



Volunteer Hospice of Clallam County  
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volunteerhospice.org

# ANNUAL REPORT

# 2025

## Mission

Building on more than four decades of hospice experience and generous community support, Volunteer Hospice of Clallam County provides industry standard hospice care at no cost to the patient or to government programs.

Our services include professional 24-7 nursing availability, grief support, medical equipment lending, and education.



VHOCC Founder  
Rose Crumb



*Words can hardly begin to express our gratitude for the extraordinary care, compassion & dignity you provided during our most difficult times. Your kindness, patience, & steadfast presence brought light when we needed it most. Thank you for treating Hank with such tender respect and for supporting our family with empathy and expertise. You all became anchors of comfort, getting us through each moment with grace and understanding. Your gentle care wasn't just medical - it was deeply human, leaving a lasting impact on our hearts. Because of you all our final days together with Hank were filled with peace and love. We are forever grateful and thankful for the work you all do. Thank you all so much!*

~Mark & Terri, son & daughter-in-law of patient Hank



In 2025, VHOCC continued to stand as a rare and intentional alternative in the healthcare landscape, providing comprehensive, interdisciplinary end-of-life care at no cost to patients and families, funded entirely by our community.

As a nonprofit hospice that does not bill Medicare or insurance, our model allows us to center care around people. This year, our team supported families across Clallam County with complex clinical needs, emotional and spiritual care, grief support, and practical assistance through programs like our Emergency Basic Needs Fund and Respite Care Fund.

We also strengthened our organization internally: expanded our case management model, integrated a Doctor of Nurse Practitioner/Medical Director role, invested in sustainable staffing, and focused on volunteer engagement.

VHOCC exists because this community believes in a different kind of care, care without conditions, and support without barriers...rooted in compassion, dignity, and presence.

Priya Jayadev  
Executive Director, VHOCC





Roger Oakes  
Board President, VHOCC

Volunteer Hospice of Clallam County continues to honor the legacy of our founder, Rose Crumb, by providing compassionate, neighbor-to-neighbor care to our community, at no cost to patients and families.

With more than 190 volunteers, a committed Board, dedicated staff, and strong community support, VHOCC offers hospice and palliative care, grief and bereavement services, respite care, community education, and an equipment lending program that reaches hundreds of families each year.

As Board President, I am proud to serve an organization that remains deeply mission-driven while continuing to evolve to meet growing needs. The Board is committed to stewarding VHOCC’s future with care, ensuring that this unique, community-funded model remains strong and sustainable.

VHOCC is not just a hospice; it is a community promise that no one in our service area should face the end of life alone, without support, or without dignity. On behalf of the Board of Directors, thank you for being part of this promise and for making this extraordinary work possible.

**228**

Admissions

**201**

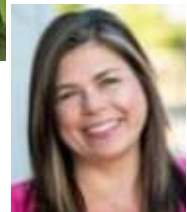
Deaths

**26%**

Palliative Patients



Speaker Series  
6 Virtual Seminars



# Our Impact

**In 2025**

Our  
**19**  
Staff

& Our  
**190+**  
Volunteers

## Provided



**2,180**

Nursing Visits

Support to



**327**

Patients

Assistance to



**5,170**

Lending Closet  
Visitors



**1,315**

Hospice Aide Visits



**848**

Deliveries/  
Pickups

**26**



Death Cafés

**3,390**



Hours of respite/grief/  
bereavement support

*The care and support the hospice team provided went well beyond my expectations. They were extremely helpful in easing the burden of the final days and my family are so grateful for the hospice care we received. You were wonderful!!*

~Milt, Sue's husband



“

*I'm not sure I can convey the relief that we both felt on learning that we might borrow a portable oxygen concentrator from Volunteer Hospice. We had been fighting a bureaucracy and long waiting lists for appointments for the last couple months.... then a kind nurse at Jamestown Family Clinic suggested calling VHOCC. After explaining the situation to the front desk volunteer, who then passed our call on to nurse Becca, we again had hope that M would be able to attend her only granddaughter's graduation in Colorado!*

KH, May 2025, borrowed equipment to enable travel

“

*Everyone from Volunteer Hospice was very caring and compassionate. They took time to make sure our needs were met and taken care of.*

DN, Mar 2025

“

*Volunteers were amazing. From intake to exit - very compassionate.*

TC, Apr 2025

“

*Everyone was very caring, took time to talk about our family life! Whatever we wanted to talk about. Was not just a clinical visit.*

GW, May 2025

“

*All are angels on earth.*

RS, May 2025

“

*I loved everything you did.*

RK, Apr 2025

“

*Nurses and CNAs called in daily and were clear about what they could do to help and what I could do myself.. Your amazing team made this experience a positive one that alleviated my fears and exceeded my expectations.*

EL, Apr 2025

“

*The hospice team took their time communicating each step with patience and understanding that the family needed time to process what was happening to my husband.*

SM, May 2025



*Everyone we dealt with at VHOCC was professional, warm, compassionate, and clear in all communications...The team was not only very responsive, but they anticipated problems, explained what they were doing and why, and taught me how to help...I was nothing less than astounded at how the team handled the balance between compassion and realism. Delivering hard truths compassionately is difficult.*

~Lawrence, Kathleen's husband

Everyone at hospice was fantastic - much appreciated.  
~Richard, Sharon's husband



I could not have been able to do this on my own... you all were terrific and professional.  
~Jeanne, Mike's wife

“  
...some “free” things are truly free and too good to be true. For us, we received genuinely free, much-needed services from VHOCC when we were suddenly in the humble position of needing help we never thought we would need.

Don Corson in the PDN,  
Aug 29, 2025

I think God planted each of you for His special reasons, to both help us ... and to nurture you by helping others ... God bless you.

~Bob, Dottie's husband



Walking with your staff was so meaningful. This was a first time experience and there were so many questions. I valued the way your staff handled mom with her hesitant thoughts. You certainly were able to put her mind at ease.

~Christine, Isobel's daughter

Ashley (Hospice Aide) was instrumental in convincing me that I could take care of my wife when she started transitioning, rather than sending her to a facility.

~Clyde, Paula's husband



The kindness and compassion from your team as well as the professionalism made a huge difference to my mother and all of us involved with her care!!

Dave, son of June

“  
Because of your care, my father was able to stay in the comfort of his home. His last days were treated with such respect and caring by the VHOCC staff. You never left any of our family feeling stressed or unaware of situations for care. The Clallam County community is blessed to have you all.

AW, Sep 2025



Everyone we came into contact with was exceptional...I absolutely felt like the team would take all the time in the world that we needed for questions, etc.

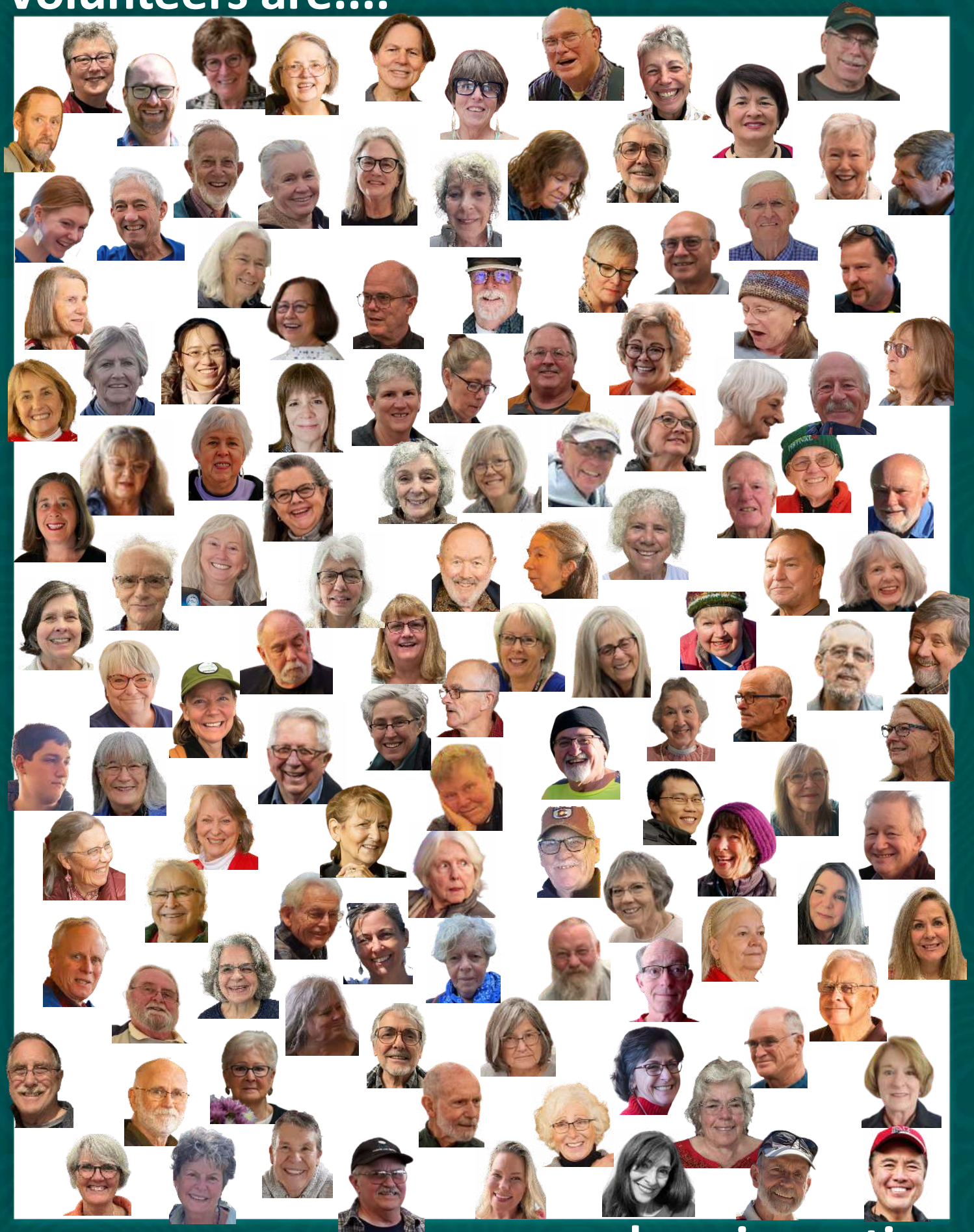
Dave, son of June

Hospice was always available, supportive & you genuinely went out of your way to show us love & dignity.

Donna, POA for Bud



# Volunteers are....



... love in motion



Astrid Raffinpeyloz  
Volunteer Services Manager

In 2025, our volunteers once again revealed the depth of their commitment to VHOCC through both innovation and steadfast service. This was a year when we stretched, experimented, and created new pathways for connection and support, always rooted in the same heart of compassion that defines our organization.

We piloted an online grief support group over the holidays, expanding our reach to those who needed care during one of the most tender times of the year. We introduced a creative grief program exploring images, words, and sound as vehicles for healing, and opened a third monthly Death Café to meet growing community interest in open conversations about mortality and meaning.

This was also the year we deepened our internal strengths: VHOCC hosted its first in-house training for volunteers interested in becoming doulas for VHOCC, nurturing a new layer of skilled, presence-centered support. Our Soul Care Speaker Series continued to flourish with guests joining us from as far away as Belgium and as near as Whidbey Island - voices that enriched our understanding of care, grief, and the human spirit.

Behind every one of these initiatives, stands the tremendous effort of our volunteers. They show up with creativity, curiosity, reliability, and grace. Time and again, I witness volunteerism as something far deeper than simply “helping.” It is service - a practice of meaning-making, generosity, and shared humanity. VHOCC’s mission is only real in the hands, hearts, and presence of the people who choose to give of themselves. In 2025, they once again made this work possible.



**3,392**  
Hours of  
Patient/Family  
Support



**12,894**  
Total Volunteer  
Hours



**2,259**  
Hours of Other  
Support



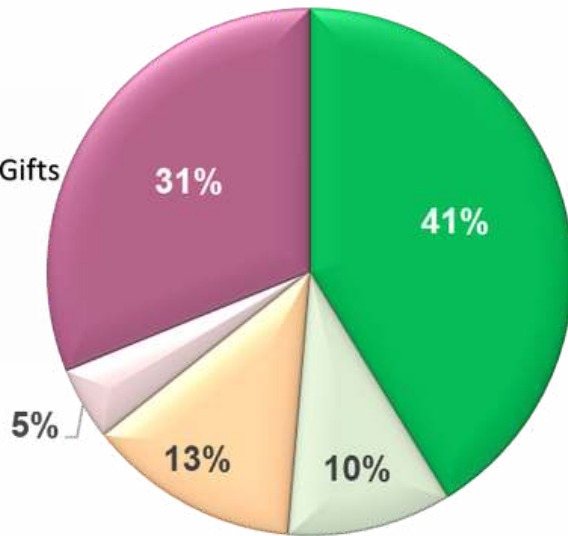
**5,161**  
Hours of  
Administrative  
Support



**2,082**  
Hours of Delivery  
Support

# Income

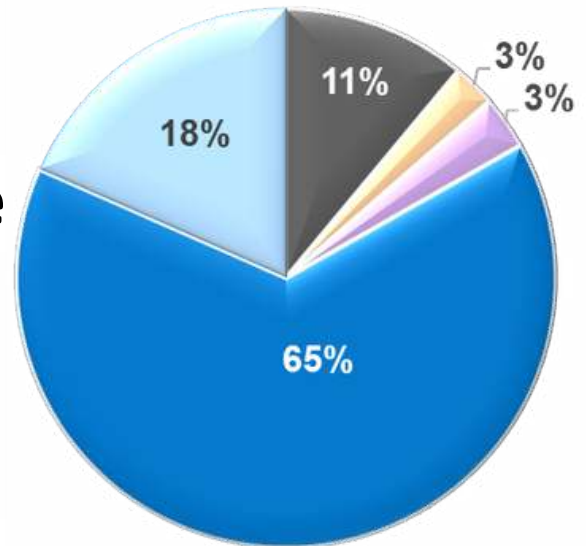
- Donations
- Extraordinary Gifts
- Fundraising
- Grants
- Reserves



**\$1,719,067**

# Expense

- Operations
- Fundraising
- Grants
- Wages
- Benefits



*My wife and I consider VHOCC as a Godsend to us! Knowing that we had your help and support was a great relief and weight off of our shoulders. We realized that caregiving is neither simple nor easy and that it takes teamwork to help facilitate an*

*excellent "end-of-life" experience. VHOCC was a crucial component in helping mom have a spectacular end of life experience!*

~Bruce, Hanako's son





*The hospice team was excellent! Nurses Mary & Stephanie were exceptional and CNA Ashley was very helpful.*  
 ~Jim, Janis' husband

“  
*...everything hospice did was so helpful at helping Mom & us... Keep doing what you're doing!*  
 TA, Oct 2025



*I am just so thankful to have such a wonderful resource. You all helped with both of my parents and both experiences went so much smoother and with so much respect due to all of you. Thank you so much.*

~Sharla, Bill's (& Sharon's) daughter



As I move into my fifth year as a nurse with VHOCC, I continue to be deeply moved by the impact we have on our community and by the incredible support we receive in return.

Nothing we do can be accomplished alone. It takes a dedicated team of registered nurses and certified nursing assistants working side by side to ensure that no one faces the end of life alone, that suffering is eased, and that loved ones feel supported and cared for. The commitment and compassion our team demonstrates each day humbles me. It is truly an honor to serve in the role of manager, though in many ways, I see myself as an overseer, ensuring our staff have the tools, support, and encouragement they need to carry forward Rose Crumb's vision of how medical care can be different, even within a tumultuous and fragile healthcare system.

Hospice work is sacred work. It requires skill, presence, resilience, and heart. I am continually inspired by the way our team shows up for patients and families with steadiness and grace.

One of my favorite proverbs, which I often share with the team, is: "Alone we can go fast; together we can go far." That sentiment captures the spirit of Volunteer Hospice. It is together with our staff, volunteers, donors, and community partners that we are able to go far in serving those who need us most.

Thank you for being part of this important mission!

Haley Blackburn-Jacobs  
 Clinical Team Manager

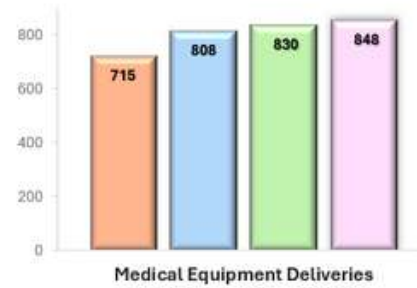
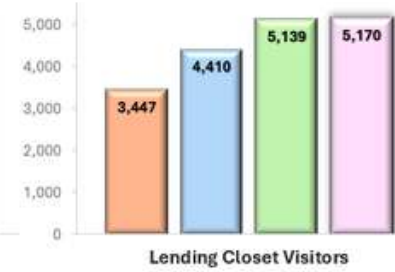
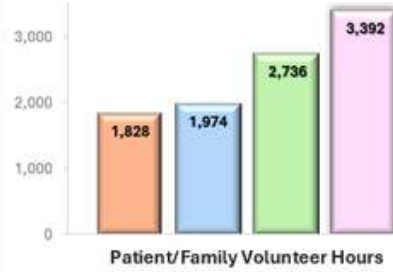
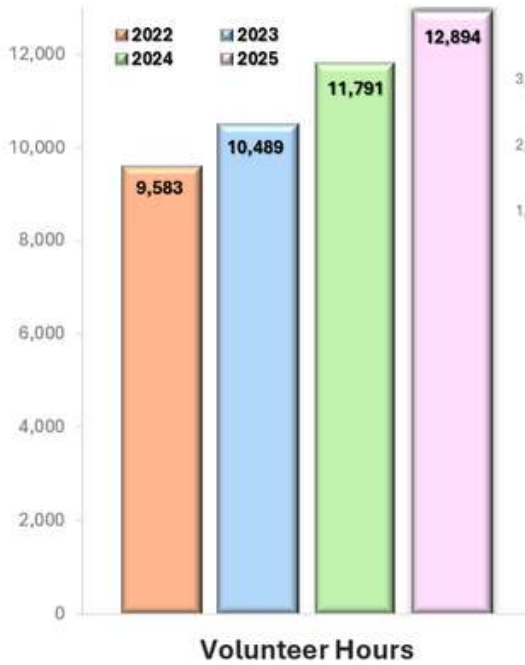




**195**  
Active  
Volunteers

=

**6**  
FTE\*



=



**9.8**

Clinical FTE\*

=



**3.5**

Mission  
Support FTE\*

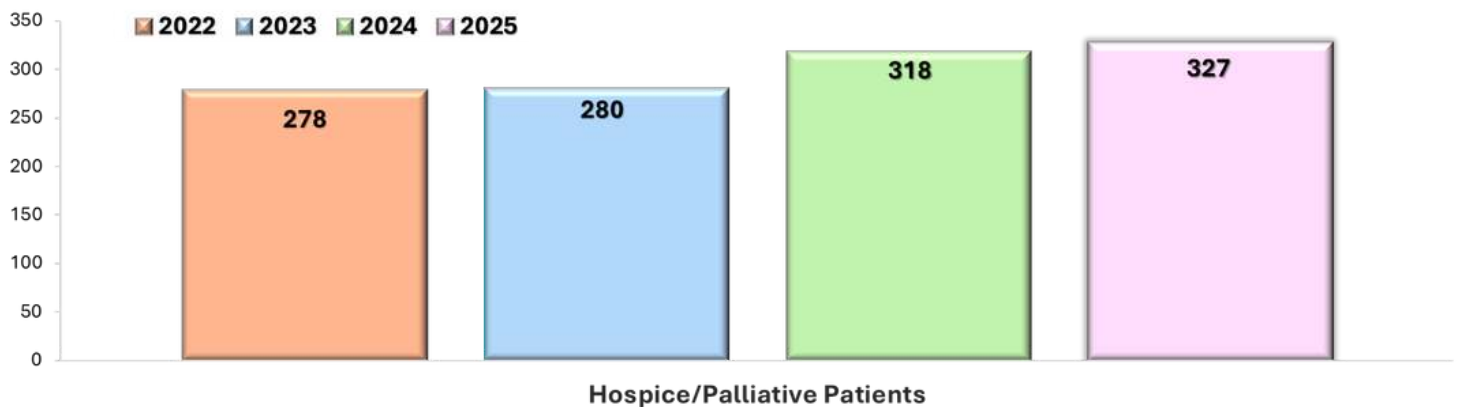
\*FTE = Full Time Equivalents

## Tea to Die For: Community Death Cafés

Each month, in Sequim and Port Angeles, VHOCC hosts Tea to Die For, our community Death Café gatherings.

These informal conversations create a safe, welcoming space to talk openly about death and dying. There is no agenda, no presentation, and no pre-registration required. Topics are shaped entirely by those in the room, anything related to end-of-life, grief, planning, fear, meaning, or legacy can be explored.

Tea to Die For is open to anyone in the community. By normalizing conversations about death, we help reduce fear, increase understanding, and strengthen connection long before hospice care is ever needed.



## Presence, Comfort, and Care Beyond the Clinical

Death doulas are trained, non-medical companions who provide emotional, practical, and spiritual support to individuals and families navigating the end of life. They complement hospice services by facilitating meaningful conversations, helping with legacy projects, supporting advance planning discussions, sitting vigil, and quietly standing alongside families during one of life's most sacred and vulnerable moments. Depending on their personal experience, interests, and availability, doulas may take on different roles. Some focus on bedside presence, others on family support, life review, or coordination of community resources, allowing care to be tailored to each family's unique needs. Over the past three years, VHOCC has made an intentional investment in strengthening this layer of support by training 34 death doulas (20 currently active) and cultivating a community of practice. Doulas from our 2023, 2024, and 2025 cohorts gather for ongoing monthly meetings to deepen skills, share experiences, and reinforce best practices. This powerful model of care enhances the end-of-life experience for patients and families alike.

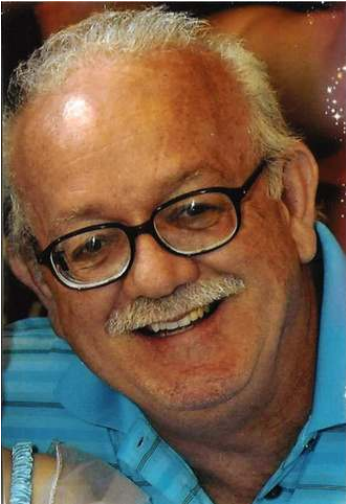




*There are no words big enough to fully express our family's gratitude for the care and compassion you showed Barb over these past years. You walked beside her through some of the hardest days of her life, and in doing so, brought dignity to moments that would have been so much heavier otherwise. You were more than caregivers - you became friends and steady forces of grace in our lives. Your compassion made a lasting difference not only for my mom, but for all of us who love her.*

*Please know that your work, your kindness, and your presence are deeply appreciated and will be remembered with warmth and gratitude always.*

Robert, Barbara's son



*It takes special people to work in hospice. I commend all of you for your warmth & dedication.*

Cindy, Ken's wife

“  
*You folks took wonderful care of John for the last 9 months of his life for which we are so grateful... professional, kind, caring & thoughtful... thank you!*

JR, Oct 2025

“  
*You are all amazing. Making a difficult journey much easier. Thank you.*

MD, Nov 2025

“  
*Everyone involved with my father's care communicated very well. They took time to explain everything and answer our questions. They even took the time to get to know my father.*

MG, Nov 2025

*My husband Steve received such excellent care. I can't thank you enough!*

Linda, Steve's wife





*I knew Volunteer Hospice was a wonderful community asset, but I didn't know just how extraordinarily wonderful it is.*

*Thank you all for your expert guidance, love, & support through this journey with Mike.*

Ileana, Mike's wife

“

*Volunteer Hospice is such a gift to our community. Heartfelt thanks to the many people who make this organization the blessing that it is.*

RW, Aug 2025

“

*Thank you so much for the generous time and energy invested by you and VHOCC in sponsoring the pure grace of Rosemerry's presentation and engagement at yesterday's webinar. I deeply benefited from it and am most grateful.*

IL, feedback following Rosemerry Wahtola Trommer's presentation

“

*Thank you so much for caring for my dad, Ralph, and supporting his transition. He was at home, safe and comfortable - all we wanted.*

TS, Sep 2025

“

*I want to thank you for all the years you supplied a hospital bed for my husband.... Besides being a huge help to me, after I moved him into memory care, the caregivers said it made their job so much easier.... Your wonderful service is so appreciated.*

GL, Oct 2025

“

*It was such a meaningful presentation, & helped me tie together my experiences as a physician sitting at the bedside of a dying patient who had no family, an experience with my mom the night before she died, & some experiences with hospice patients as they neared death or died while I was with them.... I do hope more western physicians learn about this research, as I'm certain it can greatly improve the way they interact with patients at the end of life.*

Penny, feedback following Christopher Kerr's presentation

*I wanted to express a heartfelt gratefulness to you all, in how you not only served but in how you all so cared for my mother, Dorothy. To say thank you doesn't seem to be enough!*

Robert, Barbara's son



“

*Loretta's presentation was the best hospice guidance I've ever seen. I put it up on the TV and my wife, Janice, sat down and enjoyed it with me. We'll watch the recording again. Thanks so much for it.*

Patrick, feedback following Loretta Downs' presentation

# VHOCC Board of Directors

Community leadership that guides a shared commitment to compassionate care



## Executive Board

Roger Oakes, President, Member since Dec 2022  
Lori Ridgeway, Vice President, Member since May 2021  
Stu Koop, Treasurer, Member since Sep 2021  
Karen McCormick, Secretary, Member since Jul 2023

## Members At Large

Wendy Brown, Member since May 2019  
Marca Davies, Member since Apr 2025  
Thom Hightower, Member since Apr 2025  
Suzanne Lockwood, Member since May 2023  
Mike Milward, Member since Dec 2025  
Ty Prosser, Member since Oct 2021  
Peter Raiswell, Member since Apr 2019  
Ted Ripley, Member since Sep 2020  
Sandra Tatro, Member since Nov 2024

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Web: [volunteerhospice.org](http://volunteerhospice.org)

EIN: 91-1076440

## Legacy Gifts

Volunteer Hospice of Clallam County was built on a bold idea: that end-of-life care should be guided by compassion not by billing. For decades, our community has sustained this uncommon model through generosity and vision. A legacy gift ensures that this promise continues for generations to come.

When individuals include VHOCC in their will, trust, retirement account, or beneficiary designation, they create enduring impact. Legacy gifts strengthen our long-term stability, help us weather fluctuations in annual fundraising, and allow us to plan confidently for the future, expanding access to hospice care, grief support, respite services, and our medical equipment lending closet at no cost to patients.

Many legacy gifts cost nothing today. Yet tomorrow, they become transformational, protecting VHOCC's independence and ensuring that compassionate care remains available to every family who needs it.

If VHOCC has touched your life, consider making us part of your legacy.

