



Investing in Our  
*Community*  
With Your Support

ANNUAL  
REPORT  
2020



**HOSPICE  
FOUNDATION**

Affiliate of Hospice & Palliative Care Buffalo



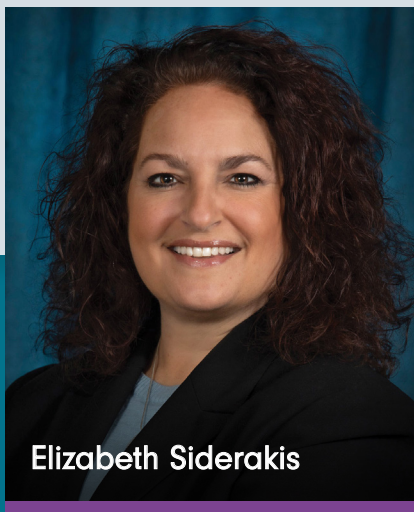
## A WORD FROM LEADERSHIP

# Although 2020 offered unique challenges, it also provided the opportunity to modernize and adapt the ways we work.

Our team, comprising many new members, learned new ways to operate remotely, new ways to engage with our supporters and new ways to reinvent our events that held longstanding tradition. We embraced technology in a brand-new virtual world as the only way to maintain partnerships and forge new relationships. Key learnings from 2020 will inspire continued growth, innovation and outreach.

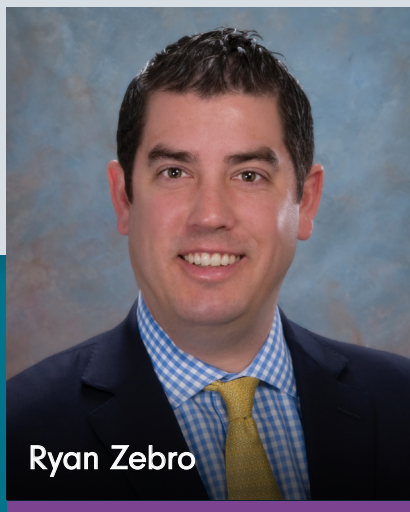
As always, our extraordinary community continued to be supportive, even during these difficult times. From a reimagined virtual Memorial Walk, to a sold-out Chiavetta's drive-thru chicken dinner, a Dine at Home Harvest Fest, selling out of our holiday ornaments and bells and participating in a virtual tree lighting, you were there for us. We thank you for your patience, your eagerness to participate and especially for your loyalty in keeping Hospice & Palliative Care Buffalo a philanthropic priority. As we move ahead with resolve and continue to navigate a new "normal," we are hopeful for an even brighter future.

**Elizabeth Siderakis,**  
Executive Vice President,  
Hospice Foundation



**Elizabeth Siderakis**

**Ryan Zebro,**  
Board Chair, Hospice Foundation



**Ryan Zebro**

## A MESSAGE FROM THE CEO

Challenging times are defining, and who we are as an organization has never been clearer than during the pandemic. The work has been harder ... patients more complicated ... and the caregiver strain palpable: yet, through it all, staff consistently step forward and ask, "how can I help?". The dedication of our staff is, and has always been, defining, and the reason we have remained sturdy and united while serving over 4,700 patients in 2020. In addition to caring for others, I believe we have done our very best to care for one another, and our end-of-year employee satisfaction surveys showed overall improvement. I wasn't surprised by the survey results at all, just grateful to be part of such a remarkable cause and team.

We are also grateful to be part of a community whose support has never wavered and has allowed us to fulfill and advance our mission for the past 43 years. During the pandemic, our Foundation found creative ways to function, and our community of supporters found ways to engage and provide philanthropic donations, allowing our clinical team to maintain quality care. It's a pleasure to report that our organization is at a better point today than at any point during the pandemic, and we are full of optimism for a brighter future. As we embrace the new normal and think about our future, rest assured that our organization remains committed to serving our community and honoring the investment and trust you place in us.



**Christopher Kerr, MD, PhD**  
CEO & Chief Medical Officer



**Christopher Kerr, MD, PhD**



The  
*impact*  
of your  
support

In a year unlike any other, your contributions have brought joy, comfort and meaningful impact for so many. To our donors, loved ones, volunteers, staff and community — you are our Hospice family. Without you, our work would not be possible. We are here because of you.

Open to read more  
Foundation impact stories





Delivering  
*Care & Joy*  
for our patients  
and families

## THE ANGEL FUND

The Hospice Angel Fund was established by Philip H. Hubbell, in memory of his late wife, Jayne, to directly address the needs of our less fortunate patients and families, as well as enhance our patients' quality of life by supporting programs like the Birthday Brigade and holiday giving campaigns. This year, we have:

Supported  
over

**200**

Patients & Families

Fulfilled  
more than

**300**

Requests

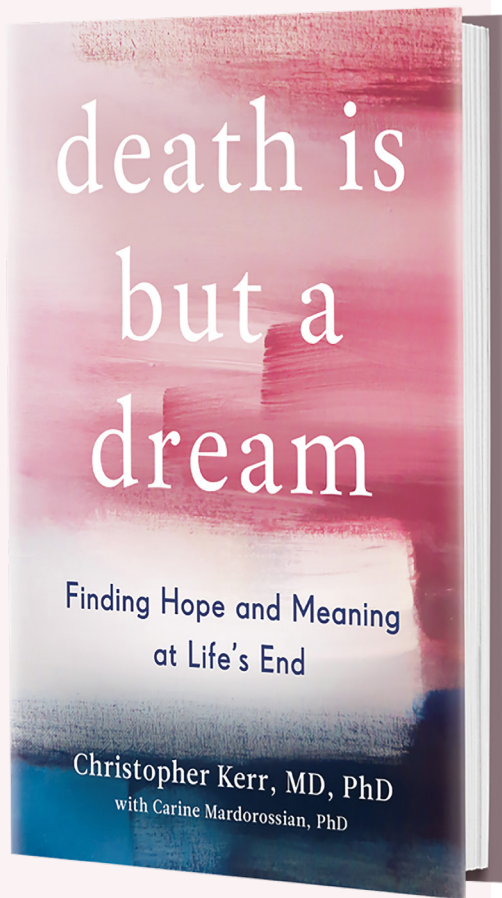
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We are sincerely grateful that we have the support of Essential Care. If you have a child or adolescent with serious illness, there are experts in our community ready to help relieve stress, find answers, and are on call when you need them most.

– BRENDA AND GARY,  
PROUD PARENTS

Assisted our patients and families with utility bills, groceries, clothing, medical supplies, funeral expenses, rent/mortgage payments, holiday meals and gifts, as well as birthday cakes.

## Our Research Reaches the World



In February 2020, a new book coauthored by our CEO, Dr. Christopher Kerr, was published by Penguin Random House LLC. Titled *Death Is But a Dream*, the book is based on Dr. Kerr and the research team's extensive studies with hospice patients and their families — highlighting and validating the powerful dreams and visions often experienced at end of life that bring comfort and meaning to the dying process. It received international acclaim, and its contents have been featured in multiple reputable forums including a Netflix docuseries (*Surviving Death*, episode 5), a national public television documentary (*Death Is But a Dream*) and rich conversation from journalists worldwide.



Visit [drchristopherkerr.com](http://drchristopherkerr.com) and follow us on social media to learn about the book and its research.

“

*... Hospice is not just about clinical care and prescribing medication. It also addresses the emotional and spiritual needs of the patient and their family.*

— CONNIE, LOVING WIFE



## PATIENT IMPACT STORY

I am a hospice patient and I receive services in my home. When asked how hospice helps me, I instantly say that I think of hospice as my “lifeline.”

I do not want to go to the hospital, so I need access to 24/7 support when I have questions or concerns. The hospice staff is wonderful, caring and always there to help me when I need it. My nurse, social worker, spiritual care counselor, home health aide and massage therapist all work together to bring me comfort as my disease becomes more challenging.

I have inclusion body myositis (IBM), a rare condition that causes muscle weakness and damage. Symptoms of IBM vary. The rate of disease progression and the intensity of symptoms are different for everyone. In my case, I struggle with debilitating weakness and pain, first in my hands, arms and face, and now

especially in my legs. I also have shortness of breath and challenges swallowing. In addition, dealing with my physical limitations increases my anxiety. Thankfully, I can talk about everything I am thinking and feeling with the hospice team and they ease my burden.

Hospice & Palliative Care Buffalo (HPCB) has been with me throughout my journey. Initially, I was enrolled in Home Connections, HPCB's home-based palliative care program, which helped coordinate my care with my primary care physician and specialists. A nurse and social worker would check in on me to provide an extra layer of support. As my care needs became more involved, hospice care was recommended. I will admit, I was hesitant at first, thinking it was not time for hospice. After many conversations, and due to my increased weakness, I decided to enroll in hospice. I have learned that it is never too soon to ask for help. Hospice is providing access to even more services to assist with my medical needs, as well as my emotional and spiritual needs. I am thankful for the great care that I receive.

– ALICE MILLER, HOSPICE BUFFALO PATIENT

“  
*My nurse, social worker,  
spiritual care counselor,  
home health aide and  
massage therapist all  
work together to bring  
me comfort as my disease  
becomes more challenging.*



# Special Recognition



THE HARLAN & MARGARET  
*Swift Legacy Circle*  
THE HOSPICE FOUNDATION

**\$2,502,611 Total**

Helping to maintain Hospice's mission and quality care, this group of thoughtful donors has made a philanthropic commitment through planned giving. Leaving a bequest to Hospice & Palliative Care Buffalo in your will ensures our efforts are available for generations to come. We thank these generous donors for their thoughtful, long-term commitment.



**KLOSTERMAN SOCIETY**

**\$948,149 Total**

Members of the Klosterman Society demonstrate critical support to Hospice & Palliative Care Buffalo with gifts of \$1,000+ on an annual basis. This group of important donors allows Hospice to continue to provide programs and services above and beyond what we are traditionally reimbursed for. We are so grateful to them for their dedication to our organization and the well-being of our community.



## Heartfelt Gratitude to All of Our Volunteers

We started 2020 with 919 volunteers, giving over 6,700 hours between January and March. In mid-March, we made the difficult decision to pause our volunteer team and services in response to the pandemic. For an organization and movement started by volunteers, this was the first time in Hospice & Palliative Care Buffalo history that volunteers were not a part of daily operations and activities.

**HOSPICE**  
*Signature*  
**SOCIETY**

This prestigious group of steadfast volunteers lends its time and effort to the Hospice Foundation scripting handwritten notes to our donors during our Annual Appeal. We thank them for their devotion — their presence and support are so greatly appreciated.



## Did you know?

We expanded our reach by utilizing new technology and new ways to engage.

### Harvest Fest:

- Reinvented as a Dining at Home virtual experience with full program and online auction.
- Happy hour baskets were introduced, attracting a whole new audience with a lower price point.

### Memorial Walk:

- Organized the first virtual walk in our history while the world was shutting down due to COVID-19.
- Created a new virtual wreath where participants could place their ribbon in honor of their loved one.

### Light-A-Life:

- Over 1,300 Light-A-Life bells were sold to our Hospice community!
- The Light-A-Life Memorial Tree Lighting Ceremony was televised for the first time ever, reaching viewers safely at home.
- Six trees stood decorated and lit with almost 1,400 memorial name tags.

### Buffalo and Angel Sale:

- Although we could not set up shop around the community, the annual buffalo and angel sale still took place on campus. All of the 250 2020 angel ornaments were sold out, and nearly 160 buffalos were sold!

## The Impact of Teamwork

Our Hospice Helpers, Facebook Fundraisers and third-party donors raised a collective

**\$63,232.60**

## SPECIAL EVENTS REVENUE

Bouquet Sale  
**\$501,769**

Harvest Fest  
**\$155,947**

Light-A-Life  
**\$106,389**

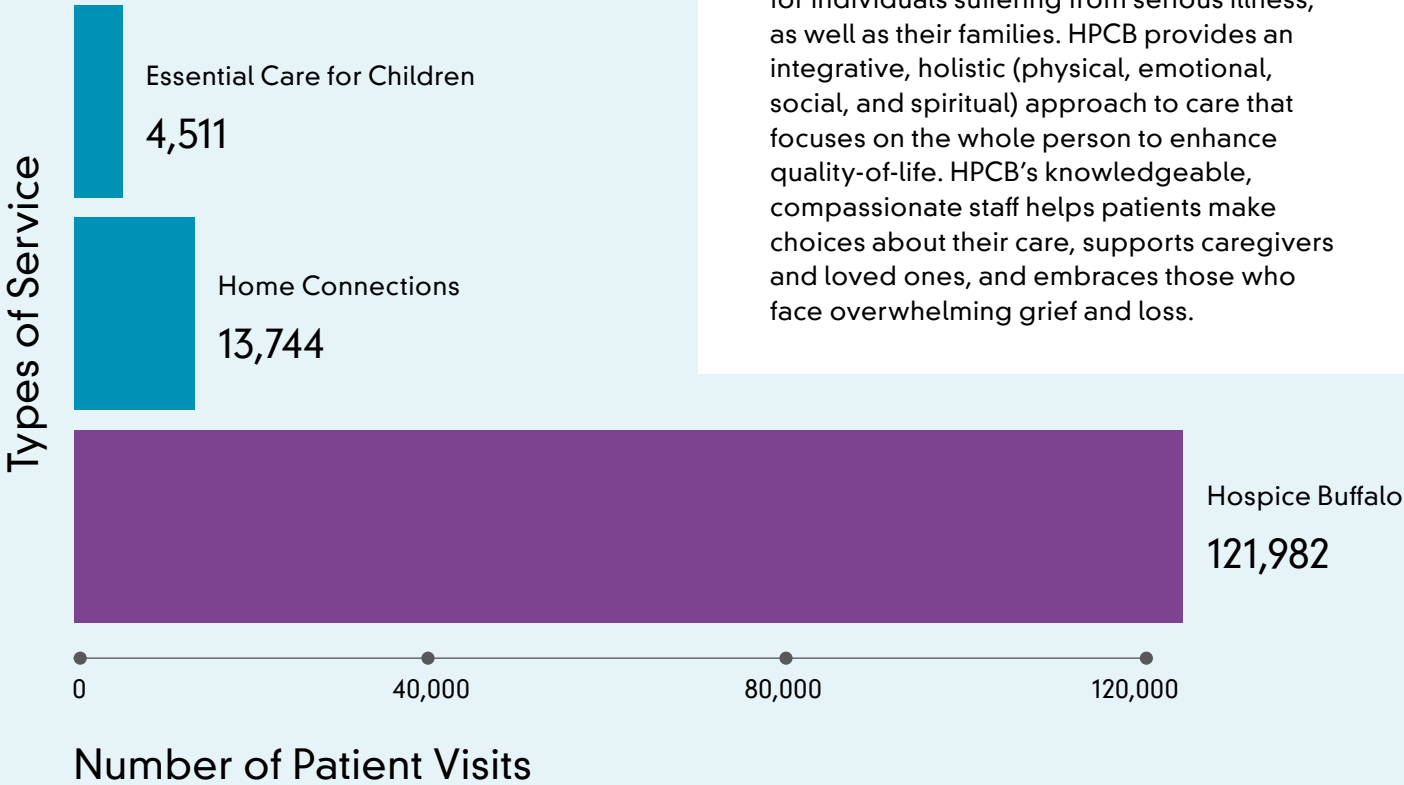
Memorial Walk  
**\$53,671**



2020  
BY THE  
*Numbers*

Hospice & Palliative  
Care Buffalo

Hospice & Palliative Care Buffalo (HPCB) cares for individuals suffering from serious illness, as well as their families. HPCB provides an integrative, holistic (physical, emotional, social, and spiritual) approach to care that focuses on the whole person to enhance quality-of-life. HPCB's knowledgeable, compassionate staff helps patients make choices about their care, supports caregivers and loved ones, and embraces those who face overwhelming grief and loss.

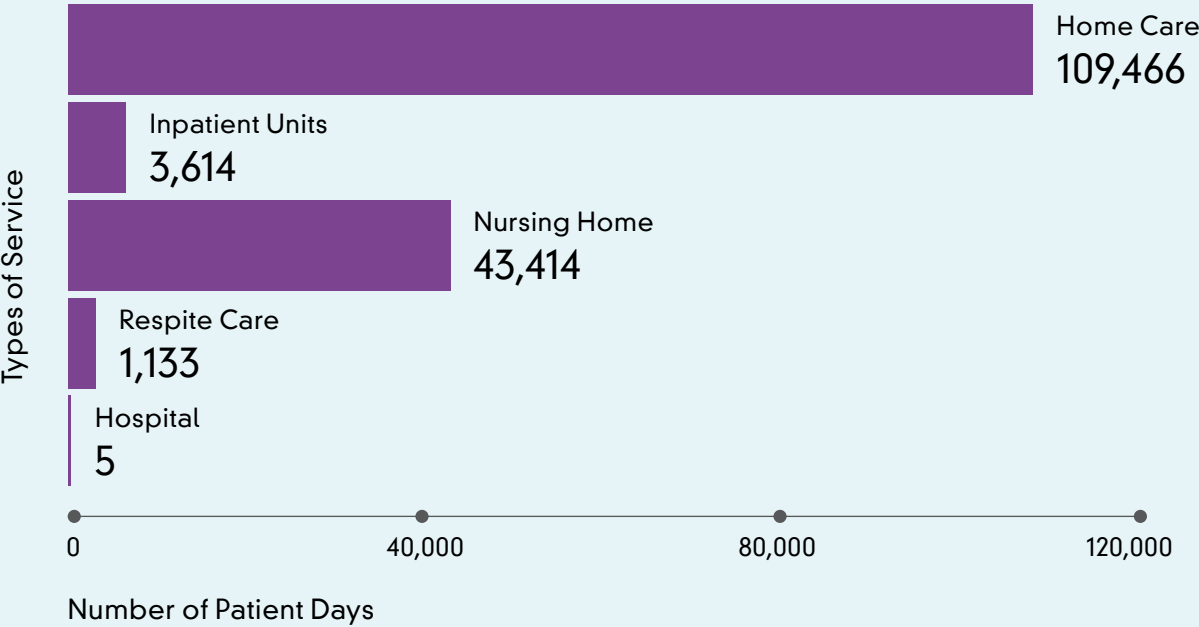




# Hospice Buffalo

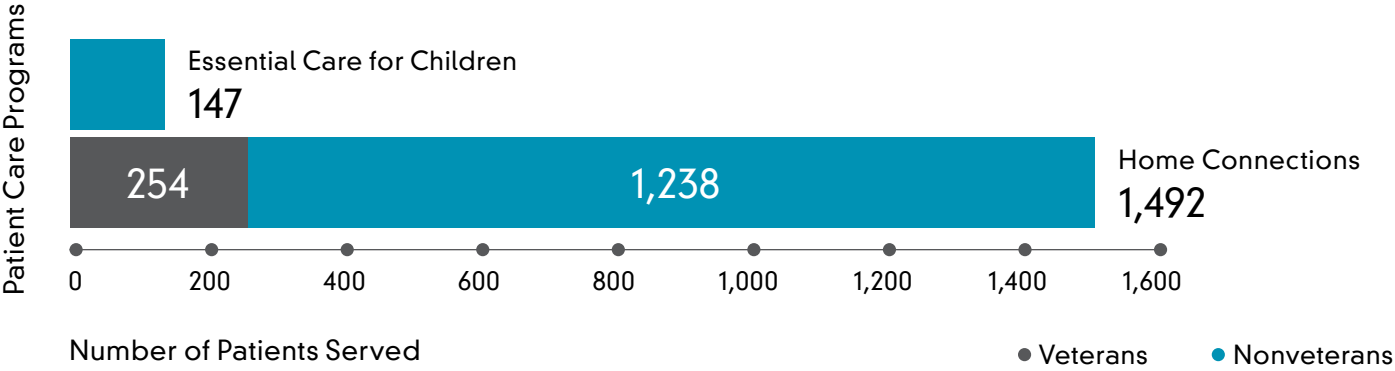
Hospice Buffalo cares for seriously ill people with a prognosis of 6 months or less who are not receiving curative treatments. Our patients receive comprehensive care from an interdisciplinary team addressing the medical needs of the individual, as well as the psychosocial, emotional and spiritual needs of both the patient and their family. The hospice team is available to assist on a 24/7 basis whether the individual is residing in a private home, nursing home, assisted living facility or group home. Grief support is included and is offered to loved ones for 13 months after experiencing a loss.

Total Number of Days:	157,632
Total Patients Served:	3,230 (711 Veterans)
Average Length of Stay:	51.93 Days



# Palliative Care

Palliative care is available to adults and children at any point during their serious illness, even while receiving treatment, so we can improve our patients’ quality of life while focusing on symptom, pain and stress management. Care guidance is provided at home or in an assisted living facility with 24/7 nursing access.



REVENUE, GRANTS AND OTHER SUPPORT

\$49,966,340

OPERATING EXPENSES

\$44,392,071

NET INCOME FROM OPERATIONS

\$5,574,269

OTHER GAINS/(LOSSES)

\$4,583,308

TOTAL CHANGE IN NET ASSETS

\$10,157,577

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2020

Consolidated  
Statement of  
Activities and  
Changes in  
Net Assets





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## HOSPICE FOUNDATION

Affiliate of Hospice & Palliative Care Buffalo

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HospiceBuffalo.com

foundation@palliativecare.org

“

*I cannot say enough about the wonderful  
care provided by Hospice Buffalo.*

— HELEN, LOVING SISTER

### *Save the Date!*

#### HOSPICE & PALLIATIVE CARE BUFFALO 2021 EVENTS

- Chiavetta's Chicken Pick Up Dinner ..... Thursday, September 16
- Summer Affair ..... July 20-23
- Harvest Fest ..... Friday, October 15
- Light-A-Life Memorial Tree Lighting.....Saturday, December 4