



# *Caring* TOGETHER

The Year of COVID

*2020 Annual Report*  
Richmond County Hospice, Inc.



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# Health, Hope, and Hospice

The coronavirus (COVID-19) outbreak presented a difficult and uncertain time for health care professionals around the world. After a split second of disbelief when the world began shutting down, our team implemented our emergency response plan to keep our patients, staff members, and families safe without compromising our fundamental purpose of providing end of life care.

The landscape of our hospice world began changing with CDC, CMS, Governor Cooper's executive orders and many other oversight agencies issuing rules and regulations as we navigated this state of emergency. Our clinical team responded to each change with grace and courage. Their true love for end of life care was undeniable.

As we look back at 2020, we are extremely thankful for the support of our community and for each patient and their loved ones who allowed us to be a part of their journey thru health, hope, and hospice care for a smoother ride.

In Hospice Service,  
Kristina Leyden, MSW, LCSW  
Chief Executive Officer



*Hospice is not the  
fast track to the end  
of the race...  
it's simply choosing  
a smoother ride for  
the journey. -Unknown*







2020 BOARD OF DIRECTORS

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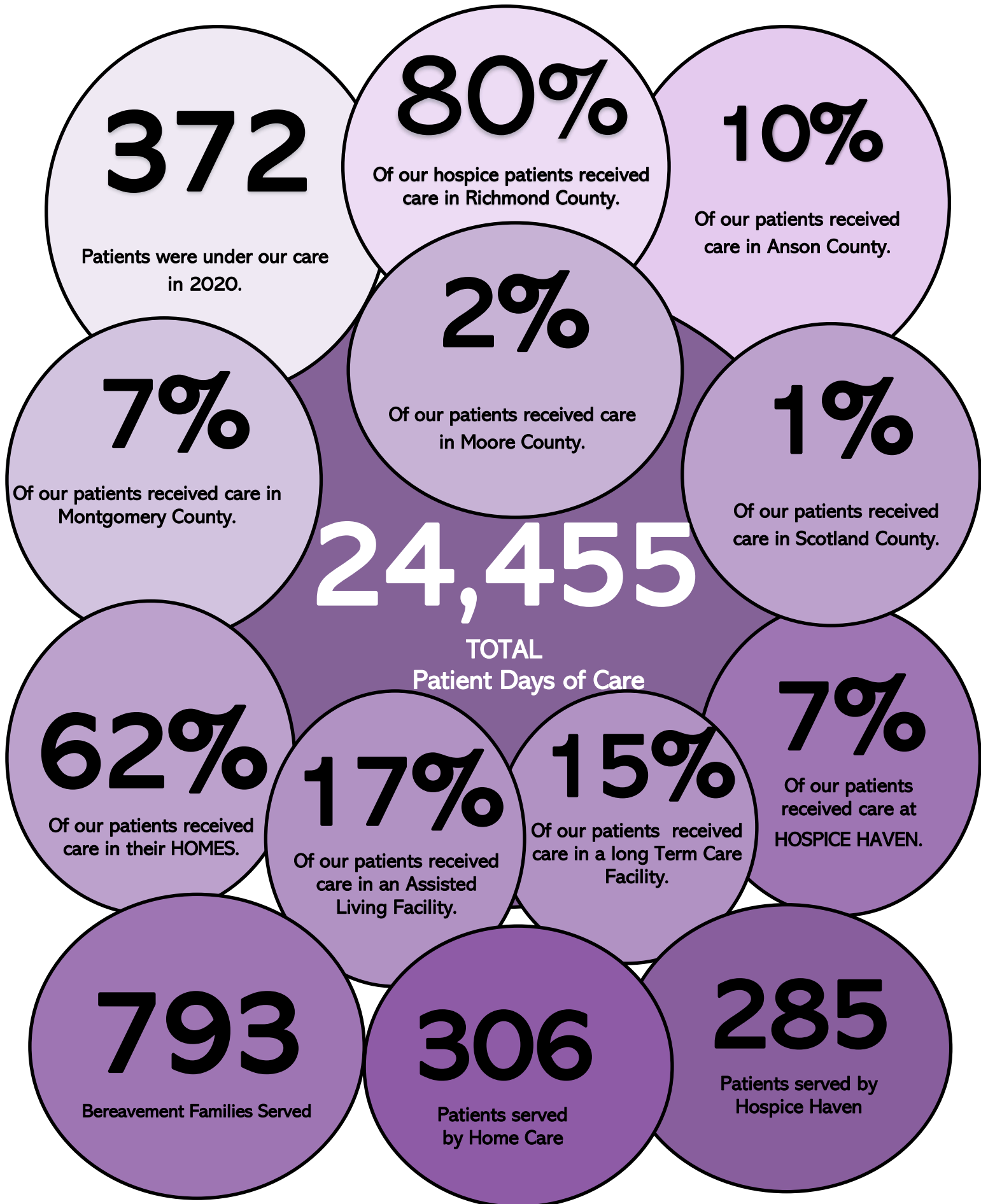
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Director of Family Services

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Director of Nursing (Home Care)

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Director of Inpatient Care





Total Operating Revenue:  
**\$4,370,708**

Total Operating Expense:  
**\$4,814,430**

Total Community Support/Grant Income:  
**\$874,894**

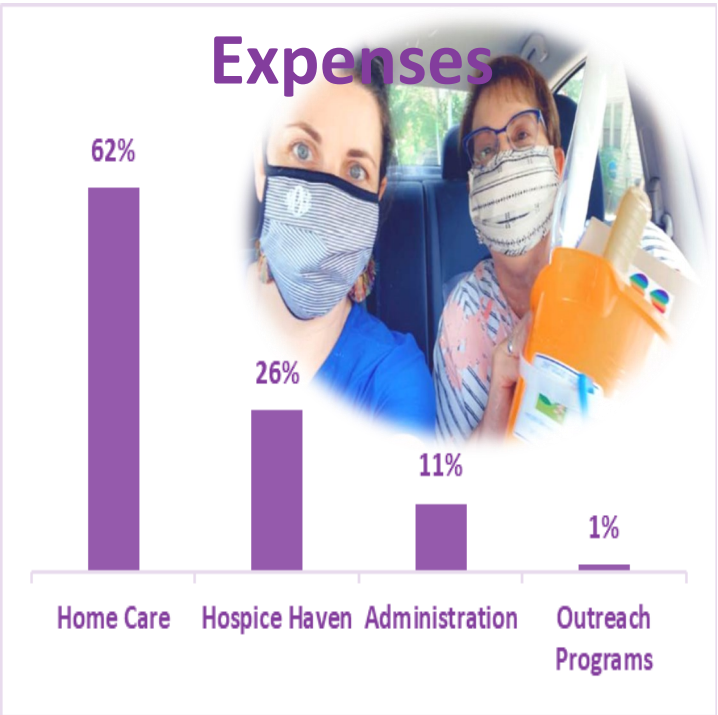
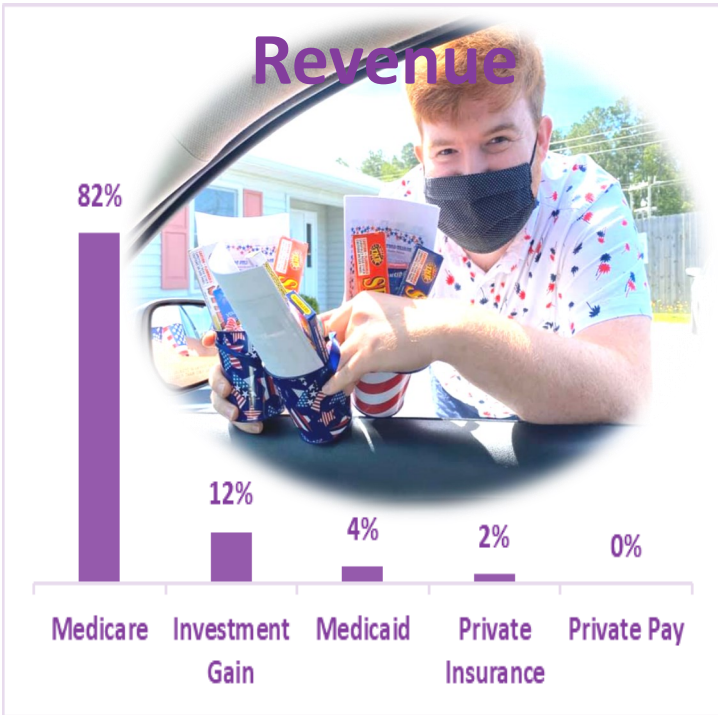
Year End Income (Operations/Support):  
**\$397,353**

Benevolent Care:  
 • Hospice Haven \$290,978.01  
 • Uninsured patients: \$38,995

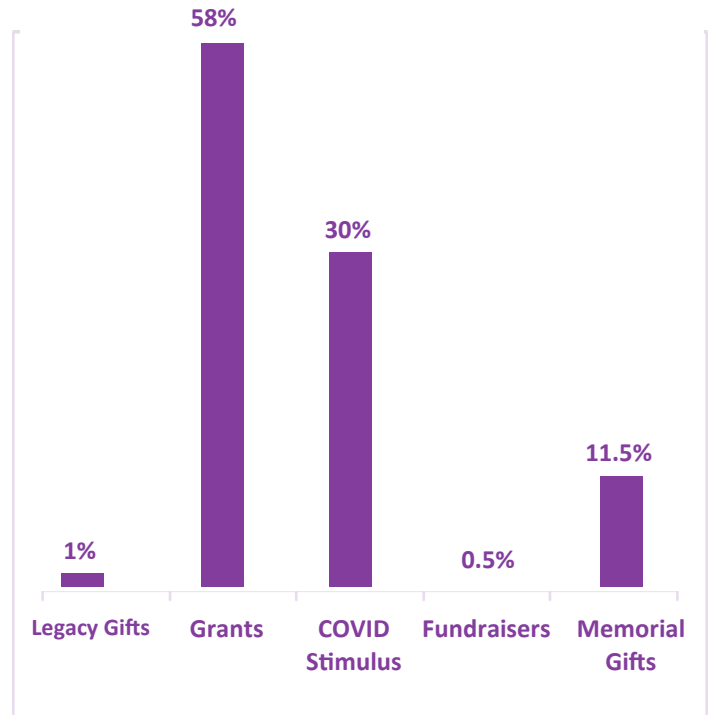
Investment Income:  
**\$617,173**

Total Gain in Net Assets:  
**\$1,014,526**

End of Year Total Assets:  
**\$8,049,101**



## Development and Donor Contributions



## CARING TOGETHER FOR OUR COMMUNITY

Benevolent Care at Hospice Haven

\$290,978

Bereavement Program

\$61,338

Volunteer Savings

\$52,637

Benevolent Care (uninsured)

\$38,995

Hospice Education in the Community

\$35,107







Mrs. Linda Hatcher with our volunteen, James Mims at the Meet and Greet Luncheon at Richmond County Hospice.



Julie Woody, Miranda Watson, and Nic Wilkes decorating windows at local nursing home during the Christmas Holiday.



Busy Fingers Ministry from the [First Baptist Church of Hamlet](#) for the fidget blankets. Shown with the blankets are Carla Liles and Teresa Steele who made the blankets and Allison Farrah, pastor. We appreciate this donation so much!



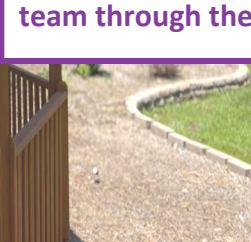
Thank you so much for Volunteers who donated Masks to Richmond Co. Hospice and (bottom) Made Valentine Cards for facilities residents and hospice patients.







Throughout 2020, many things changed because of the pandemic. Our administrative staff and home care staff teleworked, and we canceled all our events including our main fundraiser. But we started two small no contact fundraisers, "You've Been Egged" and door décor for Halloween and Christmas. Our grief camp and support groups went virtual as did most of our hospice meetings. Our friends at American Woodmark made a sign for our staff, and KOI sent free scrubs to our clinical team through the Scrubs for Superheroes Program.





# *The moments of life* *Testimonials*

## **WONDERFUL PLACE**

Richmond County Hospice is a wonderful place to transition from this world to the next. The doctors, nurses and staff were exceptional, not only to our mom, but to our family as well. It takes a special calling to deal with death every day and still be able to convey the compassion needed to each patient and family member. God bless you, each and every one, as you go about the work He has called you to do. We will be forever touched by you all and tremendously grateful for all you did for mom during her final journey home.

~ Wanda

## **SENSE OF FAMILY AND TEAMWORK**

There is a sense of family and teamwork throughout the agency. Thank you very much! Everyone is so friendly and I am very thankful you are in this area to care for us when we need you. The Doctor, nurses & staff are professional and very thorough. Something I really appreciate about Dr. Strobel is that he takes the time to explain everything to you and ensure that you have a clear understanding on what is happening and what to expect as time progresses.

~ Kevin Clark The Arc of NC LIFE guardianship

## **IMPECCABLE COURTESY AND MEDICAL TREATMENT**

No concerns.... Have been treated with the utmost professional care and personal kindness with staff, doctors, and nurses. I could not have been more pleased, good meals, kind service., impeccable courtesy and medical treatment..

~ N. Adams

## **RELIEVED KNOWING I HAD SUPPORT**

My entire husband's team was outstanding. I felt that I benefited by having them, as well as my husband. I was relieved knowing that I had support and someone to call for any questions for help if needed to. I will forever be thankful for the help my husband and I received from Hospice care.

~ The Ormsby Family

## **TRULY HEAVEN SENT**

I would like to thank Hospice and everyone for the care of my dad. You guys have been very informative with all the care and needs of my dad. Hospice has made me feel very comfortable during this time. I am very thankful and you guys are truly heaven sent."

~ W. Strong

## **ENDING IN PRAYER**

"The times I came to the Hospice Haven the staff was always kind, caring, and efficient. Dr. Strobel was very clear in explaining dad's health concerns and the treatment they intended to administer. I especially appreciated how he checked to be sure dad understood what he was saying and addressing. Dad's spiritual health ended in prayer."

~ Kathie

## **KINDNESS & EXCELLENT MEDICAL CARE**

"We are so thankful for the wonderful care our Mother has received during her stay at The Haven. Your kindness and excellent care exceeded our expectations and always eased our fears and concern."

~ The Quick Family

## **PLACED HERE BY GOD**

" The people in this place have been placed here by God! All are so very loving, caring, and compassionate; and it means more to me and my family than you will ever know. Thank you all for everything. I am a Daddy's girl and all though this is very difficult for me, your kindness has helped greatly.

~ Kelli G.

## **HELPFUL IN ALL CONCERNS**

"Excellent good manners, very respectful. Very helpful in all concerns. I recommend anyone that needs Hospice care to Richmond County Hospice Haven. Keep up the excellent work. A+!

~ Melinda W.



# HOSPICE

## HONORS

*2020 Award Recipient*

13.9% POSITIVE net change  
in assets

97% Employee Retention

**BEST of  
The ROCK AWARD  
WINNER For  
Best HOME HEALTH SERVICES**




**BEST OF THE ROCK FINALIST:**

- Best Non-Profit
- Best Community Impact
- Best Fundraiser
- Best Community Outreach

**BEST OF 2020  
HOME HEALTH  
AGENCY  
by the readers  
of the Daily Journal**























<u>\$1000 and Above</u>	<u>\$999 and Below (cont.)</u>	<u>\$999 and Below (cont.)</u>	<u>\$999 and Below (cont.)</u>
Ben and Alice Rich	Charlie Perry	Frontstream	John Watkins
Benevity Community Impact Fund	Cheryl Cameron	G.R. Kindley	John Deere World Headquarters
Blackbaud Giving Fund	Cheryl Jones	G.R., Joe, Priscilla, and Curt Kindley	Johnny and Dolly Harrington
Cindy Taylor Lisenby-Kupfer	Cheryl Walker	Gail Culyer	Johnny and Peggy Mabe
Eleanor Williams	Christ Church Anglican of Winston-Salem	Gail Morin	Joshua and Elizabeth Ludlum
George and Ruth Baxter Foundation	Christy Erwin	Garland and Carolyn Scott	Juanita Lomax
Gerald Witherspoon	City of Rockingham	Garry and Sheila Drake	Judith Gibson
Ingram Charitable Trust	Clarence Raines	Gary and Jean Mabe	Judith Myers
John Hutchinson	Clifton and Glenda Stutts	Gay Ausband and Ted Brewer	Judy D. Allen
Karen Moore	Cohen and Mata Cox	General Refrigeration	Judy Hall
Larry Hairfield	Connie Hendrix	Genia Beggs	Judy Ormsby
Network for Good	Cosimo and Barbara Vieni	George and Betty McBryde	Judy Powell
Second Baptist Church	Country Hills Properties	George E. Crump III	Julia Beachboard
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Wreaths Across America	Danny and Denise Sullivan	Global Packaging	Julian Guinn
YourCause	Danny and Sherry Bynum	Gloria Reaves	Karen Rickett
	Danny Skipper	Golda Wilson and Girls	Kathleen Camp
<u>\$999 and Below</u>	Dava Martin	Gordan and Marion Kay	Kathleen Carter
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Bethel Baptist Church	Douglas Spencer	James Nappier	Lucy Allen
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Charles Sheppard		John Haigler	
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**Richmond  
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Hospice, Inc.**

Hospice Haven & Anson Community Hospice

1119 North US Highway 1  
Rockingham, NC 28379

NON-PROFIT  
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We are all just walking each  
other home.

Let me hold your hand;  
someday, someone  
will be holding mine.

~Unknown Hospice Nurse