATISTICS

Patient Days:



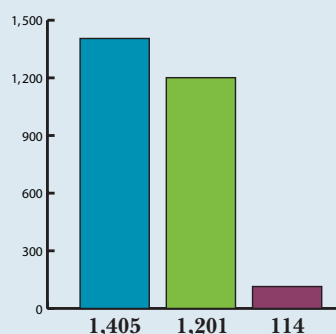
Total Number of Days: 170,891

Total Patients Served: 3,615 (527 Veterans)

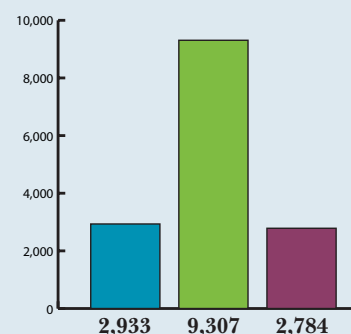
Average Length of Stay: 51 Days

PALLIATIVE CARE BUFFALO (SMP) PATIENT SERVICE STATISTICS

PATIENTS SERVED



PATIENT VISITS

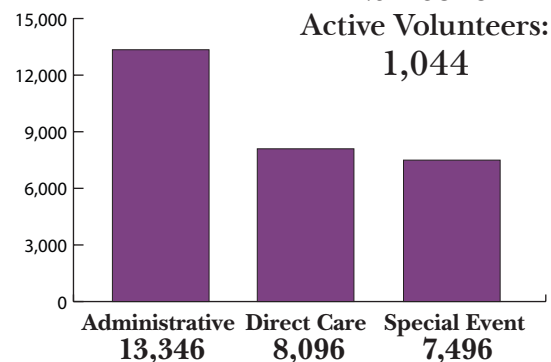


■ Hospital Consults
 ■ Home Connections
 ■ Essential Care

105 Veterans served/Home Connections program

VOLUNTEER STATISTICS

Hours:



Number of
Active Volunteers:
1,044



CHPC's success would not be possible without the dedication, talents, expertise, and time our board members so graciously give. They challenge us, they encourage us, and stand alongside us, every step of the way.



The Center for Hospice & Palliative Care, Inc.

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The Hospice Foundation of Western New York

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Care for them. Comfort for you.



HOSPICE BUFFALO



THE CENTER FOR
HOSPICE &
PALLIATIVE CARE



PALLIATIVE CARE BUFFALO

Windows shown on front and back cover were designed
by **Roycroft Artisan, Joe Albrecht.**

These 16 stained glass pieces of artwork line the sunroom in the Mary & Ralph C. Wilson, Jr. Inpatient Unit on the Mitchell Campus. Each unique window is inscribed in dedication to individuals who passed in Hospice care.

225 Como Park Boulevard
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(716) 686-1900 • HospiceBuffalo.com