

**2017
Annual
Report**



When health becomes a challenge, we will be your haven.



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*Gayle
Mattson*

President of Haven

In these pages, Haven offers a financial snapshot and details of our careful stewardship of your donations that support unreimbursed patient care, programs and services. 2017 was a year of progress for Haven. In order to serve our community more broadly and to provide earlier access to hospice care, we broadened our focus from being predominantly a hospice organization to an organization of advanced illness programs and services, including hospice, advance care planning, palliative care, and transitions. We refreshed our Haven brand in order to better reflect our expanded focus, including a new logo and a redesigned website with new content. The brand refresh centered on the idea that, "When health becomes a challenge, we will be your haven."

In March, we hosted a grand opening for our expanded E.T. York Hospice Care Center in Gainesville and over the summer, we relocated our Jacksonville team to a new office. In autumn, we implemented a new organizational structure and operating model with clinically led programs in order to achieve hospice industry benchmark performance, improve efficiency, promote standard work, and sustain financial health.

In the midst of these exciting changes, what remains the same is Haven's mission of providing comfort, care and compassion as well as Haven's vision to be the choice for end-of-life and palliative care through the pursuit of excellence and innovation.

On behalf of Haven patients, families, volunteers and associates, I want to thank you for your continued support. Your generosity helps make it possible for Haven to continue its mission and vision.

PRIVILEGED TO SERVE

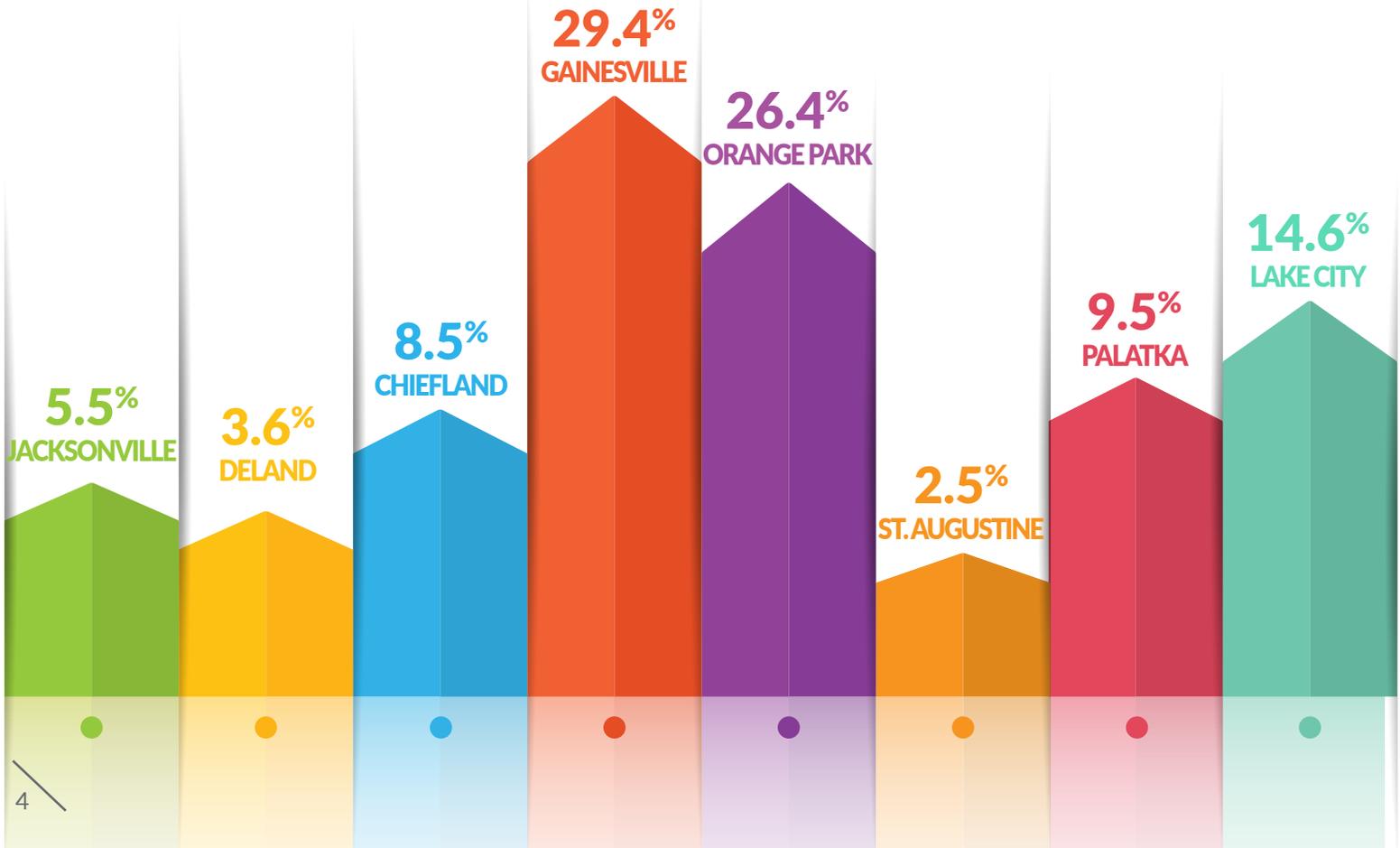
In 2017, Haven had the honor and privilege to serve 18,024 individuals and families throughout our 18-county service area. Haven provided direct care to 6,008 individuals facing a life-limiting illness and supported their loved ones through this process. In addition, Haven provided counseling and grief support services to more than 10,000 individuals and families in the communities we serve.

The newly expanded E.T. York Care Center in Gainesville



18,024

PATIENTS SERVED BY LOCATION





IN 2017, WE...

- provided significant relief of pain and other symptoms.
- gave our patients' families the support and resources they needed.
- provided counseling and support groups for grieving individuals and families.
- served children, teens and families who have experienced the loss of a loved one through our Camp Safe Haven program.
- provided assistance to seriously ill patients and their caregivers through our Haven Transitions program.
- educated healthcare professionals about the benefits of end-of-life and palliative care.
- improved access to hospice care for those in rural communities, veterans, minorities and others who may not be aware of their benefits under hospice care.
- participated in research to foster excellence and innovation in the care we provide.
- staffed our teams with physicians, nurses and other healthcare professionals who specialize in end-of-life and palliative care.

6,008

PATIENTS IN 2017



**TOTAL HOSPICE,
TRANSITIONS &
PALLIATIVE CARE
PATIENTS SERVED**

COMMITMENT TO THE COMMUNITY

Founded in 1979, Haven is a not-for-profit, regional healthcare organization providing end-of-life and palliative care services to adults and children. This includes home and inpatient hospice services, palliative care consultation services, transitions support, community education and resources, as well as grief support. Haven is honored and privileged to have served 128,400 patients and families in North Florida over the past 39 years and has always been committed to providing our programs and services regardless of an individual's ability to pay. One hundred percent of the gifts and donations made to Haven remain in the communities we serve and help provide care for patients unable to pay, as well as the many unfunded programs and services we offer. Haven historically spends \$3 million on unreimbursed patient care, family services and programs, community and health professional education, and other community support.

The new entrance of the expanded E. T. York Care Center.





COMMITMENT TO THE COMMUNITY

COMMUNITY & HEALTH PROFESSIONAL EDUCATION

Haven's commitment to all its communities extends far beyond providing hands-on clinical, emotional and spiritual care. Providing education and information on a variety of topics including living wills and advance directives, coping with grief, caring for the caregiver, and much more are all part of the services we provide.

Haven also provides clinical education to future health professionals from area colleges, universities and community colleges through student internships, clinical rotations, course instruction and lectures.

HAVEN TRANSITIONS

Providing Companionship through Life's Journeys

What happens when a person has a serious or life-limiting illness but is not yet ready for hospice care? Haven offers emotional support, education, information and referrals as well as limited volunteer assistance through the Haven Transitions program, one of several unreimbursed programs funded through donations to Haven.

At Haven, we believe everyone deserves companionship through life's journeys. Haven Transitions provides education and support that can make a world of difference to someone facing a serious illness. Services that are offered include supportive phone calls, education and information about and referrals to community resources, help with understanding care options and choices, advance care planning, and volunteer companionship. Transitions provided services to 726 individuals and their families last year.

PALLIATIVE CARE

Palliative care is specialized medical care that focuses on treating adults and children to provide relief from the effects of illness, regardless of the diagnosis or prognosis. The overall goal is to improve quality of life for the patient and family including the body, mind and spirit. In 2017, Haven Medical Staff provided 1,136 consultations to patients experiencing pain, stress and other troubling symptoms associated with serious and chronic illnesses.

PATIENT & FAMILY HOSPICE CARE

Haven serves patients and their families at home, in nursing homes, in assisted living facilities, in hospitals and at our free-standing hospice inpatient care centers. No matter the location, Haven offers comprehensive care and support, as well as pain and symptom management. Our dedicated staff and volunteers are here to make sure patients and families have support, comfort and dignity each day. Donations helped offset \$587,752 in unreimbursed patient care expenses in 2017.



COMMITMENT TO THE COMMUNITY

VOLUNTEER SERVICES

Volunteers are a vital member of the Hospice Care Team. They provide companionship, support and assistance to patients residing at home, in assisted living facilities, nursing homes, hospitals and any of Haven's care centers. They also reach out to grieving families, help staff the Attic Resale Stores, and serve on special event committees. Haven is proud to have more than 850 community members serving among its dedicated volunteer ranks.

HEALING HEARTS

Grief support services are available to all of Haven's patients and families. In addition, services are provided to the entire community and available to individuals, families and groups to help anyone who is coping with grief, regardless of how the loss occurred. Throughout the year, Healing Hearts offers support programs for those who have lost a friend, mate, mother, baby or other family member, as well as those who will be facing the holidays after a loss. Your gifts in 2017 helped support \$231,023 in unreimbursed expenses for bereavement services and children's programs. That does not include the cost of our chaplains and social workers who spend thousands of hours providing supportive counseling for our patients and their families.

CAMP SAFE HAVEN

No two people grieve in the same way. For children, the process is even more challenging. There is nothing more important than providing that special support for children who have recently experienced a loss. Our grief support services include Camp Safe Haven, a unique program for children, teens and families who have lost a loved one.

Free camps are hosted every year. With the support of Haven staff and volunteers, these children, teens and adults participate in fun, safe and therapeutic activities that allow them to work through their grief. They also find comfort in sharing their loss with their peers who may also be grieving.

HAVEN HARMONY

Volunteers provide comfort, care and compassion to Haven patients by sharing music. With an iPod and headphones, volunteers are able to provide patients with familiar or favorite songs and/or playlist.

HAVEN MASSAGE THERAPY

Gentle, compassionate touch by Haven's specially trained Licensed Massage Therapists enhances our patient care by helping patients relax; relieving their pain, stress and anxiety; increasing their physical comfort; and improving sleep.

NO ONE DIES ALONE

When an individual does not have family nearby as end of life approaches, our specially-trained volunteers will be there to answer questions, hold a hand and be a supportive presence for all patients who need it.



"The most rewarding experience for us has been volunteering our time with patients that have no family. We can be there to hold their hand, talk to them, and let them know that they are not alone."

– Louis and Delores Saulsby, Haven Volunteers.



COMMITMENT TO THE COMMUNITY

“WE HONOR VETERANS” PROGRAM

A “thank you” is a simple gesture. Combine a “thank you” with Haven’s desire to recognize, understand, care for and appreciate the unique needs the veterans of the United States Armed Forces and you have the We Honor Veterans program.

At Haven, our clinical staff participates in continuing education focused on veterans’ needs. This specialized training is provided by experts on veterans’ care from the Veterans Affairs (VA), veterans and psychosocial experts. Haven also offers classes on the special needs of veterans at end-of-life, veteran benefits at end-of-life, vet-to-vet volunteer training and Wounded Warrior presentations. In addition to education, we utilize a military history checklist with our veterans upon admission to ensure we know and understand their service history. We use this information to design a unique plan of care to address any concerns that may arise from our patients’ military service.

Haven celebrates and recognizes the contributions of veterans in the communities we serve. We strive to partner with community organizations to better recognize and serve our veterans.

Perhaps the most emotional part of the We Honor Veterans Program is the vet-to-vet pinning ceremony for those veteran patients who wish to be recognized. After our Haven Veteran Volunteer presents a veteran patient with a certificate of appreciation and a thank-you card signed by the staff, they proceed to pin and salute our veteran patient and their family. After a pinning ceremony, patients often share stories about their service that their family never knew. The experience is very healing for families and veterans involved in the recognition.

In 2017, Haven cared for more than 840 veterans. Approximately 277 of them chose to receive veteran recognition from our volunteers.





Haven Stories

Volunteer Uses Her Talents to Enrich the Lives of Haven Patients and Families

Knowing that photography can play a key role in supporting families in the grief and healing process, Haven Volunteer Joyce Pearson brought the idea of hand photography for patients and their families to Haven Volunteer Coordinator Susie Finrock in 2014. Hands have special meaning in our lives. They bring us comfort, express affection, enable creativity and facilitate achievement. The Hand Photography offering is of no cost to the family and the photographs are given to the family members as an electronic file to print them as they wish. In addition to hand photography, the Haven Legacy Project continues to grow and now includes life reviews which can take the form of video, written narratives based on interviews with patients and their families, drawings or a combination of these elements.

Joyce created a training program for the Haven Legacy Project which included best practices on work flow, photography and how to work with patients and families during the pro-

cess. Haven Legacy Project Photo Tips, Legacy Photography Workflow, Legacy Oral History Workflow and a volunteer orientation presentation about the Haven Legacy Project are effective tools in bringing the Haven Legacy Project to volunteers across the 18-county Haven service area. In addition to facilitating education and training components, Joyce also invited Haven Legacy volunteers to shadow her on hand photography sessions to gain further understanding of how to conduct Haven Legacy Project sessions with patients and families. From 2014 to 2017, Joyce trained a total of 16 photographers in Chiefland, Palatka, Orange Park, Jacksonville, St Augustine, Gainesville and Lake City. In 2017, the Haven Legacy Project volunteers had contact with 281 patients and families with 234 receiving Haven Legacy Project services. Joyce also orientated two oral history writers, videographers and a charcoal artist in 2017.

In the community, Joyce has raised awareness of hospice care with her

work in hand photography with hospice patients. Since 2015, Joyce has also been working with the UF Health Shands Arts in Medicine Program. Since that time, Joyce has trained six individuals to bring hand photography services to oncology and palliative care patients, and presented on the benefits of hand photography services to oncology social workers. In 2016, she was invited to display a collection of her hand photography images entitled Shared Hope at the Harn Museum of Art by invitation from Arts in Medicine and supported by the University of Florida Provost Office. The photos confirm the reality that families shared these gentle touches with their loved one, reflect the tenderness and affection they share for each other, and stand as a life-affirming marker of life's journey. The photo session takes place at the bedside, and family members are encouraged to personalize these images in ways that symbolize the interests and talents of the patient.

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HAVEN LEGACY PROJECT

Volunteers create lasting memories and keepsakes to give patients a more comforting experience and give caregivers, family and friends a sense of peace.

HAND PORTRAITS

Hands tell a story about the life a person has led. Patients are invited to have hand portraits made with their loved ones, family and friends who would like to share this experience.

“HUG ME AGAIN” PILLOWS

Volunteers use clothing, a beloved quilt or other material to create a “Hug Me Again” pillow -- a lasting keepsake for a caregiver or family.

MEMORY BEARS

Like the pillows, Memory Bears can be made from almost any material. A wonderful way to give a treasured memory to a child.

LIFE REVIEW

Life Review is a chance to capture a loved one’s life in a format to share for generations. Life Reviews can be the written word, spoken word or visual in nature.



Joyce Pearson

“This work is very special and meaningful to me,” said Joyce. “Every family you touch is so grateful. There are few opportunities to share something so simple. The hand photography sessions take so little time, but the photos have such a lasting impact.” The unreimbursed services provided by The Haven Legacy Project are impactful tools to help the family in their bereavement journey. Hand photography, video, written narratives based on interviews with patients and their families, drawings or a combination of these elements are of no cost to family members while being easily duplicated and implemented. The results of these legacy projects also act as an educational tool through which the benefits of hospice could be communicated to a larger public and provide brand awareness for a hospice organization. 🍌

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Haven Stories

Haven's Lake City Team Joins Together to Fulfill a Patient's Last Wish

On the evening of Friday, November 3, Haven's Lake City Team joined together to fulfill a patient's special last wish.

Maria Isaacs was admitted to the care center on Monday of that week, and her condition had rapidly declined by Friday. Her last wish was to see her daughter's wedding. While the wedding was scheduled over a year away, her daughter Ilia was determined to fulfill her mother's wish. The family contacted Haven Chaplain Rev. Donna Carlile, M.Div., who was facilitating a course in Gainesville until 4:45 p.m. that Friday afternoon, to inquire if a same-day wedding was possible. Donna agreed to meet the family at 7 p.m. to officiate the wedding. After teaching in Gainesville, Donna traveled to Lake City where she met with the bride, Ilia and groom,

Joseph to write a wedding ceremony to reflect their wishes and beliefs.

"The wedding was very intimate and it was right for them," said Donna who has been a hospice and palliative care chaplain with Haven since 2012. "Spirituality was very important to her mom, and I wanted to make sure the ceremony contained the elements that were important to the entire family." Donna wrote the entire wedding ceremony in about an hour. Making possible what seems impossible is Donna's specialty which she always accomplishes with positivity and grace. "Making this wedding happen was simply a matter of a 'can-do' spirit and collaborating with the other Haven team members who share the same outlook - the essence of Haven

culture," said Donna.

Ilia's vision was to have the wedding at her mother's bedside in the care center courtyard and walk down the aisle with her father, James Isaacs. Family and friends brought a bridal veil, flowers and a cake. Haven Physician Shawna Rich played the wedding march on her phone while following Ilia and her father down the aisle which was a cobblestone path to the garden gazebo lit with indoor lamps brought outside. Ensuring that her symptoms were well managed, and with portable oxygen arranged, the Haven Care Team moved Maria's bed out to the gazebo for the ceremony. Donna made sure that this ceremony was a celebration of the couple's love and a celebration of a family's love for one another.

"I thank Donna and the entire team for putting the wedding together in two hours," said Ilia who also works for Haven as a certified nursing assistant. "I never expected to get married at my job." Ilia has been working on the Lake City Home Team for a little over three years. "I love what I do, especially the quality patient contact time."

After the ceremony, Maria and her family were escorted back to their private room. While Maria was unable to speak, she held tightly to her daughter's hand and wedding ring. "My favorite moment was holding her hand, and I will never forget how she looked up at me while I told her that everything was going to be okay."

Following this beautiful time, Maria came to a place of increased comfort and peace, dying with her family surrounding her during the night. Because of the bond that Donna formed with Ilia and Joseph, she has been asked to officiate a vow renewal on the couple's originally-planned wedding day in October 2018. 🍌



"Making this wedding happen was simply a matter of a 'can-do' spirit and collaborating with the other Haven team members who share the same outlook – the essence of Haven culture," said Donna.





Academic Relationships

How Haven and local students work together to mutually beneficial ends.

One way Haven is able to engage with the community is by fostering mutually beneficial educational relationships with local students and learning institutions. Students are able to get involved with Haven in a variety of ways that bring fresh ideas to our organization and broaden their knowledge about compassionate advanced illness care.

Medical Students

Haven partners with the University of Florida (UF) College of Medicine to give fourth year medical students an in-depth look at end-of-life care. The students spend a week shadowing Haven clinical personnel, including a doctor, ARNP, chaplain, social worker and/or nurse. The time these students spend with us helps shape how they view quality end-of-life care and gives them an understanding of the hospice philosophy.

Gators for Haven Hospice

Another way many students get involved with Haven is through Gators for Haven Hospice – a student organization at UF which was established for the purpose of networking volunteers for Haven. The student volunteers serve Haven patients at our E.T. York Care Center and at local

Gators for Haven Hospice members Miguel Arasa, Jazmine Gladney, Ashley Royce, Alec Werthman (President), Kyara Moran, Daniel Donovan, Edward Eusanio, Robert Strathman, Siddharth Kumar and Milin Patel.

senior living communities. “I like to spend time with the residents, get to know them, and hear about their stories,” said member Kyara Moran.

In addition to spending time with patients, Gators for Haven Hospice members also volunteer at Haven’s signature fundraising events including ViVA! and Run for Haven. They can be seen at the UF Homecoming Parade each year with a float they built to raise awareness for their organization and Haven.

A majority of the members of Gators for Haven Hospice are undergraduate students who plan on going to medical school. They view their experience with Haven as a great way to get leadership experience and learn about a side of healthcare that their fellow student might not get a chance to see.

“Haven offers a unique view of healthcare you wouldn’t get somewhere else,” explained Ashley Royce.

UF | College of Medicine
UNIVERSITY of FLORIDA



UF Master of Healthcare Administration Students Ashley Harrold, Abigail Wolz, Christopher Kovacs and Jean Saltivan.

Master of Healthcare Administration Students

Haven has partnered with graduate students from the UF's Master of Healthcare Administration program. These students are in their last semester of graduate school and chose to focus on Haven for their capstone project. They work directly with executive leadership including Haven President Gayle Mattson to function as consultants who help us solve problems and achieve goals by bringing their graduate expertise to Haven.

"I'm excited about this program because it enables us to partner with emerging healthcare leaders by exposing them to end-of-life care and helps to give us a fresh perspective," said Mattson.



Graphic Design Intern and Santa Fe State College student Lindsay Helms.

Support Department Interns

Haven's various support departments also work with student interns to provide them with valuable professional experience and course credit while giving the department a productive team member who can bring original ideas into projects. For example, Haven's Marketing and Communications Department has brought on interns to help with graphic design, videography, and public relations.

One such student from Santa Fe State College's Graphic Design Program, Lindsay Helms, recently joined the team and successfully developed branded materials for two of Haven's 2018 fundraising events: ViVA! and Equus. The internship provided Lindsay with experience working on deadline for a real client, gave her the opportunity to be creative in developing her ideas, and added several pieces to her expanding portfolio.

THE COMMUNITIES' SUPPORT

In 2017, donors gave gifts to Haven by attending or sponsoring a special event, supporting the expansion or building of a care center, honoring a loved one, responding to an annual appeal, donating and shopping at the Haven Attic Resale Stores, or remembering Haven in their wills. Their generous contributions provided \$3,813,713 in total support. These donations are vital to Haven and allow us to provide many programs and services to our patients and their families that otherwise would not be available.

The sources of gifts and pledges in 2017 include: Major Gifts, Honor/Memorial Gifts, Special Events, Annual Appeals, Planned Giving, the Haven Attic Resale Stores and other gifts (including foundations, the University of Florida Campaign for Charities, the Combined Federal Campaign, The United Way and more).

The memorial walkway at the E.T. York Care Center.



THE COMMUNITIES' SUPPORT

ANNUAL APPEALS

Thanks to the generosity of our donors, Haven received \$108,569 in 2017 through our spring Forget-Me-Not appeal, our fall Light up a Life appeal, our In Touch newsletters and in response to our Annual Community Report.

ENDOWMENT FUND

The Haven Endowment is a separate account of funds designed to provide future, long-term support to Haven. These funds are intended to be used to provide for unfunded patient care as well as many community and family support programs and services offered by Haven. The Haven Board of Directors maintains oversight of funds associated with the endowment.

COMMUNITY CAMPAIGNS

In 2017, Haven received donations from generous individuals throughout our communities that designated Haven as their charity of choice in the associated employee campaign. Donors to the University of Florida Campaign for Charities (UFCC) and the Combined Federal Campaign (CFC) have designated their gifts to Haven. Additionally, even though Haven is not a United Way agency, anyone participating in a United Way employee campaign at their place of business can name Haven as a designated agency of choice.

**THANKS TO THE GENEROSITY
OF OUR DONORS, HAVEN
RECEIVED \$108,569 IN 2017
THROUGH ANNUAL APPEALS.**

SUSTAINERS

Making It Simple to Provide Your Annual Gift to Haven

You can now make your annual gift to Haven even easier by becoming a Haven Sustainer. The Haven Sustainers program allows donors to make convenient, automatic and ongoing monthly contributions that can be changed or stopped at any time.

Haven Sustainers have chosen to contribute at least \$5 per month through automatic deductions from their credit cards. This provides a consistent stream of income to help Haven provide critical programs and services to patients and families regardless of their ability to pay.

Membership in the Haven Sustainers program is automatically renewed each year until you choose to make a change in your giving level or your participation.

It is very easy to become a Haven Sustainer. You can call 1-800-727-1889 and ask to speak with someone in the Development Department. Or you can go online to www.BeYourHaven.org, fill out our online donation form and click on the monthly donation option.

However you choose to make your donation to Haven, we want you to know how much it is appreciated. Without you, we cannot do most of what we do for families impacted by the passing of loved ones.



THE COMMUNITIES' SUPPORT

HAVEN ATTIC RESALE STORES

In 2017, the combined total sales of \$2,702,768 generated from the five Attic Resale Stores in Gainesville, Lake City, Orange Park, Chiefland, and St. Augustine went directly to support patients and families as well as many others in the community. Many thanks to the generous support of donors, volunteers and shoppers!

DONATE

Donations brought to the stores create the inventory we need. We appreciate our generous donors who bring their new or gently used treasures to us. Without them we would have a great challenge helping the families and communities we serve. Countless individuals, businesses and organizations generously donate items ranging from housewares and furniture to clothing and children's toys.

HOST

Another way to support the Attic is hosting a donation drive or bringing the Rollin' Attic truck to your place of business or neighborhood.

PARTNER

We also partner with community organizations to provide much needed clothing, housewares and more to the homeless, displaced homemakers, victims of fire and many others in need. We host Kids' Night in December to help children shop for family members who otherwise could not afford to exchange holiday gifts.



SHOP

We are thankful for our customers who love shopping for all those unexpected treasures at our Attic stores. We restock with new treasures daily; you never know what you will find at the Attic.

VOLUNTEER

It is the Haven Attic volunteers who make the stores a success. They spend time sorting donations, stocking the floor and making friends. But beyond that, they help people throughout the Haven community – patients and families, as well as people who have challenging economic circumstances and need an affordable place to shop. We are always seeking energetic, conscientious volunteers who are mindful of the Haven mission. We could not do what we do without our volunteers.





HONOR/MEMORIAL GIFTS

These donations, in honor or memory of a loved one, are a primary source of support for unfunded and unreimbursed programs and services offered by Haven. Many families and friends request that donations be made to Haven in lieu of flowers, or they decide to memorialize their loved ones along the Memorial Walkways located at our care centers.

The Memorial Walkways are dedicated to your loved ones. A permanent legacy is created through the walkway donors. Bricks, granite pieces and benches along the Memorial Walkways are inscribed to honor loved ones according to your wishes. Haven received \$624,599 in gifts and pledges in honor or memory of a loved one.

PLANNED GIVING

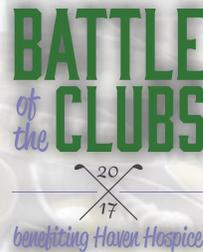
Planned giving is a significant way to provide major support for Haven. We received \$61,419 from donors who supported us with new Charitable Gift Annuities or named us in their wills, estates or other planned giving vehicles in 2017. These donations are vital to the patients and families who benefit from the many unfunded programs and services Haven offers. Planned giving enables donors to arrange charitable contributions to Haven in ways that maximize their personal objectives while minimizing the after-tax cost. Depending on the asset given to Haven and the gift arrangement selected, a donor can generally expect to obtain some or all of the following benefits:

- Fulfill philanthropic goals
- Reduce income tax through a charitable deduction
- Avoid capital-gains tax on gifts of long-term appreciated property
- Retain a stream of income for life for yourself and/or other beneficiaries
- Increase spendable income
- Eliminate potential federal estate tax on property that passes to Haven
- Reduce costs and time in estate settlement



SPECIAL EVENTS

Because Haven supporters and community partners embraced the opportunity to uphold our mission through sponsorship, attendance and participation at these vital events, we raised \$316,358 in 2017 for unreimbursed programs and services.







Haven Social Worker Courtney Wilson

“At Haven, we do whatever it takes to make sure the family gets what they need. I think she held on until she saw him. She was alert, able to sit up and talk to him. In the end, she was loved and in good hands.”

Haven Stories

Haven Arranges for Son’s Furlough to Visit His Mother at the Custead Care Center

When it became apparent that a patient would not be leaving the Haven Hospice Custead Care Center to return home, Haven Social Worker Courtney Wilson was instrumental in arranging for the patient's 20-year old son who was incarcerated to visit his mother one last time. They had not seen one another in four years.

Courtney collaborated with the case manager at the Lake City Correctional Facility, and after a great deal of paperwork and many phone calls, the son was approved for a temporary release from prison. “Once I received the packet of paperwork, I went to visit the family that Wednesday to make sure everything was filled out and signed. Thursday, I connected with the local warden, and then by Friday, the boy was here to visit his mom. I was so happy for him and just ecstatic when I saw him at the care center.”

He was able to spend several hours with his mother who passed away

peacefully two days later. It is our understanding that furloughs are rarely granted at this facility and the temporary release had come from the regional warden. Courtney went above and beyond in meeting the needs of the patient and her son, all in less than 72 hours!

“I didn’t know furloughs existed until I came across this case,” said Courtney. “At Haven, we do whatever it takes to make sure the family gets what they need. I think she held on until she saw him. She was alert, able to sit up and talk to him. In the end, she was loved and in good hands.”

Previously, Courtney lived in Tallahassee working at the Florida Abuse Hotline. “I am not a desk person, so working at Haven gives me the opportunity to be in the field and do home visits. That is what I love to do,” said Courtney who will celebrate her one-year work anniversary with Haven in July 2018. 🍌



Haven complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Haven does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Haven:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Haven Customer Service, 4200 NW 90th Blvd., Gainesville, FL 32606, by phone 1-800-727-1889, by fax 1-352-379-6290, or by email to cscmail@havenhospice.org.

If you believe that Haven has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with Haven's Director of Compliance, 4200 NW 90th Blvd., Gainesville, FL 32606, by phone 1-800-727-1889, by fax 1-352-379-6290, or by email to compliance@havenhospice.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Director of Compliance is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-727-1889.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-727-1889.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-727-1889.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-727-1889.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-727-1889。

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-727-1889.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-727-1889.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-727-1889.

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-727-1889

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-727-1889.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-727-1889.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-727-1889 번으로 전화해 주십시오.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-727-1889.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-727-1889.

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-727-1889.



About Haven: Haven is the source for patients, their families and their healthcare providers to find answers to their advanced illness challenges. In addition to providing comfort through the compassionate delivery of hospice services, Haven offers Transitions, Advance Care Planning and Palliative Care Consultations with a patient-centric focus. When health becomes a challenge, we will be your haven. For more information, visit www.beyourhaven.org or call 800-727-1889. Serving advanced illness needs in Florida since 1979 and licensed as a not-for-profit hospice since 1980.

Haven is an affiliate of SantaFe HealthCare, a family of community-based, not-for-profit organizations serving Floridians throughout all phases of life. In addition to Haven, SantaFe HealthCare also operates AvMed Health Plans, which serves more than 240,000 commercial and Medicare members throughout Florida, and SantaFe Senior Living, which operates senior living retirement communities in Gainesville, Cutler Bay and Bonita Springs.



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When health becomes a challenge, we will be your haven.