



Volunteer Hospice of Clallam County  
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[volunteerhospice.org](http://volunteerhospice.org)

# ANNUAL REPORT

2024



*I felt as if I mattered ... I did not understand all that hospice did for its community, but now I do...*

~Kristi, sibling of a hospice patient



**Mission:**

Provide physical, emotional, and spiritual support to terminally ill patients and their families with free around the clock registered nursing availability and trained volunteers.





*It was during Christmas week and normally people are out doing their holidays which leaves an office shorthanded. Whether Hospice office's were shorthanded, I don't know, because even during this busy time of year, I felt as if I mattered and that my sister, Toni, mattered. Many people got back to me immediately. People came to my house and brought supplies & equipment THE NEXT DAY! So much help with the mental, physical, and paperwork aspects...*

~Kristi, Toni's sister

When the hospice concept was emerging in the U.S. in the early 1970s it was mostly a service delivered by nonprofits – there was no National Hospice Organization, Medicare was not paying for end-of-life care, and volunteers did most, or, all of the care delivery. In the decades since, the modern hospice philosophy spread, became an accepted part of care practices, and morphed into the hospice of today...

Specialized care for dying patients, their families, caregivers, and/or other loved ones continues to focus on pain management, distressing symptom control, emotional and spiritual support, and personal goals. Most hospice care continues to happen in homes. However, nowadays, most of this care is delivered by a Medicare-certified organization with an interdisciplinary team of mostly staff and only a few volunteers. Fewer and fewer hospices remain nonprofits, and almost none remain independent.

In this day and age, it is tremendously rewarding to be a part of VHOCC, which not only remains a nonprofit, but also independent, and community focused. Our organization stays committed to the philosophy that Dr. Elizabeth Kübler Ross and Dame Cicely Saunders birthed, and that Rose Crumb envisioned for Clallam County! We strive to meet standards of practice and are dedicated to what is best for the patient. We practice with an interdisciplinary team of staff and an extensive group of volunteers. We endure because this community is generous in supporting us and we focus on returning that generosity as care for our friends and neighbors.

Thank you for being part of this journey with us!

Priya Jayadev, PhD  
Executive Director, VHOCC



# Our Impact



In 2024

Our  
**20**  
Staff

& Our  
**190+**  
Volunteers

## Provided



**2,230**  
Nursing Visits

Support to



**318**  
Patients

Assistance to



**5,140**  
Lending Closet  
Visitors



**1,400**  
Hospice Aide  
Visits



**830**  
Deliveries/  
Pickups



**23**  
Death Cafés



**2,740**  
Hours of respite/grief/  
bereavement support

*The team explained what the process was, showed me how to change his bed, how to administer meds, etc. The bed came while they were here so they did the transfer for me...*

*Daryl was on hospice less than 24 hrs. When he died the next morning @ 8 am a nurse was here within the hour. She arranged for U of Wash willed body program to pick him up & made phone calls and did paperwork for that process. She was just wonderful...*

*I simply can't imagine how "perfect" can be improved.*

~Stelle, Daryl's Wife



**234**

Admissions

**204**

Deaths

**19%**

Palliative Patients



Volunteer Hospice of Clallam County continues to honor the legacy of our founder, Rose Crumb, RN.

With more than 190 volunteers, a strong Board of Directors, dedicated administrative leadership and professional staff, as well as strong community support, we provide palliative and hospice care without cost to our patients, as well as grief and bereavement services, community forums, and an equipment lending closet available to all community members.

While we are blessed with a remarkable history and a dynamic organization, we do not take these for granted. We work every day to strengthen our core mission.

As new Board President, I stand in some very big shoes and am honored to do so.



Roger Oakes, MD  
2025 Board President, VHOCC

# —Supporting Our Community



VHOCC's annual **Remembrance Ceremony** brings community together in support of shared grief, reducing isolation during dark winter months.



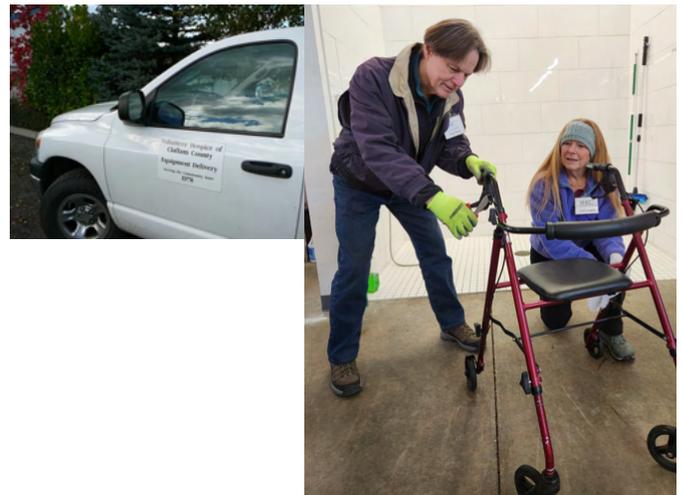
The **Speaker Series** is offered on a virtual platform so that more people can access discussions about important end-of-life topics.

**Death Cafes** provide a welcoming forum for philosophical and empirical discussions that build awareness around death and dying.



**End-of-life informative and educational materials** are available to the community.

The **Lending Closet & Equipment Deliveries** provide access to free medical equipment and supplies. Repair, cleaning, and reuse helps maintain inventory and keeps equipment out of landfills!





Lynn Whitmore, RN  
Lead Nurse, VHOCC

It is an honor and a privilege to do hospice nursing, to be invited into the homes and lives of our patients and families at such a vulnerable time.

Being a nurse for VHOCC has been the most meaningful work I've done in my 45-year nursing career. I love sharing the history of VHOCC with new patients and families coming onto our services; of Rose Crumb starting this organization in 1978 and her commitment to keeping it free. She was a true pioneer.

Every time I visited with Rose, whether it was a Remembrance Ceremony or holiday luncheon, she would say, "Keep it going!" I am proud to be part of this organization and see Rose's mission continue to thrive and grow.

I love how this community has been so generous to our organization over the years. You keep us going and we wouldn't be here without you. This community gives to us in countless ways, from financial support to hundreds of volunteer hours!



*Anytime I called I was immediately taken care of - kind & gentle words at a time that is so difficult... The team that cared for Dave & I were outstanding.*

~Colleen, Dave's Wife

*You were just great with my wife Lissa over the last 2+ years & right to the end...*

*I don't know how - you continually surpassed my expectations helping with issues I was not aware of...*

*I did not expect how emotionally unprepared I was, even after the last few years of dealing with everything. Grief support gave me a release I otherwise did not have. The wheelchair and related gear helped so much.*

~Paul, Lissa's Husband





*Our mom and wife was someone we loved more than we could ever describe!*

*Your staff and especially the nurses helped us to care for her lovingly, peacefully with comfort and dignity in her final moments.*

*The way that Lynn, Stephanie, and Becca attended to our needs as well will never be forgotten!*

*You have a truly beautiful organization!*

~Doug, Ashley & Miranda,  
Katie's Family

### **Did you know?**

- **30.5%** of Clallam County's population is  $\geq 65$  (15.9% of WA is  $\geq 65$ )
- **52.4** is the median age in Clallam County (38.6 is WA's median age)
- **7%** of Clallam County's  $\geq 65$  population lives below the poverty line

*The only suggestion we have is to include "Palliative and Elderly Care" in your name. We waited too long to request a referral. If we had known of the extent of your services, we would have called sooner. Thank you for everything.*

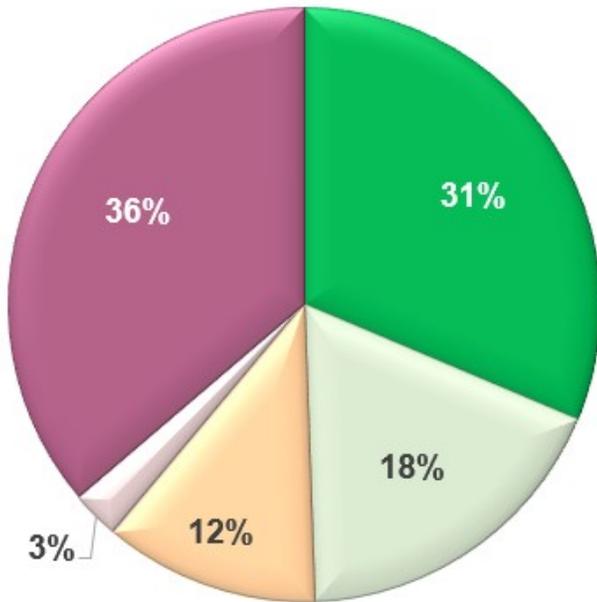
~Candice, Patricia's Daughter



# - Fiscally Responsible -



Income = \$1,729,873



- Donations
- Extraordinary Gifts
- Fundraising
- Grants
- Reserves

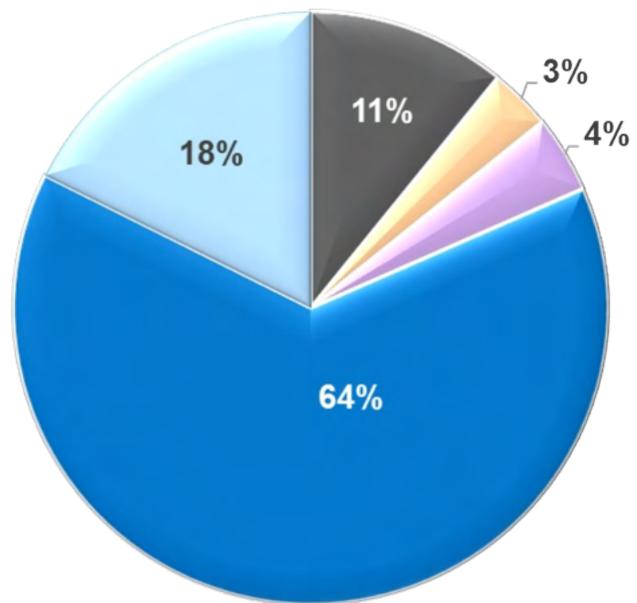
**GOAL**  
Reduce annual draw on reserves to 10% or less to ensure sustainability

Each year, our community continues to provide 60% to 90% of the funding that ensures VHOCC's longevity. VHOCC has financial structures in place to ensure long-term financial and operational sustainability.

Expense = \$1,729,873

*"I chose to add VHOCC to my will because Volunteer Hospice is one of the very few organizations that, through our nurses - supported by the staff and volunteers - allow us to experience and practice agape—that unselfish charity-love that seeks the best for others, while expecting nothing in return."*

~Ed Hopfner, Former Board Member, Current Volunteer



- Operations
- Fundraising
- Programs
- Wages
- Benefits

# — Making A Difference —



*My dad suffered from an aggressive Prostate Cancer. By the time you were on the scene, he had been terminal for a long time on palliative treatments. I went to live with my parents at the end of June 2016 to help with his care. I struggled with it. My dad was my mom's caregiver, so now it was*

*two at once. We finally got released by his oncologist in August and then VHOCC came on the scene with hands-on caregiving tips and help. Prior to that we had already received a hospital bed and other physical items from you. I know how much your involvement eased dad's suffering. The compassionate, thoughtful help from the delivery people to the nursing staff was tremendous. Everyone was just one phone call away. We are forever thankful.*

~Pam, William's Daughter



*"You are all angels on earth and a blessing to so many."*

*It never ceases to amaze me what you selflessly do for our local communities and particularly those experiencing grief. I especially want to thank all of you for the lovely Remembrance Ceremony on Saturday. It was a beautiful expression of love for those we've lost and a chance to quietly honor them. Thank you sincerely for all that you do!*

~Peggy A.

Staff: 13.5 FTE

Volunteers: 5.6 FTE

- 195 active volunteers
- 8,730 delivery miles
- 11,791 service hours
- 2,736 Patient hours
- 1,917 Delivery hours
- 5,435 Office hours
- 1,495 Other hours

# VOLUNTEERS

## What would Volunteer Hospice do without our volunteers?

For some, Volunteer Hospice remains “Rose’s Hospice.” Without our founder Rose Crumb, there would be no such hospice in this county. But without our volunteers, there would be no such hospice either. Volunteers are vital to VHOCC.

More than the number, we depend on the expertise and the collaboration that our volunteers bring to the organization. Our volunteers have ideas. They are creative, eager to help, follow through, and offer support to the organization in all kinds of ways: at the bedside of course, as a companion or for emotional support, but also offering compassionate support to griever, handling all visitors at the Front Desk and all equipment in the Lending Closet, and managing all sorts of projects behind the scenes: replacing the battery on a deficient vehicle, writing regular columns in the Sequim Gazette, soliciting local businesses, designing and installing our wind phone in Rose’s Garden, ensuring equipment and supplies are not wasted... The list is endless. Even while volunteers are doing the most menial and mundane tasks, I see grace in action.

“Rather than solely the act of ‘lending a hand,’ volunteerism is a kind of self-actualization. It represents a profound and personal search for meaning in the world.” These words from Tobi Johnson resonate with me as I witness volunteers do their part here at VHOCC. Without our volunteers, Volunteer Hospice would simply not be, and I am grateful to be in the midst of such individuals.



Astrid Raffinpeyloz  
Volunteer Srvc Mgr  
VHOCC

- Roger Oakes, President
- Lori Ridgeway, Vice President
- Stu Koop, Treasurer
- Karen McCormick, Secretary
- Wendy Brown
- Suzanne Lockwood
- Ty Prosser
- Ted Ripley
- Peter Raiswell
- Sandra Tatro

# BOARD

# STAFF

## Clinical Team

- Clinical Team Manager: Haley B-J
- Lead Nurse: Lynn W
- Patient Navigator: Shelby W
- Visit Nurses: Ellen B, Mary M, Jannae S, Danielle W, Molly W, Becca W, Christy W, Stephanie Y
- Certified Nursing Assistants: Becca B, Jeanette M

## Mission Support

- Priya Jayadev, Executive Director
- Astrid Raffinpeyloz, Volunteer Services Manager
- Lisa Palermo, Development Director
- Jennifer Barrows, Social Worker
- Heather Loyd, Administrative Services Manager
- Myrna Schaaf, Administrative Assistant



People often ask me, where does all the money come from to keep Volunteer Hospice going? This question usually comes right after someone has used a hospital bed or wheelchair (at no charge) or after their loved one was cared for (at no charge) by skilled, loving nurses, aides and volunteers for weeks or more.

There's a sense of disbelief that in today's world, so much is offered with no follow-up bill in the mail or paperwork to fill out.

The answer is simple. We exist because of everyday people: you, our neighbors, their friends.

People walk in our office and hand us a twenty-dollar bill, checks arrive in the mail with notes of gratitude attached, others designate VHOCC in their wills and some people make monthly contributions. This quilt of support is stitched together to pay staff, keep the lights on, and put gas in our delivery vehicles.

In 2024 we tried something new to raise funds and to get the word out about what we do, we hosted an online auction. It was lots of fun, we met new friends and raised just over \$25,000!

We're grateful for every gift. One way we acknowledge your generosity is through the Rose Crumb Legacy Circle. Individuals who designate Volunteer Hospice as a beneficiary of their estate, or who make significant contributions of their time and/or financial support are ensuring that we'll be able to serve Clallam County for decades to come. Thank you!



Lisa Palermo  
Development Director, VHOCC