

PROVIDENCE HOSPICE FOUNDATION SONOMA COUNTY | 2022 ANNUAL REPORT



Hospice Foundation Sonoma County



A hospice aide from Petaluma once had a patient who would give her a rock after each visit. Each time, the aide would take the rocks back to Hospice of Petaluma. One day, a child grief client was at the building and to ease his nerves, he was given the rocks to play with. He placed them in a heart shape, and over the years, our caregivers have moved them around the porch, always eventually turning them back into the heart.

A LEGACY OF CARE, COMPASSION, COMMUNITY



Hospice Foundation Sonoma County

A LETTER FROM OUR CLINICAL DIRECTOR

Dear Friends,

As we present our 2022 Annual Report, we want to express our gratitude for your unwavering support of our hospice services and programs throughout Sonoma County. We cannot do this work alone, and we are endlessly thankful for your friendship and generosity.

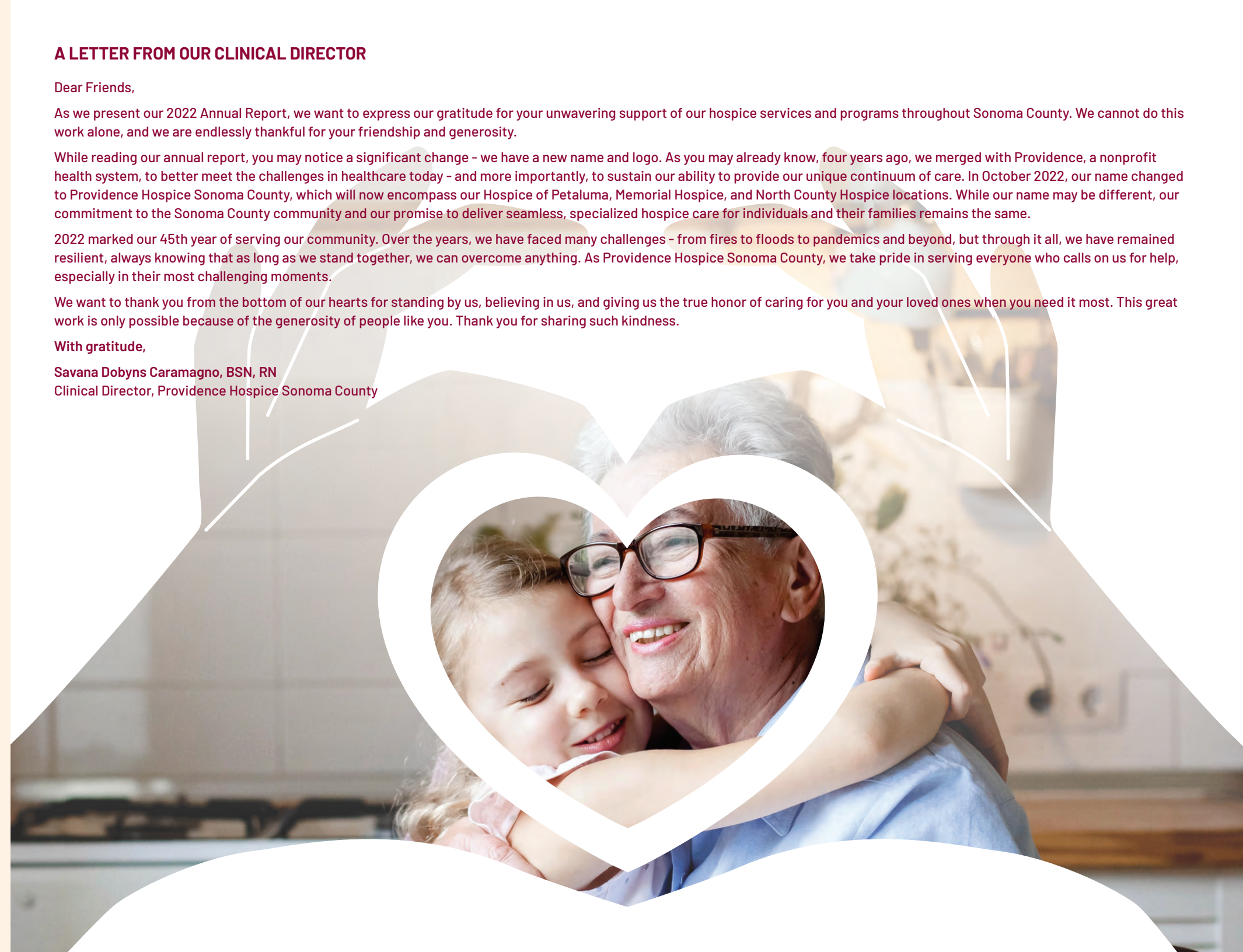
While reading our annual report, you may notice a significant change – we have a new name and logo. As you may already know, four years ago, we merged with Providence, a nonprofit health system, to better meet the challenges in healthcare today – and more importantly, to sustain our ability to provide our unique continuum of care. In October 2022, our name changed to Providence Hospice Sonoma County, which will now encompass our Hospice of Petaluma, Memorial Hospice, and North County Hospice locations. While our name may be different, our commitment to the Sonoma County community and our promise to deliver seamless, specialized hospice care for individuals and their families remains the same.

2022 marked our 45th year of serving our community. Over the years, we have faced many challenges – from fires to floods to pandemics and beyond, but through it all, we have remained resilient, always knowing that as long as we stand together, we can overcome anything. As Providence Hospice Sonoma County, we take pride in serving everyone who calls on us for help, especially in their most challenging moments.

We want to thank you from the bottom of our hearts for standing by us, believing in us, and giving us the true honor of caring for you and your loved ones when you need it most. This great work is only possible because of the generosity of people like you. Thank you for sharing such kindness.

With gratitude,

Savana Dobyns Caramagno, BSN, RN
Clinical Director, Providence Hospice Sonoma County





A LEGACY OF CARE, COMPASSION, COMMUNITY

There for Us Throughout the Years

By Kris and Bob U'Ren

Our journey with hospice first began in 2010 with Martha (Mom). She was discharged from the hospital to hospice home care after a long, undiagnosed illness. We did not expect her to live more than a few weeks. Martha responded so well to the palliative care and kindness of her hospice caregivers. She improved and stabilized and “graduated” after about 6 months. She stayed stable but weak for a year, then finally returned to hospice care before her passing in November of 2012. Hospice was our miracle that gave Mom and Dad (Al) time to prepare for him to transition into living alone for the first time in 67 years.

During this two-year period, Kris used hospice counseling services to help her process Martha’s illness and the unexpected death of our daughter-in-law in Southern California. The one-to-one counseling was so helpful. It allowed Kris to manage her grief as well as understand what her son was going through with his own grief journey after losing his wife.

Al lived alone after Martha’s passing for another ten years. He remained passionate about serving his community, and during this time, he filled his days with volunteering for the Petaluma Police Department and playing music for seniors. Al had always been interested in music and was an incredible piano player. He was a high school band instructor and played several instruments for dance bands. His favorite musical genre was 1940’s swing music.

Al remained passionate about serving his community, and during this time, he filled his days with volunteering for the Petaluma Police Department and playing music for seniors.



Al and Martha U'Ren

Because of our wonderful experience with hospice of Petaluma ten years before, it was important for us to call on them when Dad became too ill to care for himself. His hospice journey was very short – less than a week – but the help and care you gave all of us was enormously appreciated. Al didn’t go quietly and was difficult to care for in his final days.

The care team immediately relieved the burden for us. Erika was our first contact, and she came to the hospital to evaluate Al (even though the hospital said she would not). She realized Dad had terminal agitation and was close to the end of his journey. We knew that something was off with his demeanor, but we didn’t know what it was. Having a name like terminal agitation to address his difficult behavior made it easier for us to accept his bizarre actions. When Al was transported back to the assisted living facility, they interceded on his behalf, representing his best interests and care.

We would *always* recommend Hospice of Petaluma to anyone in need. We are so truly grateful for your calm, caring, professional approach.

After receiving such great care for Al and Martha, Bob and Kris felt compelled to do something special for the staff. With a generous donation, along with Bob’s sister Linda, they set up the **Bob and Kris U'Ren Caregiver Fund** to support the good work of the Hospice of Petaluma clinical staff.

We would always recommend Hospice of Petaluma to anyone in need. We are so truly grateful.



Funding Priorities

At Providence Hospice Foundation Sonoma County, we promise to respond when we hear the plea, **“Know Me, Care for Me, Ease my Way.”** Gifts to Hospice help us to continue serving anyone who needs us, regardless of their ability to pay. Gifts also support grief services and community education projects, as well as volunteer training and other programs that benefit Sonoma County. Below are descriptions of our current funding priorities.

Community Grief Services for Adults and Children

Our Community Grief Services fund allows us to provide grief support and counseling to all members of our community. This program is free for anyone who needs us, regardless of whether they had a family member on our end-of-life service. This means that anyone who has suffered a loss is welcome to seek counseling services in a group or individual setting. On average per year, 65% of our grief clients have no prior relationship with Providence Hospice Sonoma County. The program is offered in both Spanish and English and includes a children’s grief program that helps kids ages 5–17 process their grief. We are committed to providing this service to our community even though we receive no reimbursement for this work. Funds for this program come from community donations and grants.

Dignity Fund

This fund enables us to provide financial assistance to families who are unable to pay funeral costs. As we fulfill our mission to care for the poor and vulnerable, we know it is our responsibility to care for our families as they grieve the loss of their loved one. We know that the funeral process is an important part of the grief journey, and we want to make sure that our hospice families can grieve with dignity and support as they honor their loved ones. Funds for this program come solely from community donations.

Providence Hospice Foundation Sonoma County
439 College Avenue
Santa Rosa, CA 95401

TAX ID: 68-0331084

Caregiver Respite Fund

Caring for a family member on hospice can span weeks or even months. The Caregiver Respite Fund allows hospice to further assist our patients and families by providing funds to hire a professional caregiver to help those who need a break from the day-to-day caretaking that is required when a loved one is dying. Respite hours have been used to enable caregivers to care for their own health needs, attend family commitments, or simply give the caretaker additional support as they begin to manage their new normal at home. This fund has also been used in emergency situations where the usual caregiver is no longer available. This fund makes sure that our hospice patients are always cared for and safe.

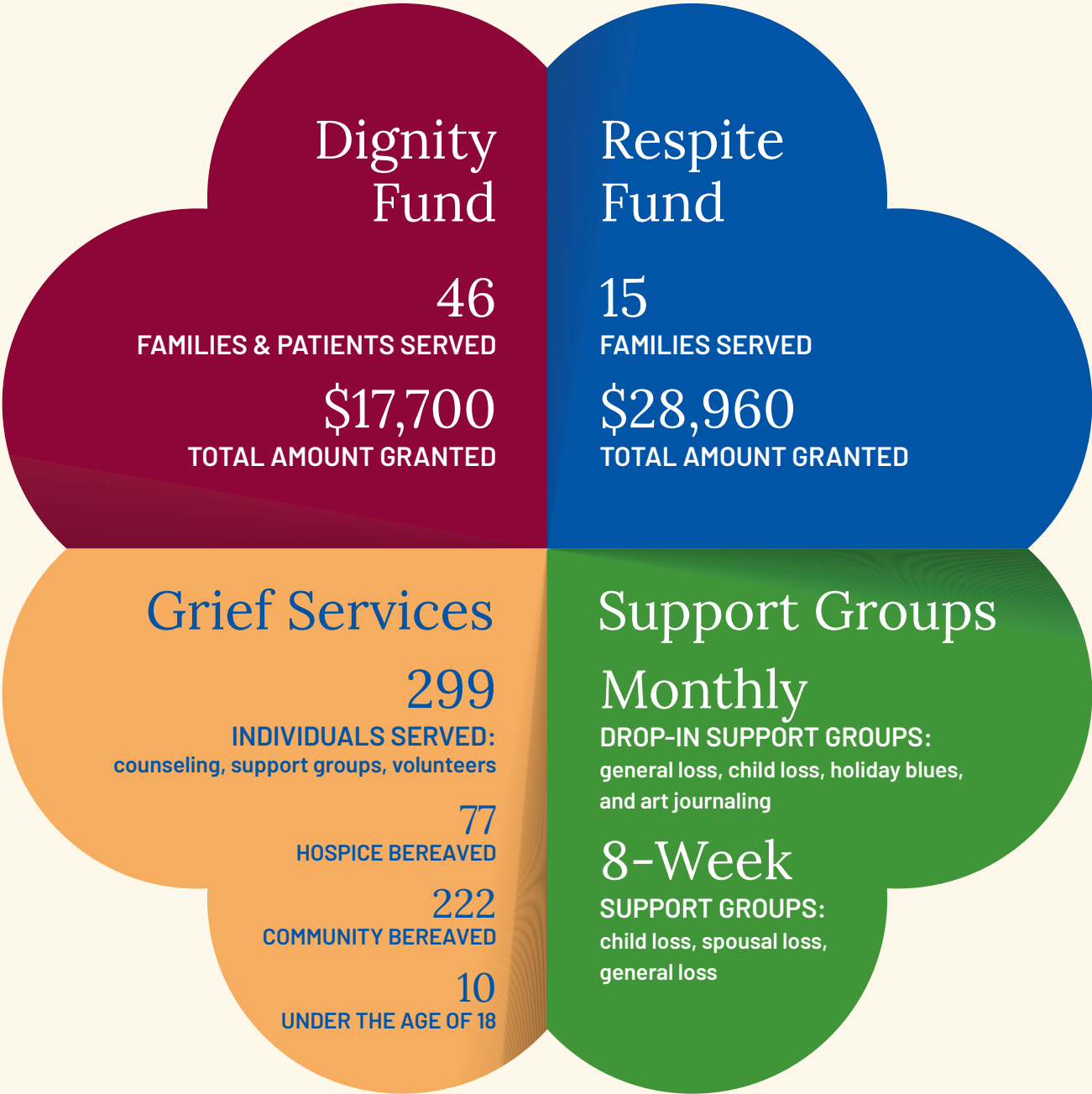
Patient Special Needs Fund

This important fund was established in the fall of 2022 as our social workers saw a need to offer special support for some of our low-income families and patients. Some of our patients find their financial resources exhausted after a long illness and might not be able to pay for basic life essentials. Our Patient Special Needs Fund can step in to help. The fund helps these patients, and their families, pay for items such as rent, phone bills, utilities, food, supplies, or other quality-of-life items. This fund helps ease the worry of patients and makes sure nobody we care for will go hungry or without basic utilities. Community donations make up 100% of this fund.

Excellence of Care Fund

Your gift to this fund will help support *Where the Need is Greatest* for any of these top priorities which help our patients and families, our caregivers, and our community.

2022 Community Program Statistics





Volunteers Merry Worswick, Judy Dardis and Pat Wild have worked at Sacks since the doors opened in 1987!

Sacks Thrift Shoppe

Supporting Hospice since 1987

Sacks Thrift Shoppe in Petaluma has been supporting hospice grief services for over 35 years! Our incredible volunteers keep this beloved community store open. Currently we have 77 volunteers working at the store, with varying amounts of hours each month. Several volunteers have been with us for over twenty years and even some since the opening of the store in 1987. Our volunteers are the reason the store has been successful. They are the heartbeat of hospice, bringing love and dedication, and fun to our community!

Every purchase made at Sacks goes right back into our community in the form of no-cost grief services. Our community grief program is open to everyone who needs us, whether or not they had a loved one on our hospice service. We are able to provide this important program free of charge because of the dedication of our wonderful volunteers and our generous donors.

volunteered
all 35 years
MERRY WORSWICK
JUDY DARDIS
PAT WILD

Our volunteers are the heartbeat of our store. They bring the “good vibes” love and dedication. Our doors would close without them.

35+ years
SACKS OPENED IN
AUGUST 1987

\$440,000
SACKS FINANCIAL CONTRIBUTION
SUPPORTING HOSPICE COMMUNITY
SERVICES

everything!
MOST POPULAR ITEMS
SOLD IN THE STORE

\$555,873
COST SAVINGS DUE TO
VOLUNTEER HOURS DONATED

“I want our community to know that their donations and purchases go right back into our community in the form of no-cost grief services, community education and children’s programs.”
- Donna Lippi, Store Manager



77
VOLUNTEERS WORKING
AT THE STORE

Our Sacks community is comprised of hardworking, dedicated volunteers and staff who have a common goal to raise money for hospice.



A LEGACY OF CARE, COMPASSION, COMMUNITY

Final Wishes Granted

A Story of Faith, Perseverance, and Community

By Zoe Lockert, MFT
Social Work Supervisor, Providence Hospice Sonoma County

I met William* in the beginning of July 2022 at Petaluma Valley Hospital (PVH) where I was asked to do an informational visit. William was 56 years old with a significant list of health issues and a terminal cancer diagnosis. The hospital case managers had a lot to share about him, as he already had made an impression with his kind way and charming personality. I spent time with him, and we had a conference call with the palliative care nurse practitioner and William. We talked about choices and next steps. He obviously had made a deep impression with the palliative care team as well, and you could hear his trust and solid relationship with Sandy, his nurse practitioner, while on the call. While I was at PVH with William, a hospital house cleaner came to mop the floor of his room, and William greeted her as a friend, calling her Miss Rosa. I soon learned this is how he treated all folks who came his way, and I was quickly deemed Miss Zoe.

William ended up going to a skilled nursing facility in Petaluma, and Hospice of Petaluma cared for him. He swiftly became loved by the staff at the skilled nursing facility and made a point to donate his DVD collection to the activity director for the other residents since “he wouldn’t need them soon.” He shared from the very beginning of his hospice care that his goal was to get his affairs in order. He had formerly been homeless, a client of COTS, and earlier in his history, incarcerated and in foster care.

William did not have family, nor a designated decision-maker. He requested very clearly that what little money he had left be for a burial, as he did not want to be cremated. His hospice team explored this with him, knowing that burial was out of reach financially for most folks. William was very clear that his deepest wish was to be buried “whole and intact,” as these details aligned with his faith in

* This patient’s name has been changed for confidentiality.



Our community partners
Adobe Creek, Lower
Lake Cemetery, COTS,
Ombudsman program, the
Threshold Choir, and our
Hospice donors all worked
together to make this
patient’s last days perfect
for him.

resurrection. His hospice chaplain, Adam Kinsey, who also knew William from palliative, worked tirelessly to find a way for William to meet his goal. Research was done, cemeteries were called, favors were called in, meetings were had, and every rock was turned over. In the end, a combination of funds from William, palliative care, and Hospice of Petaluma were used to pay for his final wish. Only days before he died, William was able to complete his pre-need paperwork with Adobe Creek Funeral Home, barely able to hold the pen and sign his name. When I told him it was done and that he was to be buried, he thanked me through his tears and with relief whispered, “I made it.”

There were other things about William and his case that were amazing. His case was a beautiful example of the ways in which our care teams come together to meet our patients wherever they are in their process, often going above and beyond to ensure every person we serve has their final wishes and hopes treated with dignity and respect. William had a hospice volunteer, and in his last days volunteers were arranged to hold vigil. The Threshold Choir was requested to come sing. Hospice

of Petaluma nurses made sure William was comfortable. After William died, I took his snazzy clothes and belongings to COTS to have them redistributed to his friends. Of course, he was very loved by the staff there.

William was buried at Lower Lake Cemetery, with his grave being dug by a dedicated man named Charlie, who after he heard William’s story, worked tirelessly to find him a “good spot”. I plan to go visit him there.

The team on this case was absolutely stunning. Hospice of Petaluma and palliative worked side by side to achieve William’s goal to be buried. Our community partners Adobe Creek, Lower Lake Cemetery, COTS, Ombudsman program, the Threshold Choir, and our Hospice donors all worked together to make this patient’s last days perfect for him.

I am so grateful that William was able to be buried, given his belief in resurrection. My hope and wish is that our team did our part to ensure “his next life” (as was his belief) is off to a great start.

*Hospice of Petaluma and Palliative
worked side by side to achieve
William’s goal to be buried.*





Our annual Volunteer Appreciation gather at Memorial Hospice, 2022



Volunteers enjoying the 2022 volunteer appreciation gathering



We Love Our Volunteers!

With over 200 volunteers serving our community, our volunteers indeed are the heart of our program! In addition to those serving at Sacks, our Hospice Volunteers provide crucial support to our patients and families, our grief clients, our administrative team, and our fundraising efforts, and serve as dedicated members of our Advisory Board. In 2022, our hospice program volunteers gave nearly 2,500 hours of service!

Our direct care volunteers offer a range of support from providing much-needed respite to families and caregivers, helping with household chores, and offering friendly visits to patients to hear stories, play music, or simply hold a hand. Many volunteers are inspired to offer service to others after receiving our care, knowing firsthand how important the support can be. Our volunteers also help us to provide our community grief support, often providing hope and inspiration to those in their darkest times.



Community Education Volunteers at the Human Race 2022

"We are so grateful for the unique gifts each of our volunteers bring to our patients, clients, and our community. From sitting at the bedside providing compassionate care to our hospice patients and families, to stuffing informational packets, to sorting the beloved treasures donated at Sacks, each volunteer provides an invaluable service to help us continue our legacy of loving care since 1977."

- Codie Welsh, Volunteer Services Manager



Attendees at the Light Up a Life Celebration in Petaluma, 2022



Attendees at the Light Up a Life celebration in Petaluma, 1990s

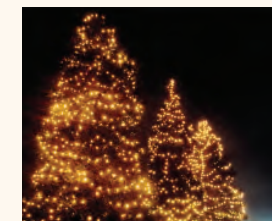
Light Up a Life 2022

Nearly 40 years of celebration!

Light up a Life is a beloved community tradition, celebrating the lives of those we have loved and lost. Every year, during the month of December, our hospice trees shine bright with the lights of our loved ones. In 2022, we celebrated our 39th year of Light Up a Life with events in Walnut Park in Petaluma and Star of the Valley Church in Oakmont.

We joined together in song with the beautiful Elim Choirs and the Casa Grande High School Choir. In just over eight weeks, our small but mighty hospice administration team and dedicated group of volunteers processed over 1,500 donations, and as a community we raised over \$100,000 for our hospice programs.

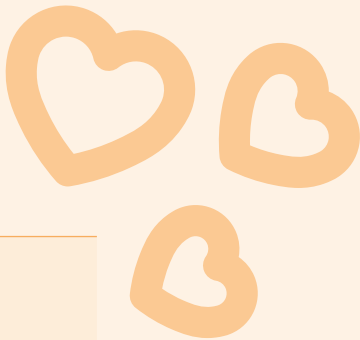
We are incredibly grateful for the generosity of our Sonoma County community. Thank you to all!



Light Up a Life Oakmont, 1990s



Providence Hospice Sonoma County Financials 2022



Community Grief Program	\$226,000
Dignity Fund	\$7,850
Caregiver Respite Fund	\$3,890
Patient Special Needs	\$500
Hospice Excellence of Care	\$1.23 million
Total Raised for Hospice Programs	\$1.46 million



Providence Hospice Sonoma County Leadership

Savana Dobyns Caramagno, BSN, RN
Clinical Director

Dr. Kateri Murray, MD
Hospice Medical Director

Zoe Lockert, MFT
Social Work Supervisor

Jennifer Timmer Hansen, MSW
Northern California Hospice Quality Manager

Nathaniel Vose, M.Div, BCC
Manager, Support Services

Alia Van Horn, BSN, RN
Clinical Services Manager

Heather Johnson, MSN, RN
Clinical Services Manager

Solomon Greenblatt, MSN, RN, PHN
Patient Care Manager

Myra J. Mayesh, LMFT
Social Work Supervisor

Codie Welsh
Volunteer Services Manager

Angela Howard-Rogers, RN, BSN
Manager of Intake, Admissions and Triage

Donna Lippi
Manager, Sacks Thrift Shoppe

Megan Alexander
Operations Manager

Christine Pinella
Senior Philanthropy Officer

Advisory Board

Patricia Schaefer	Sally Gordon	Barbara Mackenzie	Paul Von Gottfried
Pat Anderson	Diane Carlson	Anna Taylor	Alan Ziff
Rebecca Evert	Sarah Hafner	Cathy Thomas	Jack Neureuter



Know me, Care for me, Ease my way.
Our organizational promise is that
when we hear this call from our patients
or their families, we will respond.

*Humility, simplicity, charity,
above all charity.
- Mother Gamelin, Sisters of Providence*



 Providence

Hospice Foundation Sonoma County