

WHEN



CARE *at* HOME



MATTERS



PATHWAYS
HOSPICE
FOUNDATION

—
Devoted to
raising
philanthropic
support for
the Pathways
family of
services

PATHWAYS



Serving
Alameda,
Contra Costa,
San Francisco,
San Mateo, and
Santa Clara
counties with
compassionate
and caring
home health and
hospice care

Barbara Burgess
CEO, Pathways
Family of Services

The mission of Pathways Hospice Foundation is to...

give patients, families, community members, and philanthropic partners the opportunity to financially support Pathways' highly compassionate, state-of-the-art, episodic, chronic, and end-of-life care.

Gifts serve to:

- provide a safety net for underserved, underinsured, medically fragile patients of all ages
- make uninsured programs not only possible, but robust
- give Pathways added financial capacity to enrich programs

The Foundation seeks to sustain meaningful relationships with its donors and volunteers.

ACCOMPLISHMENTS *in* 2009



Pathways Bereavement Counselors held 3,790 counseling sessions for bereaved clients, representing a 55% increase since 2008.

Every day, Pathways Private Duty caregivers assist clients with daily living - helping them bathe and dress, and assisting them with shopping, cooking, laundry, and other tasks. To meet the needs of their clients, Pathways Private Duty launched a unique certification program to train their caregivers in understanding and caring for clients with Alzheimer's and other forms of dementia.

A MESSAGE *from* PATHWAYS

Dear Friends,

For thirty-three years, Pathways has been sustained by the community it cares for. From the more than 600 volunteers who give their time and their hearts to our patients and families, to the donors who reach deep, Pathways knows that when care at home matters, the community will turn to Pathways and will support its work. 2009 was such a year.

In difficult economic times, Pathways Hospice Foundation is grateful to all of you who made exemplary home health and hospice care possible for the thousands of individuals and families in the Bay Area who faced serious illness and the end of life in 2009. Reduced donations, uncertainty over health care legislation, and cutbacks in Medicare reimbursement all made an impression this past year.

Responding to these threats, Pathways Hospice Foundation found ways to reduce expenses and still continue to work towards ensuring that all families can receive hospice care regardless of their ability to pay. In addition, Pathways reached out to our legislators, educating them about the need for, and cost-effectiveness of, hospice and home health care at a time of escalating medical costs. We also worked to strengthen our volunteer leadership, adding three new members to the Foundation Board. And with more than 650 others, we laughed and cried at the *One from the Heart Awards Breakfast* as speaker Alan Zweibel remembered his beloved friend Gilda Radner.

And families in 61 cities around the Bay Area, experiencing confusion, sorrow, and loss, discovered that they could rely on Pathways to be at their side, like a “warm hand offered in a dark forest,” as one family member described it. Thank you for making Pathways a priority in your giving.



Minda Cutcher



Carol S.
Lillibridge

Minda Cutcher
Board Chair

Carol S. Lillibridge
Vice President of
Philanthropy

Letting in LIGHT and Finding PERSPECTIVE



MARK AND KAREN were the best date in the country for each other, the computer dating program said, even if they were a continent away from one another. It was 1966 and each had come across one of the first computer dating companies and filled out the forms. With Karen an elementary teacher in Berkeley and Mark a graduate student in Cambridge at MIT, it did not seem likely they would get together. But in December of that year, Mark came out to California to take a job at Lockheed Research Labs in Palo Alto. “Mark was so interesting – he was fun and funny, a natural-born storyteller, and so intelligent.” After a month of dating one another, Karen says, no one else compared to Mark. They married in 1968.

Their love affair lasted forty years. They settled in Los Altos. Karen taught elementary

“I’m not sure you can
be prepared for
something like this.”

school in Los Altos for 30 years, and Mark became a scientist at NASA, specializing in large area networks and networking. They had two sons together.

Then, this past year, Mark was diagnosed with metastatic colon cancer. It had developed fast and already spread to his liver. Doctors gave hope that chemotherapy would help and that Mark could maintain a good quality of life through treatment. But coming home on a Friday after two weeks in the hospital, Mark spiraled downward. By Sunday, they knew he was sicker than they had hoped and on Monday Karen contacted Pathways about hospice care. Medical Director Ellen Brown came to the home to assess Mark and realized he had very little time left.

The family gathered quickly. Mark’s parents, in their 90s and living in Florida, flew in, as did Karen’s sister and her family. They all stayed at Mark and Karen’s home. Those few days are now a little blurred for Karen. “I’m not sure you can be prepared for something like this. There were so many people around and I was running in every direction. Friends brought food, the Rabbi came to visit. It was scary for all of us,

including Mark. But Pathways was there for us. They made Mark comfortable.” On Thursday, Mark died.

In the next few months, Karen went on with her life as best she could. Pathways volunteers called to check on Karen and offer bereavement services, but she thought she was doing fine. Then one day, she ran into a neighbor whose wife had died. He casually mentioned that he was seeing a bereavement therapist. It was Mark’s birthday and something clicked for Karen. She asked her neighbor to have the therapist call her.

Karen said that when Chris Taich, Pathways Manager of Bereavement Services, called, “it was like the floodgates opened. All the things I thought I was handling so well, I wasn’t.” Having coped with the deaths of her parents and a close friend, Karen says she didn’t realize she had gone into what she describes as a “tailspin.”

“It had happened so quickly. We had no idea Mark was ill and then so quickly he was dead. The void in the house was terrible. I was having trouble sleeping,” Karen says. She became stuck in her grief, reliving Mark’s illness and last days over and over. Working with Chris, Karen began to re-examine what she was going through. “Chris gave me permission to look at my life in a different way. As a teacher, I value organization. I had thought I could calm my mental chaos by imposing external order, by cleaning the house and making sure papers were in order.

(continued on next page)

Dear Mark,

It's been a year, and I miss you so much in so many ways. Our life together was certainly filled with challenges, and while things weren't always easy, we always appreciated and loved each other. While my life will never be the same, I am moving forward and making changes and I like to think that you would approve and be happy for me.

One of the first things I did was to turn our bedroom into a restful place for me, because I have found it so difficult to sleep without you by my side. I have just begun to tackle the closet, but I can't quite bring myself to put or give away all your shirts. There are too many memories there.

(continued on next page)



Above, a letter Karen wrote to Mark as part of her grief therapy

Karen and Mark gather with their family in Santa Cruz just months before Mark passed away

(continued from previous page)

Chris encouraged me to write letters to Mark and to write letters that he might write me back. When I started writing, the chaos and jumble in my head began to clear.”

Karen also joined a bereavement group this past fall. She finds comfort in being with others who know what she’s going through. She’s begun to build a new life for herself, including allowing herself to change things in the home she shared with Mark for so long. This past December, she stood up at a Pathways event, the *Celebration of Light*, and shared one of her letters to Mark (*the letter starts on page 3*). “I’ve realized grief really is a process. It won’t stay the same forever. While I’m still having some trouble sleeping, with the help of Pathways’ bereavement services, I’m finding some perspective.”

“My counselor suggested writing letters, which turned out to be the exact thing I needed to help me focus myself and restore my calm.”

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I think I was in a fog for several months, but as your birthday and our anniversary approached, I found that I wasn't doing as well as I thought. It seemed like all I could do all day (and night) was relive those weeks of illness, and I really didn't want to see many people or do many things. Luckily, a neighbor who lost his wife a few years ago called his grief counselor at Pathways and she called me. I didn't know how much I needed them until my first session, when I almost couldn't stop talking.

My counselor suggested several things I could do to help myself, including writing letters, which turned out to be the exact thing I needed to help me focus myself and restore my calm. I think the most important thing she did was to listen to me, affirm my feelings, and reassure me that what I was going through was normal, because I certainly didn't feel normal. She also suggested a support group for men and women who had lost spouses, and, while it is often painful, it has helped to be with those who have gone through the same terrible experience. I always am supported and leave feeling better.

I've made some especially big changes around the house, and that has been both exciting and difficult. The first thing I did was to cut back the eaves to a normal size. The house is now filled with light, and I love it! It seems amazing to me that we lived in such darkness for so many years and that

(continued)



Karen enjoys her garden from the newly-installed swing



no one ever thought to do this simple thing. I've been meeting with a landscape designer and have a plan for the garden that is beautiful, low-maintenance, and child-friendly. Our grandchildren will love it. In a million years I never thought I would do this, but here I am, planning, organizing, paying for it.

This last year the economy has been rough for many people, but I am in good shape, and that's completely because of you. Years ago, when I complained about the long hours you worked, you told me how seriously you took the role of being a provider. I'm grateful for that every day.

Another thing I did to help myself is joining a new gym. I've been going there three times a week, and I love it. You were such a faithful swimmer, braving rain and cold, and I wanted to do something that would be healthy for me and that I know would have made you happy. You always urged me to exercise, and I'm going to try to keep up the momentum.

Everything I do is with you in mind, but it's not always what or how you would do it. I feel confident that I'm doing the right things, and of course, I elicit opinions from everyone. But, ultimately, it is I who am living this life.

*You are always in my heart,
Karen*

TWELVE ANGELS *and* a CARROT

KYLE HAMILTON LOVED the word *yellow*. Laughter and giggles would erupt. The word carrot was another favorite. Almost any word with a *y* or *k* sound brought him joy.

And Kyle was a joyous child. Born blind and quadriplegic, Kyle never developed verbal communication abilities, but that didn't stop him from communicating with others. His mother, Michelle Hamilton, says that "Kyle had ways of sharing his energy, joy and hope with others. He took every opportunity to laugh."



When he was born, Michelle had been told that Kyle might live to age 50. A single mother, Michelle planned her life around providing for him beyond her lifetime. But when Kyle was seven, he began to experience recurrent bouts of pneumonia. Each episode meant a scramble to the emergency room and then a scary hospital stay. "Kyle was severely disabled and it often seemed that the personnel at the hospital were unaware of this. Being unable to see or to speak, Kyle found the procedures that were done in the hospital to

"My life went from complete and utter chaos to peace when I made the call to Pathways...

It was like having twelve angels watching over us."

be terrifying and painful." Michelle tried to teach the hospital staff that they needed to greet him, touch him gently, and talk to him before they did anything intrusive.

Also worrying to Michelle, it seemed there was no clear and consistent medical direction for his care. It was especially difficult to get pain medication for him. Michelle felt she and Kyle were lost in a medical whirlwind. A chance remark from an emergency room physician turned Michelle's world around. He said, "Hasn't anyone told you that Kyle's condition is degenerative and at some point he won't be able to breathe?" Suddenly, everything changed for Michelle. She realized Kyle's life was a matter of months, not decades. Through Kyle's neurologist, she found out about the Pathways KIDS Program, which helps families with children who have life-threatening illnesses.

"My life went from complete and utter chaos to peace when I made the call to Pathways," Michelle says. Not only was Pathways able to help Michelle keep Kyle at home with Michelle and his beloved nanny Nancy Mella, but Pathways also had the resources to help Michelle make the decisions that needed to be made about Kyle's care. "Pathways KIDS made me confident that we could keep Kyle comfortable and not in pain. There was such comfort from the moment they walked through the door. It was like having twelve angels watching over us."

Part of what Michelle appreciated so much about the Pathways KIDS team who assisted her and Kyle was that they responded to their needs so sensitively. Kyle's case manager, nurse Lisa Monte, made it clear she was available whenever needed, but would not intrude unless they needed her. Michelle especially appreciated the Dream Team, Pathways' team of nurses and care providers who respond nights and weekends. "I only called when Kyle was in pain or if we were afraid for his condition. There was always a calm, competent person on the phone and if they needed to call back, it was in minutes." That's how Michelle came to know Rod Darner, one of the Pathways Dream Team nurses. Rod often answered the night calls from Michelle. "There could be a lot of anxiety before Rod showed up at our door. But we knew that when he came, his experience, competence, intelligence, and heart would guide us the right way."

Michelle remembers the night that Kyle's lungs kept filling with fluid and he experienced significant pain. Despite repeated doses of oral medication, the pain did not diminish. Rod called the Pathways medical director multiple times, and together they determined that the excess fluid was diluting the medication. Rod stayed until an alternative solution had been found - using a small patch that delivers pain medication through the skin - an unusual solution in pediatric cases, but one which worked for Kyle.

In addition to the help of Lisa and Rod, Michelle took comfort from the support of social worker Therese Cohen, spiritual counselor David Cowell, and volunteer Sherry Rayner. On Kyle's eighth birthday, the Pathways team gathered at Kyle's bed to sing him Happy Birthday and make him laugh at the word *yellow*. Less than three weeks later, Kyle passed away.

Rebuilding a life after the loss of a child is wrenching. Michelle has joined a child-loss bereavement group at Pathways, where she finds understanding from others in similar circumstances. Around her neck she wears a necklace from which dangles a charm in the shape of a carrot. It was a gift from Kyle's special education teacher and his classmates - a gift to celebrate Kyle's love for life that he shared with all who knew him.



Kyle as a baby

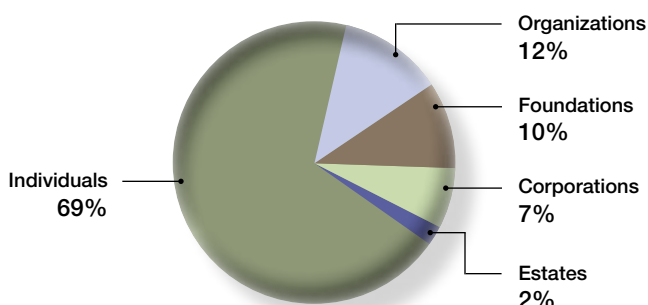


Michelle and Kyle share a loving moment

WHO GIVES *and* WHY

Who Gives

for calendar year 2009



ACCOMPLISHMENTS *in* 2009



A generous grant enabled Pathways to plan and prepare for implementation of a new internet-based telephone system to improve service to patients and enhance Pathways' ability to respond in case of regional emergency.

Given the special needs of grieving children, Pathways created a children's bereavement guide for use by families and Pathways staff, a project supported by generous gifts from donors.

When periods of crisis hit hospice patients, families can be overwhelmed and unable to provide the skilled care required. To meet this need and with the help of donor dollars, Pathways has established a special team of nurses who are able to rush to the patient's side and stay until the crisis is past, anywhere from several hours to several days.

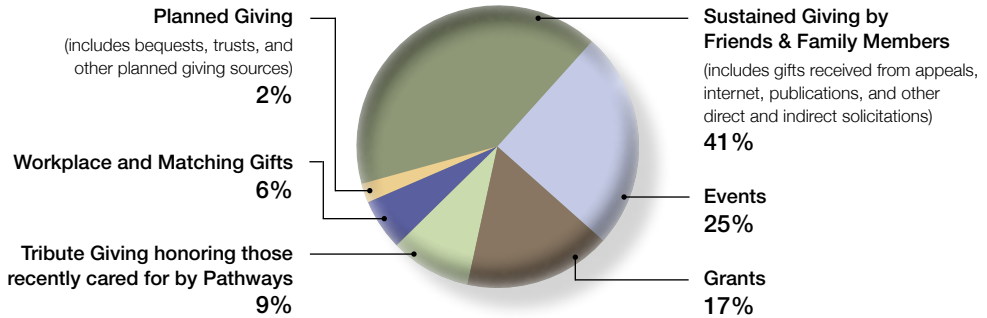
WHO GIVES *and* WHY



Joyce Shefren, RN
and Jerry Shefren, MD
received the 2009 *One
from the Heart* Award

Why People Give

for calendar year 2009



Bille Sarzin,
Pathways Legacy
Society member

STATEMENT of FINANCIAL POSITION

Assets

Current Assets

Cash and cash equivalents	\$ 789,100
Investments	\$ 500,100
Grants and contributions receivable	\$ 335,400
Prepaid expenses and other	\$ 13,500

Total Current Assets \$ 1,638,100

Property and Equipment [net] \$ 21,100

Asset Held in Life Estate \$ 240,000

Other Assets \$ 13,800

Total Assets \$ 1,913,000

Liabilities and Net Assets

Current Liabilities

Accounts payable	\$ 14,100
Due to related parties	\$ 53,000
Accrued expenses	\$ 5,200

Total Current Liabilities \$ 72,300

Net Assets

Unrestricted	
Undesignated	\$ 848,500

Total Unrestricted \$ 848,500

Temporarily restricted \$ 403,000

Permanently restricted \$ 589,200

Total Net Assets \$ 1,840,700

Total Liabilities and Net Assets \$ 1,913,000

For the fiscal year July 1, 2008 - June 30, 2009

dba Hospice, Pathways Hospice Foundation
Prepared by Moss-Adams LLP, October 2009
A complete statement is available upon request.



Genevieve Reynolds
remembered Pathways
in her estate plans

ACCOMPLISHMENTS *in* 2009



Donors embraced the Pathways KIDS Program, which expanded the average number of children served per day from 7 to 12 in 2009.

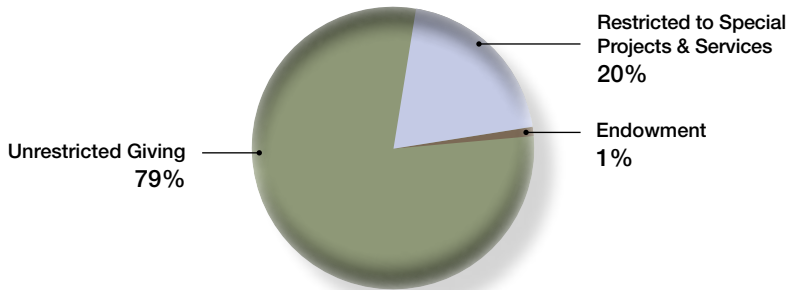
With the support of donors, Pathways Integrative Therapies Program was able to extend services to almost 25% of Pathways patients, increasing comfort and improving quality of life with an array of holistic offerings, including massage, pet therapy, music, aromatherapy, art, and guided imagery.

With donor support, Pathways completed an extensive emergency plan to ensure that in case of a flu pandemic Pathways could not only provide unimpaired home health and hospice services to our patients and families, but could also lend vital assistance to community hospitals.

DISBURSEMENT *of* FUNDS

Where Funds Go

for calendar year 2009



ACCOMPLISHMENTS *in* 2009



The generosity of donors allowed 255 uninsured and under-insured patients and their families to receive care from Pathways, an increase of more than 11% over 2008.

Funding from Pathways Hospice Foundation assisted the Volunteer Program, which added more than 100 new volunteers in 2009, representing 22% more than the prior year. Pathways volunteers provide companionship and comfort to patients, increase office efficiency, and boost fundraising efforts.



Tom Hodges, Pathways bereavement client and now volunteer, with bereavement counselors Ann DeHovitz and Kristin Frank



Diane Parnes explains the \$100,000 Sobrato Family Foundation Challenge Grant

Patients

Total Patients	4,711
- Private Duty	401
- Hospice	2,630
- Home Health	1,680
<i>Included in Hospice and Home Health patient counts above are the following Specialized Program patients:</i>	
- Pathways KIDS	36
- Palliative Care Adults	187
- Integrative Therapy	658

Staff Information

Total Staff	596
- Nurses and Dietitians	207
- Rehab Therapists	24
- Social Workers & Spiritual Care Counselors	38
- Home Health Aides, Personal Care Aides & Nursing Assistants	184
- Medical Directors	6
- Pharmacists	2
- Clinical & Administrative	135

Visits/Hours Served

- Hospice Visits	115,673
- Home Health Visits	34,491
- KIDS Visits	833
- Palliative Care Visits	485
- Grief Support Visits & Calls	11,187
- Private Duty Hours Served	140,893

Community Relations

- Health Partners	2,631
- Referring Physicians	2,146
- Referring Hospitals	80
- Nursing Homes & Care Facilities	454
- Other Community Organizations	255

Volunteer Program

- Total # of Patient & Office Volunteers	526
- Total # of Interns	31
- Total # of Volunteer Hours Contributed	25,568
- Value of Volunteer Hours	\$588,064

Foundation Information

- Number of Donors	4,116
- Number of Gifts	10,134

WHEN IS IT TIME *to* CALL HOSPICE?

Families often don't know when the time is right to call hospice. Many wait until the last minute, finding end-of-life care difficult to discuss. But Pathways can help families in many ways, and the sooner hospice care begins, the more support the family has even while pain is managed for the patient. Anyone can call at any time to find out if hospice care is appropriate or how it might help.

Here are 10 ways to know when the time is right for hospice:

1. Your loved one has been diagnosed with a terminal disease and given six months or less to live.
2. The disease has progressed to the point that there's no cure or treatment is not working, and you've decided to manage the pain, be comfortable, and not actively seek to treat the disease.
3. You and your loved one choose to forego any further testing or hospitalizations.
4. Your loved one is ready to begin to let go and say good bye.
5. Pain or other symptoms have begun to interfere with daily life.
6. Family members are experiencing emotional and spiritual difficulty with the impending death or there is unfinished family business and you would all benefit from support and information.
7. Your loved one wants to die at home surrounded by family and friends.
8. You are alone in caring for a loved one who is dying and need the support of caring, experienced professionals.
9. It is painful or difficult to get to the doctor's office and help is needed for bathing, dressing, getting out of bed, or walking.
10. Now - when you have questions and are wondering if hospice might be the appropriate option. Almost everyone who uses hospice says they wish they had called sooner.

ACCOMPLISHMENTS *in* 2009



Patients and families in San Mateo and San Francisco counties increasingly called on Pathways, leading to an expansion of the Pathways South San Francisco office.

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PATHWAYS HOSPICE FOUNDATION

Honoring your
generosity by
using funds
wisely to assist
Bay Area
families at the
most fragile
of times

THANK YOU

to our

DONORS



whose caring

support

in 2009

brought hope

and comfort



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