



2024-2025 ANNUAL REPORT

We are honored to care for our patients and their loved ones, and we are deeply grateful for the trust placed in us. Since 1988, we remain steadfast in our mission to provide the right care, in the right place, at the right time. This Annual Report offers a meaningful look at the work we carry out each day - through compassionate clinical care and through our presence and partnerships in the community.

We extend our sincere thanks to the individuals, foundations, businesses, and community organizations who have stood beside us throughout our years of service.

We also offer our deepest appreciation to our dedicated staff and volunteers. Your compassion, commitment, and professionalism are the foundation of our mission and the reason our work continues to move forward.

OUR DEDICATED CARE TEAM

One of the most meaningful aspects of hospice care is our interdisciplinary care team - dedicated professionals working collaboratively to deliver compassionate, expert care. As the only hospice provider in Niagara County, our staff takes great pride in serving our community with skill, empathy, and commitment.

With just one call to Niagara Hospice, patients and loved ones gain access to comprehensive physical, emotional, psychosocial, spiritual, and bereavement support - ensuring care that truly surrounds the whole person and those who love them.



PATIENT CARE...YEAR IN REVIEW



1,115
total
patients



71,434
total days
of care



195.7
average
daily census

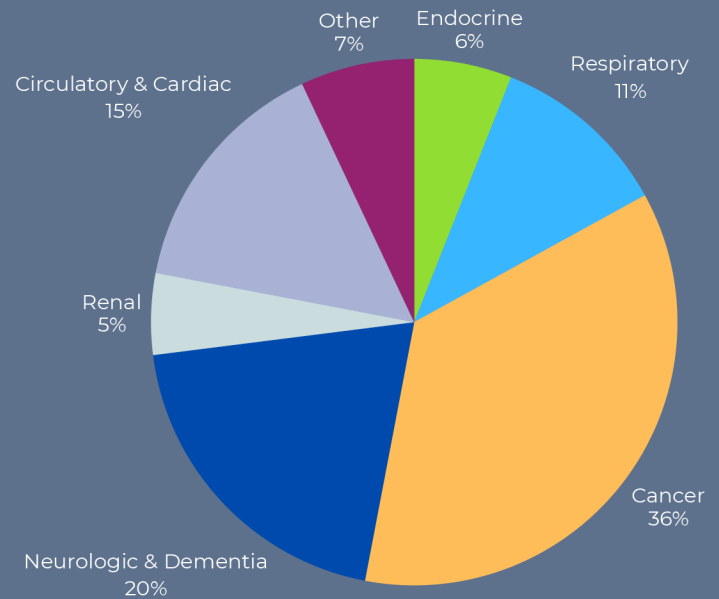


928
new patient
admissions

PATIENT CARE...DEMOGRAPHICS

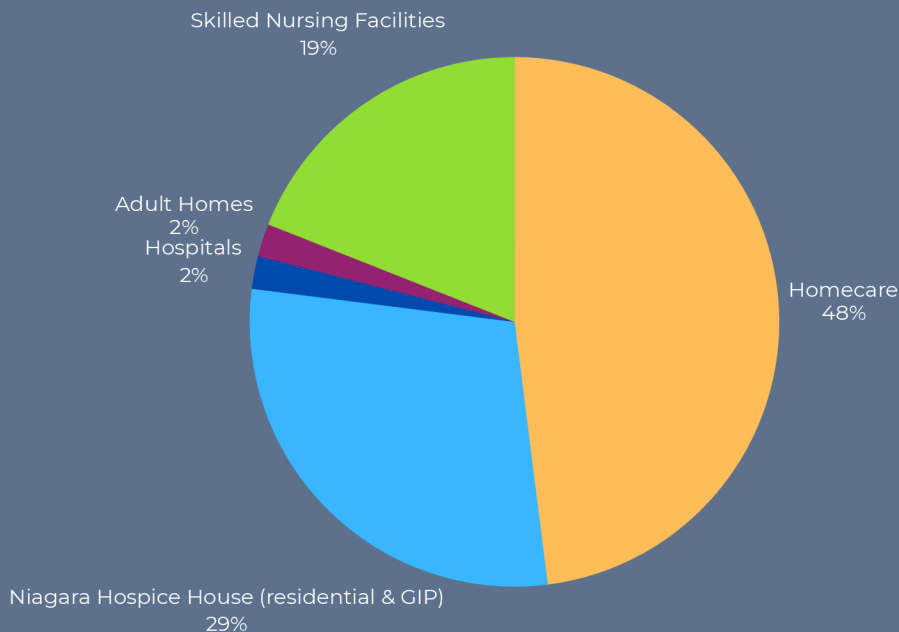
PATIENT DIAGNOSES

Niagara Hospice cares for patients with a variety of diagnoses. The chart illustrates the primary diagnoses of patients admitted to hospice care during the year. The data reflects the diverse medical conditions served and highlight the breadth of care provided by our interdisciplinary team.



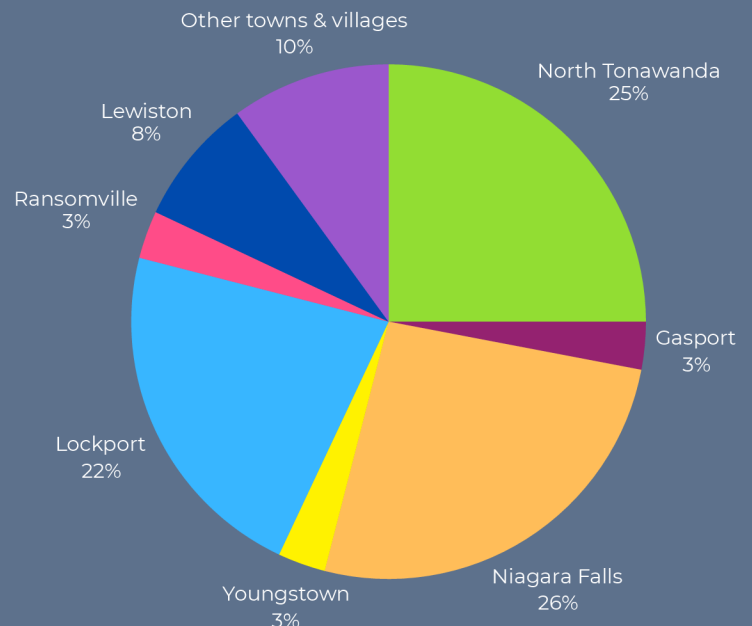
PATIENT CARE LOCATIONS

The location of patient care is thoughtfully assessed to best meet each individual's needs. While the majority of patients receive care in their homes, several facilities - including Hospice House in Lockport - also provide specialized care, particularly for patients who require a higher level of support than can be provided at home.



PATIENT CITIES & TOWNS

Since 1988, Niagara Hospice has served patients throughout Niagara County. While the majority of patients continue to come from the county's three largest cities, there has been a steady increase in patient representation from the many towns and villages across our community.



2024-2025 HIGHLIGHTS

Grateful Heart Award- in January 2024, the Grateful Heart Award was introduced as a way for patients & families to show their gratitude for Niagara Hospice staff. The award is given quarterly. Below, you will see our four awardees for 2024-2025, accepting their award with leadership.



2024 3rd Quarter - Kelly O'Connor, RN



2024 4th Quarter - DJ Finnegan, RN



2025 1st Quarter - Patricia Lipiec, Hospice House Aide



2025 2nd Quarter - Kendelle Thomasula, RN

November Hospice Month Awards - Niagara Hospice presented two awards in recognition of unwavering service to the community through commitment, hard work, kindness & generosity and for its longstanding partnership. Cornerstone Community Federal Credit Union received the 2024 Niagara Hospice Labor of Love Award. This award is presented to a community partner that serves the community through their commitment and hard work, while also sharing the values of Niagara Hospice. For over 25 years, Cornerstone has been a trusted, generous, steadfast friend to the organization. They put in so much hard work through their Cornerstone Community Days, volunteering in the Memorial Gardens, selling flowers for our Spring Bouquet Sale, providing pit stops for the Hospice Gran Fondo, being a presenting sponsor for the Mighty Niagara Half Marathon and generously donating to the Niagara Hospice House expansion. A true community partner, they are a genuine pleasure to work with and we are so grateful.

Photos: Top right: Eric Hepkins, CEO, Cornerstone CFCU, stands between Carlo Figliomeni, Niagara Hospice President & CEO, and Patricia Evans, Niagara Hospice Board of Directors Chairwoman. Bottom right photo: Several members of the Cornerstone CFCU team accept their award.

The Light-a-Life holiday memorial event returned to the Niagara Hospice campus in December 2024. The theme of the evening was "Hope & Healing at the Holidays," and our Spiritual Care, Bereavement, and Events Departments coordinated a beautiful program to honor the memories of loved ones gone before us. Several members of our Niagara Hospice care team participated in the event, sharing their wishes of hope & healing for the holiday season.



ANNUAL HIGHLIGHTS, continued

November Hospice Month Awards - Anna Nemi was recognized with the 2024 Niagara Hospice Hands for Hospice Award. This award is presented to an individual or group who has given their time and talents to make a difference in the lives of our patients and their families, and therefore, our community. For many years, Anna has created hundreds of beautiful, personalized memorial items and ornaments, volunteered at countless events, designed DIY paint kits benefitting Niagara Hospice, promoted the mission in the community, and has been a generous donor. Anna's work has provided peace and comfort for those who have lost loved ones, and brightened the day of so many in our community. With her hands, she lifts up so many, and though this award is called, "Hands for Hospice," Anna truly has a Hospice Heart.

In the photo to the right, Anna stands in between Carlo Figliomeni, President & CEO, and Patricia Evans, Board of Directors Chairwoman.



Patient Birthdays - In September 2024, Niagara Hospice's Volunteer Department launched a new initiative to celebrate the birthdays of patients in our care. While "celebrating moments" may not be the first thing that comes to mind when people hear the word "hospice", at Niagara Hospice we believe in maximizing every moment and bringing added joy to our patients- especially on their special day. Birthday packages, including a beautiful mug or small teddy bear filled with fresh-baked treats and a handmade birthday card, are prepared and delivered with the goal to brighten each patient's day.

COMPASSIONATE VOLUNTEERS

Niagara Hospice has an amazing volunteer force, totaling nearly 100 individuals. The organization's volunteers are dedicated, compassionate, and give of their time in so many beneficial ways. They visit patients, provide respite for caregivers, assist with fundraising and bereavement events, sit vigil with patients, help with office duties, and so much more. In the past fiscal year, they provided over 3,500 hours of service.



CELEBRATING PHILANTHROPY

We are so grateful...Many generous groups & individuals have made Niagara Hospice their "charity of choice," and we cannot thank you enough. Money raised supports our mission in countless ways - from creating meaningful "Lasting Memories" patient experiences, to helping provide care for those who are uninsured or underinsured, to enhancing our facilities, and so much more.

Over **2,100 donors** supported our mission through memorials, Memorial Gardens tributes and general contributions. Over **1,000 donors** supported our annual appeals. One of the appeals was a special campaign allowing us to create a "Care for the Caregiver" Fund, which assists caregivers with exceptional needs; the appeal totaled over \$75,000.

"**Host-it-for Hospice**" fundraising events are coordinated by individuals, groups and businesses in the community. In fiscal year 2024-2025, our community raised over \$50,000 to support Niagara Hospice.



Photos: Top, and left to right: Host-it-for-Hospice check presentations from Platter's Chocolate Factory from the Sponge Candy SK, Cornerstone Community Federal Credit Union from their Community Day, WNY HotRods, Customs, and Classics nonprofit car club from the Field of Dreams Care Show, and the Redmen Club for their from their lottery fundraiser.

SPECIAL EVENT FUNDRAISERS

Our Special Events Department coordinates several fundraising events each year, as well as supporting other departments with event planning and logistics. Over \$180,000 was raised by special event fundraisers in 2024-2025. The support of community partners and volunteers make the ongoing success of these events possible. Funds raised support the Niagara Hospice mission.



THANK YOU TO OUR 2024-2025 COMMUNITY PARTNERS & SPONSORS

A-1 Land Care
Abbott Answering Service
Acome Construction
American Niagara Hospitality
Assured Partners
ATI Materials
Becker Farms
Bittner Singer Farm
Black Willow Winery
Boland's Beef & Brew
Brickyard Pub & BBQ
Buffalo Sabres Foundation
Burke Homes
Chenez Popcorn
Chudy Paper Company
Clark Rigging & Rental Corp.
Cole, Sorrentino, Hurley, Hewner &
Gambino
Coppins Service Center
Cornerstone Community FCU
Cornerstone Veterinary
Crown Benefits Group
Crunch Fitness
DiCamillo Bakery
Dopkins & Co.
E.A. Granchelli Developer
Eaton Office Supply
Excelsior Orthopedics
Fattery Beer Company
Forsyth Warren Tavern
Fox Fence
Fred E. Thomas Agency
Fresenius Kabi
Great Lakes Building Systems
Great Lakes Real Estate
Half Baked Café
Hardison Funeral Homes

Heritage Manor of Lockport
Hess Road Wesleyan
Highmark Blue Cross Blue Shield
International Stone Gallery
Joe Cecconi Chrysler
Joe Frazier Law
JoJo's Ice Cream
Kith & Kin
Lawley Insurance
Lockport Lions Club
Lockport Orthodontics
Lower Niagara Moose Lodge
M&T Bank
M.J. Colucci & Son
Managed Care Network
Mark Cerrone Inc.
McGuire Group
Metro Contracting & Environmental
MH White Siding
Michael's Nursery
Mike Arena
Mineo & Sapio
Mitchell Family Cremations
Modern Disposal
Muscoreil's Fine Desserts
Naptime Kraftin
Niagara Fresh Fruit Company
Niagara Metals
Northwest Bank
Northern Custom Services
Olin Corporation
Plasticweld Systems
Race Management Solutions
RCR Yachts
Register Graphics
Reworld
Rhoney Funeral Home

Sahlen's
Seaway Insurance
Sevenson Environmental
Sharp Labels & Printing
Shelby Crushed Stone
Spalding Ace Hardware
Stahlka Agency
Starbucks Coffee Co.
State Farm-Beck & Dough
Thompson
Stevenson Hardware
Sunflowers of Sanborn
Sunrise Door & Woodworks
Tater Cakes Bake Shop
The Cookie Cottage
The Granite Shop
The Silo Restaurant
Tim Hortons
Toms Pro Bikes
Tops Friendly Markets
Twin City Glass
Ulrich Sign Co.
Upstate Farms
Upward Niagara Chamber of
Commerce
Village Bake Shoppe
Village of Wilson
Wandering Gypsy
Websters Bistro
Wegman's
Wendt's Propane
West Herr
Wilson's Pizza Shop
Woodcock Brothers
Woodside Granite Industries
Youngstown Lions Club
Youngstown Village Diner

2024-2025 NIAGARA HOSPICE LEADERSHIP TEAM

Board of Directors

Patricia Evans, Chairwoman
James Baker
Mary Brennan-Taylor
Linda Flessel, RN
Nicholas Granchelli
Sharon Jean Hewner, PhD
Paul Nanula
Dan Mandaville

Medical Leadership

Dr. Richard Castaldo, Medical Director
Dr. Jay Newman, Assistant Medical
Director
Danielle M. Burngasser, RN, BSN, Vice
President of Clinical Operations
Janet Ligammari, RN, Director of
Nursing Services

Executive Leadership

Carlo Figliomeni, President & CEO
Sarah Gocher, CFO
Andrea Sammarco, Esq.,
Corporate General Counsel

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Niagara Hospice's Mission: We are dedicated to providing
the Right Care, in the Right Place, at the Right Time.

