



2019
ANNUAL REPORT



AROOSTOOK
House of Comfort

Dear Friends,

Looking back on 2019, our first full year of serving patients in Aroostook County, I am amazed and humbled by the impact the Aroostook House of Comfort has had on so many families. We have met the needs of over 140 patients and their families. Our mission has always been to provide the best care possible in a homelike environment. When people step through our doors, they immediately feel the peaceful atmosphere created to give patients the comfort and attention they deserve.

We are staffed by amazing caregivers, each one with a very apparent gift for making patients as comfortable as possible. They work at the hospice house because they have a passion, a complete understanding of the benefits of hospice care, and desire to reduce the suffering of patients and their families. Our staff plays a vital role in communicating with family members, giving patients a sense their loved ones are at ease and cared for as well. When patients come to the Aroostook House of Comfort, they and their whole family unit receive care.

This year has not been without its challenges. We continue to educate the public on what hospice care and its benefits are. Patients often come to us late in the progression of their disease and may struggle with stigmas around hospice care. Often, one of these misconceptions is the fear that seeking hospice care is giving up on living. It is instead about giving the patient the best quality of life by managing pain, symptoms, and relieving the stress placed on loved ones. Our speaking engagements and community outreach are beginning to change this perception and other myths around hospice care.

Our Board continues to evolve as our role of "hospice house builder" transitions to creating and maintaining an endowment fund. We spent several years raising funds to build the house, and now our focus is on creating an endowment fund that will help sustain the house as we go forward into the future. Our main objective is to find those who feel that hospice care is the way of the future and want to invest in it.

We look forward to the future and what it holds for all of us here at the Aroostook House of Comfort. We sincerely thank all of those in "The County" who have given so generously to this project. Our mission is and always will be to provide the best hospice care in a homelike, freestanding state-of-the-art facility.

Sincerely,

Rick Duncan, Chairman
Aroostook Hospice Foundation

MEET OUR BOARD OF DIRECTORS

The members of the Aroostook Hospice Foundation Board are volunteers charged with oversight of the Aroostook House of Comfort. Their primary responsibilities include property management, volunteer and medical staff support, grant writing, and organizing local fundraisers. Their efforts with the support of volunteers, partnerships with the local community, and the generosity of donors have made it possible to successfully offer hospice and respite care services in Aroostook County.



Front row: Nicola Lallande, Carol MacPherson (Treasurer), Peggy Woodman, Janet Durgin (Secretary), Darrylin Keenan, Suzanne Hews. Back row: Nancy Cronkite (Recording Secretary), Michael Thibodeau, Joseph Lallande, Michael MacPherson (Vice Chair), Rick Duncan (Chair), Nancy Duncan, Ray Hews, Larry LaPlante (Past Treasurer), Lise Collins. Absent: Frank Keenan (Director), Mary Hunter (Past Director), Douglas Hunter (Past Director)

HOSPICE VOLUNTEERS



Many of the Aroostook House of Comfort volunteers have been touched personally by hospice. They were moved by the compassionate care their loved one received and want to give back through volunteering. Their perspective is what makes our volunteers so valuable to our patients and their families. Hospice volunteers also play a

vital role in the "circle of care" at the Aroostook House of Comfort by assisting with registration, guided tours, special events, meal preparation, and one-on-one patient care. Their personal connection, thoughtful words, and supportive actions help each patient and family through their hospice journey.



\$58,935

saved annually
3,929 hours x \$15 per hour



59

AHOC volunteers



1,770

hours of Medicare
certified hospice training



3,929

volunteer hours
from Oct. 2018–Sept. 2019



AHOC GOLF CLASSIC

Every Father's Day weekend, the Aroostook House of Comfort Golf Classic is held at the Presque Isle Country Club. This tournament has become the cornerstone of fundraising efforts, raising nearly \$235,000 in seven years. It is through the generosity of our community and volunteers that we can continue our mission to provide compassionate end-of-life care in Aroostook County.

 **\$47,000**
raised in 2019

 **30**
tournament volunteers

 **\$235,000**
total raised since 2012

 **94**
business and individual sponsorships

 **164**
golfers from Aroostook County and New Brunswick participated

 **41**
teams competed



IMPORTANT NUMBERS

We are an in-patient hospice and respite care facility staffed by an experienced local Medicare-certified hospice care agency. The Aroostook House of Comfort provides the facility or "house" for patients to receive hospice care services. The medical care is administered by a local Medicare-certified hospice care agency team, which includes a medical director, nurses, social workers, healthcare aides, spiritual care coordinator, bereavement support counselor, and trained volunteers, as well as a primary care physician or specialist. Together we care for terminally ill patients whose acute symptoms can no longer be managed through hospice at home and for those who do not wish to spend their final days in a hospital or a nursing home.



144

patients since opening in April 2018



6,641

patient visits in 2019



GRANTS

The Maine Community Foundation awarded a grant to the Aroostook Hospice Foundation in August 2019 to purchase various types of beds. "This grant allows us to expand sleeping accommodations offered to patients and family members during their stay," shared co-founders, Rick and Nancy Duncan.



\$7,165

Maine Community Foundation Grant



REMEMBRANCE WAY

The Aroostook House of Comfort's Remembrance Way is a peaceful haven for comfort and reflection as well as a fundraiser to help ease the financial burden hospice care can have on a patient and their families. The pathway is paved with personalized etched stones honoring family, friends, and loved ones. The stones are placed in the memorial garden pathway situated between the gazebo and the hospice house, with a dedication ceremony held every summer.

 **\$16,000**
raised between July 2018 and July 2019

 **24**
stones and garden dedications

EDUCATIONAL PROGRAM

The AHOC Board of Directors has spoken at various community events, clubs, churches, and local hospitals hoping to educate the public on what hospice care is, its benefits, and to also reduce the many misconceptions around hospice care. For more information about speaking engagements or upcoming events, please contact Rick Duncan at (207) 769-2402.



24

educational speaking and community outreach events



OUR GENEROUS DONORS

Our donors and volunteers have made it possible to build a 9,800 square foot state-of-the-art facility with six patient suites, a beautiful family living room overlooking gardens, conference and counseling rooms, a fully equipped kitchen, children's playroom, a chapel, and several private gathering areas. Every detail has been carefully considered to accommodate our patients and their families.

The Aroostook Hospice Foundation would like to thank each generous donor. Our success is due to the support of volunteers, donors, and our local communities.

For a complete list of all donors, please visit our website at:
www.aroostookhouseofcomfort.org/donorlist

Brent & Nancy Cronkite
Capital Group Co. Charitable Foundation
Caribou Eyecare P.A.
Cary Medical Center
Catherine Carson
Claudene Brown
Crown Farms
Dalice Blanchard
Dirk and Sharon Duncan
Dr. Narayana Prasanna
Dr. Peter & Bridget Morningstar
Dr. Robert & Paula Shaw
Dr. Roger & Lynn Pelli
Ella Stevens
Erica Fuller
Estate of Claude & Marilyn Lamoreau
F. A. Peobody Company
Faith Lutheran Church
Falcon Transportation, LLC
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Family of Dave Caron
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Kim Wilson
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Maine Community Foundation

Marena Lagerstrom
Mark & Cynthia Ouellette
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Mary Wilcox
McCrum Family Holdings, LLC
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Northern Maine Antique Tractor Club
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Par & Grill Fundraiser in Memory of Dave Caron
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Peggy Woodman
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Peter & Terri Ouellette
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