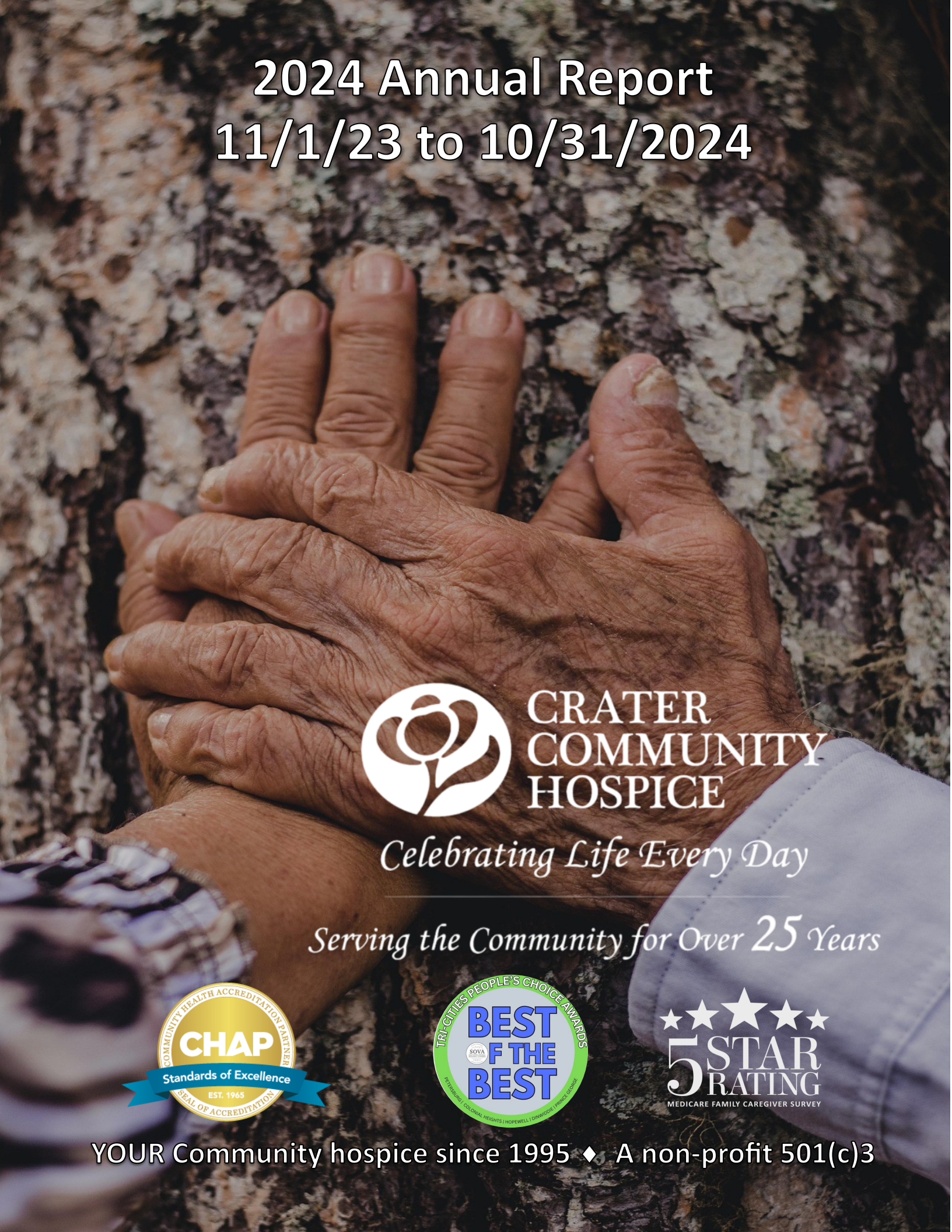
2024 Annual Report
11/1/23 to 10/31/2024



CRATER COMMUNITY HOSPICE

Celebrating Life Every Day

Serving the Community for Over 25 Years

CHAP Standards of Excellence EST. 1965 — Community Health Accreditation Partner — Seal of Accreditation

Tri-Cities People's Choice Awards — SOVA — BEST OF THE BEST — Petersburg | Colonial Heights | Hopewell | Dinwiddie | Prince George

5 STAR RATING — MEDICARE FAMILY CAREGIVER SURVEY

YOUR Community hospice since 1995 ♦ A non-profit 501(c)3

The Power of Memories in Hospice Care: A Reflection on Life's Journey

As we reflect on the work we do in hospice care, one of the most profound aspects of our patients' experiences is the importance of memories. Memories offer comfort, connection, and a sense of continuity during some of life's most challenging moments. For hospice patients, the act of recalling cherished moments from the past becomes a vital part of their emotional and psychological well-being.

The Role of Memories in End-of-Life Care

Memory, often considered a cornerstone of identity, plays a critical role in the lives of hospice patients. At the end of life, people often reflect on the experiences, relationships, and moments that shaped them. These memories can provide patients with a sense of peace, closure, and a legacy of meaningful connections. In hospice care, where time is limited and focused on comfort and dignity, encouraging the sharing of these memories becomes an essential part of the care process.

Emotional Comfort and Connection

For many patients, the act of reminiscing about the past brings comfort and connection, not only to their own lives but also to the people who surround them. As patients share memories with family members, friends, and caregivers, it strengthens their bonds and creates a shared narrative of life that continues beyond the patient's passing. These shared memories can also be an important tool for family members, helping them process their emotions and prepare for the inevitable loss of their loved one.

Legacy and Meaning-Making

In hospice care, patients are often given the opportunity to reflect on the meaning of their lives. As they look back on their experiences, patients may share stories that illustrate the values, passions, and relationships that have shaped their world. This process can be therapeutic for both the patient and their loved ones, helping to create a sense of legacy. Whether it's telling stories of raising children, traveling the world, or making significant contributions to their community, these memories allow patients to leave behind a lasting impact on those they love.

Memory Work as a Therapeutic Tool

Hospice care teams often incorporate memory work into their therapeutic approaches. Conversations that explore the past can help reduce anxiety, alleviate feelings of isolation, and improve overall well-being. Nurses, social workers, and chaplains often engage patients in storytelling or encourage them to record memories for loved ones. These conversations provide a space for emotional expression, offering a sense of validation and recognition to patients as they reflect on the richness of their lives.

The Enduring Power of Memory

As we continue to provide compassionate and comprehensive care to those in the final stages of life, the power of memory remains a vital component of the hospice experience. For patients, memories offer comfort and continuity, while also providing an opportunity to connect with family, loved ones, and caregivers in a deeply meaningful way. For families, these memories can become cherished treasures that keep the spirit of their loved ones alive long after they have passed.

Ultimately, memories remind us all that even in the face of death, life's most important moments endure. By supporting patients in revisiting and sharing their memories, hospice care teams help to preserve the dignity, legacy, and humanity of every individual, ensuring that they are remembered with love, respect, and appreciation for the full lives they have lived.

Thanks to your generosity, in 2023-2024 we were able to provide over $582,000 in non-compensated services to our patients!

Without **YOU**, the memories for our families may have been different.

From Our CEO:

Zachary Holt, MBA

Happy New Year from everyone at Crater Community Hospice!

As we reflect on the past year, we are filled with gratitude for the opportunity to serve our community. 2024 was an incredibly busy year for us, and we continue to work tirelessly toward being the hospice provider of choice.

We are thrilled to share that this year, the Board of Directors has approved the addition of a new service to further support our community: Palliative Care. This new program will allow us to offer even more comprehensive care for those facing serious illnesses, helping to improve quality of life and provide relief from symptoms.

As we launch this program, we are aware there may be challenges along the way, but we are eager to navigate them and provide a seamless bridge to end-of-life care for our patients and their families. Our goal is to ensure that everyone in our community has access to the comfort and support they deserve, no matter where they are on their healthcare journey.

We look forward to this exciting new chapter and are committed to continuing our mission of compassionate, exceptional care. Here's to another year of compassion, care, and community!

Thank you to the American Legion Post 2 for your generous donation and continued support of Crater Community Hospice.

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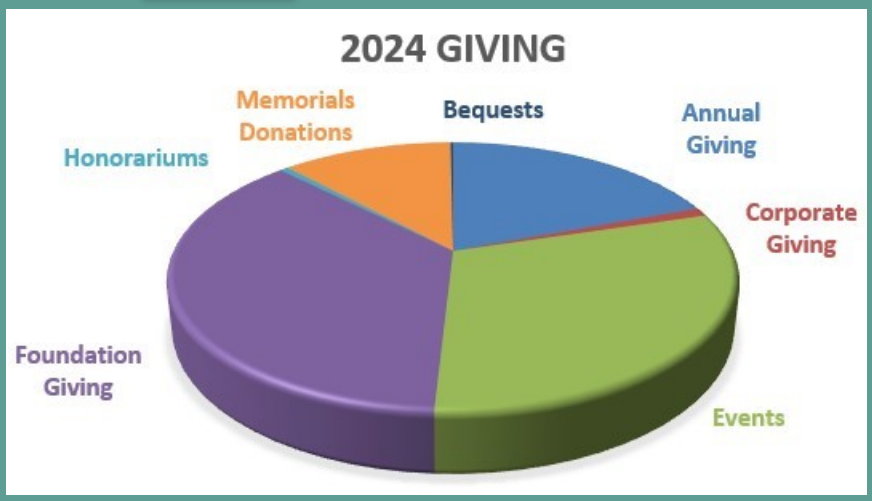
Robert W. Huffman	Nancy Odum
Penny Nunnally	Bud Yerly

Our Mission:

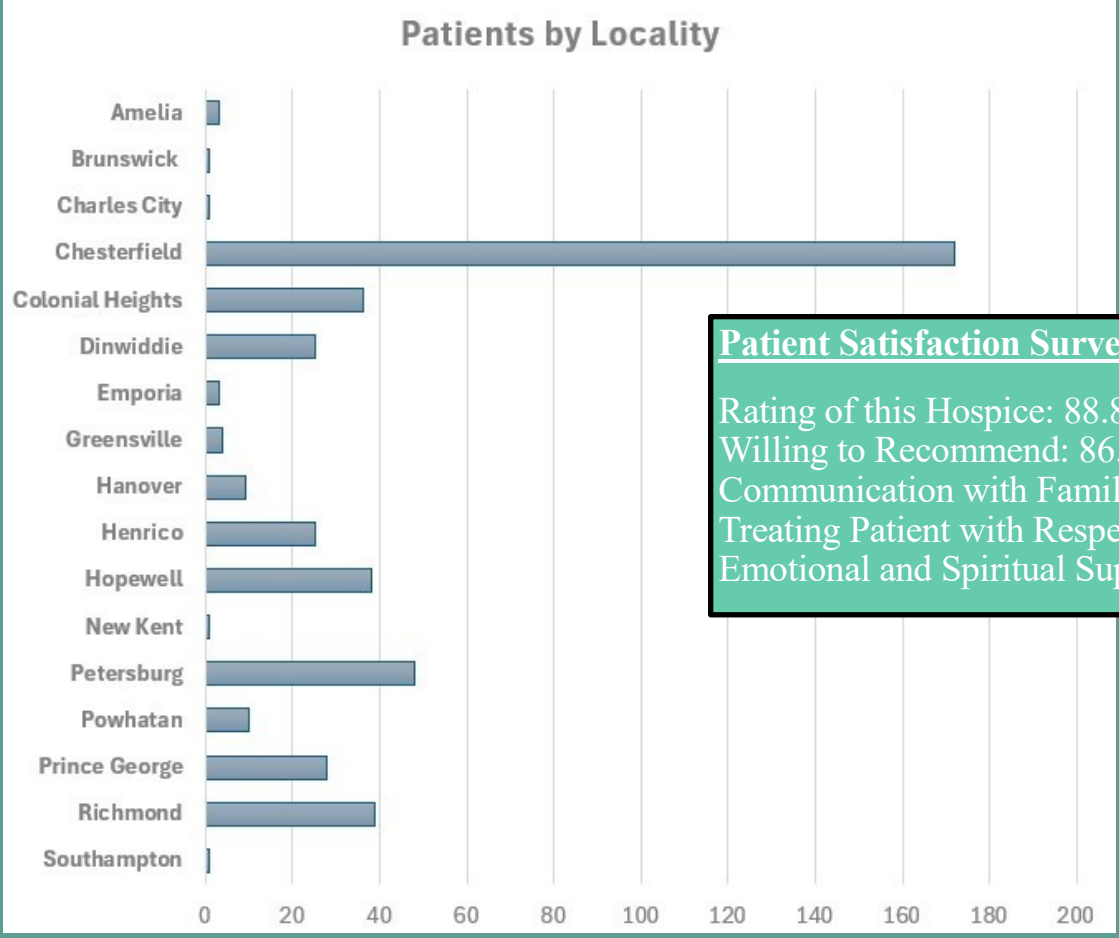
To share our passion for improving quality of life for those who are facing a life-limiting illness.

Giving

Donation Type	
Annual Giving	$57,509.79
Corporate Giving	$2,987.50
Events	$91,022.17
Foundation Giving	$109,330.00
Honorariums	$1,756.61
Memorial Donations	$34,735.98
Bequests	$500.00
Total Giving	**$297,842.05**



Patient Demographics



Patient Satisfaction Survey Responses:

Rating of this Hospice: 88.8%
Willing to Recommend: 86.4%
Communication with Family: 89.4%
Treating Patient with Respect: 95.6%
Emotional and Spiritual Support: 92.9%

Community Partnerships

Our deepest thanks to the following key Foundation partners for your grant support of our vital programs and essential services:

Shelton Hardaway Short Trust

Cameron Foundation

Round to Remember for Jimmy Brantley

John Randolph Foundation

The Frederick T. and Evelyn J. Gray Memorial Endowment Fund

Moses D. Nunnally, Jr. Charitable Trust B

We thank all of our donors for your generous support of Crater Community Hospice.

We could not do this work without you.

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Anonymous
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Jane Elliott & Robert Huffman
Maureen McClure
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Honorariums

A donation was made in honor of the following:

Angie Morriss
Brenda D Mitchell
Cindy Hamlin
Crater Community Hospice Team
Dick and Jan Condit
Emmett Saul
G. Terry Collett
Herbert Small
Jenny Wells
Brandy Wells Dameron
Joe & Pam Norwood
Lorna Baldwin
Lynn and Dick Weis
Margaret Camacho
Midlothian Thrift Shop
Mike Coleman
Pat Newman
Rick Bowman
Susan McGee
Teresa Bulifant

Bidding on a silent auction item.

Barbara Taliaferro and friends join us for the Tracy L Taliaferro Memorial Poker Run.

Bikers leave for the next stop on the Poker Run route.

Our patient, a former musician and music director, received a private jazz concert from the Hopewell High School Jazz Band.

Memorial Donations

Donations were made in memoriam to the following:

Alice Bowlin
Alice Crabtree
Amanda Gettings
Ann Kei Newsome
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Wilda Robertson Stabler
William Harrison Wilson

Gone, but never forgotten.

Memorial brick pathway in the Memory Garden.

Volunteers are the Heart of Hospice

Hospice Care began as a volunteer program and volunteers are still a vital element. At Crater Community Hospice, volunteers have been part of our care team since 1995. Our volunteers come from throughout our service community and have chosen to volunteer with us for many reasons.

There's Something for Everyone

There are many volunteer opportunities at Crater Community Hospice and training is provided for each position. Whether you would like to be a Family Support Volunteer, working with our patients and families or an Office Volunteer, supporting our staff by assisting with a variety of office duties. Volunteers are an important part of what we do in providing care and support to those living with serious illness in our community.

Volunteers are also needed for special events and projects and in our Thrift Shop. Professional volunteers who are willing to donate their services such as, massage therapy, beautician services, pet care and other specialties can help bring much needed joy and respite care to our patients and families. Veteran Volunteers are an important part of our We Honor Veterans programs, helping to serve and honor our veteran patients as they face end of life care.

For volunteer opportunities or group project inquiries, contact Teresa Brockwell, Director of Volunteer Services at (804) 526-4300.

Volunteer Statistics for FY 2023-2024:

- Volunteers contributed 6,875 hours for FY 2023-2024
- Cost savings from volunteer service is $214,874
- Honor salutes were held for 31 veterans.
- The We Honor Veterans Team held Honor Salutes at 4 local community facilities for Veterans Day and honored over 65 Veterans.
- Patient Care Volunteers made over 225 patient visits and served over 91 patients/families
- We are happy to report, 18 new volunteers joined Crater Community Hospice

WE HONOR VETERANS

Robert Huffman, Board Member and We Honor Vets Committee Chair, pins a fellow veteran at an honor salute held at a local facility.

Crater Community Hospice incorporated in 1995 as a 501(c) 3 non-profit hospice through the joint efforts of *Southside Regional Medical Center* and *John Randolph Hospital*, both community hospitals at that time, serves families in Chesterfield, Dinwiddie, Greensville, Prince George, Sussex, Surry, and Charles City, Ashland, Petersburg, Colonial Heights, Hopewell, Emporia, Richmond and surrounding areas. For almost thirty years, Crater Community Hospice has provided care to over 10,000 families and continues to be the only non-profit hospice located in the Tri-Cities.

Hospice care becomes appropriate when the focus of care shifts from aggressive treatment of the disease to relieving and managing symptoms and improving quality of life. Anyone can refer a patient for hospice care. If the referral is made by a family member or friend, our team will contact the patient's physician to ensure that the patient qualifies for Hospice Care.

We provide care where the patient lives, their home, nursing home, assisted living facility or in a hospital setting. The care is provided by a team of hospice professionals and volunteers who provide physical, emotional, psychosocial, and spiritual support to the patient and family. Our care team includes physicians, nurses, certified nursing assistants, social workers, chaplain, bereavement counselors and trained volunteers.

Hospice care is covered by Medicare, Medicaid and most private insurance policies. Patients receive symptom management, scheduled and emergency visits by health professionals, and personal care such as bathing, dressing and feeding. Health supplies, medications, and durable health equipment are provided. The whole family is supported by a team of dedicated health professionals available on call, 24-hours, 7-days a week. Support is provided to those coping with issues of grief and loss for up to one year following loss. The public and other healthcare professionals are educated about advance directives, Medicare hospice benefits, end-of-life care issues, caregiving and grief. Specialized volunteer training enhances patient care in homes and long term care facilities while building stronger and more engaged communities**.**

Members of the CCH Team and Board of Directors celebrate our Tri-cities Best of the Best Award wins for:

Best Thrift/Consignment/Pawn Shop

Best Local Hospice / In-Home Care Provider

Best Local Charity Event - Annual Auction

Thank you to our community for this honor!

The following retailers will donate a percentage of each purchase to Crater Community Hospice:

Kroger Community Rewards: Kroger donates a percentage of each purchase to Crater Community Hospice when you link us on your frequent shopper card.

Shop Our Amazon Wish List: You will need to login or sign up for an Amazon account to view the list. Simply browse, order, and enjoy giving.

Legacy Coffee Roasting : coffees are sold at both thrift shops and CCH receives a portion of the sale price.

For more information or how to sign up for any of these programs contact the Development Office.

"The greatness of a community is most accurately measured by the compassionate actions of its members...a heart of grace and a soul generated by love."

— Coretta Scott King

Our work isn't done yet, but with your help, we have accomplished a lot.

A Huge thank you to out thrift shop customers and donors!

Two locations:

Petersburg: 3916 S. Crater Road
Petersburg
Midlothian: 11401 Midlothian Turnpike
North Chesterfield

We welcome donations of gently used clothing, furniture, books, jewelry, sporting goods and household items. The Midlothian location accepts furniture donations.

If you are unable to deliver your item or have a large donation our Midlothian Thrift Shop will pick up your donation.

All proceeds from our Thrift Shop help to offset costs of patient care to families in our community. Items that don't sell may be recycled and turned into donations that help support our mission to "Celebrate Life Every Day".

Shop • Donate • Volunteer