



2020 *Annual Report*



Thank You for 40 Years Serving
Southeast Coastal Georgia

• Award-Winning Non-profit Hospice Provider Since 1980 •

MESSAGE FROM THE BOARD CHAIR

2020 was a remarkable year as the world grappled with a global pandemic



The Rev. Tom Purdy

It was also a year of transitions for Hospice of the Golden Isles (HGI). It was a year of celebration and challenge at the same time. It has been a great honor to serve as Chairman of the Board throughout it all. Taking the year as a whole, I am left with an even deeper appreciation and affection for the mission of our

community-based hospice.

HGI celebrated its 40th anniversary this year, an impressive milestone. For four decades our dedicated staff, volunteers, and donors have made sure that quality end-of-life care is available to all. In early summer, we said goodbye to our longtime CEO, Karen Miller, as she and her family relocated to another state. We are so thankful for Karen's leadership and vision, which continues to influence us to this day.

The affiliation with Alivia Care of Georgia in 2020 represents an important strategic investment in the future of HGI. We are pleased to have found partners who share our passion for top-notch care for all, grounded in our local communities. This affiliation is based in the idea that we are stronger together, stronger than ever and well positioned for the next forty years.

The pandemic was difficult for everyone, and HGI was not spared in this regard. The challenges faced by staff, patients, and patient families have been met with consistent creativity and thoughtfulness. Our "porch visits" proved themselves to be an integral part of keeping familial ties strong when it was often difficult to be together. As always, our staff made sure that our mission was fulfilled while maintaining the highest quality care throughout the pandemic.

Despite the year's transitions, HGI received the HEALTHCAREfirst Hospice Honors Elite award again. This award is given to hospices in the top tier of national rankings based on satisfaction surveys. We remain the only hospice organization in Georgia to receive Hospice Honors every year since the award was instituted, and we are honored to receive the Elite designation again as well. It is a testament to all the people who make this hospice such a wonderful organization.

Thank you all for your continued support of our Hometown Hospice.

A FOND FAREWELL

Saying goodbye to Karen Brubaker Miller

For more than a decade, Karen Brubaker Miller led the hospice team with calm and grace. In June of 2020, amid the pandemic, she said her goodbyes with that same grace. During her tenure, Karen witnessed many changes and growth within our hospice organization. Under her guidance, the hospice grew in census and size. In 2007, Hospice of the Golden Isles (HGI) opened an eight-bed residential facility and in 2015, four more residential rooms were added to meet the community needs.

Always a forward thinker, Karen worked countless hours to bring a palliative program to the area and, in partnership with Southeast Georgia Health System, saw the program become a reality when Golden Isles Palliative Care opened its doors in 2017.

In anticipation of the changing hospice industry, Karen began exploring options with a larger like-minded mission-based nonprofit hospice with which to share resources and access to more support. After two years of discussions and planning, Alivia Care of Georgia was conceived. Although the announcement of the HGI/Alivia Care affiliation would come after Karen's departure, it was her ultimate goal to leave HGI positioned as a strong and competitive organization and she did just that.

Karen began a new chapter with her family in Virginia but, a Golden Isles native, she has salt water in her veins so we know we will see our friend back in Coastal Georgia again soon.



FULL CIRCLE testimonials

The Hogan Family

Susan and Dan Hogan remember their loved ones

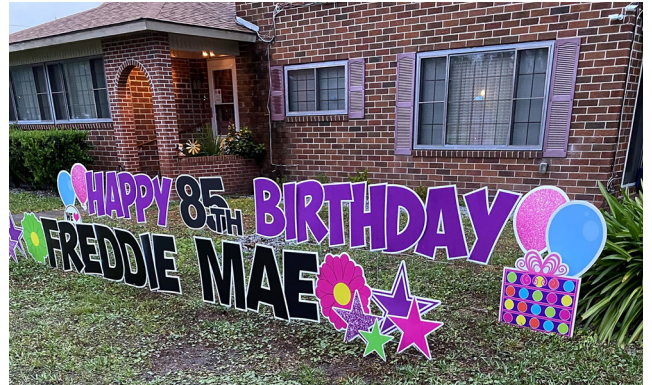


Dan and I are so thankful for everyone at Hospice of the Golden Isles for taking such great care of both of my parents during their final days. Our first experience with hospice services was ten years ago when my mother was dying of Leukemia. We were struggling to care for her in our home and decided that in-facility services would be best. We transitioned her to Hospice of Golden Isles and the team there took amazing care of her during her final weeks. We were very impressed and pleased with the attention she received from the staff during her time of need. Being able to shift my mother from our home to such a caring and peaceful environment made her difficult passing much easier.

We were so pleased with the care my mom received, that when my 92-year-old father needed special care this past fall, we went directly to the Hospice of Golden Isles for help. Once again, the team did a great job of making his entry into the facility seamless and even in the Covid environment, enabled us to spend time with him every day. They stayed in regular communication with us regarding his status, so we were aware when it was important to be on site. Since his passing, the team has stayed in contact with us making sure we have access to any support needed.

The Ellison Family

Freddie Mae's 5k & 85th Birthday



During Alzheimer's Awareness Month, in November of 2020, the Ellison Family hosted "Freddie Mae's 5k and 85th Birthday Walk" in honor of their matriarch and HGI patient. Due to the pandemic, many people participated virtually on their own and shared photos with the family. Proceeds from registration and t-shirt sales were kindly donated to HGI.

The family declared, "Words cannot express our appreciation for the caring service we received from Hospice of the Golden Isles; however, this sums up what they mean to us: H-helpful, O-obliging, S-selfless, P-patient, I-inspiring, C-caring, E-extraordinary."

HIGHLIGHTS of 2020



HGI During the Pandemic

The nation came to a screeching halt in the Spring of 2020 and our lives changed in every aspect. This was especially true for how we conducted our day-to-day business. Procedures had to be reexamined and reestablished in order to keep all of our staff and those in our care safe and shielded from this new virus. The HGI care team was able to change gears and continue to provide outstanding, compassionate hospice care to our patients in their homes and in our Hospice House. The team thought outside the box and created safe, comfortable outdoor spaces for families to visit their loved ones. The circumstances of the year were not ideal but we certainly learned what is important and that quality care does not have to be sacrificed, even in a pandemic.

Emergency Grants

Early in the COVID-19 pandemic, The Communities of Coastal Georgia Foundation and United Way of Coastal Georgia saw an urgent need for funding by local non-profit organizations. They acted quickly and partnered to create the Community Emergency Needs Fund to receive gifts and make grants in response to the growing pandemic healthcare crisis. These grants were made available to local organizations that provide basic needs to the community such as food, water, shelter, and healthcare. HGI was able to apply for these funds and received two separate grants – one to purchase much needed PPE for our hospice clinical staff and patients; another to offset the costs of uncompensated (charity) patient care.



We are exceedingly grateful to these organizations and our generous and giving community for allowing us to maintain our commitment to quality care by providing The Best Care When It Matters Most regardless of ability to pay.

Hospice of the Golden Isles Affiliates with Alivia Care of Georgia

In the early Fall of 2020, HGI became the first affiliate and a founding member of Alivia Care of Georgia, a like-minded nonprofit organization committed to supporting and sustaining community-based mission-driven hospices throughout Georgia. The HGI Board of Directors and executive leadership recognized changes were coming that would pose significant challenges for community-based hospices. In order to continue serving the local community and maintain our commitment to providing quality care to all who needed it, regardless of ability to pay, collaborating with a larger organization to share resources and access more support was essential. The affiliation is a result of two years of work and discussions between two organizations committed to nonprofit hospice care. We are Stronger Together, Stronger Than Ever.



SIGNATURE EVENTS



R.E. Thomas Memorial Benefit

Even during a pandemic, the Thomas family found a way to safely host their annual fundraiser. The group was much smaller, everyone wore masks, tables were set up with social distancing protocols in mind, and there was no singing, but the food was as delicious as always and the sentiment of giving was palpable. This family's dedication to supporting our mission based non-profit organization makes a notable impact each year on our Hometown Hospice!

Wine Women & Shoes We didn't know it at the time, but as it so happened, our Wine Women & Shoes (WWS) event in February 2020 would be the last time we would be able to gather socially for more than a year! We are eternally grateful to our Auxiliary of HGI along with the WWS committee and volunteers for their tireless commitment to this event. Above all, we want to express our appreciation to our generous community.



Lights of Love

We were saddened we could not host our annual Lights of Love Memorial in person but were very proud of the resulting virtual event. It exceeded our expectations and was very well received by the families who watched online. Although the bagpiper and campus lighting were spectacular, we look forward to gathering in person again during the holiday season.

We are extremely grateful for the generosity of our Dove Society donors whom we recognize on the following levels



(\$10,000 or more)

**Arthur W. Steinmetz Estate
Auxiliary of Hospice of the Golden Isles
Communities of Coastal Georgia Foundation
Compton Family Foundation
Grady-White
Hugh Nunnally*
Southeast Georgia Health System
Joyce and Johnny Thomas Family
Terry Thomas Foundation
Tri-Lane Equipment Rentals
United Way of Coastal Georgia**



(\$5,000 - \$9,999)

**Mary Perry
Christine Shannon
William Shobe and Family
St. Simons United Methodist Church
Jane and Jim Watson
David Wright**



(\$2,500 - \$4,999)

**Pat Cooper, BHHS Hodnett Cooper Real Estate
Jeffrey Counts
Davis Love Foundation
Tina and Bill Kirby
St. Marys Fraternal Order of Eagles
Torras Foundation
James D. Wethern**



(\$1,000 - \$2,499)

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Bill Duckworth Tires
Lynda Bisher
Troy Bouts
Joy Buie Gill
Carl Bunge
Charles Wayne Burton
Marlyn Chapman
The Rev. Marcia Cochran
Margie and Bud Dorsey
Harry Easterling
Ellison Family and Friends
Donna Fogle
Mary Lou Forsyth
Dr. and Mrs. William Grubb

Don Heins
Debbie and Con Holland
Mary Hoven
Margaret Hutchinson
Donna and Wayne Johnson
Susan Johnson
Jeanne Marie Kiss
Antonia Laird
Gale Lizana
Julie and Jack Martin
Susan McIntyre
Pat Morris
John Morrissey
Diana and Reg Murphy
N. David & Janet M.Campbell
Foundation
Harry Owens
Arthur Pittman
Susan Ponder-Stansel

Ponsell Heating & Air Conditioning
Joseph Prendergast
The Rev. Thomas Purdy
Sybil Ralston
John A. Rodman
Roger Schilf
Shilo Baptist Church
Donna Shupe
Carol and Ben Slade
Eddie Smith
Solomon Sparks
St. Simons Presbyterian Church
Brooke and Rees Sumerford
The Phoenix Fund
Bonnie Thompson
Karleen Thompson
Margaret Trammell
Turner & Associates Insurance, Inc.
United Way of Coastal Empire
James Vivenzio
Sandra Whitten
Paul Whorton
Maggie and Brad Williford
Pamela Willis
Karen Yonkers

*deceased



2020 Hospice of the Golden Isles Board of Directors

Our Board of Directors helps to guide us in our mission to meet the end-of-life needs of our community, regardless of ability to pay. We are grateful for their generous support and dedication.



*The Reverend Tom Purdy, Chair
The Reverend Marcia Cochran, Vice Chair
Catina Tindall, Secretary
Con Holland, Treasurer*



*Brenda Boone-Cove, Director
Pat Cooper, Director
Billy Copelan, Director
Donna Johnson, Director,
Auxiliary President
Julie Martin, Director
Paul McKenzie, Director*



*Susan Ponder-Stansel, Director
James Vivencio, Director
Margie Dorsey, Director Emerita
Col. Thomas Fuller,
Director Emeritus
Christy Jordan, Ex-Officio
Dave Snyder, Ex-Officio*



AUXILIARY OF HOSPICE OF THE GOLDEN ISLES 2020 LOCAL BOARD OF DIRECTORS

Founded in 2008, the Auxiliary has fostered the mission of Hospice of the Golden Isles with unwavering commitment for 12 years.

From left: Denesha Summers, Donna Johnson, President, Glenn Ferrell, Ali Murphy, Lynn Lewis, Joan Hearn, Elaine Goodwin, Alyssa Thomas, and Sube Lawrence

Not pictured: Deena Hooch and Melissa Stroud

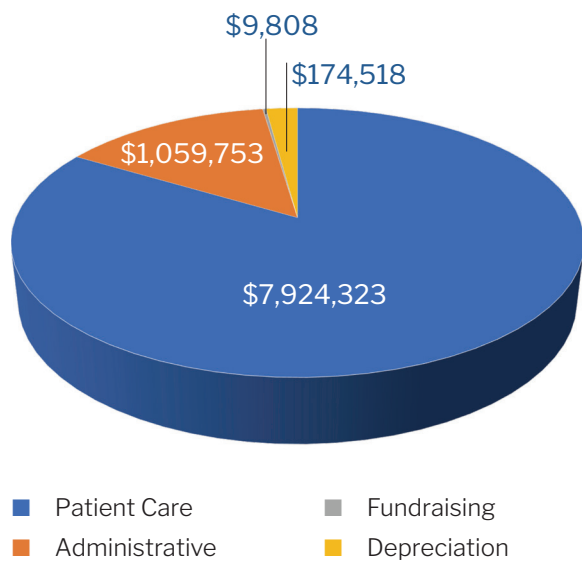
All of our Board Directors and Auxiliary Board Directors live in our southeast Coastal Georgia Community

In 2020, we did it again! We earned the prestigious Hospice Honors Elite designation for the **FOURTH** time and are the only hospice in Georgia to achieve the Hospice Honors all **EIGHT** years it has been presented by HEALTHCAREfirst. Hospice Honors is a national award that recognizes hospices providing the highest level of quality care as measured from the caregiver's point of view. This honor is bestowed upon us by the families we serve who expressed their tremendous satisfaction with our care and deep gratitude for the service we provide. The expertise and compassion of our hospice team sets us apart from other hospices and it is reflected in this special recognition. We are proud to be your Hometown Hospice since 1980.

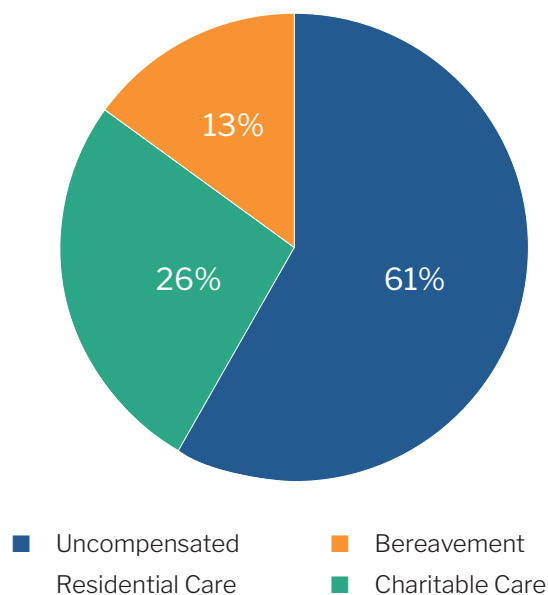


2020 IN NUMBERS

2020 EXPENSES = \$9,168,402



2020 UNCOMPENSATED CARE = \$714,023



100 EMPLOYEES

42 NURSES

23 CERTIFIED NURSES AIDES

12 HOSPICE & PALLIATIVE CERTIFIED NURSES + AIDES

30 VOLUNTEERS

2100 VOLUNTEER* HOURS

*numbers reduced due to COVID-19 restrictions in 2020

84 AVERAGE DAILY CENSUS

30,895 PAITENT DAYS

568 PATIENTS SERVED (FOR YEAR)

ANNUAL REVENUE

\$9,625,692

YOUR HOMETOWN HOSPICE SERVING SOUTHEAST COASTAL GEORGIA FOR 40 YEARS 1980 - 2020

Share Our Vision

In 1980, Hospice of the Golden Isles began with a volunteer staff and a handful of patients. Today, the vision has become a reality with over 150 team members and volunteers. HGI proudly provides expert hospice care to hundreds of families in our Southeast Coastal Georgia community. If you wish to make a contribution, please call us or visit our website for more information. Every gift makes a difference.



**FOR INFORMATION
OR REFERRALS**

Call 912-265-4735 or
toll free at 866-275-6801
www.HOSPICE.me



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National Hospice and Palliative Care
Organization