



**HAVEN**  
FOUNDATION

*Making Hospice Stronger!*

# **2026 Donor Book**

*Exploring the  
Haven Dementia Care Program*

# Touching Lives



When we started the Haven Foundation, we certainly never dreamed that a half-dozen years later the Foundation would be the sole funder of one of the most significant programs offered by any Florida hospice: Haven's Dementia Care Program.

But thanks to the inspiration and innovation of Haven's leadership, the vision and encouragement of the Foundation Board, the generosity of our donors, and the loyal support of the thousands of our friends and neighbors who donate to and shop at our six Haven Hospice Attic Resale Stores, we can point with pride to a program that makes a difference every day in the lives of terminally ill patients with dementia who live across north central Florida.

Rather than present our friends and supporters with a traditional annual report that highlights each of the programs the Haven Foundation funds in support of the Haven mission of "Honoring life by providing comfort, care and compassion to individuals and families we serve," we decided this year to give you an up close and personal look at Haven's Dementia Care Program.

Still less than three years old, the Dementia Care Program at Haven has become a multi-faceted program that engages and cares for hospice patients with dementia; educates and supports our patients' caregivers; works collaboratively with the assisted living communities and nursing homes that many of our dementia care patients call home; offers nearly two dozen support groups to benefit anyone in the community struggling with caring for a loved one (and themselves); conducts hands-on dementia simulation workshops to enable caregivers, family members, healthcare professionals, and others to experience what it's like to cope with the fog of dementia; and works continuously to improve the skills and knowledge base of our dementia care team.

It's a remarkable story. One I hope that helps you better understand how the Haven Foundation works every day to improve the quality of life here in north central Florida.

Sincerely,

**Wayne McClain**

*Board Chair of the Haven Foundation*

# Welcome!

The launch of Haven's Dementia Care Program in October 2023 represented the culmination of two years of intensive effort by Haven team members.

We sought to determine the breadth of need for this kind of care across our north central Florida service area—not just in city and suburban areas like Gainesville, Jacksonville, DeLand, and Orange Park but also in underserved rural areas like Dixie, Hamilton, Levy, and Putnam counties.

We examined best practices by the limited number of end-of-life care providers that were addressing this issue around the country. We canvassed our healthcare partners—physicians, hospitals, assisted living communities, nursing homes—for their insights on how best to meet community need. We spoke with advocates for both those living with dementia and the family caregivers who take on the years-long challenge of supporting their loved ones through the stages of decline. We asked our own team members what they thought we could do to improve quality of life for their patients with dementia while also easing the burdens on family caregivers. And we enlisted the Haven Foundation to partner with us as we devised a comprehensive program uniquely suited to the demands of our 12,675 square-mile service area.

The result has far exceeded our expectations when we launched. We started by taking care of a handful of patients in the fall of 2023. Today, approximately 45% of Haven's 1,000 hospice patients have a dementia diagnosis. We started with one team member to work with dementia patients and their families. Today, we have seven team members, including six CNAs who serve as Activities Coordinators engaging with patients, supporting family members, facilitating support groups, conducting dementia simulations, and educating healthcare and senior living providers, community groups, and interested members of the public about dementia care.

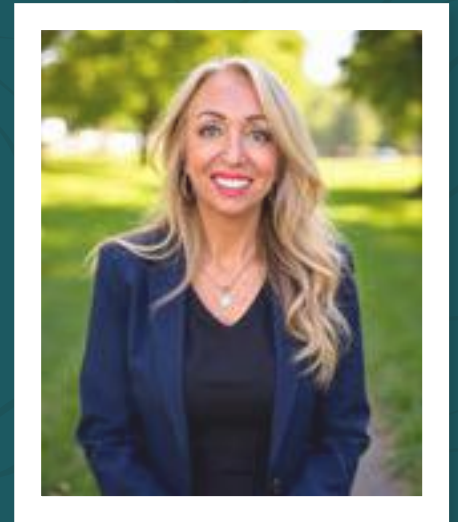
None of the work you'll read about in the following pages would be possible without the dedication and love of our Dementia Care Program team members. All of the work you'll read about is thanks to the leadership, inspiration, and commitment of Area Vice President Claudia Beureuse and Dementia Care Program Manager Anita Howard. None of this would be possible if not for the generous support of the Haven Foundation.

Haven's Dementia Care Program touches so many lives in so many ways. We're grateful for everyone's support!

Respectfully,

**Jennifer Malko**

*Executive Director of the Haven Foundation*



# About the Haven Foundation

**Haven's vast programming that goes above-and-beyond the minimum requirements set by the Medicare Conditions of Participation is made possible in large part by the generous support of the Haven Foundation.**

In 2020 the Haven Foundation was spun off from Haven as an independent 501(c)(3) committed to supporting the Haven mission of "Honoring life by providing comfort, care and compassion to individuals and families we serve."

The ongoing work of the Haven Foundation ensures these above-and-beyond programs continue to define the quality, comprehensive, patient-centered, community-responsive care Haven provides. ➔

The Attic Stores are a primary source of funding for the Haven Foundation and they have been on a steady growth trajectory in recent years.

Approximately 200 volunteers work side-by-side with the 20+ staff at the six Attic Store locations. The amount of donations of gently used goods continues to grow. This growth is related to several factors, including:

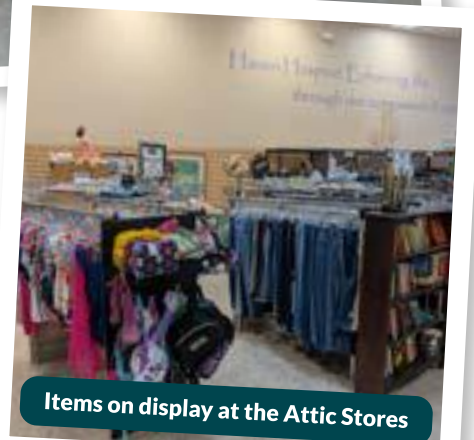
- » The effects of the “K-shaped economy,” which brings more lower income customers to the stores
- » The surge of interest in thrifting, particularly among younger generations
- » The continued rise of the so-called eBay economy as re-sellers visit the Attic Stores, sometimes on a daily basis, looking for treasures and collectibles to populate their online stores
- » The substantial capital investments made in each of the stores—from a complete relocation of one to an urgently needed upgrade to the air conditioning in another

The funds generated by each of the Attic Stores are directed specifically to support Haven’s above-and-beyond programs in that local market.

In addition to the funds generated by the Attic Stores, in 2025, the Haven Foundation expanded its philanthropic program, the Haven Women of Philanthropy—a society of women dedicated to supporting the Haven Foundation through collective giving, community engagement, and compassionate action. ●

## Attic Resale Stores Through the Years

<i>Year</i>	<i>Net Sales</i>
2025	\$4,484,521
2024	\$4,091,051
2023	\$3,935,392
2022	\$3,503,398
2021	\$3,133,915



Items on display at the Attic Stores

# About the Haven Dementia Care Program

**Launched in October 2023, Haven's Dementia Care Program was serving more than 260 patients and their caregivers each day by January 2026.**

Far from a cookie-cutter or off-the-shelf program, Haven tailors its support to each patient as well as to the patient's caregiver(s). Haven's hospice care teams introduce the Dementia Care Program to patients and their caregivers who likely would benefit from extra care and support. If they are interested in receiving these additional services—most are—the dementia care experts create a Plan of Care based on the patient's history and lifelong interests that includes activities to constructively engage the patient. The individualized Plan of Care also includes specific education for caregivers on quality, effective care for dementia patients as well as how caregivers can better care for themselves.

At the heart of the program is a team of Activities Coordinators who create a stimulating environment for dementia patients that helps reduce agitation and reminds them of once-familiar activities and surroundings. Their work begins on the initial visit with completion of a simple two-page "Get to Know Me" form, which captures the patient's life experiences, interests, favorite ➔

things, and more. Based on what they learn from the “Get to Know Me” form, the Activities Coordinators draw upon an ever-expanding inventory of tools and resources to engage their patient in enriching activities. The resources and tools include robotic therapy cats and dogs, lifelike baby dolls, busy blankets, coloring books, crossword puzzles, large-piece puzzles, word search puzzles, matching games, picture books, stress balls, and much more.

All these items are given free to the patient to use every day so that these enrichment activities are not dependent upon the regular visits of the Activities Coordinators.

The Activities Coordinators’ visits typically run 30–60 minutes—long enough to engage patients without tiring them out, while leaving time for caregiver support and education on caring for their loved one and avoiding burnout through self-care. ➔



Dementia Care Program tools on display at a health fair

## Tools used by the Activities Coordinators

The ever-expanding list of the tools and resources the Activities Coordinators provide to their patients includes:

### Pets and Companion Items

- » Robotic therapy cats
- » Robotic therapy puppies and dogs
- » Lifelike baby dolls

### Sensory Activities

- » Beach balls
- » Busy balls
- » Busy blankets
- » Busy cubes
- » Coloring books
- » Crayons and markers
- » Crossword puzzles
- » Foam grip tubing
- » Games (checkers, chess, tic-tac-toe)
- » Large-piece puzzles
- » Matching games
- » Nuts and bolts
- » Paint brush pens
- » Picture books
- » Sort and stack games
- » Stress balls
- » Water paints and brushes
- » Word search puzzles

All these items are given free to the patient to use every day so that these activities are not dependent upon the regular visits of the Activities Coordinators. All these items are provided to patients through the generous support of the Haven Foundation.

Caregivers are encouraged to utilize a “Self-Care Weekly Tracker” and to practice self-care by:

- » Aiming for seven-to-nine hours of sleep each night
- » Eating well
- » Getting outside and stretching their legs
- » Journaling
- » Getting away for a weekend or for a few hours to help them relax and rejuvenate

Dementia Care Program patients are found throughout Haven’s more than 12,000 square-mile service area, which means the program’s six Activities Coordinators cover a lot of miles to ensure every patient and caregiver is seen and given the support they need.

Haven’s Activities Coordinators also lead educational programs and support groups open to anyone in the community who is facing the challenge of caring for a loved one with dementia. As of January 2026, Haven was hosting 23 monthly support groups at nursing homes, assisted living communities, senior centers, libraries, and any other location open to hosting an educational event or support group. ➔

## The “Get to Know Me” Form

Whether a patient is enrolled in Haven’s Dementia Care Program immediately upon hospice admission or days/weeks/months later, the patient’s and family’s journey begins with an initial visit by one of Haven’s specially trained Activities Coordinators.

During their initial visit with the patient and family, the Activities Coordinator will complete a simple two-page “Get to Know Me” form which does exactly what the name implies—it gives the Activities Coordinator a picture of the life experiences and interests of the individual patient. From that form, and from subsequent interactions with the patient and family, the Activities Coordinator utilizes a variety of tools and resources to engage the patient in activities that can reduce agitation, bring back long-lost memories, and provide mental and sometimes even some physical stimulation.

**HAVEN**  
DEMENTIA CARE

### Get to Know Me

*This information will allow us to personalize care, bring comfort in its many forms, and honor what matters most to the individual. Please do not answer anything you feel would violate the person's privacy.*

My name is: \_\_\_\_\_

I prefer to be called: \_\_\_\_\_

I was born and raised in: \_\_\_\_\_

Important people in my life are (include relationships): \_\_\_\_\_

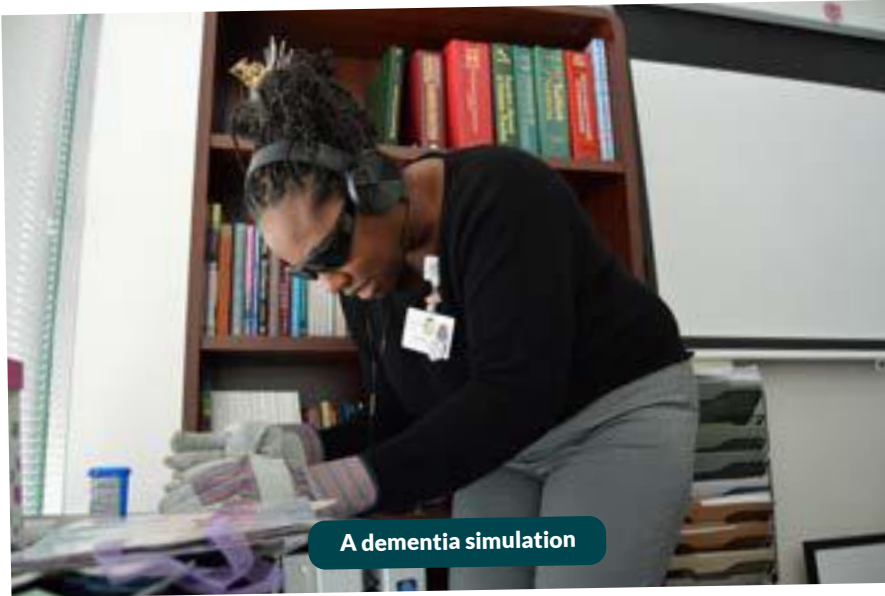
My work in life includes (note military service): \_\_\_\_\_

My interests, hobbies and talents: \_\_\_\_\_

Spiritual and/or cultural preferences: \_\_\_\_\_

Favorite movies, TV shows, videos, books, photos: \_\_\_\_\_

Patient Name \_\_\_\_\_ Patient ID \_\_\_\_\_



The Activities Coordinators also present dementia simulations, which allow participants to “walk a mile” in the shoes of someone living with dementia. Participants gain hands-on experience and understanding of what it means to live with dementia by using headsets that play distracting sounds, goggles that blur and limit the field of vision, and thick gloves to simulate sensory and cognitive changes. Participants complete everyday tasks to better understand the day-to-day and moment-to-moment challenges dementia patients face.

Haven launched Memory Cafés in 2025 at various sites in which patients and their caregivers meet to engage in group activities like playing bingo and building a life enrichment kit. They will continue to expand in 2026.

Haven’s Dementia Care Program serves patients from a wide variety of backgrounds and income levels—military veterans, public safety officers, farmers, university professors and educators, office workers, hospitality and retail workers, factory workers, homemakers, and more.

The Haven Foundation has seen the need for effective, one-on-one dementia care and community education →

## The “Get to Know Me” form inventories things like:

- » Important people in the patient’s life
- » The patient’s work life
- » The patient’s interests, hobbies, and talents
- » Spiritual and/or cultural preferences
- » Favorite movies, TV shows, videos, books, photos
- » Favorite types of music and sounds
- » Favorite smells
- » Favorite foods and beverages
- » Other things that make the patient happy (like pets or sports)
- » Things that the patient might dislike or prove upsetting
- » Movement abilities
- » Sleeping habits
- » Things that aid sleep
- » What matters to the patient most now
- » What the patient would like to be known/remembered for

## Training and Certification Program for Activities Coordinators

To support the Dementia Care Program, Haven utilizes a proprietary credentialing system based on the “Positive Approach to Care®” developed by dementia care specialist Teepa Snow. The program ensures that the CNAs hired to serve as Activities Coordinators have all the skills necessary to meet patient/caregiver need and educate the community.

### Haven’s credentialing curriculum includes:

- » How to facilitate support groups
- » How to conduct community education presentations
- » How to conduct the initial patient visit (and follow-up visits), including how to complete the “Get to Know Me” form and instructions on how to utilize the various tools like robotic therapy pets, puzzles, games, large-print picture books, activities blankets, and more
- » How to conduct dementia simulations for caregivers and those attending community education presentations
- » How to guide caregivers through a self-evaluation to determine what they need to do to take care of themselves as well as their loved one

throughout north central Florida and strongly believes that Haven’s unique model can meet the needs of patients and their caregivers.

Haven is the only hospice in its service area currently offering such a wide-ranging, deeply impactful—and fast-growing—program.

Haven’s Dementia Care Program receives no Medicare, Medicaid, or other government funding. It is wholly supported by the Haven Foundation. ●



# Five Ways to Practice Self-Care

One of the most important items in the Activities Coordinators' toolkit is for the caregivers of Haven's dementia care patients—a one-page flyer with tips on how to practice self-care in such a high-stress time and a checklist to keep caregivers attuned to their self-care needs.

Here are the five ways caregivers of dementia patients can actively practice self-care:

## Aim for seven-to-nine hours of sleep each night

Not getting enough sleep can be emotionally and physically draining and increase the risk for other health problems. To improve your sleep schedule, consider winding down 20 minutes before bed with an activity that does not involve screen time and avoid caffeine and sugar after dinner.

## Eat well

The food we eat can help prevent short-term memory loss and inflammation, both of which can have long-term effects on the brain and, in turn, the rest of the body. Foods that are good for us include fatty fish (like salmon, herring, bluefin tuna), blueberries, nuts, green leafy veggies, and brassicas (like broccoli, greens).

## Get outside and stretch your legs

Physical activities like walking, hiking, or gardening can reduce fatigue, depression, and anxiety and improve mood, blood pressure, and sleep.

## Journal

Take a few minutes to jot down one or two things that are important to you, like what you're grateful for, a recent accomplishment, a concern, a dream, or a plan.

## Get away for a weekend or for a few hours to help you relax and rejuvenate

Watch a movie, take a drive, go for a walk in the park, or take a day at the beach. Spend some time alone or with a family member or friend who brings you comfort.



The flyer is titled "Self-Care Weekly Tracker" and includes a "Week of" label. It features a table with 13 self-care goals listed on the left and days of the week (M, T, W, T, F, S, S) as columns. Below the table are sections for "This week's affirmations" with three checkboxes and a "Notes" section.

Self-Care Goals	M	T	W	T	F	S	S
Sleep (7+ hours)							
Eat better/drink water							
Go outside							
Take a walk							
Write in a journal							
Get away (1+ hours)							
Talk to a friend							
Listen to music/dance							
Laugh out loud							
Ask for or accept help							
Say no without guilt							
Compliment someone							
Compliment self							

**This week's affirmations:**

I deserve self-care     Practice makes progress     I choose happiness

**Notes:**



# *A Day in the Life* **of an Activities Coordinator**

For Haven's Dementia Care Activities Coordinators, every day is the same. And every day is uniquely different. That's the challenge and reward of working with dementia patients and their families.

What do Activities Coordinators do every day?  
And how do they do it? Let's take a look at what a typical day might look like.

**8:00 am**

Arrive at the Haven office. Review today's schedule and call families to confirm appointment time. Did their loved one have a good day/good night yesterday? Reschedule the visit if needed.

Gather education materials for the support group later in the day. Assemble handouts and materials for a dementia simulation demonstration.

Check in briefly with the Director of Clinical Operations to share observations about the patients I saw yesterday and whether other team members have any new insights about the patients on today's schedule.

Load up the car with resources and tools for the patients I'm scheduled to see today. Don't forget the robotic therapy kitty for the patient I saw on an initial visit last week!

**8:45 am**

Arrive at a well-kept assisted living community not far from the Haven office. Check in with the administration office. My first patient had a rough start yesterday but brightened when his daughter came to visit. He's had breakfast and is in the activities room.

I greet my patient; he's sitting at a table with others. I re-introduce myself, remind him I'd promised to see him again this week, and ask him if he's up for a short visit. He agrees and we go back to his room to talk.

He tells me he had a visitor yesterday. He thinks it was his wife (she died five years ago but his daughter resembles her). They talked about taking the kids on driving vacations each summer. I brought out a picture book about national parks. We looked through it and he remembered a few he had visited with his family. I told him he could keep the book and share it with his visitor.

**9:20 am**

I visit a second patient at the same assisted living community. She's new to the Dementia Care Program. I saw her last week when her husband was there with their daughter and together the four of us completed the "Get to Know Me Form." I reminded her that we met last week and that she told me she loved cats. I reached in

my bag and took out a calico kitty robotic therapy pet and placed it on her lap. She started to pet it; it started to purr. She asked me what the kitty's name was. I said it could be anything she wanted to name her; the cat was hers. She beamed and told me when she was a little girl, she had a cat just like this and her name was Lily. I looked at the therapy cat, petted her head and said, "Lily, meet your new mom."

## 10:00 am

I'm in a conference room at the assisted living community. There are two staff members there, a Haven Patient Care Representative, and a half dozen women. Five of them have a loved one in our Dementia Care Program although only two are in this assisted living community; the sixth attendee has a loved one who resides in the memory care unit there but has not signed her up for hospice yet. She's there to learn more about caring for dementia patients and the specific care Haven provides.

Today I've brought with me information on self-care for the caregivers of hospice patients. We talk about the five ways caregivers can practice self-care and we talk about how to use the weekly self-care tracker.

One of the women caring for a loved one at home starts sharing about how hard that work is, particularly when her mother is having a bad day, doesn't recognize her, and gets verbally abusive near day's end (that's typical "sunsetting" behavior). A couple of the women talk about their own caregiving burdens. It starts to get emotional, as I pass the tissue box around. One of the women whose loved one is in the memory care unit tells the other woman that, when they're having a bad day, if they can't reach me on the phone, they can call her. Just to talk.

As the session nears its end, one of the assisted living staff members asks the attendees if they've participated in one of Haven's dementia simulations. Two said they had not yet, and the staff member encouraged them to do it. I shared our upcoming schedule of dementia simulations.

## 11:30 am

The Haven Patient Care Representative and I arrive at a nearby nursing home. We're going to present a brief educational session for staff and then give them an opportunity to experience our dementia care simulation. The group is initially reluctant when I explain that the simulation means they'll be donning bulky work gloves, vision-limiting goggles, and headphones playing distracting sounds—all while they're expected to remember and complete

a number of simple everyday tasks within five minutes. But an enthusiastic Type A nurse's aide stands and says she definitely wants to see what it's like and when she comes back after her simulation session, she looks at everyone and says with great authority, "Y'all have got to see what this is like!" All attendees say it was a real eye-opener to walk in the shoes of their patients who have dementia.

### 12:45 pm

A quick lunch with the Patient Care Representative. We talk about an assisted living community with a growing memory care unit where the staff could benefit from an in-service and a dementia simulation. He says he'll work to set that up.

### 1:15 pm

I arrive at my next scheduled visit. A patient who lives with his daughter and son-in-law. As I approach the front door, the daughter comes out. She says her dad has had a rough morning and isn't in a good mood for a visit today. He's more agitated than usual. Could we reschedule? I say sure and tell her I'll call her tomorrow morning. I assure her I'll pass this along to the RN case manager and others on her hospice care team. I pull a plastic nuts and bolts set out of my bag (the patient had been an auto mechanic) and tell her that something like this can re-direct some of his energy and give him something calming to focus on. I take a moment to dig out a handout from the National Institutes of Health on agitation and remind her to stay current on her self-care tracker.

Although I didn't see the patient, it turned out to be close to a 30-minute visit. That's the way it sometimes works out.

### 2:00 pm

I see another patient. She lives with her daughter and granddaughter. She is well cared for, and her dementia has not progressed too far, although she is dealing with a number of medical issues. She was a gardener and a vegetable grower as a housewife. I bring out a picture book of beautiful flowers and gardens, and, with her daughter, we go through the book. She recognizes some of the flowers she grew in her garden, her daughter reminds her she grew a couple others. Then I bring out an apron with Velcro pockets, snaps, zippers and other gadgets to keep her busy. She says she always used a garden apron and asks if she can keep it and I say it's hers to keep.

Her daughter mentions that they've been talking recently about the dog she had growing up. I promised to bring a robotic therapy dog on my next visit.

Before driving to my next appointment, I text Anita Howard, our Dementia Care Program Manager, and tell her I'll need to pick up a few more therapy cats and dogs next time I'm in Gainesville.

### 3:00 pm

Last patient visit. Back at the Haven Hospice Care Center. One of our dementia care patients is at the care center for a few days while his caregiver is taking a respite break to visit family up north. I check in with the care center team, and they tell me our patient has been thoroughly enjoying his stay. Asking for snacks at all hours, taken in a wheelchair out to the garden to enjoy the fresh air and the birds singing, watching TV shows his daughter doesn't always like him to watch at home. I knock on his door and enter. And he remembers me! He asks me what I brought for him this time. I pull out a picture book about war memorials and military statues. He is a Vietnam veteran and has already been "pinned" by our We Honor Veterans team. After we look through the book, I take him to the special area in the care center set aside for veteran recognitions. He looks thoughtfully at the various pictures and recognizes one or two of the service insignia in a shadow box. He salutes the U.S. flag on display before I wheel him back to his room. A good visit!

### 4:00 pm

I'm with another one of Haven's Patient Care Representatives. We're at a community event where Haven has a table to present information and educational materials for people to take with them. Several of the visitors to our table have questions about dementia care. One woman asked a couple of questions then left and came back with two friends and told them in front of me that they needed to ask me the questions they had been asking her. We talk for a long time. They take several of our information flyers, and (sort of) commit to visiting one of our support groups—and even an upcoming dementia care simulation.

### 5:00 pm

Day's over. It was a little bit of everything. Several highs. A few lows. Some emotional moments. But a day where I feel I definitely made a difference in the lives of our dementia patients. And their loved ones.

A typical day for Haven's Dementia Care Program, and it was thanks to the Haven Foundation. They made it all possible, particularly all those resources like the robotic therapy pets we're able to share with our patients!

# Dementia Care Activities Coordinators: In Their Own Words

## **What drew you to the Dementia Care Program?**

“I’m a proactive person and I love making my patients smile. I knew I could have a positive impact with patients with activities and doing things that they love.”

— *Jessica Bell, CNA, Gainesville North and Lake City*

## **What do you like most about being an Activities Coordinator in the Dementia Care Program?**

“My favorite part these days is being able to teach people a better way of approaching and taking care of someone who is living with dementia. We have to adjust how we see the world because we can’t adjust how they see the world. I love seeing the lightbulb go off for them in teaching them.”

— *Kyla Hartman, CNA, PAC-CDT/L, Jacksonville*

## **Activities Coordinators are new to the Hospice Interdisciplinary Team.**

### **How do you view your contribution to the Team?**

“I feel that because we’re engaging with patients for extended periods, sometimes we can catch things. We can see things that patients are going through and let the team know immediately. The extra set of eyes is good because we’re spending as much—or more—time with the patient than anyone on the team.”

— *Crystal Minshew, CNA, PAC-CDT/L, Chiefland and Gainesville South*

## **What do you want supporters of the Haven Foundation to know about the Dementia Care Program**

“Every patient is different. Every patient’s caregiver is different. Some are knowledgeable about dementia, and some aren’t. It’s constant learning for them—and for us as well.”

— *JaNeatra Belcher, CNA, Orange Park*

“I was talking with a family last week, a new patient. The family told me the reason they chose Haven is that they had heard about the Dementia Care Program. I know that what we’re doing is making a difference.”

— *Crystal Minshew, CNA, PAC-CDT/L, Chiefland and Gainesville South*

*The View from the*

**Executive**

**Medical Director**



As Haven Hospice's Executive Medical Director, Tiffany Massey, MD, ABFM, has a unique view of how Haven's Dementia Care Program affects patient care, improves operations of the hospice interdisciplinary team, supports the needs of a patient's loved ones, and better supports the assisted living communities and nursing homes that many of Haven's dementia care patients call home.

In her role, Dr. Massey is responsible for patient care, providing instruction and medical support to hospice and palliative care staff, and developing and implementing education and consultation services to healthcare partners across Haven's 18-county north central Florida service area. Dr. Massey joined Haven in June 2018 as an Associate Medical Director and was named to her current position in September 2024.

## **The Dementia Care Activities Coordinators are a new addition to Haven’s hospice interdisciplinary team. What do they bring to the table?**

“It’s really great to have the Dementia Care Activities Coordinators as active participants in our interdisciplinary team meetings. As we talk about the patients from an interdisciplinary approach, everyone—chaplain, social worker, physician, nurse practitioner, RN case manager, and now the Dementia Care Activities Coordinator—contributes to the holistic treatment of the patient and their family. We talk about what the patient and family are struggling with, what we can help them with, what barriers or problems we’ve noticed. Having their involvement in these weekly meetings just solidifies the team approach to caring for the patient. We know, they’re spending some quality time with the patients.”

## **What does that relationship of the Dementia Care Activities Coordinator with the patient and family bring to the entire team?**

“It’s just nice to hear their perspectives. You can tell that they’ve really formed a relationship with the family. Even when we talk about the deaths of the patients, they speak up quite often and talk about the impact that this family had on them and what was special about this patient.”

## **What do you tell assisted living providers about the Dementia Care Program?**

“You know, it’s honestly an important feature for Haven because we’re one of the only hospices that has this specialized program. We’ve studied dementia and studied how to treat elderly people with this diagnosis in a home environment, in their assisted living community or wherever they call home. I assure assisted living providers that we can help them adapt to the needs of their residents with dementia. And no other program in our area has this.”

## **The Haven Foundation funds all the resources and materials Activities Coordinators use to create a stimulating environment for their patients. Does it make a difference?**

“It does. The materials that we’re able to offer patients, from a busy blanket or fidget cube to games and picture books are important in a lot of ways. There’s obviously the enrichment to the patient’s life. There’s often joy for the family members who see their loved one engaging in activities or reminiscing. And for the Activities Coordinator, they see all this and share it with the rest of the team, providing invaluable support.”

“I had one patient, the mother of a close friend, who was admitted to the Dementia Care Program. She loved cats. And when she first moved into assisted living, she was able to care for them. But with her gradual decline, it became obvious she could no longer care for them properly, so the patient’s daughter took them in. About a month later, the patient seemed to think she still had her cats and told our team that her cats had gone missing. She was upset and frantically looking for them. Our Activities Coordinator brought over two of our robotic therapy cats. The joy that came back in her life—her sense of ownership and responsibility and pride and mothering. All of that resulted from us giving her these lifelike robotic pets. It was a joy to see.”



*The View from the*  
**Members of the  
Hospice Team**

Haven team members see first-hand the benefits of the Dementia Care Program. And they welcome the additional hands-on support for patients, family members, and the staff at the assisted living communities and nursing homes that some dementia care patients call home.

### **What do you see as the benefits of Haven’s Dementia Care Program?**

“It’s certainly one more patient visit in addition to the clinical team that regularly visits. But the Activities Coordinators are able to do a deep dive into the patient’s life and find out what their interests and likes are and what their life experiences have been. From that, they engage the patient in activities that are likely to light a spark, to bring them out at least a little from the fog of dementia.”

– Pam Livingston-Kearney, Patient Care Representative

“To know that we can offer these additional services for our patients and their families. And for them to know it’s not going to cost anything. It makes such a huge difference.”

– Deborah Hart, BSN, RN, CHPN

### **How are the patients benefitting from the Dementia Care Program?**

“I see patients that previously were non-verbal now participating in activities at their level with our Activities Coordinator. They’re playing games, doing activities with their hands, looking through picture books. Getting their nails done. Big changes in their day-to-day.”

– Lisa Stiller, LCSW

### **How are the loved ones of patients benefitting from the Dementia Care Program?**

“Many times, the patient has had dementia for many years. In those cases, we recommend the Dementia Care Program as much to provide support for caregivers as to benefit the patient. Our Activities Coordinators offer encouragement and resources the families often didn’t know about. It helps families better interact with and support their loved one.”

– Lisa Stiller, LCSW

“Haven’s Dementia Care Program offers families a lifeline. With the extra support, education on patient care, education on caregiver self-care, we pull them out of their despair. When they learn about all the resources we can provide, their reaction is: ‘Wow, I have some hope for a better future.’”

– Deborah Hart, BSN, RN, CHPN

### **What’s the overall impact of the Dementia Care Program?**

“The Dementia Care Program is so relevant. And needed now! Sometimes when we’re conducting a support group at a host assisted living community the staff there invites a family member of one of their residents who might benefit from our service. In the group, they have an opportunity to hear from other families and hear from our Activities Coordinator. That’s been a huge factor in empowering families to make a hospice decision.”

– Pam Livingston-Kearney, Patient Care Representative



# *Dementia Care Program* **The Numbers Behind the Care**

Haven's Dementia Care Program is all about the care for the patient, support for the families of our dementia patients, support as well for the staff members at the assisted living communities and nursing homes that Haven patients call home, and education for the community about dementia and self-care for the loved ones of those living with dementia.

Launched in the fourth quarter of 2023, the program gained traction throughout 2024 and carried that momentum into a strong 2025, as the numbers clearly show.

326

“Get to Know Me” forms completed

380

Initial visits with dementia patients and families conducted

1,738

Follow-up visits with patients and families completed

2,118

Total visits recorded

55

Educations provided to senior living providers, healthcare providers, or others upon request

173

Support group sessions provided

32

Community events like health fairs and information expos participated in

46

Hands-on dementia simulations for various providers and groups

140

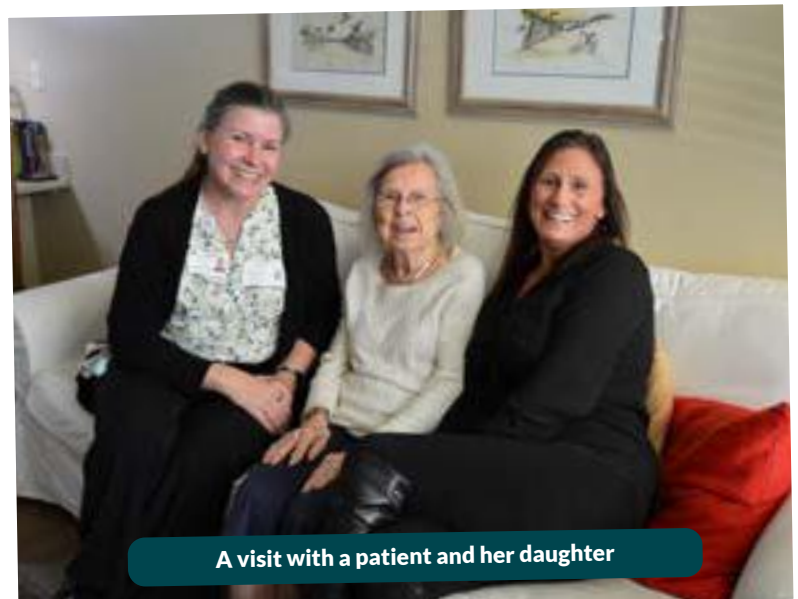
Educational visits with an individual patient’s family or assisted living/nursing home care team

5

Memory Cafés hosted



Family members finding community at a caregiver support group



A visit with a patient and her daughter

# *Additional Haven Programs and Activities*

## **Funded by the Haven Foundation**

Haven fulfills its mission of “Honoring life by providing comfort, care and compassion to individuals and families we serve” by going well above and beyond the basics set down in the Medicare Hospice Conditions of Participation.

It’s a commitment that reflects Haven’s legacy as one of Florida’s pioneer hospices—founded by community leaders and volunteers even before Florida passed its first-in-the nation hospice licensing legislation and, therefore, several years before Congress passed and President Ronald Reagan signed the Medicare Hospice Benefit.

## In addition to the Dementia Care Program, many of Haven’s other initiatives to enrich the lives of its patients and their caregivers are funded in whole or in part by the Haven Foundation. These programs and services include:

- » **Camp Safe Haven**, which provides a safe place for grieving children and teens to learn that they are not alone in their grief journey
- » Targeted half-day, counselor-led **workshops for children and teens** featuring activities like art therapy and movement that extend the work of Camp Safe Haven throughout the year
- » Community-based **grief programs and education**, which are open to anyone who has suffered the loss of a loved one—no matter the cause, no matter the location, no matter the healthcare provider
- » Year-round “**Christmas Rooms**” at Haven’s Hospice Care Centers, which ensure that patients facing the end of life’s journey can enjoy one last holiday season—regardless of the time of year—in a joyously decorated room filled with the spirit of Christmas
- » **Recognition of veterans** receiving hospice care through the national We Honor Veterans program
- » **Recognition of first responders** receiving hospice care
- » **Pet Pals**, which pairs specially trained hospice volunteers and their pets with patients and families who could benefit from the unconditional love of a four-legged volunteer visitor
- » A volunteer-led **genealogy program** that traces a patient’s family tree, presents an artistic representation of the family tree, and helps capture life stories
- » Providing **sheets for the hospital beds** that Haven Medical Equipment delivers to patients, as the typical bedsheets a family would have are ill-fitting and can lead to discomfort and bed sores ●



Camp Safe Haven



Veteran Recognition

# About Haven Hospice

**Haven Hospice has been identifying and meeting community need for serious illness, end-of-life, and grief and bereavement care across its vast 12,675 square-mile urban, suburban, and rural north central Florida service area since 1979.**

It is one of Florida's pioneer hospices—founded by a distinguished Gainesville physician, local hospital administrator, and hospital auxiliary leader, and nurtured through its early years by a nurse servant leader who saw the need for quality, compassionate hospice care not just in Gainesville but in small towns and farm communities across what grew to be an 18-county service area: Alachua, Baker, Bradford, Clay, Columbia, Dixie, Duval, Flagler, Gilchrist, Hamilton, Lafayette, Levy, Nassau, Putnam, Suwannee, St. Johns, Union, and Volusia.

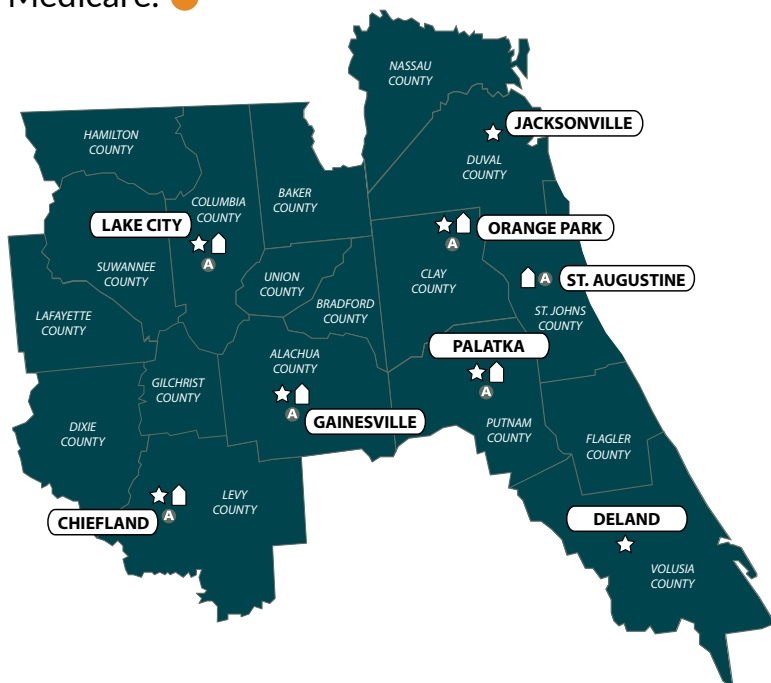
The original Hospice of North Central Florida, renamed Haven Hospice (or Haven) in 2005, has grown to encompass hospice and palliative care offices in eight cities, inpatient Haven Hospice Care Centers in five of those locations, and Haven Hospice Attic Resale Stores in six locations. Haven—which cared for an average daily census of 980 hospice patients (year-over-year growth of nearly 200) and 265 Palliative Care patients at the end of 2025—employs nearly 650 team members and approximately 350 volunteers serving hospice operations and another 200 volunteers working in the Attic Resale Stores. ➔

Haven fulfills its mission of “Honoring life by providing comfort, care and compassion to individuals and families we serve” by going well above and beyond the basics set down in the Medicare Hospice Conditions of Participation.

Haven’s values are represented by the simple word “CARES,” which represents:

- » Collaborative
- » Ethical
- » Accountable
- » Service-Driven
- » Respect

Haven’s quality scores underscore the commitment to—and delivery on—these values. On Medicare’s Family Caregiver Survey, Haven is rated a 4-Star provider, based on the answers to questions asked of a hospice patient’s family about the patient’s hospice care and if they would recommend that hospice to someone else. Haven has been rated within the top 5% of hospices nationwide for the last 10 consecutive quarters across all quality metrics measured by Medicare. ●



## Senior Living Providers Comment on Haven’s Dementia Care Program

Many of Haven’s dementia patients reside in an assisted living community or nursing home. The administrators, directors of nursing, activities directors, and marketing directors see first-hand the value of Haven’s Dementia Care Program. Here’s what a few of them have to say:

*“The need for memory care in rural areas is so great. Families try so hard to keep their loved ones at home, so when they’re finally admitted here, they tend to be in a more advanced stage of dementia. All the added benefits of the Haven program really have an impact for us.”*

*“We like to think we know what our memory care residents are going through. But the dementia simulation Haven provided to our staff really opened some eyes. Our staff were originally reluctant to do this, but after they went through it, they were like: ‘Oh! Wow!’”*

*“The family members know there’s one more set of eyes on their loved one. They appreciate that.”*

*“You can see the difference after every visit they make here.”*

# The Haven Foundation

## By the Numbers

Your continued support in 2025 helped grow the Haven Foundation, allowing it to support vital programs addressing community need for serious illness, end-of-life, and grief and bereavement care.

We thank you for your donations, which funded important projects and programs for patients and families directly in your local community.

We thank our 600+ volunteers who work directly with Haven Hospice and the Haven Hospice Attic Resale Stores.

And we thank our many friends whose letters of appreciation, word-of-mouth support, and social media testimonials attest to Haven's far-reaching impact across our vast 18-county north central Florida service area.

YOUR DONATIONS RECEIVED IN 2025

**\$596,342**

➔ **1,389** TOTAL DONORS

➔ **1,774** TOTAL GIFTS

**\$44,273**

RAISED BY "LIGHT UP A LIFE" HOLIDAY FUNDRAISING CAMPAIGN

**\$16,571**

RAISED BY "FORGET ME NOT" SPRING FUNDRAISING CAMPAIGN

**\$25,750**

RAISED BY HAVEN WOMEN OF PHILANTHROPY GROUPS

**\$9,250**

RAISED BY SALE OF MEMORIAL BRICKS, BENCHES, AND TREE OF LIFE LEAVES

**\$40,000+**

RAISED BY OUR ANNUAL FUNDRAISING EVENT, VIVA! 2025: A NIGHT AT MONTE CARLO



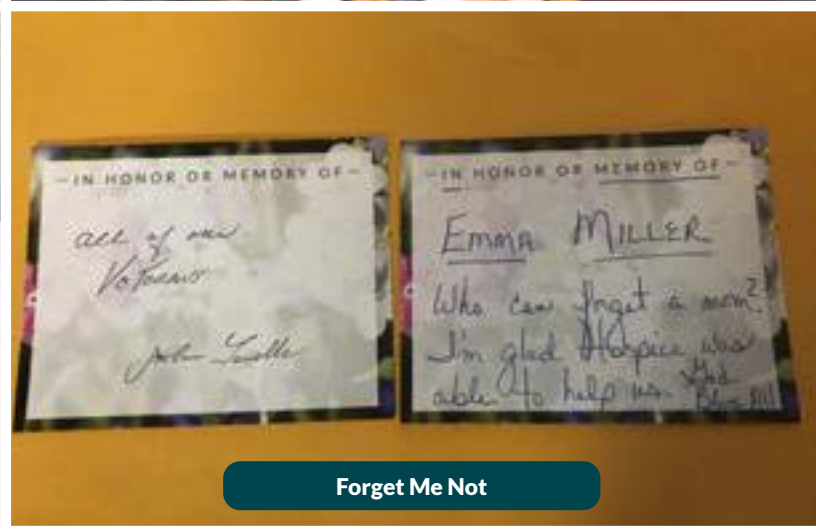
Haven Women of Philanthropy



VIVA! 2025: A Night at Monte Carlo



Tree of Life



Forget Me Not



Light up a Life



VIVA! 2025: A Night at Monte Carlo



Memorial Walkways

# About Haven Hospice Attic Resale Stores



**It may not be obvious at first, but the Haven Hospice Attic Resale Stores are essential to Haven’s ability to exceed the basic requirements of the Medicare Hospice Benefit. The nearly \$1.6 million in annual net revenue certainly allows the Haven Foundation to support Haven’s above-and-beyond programs, as exemplified by the October 2023 launch of Haven’s fast-growing Dementia Care Program.**

But the Attic Stores also carry their own weight in identifying and meeting community need.

- » The Attic Stores often are one of the first steps on the grief journey of the survivors of many Haven patients when they donate a loved one’s cherished possessions.
- » The Attic Stores are the first stop for Haven care team members seeking to help hospice families in need by providing items (clothing, medical equipment, small appliances, other housewares) that would add to a patient’s and family’s comfort and dignity.
- » The Attic Stores work with local animal shelters by donating blankets, towels, pillows, and other linens (not suitable for resale) to provide bedding for abandoned and injured shelter animals.
- » Haven donates clothing to groups that support individuals attempting to re-enter the job market, but who don’t have the proper attire to wear to a job interview or on the job.
- » Haven donates clothing to local community groups that help feed and clothe the homeless, farmworkers, and the working poor.
- » The Attic Stores provide a quality volunteer experience for high school students seeking to fulfill their Bright Futures Scholarship Program commitments.
- » The Attic Stores offer a quality volunteer experience for seniors, often providing vital opportunities for socialization and motivation to get out of the house to make their scheduled shift at their local store.
- » The Attic Stores sell tons of goods that otherwise would likely end up in local landfills. ●

# About Haven Women of Philanthropy



**In addition to the funds generated by the Attic Stores, the Haven Foundation benefits from funds raised by the Haven Women of Philanthropy—a society of women dedicated to supporting the Haven Foundation through collective giving, community engagement, and compassionate action.**

Formed in 2018, the program has grown to five regional groups, empowering more women to support care close to home. The groups provide philanthropic women a meaningful way to channel their compassion into tangible change right in their own community.

Any woman in the Haven service area is welcome and encouraged to become a member of the Haven Women of Philanthropy. The common thread of hospice touching individual lives is the bond that is shared by all the women. Members are required to make a minimum annual tax-deductible contribution of \$500 to the Haven Foundation. The annual contributions from all members of the Haven Women of Philanthropy group are pooled together and used to support Haven programs and projects—in their local communities—that are unfunded by the Medicare Hospice Benefit.

The Haven Foundation currently has Haven Women of Philanthropy groups working in:

- » Chiefland (Tri-Counties)
- » Gainesville
- » Jacksonville
- » Lake City
- » Orange Park

As of January 2026, the membership of the five Haven Women of Philanthropy groups totals nearly 100 and continues to grow as new members apply and are accepted. ●

# 2025 Donor Recognition

In 2025, donors gave gifts to the Haven Foundation by honoring a loved one with a memorial gift, responding to an annual appeal, attending or sponsoring a special event, donating and shopping at the Haven Attic Resale Stores, or remembering Haven in their wills. Their generous contributions are vital to the Foundation and allow us to provide numerous programs and services to our patients and their families that otherwise we could not offer.

The following pages are dedicated to those donors who generously gave in 2025 to support the programs and services offered by the Foundation. Thank you all.

## \$50,000

Anonymous

## \$10,000 - \$49,000

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