

2008 ANNUAL REPORT



I have been reflecting a bit lately about life. I suppose it is a normal point to ponder at this time of year as the earth begins to come alive right before our eyes. I have had a little additional help as I have pondered the subject though. Just last week I held a little 7 pound, 4 week old miracle in my arms when one of our staff members, out on maternity leave, came in to the office for a visit. That perfect little girl was lost in the arms of this near three hundred pound man. Being a father of five, I was quickly able to soothe her when she began fussing after another staff member seemed to take her off guard (I only bragged a little bit!). That very night I delivered the first calf of the season on our little farm, with the whole family gathered around for the event, the miracle of life right there for my children to see! Those two events have served as a reminder that what we do at Hospice of the North Country, Inc. is not all about death.

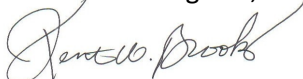
I was reminded of the June day that I stood at the bedside of a man with a terminal brain tumor, a man not a lot older than me, to perform a wedding ceremony for him and his fiancée who was so lovingly acting as his primary care giver during this difficult chapter in life. Although that man was facing death, on that day he lived. I am reminded of the very young patients that we have served this year, and of the very old. They all lived. Perhaps some longer than others, but one thing remains, they lived. They were born, they experienced life. They felt the cold sharp winter wind as it takes your breath away on a February morning. They felt the spring sun warm their faces as they squinted their eyes on a beautiful April day. They experienced the darkness of a wet, windy, chilly fall night in late October. Some of them experienced far more of these days than others. Even still, one fact remains, they lived.

In 2008 we provided care for 233 patients and their families. We helped them live! The average patient was under our care for 66 days. For those 66 days we helped them live! On the average day in 2008 we cared for 37 patients. We helped them live! You helped them live too. As a result of your gifts of time and finance to HONC you helped them live! I would like to say thank you to our community who supported our efforts with gifts that totaled \$328,386.00 in 2008.

Just as impressive are the volunteers who donated 2,999 hours of their time and 14,664 miles driven in order to further our cause. The combined total value of the efforts was \$60,729.75. I would also like to thank the caring and compassionate staff here at HONC who give above and beyond in so many ways. You helped them live! I would like to thank the Board of Directors for their advice, direction and support. You helped them live! I would like to thank our departing President, Brian Stewart. His steady hand on the rudder has certainly been timely and valuable as we have navigated some difficult waters during the past two years. You helped them live! I would like to both thank and welcome our incoming president Cynthia Gardner for being willing to lead our organization as we continue this amazing journey together. You will help them live! During a life experience that almost always ended in death Hospice of the North Country, Inc. helped them live. We did it! We did it together!

We helped them live.

With Warm Regards,



Kent W. Brooks

Chief Executive Officer

MESSAGE FROM THE CHAIR OF THE BOARD OF DIRECTORS



Several news organizations, including ABC news and Slate, the online journal, are reporting that the current economic recession has had a significant negative impact on charitable fundraising levels across the country. As you know, Hospice of the North Country depends heavily on donations from you, our friends and neighbors. Although the news from across the country seems to be discouraging, locally we have great reason to be optimistic.

Our financial team, led by Chief Financial Officer Greg MacDonald, instituted new financial controls and reports about a year ago that allowed us to see the situation coming. Our Executive Director, Kent Brooks, has scrimped and saved and has developed a network of contacts with other Hospice organizations in order to give us the "bigger picture." Some vacant employment positions have not been filled. Our outstanding nurses, volunteers and administrators, are doing more with less, always maintaining a cheerful attitude. Our current daily patient census is actually higher than it was this time last year. We made it through 2008 in the black and expect to do the same in 2009, with your continued help. What can you do? Please continue to contribute to Hospice at any level you can. Any donation, no matter the size, is felt and appreciated. If you are among those who have felt less of an impact from the recession, then please consider making an increased donation this year. Please remember that contributions do not always need to be made in money. Consider volunteering your time to this worthy cause. You will be glad that you did.

On a personal note, I will shortly come to the end of my term as chair. It has been a great pleasure and honor to serve this organization in that capacity for the last two years. The Board remains the strongest and most devoted board on which I have ever served. These people take no salary, receive no benefits and contribute significant time and money to the cause. They rarely receive thanks, so I would like to thank them here. If you meet any of these people in your daily travels, maybe you could thank them too: Jim Ashe, Debbi Barber, Dr. Kjell Dahlen, Michelle Denny, Cathy Durette, Mary Anne Duso, Cindie Gardner, Linda Keysor, Hon. Patrick McGill, Rose Pandozy, Thomas Rennell, Robert Wallelt and Margo Zeglis. Thank you all.

Brian S. Stewart
Chair, Board of Directors

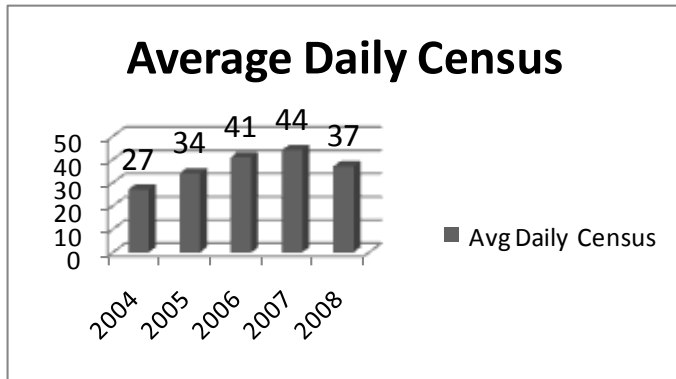
In 2008 We Bid Farewell to Three Board Members and Welcome Five New Board Members

In 2008 we announced the retirement of Joanne Swiesz, Michael O'Connor and Linda McClarigan, three energetic and committed board members. On behalf of the patients and families who have been served by Hospice of the North Country, we wish to thank them again for the time they invested and the dedication they demonstrated to this agency by being a member of Hospice of the North Country's Board of Directors. We truly appreciate and will miss their support and leadership.

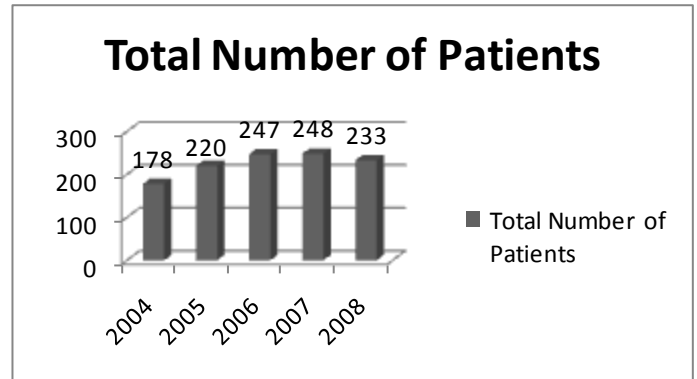
In honor of each retiring board member's commitment to this agency and to the hospice mission, a donation was made to the *Foundation for Hospices in Sub-Saharan Africa* (FHSSA) on their behalf. FHSSA was established in 1999 to improve the lives of patients and their families by increasing the amount of hospice and palliative care services throughout Sub-Saharan Africa. For more information about this program, visit www.fhssa.org.

We would also like to welcome five new board members to our team, Debbi Barber, Michelle Denny, Linda Keysor, Rose Pandozy and Tom Rennell. We thank them for agreeing to take on the commitment of being a Hospice board member and we look forward to working together to continue to provide our services to our North Country neighbors!

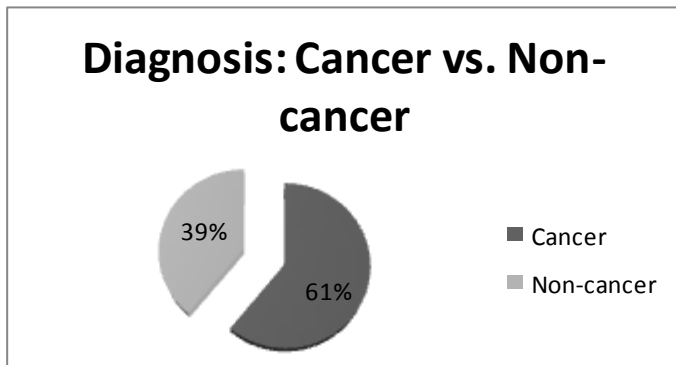
2008 was a year where many hospices experienced a decrease in the number of patients cared for in comparison to the previous year. Hospice of the North Country (HONC) was one of those hospices as you will see from the graphs below. Great time and effort have gone into dealing with this unfortunate reality in order to ensure that HONC has an ongoing presence in our community.



Average Daily Census is the average number of patients on service for any given day. We were privileged in 2008, to care for 37 patients on average, each day.



In 2008 we cared for 233 individual patients. What an honor it is to have served these people and their families and loved ones to whom we provide bereavement services for up to 13 months following the death.



This graph communicates the truth that hospice care is for any terminal illness and is not limited exclusively to those with a cancer diagnosis. In 2008 we served patients living with a wide range of diagnosis including Heart Disease, Cancer, Alzheimer's, Dementia and Lung Disease.

According to the National Hospice and Palliative Care Family Evaluation Survey for the 4th Quarter of 2008:

100% of families of former Hospice of the North Country (HONC) patients would recommend HONC to others.

100% of patients received help with feelings of anxiety and sadness.

TRANSITIONS

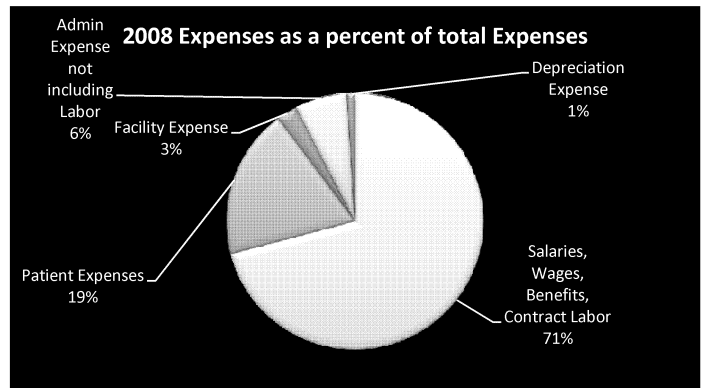
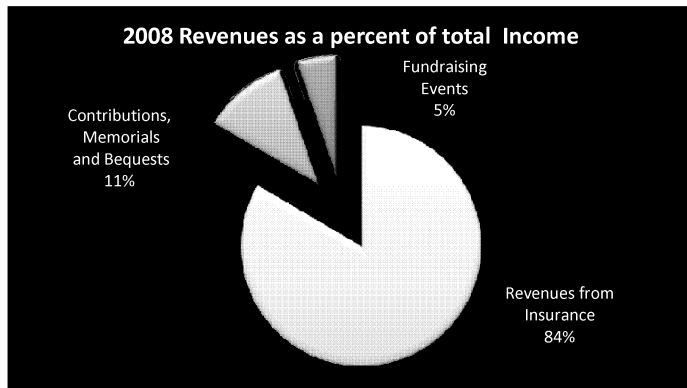
Transitions is a non-reimbursed community service program providing case management and volunteer support to clients and families facing end-of-life issues but are not yet eligible to receive hospice services. Transitions is entering into its 5th year in Clinton County and its 4th year in Franklin County. In 2008, the Transitions program served 38 clients in Clinton County and 10 clients in Franklin County.

Transitions: A Transitional Boutique on Bridge Street in Plattsburgh, helps fund the program. Thank you to the volunteers who give their time to work at the store: Heather Hager, Warren and Leona Smith, Harriet Taylor, Jamie Trombley, Jennifer Florentine, Barbara Steyert, Chris Meschinelli, Beth Martin, Kathryn Geroulo, Heather Willey and Deb Yokum.



Hospice of the North Country, Inc
2008 Fiscal Year Financial Report

| Operating Revenue | | FY 2008 | FY 2007 | |
|---------------------------------------|----|------------------|---------------------|--------------|
| Revenues from Insurance | \$ | 1,654,832 | \$ 1,864,878 | A |
| Operating Expense | | | | |
| Patient Related Expenses | \$ | 374,565 | \$ 410,441 | |
| Salaries, Wages and Benefits | \$ | 1,405,645 | \$ 1,691,059 | |
| Administrative and Facility Expenses | \$ | 202,673 | \$ 258,917 | |
| Total Operating Expense | \$ | 1,982,883 | \$ 2,360,417 | B |
| Non-Operating Income | | | | |
| Contributions, Memorials and Bequests | \$ | 225,443 | \$ 200,220 | |
| Fundraising Events | \$ | 102,943 | \$ 124,334 | |
| Total Non-Operating Income | \$ | 328,386 | \$ 324,554 | C |
| Net Operating Gain or (Loss) | \$ | 335 | \$ (170,985) | A-B+C |



2008 brought some substantial challenges to Hospice care. First, we experienced along with other hospices a regional drop in patient census which significantly affected our insurance revenues. Then a marginal increase in our Medicare reimbursement rate was overshadowed by the ever increasing costs of providing quality patient care. This combination of decreased revenues and increased costs was unsustainable.

However, our management team took prompt action to control our labor and administrative expenses, resulting in a slight operational gain for 2008. This was a major improvement from our 2007 performance and placed us in a better position from a cash flow perspective for 2009.

As many of us have experienced on a personal level, Hospice of the North Country also saw a steep drop in the value of our investment portfolio. We certainly await with everyone else the expected upturn in the economy, as these assets are critical to our long term stability and the attainment of enhanced and expanded patient services.

In 2009 we have created a flexible budget structure with realistic targets. The Finance department continues to put in place new and exciting methods of allowing our management staff to access our financial information in real time. All of this and more is so that we can achieve our overarching goal; to provide the finest in patient care, while maintaining a fiscally responsible stance.

Sincerely,
Greg R. Macdonald
Chief Financial Officer

Notes:
This report is dated April 15, 2008 and is based on unaudited figures.
This report does not include gains or losses from Investments or other non-operational income or expenses.

Fundraising 2008

2008 HONC Events

1st Annual Memorial Butterfly Release , Malone
\$1,385.00

Make the Flower Bloom Campaign
\$7,530.00

13th Annual Carol Wallet Golf Tournament
\$50,192.00

3rd Annual Frank Davio Golf Tournament
\$11,672.95

**Fuel Buyer's Group sponsored by the
Knights of Columbus #6067**
\$11,045.00

**3rd Annual Memorial Butterfly Release,
Plattsburgh**
\$2,075.00

2nd Annual Hot Rods for Hospice
\$4,610.00

**1st Annual Warren Conners Memorial
Golf Tournament**
\$12,991.04

Light Up A Life Celebration
\$29,625.78

24th Annual Ecumenical Christmas Concert
\$4,745.00

**Gross Amounts Indicated*

We would also like to acknowledge the United Way of Essex and Clinton County and the United Way of Franklin County. We received money from both campaigns in 2008 and we thank those who allocated money from their paycheck to Hospice of the North Country.



Hospice of the North Country is a partner agency with the United Way of Clinton and Essex County and the United Way of Franklin County.

We would like to acknowledge organizations in the community that have raised money for Hospice of the North Country in 2008. Thank you for your selfless dedication to our mission.

- In Motion Physical Therapy
- First Congregational Church, Malone
- Knights of Columbus #255
- Adirondack Quilters Guild
- First Presbyterian Church, Plattsburgh
- Wyeth
- Fourth Ward Irishmen
- Ausable Valley Central School
- Beekmantown Lions Club
- Adirondack Community Trust
- Bonesteel's Gardening Center, LLC
- Daughters of the Charity of the Sacred Heart of Jesus Christ
- Adirondack Riders Motorcycle Club
- Deer Valley Trails
- Sacred Heart Fraternity
- Peru Community Church
- SeaComm Federal Credit Union
- Clinton County Board of Realtors
- Saranac United Methodist
- Back Porch Band
- Malone Duplicate Bridge Club
- Malone Lions Club
- The Sporn Company
- Order of the Eastern Star-Malone, Birdie Leavitt
- Ausable Valley Central School
- Peabody's
- Adirondack Regional Federal Credit Union
- Malone Amvets
- Schwan's
- Plattsburgh Radio Aeromodelers
- Bobby's Lounge
- Beekmantown Lions Club
- Champlain Valley Classic Cruisers
- Peru Lions Club
- Wal-Mart/Sam's Club Foundation
- Churubusco Fire Dept. Auxiliary
- Trinity Episcopal Church
- Saranac Senior Citizen's Club
- Sweet Adelines, International
- Arnold Pavone, Inc.
- Lakeside Container Corp.
- McCadam Distributing Inc.
- Hospice Foundation of WSNY
- Ladies of St. Joseph's and St. Alexander's
- Northeast Printing Co.
- Alcoa West Plant Smelter
- Wal-Mart, Store #1994-Plattsburgh
- Wal-Mart, Store #3334-Malone
- NYSCOPBA Bare Hill
- NYSCOPBA Altona

Thank you to all our personal contributors who always remember us by donating their charitable gifts. We truly appreciate all that you do.

Clinton County Volunteers

Barbara Adams
Lillian Alger
Gary Allen
Elizabeth Ashline
Frank Ashline
Heather Barnes Bradt
Minnie Beguin
George Benson
George Bissell
Judy Bissell
Allisn Blain
Rudolph Bobka
Naomi Bradshaw
Julie Burnell
Jennifer Marie Christiansen
The Cobb Family
Tom Conlin
George Cummings
Beverly Cusprinie
Genevieve D'Alessandro
Mary Downs
John Downs
Amanda Forette
James Forsythe
Veronica Franklin
Sr. Stephanie Frenette
Roy Garrant
Sandra Garrow
Daniel Hickey
Karen Hickey
Donna Holt
Roy Holt
Rosemary Hough
Carrie Huising
Fern Hutchins
Juliette Jolicoeur
Helen Kallas-Champagne
Pauline Kanar
Marjorie Kearney
Kevin Kearney
Kevin Kelley
Jane Kessler
Thomas Koester
Diane Labombard
Brian Labounty
Sr. Joan Lashway
Anita Leblanc
Pam LeFebvre
Noreen Lobdell
Ann Long Connick



Clinton County Volunteers

Patricia Loughan
Michelle Lowhorn
Ken Lushia
Simone Marcotte
Linda Masters
Barbara Mattes
Wolfgang Mattes
Virginia McBride
Kathryn McCormick
John McDonald
Kathleen McDonald
Larry McDonald
Evelyn McGill
Joyce Miller
Betty Mills
Nancy Mills
Ray Mitchell
Rita Monette
Meredith O'Connor
Fr. Bill Reamer
Donald Ryan
Sharon Schenkel
Michael Schwartz
Leona Smith
Harriet Taylor
Crystal Thiesen
Margaretha Wilcke

Franklin County Volunteers

Jean Austin
Alice Ballard
Gail Barcombe
Rosemary Bonaparte

In 2008, Hospice of the North Country Volunteers offered **2,999 hours** of volunteer time and logged **14,664 miles** of travel to provide support and companionship to our patients and families, and assist in both our Malone and Plattsburgh Offices by filing, answering phones and fundraising. Our volunteers are truly the heart of hospice and we say ***thank you*** for all they do.

Franklin County Volunteers

Margaret Boyea
George Bradshaw
Arletha Burnell
Roberta Cade
Judy Clark
Shirley Clark
Louise Cooke
Pat Creighton
Gayle DeWitt
Carol Dumas
Caroline Durant
Mary Anne Duso
Nicole Fish
Veronica Franklin
Irene Gambill
Marilyn Gibbs
Anita Goodman
Mary Grow
Jackie Harvey
Sr. Pascha Harvey
Agnes "Sweets" Jacobs
Alice Jacobs
Margaret Jacobs
Elizabeth Kelly
Mary Kelly
Bertha "Birdie" Leavitt
Lory Lepine
Sr. Thea MacLennan
Claire Mathews
Elizabeth Marshall
Shirley Maxwell
Molly McKee
Cynthia McNickle
Carla Melville
Veronica Miller
Carol Peppin
Marlene Perham
Leola Phelps
Cathy Phillips
Debra Phillips
Dan Riley
Diane Roberts
Carol Rousell
Faith Slocum
Donna Spellman
Leonard Spinner
Barbara Sullivan
Hilda Swamp
Charlene Thomas
Cindy West
Dorothy Youngs

Board of Directors

Brian Stewart
PRESIDENT

Bob Wallett
VICE-PRESIDENT

Judge Patrick McGill
SECRETARY

Cathy Duquette
TREASURER

Cindie Gardner

Dr. Kjell Dahlen

Mary Anne Duso

Margot Zeglis

Jim Ashe

Debbi Barber

Michelle Denny

Rose Pandozy

Tom Rennell

Medical Directors

John Homer, MD

Wouter Rietsema, MD

Marie-Caroline Piché, MD

G. Berton Davis, MD

Rajiv Shah, MD

The Following is a list of employees who were with us in 2008 but have moved on to other challenges. We thank them for their various and important contributions to the care of our hospice patients and families.

Ann Marie Carron, RN, Director of Patient Services
Christol Sorrell, Chief Financial Officer
Heather Barnes Bradt, Receptionist/Administrative Assistant/HR
Brenda Holcombe, RN, Case Manager
Jacqueline Oertel, LCSW-R
Judith Pelletier, RN On-call RN
Lynne Rivers, RN, Team Leader/Case Manager
Amy Valentine, Transitions Coordinator

2008 HONC Staff

Kent W. Brooks

Sherry Miller, RN

Greg R. Macdonald

Amanda M. Bow

Joan Berthiaume, RN

Gail Bradley, MA

Ellen Bruno

Heather Burnell-Despault

Nancy Mills Bruso

Shirley Clark, RN

Jackie Cobb

Myra Colmenero-Macmillan

Tamara Crinklaw, LCSW

Thomas Davis

Linda Facticeau, RN

Joy Gifford

Sr. Mary Ann Gour

Deborah Greenwald

Mary Lamb

Mary Lou Kingsley, RN

Jessica Lavarney, RN

Katie LePage, RN

Patricia Loughan

Sr. Thea MacLennan

Sheila Marlow

Susan McDonnell, BSW

Molly McKee

Jean Merlin, BSW

Sherry Miller, RN

Ellen O'Hara, RN

Mary Lou Parish, RN

Diane Roberts

Beth Sharlow, RN

Kristie Sherry-Keating, RN

Linda Thomas

Richard Toner

Mary Tremblay, RN

Lori Tulip, RN

Shelley Willette, RN

Chief Executive Officer

Director of Patient Services

Chief Financial Officer

Director of Development

QA/Community Relations/
Education Coordinator

Bereavement Counselor

Home Health Aide

Payroll and Accounts Payable

Administrative Support

Per Diem Nurse

Administrative Clinical Secretary

Front Desk/HR Coordinator

Senior Social Worker

Spiritual Care

Case Manager

Director of Volunteer Services

Spiritual/Bereavement Coordinator

Home Health Aide

Director of Volunteer Services,
Transitions Coordinator

On-Call RN

Malone Team Leader/Admissions

Case Manager

Bereavement Counselor

Bereavement Coordinator

Home Health Aide

Social Worker

Administrative Clinical Secretary

Transitions Coordinator

Case Manager

Per Diem Nurse

Triage Nurse

Accounts Receivable

Plattsburgh Team Leader/Admissions

QA/Community Relations/
Education Coordinator

Home Health Aide

Bereavement Counselor

Case Manager

Per Diem Nurse

Case Manager



We remain committed to providing the high quality of care that Hospice of the North Country (HONC) is known for, and our main goal is to be able to offer it to more patients and families in our community. We at HONC are committed to serving and supporting our organization in its mission to improve quality of care and services for the patients and families we serve in our local communities. We are committed to support hospice care services that are safe, patient-centered, focused, effective, efficient, timely and equitable. We are dedicated to be Quality Partners with NHPCO (National Hospice and Palliative Care Organization) and our surrounding Hospices. With our team's commitment to quality we will become a stronger agency that strives for the highest quality of care for the patients and families of Hospice of the North Country.

Visit us on the web at www.hospicenc.org

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Malone, New York 12953

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Plattsburgh, New York 12901



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