

Expert Care
for the
Entire Family



Symptom Management for
Patients & Personalized
Support for Families &
Caregivers Since 1988



NiagaraHospice.org | 4675 Sunset Drive, Lockport, NY 14094 | 716-439-4417 / 716-HOSPICE





OUR FAMILY, FOCUSED ON YOURS

ORGANIZATIONAL OVERVIEW:

Founded in 1988, Niagara Hospice is a 501(c)(3) health care organization and the only hospice in Niagara County with a New York State Department of Health Certificate of Need. The organization has provided specialized care and personalized support to nearly 27,000 patients, families and caregivers over the last 32 years within Niagara County's population of 210,000.

A member of the National Hospice & Palliative Care Organization (NHPCO) since 1989, Niagara Hospice is the only Western New York hospice that has voluntarily pursued and achieved the ACHC (Accreditation Commission for Health Care) accreditation that demonstrates the organization's commitment to a high level of patient care, operational performance and continuous improvement.

OUR MISSION:

Niagara Hospice provides specialized care, personalized support and comprehensive guidance to Niagara County patients, families and caregivers facing a terminal illness with a prognosis of six months or less. Patients who receive strictly Medicaid can access hospice care for 12 months or less. We provide expert care and end-of-life support services wherever the patient and family is most comfortable. Niagara Hospice has numerous partnerships with skilled nursing facilities across Niagara County to provide needed services to eligible patients wherever they live.

OUR VISION:

Niagara Hospice will evaluate each life-limiting diagnosis for hospice eligibility, an important benefit that ensures comfort, dignity and specialized care for terminally ill patients. When Niagara County patients, families and caregivers enter our program, we will provide a customized care plan and personalized support to manage symptoms, deliver caregiver relief and maximize quality of life and precious time together for as long as possible.

THE NIAGARA HOSPICE CAMPUS:

The administration building, dedicated in February 1996, and the Niagara Hospice House, which features 10 residential long-term care units and 10 general inpatient care units, are located on 25 acres in a serene, rural residential area on the western edge of the Town of Lockport in Niagara County. The mailing address is 4675 Sunset Dr., Lockport, NY 14094.

NIAGARA HOSPICE HOUSE:

In June 2007, the 24,000-square-foot Niagara Hospice House (4675 Sunset Dr., Lockport; 716-280-0600) opened to provide general inpatient care and long-term residential care. There are 10 inpatient and 10 residential suites, and over the last 13 years our staff has cared for more than 5,000 Niagara County families at Hospice House.



COLLABORATIVE FACILITIES:

Niagara Hospice maintains collaborative partnerships in Niagara County with Niagara Falls Memorial Medical Center and the McGuire Group that provide dedicated hospice units at two skilled nursing homes - David's Path at Schoellkopf Health Center (621 10th St., Niagara Falls; 716-278-4578) that opened in 2014 and Jeanne's House at Northgate Health Care Facility (7264 Nash Rd., North Tonawanda; 716-694-7700) that opened in 2012.

CONTRACTED FACILITIES:

Niagara Hospice contracts with a variety of other health care facilities to provide hospice services to patients across Niagara County.

COMMUNITY SUPPORT:

Niagara Hospice benefits from extensive support from community residents and organizations across Niagara County and Western New York. Our special events department organizes special events each year that bring the community together to raise funds for our patients and families, including Spring Bouquet Sale, Jack Beatty Memorial Hospice Cruise & Clambake, Gran Fondo bike ride, Mighty Niagara Half Marathon, Cocktails & Cash raffle and silent auction and Light-a-Life holiday ceremony.

A variety of planned giving options are also available to the public, including bequests of money, real estate or personal property through a will or living trust; retirement plans or life insurance policies that name Niagara Hospice as the beneficiary; gifts that provide lifetime income, such as charitable gift annuities and remainder trusts.

COVID-19:

- Since March of 2020, in addition to the changes noted throughout this report, Niagara Hospice has continued to provide essential end-of-life services to patients and families throughout the coronavirus pandemic, while modifying operations to provide maximum infection control and protection.
- In addition to the 4 negative pressure suites at Hospice House, workplace modifications to the Hospice campus included physical distancing visual reminders, room occupancy limitations, mandatory COVID screening and temperature checks for all visitors and staff, provision of PPE, hand sanitizers and masks (sewn and donated in part by Hospice volunteers) throughout the campus to any and all in need.
- Those personnel who were able to work remotely were encouraged and allowed to do so from the beginning of the pandemic and Governor's state of emergency in March. Upon the implementation of return-to-work protocols and procedures, and the formation of a committee, staff was brought back slowly and safely in July.
- To date, Hospice has reported zero transmission of COVID between or among patients and staff, a track record we hope to continue throughout the pandemic.



RECENT NEWS:

- Niagara Hospice received a \$90,000 grant from the Mother Cabrini Health Foundation to launch a telehealth remote patient monitoring program for home care patients across Niagara County.
- The organization received a \$30,000 grant from the Odd Fellow & Rebekah Benefit Fund to enhance the clinical staff's dementia education and multi-sensory caregiving abilities for dementia patients.
- In May, four of the general inpatient rooms at Niagara Hospice House were converted into negative pressure suites to accommodate patients requiring isolation.
- Niagara Hospice acquired new sleeper sofas for all 20 patient suites at Niagara Hospice House in October. The purchase was supported by nearly \$30,000 in proceeds from the 20th annual Jack Beatty Memorial Hospice Cruise & Clambake on July 12.

ADMISSIONS:

- The organization admitted 923 new patients during the year and cared for 1,092 patients overall, including existing patients at the start of the fiscal year.
- New admissions increased by 86 patients from the previous year.
- The daily patient census reached an all-time high of 205 on April 3.

2019-20 IN REVIEW

SPECIAL EVENTS:

- The Special events Department raised nearly \$30,000 from the 20th annual Jack Beatty Memorial Cruise & Clambake in July.
- The Mighty Niagara Half Marathon and Hospice 5K Dash raised more than \$70,000 in September.
- The annual Spring Bouquet sale generated \$30,000 in March.



MEDIA RECAP:

- Jane James, NP, was featured in a hospice story in the June issue of In Good Health magazine.
- The new negative pressure rooms in Hospice House were featured in The Lockport Union-Sun & Journal.
- Clinical leadership team featured on WECK radio "Senior Matters" show on June 27.
- More than 600 people watched the Bereavement Department's Virtual Remembrance Ceremony on YouTube in June.
- The Special Events department was featured on LCTV "WNY Tonight" show on June 17.
- The Volunteer Department's "Virtual Pet Visit Week" photos were featured on Spectrum News on May 20.
- The Channel 4 (WIVB) website published a story about our virtual special events campaign.
- Niagara Hospice was featured on WBBZ-TV's "What's the Buzz in WNY" show to promote November Hospice Month.
- A guest column by Medical Director, Dr. Richard Castaldo, was published in the op-ed section of *The Buffalo News* highlighting National Hospice Month in November.
- Volunteer program was featured in the *Niagara Gazette* on July 29, 2019.

VOLUNTEER SERVICES:

Volunteers are an essential part of hospice care as they provide a sense of comfort and support to patients, their families, and the staff at Niagara Hospice. This fiscal year:

- 120 volunteers completed 5,706 hours of service
- 2 volunteer training sessions were held
- 8 new volunteers joined our team

Through patient visits, pet visits, vigil team, transportation services, respite for caregivers, friendly visits, Legacy recordings, veteran visits, office and other non-patient related work and special events, Niagara Hospice volunteers provided a cost savings of \$87,998.00 to the organization during this fiscal year.

We offered one Vigil training for current volunteers who were interested in becoming a part of our Vigil team and supporting our philosophy that “no one should die alone.”

We also offered two Enrichment programs that provided an educational experience during this fiscal year.

During the pandemic, many of our volunteer roles had to come to a sudden halt. Volunteer tasks shifted from patient visits to making masks. Instead of being a part of the front line workers they became our behind-the-scenes sewing club. Four volunteers and several organizations made hundreds of cloth masks for staff, patients and families during the COVID-19 pandemic.

A special thank you to our longtime volunteer, Dorothy Socie, who celebrated her 25th anniversary volunteering for Niagara Hospice. Dorothy is one of our administration volunteers who would come in weekly to assemble admission packets. We appreciate what a hardworking and dedicated volunteer Dorothy has been all of these years. Sadly, Dorothy retired from her volunteer role in June. Thank you, Dorothy, for the countless hours that you selflessly gave to the organization.



2019-20 IN REVIEW

SPIRITUAL & BEREAVEMENT:

This year brought several changes. In March, the Director of Spiritual Care became the Director of Spiritual Care and Bereavement Services. Then the department welcomed two new Spiritual Care Counselors. In the spring, Rev. Tanya Spencer, MVID, MS, co-founder of GLADDD, a girls mentoring program, who has extensive experience, and Dion Greer, with 20-plus years of experience and a year of chaplaincy, joined the team.

Spiritual Care provided support services to 697 patients and family members, while Bereavement provided care to 1,079 family members. Like everyone else we were confronted by the challenges of COVID-19. Spiritual Care Counselors adjusted their schedules, met in people's homes, as well as learned new ways of connecting with patients and their families through FaceTiming, phone calls and visits through doors and windows. Music, pictures, sounds, signs, empathetic listening and genuine compassion enhanced the delivery of services during the pandemic.

The Bereavement Department responded creatively by adding and adapting support methods. We began by switching gears from a live Remembrance Ceremony to a virtual one in June.

This spectacular event took place through the collaboration of the Director and the Bereavement Counselors in conjunction with the PR and IT departments. The theme of “Forget-Me-Not” felt relevant to the atmosphere of the community during the pandemic where people were experiencing intense isolation.

In response to the lack of funeral and burial gatherings, the Bereavement Counselors made more frequent calls. The department added virtual support groups and a closed Facebook page where they could have discussions with one another. Other new initiatives included the launch of an email newsletter, an enhanced bibliography of grief resources and videos on the website, a virtual remembrance ceremony, a grief meditation and yoga for grief.



FAMILY MEMBER TESTIMONIALS

"If I wasn't there to assist Bill, I knew someone would assist him with his meals. I felt at ease because I knew his needs were taken care of and he was in good hands. Our family received so much support during Bill's time at Hospice House, and in the months after his passing. It is so thoughtful and kind to be remembered."

— Miriam, North Tonawanda

"The care my wife received was phenomenal. Passionate, high quality, supportive, timely, professional, and a priority; these are just a few words that describe our hospice experience. I always felt like we were the priority from the intake to my wife's passing, and even now. The visits by the nurse when I called for help when my wife wasn't feeling well were so helpful when I didn't know what to do. The nurse would always say to my wife, 'I'm here to help you feel better, I promise.' The nurse was able to get my wife to trust her. Every time the nurse kept her promise, my wife always felt better after the visits."

"The intake nurse, social worker, spiritual care counselor, nurses, bereavement counselor and the person who answered the phone after hours always made me feel like we were the priority. When it was time for hospice, it was the perfect time because hospice helped answer my prayer to keep my wife at home when she passed."

— Robert, Niagara Falls

"The services offered by this agency are nothing short of outstanding. In November 2019, my mother was admitted to Hospice House to live out her final days in peace and serenity. My family couldn't have asked for better care for her. Staff at Hospice House kept us informed and took the very best care of my mom in her final days right through her final breath. Thank you for providing an irreplaceable service to Niagara County residents. I will always support Niagara Hospice and urge others to do the same."

— JoAnne, Lockport

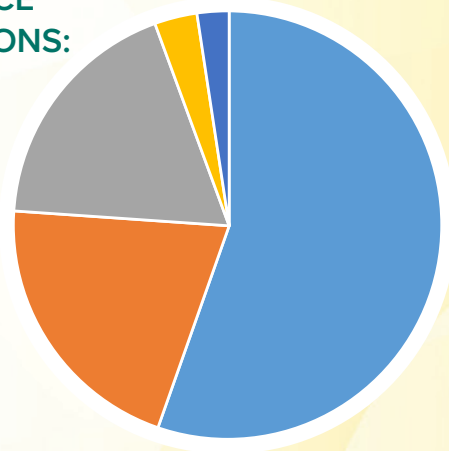
"For the first time in the caregiver journey, I didn't feel alone. I knew I was only a phone call away from help, support and medical advice. Niagara Hospice is so much more than medical care. The emotional support that their counselors offered, the spiritual support their chaplains gave, and the information that the staff gave to help me understand those last few weeks and how best to help my husband, Ron, make his transition with grace and dignity."

"I never expected that I would be the beneficiary of anything, but they literally were by my side every day helping me to understand and accept what was happening. They were patient, kind and supportive, they were not judgmental or controlling. I was a caregiver for my husband for six years with his Alzheimer's disease journey. Now they accept Alzheimer's patients much earlier, which is so very important. Because of Niagara Hospice, I was able to care for him at home, and he was able to die at home."

— Jaci, Lockport

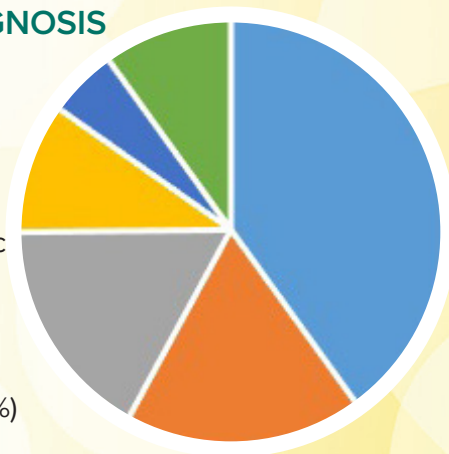
NIAGARA HOSPICE PATIENT LOCATIONS:

- Home Care (55%)
- Skilled Nursing Facilities (21%)
- Niagara Hospice House (18%)
- Hospitals (3%)
- Adult Homes (2%)



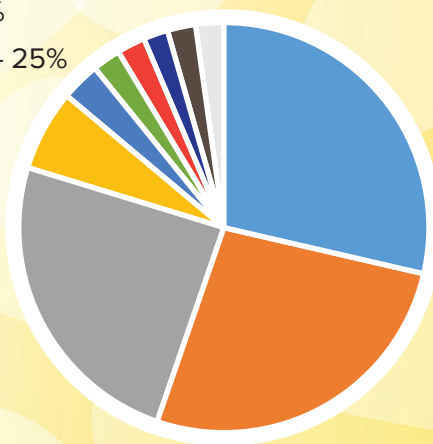
ADMITTING DIAGNOSIS OVERVIEW:

- Cancer (40%)
- Neurologic & Dementia (18%)
- Circulatory/Cardiac Diseases (17%)
- Respiratory Diseases (10%)
- Renal Diseases (5%)
- Other (10%)



PATIENTS BY CITY AND TOWN:

- Niagara Falls - 27%
- North Tonawanda - 25%
- Lockport - 23%
- Lewiston - 6%
- Wheatfield - 3%
- Middleport - 2%
- Newfane - 2%
- Gasport - 2%
- Youngstown - 2%
- Ransomville - 2%



Thank you to all of our sponsors and community partners who supported us during the 2019-20 fiscal year!

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KEY DATES IN OUR HISTORY

- 1980** On December 11, the gathering of individuals interested in developing a hospice in Niagara County takes place at the Payne Ave. Christian Church at corner of Payne Ave. and Wheatfield St. in N. Tonawanda.
- 1986** A Certificate of Need is submitted to the NYSDOH (New York State Department of Health) by then board President, Patricia Evans.
- 1988** In June, Niagara Hospice, Inc. is licensed to serve its first home care patients.
- 1996** The newly built Sunset Drive administrative building opens in February under the leadership of Carol Gettings, CEO.
- 1999** Niagara Hospice receives accreditation on June 1 from the Accreditation Commission for Home Care, Inc.
- 2000** Current Niagara Hospice CEO, John Lomeo, is hired in August.
- 2004** The \$3 million "Wings of Serenity" campaign is launched in December to build Niagara Hospice House.
- 2005** The Niagara Hospice Pharmacy Practice residence program becomes accredited in September by the American Society of Health-System Pharmacists. It is the first hospice-based pharmacy practice with an emphasis on home care to receive accreditation in the nation.
- 2006** Construction of Niagara Hospice House on the Sunset Drive, Town of Lockport campus begins in May.
- 2007** First patients admitted to Niagara Hospice House on June 5.
- 2010** In February, Niagara Hospice opens 2 additional residential suites at Hospice House, bringing the total to 10 residential and 10 general in-patient.
- 2012** In March, Hospice at Jeanne's House – a Northgate and Niagara Hospice Collaboration begins serving residents in need of both 24-hour skilled nursing and hospice services. Notably the only collaboration of its kind in New York State at the time.
- 2014** On May 28, David's Path renovation is complete and a dedication takes place at Schoellkopf Health Center.
- 2017** In April, Niagara Hospice receives renewed accreditation from the Accreditation Commission for Health Care (ACHC); In June - Niagara Hospice House celebrates 10 years of service and in July - Niagara Hospice House residential wing named in honor of Paul Beatty, Sr. "Paul R. Beatty, Sr. Residential Suites."
- 2018** In June, Niagara Hospice commemorates its 30th anniversary, having served more than 25,000 Niagara County residents and their families.
- 2020** In May, the Niagara Hospice House converted four of its 10 general inpatient suites into negative pressures suites to accommodate patients with infections.



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