

THE
Companion
Summer 2021

The Newsletter of Blue Ridge Hospice



2020
Annual Report

Blue Ridge Hospice Board of Directors

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Cheryl Hamilton Fried

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Chief Clinical Officer

Jennifer Martin, RN, CHPN

Chief Financial Officer

Cheryl S. Ringer, CPA, CGMA

Chief Human

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Ellen Hicks, PHR, SHRM-CP

Chief Business

Development Officer

Anthony Crosen

From Our President & CEO



Dear Friends and Supporters of Blue Ridge Hospice,

Welcome to a new look for Blue Ridge Hospice's *Annual Report* and our other communications with our donors, volunteers, community supporters, and healthcare partners.

It's a new look that symbolizes the broader reach we plan to have as the area's legacy provider of end-of-life care.

Blue Ridge Hospice will always be the area's hospice provider of choice.

But as the healthcare payment system continues to undergo some of the most significant changes since the introduction of Medicare in 1966, Blue Ridge Hospice has to be so much more than your local hospice provider if it is to continue to meet its charitable mission to the communities we've been privileged to serve since 1981.

As the still-new President and CEO, my commitment to you is that we will always honor the history and mission of Blue Ridge Hospice. We will always put community and our service to the community first. Decision-making will remain local, entrusted to an outstanding Board of Directors who represent the best of our region. Working in concert with our Board of Directors, Blue Ridge Hospice will continually seek to identify community need for home-based serious illness care, post-acute care, elder care, end-of-life care, grief & bereavement care, and support for caregivers. In addition, we will continually evaluate how best to employ our people and our financial resources to meet those needs to the best of our ability. We will strive to distinguish Blue Ridge Hospice as an admired and respected employer across the communities we serve. We will continue to build upon our legacy as a local not-for-profit provider of which the entire community can be proud and we will work to honor and expand upon that hard-earned and well-deserved reputation. We remain grateful to the donors who have made our growth and success possible over the years and we will look to continue to honor and recognize those among our friends and neighbors who choose to invest in our mission.

This is more than an annual report. It's a tribute to the Blue Ridge Hospice staff who worked and served throughout the first year-plus of the pandemic and who are continuing to go above and beyond every day for our patients and their loved ones. It's a huge thank-you to the family and friends of the Blue Ridge Hospice staff – for their unconditional support and love that allowed our staff to persevere. And it's a reference point for the ongoing evolution of Blue Ridge Hospice as we work to meet community need.

I'll continue to keep you apprised of our mission fulfillment work in the months and years ahead.

With gratitude,

Cheryl Hamilton Fried
President & CEO

From Our Board Chair

To My Colleagues, Friends, and Neighbors,

It's a distinct honor for me to have this letter appear on the page facing the first of what I know will be many letters from Blue Ridge Hospice's still-new President and Chief Executive Officer, Cheryl Hamilton Fried.

As your Board of Directors carried out the search for a new CEO for the greater part of 2020, we focused not just on the administrative skill and experience of our candidates but also on each candidate's vision for how this mission-driven organization could grow and adapt to keep pace with the radical changes swirling around all of healthcare – including serious illness and end-of-life care.

How do we, as a stand-alone provider, continue to meet the needs of our aging population? How do we adapt to what Medicare is calling value-based care? What should our role be in population health? How do we ensure that everyone who can benefit from our care receives a timely referral to Blue Ridge Hospice? How do we ensure Blue Ridge Hospice has the qualified staff and necessary funds to meet the needs of the community for quality, compassionate care? How do we reward, recognize, and retain our dedicated staff members, whether they provide hands-on care, support our clinical teams at the administrative level, or keep our

vital Thrift Stores running and serving the community?

Cheryl has more direct experience, knowledge, and expertise in these areas than anyone I know of in our community. Your Board of Directors and I are confident she can lead us through this era of challenge and change to a brighter future.

We know the future will require a more comprehensive approach to end-of-life and chronic illness care. But even as we look ahead to that future, we also appreciate the unprecedented trials Blue Ridge Hospice faced in 2020, as well as the personal challenges and adversity our staff, their families, our patients, and their loved ones faced during the national health emergency. As the area's longest-serving hospice provider, we're honored to have been there for all of our community during such trying times.

Sincerely,



Leonard Yang, MD, FACEP
Chair of the Board of Directors



A Heartfelt Thank-You to Richard Kennedy

A 2020 Blue Ridge Hospice Annual Report would not be complete without acknowledging – with



deep appreciation – the service of Richard Kennedy as interim President and CEO from August 2019 to January 2021, when Cheryl Hamilton Fried took over the reins of the area's oldest mission-driven hospice provider.

A resident of Stephens City in Frederick County, Richard had been serving as a member of the Blue Ridge Hospice Board of Directors when his fellow Board members asked him to take over administrative responsibilities while the Board conducted a nationwide search for a permanent CEO.

Richard came on board only a few months before reports first surfaced of a deadly and rapidly spreading virus. Working with his senior clinical and administrative team, Richard forged an aggressive response to the emerging pandemic – instituting remote work for administrative staff, keeping the Inpatient Care Center open even for COVID-positive patients, moving all grief and loss counseling to phone and video meetings, temporarily closing the Thrift Stores, and much more. Richard's approach was highly collaborative, built on the time-honored hospice principles of building trust and empathetic listening.

The Blue Ridge Hospice Board of Directors and staff, as well as the broader community, are grateful for Richard's leadership and service during such a challenging period.

From Our Clinical Leaders



To our Friends, Colleagues, and Healthcare Partners:

In the many years that we have been privileged to be a part of the Blue Ridge Hospice team, we have seen this organization surmount many challenges and benefit from the meaningful growth that results from such opportunities. The COVID-19 pandemic has been, without a doubt, the most formidable of those challenges. And yet, as we write this letter in mid-2021, we can't help but reflect on the commitment and determination we have witnessed in our fellow team members over these past 16-plus months. It is those qualities that have helped us navigate this national health emergency and be better prepared for whatever comes next.

Every employee and volunteer at Blue Ridge Hospice stepped up in her or his own way while we were in the grip of COVID-19. Our clinical staff selflessly braved the front lines every day to deliver comfort to our patients and their loved ones. We were able to quickly adjust to using telehealth when needed and therefore continued to seamlessly deliver care, thanks to the support – and patience – of our IT team. When acquiring necessary supplies of Personal Protective Equipment (PPE) proved difficult, our amazing volunteers stepped up to sew hand-made masks and gowns.

Our clinical staff never lacked for what they needed to protect themselves and our patients and their families. Our thrift store teams and warehouse staff made it possible for us to keep the Blue Ridge Hospice Thrift Stores open for much of the year, thus ensuring that a vital source of revenue remained available to us. And, through it all, our administrative staff kept our day-to-day operations humming smoothly despite having to telework and adjust to countless virtual meetings.

In many ways, Blue Ridge Hospice is stronger today because of the COVID-19 pandemic. We have new tools like telehealth capabilities that allow us to deliver care quicker and easier to our patients. We have developed more efficient ways to hold meetings and to collaborate with each other. We also sense a renewed shared appreciation among us for each other and our mission – something that can only result from weathering a storm like this together as a team. Although COVID-19 continues to persist as a true threat to our community's health, Blue Ridge Hospice is prepared for whatever new challenges may come. Our success is a direct result of every employee and volunteer who helped us make good on our mission to brighten life's journey for our community, every day.

With Regards,

A handwritten signature in black ink that reads "B. Flynn" followed by a stylized flourish.

Brendan Flynn, DO, FAAHPM, HMDC
Chief Medical Officer

A handwritten signature in black ink that reads "Jennifer Martin" in a cursive script.

Jennifer Martin, RN, CHPN
Chief Clinical Officer



From Our Chief Financial Officer



Dear Friends,

It's no secret – 2020 was a year of upheaval, change, and challenge for healthcare providers. Never more so than for a local not-for-profit like Blue Ridge Hospice.

The bottom line for Blue Ridge Hospice: Thanks to the CARES Act, we finished the year with a surplus of revenues over expenses – approximately \$2.1 million. Blue Ridge Hospice received \$2.3 million in funding from the Coronavirus Aid, Relief, and Economic Security Act, so you can readily see how important the CARES Act was in ensuring that the area's oldest, most respected, community-based hospice continued to have the funds not just to meet the challenges of the national health emergency but also to continue to support our mission-fulfillment activities.

How did we spend the CARES Act funds? Judiciously. Purposefully. Intentionally. And in full consultation with our distinguished Board of Directors.

Without the CARES Act funding, we would have had to furlough or lay off staff to account for a significant – but temporary – drop in our average daily census as the pandemic took hold and overwhelmed hospitals, nursing homes, and assisted living communities while locking down much of our community. But Blue Ridge Hospice made a commitment early on to keep our staff willfully employed. We knew the struggles our employees were going through. And we felt a responsibility to them, to our mission, to the patients and families we were serving then and those we would be serving at some time in the future.

To further demonstrate our commitment to our staff, we also utilized part of the CARES Act funding to offer retention bonuses to our staff, which, given the challenges every healthcare provider is facing in meeting its staffing needs, was a bonus not just for our employees but for Blue Ridge Hospice and the community.

While the financial numbers are important, we at Blue Ridge Hospice always keep our mission as our primary focus. Every decision our clinical teams make is based on quality patient care and mission fulfillment. That same focus guides how we spend every hard-earned dollar entrusted to our care.

Respectfully,

A handwritten signature in black ink that reads "Cheryl S. Ringer". The signature is written in a cursive, flowing style.

Cheryl S. Ringer, CPA, CGMA
Chief Financial Officer

Mission Statement

Brightening life's journey with quality and compassionate care for all whom we are privileged to serve.

Vision Statement

To be the leading not-for-profit provider of comprehensive care to enhance the life and autonomy of those we serve.

Values

- Dignity
- Integrity
- Teamwork
- Innovation
- Diversity
- Excellence

Blue Ridge Hospice

- Offers quality end-of-life care to those facing serious illness.
- Helps patients remain as independent as possible in making decisions.
- Honors patient and family choices and addresses the individual needs of those we serve.
- Treats every patient with the utmost respect and dignity.
- Manages pain and symptoms so patients live as fully and comfortably as possible.
- Supports anyone in our community affected by death, dying, and loss
- Focuses on the quality of each person's life by addressing the mind, body, and spirit.

Supporting the Community Through Grief & Loss

During the COVID-19 pandemic in 2020, Blue Ridge Hospice grief support counselors developed an innovative new look to our highly regarded community-wide grief support programs and services.

“The pandemic magnified everyone’s sense of loss,” observed Susana Calley, LCSW, Manager, Patient and Family Support Services. Familiar rituals like funerals and family gatherings were replaced with small graveside services or postponed indefinitely until get-togethers and travel were possible.

“As a result, grief was felt more intensely,” Susana explained. “Loneliness prevailed. Our check-in calls to

the bereaved were answered more often and involved longer conversations as loved ones struggled to process the trauma of personal loss during a time of so much loss everywhere.”

The Blue Ridge Hospice Grief and Loss Department responded by being available via phone and video call, teaching widows and widowers how to use video conferencing to join groups, holding virtual support groups for all ages, meeting outdoors, home-delivering craft packets for children’s grief groups, home-delivering dinners for teen grief groups, and continuing our tradition of holiday grief workshops and remembrance services – all “pandemic style.”



Arts-and-crafts activities help children and teens work through their grief experiences and express their feelings and emotions.

During the pandemic, the Blue Ridge Hospice bereavement team continued to support the community by delivering craft packets to children coping with loss.

Specific community outreach during the first year of the COVID-19 pandemic included:

- Completed 3,677 bereavement calls to the family members of Blue Ridge Hospice patients.
- Fielded 275 calls from the community seeking support and information about grief during the pandemic.
- Created 2,635 individual bereavement plans of care for the survivors of our patients.
- Provided more than 600 individual grief counseling visits.
- Provided grief education and support for a variety of community organizations, including the Loudoun County Department of Aging, Frederick County Public Schools, Winchester Medical Center, Home Instead, and The Retreat at Berryville.
- Offered a 24/7 Talk Line for the staff of local nursing homes and assisted living communities as they navigated COVID-related grief and stress.
- Conducted a Virtual Remembrance Service.
- Conducted two virtual caregiver support groups for the families of current hospice patients.
- Facilitated community outreach through five adult grief support groups each month – either in person or virtually – as well as a monthly teen group, quarterly children’s programming, a family equine therapy workshop, and community book discussion.

Throughout its 40 years of community service, Blue Ridge Hospice has been privileged to be a resource for patients and families, healthcare providers, community-based organizations, educators, businesses and corporations, and anyone coping with the loss of a loved one – regardless of when and where that loved one died and whether Blue Ridge Hospice had the privilege to care for the deceased.

The pandemic has only made our grief and loss programs stronger. We thank our volunteers and donors who support our grief and loss work with their time, contributions, and heartfelt support for making all that possible.

Grief & Bereavement Dictionary

grief [grēf] *n.* the process of psychological, social and somatic reactions to the perceptions of loss

mourn·ing [mawr-ning] *n.* the cultural response to grief

be·reave·ment [bih-reev-muhnt] *n.* the state of having suffered a loss

grief work [grēf wurk] *n.* the work of dealing with grief, requiring the expenditure of physical and emotional energy





Mission-Driven Momentum

Staying Connected During the Pandemic

2020 was a year of reimagining for Blue Ridge Hospice – a year of learning to adapt to change, a year of learning how to meet the needs of our associates, our patients and their loved ones, and our community in new ways. It was a year of discovering depths within ourselves and within our connections that we could apply to our mission to ensure that we continued to provide the highest quality of care.

We found supplies to ensure our team had the necessary medical and personal protective equipment necessary to continue our work. Many of our team members learned to use online resources as a way to continue to be available to community members who needed us – from video conference calls for Grief & Bereavement Support to Facebook events for Book Club meetings. We learned to connect through social distancing. We mastered meeting the eyes of those in need through our computer screens; to assuaging sadness over the phone.

Throughout these necessary pivots we found strength in one another. As essential workers, we understood the importance of the services we provided, we felt the weight of our contribution to this community and knew that we needed to continue moving forward. We quickly learned that socially distanced did not need to mean socially disconnected and we found ourselves buoyed by all of the relationships built through our past 40 years of connection with you – the people truly essential to our organization – our patients, our volunteers, and our donors. You – all of our friends – without you we would not be able to continue our mission to brighten life's journey with quality and compassionate care for all whom we are privileged to serve.





Our Music Therapists continued to offer their amazing, compassionate services and support to patients and their families in nursing homes by providing Outdoor Porch Concerts. They played in front of windows and doors to audiences seated inside, singing along and enjoying themselves. They also provided concerts virtually to patients who were in their homes!

Our In-Patient Care Center was able to offer relief to the Winchester Medical Center by admitting COVID-19 positive patients for 24-hour care, thus freeing up additional beds at the hospital.

To continue providing support, our volunteers began offering “Window Visits” to patients. They stopped by homes to drop off supplies, often spending time chatting through a window or door, checking in and offering connection.

Our Equine Therapy partner, Holistic Horsemanship Services, continued to offer socially-distanced, outdoor experiences for young adults learning how to deal with their grief through interactions with horses. One of the many teen participants in the equine therapy program enthused, “Love this! It helps so much for ... how to respond to family and friends on grief issues.”



Continuing Our Commitment to the Community



1,298

Patients served



68,697

Visits made



181

Grief & loss clients



586

Grief & loss counseling visits



2,532

Bereavement calls made by volunteers



845,260

Miles driven to care for our patients

Thrift Shops & e-Recycling

Blue Ridge Hospice Thrift Shops and e-Recycling accounted for tens of thousands of pounds of electronics sold or responsibly recycled and

1,388,164 pounds

of clothes, shoes, accessories, toys, kitchenware, and books sold at shops or baled. Through our resale and recycling efforts, Blue Ridge Hospice is keeping millions of pounds of waste out of our local landfills!



Important Members of the Team

Despite the obvious limitations our volunteers faced due to the pandemic, they continued to give generously of their time and compassion to support those facing a life-limiting illness throughout the Blue Ridge Hospice service area.

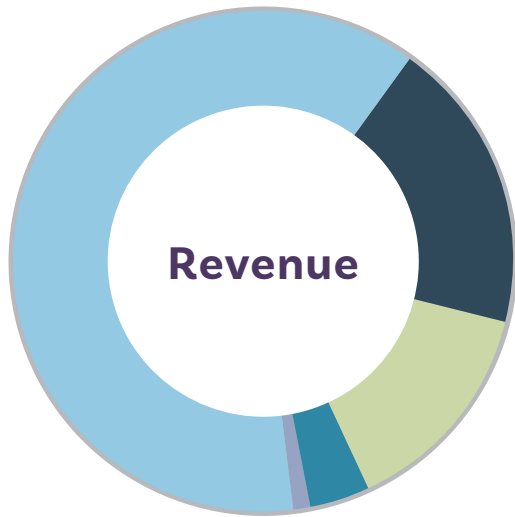
Number of volunteers: ... **145**

Volunteer hours: **15,043**

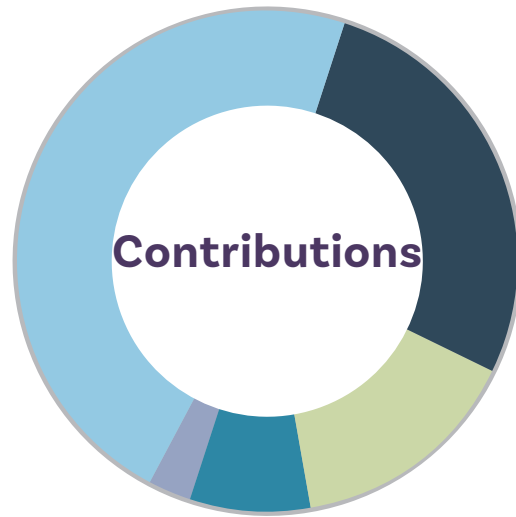
Volunteer cost savings: .. **\$429,342**



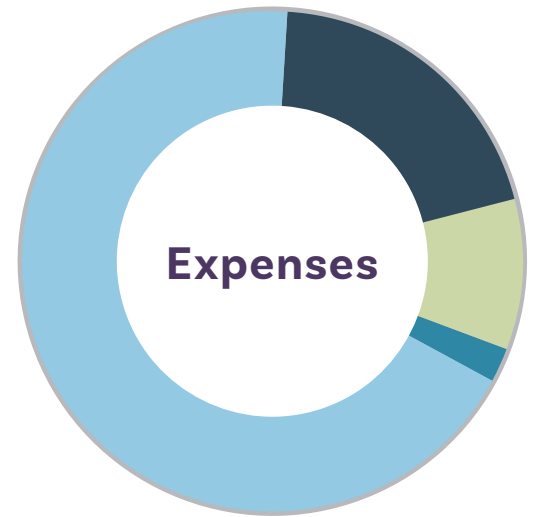
2020 by the Numbers



- **62%**
Patient Service Revenue
- **19%**
Thrift Shop Revenue
- **14%**
COVID-19 Provider Relief & PPP Funding
- **4%**
Contributions
- **1%**
Investment Earnings



- **\$505,760**
Donations
- **\$292,533**
Thrift Shop Net Revenue
- **\$162,868**
Planned Gifts
- **\$83,523**
Grants
- **\$27,187**
Fundraisers



- **69%**
Program Services
- **20%**
Thrift Shops
- **10%**
Administrative
- **2%**
Fundraising

\$230,418
Charity Care Provided

Patient Demographics

Age Range	# of Patients
25-34	2
35-64	161
65-74	247
75-84	362
85+	526

Total Patients Served	Count
Winchester	254
Clarke	115
Fauquier	3
Frederick	409
Loudoun	41
Page	48
Shenandoah	233
Warren	192
Other	3

Visits by Clinical Discipline

Blue Ridge Hospice team members completed nearly 70,000 visits to our 1,298 patients during 2020 – evidence of the commitment of our clinical teams to provide quality, compassionate care to everyone who can benefit from it, even during a national health emergency.

Total Clinician Visits	Count
Nurse or CNA	59,764
Social Worker	4,011
Provider*	3,137
Music Therapist	984
Chaplain	801

*Physician or Nurse Practitioner

Auxiliary Program Costs

Music Therapy	\$264,079
Grief & Loss	\$215,451
Chaplain	\$143,775



Your Support Allows Blue Ridge Hospice to Go Above and Beyond

As the area's legacy not-for-profit hospice provider for the past 40 years, Blue Ridge Hospice relies heavily on the generosity of our friends and neighbors to ensure we can continue to provide quality, compassionate, and comprehensive care for everyone who can benefit from our skill, experience, and expertise.

Our large service area – Winchester City and the counties of Clarke, Fauquier, Frederick, Loudoun, Page, Shenandoah, and Warren – places huge demands on both the staff and resources of Blue Ridge Hospice to ensure patients receive the right care at the right time in the right place. And we gladly admit every patient who can benefit from our care, regardless of the patient's ability to pay for that care.

“Blue Ridge Hospice provided more than \$230,000 in charity care, and more than \$620,000 in unfunded services in 2020!”

Your continued support allows Blue Ridge Hospice not just to meet the needs of the community for hospice care, but to go above and beyond the requirements set by Medicare by providing unreimbursed programs and services like music therapy; grief and loss support for children, teens, and adults; community grief support; Veteran's services; community education on end-of-life planning; and much more.

Please remember Blue Ridge Hospice in your giving plans for 2021!



Expert Advice: Leave a Legacy

“Leaving a legacy can be a priceless gift for your family, friends, and community. One of the best ways to leave a legacy is to financially support a valued cause or organization through planned giving.”

“Blue Ridge Hospice is one non-profit that I have seen benefit our community in profound ways. From their care for the dying to grief counseling and therapy for families, Blue Ridge Hospice comes alongside vulnerable people when they need it most. If your life has been impacted by Blue Ridge Hospice, I encourage you to give the gift of their services to others by remembering them in your legacy plan.”

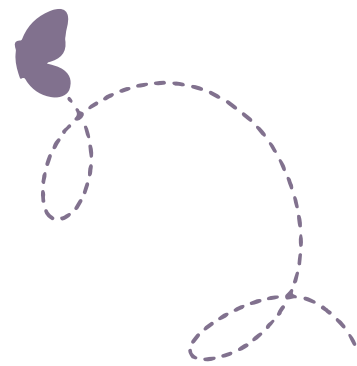
***Joshua E. Hummer, Esq.
Winchester, VA***

“Because of you, no one is ever turned away based on inability to pay.”

Have you already left Blue Ridge Hospice in your will? Would you like more information about legacy giving? Please contact Rick Gowdy, Blue Ridge Hospice Director of Philanthropy, at (540) 313-9200 or rgowdy@blueridgehospice.org.

Emperor Society 2020

We are honored to acknowledge the individuals, local businesses, and foundations that have supported the mission fulfillment work of Blue Ridge Hospice. While space constraints prevent us from listing all of our generous donors, we are sincerely grateful for every gift. The Blue Ridge Hospice Emperor Society recognizes those of our donors who contributed \$1,000 or more during the pandemic year of 2020. Thanks to all!



\$20,000 & above

Anonymous
Frederick and Christine Andreae
Estate of Claude Frances Bender
Robert and Susan Claytor
Ronald and Mary Ann Kaplan
Estate of Gordon S. Seibert

\$10,000 – \$19,999

Anonymous
Estate of Kenneth Keller
Omps Funeral Home
Linda Schaller
George J. and Effie L. Seay
Foundation

\$5,000 – \$9,999

Anonymous
American Foundation
James L. and Mary J. Bowman
Charitable Trust
Janice Bourne
Jane Duane
Mike Greene Memorial Foundation
John L. and Margaret T. Harrell
Charitable Trust
John Holmes
B. Scott Jenkins
Tom and Mary Johnson
Robin Koneczny
Gregory Leggett
Michelle Mitchell
Chris Wisecarver
Leonard and Janet Yang

\$1,000 – \$4,999

Anonymous
Alan Appel
Anthem/Southeast Services
Susan Arthur
William and Sandy Armstrong
Atlantic Construction Company
Bank of Clarke County
Kay Brady
Dana Braithwaite

The Brandt Foundation
Breco Inc.
Lona Bishop
Maurice Brucker
Imogene Burgen
Thomas Carr
Jean and Clarence Carter
Mary Chiu
Wayne Chrismore
Karen Cribbs
Carol Comisarow
Jillian Constant
Richard and Susan Creasy
The Estate of Jean Allen Davis
Davita Way of Giving
Victor and Mary DeMott
David Denham
Direct Cremation Services of VA -
Stephens City
Samuel and Holly Dillender
Eda Doyle
Mover Dudes
Andy and Barbara Ferrari
First Presbyterian Church
Adam Foster
Donald Fravel
The Geili Revocable Trust
Green Paradise New Carrollton
Vincent Greenwald
Lynn Grinna
Vickie Grove
Shelby Grubbs
Sheryl Gunderson
Robert Hammond
Anne Harvey
Tim Hill
HP Hood
Linda Hottle-Delano
Dot Iden
Peggy Jackson
Eugene Johnson
William Jones
Elizabeth and Thomas Jordon
Patricia Kettlewell
Julie Landrio

Carol Lefevre
Margaret Longto
Sandra Blythe Marcus
John Marino
Kim Maxwell
Ted McDaniel
McGriff Insurance Services
Ken and Nancy McKee Foundation
J. Randall Minchew
Sandra Myers
Sue Ann Myers
George Ohrstrom II
Dorothy Overcash Charitable Trust
Charles Pine Donor Advised Fund
Rappahannock Electric Cooperative
Cois and Carol Ritenour
Grace Ritzenberg
Dolores Richardson
Robina Rich
Emma May Ridgeway
Charitable Trust
The River 95.3
Patricia Robinson
Mary Ruos
Rust/Kozacik Charitable Fund
Lynne Sayles
Andrew Shope
Southeastern Container Inc.
Charles and Sandra Stoneburner
Family Fund
Mary Tedrow
Trex Company
Eugene and Lucille Troxell
Eddie Virts
US Taekwondo Martial
Arts Academy
Donna Watts
Kirk Ways
The Clara Weiss Fund
Durbin Williams
The Winchester Group Inc.
Winchester Jazzercise
Emiko Yang
Frederick Yosca
ZM Sheet Metal Inc.

Get a Deal, Make a Difference

When you shop at the Blue Ridge Hospice Thrift Shops, you not only get great deals, but you also help neighbors and friends receive the end-of-life services they need and deserve. Proceeds from our thrift shops directly benefit Blue Ridge Hospice allowing us to provide quality, compassionate hospice care to any individual, regardless of ability to pay.

Please visit all of our boutique shop locations. We offer new, curated inventory every day. Each store's inventory is unique.



\$5 off
purchase of \$25 or more

**May be used in any Blue Ridge Hospice Thrift Shop.
*May not be used with any other coupon or punch card.
This coupon is good through December 31, 2021.



**No need to rent a truck
or load heavy furniture!**

Let us help with our **FREE** donation pickup service.
Call (540) 327-0402 to schedule.

Visit us at one of our eight convenient locations:

Winchester

116 Featherbed Lane
Winchester, VA 22601
(540) 542-0202



Winchester East

822 Berryville Avenue
Winchester, VA 22601
(540) 722-7183



Stephens City

760 Warrior Drive,
Suite 4
Stephens City, VA 22655
(540) 868-0392



Berryville

115 West Main Street
Berryville, VA 22611
(540) 955-2840



Purcellville

609 East Main Street
Purcellville, VA 20132
(540) 751-1680



Leesburg

57 Catoctin Circle NE
Leesburg, VA 20176
(540) 703-687-3120

Front Royal

425 South Street
Front Royal, VA 22630
(540) 635-2268



Strasburg

390 East King Street
Strasburg, VA 22657
(540) 465-1344



Blue Ridge Hospice Volunteers Answer the Calling

Without our amazing Blue Ridge Hospice volunteers, we wouldn't be able to do all that we do to fulfill our not-for-profit mission and serve our community. Throughout 2020, Blue Ridge Hospice volunteers worked tirelessly to support our staff, our community, and most importantly our patients and their families.

From hand-sewing masks and gowns in the early days of the pandemic to checking in on patients and families by phone when in-person visits weren't possible to helping keep our thrift shops supplied with beautiful displays, our volunteers pitched in wherever necessary – and always with a smile.

We express our deepest gratitude for their service and commitment.

We are currently looking for new volunteers. However you choose to help, you will make a difference in the lives of our friends and neighbors. Volunteers can assist with:

- Patient & Family Support
- Thrift Shops
- In-Patient Care Center
- Community Events & Fundraising
- Administrative Support
- More

Please visit brhospice.org/how-to-help/volunteer to learn about our volunteer opportunities.



333 West Cork Street, #405
Winchester, VA 22601

Non-Profit Org.
U.S. Postage
PAID
Permit No. 120
Winchester, VA
22601

Visit us at brhospice.org



“Our family will be forever grateful to Blue Ridge Hospice for helping us move through the end of our mother’s life. The support you provided arrived in so many different and unexpected ways. Your medical staff, the nurses, caregivers, and doctors, helped us all understand what ‘end of life’ means and how to use that knowledge to make difficult decisions for our mother. Your music therapists visited and provided relief and beauty through our tears. Your social workers helped us work through some family disputes, bringing us closer.

“Our mother saw this renewing of relationships, and it brought her joy and comfort in her final days. And, finally, your Grief & Loss team counseled us after her passing, providing easy shoulders to cry on, and meaningful advice as we learned how to deal with our loss. Thank you for being here for her, and for us.”

The Companion | Fall 2021

Created by the Blue Ridge Hospice Marketing Department

Anthony Crosen, Chief Business & Development Officer

Rachel Williams, Communications & Outreach Specialist

Richard Gowdy, Director of Philanthropy

Disclaimer: Blue Ridge Hospice is sensitive to privacy concerns. We do not sell or rent names or addresses of our supporters to any other person.



Proudly serving Frederick, Clarke, Warren, Shenandoah, Page, Northern Fauquier, Western Loudoun, Rappahannock, and the City of Winchester.

▼ Inpatient Care Center