

Creating the Future State of Advanced Illness, Elder Health, Home and Hospice Care

CAPITAL CARING HEALTH 2019-2020 Annual Report

© Capital Caring Health

Advanced Home Care & Hospice for All Ages at All Times



A Letter from our President and CEO

Mission

Provide Patients and Their Families with Advanced Illness Care of the Highest Quality

Vision

Be the Best Provider of Advanced Illness Care and the Best Place to Work in Healthcare

Caring for One and All

Capital Caring Health does not exclude people or treat them differently for any reason, including but not limited to: sexual orientation, gender identity, gender expression, religion, diagnosis or medical condition, veteran status, ancestry, marital status, occupation, pregnancy, citizenship, political affiliation, or source of payment.

Capital Caring Health respects the belief system of its patients and their families, and does not impose any belief system on its patients or their families. TOM KOUTSOUMPAS,
PRESIDENT AND CEO, CAPITAL CARING HEALTH



TOM KOUTSOUMPAS, PRESIDENT AND CEO, CAPITAL CARING HEALTH, has long been recognized as one of the nation's leading experts and advocates in health care policy. He is also a recognized leader in issues related to Medicare, elder care, advanced illness and hospice care. He has been actively involved with Capital Caring Health for more than a decade, serving as a member of the Board of Trustees and as Board Chair for five years, and ultimately taking the helm as President and CEO in 2018.

Dear Friends, Volunteers and Community Leaders,

No one could have predicted in January 2019, that our theme for the year – *No Place Like Home*, would be even more relevant in 2020 in the face of a global health care crisis the likes of which none of us have experienced in our lifetimes.

The theme for our annual Gala, *No Place Like Home*, was also the overarching message for our rebranding campaign designed to reintroduce Capital Caring as more than advanced illness and hospice care delivered primarily in the home, but an organization dedicated to filling significant unmet needs to the most vulnerable members of our community – children, frail elders who are home limited, and veterans.

Fortuitously, 2019 was a year dedicated to the development and expansion of key programs focused on providing and enhancing quality care, delivered in the home.

With a redefined mission, vision and values clarifying our deliberate focus on delivering the highest quality care to all those in need of care, we expanded our reach to serve more members of the community – not just those facing their end of life journey. Capital Caring Health's Primary Care at Home (PCH) program launched in December to provide much-needed in-home primary and urgent care to seniors

who are home limited due to chronic conditions or mobility issues.

We welcomed new clinical and non-clinical staff to enhance our personalized care to persons of all ages, and established a partnership with Washington Home and Community Hospices which included a seamless transition of its hospice operations to CCH, to further expand our footprint in Montgomery County, Maryland and beyond. As a partner, The Washington Home will have exclusive naming rights for Capital Caring Health's new inpatient hospice unit to be built at Sibley Memorial Hospital.

We also established a partnership with HomeCare.com, making Capital Caring Health among the first non-profit hospice and advanced illness care organizations in the country to provide comprehensive in-home care services to augment our core service offerings.

While we continued to build and expand on the high quality, compassionate home-based care that is our signature trademark, we could never have imagined the critical need for in-home care and support during the COVID-19 pandemic.

As we begin a new decade together under unprecedented circumstances, we remain steadfast in our mission to care for one and all in need of advanced home care, hospice and elder care, and appreciate our donors, partners, families and friends who help make our critical services possible.

In this new era of virtual engagement, we won't have the opportunity to thank you personally for your generous contributions, but we will stay connected and continue to share the positive impact your gifts have on fulfilling our mission.

The 2019–2020 Annual Report is dedicated to each of you who have contributed your support in helping us serve nearly 8,000 members of our community and their families.

Wishing you a safe and healthy 2020, and looking forward to the time when we can all be together again –

With much appreciation,

Tom Koutsoumpas

A Special Q&A

COVID-19 has touched the life of everyone worldwide.

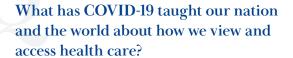
Officially declared a pandemic by the World Health Organization in March 2020, the new coronavirus spread rapidly in many parts of the world with the first case reported in Wuhan, China in December 2019.

Shortly there afterwards, coronavirus entered the United States with the first confirmed case on January 21, 2020.

Who would have thought how much the world would change in 2020?

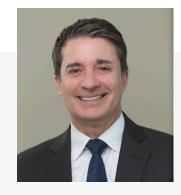
We recently had an opportunity to interview Dr. John Whyte, Chief Medical Officer, WebMD, who provided some insights into his predictions for the future of health care and home care in America, especially in light of the COVID-19 pandemic.

WITH DR. JOHN WHYTE, CHIEF MEDICAL OFFICER, WEBMD



We remain in uncertain times, with many learnings still to come. It is during this time of uncertainty that we need to pay special attention to the most vulnerable populations.

No one can deny the immense impact that COVID-19 has had on our physical, mental and economic health. None of us could have imagined the dramatic ways that a respiratory virus could change our society. Being an optimist, I always try to focus on the positive. The COVID-19 epidemic has taught us some important and valuable lessons about the way we view health and healthcare. We are learning that we need to focus more on a proactive approach to health rather than waiting until we have a problem and then rushing to find a solution. As we evolve from this crisis, we must recognize the critical importance



JOHN WHYTE, MD, MPH, is a popular physician and writer who has been communicating to the public about health issues for nearly two decades. At WebMD, Dr. Whyte develops strategic partnerships to create meaningful change around important public health issues. Prior to WebMD. Dr. Whyte served as the chief medical expert and vice president. health and medical education, at Discovery Channel where he developed educational programming that appealed to both a medical and lay audience. Dr. Whyte has also served as an adjunct professor at American University in the School of Communication.

of a strong public health system to identify and address threats. We also appreciate and comprehend now more than ever, the importance of home care.

How do we get Americans to better understand that enrolling their loved ones in Hospice earlier prolongs life and quality time for the entire family?

Care in the home – especially hospice and palliative care—has never been more relevant. The epidemic has unmasked our need for home care, and given us insights into how we can make it easier for more people to utilize it.

Unfortunately, both hospice and palliative care remain largely a taboo topic for many and far too often something that isn't discussed among families. And there are several myths or misperceptions about hospice and palliative care that can often prevent a patient or caregiver from seeking the care they need.

Many families are not aware that hospice care provides additional layers of support to help create the best quality time with a loved one for as long as possible.

Family members need to know about these critical services and what's available as well as

trust that this type of home care is high quality and reliable.

Hospice is specialized medical care that provides compassionate physical, emotional, spiritual and practical support to people in the advanced stage of illness. And more than 90 percent of patients receive their hospice care at home.

And palliative care, or advanced illness care, is far too often underutilized, because there is a lack of understanding about this type of care. Palliative care is caregiving approach aimed at relieving symptoms and improving the quality of life for people – of any age, at any stage in an advanced illness, whether that illness is curable, chronic, or life-limiting – all in the comfort of the patient's home.

The epidemic has shown us the benefits of such care, giving people the options to decide what is most important to them.

Do you have any predictions for the future of home care in America?

Although telemedicine has existed for decades, it wasn't until recently when doctors and care centers basically had to close their offices, that we started to think about ways we could receive care in our homes.

Think about it. Did you ever expect to talk to your doctor on your phone or laptop rather than go in for an appointment?

There have been some bumps along the way and there's still improvements that need to be made, but telehealth is here to stay. Why go to the doctor, if you can bring the doctor to you? The COVID-19 stay-at-home orders have shown us that we can conduct many clinical services safely in the home, as well as provide many other support services that used to require traveling long distances.

The acceleration and adoption of technology, especially digital tools including trackers and sensors, provide doctors, patients and caregivers the necessary information to help provide the best, quality care.

As we evolve from this crisis, we must recognize the critical importance of a strong public health system to identify and address threats."





2019

Year in Review

MILESTONES, CELEBRATIONS AND EVENTS

The final year of the decade for Capital Caring Health may be remembered as one of great premonition and transition – building and launching new programs to further expand our in-home care, enhancing our services to support more of the most vulnerable members of our community-children, veterans, and frail elders, and elevating the importance of delivering care to home where it is the safest and most comfortable place to be – even when there is no pandemic.

Following is a look back at some of the major milestones, celebrations and events that served as the inspiration and justification for adding the word 'health' to our name and for sharing our deep appreciation to all those who helped make history and write the future for how advanced home care and hospice is to be delivered to anyone in need, regardless of their ability to pay.

MARCH APRIL MAY

Martinis Matter March 23, 2019



CCH Volunteer Randy Cook celebrated with friends and supporters with a signature cocktail.

Capital Caring Health hosted its annual Martinis Matter event on March 23, a fun night out to raise money for hospice and palliative care in Loudoun County. Friends and supporters of Capital Caring Health came together at River Creek Country Club in Leesburg,

Virginia on a wintry Saturday night to enjoy specialty cocktails and participate in the raffle and silent auction – all to benefit the Capital Caring Health Adler Center for Caring on the Van Metre Campus, Loudoun County's only inpatient hospice center. Nearly \$8,000 was generated from this special event.

NEARLY \$8,000

TOTAL RAISED

First Annual Employee Appreciation Event

In April 2019, more than 350 CCH employees and their guests were celebrated at Capital Caring Health's first annual Employee Appreciation Event. The festivities included an evening of dining, dancing and recognizing staff who have been employed by Capital Caring Health for 30, 33, 37 and 41 years of service.

Top Right Photo: Tom Koutsoumpas, Cynthia Todd, and Carolyn Richar; Bottom Left Photo: Sue Boris, Jeanne Brenneis, Richar and Koutsoumpas; Bottom Right Photo: Richar, Marie Duffy, Koutsoumpas and Boris.







Fireside Chat with Dr. John Whyte, *CMO*, WebMD and Tom Koutsoumpas, *CEO*, CCH at National Press Club

Communicating with Caregivers in the Age of Online Search was the topic of a special networking happy hour and discussion with Dr. John Whyte, Chief Medical Officer at WebMD.



The event was hosted at the National Press Club in Washington, DC in conjunction with a National Partnership for Hospice Innovation (NPHI) gathering of leaders of hospice organizations from across the country.

The discussion, moderated by Tom Koutsoumpas, President and CEO of Capital Caring Health, explored how providers can embrace the shift of information to create more meaningful discussions with caregivers and patient families. Dr. Whyte's observations and experience at WebMD engaged participants in a discussion around tactics that advanced illness care providers can implement to better communicate with families.

MAY (continued)

Family Caregiver Expo

May 11, 2019 Northern Virginia Community College

Patients and Families First – it's one of our core values, and the basis for hosting



our first Family Caregiver Expo, a one-day event designed to provide education, appreciation and relaxation to family caregivers throughout the region. The event was co-sponsored by AARP of Virginia, with support from 35 vendors who offered free health screenings, massages, and advice on valuable resources available to support family caregivers. The program included break-out sessions on such topics as:

- Alzheimer's Disease & Dementia Prevention/Current Treatments/Hope for the Future
- GPS for Caregivers Navigating the Health Care System
- Managing Pain Caused by Advanced Disease
- Advance Care Planning, Having the Conversation, and POST



Gala co-chairs, Dave and Danni Lougee and Sharon and Donn Davis

Passion for Caring Gala Preview Party May 30, 2019

On May 30, Capital Caring Health champions and Passion for Caring Gala supporters gathered to for a preview party generously hosted by TEGNA, Inc. Guests enjoyed time networking with Gala Co-Chairs Sharon and Donn Davis and Danni and Dave Lougee, and were the first to learn the theme for the event, "There's No Place Like Home."



Community organizations provided free resources to family caregivers at the Expo.

AUGUST

Making Memories with the Washington Redskins

Through a unique partnership with the Washington Redskins and the Give Back Team of Coldwell Banker Elite Real Estate and America's Choice Mortgage, Capital Caring Health provided a one-of-a-kind Making Memories experience at the Bon Secours Washington Redskins Training Center in Richmond for local children affected by the recent loss of a family member. Participants received VIP tickets to the training camp, special commemorative t-shirts, Washington Redskins swag, and autographs from the players. VIP transportation was provided to and from the Training center complements of A1 Luxury Limousines and James River Bus Company.



Participants are shown with Redskins players signing autographs.

SEPTEMBER

We've Moved!

In September, we signed a 15-year lease for our new headquarters at 3180 Fairview Park in Falls Church, Virginia. The new headquarters contains over 50,000 square feet of space, a significant expansion from Capital Caring's previous 31,000 square foot headquarters at 2900 Telestar Court, which was subsequently sold. The larger space enabled us to bring all of our staff working in satellite offices together under one roof and host larger meetings with our medical staff, bereavement groups and partner organizations. The new headquarters also has a separate entrance for visitors and includes a dedicated home-like space for bereavement groups to meet. Thanks to funding from Eastern Automotive Group, an Expressive Therapies Room for children who have suffered a loss, was completely outfitted with furniture, toys and art supplies, creating a safe place for self-expression.





From Left to Right: Len Adler, Dale Adler, Tom Koutsoumpas, Dea Van Metre, Beau Van Metre.

Hospice Cup Annapolis, Maryland

The annual Hospice Cup sailing regatta in Annapolis, Maryland is one of the highlights of Capital Caring Health's annual events



All funds raised by Capital Caring stay with the organization and each participating hospice is awarded a percentage of additional funds based on the amount raised each year.

\$8,000,000+
TOTAL RAISED FOR HOSPICE CARE

OCTOBER

5th Anniversary Celebration of the Capital Caring Adler Center on the Van Metre Campus

Since its opening in 2014, nearly 2,500 patients have been cared for at this state-of-the-art facility that provides patient-focused services in a home-like setting, using advanced treatment, monitoring, and care-support technologies.

Dale and Len Adler and the Van Metre Family were honored at this special event celebrating 5 years of improving care. The Capital Caring Adler Center on the Van Metre Campus is Loudoun County's only inpatient hospice center. This facility includes home-like spaces for families to pause and reflect while visiting loved ones. Capital Caring's Adler Center on the Van Metre Campus also is the only known inpatient unit in the country to have an on-site Interventional Pain Management Clinic. Pain management specialist Dr. Michael Byas-Smith performs specialized procedures for patients suffering from chronic pain who otherwise would need to visit a hospital. Capital Caring Health opened a second pain management clinic at Sibley Memorial Hospital in early 2019 to serve patients in Maryland and Washington, DC.

Carolyn Richar Named Chief Mission Officer

Capital Caring Health became one of the first hospice organizations in the nation to appoint a Chief Mission Officer. Carolyn Richar, previously overseeing a number of Clinical Support Services, was named Chief Mission Officer in October to focus on our community outreach programs including the Bereavement Counseling Team, Veteran Health & Support Services, Children's Support Programs, and Patient Pet Services.

In this new role, Carolyn is working with community senior citizen centers, church pastors, and other community leaders across our service area to increase engagement and offer support.



I am thrilled to lead our in-house teams and our wonderful volunteers that day in and out have a real and permanent impact on all the communities we serve."

Rev. Carolyn Richar *Chief Mission Officer*Capital Caring Health

Capital Caring Health and Washington Home and Community Hospices Finalize Partnership

In October, after successfully fulfilling a six-month management agreement with Capital Caring Health for the provision of clinical, medical and quality/compliance management support the Washington Home and Community Hospices (WHCH) and CCH joined forces to further our joint missions of caring for more members of the community with advanced illness. After a seamless transition of hospice patients from WHCH to CCH, The Washington Home continues to support elder care initiatives and is a primary funder of a new hospice inpatient unit planned for Sibley Hospital to open in early 2021.



Point of Hope Camp

The annual Capital Caring Health Point of Hope Camp, a weekend camp for children who have experienced the loss of a loved one, was held October 5–6. Thirty children attended the camp held at Adventure Links in Clifton, Virginia, and

participated in ropes courses, rock climbing and other team-building activities.

Capital Caring Health has embraced grieving children, teens, and adults by offering loving support at local Point of Hope Camps held annually throughout our service area. Thank you to our sponsors America's Choice Mortgage and the Give Back Team of Realtors for making this camp a dream come true for 30 area children.

New Website: Cultivating Community Members with Information, Resources and Support

While we may have changed our business address, our website address remains the same (www.capitalcaring.org) but with a whole new look. The new website kicked off with a dynamic new navigation structure and enhanced menu highlighting our existing and new and expanded service offerings, and a special Live Chat function to enhance communications among visitors to the site, making Capital Caring Health the first hospice in the country to offer such access. Another new feature is a multilingual tab which will translate the website in Spanish or Korean. News features and blogs are





Point of Hope Camp activities are designed to be fun and to help campers work through the grief process by building trust, self-esteem, and skills to cope with recent loss Participants are shown gearing up for a kayaking adventure at the camp. For more information: contact Tara Hoit at thoit@capitalcaring.org.

100,000+

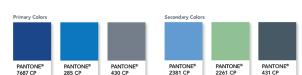
VISITORS SINCE OCTOBER 2019 LAUNCH

updated frequently as are resources designed to educate and inform caregivers and patients. In 2019, more than 97,000 visitors came to our website for information, to make a referral, volunteer, find a job or make a donation. More than 100,000 visitors have come to the new site since it launched in October 2019, with traffic increasing each month.



NOVEMBER

Capital Caring Health Rebranding Campaign



In November, we debuted our new name – Capital Caring Health and tag line, complete with a new web site – via an integrated branding campaign. Beginning with a series of 30–second TV spots based on our No Place Like Home theme, reinforcing our focus on personalized, high–quality care delivered in the home, the campaign expanded to include radio, print, digital, metro transit and metro rail advertising, collectively reaching millions of residents throughout our service area.



Advanced Home Care & Hospice for All Ages at All Times

Capital Caring Health was omnipresent throughout our service area between November 2019 and March 2020 as million of visitors and viewers commuting to and from work or watching TV saw or heard our messages about our enhanced services in support of compassionate in-home care.











30th Annual Passion for Caring Gala There's No Place Like Home

Capital Caring Health's 30th annual Passion for Caring Gala took place on Saturday, November 16 at The Ritz-Carlton, Tysons Corner. The annual Gala is our largest fundraising event of the year, raising more than \$500,000 to benefit Capital Caring Health's hospice and palliative home care services to support families who face the challenge of serious chronic illness, allowing them to receive the services they need in the comfort of their homes.

WUSA 9's award-winning journalist, Lesli Foster, emceed the 2019 Gala, and Sharon and Donn Davis and Danni and Dave Lougee served as co-chairs to help create an inspirational evening under the theme, There's No Place Like Home. Capital Caring Health also recognized The Washington Home with the 2019 Passion for Caring Award in recognition of its more than 100-year history of caring for individuals with advanced illness. Sharon Collins Casey, Chair of the organization's Board of Directors, accepted the award on behalf of The Washington Home. The 2019 President's Award was presented to Adam Boehler, former director of the Center for Medicare and Medicaid Innovation, for his work as a champion of value-based advanced illness care.

\$500,000+

RAISED TO BENEFIT CCH SERVICES

Top Row Left: Dale Adler and Len Adler; Bottom Row Left to Right: Sharon Collins Casey, Chair of the Washington Home Board of Directors and Tom (The Washington Home received the 2019 Passion for Caring Award); Middle Photo: 2019 Passion for Caring Gala Co-Chairs: Dave Lougee, Danni Lougee, Sharon Davis, Donn Davis; Right Photo: 2020 Passion for Caring Gala Chairs: Dr. John Whyte and Alisa Valudes Whyte.









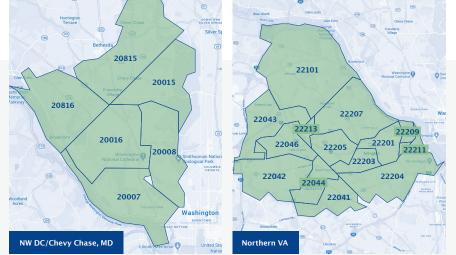


DECEMBER

Primary Care at Home Program Launches in targeted areas in NVA, MD and DC

After months of careful planning and acquiring extraordinary clinical and administrative resources, Capital Caring Health debuted our Primary Care at Home (PCH) program, designed to address a significant unmet need in the community regarding elder care for those who are home limited. Under the leadership of Eric De Jonge, MD, Chief of Geriatrics who joined Capital Caring Health in July, the program launched in targeted zip codes in Northwest DC, Chevy Chase, Maryland, and Falls Church/West Arlington, Virginia. Seniors who are 65 years of age and older and are home limited due to chronic illness or mobility issues may now receive high quality primary and urgent care in their home, saving them and their families costly and stressful visits to the hospital and protecting them from exposure to disease.





The Primary Care at Home Program launched in targeted zip codes in Northwest DC, Chevy Chase, MD, and Falls Church/west Arlington, VA.

New Board Member

Clifford E. Barnes, member of the firm Epstein Becker Green in the Health Care and Life Sciences practice in the firm's Washington, DC, and New York offices and Co-Chair of the firm's Health Plan Compliance Group, was named to Capital Caring Health's Board of Trustees in 2019.

Mr. Barnes has been employed by the firm for more than 35 years and represents providers, including hospitals, hospital systems, nursing homes, home health, hospice, ancillary service companies; managed care companies, concentrating in Medicare and Medicaid: and non-profit associations.



Mr. Barnes is the Co-Founder of Medicaid Health Plans of America, Inc., and has served as Vice Chair of the Accountable Care Organization Task Force of the American Health Law Association. Mr. Barnes was elected in 2020 as a Fellow of the American Health Law Association, selected to the Washington DC Super Lawyers list in the area of Health Care (2016 to 2020) and recommended in The Legal 500

United States in the area of Healthcare: Health Insurers (2016, 2018). In 2019, he was named to Lawyers of Color's inaugural "Nation's Best" list.

58,800 HOURS

OF SERVICE PROVIDED BY VOLUNTEERS IN 2019

CHAP Accreditation

Capital Caring Health once again received accreditation by CHAP (Community Health Accreditation Program) a distinction recognized by the



Centers for Medicare and Medicaid Services (CMS). CHAP accreditation conveys to the public that Capital Caring Health has earned "the Good Housekeeping Seal of Approval" – a key indicator that families look for when they are choosing a hospice provider.

Volunteers

Our 1,200 volunteers play key roles throughout Capital Caring Health, and we are thankful for their gifts of care and for enriching the lives of patients, family members, and our staff.



Capital Caring Health's volunteers are core members of our care teams. They are diverse, come from all walks of life, and bring special skills that improve our ability to offer excellent care.

They lend support by:

- Providing comfort, support and companionship to hospice patients and family members.
- Touching base with weekly Tuck-In Calls.
- Offering pet therapy and assisting families with pet care needs.
- Playing beautiful music and singing.
- Serving as "Big Campers" and leaders at our Point of Hope Camp.
- Enriching the lives of veterans with our
 1:1 Battle Buddy program and performing veteran recognition ceremonies.
- Lending a hand in our thrift shop and assisting with fundraising and community events and outreach.
- Helping with administrative duties.
- Maintaining therapeutic gardens.

We are so thankful for our volunteers. To learn about volunteer opportunities, www.capitalcaring.org.





CCH Volunteers provide much needed support in creating masks, head shields and protective gowns for our front-line staff in response to COVID-19.

Volunteer Profile *Local Nonagenarian Sets an Example for Young and Old Alike*



Every Wednesday at 7 AM, Bernice Dinion leaves her home in the southernmost region of Fairfax County and joins throngs of other drivers on I–95. Yet unlike most of her fellow travelers, Bernice's 40-mile round trip is a labor of love, not a professional obligation.

Bernice, who turned 90 in January 2019, is a volunteer at Capital Caring Health, the region's leading nonprofit provider of hospice care. And ever since she retired in 1994, she's been contributing her time and talents to help nurses and other staff provide compassionate care for patients with advanced illness and their family members.

Altogether, she has spent 24 years as an extra set of hands at the hospice, which relies upon a cadre of volunteers to help fulfill its mission. Capital Caring estimates Bernice has logged more than 5,300 hours doing everything from changing bed linens to sitting and talking with patients, from filling water pitchers to consoling loved ones.

Looking back on her years of experience in caring for others, Bernice sums it up best.

To me, the end of life is just as important as the beginning. You need someone to be around, to be with you. I just can't imagine what life was like before hospice care."



Cynthia Cadden, Manager Community & Volunteer Engagement, and Emad Gelani, Office Manager, pose for a photo for the new CCH volunteer opportunities brochure.

"The last good thing that may happen in a person's life is a hospice volunteer."

Hospice has been my second home since I saw my mother pass on 2004. I have fulfilled different roles in hospice in order to honor the memory of my mother. I give my best to every case I work with. Each has been unique and special. Working in hospice brings me the opportunity to become part of those last moments of a person's life. It gives me the amazing privilege of sharing that last goodbye in a peaceful and unique way filled with love. Life prepares us for many experiences but falls short in teaching us how to honor a life. Being there for each patient in that moment makes our job one of tremendous impact to both patients and relatives. I cannot forget that all this comes from a unified teamwork effort to serve our patients and families. This effort is the byproduct of the professionalism and mutual respect that every stakeholder has for each other in our organization.

Claudia Escobedo, MNM Manager, Community and Volunteer Engagement

Grief Counseling and Support

The Grief Counseling team was extremely busy working to innovate and modernize our collateral, monthly mailings, and web-based accessibility. A new resource entitled *Healing from Loss:*Newly Bereaved Guide was developed to provide a comforting resource to those who recently experienced the death of a loved one. This guide helps normalize grief emotions and to link individuals to our highly qualified grief counselors for counseling services.

We feel it is important for individuals to know that they are not alone in processing their grief and our letters offer "touch points" at 1, 3, 6 and 9-month intervals following a loss. And, recognizing the significance of the one-year milestone for those

who have experienced a death, we are now sending a 12-month anniversary card to honor their loved one.

Our Grief Support page on the **capitalcaring.org** website has been populated with new tools to offer clear guidance and improved accessibility for individuals interested in our supportive services. We are also excited to offer on-line registration for our support groups and individual sessions which includes DocuSign capability for capturing electronic signatures for our Consent Forms.

The Grief Counseling Team has offered a wide variety of support groups and workshops throughout the year to include: Spousal Loss, Grief Related Book Clubs, Children Grief, Lunch groups, Mindful Walking groups, Art groups, Stitching

groups, Grief 101 groups, Dementia specific loss, and Parent Loss. In addition, we have offered regionally based Ceremonies of Remembrance to honor the losses our communities have experienced. Our Grief Counselors also work very closely with community-based assisted living facilities and nursing homes to offer support to both staff and residents.

In response to COVID-19 we have developed our telehealth capabilities and now offer Zoom based counseling sessions to maintain safe physical distancing protocols. These virtual support group offerings have been well received by participants.

Capital Caring Health provides free grief support to anyone in the community who needs help dealing with grief or loss, regardless of whether they or a family member are in our care.

It's all about being the shoulder for families to lean on, being the ear that listens, and being the guide in times of uncertainty."

Evan Kirschner, MSW *Social Worker* Capital Caring INOVA Fairfax Hospital Team



Children's Hospice and Support Services

The children's program encompassing pediatric hospice and children's bereavement is now called Capital Caring Kids and has its own new logo to formalize the growth and success of the program. In 2019, Capital Caring Kids hired nationally renowned Pediatric Medical Director, Dr. Steinhorn, a Pediatric Clinical Director, Robin Borges, with over 20 years of hospice experience, a Child and Family Clinical Services Specialist and several regional pediatric RNs to care for our youngest patients.

In addition to hiring expert staff, we were able to train over 100 CCH staff in ELNEC Pediatric Palliative and Hospice to ensure that our teams are providing comprehensive care based on national best practice standards. We formalized our partnerships with referring palliative care teams at Children's National Medical Center and INOVA.

Capital Caring Kids is dedicated to walking alongside the children and families we serve no matter how long or how arduous that journey becomes. We provided innovative and comprehensive care to more than 50 children in 2019.



A patient's unique connection to a bluebird led to the creation of a special logo for our Children's Program. A bluebird appeared and tapped on Justice's window each day throughout her illness and when Jessica passed away, the bluebird flew back one last time, but The bluebird did not fly to Justice's window; instead, he came to them as they sat at the kitchen table absorbed in their grief. Then, he flew away.



Baby McKenna Alexander is one of the very special pediatric patients in our care.

Capital Caring Kids embraced more than 250 children and teens struggling with the loss of a parent, sibling, or close loved one at no cost. Our children's bereavement programs encourage children as they learn to express and cope with the tragic loss of a loved one. Grief support is offered to any child in the community through our community partners, regardless of whether we served their family member through hospice services.





From Left: Dr. Steinhorn, *Pediatric Medical Director* and Robin Borges, *Pediatric Clinical Director*, Capital Caring Health.

100+ STAFF

MEMBERS TRAINED IN 2019 FOR ELNEC PEDIATRIC PALLIATIVE AND HOSPICE CARE



Capital Caring Health volunteers, many who are also active duty military, present a veteran in our care with a special recognition award.

Veterans Health and Support Services

Our Veterans Health and Support Services program launched in 2018 under the direction of David Benhoff (Lt. Col., retired), a former Marine and previous volunteer coordinator for Capital Caring Health. Since that time, a number of company–wide initiatives have been implemented in support of the veterans in our care and on behalf of the entire veteran community including:

- A veterans' honoring and recognition program implemented with training provided to our Volunteer Managers;
- Implementation of the Congressional– chartered United States of America Vietnam War Commemoration throughout CCH for our Vietnam War veterans and their families;

- A new partnership with Hero's Bridge, an organization specializing in the needs of veterans age 65 and older and adoption of Hero's Bridge programming and further expansion of Resource Coordinators and Battle Buddies;
- Establishing a collaborative relationship with the VA for tele-vesting, overcoming a major obstacle for veterans who could not be enrolled in VA health system because it required a physical trip to a VA center or clinic;
- Gaining a Virginia Department of Veterans Services agreement to train future Resource Coordinators and Battle Buddies, at no cost regarding veterans' benefits once we have in positions in place;
- Implementation of a new TeleHero program that allows for self-reporting of the patient status and issues in between clinician visits, video conferencing, and educational components.

Our program isn't just about thanking our veterans and their families—it's about really getting in the weeds, getting our hands dirty, and truly getting them the additional resources and help they need. Developing these partnerships between internal and external stakeholders is just the start of how we can help."

LtCol. David Benhoff, USMC (ret.)

Director, Veterans Health & Support Services

Capital Caring Health



We installed our first TeleHero video visit system which allows teams to reach veterans faster, safer and smarter. The system was installed in the home of one of our heroes, Lt. Col. Wood who served in WWII, Korea and Vietnam. Lt. Col. Wood is shown at left with his wife, Francis, and Jannel Davenport, LPN, and Battle Buddy at Capital Caring Health.

WAYS TO GIVE

Thrift Store

The Capital Caring Health Thrift Store provides a wonderful opportunity to engage the community in the philanthropic mission of the organization and provides a meaningful way for families to give back by donating, volunteering, and/or simply stopping by to visit and shop. All proceeds from sales at the Thrift Store support Capital Caring Health's mission of providing advanced illness care to the community regardless of the individual's ability to pay. The Thrift Store is staffed by a full-time manager and 41 volunteers. In 2019, a total of \$274,431 was raised from the sale of donated clothing, household goods, books and many other things to many who cannot afford to buy these items as new.

The thrift store is an embassy of our hospice. And, the Volunteers and myself are Ambassadors for our organization. The store has never been about any one Volunteer, Donor of Customer. The shop is a rich mosaic of a larger community that comes together to shop, socialize and many times, heal from the loss of a loved one who has passed away and was fortunate to have our care."

Michael Murphy

Manager
The Capital Caring Health Thrift Store



RAISED IN 2019 FROM DONATED ITEMS



Re-gifting at its Finest. A huge thank you to the community members who took time to clean out closets, attics and garages and donate items to our Thrift Store.

Forever Gifts

Forever Gifts™

In 2019, Capital Caring Health introduced a new way of giving called Forever Gifts™ featuring our new endowment program and offers new naming opportunities. As a community based nonprofit organization, Capital Caring Health's budget can't compete with hospitals or other large organizations in the health care sector. Almost ninety cents of every dollar returns back into our programs and services. Your donation allows us to build long–term capacity and financial sustainability, and to serve as the most trusted resource for advanced illness care for our neighbors and community. Visit https://www.capitalcaring.org/forevergift for information on our Forever Gift™ options.





So No One Dies Alone Program

The importance of family members, loved ones, or simply another human being at the bedside of a dying individual can't be understated.

Oftentimes patients in our care will linger waiting for a visit from a loved one and within minutes to hours after a visit die peacefully.

The So No One Dies Alone Program is integral to Capital Caring Health's mission to provide patients and their families with advanced illness care of the highest quality. The program centers on three aspects of ensuring every individual the dignity and solace at the end of life that can best be found in the compassionate presence of another human being.

For more information on our *So No One Dies Alone* program, contact Carolyn Richar at, crichar@capitalcaring.org.

- The Vigil Initiative When a patient has no family member to be with them as they near the end of life, specially trained volunteers stay with them reading, singing, or sitting silent so they do not die alone. Capital Caring Health's generous supporters help provide funds to recruit, train, and support the very important, special volunteers who give their time to this important initiative.
- The Emergency Travel Fund This Fund covers last minute airfare, ground transportation, and hotel costs for family members living more than four hours driving time from their loved one and who do not have the financial resources to afford travel expenses.



• Vet Jets - This initiative is in collaboration with the EagleForce Warrior Foundation and provides emergency travel assistance, including access to private and commercial air travel, for families of Armed Forces veterans nearing the end of life, to be at the bedside of their loved one.

It is an opportunity for the family member to settle any unfinished business or to simply say...I love you, I'm sorry or I forgive you."

Carolyn Richar
Chief Mission Officer
Capital Caring Health







Naming opportunities at our Inpatient facilities are a great way to honor a loved one - From artwork, to furniture, to patient rooms - your loved one's name will forever be remembered.

2019 Donors

When a loved one is facing a serious illness or reaching the end of their life, every moment together counts. In those difficult times, Capital Caring is there for your neighbors in need. Thanks to the support of people just like you, our community-based care providers deliver world-class holistic care services to nearly 1,200 patients every day and their families across the Greater Washington area regardless of their ability to pay.

If we have inadvertently left off your name, please contact 703-538-2077 or email stewardship@capitalcaring.org.

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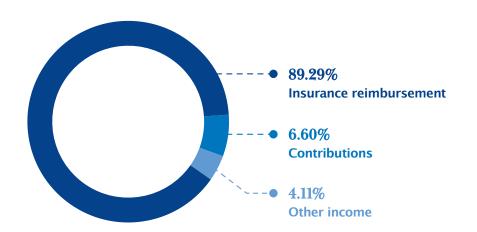
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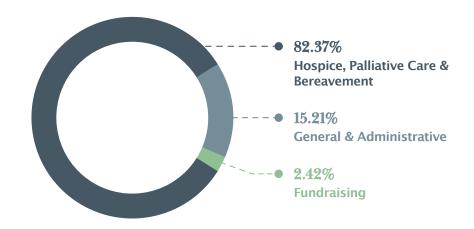
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2019 Year in Review

WHERE DOLLARS COME FROM



WHERE DOLLARS GO











Thank You

TO OUR COMMUNITY PARTNERS AND SPONSORS FOR YOUR INCREDIBLE GENEROSITY



During this unprecedented time in responding to a global pandemic never before experienced in our lifetime, we have seen our community give back in tremendous ways. By Sharing the Caring, our frontline care team staff are fully prepared and equipped with Personal Protective Equipment (PPE), our social workers and bereavement counselors are connecting with patients and families through virtual tools and programs, our volunteers are making gowns and face shields, and our community partners are providing invaluable education and support with their resources and donations.

Capital Caring Health launched a COVID-19 Emergency Relief Fund at the onset of the outbreak with the goal of garnering community support for the provision of critical resources, services and care. Topping the list of needs was and continues to be Personal Protective Equipment (PPE) to protect our frontline workers from exposure to the virus so that they can continue care to our patients and families.

Food delivery and security for the most vulnerable members of our community who must remain in the safety of their homes is another top priority, as is sterilization supplies and equipment, always in short supply, but critical to caring for patients in our inpatient facilities as well as their homes.

Social isolation among elders in facilities and patients and families, an unfortunate outcome of social distancing time has exacerbated mental behavioral health and impacted our ability to provide that compassionate

'touch' that is so important to the care we promise to those patients and families we treat.

Virtual visit technology made possible by donor support enables us to continue to stay connected with our patients and families, those who count on us for our grief counseling and bereavement services, and special tablets enable us to monitor those individuals who need extra special attention to remain safely in their homes or residences.

On behalf of Capital Caring Health's Board of Trustees, our Executive leadership and staff, we wish to share our sincere appreciation and gratitude for your gifts of time and invaluable resources that enable us to fulfill our mission every day of providing the highest quality advanced illness care to all those in need.

We dearly value our leadership giving partners and appreciate their extreme generosity during this unprecedented time. Your donations make a powerful impact. We welcome you to join us. Please consider a gift that goes to work, taking the best care of patients and families now and always.

For Ways to Give, visit:

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FOR COVID-19 RELIEF FUND

The Truist Foundation - \$100,000

The Truist Foundation provided a \$100,000 grant to support prescription meals for patients, virtual visit technology, Children's Programs, capturing patients' life stories with Memory Well, and other emergency needs related to COVID-19.

Anonymous - \$50,000

An anonymous donor redirected \$50,000 from a recent \$100,000 donation to purchase sterilization equipment to prevent the spread of COVID-19 pandemic in Washington, DC in our care centers.

Alexander and Margaret Stewart Trust - \$25,000

The Alexander and Margaret Stewart Trust provided a \$25,000 grant to expand Children's Programs to meet the needs of children affected by the COVID-19 pandemic in Washington, DC.

Northern Virginia Community Foundation - \$22,500

The Northern Virginia Community Foundation, and two associated Funds, the JOY Charitable Fund and the Delmar Family Fund, provided \$22,500 in grants to support prescription meals for patients and virtual visit technology for patients and families in Northern Virginia.

Arlington Community Foundation - \$20,000

The Arlington Community Foundation, along with the Washington Forrest Foundation, provided a \$20,000 grant to provide prescription meals and virtual visit technology for patients and families in Arlington.

ACTS of Alexandria - \$17,500

ACTS of Alexandria Foundation provided two grants totaling \$17,500 to provide prescription meals and virtual visit technology to patients and families in Alexandria as well as funds to expand counseling services for children impacted by COVID-19 in Alexandria.

TEGNA Foundation - \$7,500

The TEGNA Foundation provided a grant for \$7,500 to support emergency needs arising from the COVID-19 pandemic.

United Way of the National Capital Area - \$5,000

The United Way of the National Capital Area provided a \$5,000 to support prescription meals for patients and families in the Greater Washington, DC area.

Community Foundation of the Rappahannock Region - \$5,000

The Community Foundation of the Rappahannock Region provided a grant for \$5,000 to support expanding Children's Programs including virtual visit technology, high-tech medical equipment, and meals for patients and families in the Rappahannock Region.

Loudoun County Government - \$5,000

The Loudoun County Board of County Supervisors provided a grant for \$5,000 to provide prescription meals for patients and families in Loudoun County.

Walter E. Bloedorn Foundation - \$5,000

The Walter E. Bloedorn Foundation provided a grant for \$5,000 to expand counseling services for children impacted by the COVID-19 pandemic in Washington, DC.

The DC Young Republicans - \$1,175

The Washington, DC Young Republicans Club contributed \$1,175 to provide meals to pediatric patients and families during the COVID-19 pandemic.

Arthur Cotton & Patricia Moore - \$1,000

Arthur Cotton and Patricia Moore contributed \$1,000 in support of providing prescription meals to patients and families in Washington, DC.

IN-KIND DONATIONS

The Fenwick Foundation

The Fenwick Foundation donated Giant gift cards to supply food, groceries, and other supplies for patients, families, and staff in Arlington, Virginia.

Holiday Inn - Arlington

The Holiday Inn-Arlington donated 4 nights of rooms throughout April and May 2020 for staff, patients, and families in Arlington, Virginia.

THE GIFT OF TIME

We sincerely appreciate the following media partners for providing the gift of free air-time to help educate and inform the community about staying safe during the COVID-19 pandemic.

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2019 – 2020 Vital Signs

\$3.1 million

in Charity Care Provided

183

Patients Served by Charity Care



2,235

Trained Volunteers



58,800

Volunteer Hours



17

New Hospice and Palliative Care Medical Staff Hired

3,241

Palliative Care Patients Served

15,381



7,693

Hospice Patients Served

100+

CCH Staff Received Pediatric ELNEC (End-of-Life) Training



43

Pediatric Hospice Patients Served

5,785

Bereaved Children & Adults Receiving Grief Support



440,551

Days of Hospice Care

15

Caring Circles School Bereavement Groups

4

Inpatient Centers

5

Beds (at Inpatient Centers)

1,141

Inpatients Served

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24419 Millstream Drive Aldie, VA 20105 703-957-1800

Richmond, Virginia

Palliative Clinic
Virginia Cancer Institute
at the Sara Cannon Building
1401 Johnston Willis Drive
Suite 100
Richmond, VA 23235

9020 Stony Point Parkway Suite 170 Richmond, VA 23235 804-601-3180

Winchester, Virginia

24419 Millstream Drive Aldie, VA 20105 703-957-1800

Greenbelt, Maryland

Capital Caring Center Prince George's County Maryland 9885 Greenbelt Road 3rd Floor Lanham, MD 20706 301-850-5468

Largo, Maryland

1801 McCormick Drive Suite 180 Largo, MD 20774 301-883-0866

Montgomery County, Maryland

6707 Democracy Boulevard Suite 104 Bethesda, MD 20817 301-850-5484

Washington, DC

capitalcaring.org | 24-hour Care Line: 1-800-869-2136

50 F Street, NW Suite 3300 Washington, DC 20001 202-244-8300

Capital Caring Center at Providence Hospital (Inpatient Unit) 2nd Floor, 2 South 1150 Varnum Street, NE Washington, DC 20017 202-844-4920

Capital Caring Center at Sibley Hospital (Palliative Pain Clinic) Sibley Medical Building A 5215 Loughboro Road NW Suite 460 Washington, DC 20016 202-327-8294