



FRIENDS of HOSPICE

ANNUAL REPORT 2024



“My mom picked out her handmade quilt the day she arrived at Celia’s House. I watched the staff patiently show her several beautiful options and let her choose one. At that moment, I realized what a safe space she was in. These were very hard days, but knowing my mom was surrounded by people who truly cared about her made me feel more comfortable.”

—A., family member



Mission

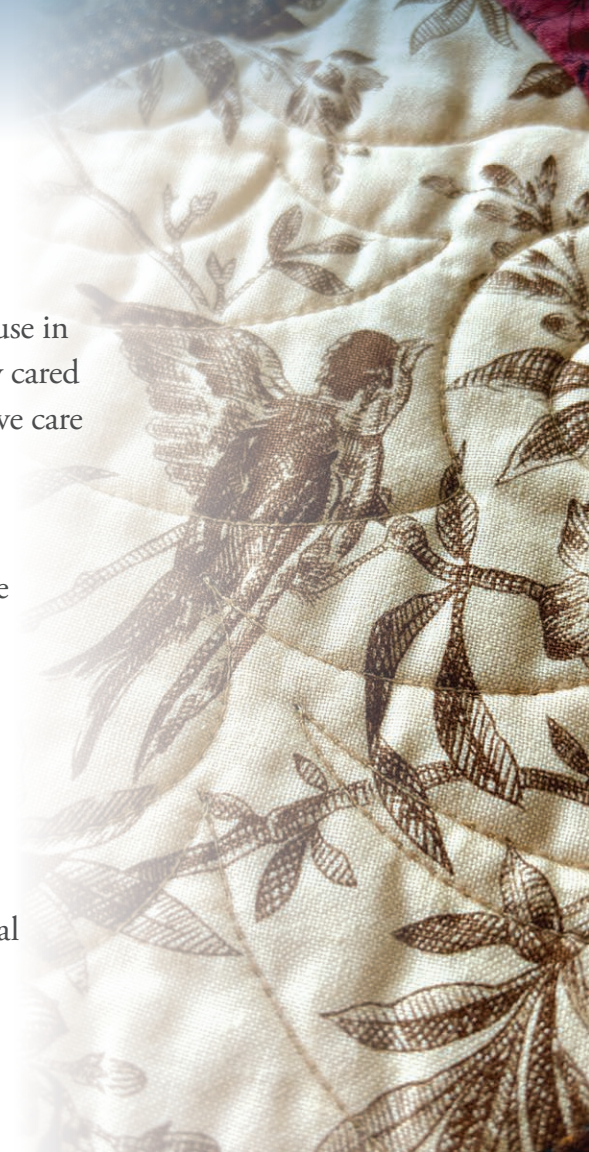
The mission of Southern Oregon Friends of Hospice is to sustain Celia’s House in Holmes Park, to ensure dying individuals and their families are exceptionally cared for, and to promote broader knowledge on the benefits of end-of-life palliative care throughout our community.

Vision

Our vision is to create a community which understands and transforms the dying process into a time of opportunity for meaningful closure — with support offered to each dying person, their family, and to the dedicated caregivers who serve them.

Values

- Providing comfort (physical, emotional, and spiritual care)
- Nurturing and teaching a culture of compassion
- Respecting the uniqueness, dignity, and preferences of each individual
- Seeking to be as inclusive as our resources and sustainability allow
- Listening for, and honoring each person’s experience
- Supporting the healing of grief and personal relationships



Your Unwavering Support Makes Celia's House Possible

Reflecting on my three years as Executive Director, I am filled with deep gratitude and pride for Southern Oregon Friends of Hospice. Since opening Celia's House in 2018, we have woven together exceptional care with emotional and spiritual support for residents and families during their end-of-life journey.

I'm reminded of a family who recently found comfort. Within days of arriving, their frail and anxious father felt the warmth of our clinical and volunteer caregivers tending to his medical needs and bringing him small joys—flowers from our garden, the music he loved, and the simple act of holding his hand. Initially overwhelmed, the family found peace in our staff's kindness and our home's tranquility. Our focus on what matters at the end of life is a testament to the collective spirit that drives our mission.

Our ability to admit anyone in need, regardless of their financial situation, is possible because of your unwavering support. Your generosity ensures that no one is turned away. Most of those we serve rely on additional financial support, and our Care Fund, which has seen record use, helps fill the gap.

We are blessed with over 160 dedicated volunteers who work tirelessly to support Celia's House and the Hospice Unique Boutique (The HUB). Their collective effort is the backbone of our organization.

In joining a community-wide endeavor, your contributions help to fill our 30% budget gap to provide high-quality care to all. I am honored to continue this work alongside you.

With heartfelt gratitude, **Dwight Wilson, RN**, *Executive Director*



A Promising Path to A Secure Future

Our accomplishments during the past few years demonstrate the Board's commitment to the mission of Southern Oregon Friends of Hospice. We've evolved from an operating to a governing board, ushering in fresh energy and focus by adding new board members. This transition set us on a promising path, steering our strategic vision, ensuring sustainability, and upholding the integrity of operations. Through the diligent work of standing Board committees—Finance, Advancement, Endowment Management, and Board Development—we're laying a solid foundation for the future.

The day-to-day operations of Celia's House and the Hospice Unique Boutique (The HUB) thrive under the leadership of our Executive Director, supported by a devoted staff, volunteers, and Board members. At Celia's House, specialized committees—Ethics and Inclusion, Culture and Spiritual Care, Quality Assurance, Safety, Leadership, Clinical, Marketing and Communications, and Gardening—attend to every detail, ensuring holistic, compassionate care and education. Our Honorary Board, a group of wise advisors, continues to guide and champion our mission. This structure ensures that we are well-positioned for stewardship of the assets entrusted to us, sustaining our organization for the future.

I am deeply thankful to everyone who has been part of our journey. Through the generous support of our donors, the dedication of our staff and volunteers, and the insightful leadership steering us forward, we are on a clear path to a secure future. Please continue to stand with us in these meaningful efforts.

Sincerely, **Chris Eberhardt**, *Board Chair*



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A CELIA'S HOUSE STORY

A Resident Leaves an Impact on Many

Helene lived with resilience, humor, and an inspiring spirit. She survived the Holocaust in Austria, immigrated to the United States, and faced each challenge with determination. Her vibrant personality, quick wit, and forgiving nature left a lasting impact on everyone she met.

Celia's House caregivers and volunteers quickly embraced her. "Helene gave me so much more than I could ever give. She showed grace and lived in the moment, even while dying. She inspired me to share my life, make friends, and show appreciation when my last days come." Diane, R.N.

Helene's plan to provide food for all staff at her memorial service was a testament to her warmth and thoughtfulness. The service, held in the garden at Celia's House, was a gathering of friends and neighbors—reminiscing and sharing stories of Helene. It was a touching and intimate event that brought everyone closer together.

A bedside volunteer recalled asking Helene about her fondest memories, to which she replied, "Many come to mind, but my time at Celia's House has been special. Being here with all of you are some of my best days."



Bringing Meaning to End-of-Life Care

"Celia's House is a place that hugs you...you feel it as soon as you walk through the door." *—C., family member*

"It is important to me to help people feel better and have an impact on their perspective of death and dying. Reminding them they are loved and finding ways to meet their needs are special moments. As a caregiver at Celia's House, when residents or their families are distressed, I can often find small ways to comfort them, like making them a cup of chamomile tea or just sitting with them. Sometimes, it seems like people are suffering from a broken heart, and even though I can't fix it, I can be there for support. This gives me a great sense of satisfaction." *—Sonjja, Caregiver*

"Each time we walked through the door to Celia's House, it felt like home. It wasn't our home, but it felt like it because of how warm everyone was and how nice the home was kept. One caregiver asked my son what his favorite pajamas were, and the staff dressed him in that pair so he wore them when he died. No one had to do that—it was just above and beyond." *—S., family member*



A CELIA'S HOUSE STORY

**The Beauty of Small Moments**

“I was a nurse at Providence Hospital for 44 years. I had heard about Celia’s House, so when I retired, I finally visited. Immediately, I knew that I wanted to volunteer there. Within days at Celia’s House, I realized I wasn’t helping the people there; they were helping me. When I sit at residents’ bedsides, often massaging their feet, heartfelt conversations come up.

One resident believed she was going to die soon after coming to Celia’s House. She withdrew into herself and would not interact with anybody. Despite this, we grew close. Frequently, I took her on tours the beautiful gardens of Celia’s House. One day, she commented, “Oh my goodness, I forgot what a beautiful world it is.”

Though she had memory problems, she noted changes in the garden from the week before. Her mind seemed sharper because of the stimulation of the outdoors. It struck me then and still does to this day how much she appreciated these moments.”

-MARGIT, VOLUNTEER

Volunteering: The Reward of Giving

“It is remarkable how kind the staff and volunteers are at Celia’s House. Everyone is helpful and willing to go the extra mile to make us feel comfortable and listened to.”
-M., family member

“Volunteering at Celia’s House gives me the opportunity to connect with and contribute to those who are dying in a way that is very dear to me. Himalayan singing bowls produce resonant frequencies naturally, with tones that are not as distinct as the musical tones we usually hear. These sounds lead us to a state of lower brainwave frequencies, which our bodies and spirits experience as deep relaxation. During this time filled with uncertainty, I have witnessed residents, families, and visitors become calm, relaxed, and peaceful. I love working with singing bowls in this intimate way.”
-Peggy Leviton, Spiritual Care Volunteer

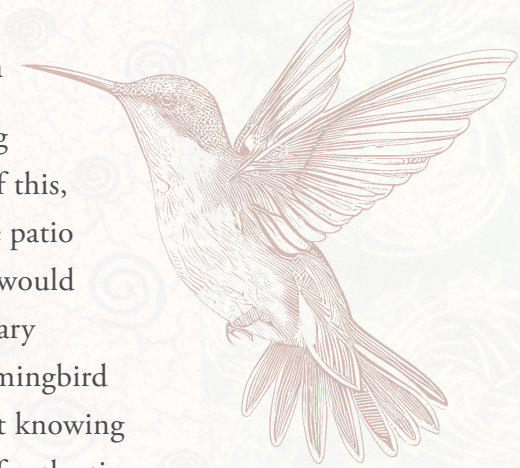
“Being the Volunteer Coordinator at Celia’s House is a gift I treasure. Seeing firsthand what volunteers do for others inspires me to work hard for them and has led to immense growth for me during this last year.”
-Brie Belanger, Volunteer Coordinator



A CELIA'S HOUSE STORY

How a Hummingbird Became a Symbol of Connection

One of our residents loved hummingbirds and missed seeing them. When Celia's House Chaplain, Mary Piper, learned of this, she worked with the resident's family to place feeders on the patio outside her room. At first, the hummingbirds were shy and would fly away as someone approached. After the resident died, Mary gathered the family on the patio, and as they talked, a hummingbird circled them twice. At the resident's honoring ceremony, not knowing about the hummingbird feeder but aware of her aunt's love for the tiny birds, the resident's niece said that while driving her four-year-old to school the morning her aunt died, he pointed and said, "Look, Mom, there's a hummingbird!" A hummingbird was hovering outside the moving car's window. Hearing this story, everyone felt a chill and, at the same time, felt their hearts warm.



Spiritual Care: Walking Beside Residents and Families



The Spiritual Care Program at Celia's House has grown beautifully since its beginning in January 2023. A strong team of 12 spiritual care volunteers, including professional chaplaincy students, supports residents' innermost needs. Our library offers diverse spiritual tools and books from many different traditions, adding to our team's ongoing education. Spiritual care volunteers and I are privileged to walk beside residents and families as they navigate the challenges of this sacred time. We provide comforting rituals and hold an annual Remembrance Ceremony for families. We focus on listening—to assure these individuals that they are not alone” —*Reverend Mary Piper, Chaplain*

“As a volunteer at Celia's House, I have had many moving experiences, but one that immediately comes to mind is about a new resident who resisted taking medications. She was a former nurse and wanted to be aware during her dying experience. I entered her room and began quietly reading from a little book of wisdom. I sang between the short readings and stroked her head gently. After some time, the resident became calm, opened her eyes wide, looked at me, and asked, “How could you, a perfect stranger, know exactly what I needed to hear at this exact time?” I looked at her thoughtfully and asked myself the same question. I felt honored to have been one of her last encounters on this side.” —*Janet, spiritual care volunteer and retired professional singer*



The HUB: Strengthening the Thread between the Community and End-of-Life Care

"It was hard to part with some of our family's heirlooms, but by giving them to the HUB we were sure would be handled with care and appreciated and loved by someone else. Hospice was so wonderful with my father and family. I love that I have a meaningful way to give back."



▲ Community members generously bring their donations and often share heartfelt stories. Donations are essential to The HUB's ability to operate.



▲ Dedicated HUB volunteers help staff with the processing, organizing and pricing of donations.



▲ The HUB would not be where it is today without the unwavering support of volunteers. Rocky Dalmaso and Nancy James (top photo) were Southern Oregon Friends of Hospice 2024 Distinguished Service Award recipients for their hard work and outstanding commitment to The HUB over the years.

"Volunteering at the HUB means a lot to me. I feel a part of a larger community serving an important mission."



"Always a pleasure to go to the HUB! Great service, quality products and a fabulous staff. Staff is always kind and helpful and very considerate. Thank you for all you do!"



▲ The HUB is a place for community members to shop unique, upscale items. **When you purchase from The HUB, you directly support hospice care at Celia's House.**



▲ This year The HUB ventured out into the community with a social media project called "Thursday Threads." Volunteers modeled clothing in various locations out in the community.



▲ The HUB hosts numerous events annually, fostering community connections throughout the year. This year, the boutique proudly celebrated 15 years of reliable support to Celia's House.



HOSPICE UNIQUE BOUTIQUE 2023 AT-A-GLANCE

\$602,263
in Gross Sales

+15%
Change in Net Sales
from 2022

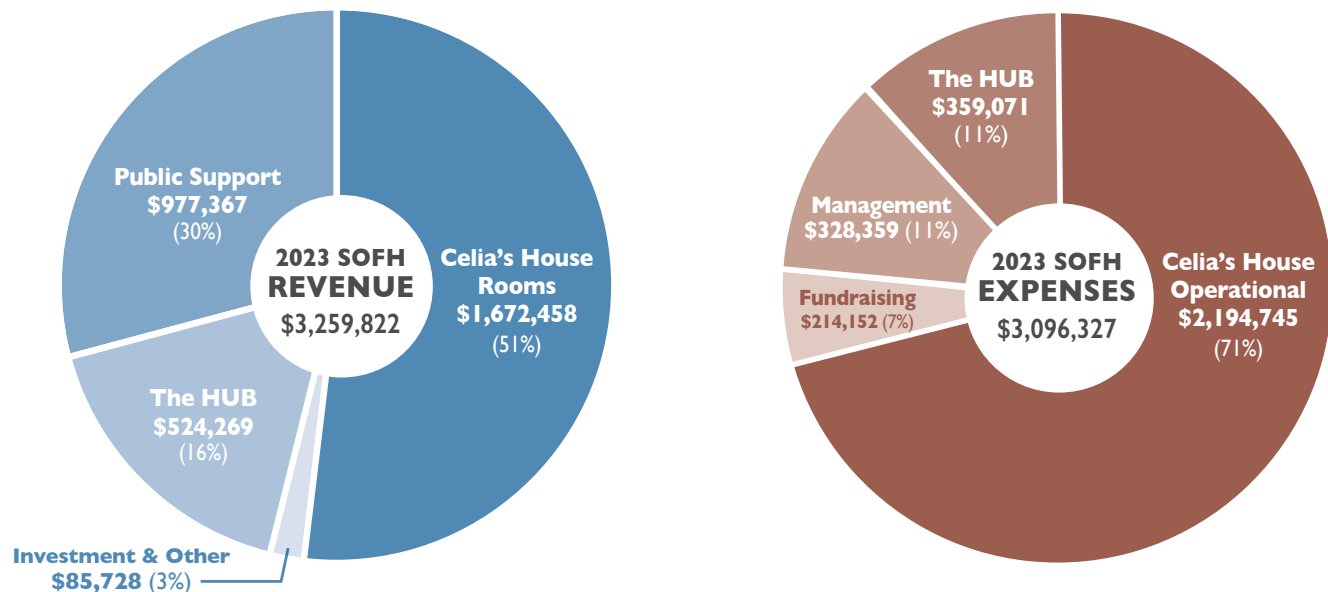
\$83,018
in Event Sales

148,000
Items Donated

5,600
Volunteer Hours

FY 2023 Financial Report

Southern Oregon Friends of Hospice remains a pillar of compassionate end-of-life care, supported by a blend of room revenues and the generosity of our community. In 2023, thoughtful financial stewardship and strong public support allowed us to close the funding gap, ensuring our continued ability to serve those in need.



As a nonprofit, fundraising remains an essential component our funding and we are grateful for the community's support. Thank you! *For more information: sofriendsofhospice.org/view-our-990*

Celia's House at a Glance

Number Residents Served since 2018
650

All Rooms Medicaid Eligible

Residents Served from Celia's House Care Fund
35

Number of Celia's House Volunteers
115

Resident Rooms
12

Financial Assistance Available Through Celia's House
Care Fund

Well-maintained **Garden** on two acres

Resident to Caregiver Ratio
4:1

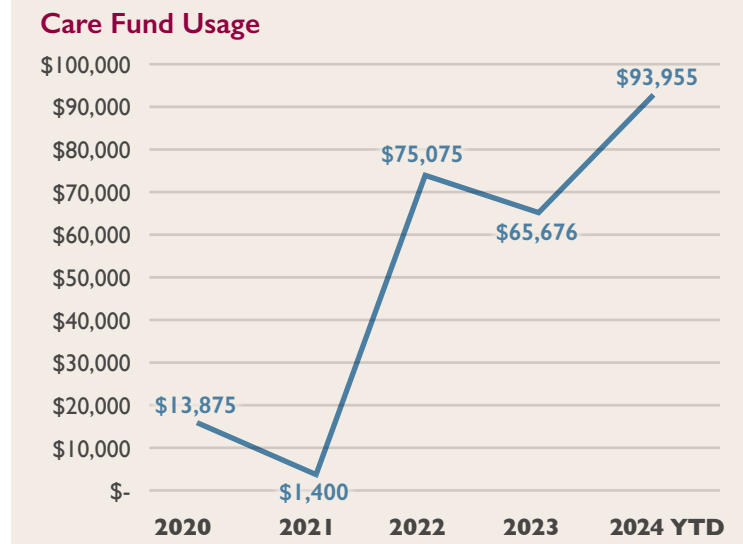


Care Fund

The Celia's House Care Fund is a resource for individuals who need end-of-life care but lack the financial means to cover the total cost. The Care Fund was started in 2019 and since then, generous donors have contributed to the fund, making it possible for 35 residents to access our quality care.

The blue line in the chart to the right represents Care Fund usage, showing a notable increase over time. The trend indicates the demand for this resource is growing.

Please consider making a gift today to sustain this crucial resource. Your support helps provide peace, comfort, and dignity to those who need it. We believe everyone deserves quality care at the end of life.



An Exceptional Model of Care

Dear Friend,

As you reflect on the stories and successes shared in this year's annual report, I hope you feel the same deep sense of pride and purpose that we do at Southern Oregon Friends of Hospice. Your support, which has brought hundreds of individuals comfort and dignity during the end of their lives, is a testament to your invaluable role in our mission.

But our work is far from done.

At Celia's House, we provide more than care—we offer an exceptional model of compassionate support that blends physical, emotional, social, and spiritual care in a serene, home-like environment. This approach ensures that our residents and their loved ones are accompanied and nurtured through the dying process. This extraordinary level of care is only possible because of the generosity of people like you.

Please donate today. Your donation directly impacts the lives of those in need, ensuring that our residents receive the care they deserve, regardless of their financial situation. Whether through the Care Fund, which sees record demand, or maintaining the peaceful environment that makes Celia's House unique, your contribution makes a tangible difference.

Together, we can continue to provide this vital service to our community, ensuring that no one is turned away in their time of need.

Thank you for your compassion and generosity. Your past support has been invaluable, and with your help, we can carry this important work forward, providing peace and comfort to all who seek it.

With respect and gratitude,

Lily Herwald, *Director of Development and Communications*



We are Grateful for Your Trust (October 2023–September 2024)

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\$200,000+

Bob & Mary Warren Family Trust

\$100,000+

Wanda Olsrud

\$50,000-\$99,000

Dr. Ron & Mrs. Lou Worland

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In memory of Dr. John Gilsdorf
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In memory of Earl "Wayne" Nelson
 Linda Cool

In memory of Edward Karlovich
 Kathleen Karlovich

In memory of Ellen Peterson
 Douglas Peterson

In memory of Earlene DeGarmo
 Gary & Earlene DeGarmo

In memory of Fred Tonge
 Marsha & Peter Bennett

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For more information or to contact staff, please scan the QR Code to view staff contacts on our website.





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