



## 2019 ANNUAL REPORT



The Best Care When it Matters Most  
• In Your Home Or Our Hospice House •

**Southeast Coastal Georgia's Premier Non-Profit Hospice Provider Since 1980**

## 2019 message from the CEO



*Karen Brubaker Miller*  
LCSW, ACHE

# HOSPICE OF THE GOLDEN ISLES HAS BEEN YOUR HOMETOWN HOSPICE SINCE 1980.

2019 proved to be another remarkable year for Hospice of the Golden Isles. We were awarded the prestigious Hospice Honors designation for the eighth consecutive year. Once again, we evacuated our patients for a hurricane, and we celebrated the retirement of a hospice volunteer icon. Yet with increasing for-profit hospice competition, we remain a vibrant sustainable organization serving southeast coastal Georgia.

In 2019, Hospice of the Golden Isles (HGI) served nearly 550 patients and their families and provided almost \$870,000 of uncompensated patient care for some of the most vulnerable residents of our community.

It is due to the exceptional patient care provided by our devoted hospice team, that for the eighth consecutive year, HGI received HEALTHCAREfirst's national Hospice Honors award which recognizes exceptional family satisfaction with our services. HGI is the only hospice in Georgia to receive this special recognition every year since the award was established.

It was the end of an era when long-time HGI volunteer, Charlotte Raymond bid farewell to her beloved hospice and her Golden Isles community. Charlotte was an HGI volunteer from almost the first year the hospice was established. For administrative duties, patient visits and ultimately as the Hospice Historian, she did it all. She even spearheaded golf tournaments and was honored with a cocktail fundraiser that was attended by her adoring friends.

Hospice of the Golden Isles has served southeast coastal Georgia since 1980 in your home, in nursing homes, and in our Hospice House. We are your trusted, non-profit community hospice under the direction of a local Board of Directors and we are experts at providing comfort care when it matters most. We have been the Golden Isles' Hometown Hospice for nearly 40 years and we look forward to 40 more.



For the eighth consecutive year, Hospice of the Golden Isles (HGI) has been named a Hospice Honors recipient by HEALTHCAREfirst, a leading provider of billing and coding services, CAHPS surveys and advanced analytics. Hospice Honors is a prestigious program that recognizes hospices providing the highest level of quality as measured from the caregiver's point of view. HGI was honored with the Hospice Honors Elite designation three of the eight years.

Karen Miller, HGI CEO stated "Our local Board of Directors and Hospice team are honored to be recognized as one of the nation's highest rated hospices for the eighth year in a row. We are delighted that 99% of families we served would highly recommend Hospice of the Golden Isles for others who need our expert, compassionate care at home or in our Hospice House."

Hospice of the Golden Isles is the only hospice in Georgia to receive the Hospice Honors designation all eight years it was awarded.

## Our Community Partners



# FULL CIRCLE testimonials

## Griffin Family

*Elaine Griffin remembers her mother.*



“My mother was a third-generation educator known for her exacting and disciplined old-school Southern standards. She knew how things should be done and expected them to always be done properly. Although advanced dementia eventually stole much of her memory, the bar she set never lowered.

As her kidneys began to fail, her medical team suggested hospice. I ignored them because I didn't think she was ready. But after back-to-back hospital stays separated by just 24 hours, it was I who inquired.

Thus began my due diligence researching local hospice options. A physician's daughter, I knew to go deep behind the frontline to get the real scoop – after all, this would be the last caretaking decision I would make for my mother and I had no other choice but to get it right.

I first queried her team of seasoned caretakers. I asked medical equipment personnel. I asked pharmacists. I interviewed old family friends in the

mortuary business in several counties. Their responses were unanimous. Hospice of the Golden Isles was hands down the best choice in town: most attentive, most responsible, most caring, most professional.

Once we began at-home hospice care, my one regret was not electing hospice earlier. The HGI team was phenomenal. Our nurses were not only insanely knowledgeable, but also prompt communicators: we never waited more than 10 minutes for a callback. Our CNA was a ray of sunshine whose cheerful visits to bathe and tidy her exacting charge were eagerly anticipated by all. HGI took care of Mom's every imaginable need, from meds to

supplies to hospital bed; they even brought her a fidget blanket! My mother's life had always run like clockwork, and thanks to HGI, it continued that way until she left us. To say they were a dream would be an understatement.

Most heartwarming of all: her HGI team made their Herculean task of highly-personalized and precise end-stage care seem effortless, which is the true hallmark of Southern graciousness and hospitality. After their first twenty minutes in the house, they were family. I confess that I miss them.”

# Hodnett Family

*Pat Hodnett Cooper remembers her father.*



“At 98 years old, we knew we would only have my dad with us a few more months, at best, but he was unbelievably healthy and still going to our office every day. Then around Christmas, he just started going downhill and though, never really diagnosed with anything for certain, we knew we were losing him.

My mother wanted to keep him at home for as long as possible, so when she could no longer look after him by herself, we called Hospice of the Golden Isles. They came out that very day to talk with us and discuss our options and explained everything so beautifully.

The nurses that came to my parents’ home were nothing short of amazing. Their support and help changed everything and made us feel like my dad was special and

important with their kindness, understanding and gentleness.

When he got so ill we could no longer keep him at home, we transitioned to the Hospice House. It was such a relief having so many people helping us when we arrived on Easter Sunday. We knew immediately we had brought him to the right place.

The attention and care he was given was more than we had hoped for. The Hospice House is truly run by angels and we

will always be grateful to them for their incredible care of my Dad and also for helping all of us accept that he would be at peace and have no more pain.

There are no words to express how wonderfully this team of staff, nurses and doctors work together and are so committed to their patients and their patients’ families. We will forever be indebted to them all.”

# Olson Family

*Melissa Olson Mallon and Anna-Liese O. Anderson remember their father.*



“When we learned that our dad’s cancer had metastasized to his brain and the doctor told us that further treatment would be futile, my sister and I knew it was time to discuss hospice with dad.

We were familiar with hospice because we used Hospice of the Golden Isles home care in 2006 when our mother died of colon cancer. They provided such phenomenal care to our mom and our entire family during such a difficult and heartbreaking time that we knew our only choice for our dad would be Hospice of the Golden Isles. While home care was a good fit for mom because she wanted to be at home, we decided to use the Jolley House for our dad. My sister and I had given him 5 more grand-children since mom died and

it was important to my dad for his grandchildren to remember him when he was healthy.

The compassion and dedication HGI has to their patients is why we chose them. It was evident from the intake nurse that met us in the hospital that we were immediately family. When we got Dad settled at the Jolley House, it felt like being at home. We had help if we needed it and if we didn’t, we were comforted knowing they were just down the hall. Everyone treated dad with love and respect. It was like being

home. He could have visitors; we could order his favorite food. We even brought him a glass of his favorite whiskey. The nurses, aides, and clergy not only loved on him, but they loved on us too. The library was a great distraction as was the nature trail. It gave us a chance to clear our heads when it just got to be too sad or too overwhelming. We are forever grateful for the staff of Hospice of the Golden Isles for the care that they provided to our parents during their final days.”

# SIGNATURE EVENTS



## WINE WOMEN & SHOES

For the sixth year, the Auxiliary of Hospice of the Golden Isles hosted its signature fundraiser to benefit Hospice of the Golden Isles. Wine Women and Shoes Golden Isles, held at The Cloister, Sea Island, is always a well-attended, highly anticipated event. Guests and patrons sampled specially curated wine selections, Marketplace fare, and the best silent and live auction around. The annual event culminates with a fashion show featuring apparel from local boutiques and a luncheon hosted by the charming Shoe Guys. With so many moving parts, event chair, Becky Derrick pulls this event off each year seamlessly.

## AMERICANA & BLUES FESTIVAL 2019

Pam and Jeff Bickel, faithful community and local music supporters, started the American & Blues Festival in 2010 as a benefit for Hospice of the Golden Isles. Over the years, the line-up and locations have changed but the mission to help hospice has not. This year's event kicked off at Topsy McSway's during First Friday in downtown Brunswick, and the party continued the next night at The Club at Bennie's Red Barn on St. Simons. Always great music for a great cause!



## R.E. THOMAS MEMORIAL BENEFIT

For the 15th year, Joyce and Johnny Thomas, along with their family and friends, hosted the Annual R.E. Thomas Memorial Benefit for HGI. Following a delicious dinner of Coastal GA fried shrimp and prime rib from Mudcat Charlie's, guests enjoy entertainment provided by the talented Thomas family and friends. The Thomases tirelessly host this sold-out yearly event at the Brunswick Shrine Club and have raised almost \$300,000 for Hospice of the Golden Isles over the years in memory of their beloved father, grandfather, and friend, Mr. R.E. Thomas.



## VETERANS DAY APPRECIATION LUNCH

Hospice of the Golden Isles partnered with Southern Soul Barbeque again this year to host a Veterans Day lunch in the Casino Atrium at the St. Simons Island Pier Village. Following the parade and Veterans Day ceremony, bag lunches of pulled pork sandwiches were served to veterans, active military and their friends and families. Table sponsors included Berkshire Hathaway HomeServices Hodnett Cooper Real Estate, Christ Church Frederica, First Coast Benefits Solutions, HomeLife on Glynco, McGinty Gordon and Associates, Parker's, Peachtree Pest Control, United Community Bank. In-kind sponsors were Beachview Event Rentals and Design and Chick-Fil-A of St. Simons. Because of this generosity, we provided lunch for 150 souls, most of whom were veterans or active military. Thank you for your service!



## LIGHTS OF LOVE

This was the 13th year that Hospice of the Golden Isles kicked off the holiday season with its Lights of Love celebration. The service of remembrance followed by the beautiful lighting of the hospice grounds has become a holiday tradition for many in the coastal Georgia community. Attendees were treated to a touching solo by Kobe Motes of the Glynn Academy Choir. For our beautiful Dove Tree, this year we added a new level of honorary dove, a wooden ornament, that, along with the classic paper dove, can be purchased in memory or honor of loved one. These doves sold out quickly! Immediately prior to the campus lighting program, a reception was held in the Nunnally Conference Center in recognition of the Dove Society members, the generous donors who gifted \$1000 or more during 2019.



# HIGHLIGHTS OF 2019



## THE END OF AN ERA

Our beloved longest-serving Hospice of the Golden Isles volunteer, Charlotte Raymond, retired from volunteering in January 2019. At almost 95 years old, “Miss Charlotte” served as an HGI volunteer in virtually every capacity over the course of almost 40 years. When HGI was just a grass roots organization, Charlotte was one of the first volunteers. She has visited patients in their homes, given caregivers respite, delivered meals and in most recent years, served as the Hospice Historian by maintaining scrapbooks of all events, milestones and press for both the Hospice and the Auxiliary of Hospice of the Golden Isles. She treated her altruism as a job and spent every Tuesday at HGI cutting articles from the paper and scanning social media for hospice mentions. Charlotte retired to St. Simons several decades ago where she was an avid golfer, member of Christ Church Frederica Episcopal Church and faithful community volunteer. Charlotte moved back north upon her retirement to be closer to family but her spirit and memory will always be with Hospice of the Golden Isles!



## HURRICANE DORIAN

In September 2019, with Hurricane Dorian looming over the Bahamas, a mandatory evacuation of Coastal Georgia was called by the governor and HGI leadership made the decision to evacuate our Hospice House patients to safety at more inland hospices across the state. We are grateful to the following hospices for welcoming our patients into their facilities.



- **Appling Healthcare, Baxley, GA**
- **Coffee Regional Medical Center, Douglas, GA**
- **Community Hospice, Vidalia, GA**
- **Glenwood Healthcare, Glenwood, GA**
- **Hospice of South Georgia, Langdale House, Valdosta, GA**
- **Ogeechee Area Hospice, Statesboro, GA**
- **Pine Pointe Hospice, Macon, GA**

## HOSPICE PURCHASES GENERATORS

In 2019 HGI installed two commercial grade generators to provide full power for our Hospice House in the event of an outage. HGI previously had emergency generators, but these units only powered certain work areas and outlets. The new generators provide electricity for the entire building, including temperature control.

These generators ensure smooth operations in the event of power outage and provide additional safety and comfort for our patients and families if it becomes necessary to shelter in place. Hospice is grateful for a generous donation made by Dewey Benefield that was instrumental in helping to complete this important project.



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



**Golden Heart Doves**  
(\$10,000 or more)

Grace Compton  
Joan Hesterberg  
Ann Hodnett  
Joyce and Johnny Tomas Family  
Auxiliary of Hospice of the Golden Isles  
Davis Love III Foundation  
Infinity, Inc.  
Southeast Georgia Health System  
St. Marys United Methodist Church Foundation  
Terry Thomas Foundation  
United Way of Coastal Georgia



**Emerald Doves**  
(\$5,000 - \$9,999)

Pat Cooper  
James Gilbert  
Joy Bouie Gill  
Jamice Meschke  
Diana and Reg Murphy  
St. Simons United Methodist Church



**Ruby Doves**  
(\$2,500 - \$4,999)

Gigi Backus  
Pam and Jeff Bickel  
Ruth Ann Blackwell  
Tina and Bill Kirby  
Jeanne Marie Kiss  
Julie and Mike Martin  
Brooke and Rees Summerford  
Jane Watson  
Episcopal Churchwomen of Christ Church, Frederica  
Knights of Paladin Motorcycle Club  
River Rats Inc., DBA Two Way Fish Camp  
St. Simons Island Rotary Club, Marshes of Glynn



**Turtle Doves**  
(\$1,000 - \$2,499)

Dewey Benefield	Debbie and Con Holland	Doris Spaulding
Susie and Jim Benefield	Jeanne Marie Kiss	Gary Teriault
Helen and Don Billings	Thomas Kitchen	Martha Sue Thomason
Lynda Bisher	Antonia Laird	Karleen and John Thompson
Mary Beth Boone	Janice Lamattina	Margaret and Hal Trammell
Melanie and Byron Brown	Molly Moroney	Nancy and Dale Trendera
Richard Caauwe	John Morrissey	James Vivencio
Rev. Marcia Cochran	Mona and Skip Mounts	Pamela Willis
John Cox	Harry Owens	Muriel and John Windolf
Janet and John Davis	Arthur Pittman	Catina Tindall, First Coast
Cynthia Dennis	Jane and Joseph Prendergast	Benefit Solutions, Inc.
Margie and Bud Dorsey	Tom Purdy	Cornerstone Home Lending
Amy Dry	Sybil Ralston	Emerald Princess Casino -
June and John Galland	John A. Rodman	Golden isles Cruise Lines
Alice Glenn	Terry Schneider and	Brigitte Ponsell, Ponsell Heating
Emily Glickstein	John Boney	and Air Conditioning
Donald Heins	Donna Shupe	St. Marys Fraternal Order of Eagles
Mary and Bille Hesse	Patricia Smith	St. Simons Presbyterian Church



## 2019 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.



**Seated, from left:**

Julie Martin,  
Helen Benefield Billings,  
Brenda Boone-Cove

**Standing, from left:**

Christy Jordan,  
Rev. Paul McKenzie,  
Rev. Tom Purdy,  
Pat Cooper,  
Dave Snyder,  
Catina Tindall,  
Rev. Marcia Cochran,  
chairman, Con Holland,  
Denesha Summers,  
John Galland,  
James Vivenzio

**Not pictured:**

Billy Copelan,  
Elaine Griffin,  
Margie Dorsey,  
Tricia Smith



### AUXILIARY OF HOSPICE OF THE GOLDEN ISLES 2019 LOCAL BOARD OF DIRECTORS

*2019 marked the 11th year the Auxiliary has championed the mission of Hospice of the Golden Isles.*

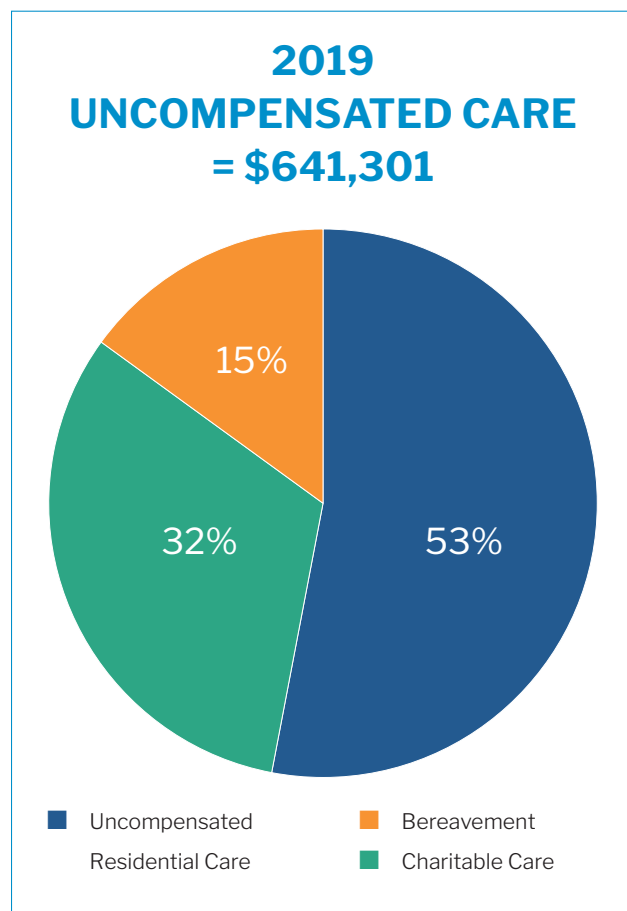
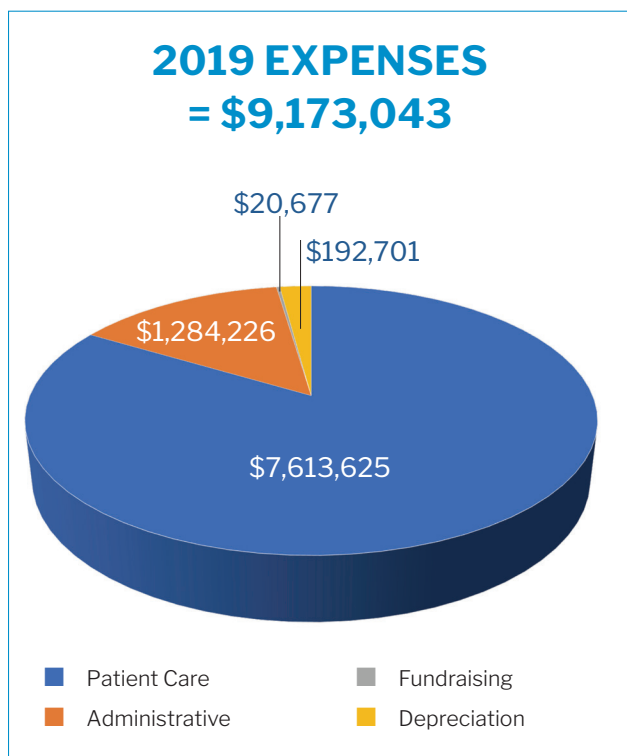
*From left: Elaine Goodwin, Glenn Ferrell, Joan Hearn, Denesha Summers, President, Donna Johnson, President Elect, Maryalice Kimel and Lucy Thomas*

*Not pictured: Deena Hoch, Sube Lawrence, Lynn Lewis, Sally Stroud, Alyssa Thomas*

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

## 2019 in numbers

It is thanks to generous donors like you and supporting organizations that include the Auxiliary of Hospice of the Golden Isles, Southeast Georgia Health System, and the United Way of Coastal Georgia, we are able to provide award-winning, expert hospice care to anyone who needs us regardless of ability to pay.



**107 EMPLOYEES**

**46 NURSES**

**25 CERTIFIED NURSES AIDES**

**12 HOSPICE & PALLIATIVE  
CERTIFIED NURSES + AIDES**

**36 VOLUNTEERS**

**4100 VOLUNTEER  
HOURS**

**100 AVERAGE DAILY CENSUS**

**33,883 PATIENT DAYS**

**537 PATIENTS SERVED (FOR YEAR)**

**ANNUAL REVENUE**

**\$9,108,917**



## SHARE OUR VISION

In 1980, Hospice of the Golden Isles began with a volunteer staff and a handful of patients. Today, our vision to become our community's premier hospice and palliative care provider has become a reality with over 150 team members and volunteers. HGI proudly provides expert hospice and palliative care to hundreds of families in our coastal 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**

**912-265-4735 or toll free at 866-275-6801**

[www.HOSPICE.me](http://www.HOSPICE.me)



National Hospice and Palliative Care Organization



WE HONOR VETERANS



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