



40

News and Fiscal Year 2020 Annual Report

HONORING THE JOURNEY
40
YEARS
Hinds Hospice

Since 1981



ERIC KLIMES, CEO

Please join me in celebrating the 40th Anniversary of Hinds Hospice! It is an honor to work with our leadership team and board of directors to lead such a respected organization.

In 1981, Nancy Hinds began serving patients in her home. In the beginning, she only had space to help a few families. Many nights, she and her children slept on couches because patients occupied every available room. It was a sacrifice, but one she was content to make to ease the suffering of others. Nancy often says,

"When you come to serve from a place of good, only good is accomplished."

Today, after 40 years, we are still serving from a place of good. We continue to comfort the bereaved and care for those in need, regardless of their ability to pay. We continue to make tangible differences in the lives of the most vulnerable, and their families.

Often our work is challenging, and some days it feels overwhelming. Continuing to provide exceptional care during the pandemic tests our resolve.

I am proud to share that during the pandemic we not only endured, we in fact assisted more patients and families than ever before. The demand for our care is growing, and we challenge our staff to meet the needs of the communities we serve. We ask them to help one more patient, to ease the burden of one more family member, to ask for help from one more person in the community. It is not always easy, but as Nancy Hinds shows us, only good can come when we sacrifice for our patients and their families. I'm proud of our staff for their effort, dedication, and professionalism.

I thank each one of you for your generous support. Hinds Hospice would not exist without you. Together, as a community and an organization, we look forward to providing exceptional care and continuing to live Nancy's mission.

Eric Klimes, MBA
Chief Executive Officer
Hinds Hospice

1981



Nancy Hinds purchased the original hospice home on Simpson Avenue in Fresno with help from Joseph and Harriet Ray. Nancy, and volunteers, cared for 72 patients during her four years at this home.

1981



Harold Bolchin, Nancy Hinds' dad, became the first Hinds Hospice volunteer. Affectionately known as "Da," Harold ran errands, retrieved groceries, transported medical supplies, and even did yard work at the home.



STACY MANNING, BOARD CHAIR

As we venture into the summer of 2021, we are hopeful that normalcy will soon return following over a year of COVID chaos and loss. We have all learned to adapt to Zoom meetings, online learning, quarantine, illness, online shopping, missing loved ones, and learning a new normal. At Hinds Hospice, we continue our mission of caring for our community and adapting our care to a quarantined world. To ensure the safety of our patients, we have adjusted with personal protective equipment, strict protocols, vaccinations,

and creative visits, but not one ounce less of caring and dedication.

Our commitment to the Central San Joaquin Valley is stronger than ever as we celebrate our 40th year of embracing and serving patients and families. Our current Board of Directors is highly engaged and working diligently to grow Hinds Hospice with the community in mind. We are meeting the growing demand for enhanced and individualized care. Our love for the community is deeply rooted in providing hospice care to adults and children in private homes, hospitals, skilled nursing facilities, and at our inpatient Hospice Home in central

Fresno. Our community care is enriched with our Center for Grief & Healing, where we offer the region's most comprehensive bereavement support. The center is open to all community members, and programs include the Healing Through Loss Support Group, Angel Babies and the Angel Babies Walk, Understanding Grief Workshop, Circle of Friends for Teens & Children Support Group, Survivors of Suicide Support Group, Caregiver Support, Infertility Loss Support Group, Pregnancy after Loss Support Group, Hope for the Holidays Workshop, and Question, Persuade & Refer Workshop.

We humbly continue the legacy founded by Nancy Hinds. Led by our CEO, Eric Klimes, and a dedicated administration and diverse staff, our hospice team lives and breathes the Hinds Hospice mission. We continually strive for ways to serve and support the Central Valley community. We appreciate the trust you have bestowed upon the Hinds family. Thank you for helping to make the last 40 years possible.

Dr. Stacy A. Manning, DNP, FNP
Chair, Hinds Hospice Board of Directors

1983



Friends from St. Anthony's, Our Lady of Victory, and St. Agnes Hospital raised \$4,000 for the Hinds Hospice Home which was a significant contribution for a small hospice.

1984



By invitation of Dr. Harold Hanson, Nancy Hinds participated in the Presbyterian Medical Mission Conference along with medical missionaries from all over the world.



NANCY HINDS, FOUNDER

I am so grateful to have this moment in time with you.

This 40th Anniversary allows us the chance to express our gratitude for decades of community trust and support of our mission. I am reflecting back on all the years, and I am so humbled by your caring hearts. You are the reason that so many patients and their families have received care at the most important time in their lives. Words cannot express my gratitude.

This past year has been the most challenging, and I am proud of our entire Hinds Hospice team for continuing to honor our mission during this unique time.

We are committed to growing professionally and offering the best to our patients and families. Staff education in the Simulation and Learning Lab gives us the opportunity to teach and learn the best care for our patients. This dedicated space allows us to teach, learn, and perfect our method of care. This

model of care will help future generations of hospice care professionals fulfill our mission. I thank our amazing doctors, nurses, hospice aides, social workers, chaplains, volunteers, support staff, and fund development staff. I wish you could know them all.

I thank each of you for your unique gifts. Some of us are able to give by serving our patients and families; others are able to serve by giving financial support. Each of you are needed to continue our mission of easing the suffering. YOU are all a part of this extraordinary, sacred work done by ordinary people with hearts of compassion and courage.

Bless you, and thank you,

Nancy Hinds,
Hinds Hospice Founder

1985



After receiving a complaint, the Department of Health closed down the Hospice Home for not having a license to operate, even though no such license existed in the State of California at the time. Nancy was forced to sell the Simpson home and move with her boys into her father's house.

1986



Governor George Deukmajian signed a bill that would legally qualify Hinds Hospice Home to reopen. This was a new start for Nancy.

HINDS HOSPICE, SETTING THE STANDARD FOR SAFETY



Hinds Hospice has a 40-year history of caring for patients with complex medical conditions. We meet and exceed the safety standards of the

major health agencies, including the Centers for Disease Control, World Health Organization, California Department of Public Health, and the Health Departments in the three counties we serve.

In early 2020, well before any COVID-19 activity in California, our agency was preparing for a possible pandemic. On March 19, 2020, Hinds Hospice initiated a COVID-19 Incident Command Team. This structure provided an orderly process to deliver the appropriate level of support to every individual in the agency. We took every precaution to minimize risk when providing hospice care in our patients' homes, in our buildings, and in our partner facilities.

We are pleased to report that we had an extremely low rate of incidence of COVID-19. In spring of 2021 staff returned to the administration building while exercising all safety protocols.

The Hinds Hospice Incident Command Team took the following safety precautions :

- Asked all available staff to work remotely and provided the necessary equipment and support
- Mandated masks, social distancing, and limited time on-site to protect our frontline staff
- Provided appropriate personal protective equipment for all clinical and non-clinical employees
- Canceled all in-person events and meetings while focusing on technical platforms for meeting
- Closed the Thrift Stores in accordance with state and federal requirements
- Began screening of all patients for COVID-19, and began screening of staff twice daily
- Provided instructions on handwashing and work-area sanitation
- Decontaminated with weekly aerosolization of common areas and began a deep-cleaning protocol for all buildings during the day
- Created protocols for anyone who displayed symptoms or tested positive for COVID-19
- Implemented telehealth to limit face-to-face contact
- Installed a state of the art air filtration system at the Hinds Hospice Home to reduce airborne pathogens

1987



With Nancy's help, the California State Legislature passed the Congregate Living Health Facility License, opening the door for Hinds Hospice and other inpatient homes to operate in California.

1987



Armed with a license to operate, Nancy discovered a home for sale that had extra-wide, gurney-friendly hallways, a prime location, and a seller who was willing to wait for her to find financing for the down payment. This became the second Hinds Hospice Home on West Twain Avenue in Fresno.



Pictured from left to right: Hope, Liz and Jack Garvin

“The saddest place you can be

Liz Garvin is a working mom with two beautiful kids. She is also a Hinds Hospice Angel Babies mom. She lost her baby, Grace, almost a decade ago, but the pain in her voice is present when she shares her story.

“Early in the pregnancy my doctor told us that there were complications. We understood that there would be a very slim chance that we would be welcoming Grace home like a traditional child,” Liz said. “We knew we were fighting an uphill battle, but we were so excited to be blessed with another child.”

Months before her due date, Liz delivered Grace. “The saddest place you can be with your child is allowing them to beat you to heaven,” Liz shared. “But I’m thankful that I got to hold her in my arms. That’s when I met the caregivers from the Hinds Hospice Angel Babies program.”

Part of the Hinds Hospice Center for Grief & Healing, the Angel Babies program is entering its 20th year of providing perinatal hospice care. The program has served nearly 5,000 moms. “This exceptional program helps families when their child is diagnosed with a life-limiting illness, or when they have lost an infant,” said Kathy Cromwell, Executive Director of the Center for Grief & Healing. “Our special support team offers care and comfort during pregnancy,

1988



Hinds Hospice appointed Dr. Michael Epler as Medical Director. He served for 18 years, mostly as a volunteer. His wife Karen Epler, RN, helped start the Angel Babies of Hinds Hospice program.

1988



Hinds Hospice cared for Gregory “Pappy” Boyington, a celebrated WW II flying ace, whose wartime service awarded him a Medal of Honor and inspired the television series “Black Sheep Squadron.”

with your child is allowing them to beat you to heaven."

and provides ideas for creating loving memories. The death of a child is uniquely painful, and our staff members help families process grief after their loss."

Liz recalled the caregivers from the Angel Baby program meeting her at the hospital.

"Two wonderful women came to my bed to help me. They presented me with a beautiful package. Inside was a memory box that allowed me to save Grace's footprints. They also gave me a delicate pink dress that I was able to clothe my daughter in, and a special blanket I could wrap around her. Even though it was the saddest moment of my life, Hinds met me there to help dress my Grace before I sent her off. It helped me say goodbye to her. No mom should go through the loss of a child without the help and experience of Angel Babies. They lovingly walk beside you as you grieve the loss of your child."

The Angel Babies program is just one component of the Hinds Hospice Center for Grief & Healing.

"Hinds Hospice serves not only hospice families, but also the community at large with grief support services," Cromwell said. "The counselors are available to meet with individuals and families to provide one-on-one grief counseling. We offer support groups that are specific to the relationship of the loss including loss of spouse, sudden and traumatic death, like suicide loss, and we help children and teens cope with grief through our Circle of Friends support groups.

Little did Liz know, but Hinds Hospice would be there for her later in life.

"Hinds Hospice and the Angel Babies program has given so much to my family," she said. "When my mom was terminally ill last year, Hinds Hospice was one of the first calls I made. It was the second time Hinds Hospice has touched my family, and they were wonderful. I am happy to support Hinds Hospice, because I know that there are other families out there like mine. With support from the community, Hinds Hospice is always there to help."

Hinds Hospice hosts several remembrance ceremonies throughout the year as a way to help families honor their loved ones. "Hinds Hospice invited me to a beautiful memorial service to celebrate Grace," she smiled. "They gave me a rose, and as they read her name, 'Grace Garvin,' I was able to place the rose in front of a special candle in her memory. It was a beautiful way to remember a life, even if it wasn't as long a life as a momma would have hoped for."



Liz's memory box for Baby Grace

1989

UCSF School of
Medicine

Hinds Hospice began end-of-life training and education for medical residents through a formal agreement with the UCSF Fresno campus.

1990

Hinds Kids
Pediatric Program

The Hinds Hospice Pediatric Program opened to provide seriously ill children comfort and quality of life care that addresses their special needs and allows concurrent care so families have the support of hospice while still seeking curative treatment.



**HINDS HOSPICE MADE
A DIFFERENCE
BECAUSE OF** *You*

PATIENT CARE PROVIDED IN FISCAL YEAR 2020

1,914 Patients Served

331 Patients Served in Hinds Hospice Home

Veterans Served **249**

61 Children Served in Hinds Kids Pediatric Concurrent Care Program

BEREAVEMENT SUPPORT SERVICES IN FISCAL YEAR 2020

1,645 Individuals Provided Grief Support

197 Angel Babies Families Served

Bereavement Support Phone Calls Made **7,338**

109 Survivors of Suicide Loss Support Group Attendees

19,740 Bereavement Support Mailings Sent

Children and their Families Helped Through the Circle of Friends Program **52**

Individual Hospice-Related Counseling Sessions **693**

693

1990



Because children and teens experience and process their grief in unique ways, the Circle of Friends program was created. This program provides a safe space for children and young adults to navigate grief.

1990



Medicare

Hinds Hospice qualified to begin receiving Medicare reimbursement for hospice services.

1991



Actor and hospice supporter Jon Voight attended a special Hinds Hospice Tropical Paradise Fundraiser.

SERVING THE CENTRAL VALLEY FOR 40 YEARS



PROGRAMS AND SERVICES OF HINDS HOSPICE

Community support allows Hinds to give a higher level of care and offer enhanced family support. The goal at all times is to respect your wishes. The care provided reflects a partnership between you, your family, and the Hinds Hospice team. Hinds prides itself on its mission to ease suffering and

care for the mind, body, and spirit.



PATIENT CARE SERVICES

At Hinds Hospice, most patients are seen in their homes or in residential care facilities on any given day throughout Fresno, Madera, and Merced counties. The hospice interdisciplinary care team includes nurses, home health aides, medical social workers, chaplains, medical directors, spiritual

care providers, and counselors who assist with anticipatory grief. Volunteers visit patients where they live, making sure they are as comfortable as possible and providing respite for caregivers.



HINDS HOSPICE HOME

The Hinds Hospice Home is staffed with registered nurses and hospice aides 24 hours a day, and at least two patient care staff members are on duty at all times. In addition to a full-time nursing staff, the Hospice Home has a designated full-time

social worker, and a chaplain is always on call after hours.



CENTER FOR GRIEF & HEALING

The Hinds Hospice Center for Grief & Healing is unique in that it provides grief support services not only to hospice families but also to the community at large. The professional staff is available to:

- Meet with individuals and families to provide one-on-one grief counseling
- Provide support for sudden and traumatic loss
- Offer a variety of support groups specific to the relationship of the loss
- Provide grief support mailings for a period of 13 months to families who are mourning the loss of a loved one
- Help children and teens cope with loss in the Circle of Friends support groups

1991



Hinds Hospice received licensing to provide outpatient care for patients in their homes and at care facilities from the California Department of Health Services.

1992



Nancy Hinds received the Saint John XXIII Award for achievements in community, civic endeavors, an ecumenical spirit, and charitable and religious activities. This is the highest honor the Roman Catholic Church awards to a layperson of any faith.

SERVING THE CENTRAL VALLEY (cont.)



ANGEL BABIES PERINATAL HOSPICE AND BEREAVEMENT PROGRAM

The news of an unborn baby being diagnosed with a life-limiting condition is heartbreaking.

As part of the Hinds Hospice Center for Grief & Healing, Angel Babies/ Bebitos Angelitos offers a perinatal hospice program designed for families who have received this diagnosis, offering support and comfort during pregnancy, and providing ideas for creating loving memories.



PEDIATRIC PROGRAM

Children require different care than adults. The Hinds Kids Pediatric Program provides terminally ill children comfort and quality of life as they navigate this journey.



THRIFT STORES

Hinds Hospice Thrift Stores provide discounted clothing, household items, and furniture to those in need in the communities we serve, while helping sustain the agency's primary mission of care. These thrift stores are our way of giving back to the community.



PHYSICIAN AND MEDICAL PROFESSIONAL EDUCATION

In an effort to increase physician awareness of what hospice and palliative care can provide to patients and their families, Hinds Hospice provides specialized end-of-life care training locally to doctors, nurses, and residents from UC San Francisco Medical School, UC Davis, Fresno State, and Fresno City College.



MULTICULTURAL OUTREACH

With the Central Valley's diverse population, Hinds Hospice developed a comprehensive program that strives to provide services that are culturally sensitive toward patients and their families who reflect the diversity of the communities it serves.



GLOBAL OUTREACH

Hinds Hospice focuses on the needs of the world community by sharing information with those who have limited resources. Hinds is a co-sponsor of an annual medical conference on International Hospice and Palliative Care in developing countries.

1993

800

1994



1995



For the first time, Hinds Hospice served 800 patients in a single year. Today, that number has more than doubled.

Hinds Hospice merged with Hospice of Madera. This expanded the service area to include Madera County.

Hinds Hospice merged with Hospice of Merced. This expanded the service area to include Merced County.

PRISON HOSPICE

The Hinds Hospice prison program educates and trains inmates at area prisons to provide hospice care, and grief and loss support, for fellow inmates.



VOLUNTEERS

Trained patient volunteers provide respite time for caregivers and comfort to patients where they live. Their skills are matched to fit every family's unique needs. Hospice Home volunteers answer the door to visitors and handle incoming phone calls

for staff, patients, and their families. They also perform light upkeep duties such as folding laundry, and talking with family and friends who are visiting. Hinds Hospice Thrift Stores and special events provide volunteer opportunities throughout the year.



WE HONOR VETERANS PROGRAM

Today, one in four dying Americans is a veteran. These men and women often carry experiences from their military service that present unique psychological and physical challenges at the end of life. Hinds Hospice has the skills needed to serve our veterans.

MISSION, VALUES, VISION, PHILOSOPHY

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.

VALUES

We pursue excellence and act ethically, professionally, respectfully, compassionately, and with integrity.

VISION

We strive to be recognized as the premier provider of comprehensive, compassionate end-of-life care and specialized grief support services that are accessible to all.

PHILOSOPHY

Our philosophy is based on our sacred call to serve the physical, emotional, and spiritual needs of those who have a life-limiting illness and of those who are grieving.

1996



Nancy Hinds received the prestigious Papal Medal Pro Ecclesia et Pontifice from St. John Paul II for her long practice of Christian virtues and service.

1998



Hinds Hospice Thrift Store opened in Madera, which still serves the community today.

1998



Temple Beth Israel honored Nancy Hinds with the Social Action Award for her service to the community.

Statement of Financial Position For Fiscal Year 2020

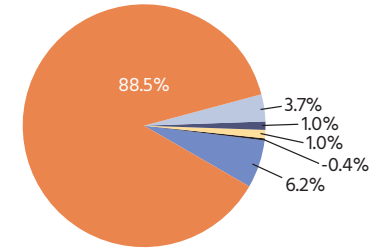
(October 1, 2019-September 30, 2020)

Total Current Assets	\$9,273,238
Property and Equipment, Net	\$5,051,958
Investment Securities	\$7,416,228
Other Assets	\$656,328
Total Assets	\$22,397,752
Current Liabilities	\$2,830,404
Long-term Debt	\$1,534,554
Unrestricted Net Assets	\$16,119,570
Restricted Net Assets	\$1,913,224
Total Liabilities and Net Assets	\$22,397,752
Number of Patients Served	1,914
Days of Patient Care	123,817
Charity Care	\$62,173

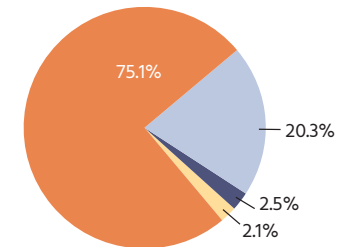
Revenue, Support and Expenses For Fiscal Year 2020

(October 1, 2019-September 30, 2020)

Revenue and Support	26,967,861
Patient Revenues Net (Medicare, etc.)	88.5%
Donations, Memorials, and Special Events	3.7%
Investment Income	1.0%
Rental Income	1.0%
Thrift Store Revenue	-0.4%
Other Operating Revenue	6.2%



Expenses	22,548,789
Patient Care	75.1%
General and Administration	20.3%
Fundraising	2.5%
Hospice Charitable Properties Inc.	2.1%



Hinds Hospice is a 501 (c) (3) charitable organization and operates on partial reimbursement from private health plans, and relies heavily on donations from its communities served and its Thrift Stores to meet existing needs. Hinds Hospice complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

1998

Hinds Hospice
Honoring the Journey

Nancy Hinds announced the agency name change from Hinds Hospice Services to Hinds Hospice.

1999

SINCE 1981
Hinds Hospice
CLOVIS THRIFT STORE

Hinds Hospice Thrift Store opened in Clovis, which still serves the community today.

LEADERSHIP TEAM

Eric Klimes, MBA
Chief Executive Officer/President

James Simmons, DO
Medical Director

David Sine, MD
Pediatric Hospice Physician

Parminder Sidhu, MD
Merced Hospice Physician

Kathy Cromwell, MSW, LCSW, CT
Executive Director of Counseling & Support Services

Desmond Davila
Director of Thrift Store Operations

Zane Fisher
Director of Outreach & New Business Development

Ann Guerrero
Chief Clinical Officer, RN, BSN

Sven Hamilton
Director of Volunteer Services

James Majors
Director of IT Systems & Facilities

Norman Murphy, DHA-abd, MBA
Director of Quality Assurance, Performance Improvement and Compliance

Tom Pedreira, Esq.
Legal Counsel

Lilika Stratigos, BA
Director of Human Resources

Christine Swift, MSN, RN
Director of Inpatient Service

Steve Weakland
Executive Director of Development

BOARD OF DIRECTORS

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Nurse Practitioner

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Attorney at Law

Syl Bryan, MD
Founding Board Member
Physician, Pediatrician

Bobby Fena, SIOR
Colliers International SVP/Principal

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Director, CSUF
Central California Center for Excellence in Nursing

Bill Grabe, DDS
Retired

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Managing Director/Zacharias Jaber Financial

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Associate Professor, Christian Ministry
Fresno Pacific University

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Physician, Pediatrician
Valley Children's Hospital of Central California

Jim Martin
Director Emeritus
Co-founder, retired
Cal West Rain, Inc.

Joe Morgan
Certified Financial Planner
Morgan Wealth

Toni M. Porter, CPA, MST, AEP
Certified Public Accountant

Karen Strauman
Chief Nurse Executive
Kaiser Permanente

2001



Hinds Hospice created the Angel Babies program. Angel Babies/Bebitos Angelitos offers perinatal hospice to families of an unborn baby diagnosed with a life-limiting condition. Angel Babies offers support and comfort during pregnancy, and provides ideas for creating loving memories.

2002



Fresno's Hinds Hospice Grove was dedicated at the Riverview Picnic Area in Woodward Park.

Our heartfelt thanks for our generous donors of \$1,000 or more during our 2020 Fiscal Year (October 1, 2019-September 30, 2020)

INDIVIDUALS

Maria Aguilar
 Joaquin Albizu
 Steve Antonino
 Rod Avedikian
 Sally Ayer
 Jack Beacom
 Debbie and Patrick Beatty
 Ken and Jane Bedrosian
 Barbara Berberian
 John Bezmalinovic, Esq.
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 Avnell Daniels
 Les and Lerrri Deedon

Matt DeFendis
 Sandra Del Real
 Beverly J. Diel
 Frank Diener
 James Doll
 Dorothy Doss
 Richard Downs
 Carol A. Eaton and Randy L. Rowe
 Marilyn Edwards
 Clifford and Lynn Eischen
 Donna J. Enright
 John and Violet Esau
 Nancy Escobedo
 Dr. James M. Felser
 Shirley Fisher
 Charles and Janet Fletcher
 Kristi and Kenneth Foster
 Donald and Anne Franson
 Martha and Mark Frantz
 John Gahvejian
 Richard Gordon
 Kathleen and William Gorman
 Bill and Margaret Grabe
 Dr. & Mrs. Donald Gregory
 William and Elvera Griffith

Stephen Guinn
 Mary and Nick Gullo
 Donald E. Gumz
 James and Coke Hallowell
 Paul and Janet Hanchett
 Kelly and Clint Haskell
 Beverly Hayden-Pugh
 Kelly and Kim Hohenbrink
 Hoover Family Trust
 Alan and Karen Hopkins
 Ralph and Janet Hovannisian
 Jeff P. Hughes
 William A. Hutchins
 Sergio and Carmen Ilic
 Dillon Jay
 Douglas and Carolyn Jensen
 Eric Jensen and Elaine Schroeder
 Rodger Jensen
 Craig and Donna Johnson
 Nancy Johnson
 Norman Jorgensen
 LuAnn Joy and Michael Levine
 Gene Kallsen, MD
 Kathryn M Elliott Trust
 James Kaufmann

Caroline Kay
 Calvin N. Keiser
 Dennis and Gyl Keiser
 Vivian Y. Kim
 Jacquelyn Kivley
 Sandra and David Knudson
 Geraldine LaDuke
 Sharon Lamb
 Jude Lanfranco
 Lanny J. Larson and Lynne Rodriguez
 Junella Latona
 Ronald G. Lee
 Gary Leffler
 Michael and Tracy Leffler
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 Larry and Janice Lowder
 Gerald and Nanette Lyles
 Kristine and Alvaro Magalhaes
 Matty Matoian
 Warren McEwen
 Denna and Ryan Methmann
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Terry Miller
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 Larry and Jean Patten
 Virginia and Larry Pearsall
 Don and Judith Peracchi
 Mark and Lori Peracchi
 Don and Linda Pickett
 Dr. and Mrs. Jeffrey Pietz
 Patricia and Richard Porter
 Jean F. Preston
 Kay and James Provost
 Shanon and Charlotte Quinn
 Michael Rabara
 Dan and Karen Ray
 David and Loraine Ray
 Derrel and Kim Ridenour
 Michael and Rebecca Russler

2005

SUNCOAST
 ● ● ● by Complia Health

Hinds Hospice launched Suncoast, the first electronic medical records system for the agency. It connected our team members electronically and allowed for better communication and patient care.

2005


 Center for Grief & Healing

Hinds Hospice created a formal Center for Grief & Healing to expand and enhance the bereavement services provided.

Susan W. Saddler
 Dorothy L. Sanders
 Kathleen Sani
 Nona Scheid
 Alan and Kathleen Shows
 Bill and Linda Smittcamp
 Thomas and Barbara Sommers
 Daniel Souza
 Stan and Darlene Spano
 Richard and Karen Spencer
 Ray and Mary Lou Steele
 Betty Stewart
 Sharon Stewart
 Kay Stringfield
 Dennis and Sandra
 Stubblefield
 Dr. Charles G. Summers
 Bonnie Tanner
 John and Carlene Tinker
 Julie Tippes
 Christiane Traub
 Theresa Urrutia
 Mary Viancourt
 Jim and Terri Walls
 Ken and Sharon Walls
 Jerry and Rosemary Waters

Richard and Diane Watters
 William Weinberg
 Gae Werfel Trust
 Steven Wilson
 Doris and Russel Wright
 Janet Zoller

ORGANIZATIONS

Adeline E Ritchie Charitable Trust
 Alliant Insurance Services, Inc.
 American Ambulance
 Ashwood Development
 B & L Mechanical Inc.
 Bulrad Enterprises Inc.
 CalWest Rain
 Central California Faculty Medical Group
 Central California Women's Conference
 Central Valley Community Foundation
 Central Valley RV Repair
 Colorado Grill
 Community Regional Medical Centers
 Dan Habib Farms
 Dan Souza Family Fund

Darden Architects
 Deli Delicious
 Derrel's Mini Storage Inc
 DiBuduo & DeFendis Insurance Brokers LLC
 Dignity Memorial
 Domus Mitis Foundation
 Donald W. George 2005 Trust
 Eaton & Gibson Family Fund
 Eye-Q Vision Care
 Fashion Furniture
 Four Wheel Drive Club of Fresno Inc.
 Fresno County Cabrillo Civic Club #10
 G & A Dairy
 Gospel Defenders Missions Inc.
 Granville Foundation
 Griffith Family Foundation
 Guarantee Goodwill Network
 Hattie Givens Testamentary Trust
 HUB International Limited
 Hughes Communications
 Hyatt Real Estate
 Insurance Industry Charitable Foundation

Islamic Cultural Center of Fresno
 Isnardi Foundation
 Johanson Transportation Service
 Kaiser Permanente
 Leon S. Peters Foundation Inc
 Lord of Life Church Endowment
 Martha J. Waller Trust
 MB Foundation
 Network for Good
 New Hope Community Church of Clovis
 Noble Credit Union
 Novartis
 Phi Beta Psi Sorority, Delta Zeta Chapter
 Provost & Pritchard Consulting Group
 Regency Investment Advisors
 Riley Chaney Farms
 Sante Health System
 Schwab Charitable
 Selma High School Dugout Club
 Smittcamp Family Foundation

St John's Festa Inc.
 Sterling & Smith Funeral Directors Inc.
 Steve Moore Farms
 The Bertha and John Garabedian Charitable Foundation
 The Markie Foundation
 The Niner Foundation
 Toni M. Porter, CPA, MST, AEP
 United Valley Insurance Services
 United Way California Capital Region
 United Way of Fresno and Madera Counties
 Valley Children's Healthcare
 Valley Iron Inc.
 Valley State Prison
 Verdi Club of Fresno
 Wayne H. Towne Family Foundation
 Woolf Farming and Processing
 YourCause, LLC

2005



Hinds Hospice held the inaugural Angel Babies Walk/Run at Woodward Park in Fresno. Today over 1,200 people attend this special memorial event.

2006



Hinds Hospice held the inaugural Angel Babies Golf Classic at Brighton Crest Country Club in Fresno County, which raised over \$12,000.



STEVE WEAKLAND, EXECUTIVE DIRECTOR OF DEVELOPMENT

There aren't enough adjectives to describe what Nancy Hinds has meant to our community. Simply put, her work and passion for helping others over the past 40 years is incredibly inspirational.

The mission of Hinds Hospice – “to uphold the dignity and ease the suffering of the terminally ill while supporting their loved ones and those who are grieving” – is as evident today as it was in 1981.

Hinds Hospice is grateful for its many supporters, those who give generously through time, talent, and treasure.

Included in this special edition of the Annual Report you'll find a listing of our recent financial benefactors, those who have made a planned gift, and an incredible number who've made donations over many years.

As Nancy reminds us, we need to be grateful to ALL. Our staff strives to do that daily. We are thankful for each donation and will continue to be good stewards of our precious resources.

That said, Hinds Hospice, through comprehensive and varied giving programs, will continue to need financial support in order to serve our growing region.

One thing we have learned through the pandemic, our community steps up in times of need. As trying as the past year has been for many, our Hinds Hospice supporters were incredibly generous. We are grateful!

As we look forward to providing for future generations – and the next 40 years - our vision and mission will require further investments to improve facilities, enhance services, and expand our care to help even more patients and families.

Thanks for your continued support!

Steve Weakland
Executive Director of Development

2007



Byrum and Wanda Bingham donated one million dollars to Hinds Hospice. This was the first donation of that size and it helped countless Central Valley families.

2008



Nancy Hinds received a Lifetime Achievement Award from the California Hospice and Palliative Care Association.

HINDS HERITAGE SOCIETY



The Hinds Heritage Society provides an opportunity to serve others while creating a personal legacy.

We invite you to consider joining

the many friends of Hinds Hospice who have pledged their support to our hospice and grief programs through a planned gift. Their donations of life insurance, real estate, stock, and other types of gifts enable Hinds Hospice to continue to improve and expand end of life and grief support services for future generations. There are many different ways to make a legacy gift to Hinds Hospice. Please contact Jeannie Neathery at (559) 320-0308 or jneathery@hindshospice.org to learn more about the Hinds Heritage Society. If you've included Hinds Hospice in your estate plan, please let us know.

HINDS HERITAGE SOCIETY MEMBERS

Anonymous (2)
Olga Angelich Living Trust
Larry and Bonnie Archer
Red and Nancy Arnold Trust
Daniel Bailey Trust
Patty Baker Trust
Thomas R. Baker Trust
Neil Barents
Lora Barker Estate
Paul W. Beard & Barcia C. Beard Trust
Walter P. Berg
Larry Bitter
Anita J. Brewster
Oliver D. and Mildred Buell Trust
Helen B. Carroll Trust
Laura Carrothers
Alviena J. Cherin Trust
The Estate of Mildred E. Cowden
Estate of Paul DeButch
Estate of Donald L. DeLaney
Sandra L. Detwiler

Irene Dunn
Estate of John East
Georgiana Eastman Trust
Maude Edmonson Estate
Cliff and Lynn Eischen
Armida Espinoza
Estate of Eugene Franks
Robert and Grace Freddi
Martha R. Galvin Estate
Fred W. Garrett Family Trust
Elizabeth Garvin
Gennuso Family
Donald D. George
Donald W. George Trust
The Elmo Giampaoli Trust
Helen Gjullin Estate
The William R. and Andrea Griffith Family Trust
Donald E. Gumz
Keith Halverson Trust
Bruce and Pearl Harr
Ginny Hogle
Jack Hoover Family Trust
Melissa A. Howard
The Melissa Ann Howard Living Trust

Angelelita "Angie" Jaquez Estate
Kathryn M. Elliott Trust
Marion E. Kennelly Estate
Bruce and Helen Klein Trust
Gerald "Jerry" H. Klippert Family Trust
John and Ethel Koepke Trust
Walter B. Lake Trust
Norma Madriano Trust
Joe P. Manduano
Vonnie Martini
Romaine McKee
Willam and Nancy McMahan Living Trust
Willa Mae McMann Trust
Florence G. Miller Revocable Trust
Gerald E. Nelson
Ina H. Nicolini
Anna Oja
Jean Patton Estate
Estate of Bettie Pinkerton
Estate of Patricia Pozdol
Fred and Nell Prakes Living Trust

Estate of Evelyn M. Reed
Estate of Jeanne Rougny
Lee S. Schoenburg Trust
Scoggins Revocable Living Trust
Beverly Sherman Trust
Jeri L. Shubin Trust
Helen M. Snyder
Helen C. Snyder Trust
Art and Gay Spierer
Estate of Martha Steitz
Lorna Stewart Trust
Erteba J. Trobiano Trust
Michael and Kimberly Tooma
Glenna Tymeson
Hazel R. Wall
Martha J. Waller Trust
Dorothy Watson
James Weisel Estate
Gae Werfel Trust
Leona M. White
Witham Family Irrevocable Trust
Patricia A. Young Estate
The Estate of Lillian Zachritz

2010



WE HONOR VETERANS

Hinds Hospice established the We Honor Veterans program, in partnership with the National Hospice & Palliative Care Organization (NHPCO), to provide veterans specialized care at the end of life.

2011



ANNIVERSARY

Hinds Hospice Home celebrated its 30th Anniversary of providing care in the Central Valley.

1001 Hinds Hospice 1981 Society

1981 SOCIETY

Hinds Hospice has formed several new volunteer led philanthropy committees and is excited to announce the **1981 Society Annual Giving Club**. Led by chairperson Raylene Giannetta, this committee will increase outreach to the community through mission ambassadors who will support philanthropic goals. Watch for a letter from one of our dedicated committee members! For more information, please call the Development Department at (559) 320-0308 or funddevelopment@hindshospice.org.

HINDS HOSPICE LAUNCHES EMPLOYEE GIVING PROGRAM

Because there is something remarkable about people who dedicate their lives to helping others, we have formed the Hinds United-Giving Supporters (HUGS).

Through payroll deductions and fundraising, Hinds Hospice employees are helping expand and improve the community's access to quality hospice and grief support. We live the mission, and we support the mission. We are HUGS.



This publication is made possible in part by businesses like Dignity Memorial who step forward to become We Care Hinds Hospice Partners. Their commitment underwrites a full year of publications, thereby freeing resources for other community work. Thank you, Dignity Memorial!



CELEBRATING
EACH LIFE
LIKE NO OTHER

- STEPHEN & BEAN
FUNERAL CHAPEL
FD-11
- PALM LA PAZ
FUNERALS & CREMATIONS
FD-801
- BOICE
FUNERAL HOME
FD-503
- STRATFORD EVANS
FUNERAL HOME
FD-538
- WHITEHURST, SULLIVAN
BURNS & BLAIR
FD-1146
- FRESNO
MEMORIAL GARDENS
COA-456
- FUNERARIA
DEL ANGEL TINKLER
FD-281
- LISLE
FUNERAL HOME
FD-176
- PALM MEMORIAL
WARDEN
CHAPEL
FD-909

2012



Nancy Hinds assumed the founder role at Hinds Hospice, and former board member Amy Tobin, RN, took the helm as CEO.

2012



After a thorough on-site evaluation, Hinds Hospice received the Gold Seal of Approval, and was accredited by the Joint Commission, the global leader in healthcare accreditation.

CELEBRATING 20 YEARS WITH ANGEL BABIES OF HINDS HOSPICE



Forty years ago, when Nancy Hinds began caring for adult hospice patients in her home, she knew there could be better support services for families grieving the loss of an infant. She envisioned comprehensive

hospice care and grief support for families who experience such a painful loss.

It took two decades to achieve her goal, but in 2001 Hinds Hospice and the Center for Grief & Healing launched the Angel Babies program. Since its inception, nearly 5,000 Angel Baby families have been served.

Angel Baby perinatal services offer:

- Support during pregnancy
- Preparation for the birth experience
- Suggestions for memories
- Photographs and announcements
- Assistance with family and medical providers
- Information and planning
- Support through the grief and mourning process

Grief support for mothers, fathers, children, and others includes:

- Support groups
- Grief counseling
- Grief materials and resources
- Community education and events that support pregnancy and infant loss
- Memorial and special events for parents and families

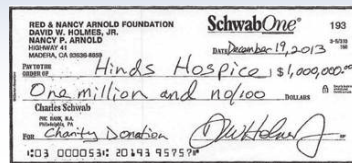
“The mission of the Angel Babies program is to comfort, support and uphold the dignity of families whose babies have a life limiting condition or whose babies have died. This program assists families to both welcome and enjoy their baby and, to say goodbye.”

– Kathy Cromwell

Executive Director of the Center for Grief & Healing



2013



The Red and Nancy Arnold Foundation donated one million dollars to provide hospice and bereavement services to patients and families in Madera County.

2014



Hinds Hospice moved into the 2490 West Shaw building in Fresno to create the current Hinds Hospice Patient and Family Service Center.

CELEBRATING 20 YEARS OF GIVING

Hinds Hospice has been blessed by generous donors since its inception.

These special individuals and organizations have made donations for the last 20 consecutive years.

Thank you for your continued passion and support of the Hinds Hospice mission.



20+ YEARS OF CONSECUTIVE GIVING

Patricia J. Abercrombie
 John H. Adams
 Karen M. Andrew
 Larry D. Ballenger
 Steve and Marcia Becker
 Bethel Evangelical Lutheran Church
 Dr. and Mrs. Sylvester J. Bryan
 Rosemary Burroughs
 Patricia and Michael Busch
 Barbara Davies
 Les and Lerrri Deedon
 Dorothy Doss
 Patricia Duprey
 Toni Eames
 Edison Social Club Ladies Auxillary
 Diane Erickson
 Carole Franco
 Fresno County Cabrillo Civic Club #10
 Mary Ann Gamegan-Richardson

Susanne Haffner
 Nancy Hinds
 John Hormann
 Wayne and Laurell Huber
 Karen and Raymond Johnson
 Jacquelyn Kivley
 Richard and Lynne Kuckenbecker
 Junella Latona
 Betty Logoluso
 Larry and Janice Lowder
 Jerry Nettleton, Jr.
 Ken and Claire Nicholson
 Michael and Claudia Noakes
 North Fresno Lions Club
 Billie J. Osmer
 Phi Beta Psi Sorority, Delta Zeta Chapter
 Kay and James Provost
 Mary Lou Robinson
 Jeannie Rollins

Shirley Rose
 Linda and Allen Rush
 Carol Salmonson
 Bob and Linda Samuelson
 Nona Scheid
 Ila J. Schoettler
 Richard and Sharon Shore
 Mitsuyo Smith
 Lew and Linda Solomon
 Tom and Jacqueline Spencer
 Stellar Distributing, Inc.
 James and Carol Swezey
 Joyce Thomsen
 Trinity W.E.L.C.A.
 United Way California, Capital Region
 United Way of Fresno and Madera Counties
 Mary Ann Whitmer
 Steven Wilson

2015



Hinds Hospice Home underwent extensive renovations to the patient rooms, restrooms, and the nursing station, to improve the delivery of care.

2016



Hinds Hospice adopted Fresno Survivors of Suicide Loss to continue providing grief support, outreach training, and suicide prevention education in the community.

CAROL BREIT, HINDS HOSPICE VOLUNTEER

Nancy Hinds credits volunteers for making Hinds Hospice possible. She calls them the “heart” of the agency. Volunteers provide companionship for patients, work in the thrift stores, provide administrative and event support, and build community awareness.

The longest serving Hinds volunteer, Carol Breit, says empathy, compassion, and commitment are key when serving with a hospice. Carol started in 1986, and after 34 years of giving to others, she shares her story.

Q: What do you do as a volunteer?

A: “I am mostly there for patients. I give them companionship. I might get a meal, play games, or do whatever they can do. I’m also there so caregivers can get a break.”

Q: How would you describe your volunteer experience?

A: “Volunteering at Hinds Hospice is very rewarding. Over the years, I have been in the thrift stores, taken care of patients, and helped wherever needed. I’ve made many friendships with volunteers and caregivers.”

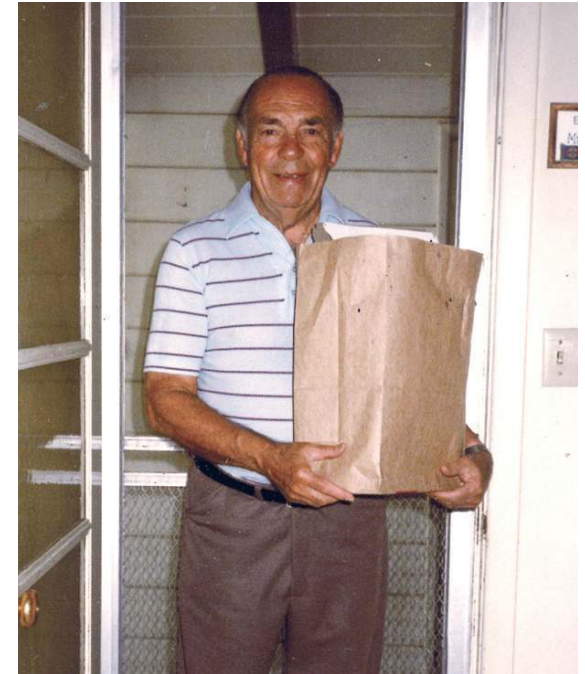
Q: What would you tell someone who is thinking about volunteering?

A: “Volunteering is a privilege. I’m invited into a person’s home when a loved one is close to passing. I have great experiences that I’ll remember for the rest of my life.”

Q: What is an experience you remember?

A: “One time the moon was full. It was big, beautiful, and rising over a building. The patient wanted to see it, so we figured out how to move him outside to enjoy it. That was a good memory. There are also times when patients are waving and smiling, and you just know their journey is going to be all right.”

If want to learn more about volunteering, contact the Volunteer Department at (559) 317-6016 or email: volunteer@hindshospice.org. You can also learn more at www.hindshospice.org.



Hal Bochin (Nancy Hind’s dad) was the first Hinds Hospice volunteer. He took blood work to the lab, did grocery shopping, yard work, and more. Like Carol Breit, and so many who followed, Hal would do whatever was needed to help patients and families.

2017



Hinds Palliative Care
Pain & Symptom Management

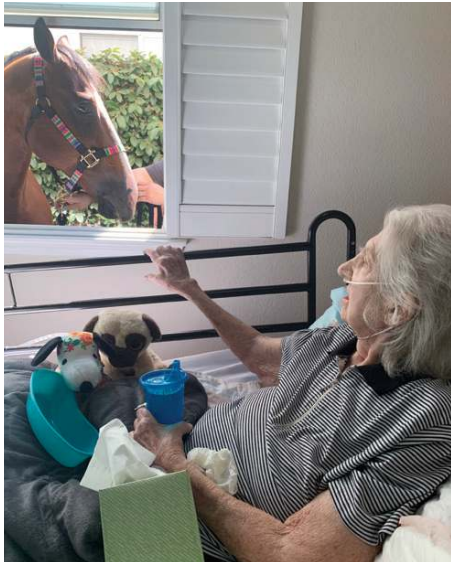
Hinds Hospice launched the Hinds Palliative Care pilot program to provide adult at-home comfort care for seriously ill patients.

2018



CEO Amy Tobin, RN, retired and was succeeded by Eric Klimes, MBA. Eric has extensive experience in hospice leadership.

GRANTING WISHES FOR PATIENTS



At Hinds Hospice, our focus on patient-centered care and comfort can sometimes call for a little extra effort and creative solutions, as social worker Kristina Datrice demonstrated while caring for an elderly patient living in a skilled nursing facility in Madera.

The patient, Roserma, suffers from dementia. While not able to recall recent events, she often remembers scenes from her childhood, decades ago. Roserma grew up on a family farm, and when reliving memories of that time, she asks caregivers when she is going home to see her horse.

Kristina saw the opportunity to help fulfill Roserma's wish.

Since Roserma is bed-bound and cannot travel, taking her to a farm was out of the question; so, Kristina and the facility's staff came up with another plan. Kristina contacted the Madera Dixieland 4-H, and with the help of American Ambulance, Roserma's niece, and others, they brought the farm to Roserma.

The biggest challenge? Getting a horse to back up 50 feet to Roserma's window. Horses generally do not like to back up, but this group made it happen. The joy at seeing her "old friend" was evident on Roserma's face.

Kristina's focus on her patient, her creative thinking, and community support made Roserma's wish a reality. Kristina is a shining example of the Hinds Hospice team making the extra effort for patients and families.



2019



Hinds Hospice launched the Learning and Skills Lab to focus on staff training. This lab is the only one of its kind in a hospice setting in the western United States.

2019



Hinds Hospice partnered with the Fresno County Department of Behavioral Health to create the LOSS Team. A two-person LOSS team, comprised of a clinician and a volunteer suicide-loss survivor, comes to the scene of a death by suicide to assist families.

NEW ELECTRONIC HEALTH RECORDS SYSTEM

An EHR (Electronic Health Records) system is an essential tool for patient care. Hinds Hospice launched its first EHR system 16 years ago.

In April of 2019, the Hinds Hospice Board of Directors approved an agreement to upgrade to a new EHR platform, using the Netsmart MyUnity software, an industry-leading electronic health records system. While designed for hospice care, the system integrates with palliative care and bereavement services, and is scalable for future types of patient and family care.

MyUnity communicates seamlessly with community hospitals, healthcare providers, and medical offices. This connectivity helps coordinate care, simplify the admission process, streamlines workflows, and provides real-time access to information. Bottom line, this new software allows the Hinds team to spend less time focused on technology and more time focused on patients.

This monumental agency upgrade is possible in part through the support of grateful families and organizations, including the **Isnardi Foundation**, the **Leon S. Peters Foundation**, and **Woolf Farming and Processing**. Their generosity will improve patient care for years to come.



2020



In spite of the COVID-19 pandemic, Hinds Hospice staff continued caring for nearly 400 patients a month.

2021



Hinds Hospice celebrates 40 years of caring for Central Valley patients and their families, and looks to the future for new ways to follow Nancy's mission and legacy.



2490 West Shaw Avenue, Suite 101
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Hinds Hospice complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Religious Affiliation Disclosure: While Hinds Hospice is not a religiously-affiliated organization, we do support and encourage people to be fully human - body, mind, and spirit - in an integrated manner, regardless if the individual is religious or not. Hinds Hospice respects and supports all faiths and faith practices, as well as spiritual self-expression, and promotes diversity.