

HOSPICE & PALLIATIVE

Companion

Two Steps Forward ... and None Back

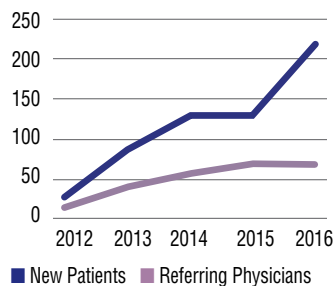
2016 was an exciting and busy year for CHPC. At the same time we provided outstanding patient care, we managed refinements to many aspects of our operations while adapting to uncertainties and challenges. We've been good stewards of Medicare, donor, and other resources that are the lifeblood of our enterprise. Here are just a few highlights of 2016:

Financial Results. CHPC reported an operating surplus. Despite challenges and uncertainties in Medicare and Medicaid reimbursement and a sharp, but temporary, drop in our census in early 2016, we tightened our program belt and brought the year in with a surplus. Our balance sheet remains conservatively proportioned with growing net assets and liquidity.

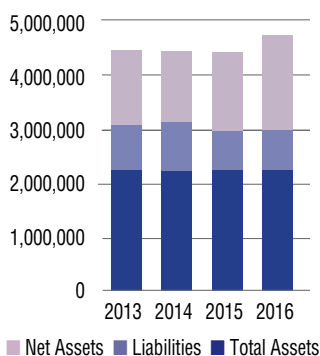
We changed our name. To reflect the two types of unique care we provide, we changed our name. We kept our new logo similar to our old logo to retain the goodwill we have built up for the last 35 years of caring for our neighbors.



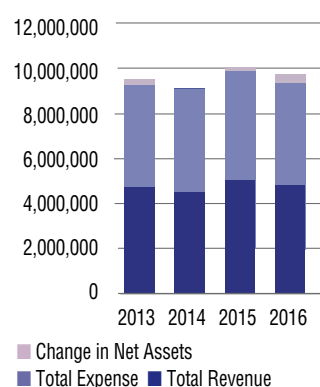
John A. & Oscar Johnson Palliative Care Program



Four Year Balance Sheet



Four Year Income Statement



Palliative care is growing. Our John A. & Oscar Johnson Palliative Care Program is filling a tremendous need and integrating into the local healthcare continuum. The number of new admissions climbed 66% over 2015. In addition, the Jamestown medical community is relying increasingly on Dr. Putnam's specialized training. As the county's only board-certified palliative physician, he is increasingly being consulted by other physicians about difficult cases. The number of hospital consultations for the first three months of 2017 has already exceeded the consultations for all of 2016.



We continue to educate the local healthcare community about the importance of palliative care. CHPC collaborated with the Chautauqua County Health Network to present the "Caring Wisely Conference" in 2016. The event was attended by over 80 county nurses, practice managers, and MDs. We also collaborated with the Buffalo VA Hospital on a palliative conference.

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Dear Friends and Family,

BY NOW YOU MUST HAVE NOTICED THE THICKNESS OF this newsletter. There are over 11 pages listing individuals and organizations who supported us in 2016- quite a testament to the extent of CHPC's connection to our community. I would like to say "thank you" to these many people and organizations for helping move our mission forward to provide end-of-life care and education to the residents of Chautauqua County.

I am proud of all we have accomplished in 2016. In a challenging environment, we made many program and development advancements while delivering outstanding care. We have an impressive group of staff and volunteers who all contributed to this success. To all those who rolled up their sleeves to make 2016 successful, I again say "thank you!"

The momentum we carried out of 2016 will be vital to our success in 2017. We have ambitious goals to provide care to more of our residents; we currently only reach about 30% of Medicare-eligible decedents and we must raise this number through greatly expanded marketing strategies. We currently need more office and program space and still more will be needed to accommodate the program growth in front of us. Our John A. and Oscar Johnson Palliative Care Program has become a respected and vital part of the local healthcare continuum; we must support it and assure this care is delivered to the many residents who need it. We will continue to provide vital therapeutic and community bereavement care for which we are not reimbursed.

Chautauqua Hospice and Palliative Care is a rural, not-for-profit healthcare provider compassionately caring for vulnerable patients near the end of life and with severe chronic illness. We serve a county that has a declining population and a stagnant economy and will need robust charitable support in order to remain independent and locally controlled. We belong to you and your ongoing engagement will be critical to the future care of our families and neighbors.

Thank you for your confidence and support!

Shauna Anderson

CHPC Welcomes Five New Employees!



BJ Buonaiuto
Events Coordinator



Cynthia Carlson
Palliative Nurse Practitioner



Jessica Jones
RN Case Manager



Jordan Lyon
Administrative Support Clerk



Philip Lawrie
RN Case Manager

HOSPICE HEROES

The support of community organizations is crucial to our ability to provide top-notch care to families in our community. Here are some highlights of the good work community members carry out on our behalf:



BLB Chicken Barbeque

For the second year, employees and volunteers for Bahgat & Laurito-Bahgat, CPAs and BLB Insurance Agency served up chicken dinners in the Fredonia Village Square for a total of \$1,825 in support of our mission. Despite selling 95 more dinners this year, some walk-up customers had to be turned away hungry due to the popularity of the event.



Mel Perks Motorcycle Run for Hospice

Despite a rainy start, the 4th Annual Mel Perks Memorial Motorcycle Run, sponsored by The Pad in Kennedy, NY, raised \$14,001! The Pad owners, Al and Patty Sutter, as well as Tammy Whalen, Amy Anderson, and lots of volunteers make the event a success. Other invaluable partners include Himes Auctions, Harley Davidson of Jamestown, Steel Horse, and the Vietnam Vets Legacy Vets Motorcycle Club of Buffalo. This year's Run will take place Saturday, July 29 - Don't miss it!

Circulus Golf Tournament

Most people have never heard of Circulus. What began many years ago as a men's card playing group at the Ironstone, lives on in the volunteerism of five very special men: Jack Scalise, Bucky Lombardo, Phil DeAngelo, Ron Pappalardo and Tom Olson. While the Ironstone and the card games are gone, the



Circulus golf tournament lives on in grand style. Over nine consecutive years the golf outing has raised \$54,225 for CHPC's mission. Generous local and regional sponsors make the event a success and one of the most enjoyable and best run tournaments of its kind.

Moniuszko Social Club

The Moniuszko Social Club again made a generous financial contribution to Chautauqua Hospice & Palliative Care. This year's contribution of \$2,500 brings the Club's total support for the agency to \$18,735 over the last 10 years.



Updates....



Watch Our Upcoming Video

Riley Nieder, a palliative patient at CHPC and his mother, Jessica, have benefited from our specialized pediatric care and we will be sharing their unique story in an upcoming video. The video will be posted on our web page and Facebook page in a few weeks. Visit us at www.CHPC.care to view the video and share it with your friends and family.

Bereavement Department Updates

Our Bereavement Department is a vital link to the community. Grief is a debilitating emotion that few of us can manage on our own. We help individuals or groups of people process the tragic loss of a loved one. Our help is available to anyone, regardless of whether their loved one was a Hospice patient.

Support Groups We have initiated a support group in Fredonia that meets from 7:00pm to 9:00pm on the 2nd and 4th Thursdays of every month at the Fredonia office at 37 W. Main St. Our south county group meets from 7:00pm to 9:00pm the 1st and 3rd Thursday of every month in our Lake-wood office at 20 W. Fairmount Ave.

Memorial Service and Butterfly Release Two services will be observed this year: June 24 at Pt Gratiot and June 25 at Celoron Park.

Visit www.CHPC.care or call our offices for more information.



Advanced Care Planning

A Tale of Two Loved Ones



Ann Lawson sharing the importance of advance care planning with her close friends.

ANN LAWSON RECENTLY HAD two very different experiences with the passing of loved ones. Ann's elderly aunt, Delores Nelson, did not have advance directives as her health began to deteriorate. With the help of a Hospice social worker, Ann and Delores negotiated the very emotional subject of advance directives that would have been much easier when time was not so short. It was gut-wrenching for them both.

A year later Ann's husband, Carl

Hanson, suffered a severe stroke in September 2016. He passed peacefully and painlessly within 72 hours. Carl achieved his dignified death because he had prepared his advance directives, distributed copies widely and, most importantly, communicated his wishes to his wife and trusted friends, who were his alternate proxies.

Maintaining control and dignity at the end of life is anything but easy. Failing to plan and communicate your wishes can be very expensive emotionally and financially to your loved ones. Do you have a healthcare proxy and living will? Have you shared them with your loved ones? And do you have enough information for the tough decisions that you may be called upon to make as your loved one's proxy? Don't put off until tomorrow what your family deserves today.

According to the National Institute

of Health, 50% of us will not be able to make or express our own decisions at the end of life. This means that someone else will have to make the decisions for half of Americans at the end of life. For such important decisions, shouldn't we be prepared?

National Healthcare Decisions Week

CHPC will be streaming live interviews with our social workers on Facebook each day during National Healthcare Decisions Week, April 17-21. These segments will share real life stories about advance care planning and give viewers the opportunity to submit questions and comments. Stop by the CHPC Facebook page each day at 10:00am and learn first-hand the experiences of our staff members who assist patients and families with this important subject.

Planned Giving

Closing the Circle for Hospice

DAVID AND MARGE SWITALA are no strangers to CHPC. David was a board member and President. He is a volunteer and advocate. Recently David has helped us establish a planned giving program. The financial landscape is complex and David has coached us on the many ways that investments and life insurance can be repurposed for charitable giving.



But he's done more than tutor us. Many years ago David set aside funds for his mother's long-term care that she

never needed. She passed away in 1994 under the care of hospice, which was paid for by Medicare. David was so touched by the loving care she had received that he became involved locally promoting the mission in hospice. Twenty years later, David and Marge gifted the appreciated securities to CHPC.

"Having worked with Hospice for such an extended period of time, I was witness to the dedication and caring of the Hospice staff in Chautauqua County," said David. "I have come to believe that Hospice matters. The end of life deserves as much beauty, care, and respect as the beginning."

Leave A Legacy

Bequests and planned gifts are an important source of support for CHPC. Here are some important steps to leave a legacy gift to CHPC:

- *Prepare a will. Only 40% of us have one!*
- *Designate a gift in your will - a % of the remaining estate or a set dollar amount.*
- *Make a gift of appreciated securities.*
- *Designate CHPC as a beneficiary of a pension or IRA.*
- *Designate us as owner and/or beneficiary of a life insurance policy.*

Call Andy Dickson, at 338-0033, x201 if you have questions or would like to make a planned gift to CHPC.

We gratefully acknowledge the support received from our community during 2016. Charitable support is vital funding for music therapy & other services not reimbursed by insurances, as well as care for uninsured patients. Contributors listed in italics provided us support through our Annual Appeal.

In Memory Of...

Jenkins "Jerri" Nutting
Jeff and Melinda Tayman
Everyone

Migliore Funeral Home

Family & Friends

Karen Kulig

Family members

Emily Lodestro

Four-Footed Family

Members

Elizabeth Lasser

Larry Ackley

Julie Spaulding

Doris Adams

BEI Precision Systems &

Space Company Inc.

Roberta Duff and Mary

Duff

Sara Michael

William V. Adams

Barbara Garlock

Samuel Agate

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Marsha R. Finley

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Havas Impact

Joseph Johnson

June Mallery

Betty Swanson

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Gloria Anderson

Max Dorn

Rick and Fales

Robert and Gatto

Emily Lodestro

Richard Nelson

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Barbara J. Johnson

Kay Anderson

Charles and Geraldine

Goldberg

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Patrick and Cheryl Hayes

Sandra Hoyt

William and Marsha

Langworthy

Retired National Guard

Shooters Assoc.

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Pike

Lester and Wyona Wevers

Thomas and Donna

Whittaker

Lucas Anderson

Kathryn Probst

R. Quintus Anderson

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Shirley Anderson

Robert Anderson

John and Maggie Scorse

Susan Anderson

Melvin and Eunice Baldwin

Robert and Joyce Mathews

Marie Aniszewski

Betty Anson

Richard Anson

Edward Beatty

William and Rita Bremer

Bob and Diane Bukowski

George Catalano

Joseph Catalano

Jack and Linda Clayback

Maxine Deering

Dennis and Debbie

Domzalski

Timothy and Marylou

Dykas

Sam and Elaine Epolito

Teresa Gornikiewicz

Roger and Susan Gotowka

John Griswold

John Jakubowski

Rodney Jankowski

George Karalus

Doris Kozlowski and Dani

Polniak

Arthur Kubasik

Michael and Kayla Nero

Arlene Pachol

Al and Nancy Piowar

Walter and Linda

Przepasniak

Sandy Sinare

Daniel and Loretta

Szalkowski

Betty Tarnowski

Jacqueline Thomson

Alex and Jackie Uszacki

Elizabeth Wise

Mark and Lynn Wisniewski

Dennis Wolfe and Kristen

Henderson

Victoria Annis

Cecilia Hinsdale

Stephen and Wendie

Raynor

Tony and Kathy Rizzo

Jim and Fran Sarra

Jeannette & Dick Arnold

John and Joy Kittrell

Murl Aten

Barbara Aten

Guy Benson

Scott and Julie Spencer

Joyce C. Axelson

Scott Axelson

Stanley Bachelor

Elizabeth Bachelor

Lesley Eich and Ken

Lethbridge

Walter and Jill Moddle

Joyce Wiltsie

Robert Backins

Mike Mitchell

Joseph Baglia

Nancy Baglia

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Quentin and Kathleen Best

Ed Shults Chevrolet, Inc

Jack and Sue Gambino

Stockton Star Rebekah

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Charles F. Baker

Cynthia Baldrige

Shannon Baldrige

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Barbara Ball

Joyce Ball

Carol Carbrey

Richard and Shirley

Carlson

Patricia Long

Maurice and Doris Roach

Gayle Schulte

Donald Southwick

Florian Banach

Casimer and Irene Kuziora

Gary Banach

Columbus Club

Nicholas Bankash

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Schmonsky

John & Kathy Bankosh

Susan Baran

CV Bush School

Betty Barber

Norma Walker

Shirley Barker

Walt Barker

Dessie Barnes

Linda Lazarony

Leonard Barreca

Paulette Barreca

Thomas Barresi

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Brigiotta

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Donald Southwick

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Diane Beebe

Inscape, Inc.

Dana Turer

Barclay and Diane

Wellman

Kelly E. Beld

Kathleen Young

Emma M. Belin

James Belin

Eleanor Benson

Murray Benson

Helen Benson

Murray Benson

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Robert and Joyce Mathews

Cathleen Benton

Betty Newhouse

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Quentin and Kathleen Best

Joyce Beynon

Jon & Kim Torrey

Christopher Aaron Bishop

G. Jay and Kimberly Bishop

Eleanor Bittinger

Thomas and Annette

Carlson

Dick and Lorena Crosby

Lois Kibler

Lisa Lambert

Frances Marchiando

Panama Central Class of

1966

Francis Wisniewski

Mike Wisniewski

Bruce Blanchard

Clara Blanchard

Wade & Trudy Gollnitz

Marion Bland

Randall and Katrina Bland

Richard Bland

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Rosie Bomasuto
Douglas Ticknor III and
Susan Ticknor
Agnes Boom Folkerto
Carrie Wolfgang
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Brian and Lori Anauro
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Mary Dominick
Betty Donahay
 John Donahay
Gary Doremus
 Jack and Sherrie Brookmire
 Joanne and Vinny Capizzi
 William and Carole Colter
 John and Judith Dale
 Rosalind Doremus
 Lynda Harris
 Gary and Natalie Jasper
 Anne Jeffreys
 Michael and Jen Kalbaugh
 Thomas and Ann Patton
 Louise Pillittieri
 David and Darcy Rhinehart
 Gayle Schulte
 Brenda Schultz
 Wayne and M. Swanson
Dennis Dorman
 Donna Emo
Diana Dorman
 Regina and John Barry
 Donna Emo
Carol Drummond
 Christopher and Louise Lanski
Jane Duncan
 Don and Gale Lauger
Charles R. Dye, Sr.
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 Linda Corbin
 Joyce Dispenza
 Gernatt Asphalt Products, Inc.
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 James and Patricia Rebmann
 Peggy Spears
 Phyllis Ulmer
 Connie Wojcinski and Mallory Wojcinski
Frances A. Dymant
Robert and Wendy Dymant
- Marjorie Ebert**
 Linda Corbin
 David and Tammy Ebert
 James Ebert
 Stephen Ebert
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 Rianna Moore
 Patricia Smith
Kenneth Ecker
 Tracy Ecker
Leonard Ecker
 Darlene Goodman
Derek Eggleston
Marsha Scott
Lee Elardo
Anthony and Evelyn Raffa
Madge Eldridge
 Fran Campbell and Mary Alice Campbell
Judy Ellis
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Margaret Emerling
Harold Emmott
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 Regina and John Barry
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 Alice Engdahl
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Donald and Karen Berg
Clare Erickson
 Hope Cline
 Edgar and Judy Hoagland
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 Barbara McLean
Robert and Theresa Meger
 Sally Nicholson
 J.M. and O'Leary
 Troy and Sandra Oswald
 Randolph Football Coaches & Family
 Summit Racing Equipment
Martha Erickson
 Dennis and Linda Barmore
 Jack and Cherrie Clark
 Leatrice Frederickson
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Allen and Barbara Yahn
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Clara Fellingner
Analinda Felt
 Kent and Michele Baldwin
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- Robert Fiedler
 Laurie Heeder
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 SECNY Federal Credit Union
Gertrude Finley
 Marsha R. Finley
Jay A. Finley
 Marsha R. Finley
John Formanowicz
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Laurabell Frank
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Neal Franklin
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Cindy Frazita
 James Frazita
Philip Frederes
 Gordon Frederes
Keith Frey
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Dates To Remember

- 4/17-21** National Healthcare Decisions Week
- 4/22** Earth Day & Shred Day for Hospice
- 4/27** Wine Tasting for Hospice
- 4/30** Sunday Skate for Hospice at NW Arena
- 5/6** Vendor Fair at Lakewood Legion
- 6/10** Bubble Hockey at NW Arena
- 6/24-25** Service of Remembrance & Butterfly Release
- 7/29** Mel Perks Motorcycle Run for Hospice

Visit our website for details at www.chpc.care

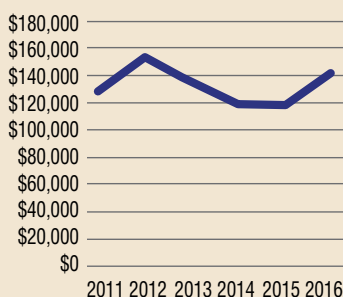
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Fundraising ratchets up. In the Fall of 2016, we initiated our first annual appeal and raised total annual giving. The appeal resulted in \$22,983 in donations and also resulted in a 19% increase in memorials and donations over 2015. We plan to grow the annual appeal to make it a reliable source of support.

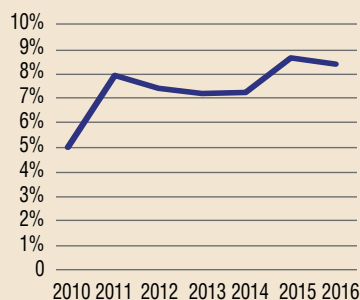
We have initiated a planned giving program and hired an events coordinator. We will leave no stone unturned as we build a more secure future for CHPC!

Volunteerism is thriving. We are fortunate to have numerous dedicated volunteers. We have 45 patient volunteers who provided over 8% of our patient care compared to the minimum 5% required by Medicare. We have many more who help in the office and on special projects. Many of our volunteers joined our volunteer corps because they witnessed firsthand the compassionate care we provided their loved one. Care to join us?

◀
**Total Annual
Memorials & Donations**



◀
**Percentage of Patient Care
Provided by Volunteers**



We're educating the community.

CHPC continues to engage churches, employers and community organizations about the importance of Advance Care Planning. Helping our neighbors anticipate the profound time at end of life in order to retain dignity and control is part of our mission.

We are proud of all that we accomplished in 2016. Since we belong to our community, these successes belong to you! Thank you for your volunteerism, financial support and for trusting us with the most important care your family and neighbors may ever need.

