

Hinds Hospice Achieves Prestigious 4-star Rating at Charity Navigator



Charity Navigator, America's largest and most-utilized independent evaluator of charities, has once again awarded Hinds Hospice with the prestigious 4-star rating for good governance, sound fiscal management and commitment to accountability and transparency. Charity Navigator works to help donors make informed giving decisions by providing information on more than five thousand charities nationwide and by evaluating their financial health. It calculates each organization's score based upon several broad criteria, including how much is spent per dollar raised, what percentage of funds goes to programs vs. administrative and fund-raising expenses, and the organization's long-term financial health. It then assigns a rating from one to four, with four being the best rating. We are proud to have earned this distinction and wear the 4 star badge with pride. Please visit www.charitynavigator.org and see for yourself!

StoryCorps Helps to Leave a Legacy

"StoryCorps gave Hugh closure because he could talk about his life," MaryAnn Jones said of her husband. "He wanted to write a memoir, but it never worked out."

In early 2014, Hugh Jones died while a patient with Hinds Hospice. As MaryAnn reflected later, sharing memories through StoryCorps "was perfect for him."

With the partnership of StoryCorps and Hinds Hospice, a conversation between loved ones can be recorded. Families receive a professional-quality CD of the conversation. If the family gives permission, the recording is also placed in the Library of Congress. MaryAnn has shared the CD with many friends and family. Hugh's stories are able to be told in his own voice.

Though Hinds offers StoryCorps to our hospice families at no charge, there are costs for the program. A key funding grant ends in June, 2015. We are currently searching for individuals or institutions to help with funding needs. If you'd like to help or want more information, please call Lynne Pietz at (559) 317-6024.

For MaryAnn and Hugh Jones—and other Hinds Hospice families—StoryCorps honors the present and leaves a gift for the future.

Meet Lisa Eccles Crenshaw, the new Director of Merced Outpatient Services



Lisa Eccles Crenshaw, BS, BA, RN

Lisa is a graduate of University of California, Davis with a double major in Biological Services and Psychology. She has extensive experience in Infusion Therapy, Home Health Care, Hospice, Rehabilitation, and Psychiatric Nursing. She has been a nurse for 30 years, which includes a license to practice in New Zealand and nursing experience in the United Arab Emirates. Born in Massachusetts, Lisa traveled overseas with her family at the age of 8 and was raised in the Peace Corps in Western Samoa and India. She moved to California in 1987, initially working in San Diego then moving to Modesto where she is raising her two children. Lisa is very excited to help grow our agency as the new Director of Outpatient Services in Merced. Lisa feels passionate about providing the best possible end of life care based on her extensive experience with patients in the home setting and personal experiences with the loss of her mother and brother. She looks forward to working with the wonderful and supportive Hinds Hospice team to forge new and stronger relationships within the Merced community. Lisa can be reached at (209) 383-3123 or via email at lcrenshaw@hindshospice.org.

Faces of Hinds Hospice

"I am honored to be a part of the Hinds Hospice team. I began my journey with Hinds in 2008 as a social work student intern- I was grateful when the opportunity was presented to work permanently with Hinds Hospice in 2009. I have learned that it is a privilege to share such a sacred time in the lives of those who are dying and their loved ones. Although, death is a natural part of life- the process of saying goodbye is profound. In having worked with patients of all ages- I have realized the one big thing that matters at end-of-life, is the love in the room. I am forever indebted to our patients and families, for allowing us to be in their "rooms."



Victoria Cruz-Hernandez, MSW



410 W. Main Street, Suite A
Merced, California 95340

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NEWS UPDATE • WINTER/SPRING 2015



Dear Friends,

Another year has passed and there is so much to share with all of you! First and foremost I want to share my thoughts of gratitude to each and every one of you who support Hinds Hospice with your time, talent, and treasure. I truly know and understand that Hinds Hospice has been blessed to have so many people

who help us meet our mission each and every day.

Our census is growing and today we can proudly say we are serving over 200 patients and families every day in Fresno, Madera, and Merced County. On average 16-18 of those patients are under the age of 18. Due to the expanding need for pediatric care we have added another pediatric nurse and medical doctor to meet the needs of this unique patient population.

We are thrilled to introduce Lisa Crenshaw RN, who joined our Merced team as the new Director on January 5th. She brings years of nursing leadership in home care and hospice and will be able to help us recruit and retain a wonderful team in Merced. Ed Gardner, RN has joined Hinds Hospice as a clinical supervisor in our intake area and also brings many years of leadership and a heart for hospice care to his new role. One of our staff nurses, Mika Roland, has transitioned to the role of a clinical supervisor as we continue to focus on meeting the patient needs in our rapidly growing Fresno outpatient team. As we grow and expand to always "honor the journey for our patients and families," we continue to do so with staff who see their work as a sacred calling.

Our Center for Grief and Healing continues to provide bereavement services to not only our hospice patients but to the community at large. Workshops are open to the public and we have had great success in expanding our

reach through our evening and Saturday support groups and classes.

The biggest challenge of this past year has been to plan and complete the remodel of our Hospice Home. With the change to a health facility license, we had to upgrade our fire and life safety compliance, which opened the door to also plan for Americans with Disabilities Act (ADA) requirements. This necessitated further remodel than had originally been planned. The Hospice Home reopened on February 18 and we continue to provide loving, competent hospice care in a home like environment for many years to come. Several donors came forward to help make this needed change a reality. On behalf of our board and all of our Hinds Hospice staff we would like to say "thank you" to our generous supporters.

Nancy continues to work quietly in the background as Hinds Hospice transforms itself into a fully accredited Joint Commission hospice, while always retaining our mission at the forefront of all we do! I look forward to embracing new opportunities as they come our way and continue to work as a team to honor Nancy's legacy.

Respectfully,

Amy R Tobin RN CEO

Amy R Tobin, RN MHROD



In October of 2014, we unveiled two new donor walls at our Patient & Family Service Center. One honors donors for our Ray of Hope campaign in 2013 that made the Patient & Family Service Center possible and the other is a cumulative donor wall that will be updated annually. We are grateful for all of those who donated time and resources to create, install and display these beautiful tributes to our donors, both past and present, who have continued to support our mission.





The mission of Hinds Hospice is to uphold the dignity and ease the suffering of the terminally ill while supporting their loved ones, and those who are grieving.



Nancy Hinds, R.N.
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The Wall of Remembrance: A “Forever” Place for Families



“These are not just letters, and this is not just a wall. It’s a place we can meet, and talk, and be together again. For my little family, this is where conversations can be picked up where we left them, and future plans made. This will be a unique place on earth where I know I can always find her, and she will always be waiting. It is timeless ground.”

This is how Bob Marcotte describes our new Wall of Remembrance – a place he thinks of as his late wife’s “forever place.” By making a gift to Hinds Hospice’s Ray of Hope Remembrance Drive, he can see her name listed on lovely new glass panels in our Patient & Family Service Center. His generosity provides essential operating support for many of Hinds Hospice’s beloved (and under-funded) programs such as Angel Babies and the Hospice Home.

Ray of Hope donors are not the only Hinds Hospice supporters who can honor someone on the new wall. Those giving a one-time donation of at least \$2,500 for any purpose (other than event sponsorship) can add a loved one’s name to the wall by calling (559) 317-6024. Ray of Hope Remembrance Drive donors can also make multiple payments or work with others (friends/family) to reach the required gift level.

The wall design, created by Martin Ilic and Dede Darnell of Darden Architects, captures the symbolic transitioning of loved ones ending a life journey. Stunning life-like butterflies emerge from the glass panels, fluttering up towards a massive clustering near the ceiling. For Ilic, the project had special meaning; his father is among those being remembered. It has similar significance for Steve Schlogel of the Sign Center. He was deeply honored to include his late wife’s name among those he printed.

The wall’s creation was made possible thanks to the LeRoux Family Fund at the Fresno Regional Foundation, the Stefanopoulos family and Dr. Charles G. Summers. All three donated in memory of beloved family members. For Dr. Summers, the wall allows him to know that his late wife Beverly will be remembered long after he passes away. “I just want somebody to look at the wall and realize she was a citizen of this earth – and more importantly, that she was loved by someone.”



2015 Granville Home of Hope

The Granville Home of Hope Grand Prize Drawing will be June 18 and 100% of the tickets we sell will benefit our organization. The Granville Home of Hope is a unique opportunity to support your local community, with ALL of the money raised staying in the Central Valley to support 8 local non-profits. Tickets are \$100 each and a maximum of 5,000 tickets will be sold between now and June 18, so get your tickets before they run out! If you would like to purchase a ticket, please send this form to: Hinds Hospice, 2490 W. Shaw Ave. Ste. 101, Fresno, CA 93711.



Your name: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Phone: _____
 Email: _____
 Name on Ticket: _____
 Quantity of tickets (\$100 each): _____
 Payment method: Check (made out to GRANVILLE FOUNDATION)
 Visa MasterCard AmEx
 Card # _____ Exp. ____ / ____ CVC Code _____

Upon receipt of this form with payment, we will mail you your ticket(s). Good luck and thank you for your support!

Ray of Hope Remembrance Drive

The Power of Story Sharing

Started in 2012 and named in memory of the late Joseph Ray, the Ray of Hope Remembrance Drive makes an important difference for Hinds Hospice while honoring loved ones who have passed away. The 2015 drive runs from February 16, 2015 to March 20, 2015. Volunteers and donations are now sought for this importance initiative.

Ray of Hope volunteers set a personal goal and choose a way to share their story. Some contact friends or create letters that Hinds Hospice mails to people the volunteers don’t know. Others host an event or use social media. Most participate during the five-week drive but activities can be scheduled later.

The power of story sharing and the desire to honor someone inspires many volunteers. One notes, “I enjoy helping and honoring my late husband but I hate asking people for money. I was surprised to discover I didn’t have to do that. Sharing my story was enough.”

Gifts at all levels are always welcomed with a letter of appreciation. In addition, those giving at least \$250 are



Remembrance Fund Drive

offered Memory Keeper Opportunities to pay tribute. Options include remembrance cards, memorial flower seed packets, inclusion of names in a newspaper’s memorial honor roll and the new Wall of Remembrance. For further details, visit hrrayofhope.org.

For information or to volunteer call (559) 317-6024 or send an email to LPietz@hindshospice.org. Checks made payable to Hinds Hospice-Ray of Hope can be mailed to 2490 W Shaw Ave, Ste 101, Fresno CA 93711. For online donations, visit hrrayofhope.org.

Upcoming Events

Please join us for the following fundraisers to support Hinds Hospice:

3/20/15 Fresno Acura’s 10th Annual Noon Tea for Hospice, Fresno Acura – This fun lunch is a sellout each year, so for more information please call 559-320-0308.

5/2/15 11TH Annual Angel Babies Walk/Run, Woodward Park, Fresno – Presented by Eye Q Vision Care, the morning will include a choice of a 5K or 2 mile run/walk, kids races & Kids Zone full of games & prizes, a pancake breakfast, and an exciting raffle.



5/16/15 Hinds Hospice Merced Memorial Walk, Applegate Park, Merced – This special walk encourages anyone who

has lost a loved one to walk in their memory while raising precious funds to support the programs and services of Hinds Hospice in Merced County.



6/18/15 Granville Home of Hope Grand Prize Drawing, Belterra Community, Fresno – Tickets to win this beautiful home are \$100 each. Hinds Hospice keeps 100% of the proceeds from tickets we sell. Other ticket sales are split between Hinds Hospice and nine other local non-profits. Visit www.HindsHospice.org for more information.



Photo of similar home

6/29/15 10th Annual Angel Babies Golf Classic, Fort Washington Golf & Country Club, Fresno - Presented by CalWest Rain, this 10th annual golf tournament promises to be another great day. Golfers will enjoy lunch, contests, food & beverages on the course, a raffle full of amazing prizes, and an appetizer hour.



Stats at a Glance

Here’s a quick snapshot of our busy 2014 for Fresno, Madera and Merced Counties:

- **801,404 miles driven** in support of patient care
 - **1,440 patients and their families** received hospice care from our interdisciplinary teams of our Medical Directors, RNs, LVNs, CNAs, Social Workers, Chaplains and Volunteers. **Twenty one** of these patients were under the age of 21.
 - **10 pediatric palliative care patients** were given “The Gift of Home.”
 - **335 Angel Babies families** received perinatal hospice and bereavement support before and/or after the loss of their baby.
 - **261 patients** received general inpatient routine clinical care in a home-like environment.
 - **2015 Budget \$15 million**
- We couldn’t do all of this without the support of our amazing volunteers. In 2014:
- **86 patient volunteers** made **1,132 visits** to our patients
 - They spent a total of **2,768.5 hours** with patients to provide respite and companionship.

Faces of Hinds Hospice

“Our Thrift Stores not only raise needed funds to help Hinds Hospice continue its mission into the future, they also provide a place for people to heal through their donations and volunteerism. Since 2001, I have met many families touched by the care and compassion



our medical teams provide. Compassionate care in the most sensitive times of so many lives is what Nancy envisioned for Hinds Hospice, and I am honored to be given the opportunity to support those who support Nancy’s mission.”

Denny Vioria, Director of Thrift Store Operations