

Hinds Hospice Annual Report

Summer, 2022



Nancy Hinds,
Hinds Hospice Founder



A Message from Eric Klimes, CEO

For most of us, the pandemic has created unthinkable chaos and uncertainty and forced us to adapt to unimaginable change. That said, my pride in our staff couldn't be stronger! They have adjusted quickly and remained mission-focused during, for many, the most difficult of times of their personal lives and professional careers.

Time and again, our staff showcased professionalism, dedication, and, most of all compassion for those we are entrusted to serve. Despite the disruptions, workforce

challenges, and many other unique issues, we served more patients and families than ever before.

In August 2021, we had a record census of 385 patients. For the year, we cared for approximately 500 patients each month. The need for our services in Madera and Merced Counties continues to grow and we are making strategic plans to address that.

“Great moments are born from great opportunities,”
U.S.A. Olympic Hockey
Coach Herb Brooks

I'm pleased to report that we have made significant and competitive compensation improvements for our clinical staff as we strive to hire “the best and the brightest”. This has been a critically important initiative that has already

made a positive impact and we project will make our organization even stronger over time.

Thanks to philanthropic support, we care for anyone regardless of their ability to pay. That includes our vast and growing bereavement services programs through the Center for Grief & Healing, which continues to be recognized for its outstanding good works in the community. We've renewed an agreement with Fresno County for our LOSS (Local Outreach of Suicide

Survivors) Team to provide on-site grief support services to families and friends.

Over the last 40 years, Hinds Hospice continues to be the “Gold Standard”. This past year we prepared for a review from Joint Commission, the regulatory agency that accredits and certifies over 22,000 healthcare organizations. That process is now concluded, and I am proud to share that our team was able to meet or exceed the Joint Commission standards.

The Central Valley continues to grow, and our mission was established to serve the community. As it grows, so must Hinds Hospice to meet existing and future needs. We are grateful for your past support - and will need your continued support – in order to do so.

Our challenges are great, but our opportunities are even greater.

Eric Klimes, MBA
CEO



“When you come from a place of good, only good is accomplished.”

Nancy Hinds



A Message from Stacy Manning, Board Chair

Happy Summer! We are celebrating a sense of normalcy returning to our daily lives. Vacations, meetings, school, and work are in person again. A positive take away that we have experienced from the pandemic is a new level of flexibility and the strengthening of our ability to work as a team. We have also felt the community support more than ever. Individual and corporate donors generously stepped forward to support the Hinds Hospice mission despite the inability to schedule normal fundraising activities due to the pandemic. We thank them for choosing to walk alongside us during such a trying time. Hinds Hospice continues to navigate the new normal to faithfully provide excellent care and support to patients and families across the Central Valley.

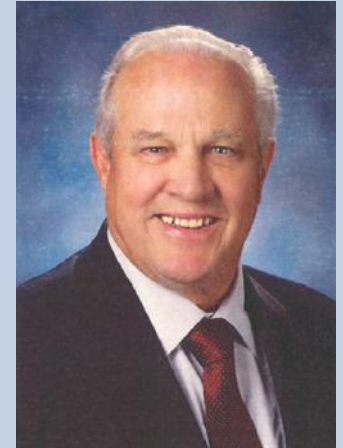
The Hinds Hospice Board of Directors is an 11-person strong Board, made up of leaders in the community such as physicians, nurses, lawyers, teachers, business owners, and accountants. Each member draws from their vast experience to help guide Hinds Hospice and assist the administration with governance leadership. The Board continually reviews and monitors healthcare trends to ensure that the needs of our community are properly met. This review assists the organization with guided growth that will embrace the future of healthcare in the Fresno, Madera, and Merced Communities. We are proud to report that Hinds Hospice is caring for approximately 500 patients each month.

As we have so many positive aspects to report, we must also pay remembrance to a Board member that the Hinds Family lost earlier this year. Jim Martin proudly served on the Board for over 10 years and unrelentingly supported Hinds Hospice and his dear friend, Nancy Hinds. He was a respected member of the community, a man of God with unwavering faith, had a sharp sense of humor, and he loved his family. Jim will be deeply missed, but never forgotten. We will strive to live up to his legacy. Our hearts and prayers remain with the Martin Family.

As Hinds Hospice moves into its 41st year of serving the Central Valley, we want to Thank You for your continued support of our mission and our amazing team of individuals that work tirelessly to care for our patients and the community.

A handwritten signature in black ink, appearing to read 'Stacy Manning'.

Dr. Stacy A Manning, DNP, FNP
Chairman, Board of Directors



*We dedicate this
publication to
long-time board member
and philanthropist
Jim Martin
who passed on
January 17, 2022.*

*We miss Jim's friendship
and his dedication
to his community.*

Hinds Hospice Board of Directors 2021-2022

The Hinds Hospice Board of Directors is a diverse group of individuals who volunteer their time and expertise to further the Hinds Hospice mission.

We are proud to say we had 100% board participation in 2021-2022. If you would like to learn more about volunteering to help guide Hinds Hospice, please call (559) 320-0308 or email funddevelopment@hindhospice.org.

Stacy A. Manning, DNP, MSN, NP-C
Board Chair

John Bezmalinovic

Syl Bryan, MD

Bobby Fena, SIOR

Marie Gilbert, DNP, RN, CHSE

Jennifer A. Henson

John Jaber

Quentin P. Kinnison, PhD

Jolie A. Limon, MD

Joe Morgan

Toni M. Porter, CPA, MST, AEP

Jim Martin,

Honorary Board Member

A Message from Steve Weakland, Director of Development

As we continue to emerge from the pandemic, Hinds Hospice is incredibly grateful to those who continually support our mission through time, talent and treasure.

This past year we were able to get back together. In resuming the Hinds Noon Tea, The Angel Babies Run/Walk and the wonderful celebration, “Lights of Love”, we enjoyed reconnecting with friends. I’m grateful to the dedicated volunteers and our team, led by the talented Jeannie Neathery, for putting together memorable events that not only reconnected our Hinds community in a fun and meaningful way, but also raised money to support our mission. Please mark your calendar for **Friday, September 9**, when our Gala returns.

I’m extremely grateful to our Thrift Store team, who over the last few years, like most in the retail space, have navigated some rocky waters. Despite staffing challenges, mandated restrictions, and a variety of other uncontrollable factors, we are pleased to report that all three store locations – Chowchilla, Clovis and Madera – are back up to full strength and operating at a high level.

Some have asked, “Why does Hinds Hospice operate thrift stores?” There are two simple reasons, the first being financial. Thrift store sales help support our mission. Secondly, the thrift stores provide an important service to our community, and specifically for families who have lost a loved one. Each store accepts donated items and provides pick-up services for furniture, clothes, housewares, books, etc.

The Hinds Hospice mission lives daily within our dedicated staff members and our critical services to the community are ever growing. We thank you for your continued support!



Steve Weakland
Executive Director/Development



Statement of Financial Position For Fiscal Year 2021

(October 1, 2020-September 30, 2021)

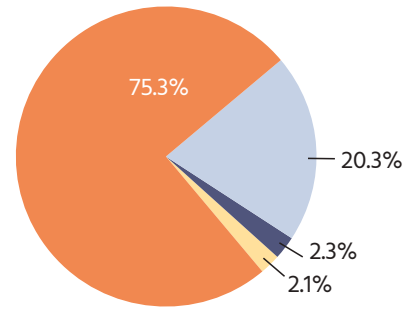
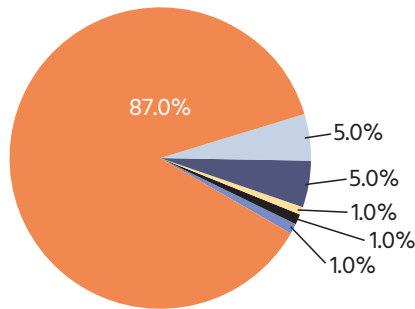
Total Current Assets	\$11,705,027	Current Liabilities	\$3,013,731
Property and Equipment, Net	\$5,197,571	Long-term Debt	\$1,447,009
Investment Securities	\$9,033,975	Unrestricted Net Assets	\$19,400,188
Other Assets	\$656,328	Restricted Net Assets	\$2,731,973
Total Assets	\$26,592,901	Total Liabilities and Net Assets	\$26,592,901

Number of Patients Served	1,914
Days of Patient Care	134,565
Charity Care	\$98,881

Revenue, Support and Expenses For Fiscal Year 2021

(October 1, 2020-September 30, 2021)

Revenue and Support	29,575,959	Expenses	25,476,592
Patient Revenues Net (Medicare, etc.)	87.0% ■	Patient Care	75.3% ■
Donations, Memorials, and Special Events	5.0% ■	General and Administration	20.3% ■
Investment Income	5.0% ■	Fundraising	2.3% ■
Rental Income	1.0% ■	Hospice Charitable Properties Inc.	2.1% ■
Thrift Store Revenue	1.0% ■		
Other Operating Revenue	1.0% ■		



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.

When the roots are deep, there is no reason to fear the wind.

– African Proverb



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

PATIENT CARE PROVIDED IN FISCAL YEAR 2021

2,429 Patients Served

208 Patients Served in Hinds Hospice Home

Veterans Served **285**

135 Children Served in Hinds Kids Pediatric Concurrent Care Program

BEREAVEMENT SUPPORT SERVICES IN FISCAL YEAR 2021

1,645 Individuals Provided Grief Support

225 Angel Babies Families Served

Bereavement Support Phone Calls Made **6,106**

57 Survivors of Suicide Loss Support Group Attendees

15,988 Bereavement Support Mailings Sent

Children and their Families Helped Through the Circle of Friends Program **48**

Individual Hospice-Related Counseling Sessions **732**

Community Support for Hinds Hospice

Hot Rods of Fresno

Hot Rods of Fresno has supported Hinds Hospice for more than 15 years and donated almost \$90,000 to our mission. Each year, they host the Tower Car Show on the first weekend of April. Club members work hard to create a great show with hundreds of beautiful classic cars. They raise funds through entry fees, silent auctions and raffles.



Fresno Transportation Club

Hinds Hospice was the beneficiary of The Fresno Transportation Club's 2021 car show. Held on a beautiful evening in September, the show featured classic cars and motorcycles, raffle prizes and a BBQ dinner prepared by the hosts. The event raised over \$17,000 for Hinds Hospice's grief support programs for children and teens. Thank you Fresno Transportation Club, for your ongoing support!



Phi Beta Psi Sorority

The Phi Beta Psi Sorority has supported the mission of Hinds Hospice for 23 consecutive years, donating over \$90,000! The ladies host an annual fashion show and other events during the year and donate the proceeds to Hinds Hospice and cancer research. Thank you for the years of support for our mission!



Hinds Heritage Society

The Hinds Heritage Society provides an opportunity to serve others while creating a personal legacy. We thank all those listed below and those who pledged support and chose to remain anonymous.

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 gifts enable Hinds Hospice to continue improving and expanding end-of-life and grief support services for future generations. There are many different ways to make a legacy gift to Hinds Hospice. Please get in touch with Jeannie Neathery at (559) 320-0308, or jneathery@hindshospice.org to learn more about the Hinds Heritage Society.



HINDS HERITAGE SOCIETY

MEMBERS

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 & Marcia C Beard Trust
Walter 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
The Estate of Paul DeButch
The Estate of Donald L. DeLaney
Sandra L. Detwiler
Irene Dunn
Estate of John East

Georgiana Eastman Trust
Maude Edmonson Estate
Clifford and Lynn Eischen
Kathryn M. Elliott Trust
Armida Espinoza
Estate of Eugene Franks
Robert and Grace Freddi
Martha R. Galvin Estate
Fred W. Garrett Family Trust
Elizabeth Garvin
Donald D. George
Donald W. George Trust
The Elmo Giampaoli Trust
Helen Gjullin Estate
The William R. & Andrea Griffith Family Trust
Donald E. Gumz
Keith Halverson Trust
Bruce and Pearl Harr
Ginny Hogle
Jack Hoover Family Trust
Melissa Ann Howard Living Trust
Angelelita "Angie" Jaquez Estate
Jarrett Family Trust

Marion E. Kennelly Estate
Jacquelyn Kivley
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 Trust
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 Prakel Living Trust
Estate of Evelyn M Reed
Estate of Jeanne Rougny

Lee S. Schoenburg Trust
Scoggins Revocable Living Trust
Beverly Sherman Living Trust
Jeri L. Shubin Trust
Helen M. Snyder
Helen C. Snyder Trust
Art and Gay Spierer
The Estate of Martha Steitz
Lorna Stewart Trust
Kimberly and Michael Tooma
Erteba J. Trobiano Trust
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

Transitioning to Hospice Care is not “Giving Up”

Oncologist Dr. Ravi Rao, M.D. writes about having the “hospice conversation.”

In early 2022, a family member of mine became terminally ill and died. I learned about the critical importance of hospice care at the end of life from personal experience. Even with my medical training, I struggled with the dying process until hospice stepped in to help us. I will be eternally grateful that we have access to such good care in Fresno.

All physicians train to treat and triumph over disease. Realizing that cure is not always possible for every patient is not easy to accept for most physicians. When the transition is made to comfort care measures at the end of life, there is a tendency to assume that the physician/patient “gave up fighting.” Nothing can be further from the truth. In most incurable situations, caring for the physical and psychological discomfort

from cancer is invaluable. Quality of life is in many ways as important as the duration of life.

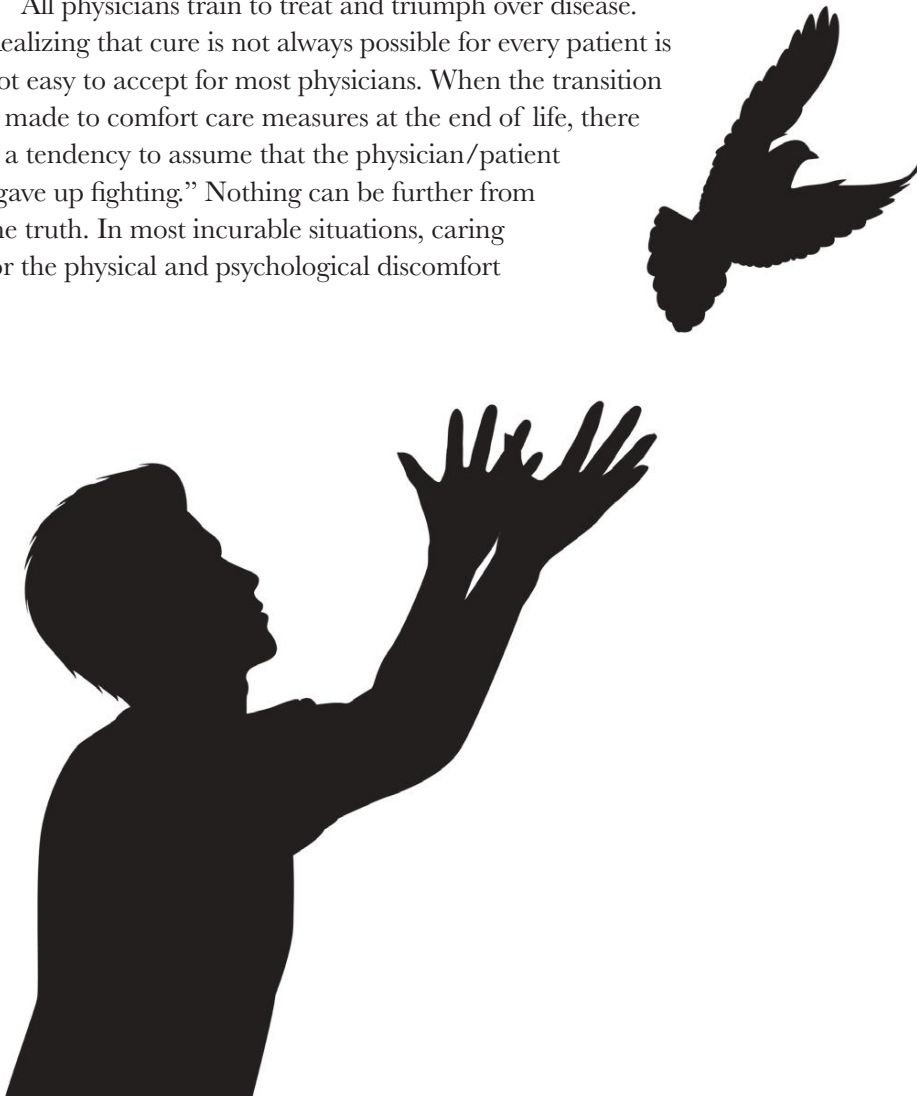
Having a conversation about hospice is difficult for any physician to have. However, clinical trials have shown that providing symptom-directed care in cancer patients results in patients living longer. The benefit seen is indeed independent of and adds to the gains seen from the treatment of the underlying cancer itself. Therefore, when I see a patient with an incurable cancer, hospice becomes a part of my plan, even though it may not be front and center of my plans initially. My initial focus is always on getting the cancer under control and maintaining what is hopefully a long remission. I have found that if I listen to patients talk about their illness, hopes, and plans for the future; they often let me know -often without prompting- when they want to stop chemotherapy and transition to hospice.

Later on, when there is a significant change in the status of the disease, I broach the topic of hospice and quality of life. Much to my surprise, I have found that most patients and families have already thought seriously about these topics. I emphasize that with time, we may come to a point where fighting the cancer with chemotherapy may no longer be an option.

I have found that by allowing space and time for the conversation to develop, most people come to realize the value of hospice. Hospice is not the end of their care but a natural progression of their cancer journey.

How to prepare for the “hospice conversation”?

A good time to discuss end of life is, paradoxically, at the very beginning of the care of a patient with a terminal illness. Early on, when discussing the diagnosis, amongst other topics, I mention the long-term prognosis for patients with such a cancer and stage, including expected longevity. This makes any future reference to hospice care easier to make. I have found that some patients were never made aware of their long-term prognosis; for these patients introducing the topic later in their illness can sometimes be very distressing. This is usually made worse because such a discussion often ends up happening in the midst of a major health crisis (such as a progression of their cancer).



Once I bring up this topic, I like to listen to them, making a point not to interrupt them for as long as is necessary. Often, I hear fascinating and deep thoughts about their feelings, family, and wishes for the future. Some of my most rewarding conversations with patients have happened in these circumstances. While a few patients tell me they do not want to hear about hospice ever again, most ask questions and absorb information to process later.

I expressly point out that I am still their doctor even while on hospice. Patients need to know that I am not 'letting go' of them. This reassurance is particularly significant to patients who have become attached to me. I mention to them that while on hospice, they can

stay at home, sleep in their own bedroom, and have the option of having family visits. I ask patients to write letters, take pictures and videos, and make memories for future generations. I have had feedback from family members after the patient has died that this experience was one of the most valuable things I could have done for them.

Hospice care helps ease the pain and suffering at the end of life as no other medical intervention can. I know that now personally as well. Hinds Hospice has been a valuable partner to our practice in the last few years. I look forward to supporting them in taking care of our patients in this critical task.



About Dr. Ravi D. Rao, M.D.

Dr. Ravi Rao is a Board-Certified Internist, Hematologist, and Medical Oncologist. He works at the cCare (California Cancer Associates for Research and Excellence) in Fresno, California. While treating patients with cancer, his goal is to 'be there' during their journey, listen to them, and make decisions together. By understanding the different phases of the disease and each patient's individual goals, he strives to provide better care to improve quality of life and alleviate suffering. Good care at the end of life is an integral part of this process. Therefore, he is a big advocate for palliative care and hospice services.

Hinds Hospice Events

After a two-year absence during the pandemic, we carefully returned to in-person events. It was wonderful to see so many of you again!

Hinds Hospice Tea

Brightly decorated tables, fancy hats, and the Queen of Hearts greeted attendees at the Hinds Guild of Hope Noon Tea on March 25, 2022.

The Hinds Guild of Hope plans and hosts the annual tea with support from the Hinds Hospice Development Department. The community's generous support for the tea in 2022 will help fund the Hinds Circle of Friends, Angel Babies and other grief support programs, and the pediatric hospice and palliative care programs.



Angel Babies Walk/Run

The Angel Babies Walk/Run started in 2001. A grant from the United Way helped us launch the Angel Babies Program. We gathered a small but dedicated team to develop comprehensive services to support families and their babies. With community support, we continue to help families and celebrate our Angel Babies. They remain in our hearts forever and will never be forgotten.

The annual Angel Babies Walk/Run provides a space for families and our community to come together and remember all of the precious babies gone too soon. It is a privilege to come beside you in support, love, and remembrance. Thank you for your help in allowing us to continue this sacred work.



Lights of Love

The 15th Annual Lights of Love Tree Lighting Ceremony would not be successful without our amazing team of volunteers! Thank you for your commitment and continued support of Hinds Hospice and those grieving in our community.



Aaron Judge Hits a Home Run For Valley Kids

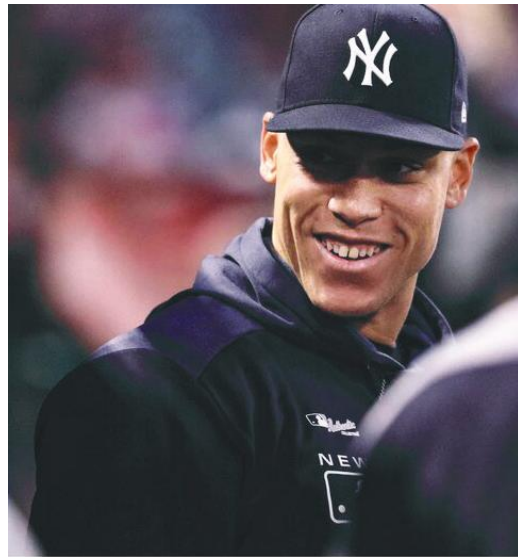
ALL RISE Foundation

New York Yankee All-Star and former Fresno State Bulldog Aaron Judge is Still Hitting Home Runs for Kids in the Central Valley. In June 2022 Aaron Judge's ALL RISE Foundation helped the community he once called home with the presentation of a substantial grant to Hinds Hospice Center for Grief & Healing.

The grant will support the Hinds Hospice Circle of Friends Program, which helps children process their grief when they have experienced the death of someone close to them. The Circle of Friends Program has assisted local children ages three to twelve for over 30 years. Circle of Friends is distinctive as it pairs grieving children with specially-trained teen and young adult mentors.

The ALL RISE mission is to inspire children and youth to become responsible citizens by engaging them in activities that encourage them to reach unlimited possibilities.

The Executive Director of the Hinds Hospice Center for Grief and Healing, Kathy Cromwell, is thankful for the support. "Children and teens experience and process their grief in unique ways. This group provides a safe space to navigate their feelings. We are exceptionally grateful to the ALL RISE Foundation for its generosity."



Hospice Home Celebrates a Milestone

2022 marked the 35th Anniversary of our hospice home on West Twain Avenue in Fresno.

Irish music played as staff, leadership team members, and the board of directors gathered for the commemoration on March 16. Hinds Chaplain Robert Spencer offered a blessing for the Home's continuation as a welcoming place for terminally ill patients and their families.

The current Hospice Home opened in 1987 and has served more than 5,000 patients.



An Unexpected Gift

The “Voice of the Bulldogs,” Paul Loeffler reflects on his father’s journey with Hinds Hospice.

End-of-life care was a concept I had never considered when Hinds Hospice made it possible for my father to spend his final days in our Los Banos home nearly a quarter century ago. In the decades since, I’ve watched many of the World War II veterans I’ve interviewed on *Hometown Heroes* receive the kind of compassionate care that has made Hinds Hospice the gold standard. This past December, it became abundantly clear that the angelic spirit that surrounded Nancy Hinds’ pioneering of this effort more than 40 years ago remains as consistent as ever, when my mother-in-law finished her earthly journey at the Hinds Hospice Home in Fresno.

One thing Hinds Hospice does exceedingly well is to calm the chaos and confusion that can so often accompany end-of-life scenarios. Hinds Hospice has helped so many Valley families navigate with grace, dignity, comfort, and peace.



Since 2005, Paul has interviewed an average of one World War II veteran per week, an effort that started on TV but now hits the radio airwaves through the syndicated weekly program *Hometown Heroes*

From the outside looking in, some may view my father’s final decade as a slow and agonizing downhill descent to a tragic death at 51. Diabetic from the age of eight, he experienced kidney failure, and endured more than three years of dialysis before a transplant extended his life for eight more. A brilliant inventor with the kind of mechanical brain that could decipher a solution for just about any malfunctioning machine, my dad was always willing to use his time, talent, and treasure to bless others. Gradually, I watched as one ability after another was taken away, including his eyesight. Cards for our nightly cribbage games had to get bigger and bigger, one Bible exchanged for another with larger print, until ultimately, his vision was completely gone. Even at that stage, I could guide him out to my car, and strictly by listening and feeling around under the hood, he would correctly diagnose the issue in need of repair.

The one thing that not even the darkest of days, nor the most challenging of circumstances could ever rob him of was his unwavering faith. I know I’m not the only one who drew inspiration from the example that he and my mother set throughout those years. The lesson that experience taught me about what really matters on this side of heaven - and what doesn’t - was a priceless gift that has influenced so much of my life ever since. Day by day, I saw peace, contentment, and hope in the midst of a reality that might otherwise be marked by doubt, discouragement, and despair. Each twist and turn was like a new chapter of that book you just can’t put down, and while the ultimate conclusion didn’t match what my 21-year-old heart had in mind,



Loffler Family Christmas 1989

Hinds Hospice made it possible for that final chapter to unfold beautifully. “Priceless” is a word that tends to be thrown around pretty liberally these days, but there’s no better way to describe the blessing it was to our family to have him spend his last days at home. A few feet away from the custom wood stove he had designed and welded, surrounded by other reflections of his creative craftsmanship with wood and metal, in the same room where he had enjoyed good-natured wrestling matches with his four children and led so many family devotionals, my dad crossed his finish line on August 6th, 1998.

The night before he took that final breath, I received one of those unexpected gifts that I’m sure Hinds Hospice caregivers have witnessed time and time again. It had been a few days since my dad had verbalized anything to anyone, so I didn’t anticipate any response when I kissed his forehead and said, “Goodnight, Dad. I love you.” As I turned toward my room, the voice I didn’t think I’d ever get to hear again rang out as clear as could be, complete with a nickname that he alone had employed. “I love you, Paulio,” was the last thing I ever heard him say. As those four words echo through my memory



The Loeffler Family on Vacation

now, I find myself wishing that everyone in the process of losing a loved one could feel what I felt that night.

When you join me in supporting the unique mission of Hinds Hospice, you’ll help make moments like that possible for your friends and neighbors, and perhaps even for your own family.

About Paul Loeffler

Paul Loeffler has been speaking into one microphone or another since he was 12 years old. He is currently the radio play-by-play voice of the Fresno State Bulldogs in football, basketball, and baseball. He called the 2008 College World Series championship before writing a book about it (*Underdogs to Wonderdogs*). You can also catch him each year on the network television broadcasts of the Scripps National Spelling Bee. A one-time competitor in the Bee, he has served as the color commentator for ABC and ESPN since 2006. Other television experience includes football play-by-play on ESPN platforms, baseball for the Mountain West Network, the Canadian National Spelling Bee on CBC, and a decade in local television.

Since 2005, Paul has interviewed an average of one World War II veteran per week, an effort that started on TV but now hits the radio airwaves through the syndicated weekly program *Hometown Heroes*. In 2013, Paul helped launch Central Valley Honor Flight, committed to taking WWII veterans to the National WWII Memorial in Washington, D.C., as part of the Honor Flight Network. Faith and family are the priorities he tries to maintain in Fresno, California, where he lives with his wife and two daughters.



Our Heartfelt Thanks for our generous donors of \$1,000 or more during our 2021 Fiscal Year (October - - September 30, 2021.) Thank you to all those who gave gifts and chose to remain anonymous.

INDIVIDUALS

Robert Aiello
 Rod Avedikian
 Sally Ayer
 Caryn Baerg
 Ramon and Linda Barreto
 Debbie and Patrick Beatty
 Dr. Kelli Beingesser and
 Dr. Gail Newel
 Karin and Robert Besuner
 Family of Nellie
 Blankinship
 Tim Bone
 Jim and Lee Anne Briscoe
 Susan Brown
 Lynda Gray, MD
 Richard and Lucille Caglia
 Janet and Lance Chisholm
 Deborah K. Christensen
 John and Veronica Coelho
 Bill and Kathleen Coit
 Joan and Michael Conway
 Carole Cooper
 Jack Cunningham
 Joseph F. Dalena
 Dianne and Stephen
 Dalich
 Dr. & Mrs. John Damrose
 Dr. Ivy L. Darden and
 Linda Arredondo

Lerri L. Deedon
 Nerces L. Dermenjian
 Jim and Janis Devany
 Richard Downs
 Danielle and William
 Duarte
 Joan Eaton and Paul
 Gibson
 Clifford and Lynn Eischen
 John and Violet Esau
 Nancy Escobedo
 Robert Fena
 Shirley Fisher
 Charles and Janet Fletcher
 Caryl Floyd
 Donald and Anne Franson
 Robert and Grace Freddi
 John Gahvejian
 Kristina Gardanier and Dr
 Oscar Young
 Liz Garvin
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 Kathleen and William
 Gorman
 Bill and Margaret Grabe
 William and Elvera Griffith
 Donald E. Gumz
 Heather Hammack
 Kathy Hares
 Beverly Hayden-Pugh

Linda Henry
 Alan and Karen Hopkins
 Gordon Hoppe
 Pat Horn
 Ralph and Janet
 Hovannisian
 Doug Howard
 Melissa Howard
 Robert P. Howell
 William A. Hutchins
 Sergio and Carmen Ilic
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 McRae Jarrett
 Eric Jensen and Elaine
 Schroeder
 Norman Jorgensen
 LuAnn Joy and Michael
 Levine
 Gene Kallsen, MD
 James Kaufmann
 Caroline Kay
 Dennis and Gyl Keiser
 Jacquelyn Kivley
 Eric Klimes
 Sharon Lamb
 John and Pam Lamborn
 Gene and Susan Larson
 Jeffrey K. Larson
 Lanny J. Larson and Lynne
 Rodriguez

Junella Latona
 Ronald G. Lee
 Anthony Lehman
 Tracy L. Leiker
 Eddie and Sharon Lidyoff
 Dr. Jolie Limon-Brownell
 and Dr. Joel D. Brownell
 Ronald and Rachel Louie
 Larry and Janice Lowder
 Gerald and Nanette Lyles
 Richard and Anita
 Malkasian
 Jeannette Martin
 Peggy W. May
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 Judy and James Miller
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 Deborah Moffett
 Dr. Nazzi Mojibi Waldrop
 and Frank Waldrop
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 Adriana Slaniceanu
 Daniel Souza
 Stan and Darlene Spano
 Ray and Mary Lou Steele

Kay Stringfield
Dennis and Saundra
Stubblefield
Bonnie Tanner
Carlene Tinker
Julie Tipps
Patricia Towne
Theresa Urrutia
Mary Viancourt
Keith and Judy Wallace
Ken and Sharon Walls
Jerry and Rosemary Waters
Richard and Diane Watters
Kimberly and Frederick
Wilson
Steven Wilson
Flora Winters
Jennifer Wong
James Woodward
Jane Worsley

ORGANIZATIONS

Adeline E. Ritchie
Charitable Trust
Alliant Insurance Services,
Inc.
Briscoe Family Foundation
Bulrad Enterprises Inc.
CalWest Rain
Central California Faculty
Medical Group

Central California
Women's Facility
Central Valley Community
Foundation
Chapel of the Light
Community Regional
Medical Centers
Dan Habib Farms
Dan Souza Family Fund
Deli Delicious Corporate
Office
Der Manouel Insurance
Group
Derrel's Mini Storage Inc
DiBudo & DeFendis
Insurance Brokers LLC
Dignity Memorial
Eaton & Gibson Family
Fund
Endowment Fund
Enterprise Rent-A-Car
Estate of Bonnie Archer
Estate of Leona White
Fashion Furniture
Fig Garden Rotary Club
Fowler Packing Company
Fresno Transportation
Club, Inc.
Gospel Defenders Missions
Inc
Granville Foundation
Griffith Family Foundation

Guarantee Goodwill
Network
Hattie Givens
Testamentary Trust
Hinds Hospice Guild of
Hope
HUB International
LLimited
Isnardi Foundation
Jarrett Family Trust
Kaiser Permanente
Kathryn M Elliott Trust
Leon S Peters Foundation
Inc
Lord of Life Church
Endowment
Merced Breakfast Lions
Club
Neptune Society of Central
California
Network For Good
New Hope Community
Church of Clovis
Noble Credit Union
Olga Angelich Living Trust
Phi Beta Psi Sorority, Delta
Zeta Chapter
Pledgeling Foundation
Provost & Pritchard
Consulting Group
Regency Investment
Advisors

Scelzi Enterprises Inc
Shannon Pump Co.
Spencer Enterprises
Steelescapes Landscape
Services
Steve Moore Farms
The Amila Rey Foundation
The Bertha and John
Garabedian Charitable
Foundation
The Blackburn Giving
Fund
The Heller 2000 Living
Trust
The Markie Foundation
The Melissa Ann Howard
Living Trust
The Niner Foundation
Toni M Porter, CPA, MST,
AEP

United Valley Insurance
Services
United Way of Fresno and
Madera Counties
Valley Iron Inc.
WaterStone
Wayne H Towne Family
Foundation
Whitehurst Sullivan Burns
& Blair Funeral Home
Willam and Nancy
McMahan Living Trust
Willow Creek Healthcare
Center
Woolf Farming and
Processing
Zenith Insurance Company

Thank You
. for your support .

A Special Milestone

Ronnie Gonzalez Celebrates 30 years with Hinds Hospice

Hinds Hospice Aide Ronnie Gonzalez says serving her patients is “her life’s calling.”

Now in her 30th year working at the hospice home, Ronnie feels the day-to-day interactions with patients, families, and staff keep her motivated, “I can’t say it any better than that. I feel privileged to have stayed this long and met all the people I’ve met,” said Gonzalez.

Ronnie credits working alongside founder Nancy Hinds for broadening her vision of what compassionate care should be at the end of life and helping her grasp the Hinds’ mission to uphold the dignity and ease the suffering of the terminally ill.

It’s an understanding Ronnie hopes to pass to others starting employment with the agency.

“I feel the impact of what Hinds Hospice brings to patients. It’s a different part of compassion, and it is based on Nancy. She is a good role model for all of us,” said Gonzalez.



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!



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STRATFORD EVANS
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Hinds Hospice Receives the Joint Commission Gold Medallion

After months of education, policy adjustments, chart reviews, and tracers, our Hinds Hospice team was able to meet or exceed the standards for Joint Commission.

Founded in 1951, The Joint Commission is the nation's oldest and largest standards-setting and accrediting body in health care. As an independent, not-for-profit organization, the Joint Commission seeks to continuously improve health care for the public by evaluating thousands of health care organizations each year. Achieving Joint Commission accreditation demonstrates a commitment to continuous improvement. Joint Commission accreditation tells patients you're committed to providing safe, high-quality care for every patient on every visit.

We thank the entire Hinds Hospice team for your preparation and performance on our long-awaited Joint Commission Survey! You showed our surveyor what the mission of Hinds Hospice looks like in action. We look forward to obtaining our next certification showcasing our continued commitment to excellence and quality care.

The Isnardi Foundation - Over One-Million Dollars in Giving to Hinds Hospice

Vincent Isnardi's life philosophy to "treat others with dignity and respect..." reaches the very heart of the Hinds Hospice mission and the life-long work of founder Nancy Hinds.

Vincent generously supported Nancy's idea of home-based, patient-centered care, which evolved into the agency of today, where Hinds Hospice serves hundreds of patients diagnosed with life-limiting conditions and supports their family members throughout the Central San Joaquin Valley. Vincent made several personal gifts, including a generous donation allowing Nancy to purchase patient beds for the original Hinds Hospice Home in Fresno.

After Vincent died in 2011, Oran McNeil, Isnardi Foundation's CPA, made sure this relationship endured. The Foundation has generously supported capital campaigns, including required upgrades to the inpatient Hospice Home in Fresno and many other initiatives ensuring end-of-life care for patients and grief support services for families are always available.

Hinds Hospice is grateful to the Isnardi Foundation for generously embracing its mission to "uphold the dignity and ease the suffering" of others.



ISNARDI FOUNDATION

Our Services



Programs and Services of Hinds Hospice

Our community support allows us to give a higher level of care and offer enhanced family support. Our goal at all times is to respect your wishes. The care we provide reflects a partnership between you, your family, and the Hinds Hospice

team. We pride ourselves on our mission to ease suffering, and we are here to help care for the mind, body, and spirit of you and your loved ones as you navigate this journey together.

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. Our 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.

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.



Center for Grief & Healing

The Hinds Hospice Center for Grief & Healing is unique in that it serves not only hospice families, but also the community at large with specialized grief support services.

Services include:

- Individual, couples, and family grief counseling, with specialized trained staff in working with sudden and traumatic loss.
- Support groups that are specific to the relationship of the loss
- Conferences and workshops
- Workplace grief support
- Grief support mailings
- Support for children and teens through our Circle of Friends and teen support groups.



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.



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, but also act to offset the costs of care that Hinds Hospice provides.

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, we have 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 we serve.

Global outreach

Hinds Hospice focuses on the needs of the world community by sharing information with those who have limited resources. We partner with Hospice Africa and Global Partners in Care to offer support and education to our sister hospices in Uganda.



Prison hospice

Hinds hospice has been providing training and support in the prison for over two decades. Our team trains and supports the Comfort Care Team at Central California Women's Facility. This a team of hospice volunteers who assist in the care of dying inmates and provide grief support to their peers.

Volunteers

For families, trained patient volunteers provide respite time for caregivers and comfort to patients where they live. Their training, talents, and 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, replenishing cookies and coffee, 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. Special staff and volunteer training programs have been established to accomplish that mission.

Fresno Survivors of Suicide Loss

Fresno Survivors of Suicide Loss has been serving the Fresno Community since 1985. Their mission is to support survivors and educate the community about suicide loss and suicide prevention. This program was adopted as part of Hinds Hospice Center for Grief and Healing in 2016, offering specialized grief and trauma counseling, support groups for adults, children, and teens, and memorial events.



Hinds Hospice's Survivors of Suicide Loss

In April of 2019, Hinds Hospice's Survivors of Suicide Loss entered into an agreement with the County of Fresno Department of Behavioral Health to provide a Local Outreach to Suicide Survivors (LOSS). This special LOSS Program pairs clinicians with specially trained suicide loss survivors to create response teams. These teams respond to suicides and provide immediate support and resources.

*Thank you
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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.

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.

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.