

*So much more
than hospice.*

2017 Year in Review



Care. Counseling. Support.

Gilchrist is More than Hospice.

At Gilchrist, we are committed to doing everything possible for those with serious illness. Our dedicated team of professionals and volunteers not only provides medical care, we support families during some of the most difficult times they will ever face.

We give people more options and support, through every decision and milestone, every step of the way. Our safety net of services gives people the freedom to live life to the fullest, whether their time remaining is measured in years or in days. Gilchrist offers this exceptional care to anyone in need, regardless of their ability to pay.

All of this is made possible by you, our generous supporters.

Thank you.

The New Gilchrist

Gilchrist is pleased to announce our rebranding to better reflect the breadth and depth of services we offer to meet the needs of people with serious illness.

People are living longer than ever before. Though we're living longer, we're also living with more serious illness. The need for comprehensive and coordinated care has never been greater. Today's Gilchrist extends services to individuals with serious illness who need our care and support well in advance of hospice care.

Gilchrist is a nationally recognized, nonprofit leader in serious illness and end-of-life care. With elder medical care, counseling and hospice, we offer a support system for an entire range of health care needs.

Our Mission:

To provide counseling, support and care to anyone with a serious illness, so they may live life to the fullest.

Our Vision:

We are deeply committed to giving people the clear information and loving support they need to make informed choices about their care.

To learn more about the new Gilchrist, visit gilchristcares.org.



Your support *means more...*

More *Hope*

More *Guidance*

More *Support*

More *Possibilities*

More *Joy*

More *Innovation*

More *Compassion*

*Thank you for making
our work possible.*

More *Hope*

His wife's last days were spent surrounded by family and the compassionate care of her Gilchrist team. Still, losing his wife and best friend was the hardest thing Brian had ever been through. He knew he needed extra support in the months ahead.

*At Gilchrist, care doesn't end after a loved one dies.
Families have access to extensive bereavement
services to help them heal.*

Group and individual counseling helped Brian cope with his grief. He learned to hold on to the memories he and his wife, Suzanne, shared together, and the joy she brought to all who knew her.

Nearly a year later, Brian has turned his heartbreak into an opportunity to help others. He is now a Gilchrist volunteer offering support to others experiencing loss. Having someone to talk to who has been through the same experience can make all the difference for someone struggling with grief. For Brian, volunteering for Gilchrist is a beautiful way to honor Suzanne's life.

*"You never get over it, but you learn to
see that life is not over."*

—Brian Thompson

Gilchrist offers extensive emotional support, both before and after a death, through one-on-one grief counseling, support groups and remembrance events.



Brian Thompson talks about life with
Gilchrist grief counselor Hilary Harrington.

More *Guidance*

For more than 20 years, Jean has been battling multiple sclerosis. The disease took away her vitality, her strength and her ability to walk. But she can still choose how she wants to live.

*We help people make informed choices,
so they can live life on their own terms.*



*Gilchrist nurse practitioner Tracie Morgan visits
Jean Spice at her long-term care facility.*

No one wants to talk about death. But understanding a loved one's wishes may be one of the most important things you can do. When it's time for those difficult decisions, Gilchrist is there to offer guidance and support.

Her Gilchrist nurse practitioner facilitated frank conversations with Jean and her family to help them understand the likely progression of Jean's illness and her wishes for care. Jean's mother and son realized the importance of respecting her wishes, even when those wishes differed from their own.

When it's time, her family can ensure her end-of-life wishes are honored. But for now, there's more living to do. Jean is writing a book about her life and making the most of each new day.

*"It's a gift to the family that these decisions have
been made and discussed while there's still time."*

—Tracie Morgan, Nurse Practitioner

More *Support*

Even during the most difficult times, there are things to be grateful for... Cherished memories. A chance to say goodbye. A peaceful ending to a life well lived.

After a long battle with cancer, Hanan's wife, Carole, was lovingly cared for at home by our hospice team. Even during middle of the night emergencies, Gilchrist was there offering expert care and support.

Our Hospice Care program helps people live their final days to the fullest, in peace and without pain, in the place that provides the most solace.

In appreciation for the care they received, the family made a generous donation to Gilchrist's Jewish Hospice program. Their gift helped fund the "eternal light"—a continuously burning lamp that hangs over the Jerusalem stone wall in our chapel—creating a beautiful and tranquil space for families to reflect and pray.

"I appreciate what Gilchrist did for us and for so many others. They made what was a very difficult time easier."

—Hanan Sibel

With our Jewish Hospice program, we ensure that the care our Jewish families receive will be sensitive to the rich tapestry of customs, rituals and laws around which they have built meaningful and fulfilling lives.



Donor Hanan Sibel (right) with son, Todd, and daughter, Cara, in the beautiful chapel and family area at Gilchrist Center Towson.

More *Possibilities*

Little time remained for William. Though his heart was failing, it was his wife he worried about. While he was admitted to Gilchrist's inpatient center, she was moved to assisted living for her worsening dementia. For 62 years, they had never been separated, and the distance now between them weighed heavily on his heart. His last wish was to spend their remaining time together. Gilchrist made it possible.

Gilchrist serves people in nearly 250 residential care facilities throughout Central Maryland.

At Gilchrist, we provide care to families wherever they call home, including residential care communities.



Gilchrist social worker Wendy Kobb visits William Crawford (pictured with his wife, Helen) at his assisted living center, where he receives hospice care from Gilchrist.

William moved in with his wife at her assisted living center, while continuing to receive coordinated, compassionate hospice care from Gilchrist. His Gilchrist physician, nurse and social worker worked hand-in-hand with the team at his residential care facility to provide comprehensive care and support.

Once reunited with his wife, William began feeling better, both physically and emotionally. He calls it a miracle. We call it a beautiful ending.

"Being together with my wife puts me at peace. I'm so grateful."

—William Crawford

More Joy

Bo Willse has been volunteering with Gilchrist Kids for the past two years, offering kindness, understanding and friendship to children and families receiving care from our pediatric hospice. Having lost a child himself, Bo can empathize like few can.

Volunteers are an integral part of the care provided by Gilchrist, bringing joy and a helping hand to those in our care.

Over the past year, Bo has often visited 18-year-old James, and the two have formed a special bond. James has a type of muscular dystrophy, which has slowly weakened his muscles, heart and lungs.

Sometimes Bo brings his dog to visit James. Other times they laugh and share stories. Bo asks James about his happiest memories, like his birthday and the time he met Ray Lewis. Though neither knows how long their visits will continue, they don't dwell on time. They are just living for now, making the most of each moment together.

*"Although their time on this earth may be short,
their gifts will live on in this world."*

—Bo Willse, Volunteer

Our volunteers provide an extra layer of support to families at home, at long-term care facilities and at our inpatient centers. They provide companionship, run errands, give respite to caregivers, and much more.



Bo Willse, Gilchrist Kids volunteer, offers companionship for James Harvey, while also providing a break for James' caregivers.

More *Innovation*

As the years went by, numerous health conditions left Peter more and more disabled. Though the retired marine needed care from multiple specialists, his wife, Julie, could no longer safely get him to medical appointments. Still, he was not yet ready for hospice.

We bring Elder Medical Care to people at home, offering innovations like telehealth and ensuring coordinated health services and 24/7 monitoring for those who have difficulty getting to doctors' appointments.

Gilchrist helps ensure that those with serious illness receive coordinated care and guidance when and where they need it.



Gilchrist nurse practitioner Bev Ruiz visits Peter Schon at his home.

Gilchrist's Elder Medical Care has been a life-changer for Peter and his wife. A nurse practitioner regularly visits him at home, providing treatment for pain and other symptoms, managing his medications and overseeing his care from multiple specialists. In between visits, his blood pressure and other vitals are monitored virtually through a wireless cuff. If a reading is outside of his normal range, a nurse immediately calls to check up on him.

With coordination from his Gilchrist team, all of his medical care needs can be met without leaving home. Peter now takes fewer medications, has had fewer hospitalizations, and has improved mobility, strength and balance.

"Gilchrist has allowed me to live much more happily, healthily and successfully."

—Peter Schon

More *Compassion*

There are few things Christopher can enjoy without limitations. Born with multiple disabilities, he is unable to see, speak or fully hear. But when our music therapist guides his hand to strum a ukulele, his eyes grow still and he becomes transfixed with the rhythm.

Without the support of our donors, Gilchrist would not be able to offer services like music therapy to Christopher and so many others to help them live life to the fullest.

Music therapy can be used to help individuals like Christopher explore sound and feeling. After many months of sessions with our music therapist, Christopher is now working toward strumming independently.

For his mother, Margie, the happiness and joy music therapy brings her son is a memory she will treasure always.

"Music fills Christopher in such a wonderful, meaningful way. For once, he can be just like anyone else."

—Margie Ellis, Christopher's Mom

Our board-certified music therapists use music to help improve quality of life by relieving symptoms, reducing anxiety and providing emotional support. Music therapy also gives individuals a way to express themselves, even if they can no longer communicate.



Christopher Ellis, enjoying the feel of a ukulele, with music therapist Lacy Kidwell and his mom, Margie.

Touching More Lives

A substantial amount of funding for Gilchrist comes from generous donors. Your gift helps fund vital services to enhance the quality of life for more people in need. Here are just a few of the highlights you helped make possible in 2017.



800

people served by hospice care each day, a total of

5,400

people over the year



6,500

families served through grief counseling and other bereavement services



1.1M

miles traveled by our staff for home or residential care center visits



400+

volunteers donated

34,500

volunteer hours, offering companionship, meals, support for bereaved, or a helping hand



\$3.8M

of uncompensated care provided—the amount not reimbursed by insurance



7,000+

gifts, our best fundraising year ever, thanks to the generosity of our donors



1,700

people cared for in our
inpatient centers in
Towson, Baltimore
and Howard County



50+

children cared for through
Gilchrist Kids



7,500

people cared for by
Elder Medical Care

With your support, we...

- **Educated and counseled thousands of people with serious illness**, guiding them through decisions about their care and treatment, and helping them make informed choices. Of those, 2,200 individuals received palliative services in hospitals, residential communities and doctors' offices.
- **Served thousands of individuals with serious illness who are not yet ready for hospice**—providing comprehensive medical care, as well as emotional, social and volunteer support. Of those, 300 received care at home.
- **Began renovations at Gilchrist Center Baltimore**—the only residential hospice center in the city—to increase the comfort and safety of those needing round-the-clock care, and to update the interior décor to evoke the warmth and comfort of home.
- **Were awarded accreditation by the National Institute for Jewish Hospice**. Gilchrist is also accredited by CHAP (Community Health Accreditation Partners).

More than Hospice

Almost all of us have been impacted by serious illness in one way or another. Perhaps a parent has been ill, or a friend or neighbor. When someone close to you is struggling with their health, you want them to receive expert care, delivered with kindness and compassion—the kind of extraordinary care Gilchrist provides people each and every day.

But why wait until the end of life to receive such wonderful care? We want everyone to know that, with Gilchrist, you don't have to. We offer care and support at every stage of serious illness, even if the need for hospice is years away.

As you have read over and over in the preceding pages of this Year in Review, Gilchrist is so much more than hospice. By clearly defining our services under a continuum of care that includes Counseling & Support, Elder Medical Care and Hospice Care, we will more effectively communicate the breadth of services we offer to those with serious illness—through every stage—so they may live life to the fullest.

At no time in history is our work more needed than now. As medicine continues to advance, people are living longer. But it's not enough to live longer—we want them to live better. Gilchrist helps people live richer and more fulfilling lives—not just in their last weeks and months, but in their golden years.

We are embarking on a new Gilchrist to better meet the needs of those with serious illness. It's an exciting time to be a part of this organization, whether you are a first-time donor or have been steadily supporting Gilchrist for years. You are an integral part of our success. Last year, thanks to your generosity, we cared for more people than ever before. Your continued support will ensure that we serve even more people, offering more services and delivering them with more joy, support, guidance, innovation and compassion. I can't wait for the future to unfold.



On behalf of all of us at Gilchrist, I extend my sincere gratitude and appreciation for making our work possible.

Sincerely,

A handwritten signature in black ink, reading "Catherine Y. Hamel". The signature is fluid and cursive, written on a light-colored background.

Catherine Y. Hamel
President, Gilchrist

We ask you

to help people with serious illness
live life to the fullest by making a
gift to Gilchrist.

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