

Serving the community since 1982

Hospice of Kankakee Valley | 2016 Annual Report



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Dear Friends of Hospice of Kankakee Valley,

Hospice of Kankakee Valley is celebrating its 35-year anniversary in the community in 2017. For things that endure, it is the underlying values that both precede and sustain the institution. The values and mission of Hospice were forged 35 years ago when a wife and mother in her mid-30's heard the words none of us want to hear—I'm sorry to have to tell you, but; no cure; make plans. Coordinating the physical, emotional and spiritual support to this family were church members, led by two ladies who, coincidentally had been talking about and researching hospice care. As Theresa Diepeveen and Sadye Stoltenberg were pouring out their lives in support of the Bandstra family they were also ushering in hospice as an institution.

From our humble beginnings, serving four patients and their families with a handful of volunteers in our first full year of service in 1983, we have grown to an organization with 80 employees, 90 volunteers, and two physicians. We have grown from providing just basic nursing and volunteer visits, to a wide menu of services for those under our care in our Transitions, Palliative Care, and Hospice programs. Our service area has grown outside of our original boundaries of Kankakee County, to now include parts of Iroquois, Will, Grundy, Ford, and Livingston Counties. In 2016, we provided care to 924 Hospice, 268 Palliative Care, and 42 Transitions patients and their families.

It is with gratitude that we thank our employees and volunteers who so generously give of their time and talents, and to the members of our community who continue to support and donate to this great organization. Your generosity allows HKV to continue its mission to provide compassionate physical, emotional, spiritual and social support, regardless of the ability to pay, in a manner that maintains the dignity and independence of the person and family. We are thankful for the confidence you have placed in HKV by choosing us to provide care for your loved ones. We are grateful for your continued support.



Connie Lemon, Executive Director



Dianne Schaafsma, President, Board of Directors

2016 PATIENTS SERVED



924

Total Hospice Patients

268

Total Palliative Care Patients

42

Total Transitions Patients

138

Average Daily Census

50,385

Total Patient Days

2016 STAFF VISITS

84

Total Employees



14,908

Direct Clinical Nursing: RN



1,200

Direct Clinical Nursing: LPN

3,447

Social Service

13,479

Hospice Aide

2,380

Chaplain



720

Physician & Nurse Practitioner



1,477

Other Clinical Staff



Hospice of Kankakee Valley employed 84 people in 2016. Of those 84, one of the longest employed is Office Manager, Kathy Goers. Kathy celebrated her 30th anniversary with HKV in 2016 and is in awe of how the organization has grown and changed throughout the years.

Starting at Riverside Healthcare right out of high school, Kathy was no stranger to the health care world. After a 15 year career at the hospital, she spent five years at home raising her children. On a whim, she decided to answer an ad in the paper for administrative support. “I didn’t even really know what hospice was other than it was a medical job,” she explained, “then I came in for the interview and realized that the director was a former classmate.”

Sarah Hertz was the Executive Director at the time and remembered Kathy fondly. She knew she had a strong background and that she would be a great asset to the growing HKV team.

... meeting so many wonderful people who do this work for our patients has been extremely rewarding.

Over the 30 years, Kathy has had the opportunity of watching HKV grow into what it is today, which she cites as one of the most rewarding parts of the job. “Watching it grow and knowing that we offer so much to our patients has been amazing,” she noted. “Also, meeting so many wonderful people who do this work for our patients has been extremely rewarding.”

Kathy Goers

Kathy is no stranger to hospice care itself as she has had six close family members on service so far and says it has definitely helped her and made it easier to cope with the loss of her loved ones. It has also been so nice to see how the care has evolved over the years.

While retirement is something that Kathy sees on the horizon, she’s not quite ready yet. “When I do finally decide to retire, I will have to do something, whether it’s volunteer more with my church or somewhere else, I’ll have to find something to do.”

Right now, she says she will continue to enjoy her time at HKV and looks forward to the road trip that she has planned for August. The HKV “Original Three” will be reuniting when Kathy

2016 Hospice of Kankakee Valley Staff



and Sarah Hertz take to the road and head to Minnesota where they intend to relax, read, and visit with HKV's first Volunteer Coordinator, Virginia Gibson.

We graciously thank Kathy for her 31 years of dedicated service to HKV and look forward to continuing to work with her!

Carol Keller, LPN

Carol has been a nurse for 22 years, but this career path didn't necessarily start out as a childhood passion. She actually had dreams of becoming a race car driver when she was a child, but after working at both a convenience store and doing home daycare, she looked in the paper and saw four columns of ads looking for nurses.



When she graduated from KCC with her LPN license, Carol began working at Miller Rehabilitation Center where she worked for 12 years. When her mother became ill, her family chose hospice care during her final months. "I loved the way that my family was taken care of by hospice and that really made me want to do the work," she explained.

Shortly after her mother's passing, Carol accepted a position with Hospice of Kankakee Valley and has been with the organization for the past 10 years. When asked to name an experience that stands out she couldn't name just one thing. "Each year, each patient, each family – they all bring a new set of challenges and opportunities to make their time with us a little easier. It's really all about the people that we are caring for and that is why I love what I do."

Volunteers

Hospice of Kankakee Valley was originally organized as a volunteer hospice, and we continue to recognize and appreciate the important role our volunteers have on the hospice team. Each volunteer brings a unique combination of interests, experience and talents to the hospice program.

2016 VOLUNTEER HOURS

90 Dedicated Volunteers



OFFICE VOLUNTEERS
Help with clerical jobs in the HKV office.



PET COMPANIONS
Specially trained handlers and dogs who bring "Tails of Joy" into the homes of our patients.



11TH HOUR
Volunteers who are a presence at the bedside for our patients during the final hours of their life if no one else is available. It is our goal to never have our patients die alone.



DIRECT PATIENT CARE VOLUNTEERS
The patient care volunteers provide emotional support and assistance to individuals and families who are coping with a serious illness.

19
VOLUNTEERS

12
TEAMS

11
VOLUNTEERS

48
VOLUNTEERS

4,382 Total Hours

Brian Peerbolte

Brian has been an 11th hour volunteer for the past five years. Being an 11th hour volunteer is a commitment to the mission of HKV to stand by our patients and families through the final moments of life, to be present when patients are actively dying and to ensure that no patient ever has to die alone.



Recently named The United Way Volunteer of the Year for Kankakee County, Brian commits to the midnight shift every single night of the month. Despite the fact that he lives in Mokenca, he is

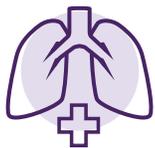
always willing to be there if an HKV staff member needs his assistance no matter where duty calls him.

Recently, Brian was called by a nurse at 1:00 a.m. requesting assistance in Dwight. Without hesitation, he immediately headed to the patient's bedside, even calling the next day to thank HKV for giving him the opportunity to be there during the patient's time of need.

Volunteers like Brian truly highlight the caring and generosity that our HKV volunteers exhibit for our patients each and every day and our organization would not be what it is without them.

Complementary Therapies

Complementary therapies add an extra dimension of care to Hospice's commitment to nurturing the body, mind, and spirit. These non-invasive, holistic practices do not replace the medical, social, or spiritual care of the hospice team. Rather, they work with the total care of our team to promote comfort and wholeness for both patients and their families.



RESPIRATORY THERAPY



PET THERAPY



MUSIC THERAPY



MASSAGE THERAPY

Respiratory Therapy

Respiratory therapy is an important component to hospice that brings ease to patients and families. It is provided by a licensed respiratory therapist and includes: education in use of oxygen, nebulized pulmonary medications, care and use of equipment, as well as assistance in self-management of common symptoms faced by people with lung disease.





Pet Therapy

Tails of Joy is a volunteer program used to provide psychological, emotional, and physiological support to hospice patients and their families. HKV recognizes the benefits of integrating traditional medicine with complementary medicine as a supportive service. We currently have 12 teams of specially trained dogs and their handlers available for visits. Each dog and handler has gone through a therapy dog certification program to make sure they are up for the job. One of those very special teams is Jillian and her black Shih tzu/Yorkie mix, Vinny.

For Jillian, one memorable family that she's volunteered with during her time at HKV is the Guimond family from Kankakee. Mrs. Guimond is a patient in HKV care and she lives at home with her husband, Richard.

Upon their initial visit, Richard explained about a black poodle they had named Mia. Mia originally started out as their son's dog and when he enlisted in the military, Mia came to live with them. She quickly became a huge part of their family, even traveling with the couple across the country in their RV. The Guimond's had seven wonderful years with Mia before she became ill and had to be put down. The loss devastated the couple and they decided then to not replace their cherished pet. When the offer was suggested to introduce a pet companion, they jumped at the chance.

"When I arrived the first day, Richard met me at the door, took Vinny out of my arms and left me standing on the porch," Jillian remarked with a laugh, "I could tell immediately who the favorite was."

While the relationship between Vinny and Mrs. Guimond didn't immediately blossom, over time she ended up loving him. Richard definitely always looked forward to his visit. "He just comes up on my lap and I rub him to sleep," he explained. "He's such a good boy."

When asked what the most rewarding part of her volunteer position at HKV is, Jillian explained, "I just love being able to bring these families so much joy. They are going through a very rough time in their lives and there is never a time when I walk through the door that Vinny doesn't put a smile on their faces. Whether it's a patient or family member, they all love him and those smiles are the best part."

Music Therapy

The Sifrit family has always been a music loving family. When Ken was diagnosed with Alzheimer's/dementia, his wife, Shirley, saw her once fun loving husband slowly decline as the disease continued to progress. The happy, singing version of Ken was a distant memory for Shirley until Andrea Owens came into their lives.

Graduating from Western Illinois University in 2015 with a bachelor's degree in music, Andrea also completed a six month clinical internship and board certification to become a board certified music therapist. Music therapy by definition is the clinical, research and evidence based use of music to achieve non-musical goals. Andrea uses her extensive knowledge in music therapy to provide therapeutic services to the patients and families in hospice care. Starting the program from the ground up, Andrea now serves over 50 patients per month, including Ken Sifrit.

"Music uses the entire brain which is why it is different from anything else," Andrea explained, "This makes it especially useful in patients with Alzheimer's and dementia because they are able to remember songs when they may not be able to remember anything else."

"It is truly remarkable what Andrea is able to do with Ken," Shirley explained through teary eyes. "We never really see him smile anymore and he doesn't really speak. When Andrea is here, we see something in him that we never get the pleasure of seeing anymore. He picks his head up, he looks at her, and he sings all the words to the country western songs she plays. It's a happy time for all of us and we wouldn't have that without her."

Music uses the entire brain which is why it is different from anything else.

Andrea Owens





Massage Therapy

The Fajman family cannot say enough about the care that their mother, Alice, received while on service with HKV. They were very pleased with her care as a whole and especially thankful for the care she received from Licensed Massage Therapist, Jennifer Marcotte.

I love being able to help ease my patients pain whether it be physical or emotional...

Jennifer Marcotte

Earning her license in massage therapy in 2007 from the American Bodywork Institute in Bradley, Jen also has continuing education credits in lymphedema, fibromyalgia, sciatica and acupuncture. Starting at HKV in 2015, Jen would typically see 2-3 patients per week. Since then, she has grown her caseload significantly, providing over 90 therapeutic massage treatments per month.

“There was something about the touch that really helped mom relax,” explained Tranita Fajman, “We all looked forward to Jen’s visits because we knew mom really enjoyed it...and all of us really enjoyed her being there.”

Jen combines many different methods of touch to achieve the best possible outcome for the patients. “I’m a firm believer in the therapeutic effects of touch and I see it work every day in my patients,” she explained.

While massage is her profession, hospice care is her passion. “This is definitely where I wanted this career path to take me,” she explained, “I love being able to help ease my patients pain whether it be physical or emotional, but the best part is definitely being able to talk to them and hear their stories.”

Grief Support Events

Candlelight Memorial Service

A service is held at Bethel Baptist Church led by HKV staff to honor those lost throughout the previous year. Families are invited to light a candle in memory of their loved one and take part in the peaceful fellowship.

March 29, 2016 at Bethel Baptist Church

Approximately 200 family members and guests were present



Tree of Life & Memorial Garden Recognition

Families of HKV patients are invited to purchase leaves for our Tree of Life or bricks for our Memory Garden. These leaves or bricks are then personalized and displayed in memory of their loved one.

June 5, 2016 at HKV

Approximately 150 family members and guests were present



Legacy Tree Plant

In memory of those who have passed away, a tree is planted on the HKV property. Family members are invited to help fill in the dirt around the tree as a symbol of growth through grief.

September 18, 2016 at HKV

Approximately 75 family members and guests were present



HKV offers an extensive grief support program offered by highly skilled and specially trained therapists to assist those who have suffered a loss on their journey through the grief process. The grief support programs are open to families of hospice patients as well as other grieving members of the community. In addition to our regular bereavement services, we also offer special grief support programs throughout the year to help families commemorate their loved ones.

Hospice Grief Support

Clients Served	877
Visits	100
Phone Calls	2175

Community Grief Support

Clients Served	51
Visits	36
Phone Calls	36



**Hospice of
Kankakee Valley's
35th Anniversary Gala**

Back
to the
Eighties

**Heart of the
Community**

Continuing throughout 2017

Celebrating 35 Years | 1982-2017

In November of 2016, HKV kicked off their 35th anniversary celebration with the unveiling of their 35th logo and tagline “*Heart of the Community.*” This logo and tagline will be used in all materials in 2017 to showcase this momentous anniversary. In addition to educational opportunities and events to be held all year long, the milestone will be celebrated in May with a Gala held at the Hilton Garden Inn in Kankakee. This will be a celebration of the organization, influential people that have made their mark on HKV over the years and a small, nostalgic live auction with all proceeds benefiting the complementary therapies program.



We wish to take this opportunity to thank everyone who has been an influential part of our growth and success over the years. From a volunteer hospice with two employees in 1982, we have grown significantly over the past 35 years with 80+ employees and 107 dedicated volunteers in 2017. We are sincerely grateful for the support we have received from the community and look forward to continuing to serve the area for many years to come.



HOSPICE

Our family, caring for yours

Hospice is a philosophy of caring for individuals with serious illnesses who no longer benefit from curative treatments. When that time comes, hospice is there every step of the way with the patient and family as they focus on comfort at the end of life. Hospice of Kankakee Valley believes that there is still much to hope for and wish for in our patients and families lives. Our goal is to help and support patients and families during this transitional time and to hold compassion and dignity above all else.



PALLIATIVE CARE

Our family, caring for yours

Palliative care is a chance for people dealing with life-limiting illness to have relief from the symptoms, pain and stress of dealing with the illness and to have an extra layer of support. Unlike hospice, palliative care can be provided alongside curative treatment. The goal of palliative care is to provide symptom management, advance care planning, spiritual and emotional support if needed and overall quality of life.



TRANSITIONS

Our family, caring for yours

The Transitions program provides emotional support and assistance to individuals and families who are coping with serious illness like Congestive Heart Failure, Chronic Obstructive Pulmonary Disease, Alzheimer's Disease, Liver Disease, and others.

Transitions provides clients and families:

- Companionship
- Support
- Light household help
- Help with errands
- Respite for caregivers
- Community resource tools

2016 Financial Report

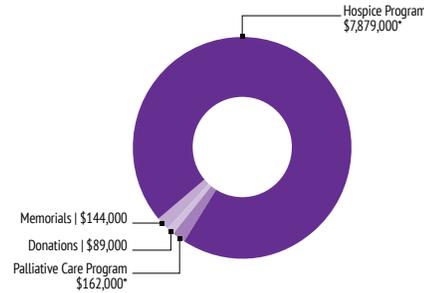
Hospice and palliative care services are covered by Medicare, Medicaid and most insurance plans. Over 95% of our revenue is received from these programs. However, the entire cost of providing these valuable services is not always reimbursed.

Contributions play a vital role in maintaining our commitment to providing hospice and palliative care to all individuals who request it – regardless of ability to pay.

Many of our services are not funded by third-party payors, such as our complementary therapy, pet therapy and bereavement care.

As we expand our services and programs, we continue to serve the community with the highest quality of care, while maintaining a philosophy of fiscal responsibility.

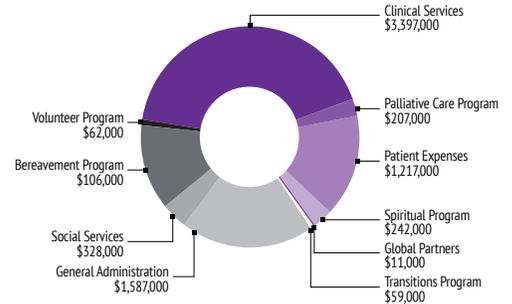
Revenue



Note: The above results are unaudited.

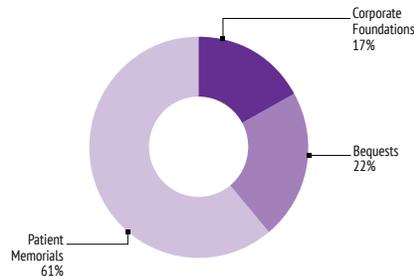
*95% of revenue is received by Medicare, Medicaid and most insurance plans.

Expenses

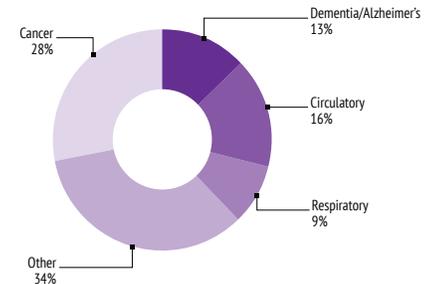


Note: The above results are unaudited.

Donations



Diagnosis





Please mail to: Hospice of Kankakee Valley, 482 Main Street NW, Bourbonnais, IL 60914

If you would like a listing of your loved one's memorial donations, please contact Hospice of Kankakee Valley at 815-939-4141, and one will be mailed to you.

Enclosed is my gift of: \$20 \$50 \$100 \$500 \$1000 \$1500 Other _____

Name: (Please Print) _____

Phone: (____) _____ Email: _____

Address: _____

City: _____ State: _____ ZIP: _____

This gift is in memory of in honor of _____

Please notify: _____

Address: _____

City: _____ State: _____ ZIP: _____

Charge to my Visa Mastercard Discover

Name as it appears on card: _____

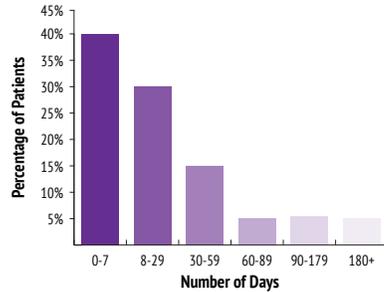
Account Number: _____ 3-digit Security Code: _____ Exp. Date: _____

Signature _____ Phone: (____) _____

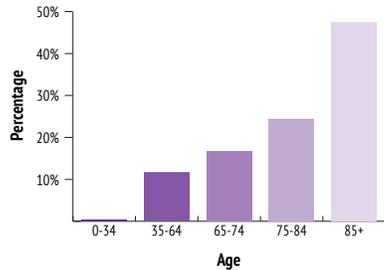
MAKE YOUR DONATION ONLINE AT HKVCARES.ORG

Look for the ***DONATE NOW*** button on the top of the page.

Patient Length of Stay



Age/Gender



Gender breakdown: 54% Female; 46% Male

Your donation helps others.

Kankakee Valley 
HOSPICE
Our family, caring for yours

482 Main Street NW
Bourbonnais, IL 60914

The mission of Hospice of Kankakee Valley is to provide compassionate physical, emotional, spiritual and social support to individuals throughout our service area who are living with terminal illnesses. We strive to provide comprehensive palliative care services regardless of ability to pay, in a manner that maintains the dignity and independence of the person and family.

815-939-4141
hkvcare.org

Kankakee Valley 
TRANSITIONS
Our family, caring for yours

Kankakee Valley 
PALLIATIVE CARE
Our family, caring for yours

RETURN SERVICE REQUESTED

Non-Profit
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