Providing compassionate, supportive care for those facing end-of-life
Nature teaches us that there is beauty and dignity not just in the beginning, but also in the end of life’s cycle.

**Board of Directors**

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*Executive Director, Ex Officio*

**Our Staff**

Thomas Hallahan, Sc.D.  
*Executive Director*

Chantale Duguay RN, OCN, CHPN  
*Clinical Director*

Merrie Beth Dodge M.D.,  
*Medical Director*

Rabbi Lori Shaller  
*Chaplain*

Rachel Beaulieu  
*Administrative Staff*

Trudy Carter, LICSW  
*Therapist*

Jillian De La Hunt, LICSW  
*Therapist*

Betsy Marshall, RN  
*Hospice Nurse*

June Miller, RN  
*Hospice Nurse*

Laurie Perry  
*Administrative Staff*

Lori Perry, RN, CHPN  
*Hospice Nurse*

Meg Verret, RN  
*Hospice Nurse*
Hospice of Martha’s Vineyard

Hospice care is all about people—our patients, our families, our staff, and you.

As we look back on 2017, it is with great pride in all that we do and have accomplished that Hospice of Martha’s Vineyard offers you this year’s Annual Report. We consider this report to be a reflection of how we have been mindful stewards of financial resources entrusted to us by our friends and benefactors, as well as how we have cared for our Island neighbors.

There have been many noteworthy accomplishments and developments over the past year. We continue to be the leader in end-of-life care on the Island. We have provided end-of-life care to 81 hospice patients and supported their family members and loved ones. Our therapists saw 123 clients over 1,277 sessions within our bereavement and palliative care program. We continue to offer such services to our hospice families and those who have suffered a loss within our community.

A special thanks to our phenomenal staff of registered nurses, therapists, staff, board members and volunteers who are each integral members of our hospice team. It is because of this dedicated team that Hospice of Martha’s Vineyard is able to serve our patients and their families with the utmost care and compassion. As always, our services are offered at no cost to the Island community.

After 36 years, our future continues to look bright. Hospice of Martha’s Vineyard is a well-run organization that remains responsive to the needs of our Island community. To meet these needs, we must keep careful attention to our aging population and ever-changing health care landscape and be open to partnerships. Our most important partnership is with you. Thank you for all that you do in support of our mission and good work. We could not do what we do without your support.

Thomas Hallahan, Sc.D.
Executive Director

Kevin Carey, M.D.
President, Board of Directors
What Is Hospice of Martha’s Vineyard’s Mission?

Together we bring care and comfort to our neighbors, their caregivers, their bereaved loved ones, and to our Island community.

Vision
Hospice of Martha’s Vineyard will be the island’s resource for end of life care available to our entire community.

Purpose
Our purpose is to provide compassionate, supportive care for those facing end-of-life and to comfort their loved ones.

Our Mission Statement
Our mission is to provide quality hospice and bereavement services without charge to all who are facing serious illness, grief and death. We provide personalized care at home, the hospital or extended care facilities and meet the physical, emotional and spiritual needs of our patients and their families.

Our Core Values

Care: We embrace the dignity of the whole person, meeting physical, emotional and spiritual needs with impartiality, discretion and confidentiality. We assist patients and their loved ones in living each day as the end of life approaches.

Compassion: We provide comforting services whether at home, hospital or other care facilities with our specially trained and knowledgeable hospice nurses, bereavement counselors and volunteers.

Community: We serve our entire island community. We create a partnership with each patient and family whose wishes guide us in building a team with physicians, clergy, home care and other health care providers.

Hospice of Martha’s Vineyard is licensed by the Commonwealth of Massachusetts Department of Public Health. We are a member of the National Hospice & Palliative Care Organization and Hospice & Palliative Care Federation of Massachusetts.
In What Ways Do We Fulfill Our Mission?

Our professional staff and volunteers provide compassionate care for individuals living with a life-limiting illness and their families.

Our Professional Staff

In 2017, our hospice team include four registered nurses, two licensed social workers two support staff, our chaplain, medical director, and executive director. Two of our nurses are certified as Hospice and Palliative Nurses (CHPN), with one other pursuing certification in the coming year. Our social workers specialize in grief therapy to provide extensive community-wide bereavement counseling, education and support through our Center for Loss & Renewal. Hospice is blessed to have over 50 active volunteers, serving as either patient care or fundraising volunteers, or both!

A Letter from a Grateful Family Member:

…great thanks and deep appreciation to you, all the Hospice staff and volunteers, who brought so much loving care to my mother and such kind assistance to my dad. Especially since I live at such a distance from the Island, it is wonderful to know there is such a marvelous group of people there who graced my mother’s final weeks and, who I know, will continue to give their quiet support and friendship to my dad.

Shown above:
Front row: Shelly Davis, Gwenn Mead, Lori Shaller, Jill DeLaHunt
Back row: Alexae Levin, Chantale Duguay, Tom Hallahan, June Miller, Lori Perry, Rachel Beaulieu
Missing: Laurie Perry, Meg Verret
A Summary of 2017 Services

Hospice Services:
We bring our services to a patient’s ‘home’, wherever that might be, to assist family members and other caregivers in providing the most comprehensive, highest quality hospice care. Last year we served 82 patients. Their average time in hospice care was 153 days, with a median value of 67 days, a 37% increase over the previous year.

Half of our patients are referred to us from the Martha’s Vineyard Hospital and/or Island physicians. Forty percent are self-referred and want the services of Hospice of Martha’s Vineyard, considered by many as the Island community’s treasure with an excellent reputation for quality end-of-life care.

Our Services include:
• Support for an individualized quality of life plan
• Assistance in understanding medical options
• Comprehensive, supportive nursing care
• Coordination of medical, social and spiritual services, provided on or off the Island
• Bereavement, spiritual care and counseling

Bereavement Services:
Our therapists specialize in grief therapy to provide extensive, community-wide bereavement counseling and support through our Center for Loss & Renewal. Jill De La Hunt and Trudy Carter continue to do amazing work, making a direct impact on the lives of those who have loved ones under hospice care, as well as community members who have experienced loss outside of hospice. This professional support is provided free to everyone.

For the first year in quite some time, the number of people seen has decreased. This is due in part to the reduction of one staff therapist position (for budgetary reasons), as well as the expected retirement of Trudy Carter, Hospice’s beloved long-time social worker. In 2017, we saw 123 bereavement patients. Half (51%) of our bereavement patients had not used our hospice nursing services, with 16 patients coming to us from HopeHealth Hospice. There were 1,277 individual 1-hour bereavement sessions. Most bereavement patients were seen in individual counseling although when necessary, patients were seen in dyads, couples, and family therapy. The far majority of our caseload continues to be female (80%). Most of our clients were either partners/spouses or children of the deceased.
A Foundation of Strength and Commitment

Trudy Carter
We honor and thank Trudy Carter for her 13 years of dedicated service to our Bereavement Program. A note from Trudy:

I thank the Board and my fellow workers for providing me with the opportunity to work at Hospice of Martha’s Vineyard since 2005. As I prepare to leave the agency, I continue to be impressed by the fine-tuned, individualized care given to our hospice patients and their loved ones. Our nurses see hospice patients solo or ask other members of our staff to help meet their needs, and their family’s needs. I am hopeful that the agency will continue to provide comprehensive, psychotherapeutic bereavement services to our hospice patients, their families, and to those who have suffered a loss within our Island community.

Grantors and Foundations

Your investment in Hospice of Martha’s Vineyard contributes greatly to our success. We are deeply grateful for your trust and support.

Ruth J. Bogan – Ruth Redding Memorial Fund
Helen H. Bowring Charitable Unitrust
Brigish Fabian Fund of the Jewish Communal Fund
Ellen Epstien Giving Fund
Feiner Real Estate
Flagg Fund
Ralph Franklin

Henry & Carol Goldberg
Kathryn Goodman Foundation
Kohlberg Foundation
Martha’s Vineyard Savings Bank Charitable Fund
Permanent Endowment for Martha’s Vineyard
Rockland Trust Charitable Foundation
Rotary of Martha’s Vineyard
South Mountain Company
Vineyard Golf Club Foundation
Whitton-Spector Foundation

“Trudy truly saved me numerous times. She has taught me to grow into the person I am proud to be today.” — Chris Riotte
Compassionate Care

The Vineyard is ever so lucky to have an organization like Hospice of MV, and the exceptional people that make it what it is.

During the last two years I have navigated the difficulties of the death of my 95 year old father, my 93 year old mother, and, most recently and most heartbreaking, my wife of 48 years, Chris. I have learned a lot about death, and—thereby—a lot about life. Hard lessons, but good ones too.

Since Chris was diagnosed with a rare form of brain cancer in 2010, it was an arduous 7 year journey. But due to her incredible sense of perspective and remarkable sense of humor, and due to extraordinary care (from caregivers, hospice workers, family, her great network of friends, and her semi-adequate husband) there is plenty to be grateful for. Chris chose the time of her death, and the last week of her life was peaceful, painless, and sometimes joyous. Hospice of MV was an essential and unforgettable part of her death, for her and for me.

From the time of our first meeting at the office—with Tom Hallahan, June Miller, Betsy Marshall, and Jill De La Hunt—I felt a sense of relief; these were clearly going to be fellow travelers on the troubling path ahead. For a long while I had been caregiving (hardly alone; I was only part of a wonderful team) but now, suddenly, I felt like I was being taken care of too.

Betsy, June, and Jill became our trusted allies—our guides and guardians, bringing intelligence, compassion, and comfort to our lives. They were always there when we needed them, always with just the right words and solutions. I can’t imagine how it would have been without them. The Vineyard is ever so lucky to have an organization like Hospice of MV, and the exceptional people that make it what it is. My gratitude will endure.

John Abrams
My introduction to Hospice of Martha’s Vineyard occurred almost five years ago, just after the death of my husband, Keith. Within two months of Keith’s death, we would have celebrated our fifty-ninth wedding anniversary. In his last few years, we had amassed several pieces of valuable medical equipment. I had no idea what to do with it. In a whim, I stopped in at the Hospice office to ask if they might have patients in need of equipment that their insurance did not cover. This was a fortuitous meeting, for it was the beginning of a relationship that would provide a positive and immediate response and see me through the valleys and hills of the losses I had experienced.

Losing fifteen loved ones (beginning with Keith) in the last five years has been a major struggle. When you’ve spent so much of your adult life supporting others through life’s crises, it is often quite a challenge to even recognize your own need for support. Fortunately, for me, Hospice of Martha’s Vineyard was there in the persons of Trudy Carter, bereavement counselor, and Tom Hallahan, Executive Director, with each of whom I had worked with before in volunteer advocacy roles. I am more than grateful for their support, empathy and encouragement.

This agency is truly a Center for Loss and Renewal.

Eternally grateful,
Betty Rawlins
Finance Committee Report:
We are pleased to report that Hospice of Martha’s Vineyard finances continued their positive trend in 2017 thanks to the generosity of so many people. Revenue from our events, contributions/donations, as well as grants increased by $76,412 from 2016. The Hospice endowment and restricted funds increased $493,324 year to year.

Operations:
The results from Operations are displayed in the charts on the next page. In summary, the overall recurring revenues (exclusive of onetime restricted use gifts, bequests and grants) amounted to $438,611, an improvement of $76,412 from 2016. The annual expenses amounted to $700,816, an increase of $35,348 from 2016. This resulted in an operational deficit of $262,205, better by $41,065 from 2016’s deficit of $303,269. The annual deficits are covered by the authorized allocation of not more than 5% of the average of the last three years endowment balance.

Comments:
The Board of Directors is most grateful to the community for their donations and support of our events. This allows us to provide: support and individualized quality of life plans; assistance in understanding medical options; comprehensive, supportive nursing care; coordination of medical, social and spiritual services; bereavement, spiritual care and counseling. As the population we serve grows and ages, the need for hospice care increases. As we plan to meet the future needs of the community, one of our primary objectives is to ensure that the endowment is sufficient to cover the additional expenses we foresee. More than ever, we need the continuing support and generosity of the entire Martha’s Vineyard community to accomplish this goal.
### Revenue

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donations</td>
<td>$87,408</td>
</tr>
<tr>
<td>Events</td>
<td>$325,453</td>
</tr>
<tr>
<td>Grants</td>
<td>$25,750</td>
</tr>
</tbody>
</table>

**Total Revenue** $438,611

### Expenses

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program/Personnel Services</td>
<td>$568,689</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$43,079</td>
</tr>
<tr>
<td>Administration</td>
<td>$89,048</td>
</tr>
</tbody>
</table>

**Total Expenses** $700,816

**Change in net assets** —$262,205

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### Investment Performance:

The 2017 report on investments from our investment management group shows the following:

**Balance at start of year, January 1, 2017** $5,480,040

**Additions:**

- New one-time gifts and bequests in 2017 $17,997
- Annual dividends and interest $142,942
- Sub-total $5,640,980

**Deductions:**

- Investment management fees $30,344
- Net withdrawals to fund portion of deficit $251,766
- Total net deductions $282,110
- Balance before unrealized gains (losses) $5,358,870
- Net unrealized gains as of December 31, 2017 $614,495

**Balance as of December 31, 2017** $5,973,365
Our Supportive Services

Chaplaincy:
By Rabbi Lori D. Shaller

It continues to be an honor and a blessing to serve the patients and staff of Hospice of Martha’s Vineyard. I am honored to be part of a professional team of outstanding caregivers and support staff. I have engaged with thirteen patients and their families in the last year or so, visiting as often as daily when a patient has been actively dying, to at least every two weeks. In some cases, I spent more of my time with family members and friends than I did with the patients themselves.

Those receiving spiritual care at the end-of-life tend to die more at peace and more often under circumstances they have chosen. I would like to bring spiritual care to more patients and their families and friends, so they may benefit from what we know to be another pillar, along with nursing and social work care, in quality care for those at the ends of their embodied lives.

Christopher Fund:
In 1998, the Christopher family generously established a fund to help our patients and their families cover out-of-pocket costs such as co-pays for medications and durable medical equipment. Hospice has used these funds to provide financial support to families who have no other resources. Please consider making a donation to this most important financial resource for our hospice families.

Respite Care Fund:
Even though families take great joy and comfort in providing care for their loved ones during end-of-life, the physical, emotional, spiritual, and financial consequences for the caregiver can be overwhelming, resulting in their poor mental and/or physical health. Our respite care program allows family members and loved ones who serve as caregivers to ‘take a break’ for a long weekend away, attend palliative/bereavement counseling, or simply see a movie. This fund is supported solely through grants and donations.
Our Volunteers

Thank you to all of our volunteers – those who care for our hospice patients, as well as those who help raise over 50% of our annual operating budget as fundraising volunteers. We literally could not do what we do without you!

Our patient care volunteers are carefully screened, attend an extensive weekend volunteer training, and participate in educational events throughout the year. Volunteers go to patients’ homes, to nursing homes and long-term care facilities. Patient care volunteers do a wide variety of things to assist our hospice patients and their families.

Fundraising Volunteers:
Thank you for all that you do!

Sara Alwardt
Noel Bagnall
Anne Bresnick
Brock Callen
Jayne DeBettencourt
Elaine Eugster
Barbara Flanders
Diana Gilmore
Susie Herr
Sandy Hill
Midge Jacobs
Patricia Johnson
Francesca Kennedy
Roberta Kirn
Jean Loud
Enid McEvoy
Nica Mone
Sarah Moore
Hellie Neumann

Tina Parisi
Barbara Magnuson
Philips
Jean Powers
Barbara Ravera
Ellen Richardson
Deborah Rogers
Jean Tatelbaum
Nina Thayer
Marilyn Wortman

Students of Falmouth Academy & Martha’s Vineyard Regional High School

Patient Care Volunteers:
Thank you for all that you do!

Mike Adell
Joanie Ames
Scout Austin
John Brannen
Stephanie Burke
Sue Clements
Chris Decker
Jane Drew
Steve Eng
Elaine Eugster
Caroline Evans
Pam Flam
Barbara Flanders
Ellen Gaskill
Mary Gentle
Sandy Hill
Sandy Joyce
Jane Katch
Alexae Levin
Jean Llewellyn
Melinda Loberg
Mary Lombardi
Prudy Magee

Enid Mc Evoy
Brittney Moreis
Hellie Neumann
Diane Nicholls
Barbara Magnuson
Phillips
Cynthia Robinson
Judy Salosky
Dawn Sayre
Eleanor Schaefer
Barbara Silk
Susan Waldrop
Ulrike Wartner
Lynne Whiting
Marilyn Wortman
Marilyn Yas
In Appreciation

We take very seriously the trust that donors place in us. We are honored when people choose to donate to Hospice of Martha’s Vineyard, knowing that some have little to spare. In 2017, we received donations from more than 750 people, businesses and organizations. Each and every one of those donations was important to us and went directly to the care and comfort of our hospice families. We invite you to look through the pages of this annual report to learn more about how we put your money to work for our Island community.

In-Kind Donors:

Ahearn Architecture
Aloha Paddle
AmeriGas
Anderson Bike Rental
Atlantic Restaurant
Arnold Worldwide
Atria
Bain Capital
Beach House
The Big Dipper
Biscuits
The Bite
Black Sheep
The Boat House
Bodysense
Brickyard
Cape Cod Potato Chips
CB Stark
Ed Zephir & Sue Chalifoux
Charlotte Inn
Chilmark Chocolates, Inc.
Chesca’s
Claudia Jewelry
Craftworks
Cronig’s Market
Edgartown Golf Club
Edgartown Meat & Fish Market
Edgartown Seafood Market
Educomp
Lorry Eible
Farm Neck Golf
Farm Neck Tennis
Giordano’s Restaurant
Glassworks
Good Dog Goods
The Granary Gallery
Great Harbor Sport Fishing Charters
The Green Room
Hale Pottery
Jaime Hamlin & Sons Catering
Diane Hartman
Andrew Herr
Herring Creek Caterers
John Holladay
Island Classic Charters
Island Food Products
Island Images Gallery
Island Propane Inc.
Island Source
Island Tours
Jannus Air
Jardin Mahoney
Laughing Bear
Don Leopold
Francesca Lewis-Kennedy
The Loft
Mad Max Adventures
Martha’s Vineyard Chamber Music Society
McArthur Tree Care
Mocha Mott’s
Morning Glory Farm
Morrice Florist
MV Savings Bank
MV Wine & Spirits
Net Result
New York Racing Association
Nochi
Ocean Breeze Bedding
Once In A Blue Moon
Our Market
Past & Presents
Pirate Adventures MV Preservation Trust
Rainy Day
Refabulous Décor
Reliable Market
Royal & Ancient
Chappaquiddick Links
Scottish Bakehouse
Sea Spa
Seafood Shanty
Jeff Serusa
Shirley’s Hardware
Slice of Life Café
Soigné
Tom Songin
Lisa Strachan
Summer Shades
Summercamp
Swansea Country Club
Sylvie Bags
Tilton Party Rentals
Timeless Treasures
Tisbury Printer
Tony’s Market
Toy Box
Tracker Home Décor
The UPS Store
Vineyard Golf Club
Vineyard Hearth Patio & Spa
Vineyard Propane & Oil
Vineyard Square Hotel
Vineyard Vines
Vintage Jewelry & Antiques
The Vose Boat House
Colin Whyte
Your Market
Peggy Zablotny
Barney Zeitz
Sarah Isenberg died on August 2, 2017 at the Windemere Nursing and Rehabilitation Home. She would have been 100 years old on her birthday on September 6th. Sarah lived most of her life in New Haven, Connecticut. While in New Haven, she served on the Board of Directors of the Branford Hospice, overseeing the opening of the very first hospice in the country.

Sarah began visiting Martha’s Vineyard in 1960, moving to the Vineyard permanently in 1985 settling in West Tisbury. She was the Director of Hospice of Martha’s Vineyard from 1985 - 1995, a position she held until she was 80 years old! At that time, Sarah worked closely with John Shule to develop our incredible volunteer program, which is fundamental to our hospice team today.

A role model to many, Sarah had a fierce commitment to social justice and was deeply involved in the communities where she lived. As a child of the Great Depression, she approached the obstacles in her life with grit and perseverance, resolving to bring beauty and pleasure into life’s most mundane moments. She valued the peace and beauty of her life on Martha’s Vineyard, her small home in the woods and the gardens that surrounded it.

Her care, her wisdom, her wit, and her love were well known, from New Haven to Martha’s Vineyard and beyond. Sarah will be missed by all who knew, loved and respected her. May her memory be for a blessing. Hospice of Martha’s Vineyard will always be eternally grateful for her foresight and commitment to creating our wonderful and unique hospice organization we have today.