

2009 ANNUAL REPORT



The  **Chaplaincy**

Serving Others with Impeccable Spiritual, Emotional & Physical Care

The Chaplaincy



Purpose

Serving others by living out God's call.

Vision

Together we provide compassionate care, bringing comfort and peace in the midst of transitions on life's sacred journey.

Mission

Serving others with impeccable spiritual, emotional and physical care.

2009: A Year in Review

Linda Munson, Board President

The 28th year of the Tri-Cities Chaplaincy has been one of continued blessings and progress. There have been some challenges due to the national economic situation, but hospice census numbers are now above what we had projected, and the agency remains spiritually grounded and financially sustainable. Our Bereavement Support Groups and Chaplain Service programs are a blessing to those who participate and to the community as a whole. We believe The Chaplaincy has the finest staff anywhere for our mission, and it is continuing to grow intellectually and spiritually as well as in number. We are committed to supporting them with the tools and facilities they need to work efficiently. Our outstanding volunteers continue to work tirelessly and contribute to the care of our patients and the support of our work.

The board of directors remains committed to the work of The Chaplaincy and is privileged to be associated with this wonderful organization. We have adopted a Governance Document that outlines the objectives of the agency and the expectations the board has from the staff. It is intended to clarify the roles of board and staff so that we each add value to the workings of the agency and do not interfere with each other's work. So far, it seems to be achieving that goal.

One of the goals of the agency is the construction of an office building to support primarily the In-Home Hospice program. When I served as president previously, we broke ground for the current Hospice House facility. At that time we had a staff of approximately 35 employees. Although we have leased some office space off site, with about 140 full and part-time employees, we need more space. The Spaulding Park location we have selected will permit easy access to all of the Tri-Cities. We are looking forward to breaking ground in the spring and completing the building by next spring at the latest.

In 2010, the board is seeking new ways to strengthen our connection with our member churches. We were founded by about 35 local churches and most of them remain members of The Chaplaincy, responsible for electing the board of directors and approving changes to the by-laws. Many faithfully contribute to The Chaplaincy. We believe we are an important part of these churches' outreach to the community, and the churches are an important part of who we are. We are looking for ways to strengthen these ties for the benefit of both the churches and The Chaplaincy. If you have thoughts on this, please share them with me or any member of the board.

Thank you all for your continued support of this exceptional organization. Your continued service, prayers and support are much needed. God bless you all.

Board Officers

Linda Munson, President

Mike Talbot, Vice President

Board Directors

Peter Bengtson

Rose Gray

Daryl Jonson

Jerry Rhoads

Jim Dyson

Bob Gruel

Karlene Keyes

George Romano

Lisa Enderlin

Alayne Heck

Founded for Spiritual Care

Bette Cooper, Executive Director

Serving as The Chaplaincy's Executive Director continues to be one of God's greatest gifts to my life. It is a privilege to witness God's presence in the daily miracles of care provided by our staff.

The Chaplaincy was founded for the spiritual care of our community. As you read through the Annual Report for the year 2009, you will see the countless ways that care is being provided. Whether through Chaplain Services, Clinical Pastoral Education, Hospice, or grief support for adults and children, care of the spirit is at the core.

The men and women of The Chaplaincy are its greatest asset. Each employee and volunteer of this organization has their own personal story about what drew them to this place; what connects them to this work. Often, it is a matter of faith which makes their work a vocation rather than a job. The employee turnover rate at The Chaplaincy is very low because what draws us to this work also keeps us here. Our employees, with their years of wisdom and experience, allow us to fulfill our mission of "providing impeccable spiritual, emotional, and physical care."

That impeccable care is not only for those we serve but how we serve one another. This year two projects will allow our board and leadership of The Chaplaincy to care for its staff. The first will be to provide our hospice staff with software and hardware for electronic medical records and billing. New and challenging requirements from Medicare make this a necessity, and providing this will allow our staff a more streamlined way of handling the "paperwork" so that more attention can be devoted to patients and their families. The second is an additional facility to house our ever growing staff at Spaulding Park. Our current facility at Entiat will continue to serve our community with its Hospice House, Clinical Pastoral Education, Spiritual Companionship and group services. The facility which houses Cork's Place will become our Bereavement Center.

As we move into 2010, we are looking at new ways of providing spiritual care to our community. We have a cadre of chaplains who are willing to serve in new and different ways to companion our community in spiritual healing and growth.

Our work moves forward with a strong sense of history and hope. As we continue to build on our strong foundation of faith we move into the future with a hope that God will lead us to new and expanded ways to serve. Our community continues to support and bless the mission of The Chaplaincy and this is a great blessing to us, empowering our work and lifting our spirits. We pray that which we have received we return to the community with added value.

HOSPICE CARE

Impeccable Spiritual, Emotional and Physical Care

Gary Castillo, Director of Hospice

The Chaplaincy's hospice program has been serving the Tri-Cities community since 1981. We are committed to our value system of providing impeccable spiritual, emotional and physical care. Our staff of professionals and volunteers are trained in end-of-life care, providing comfort and support for patients and families who are facing a terminal illness. We believe that hospice is about living life to the fullest extent possible.

In 2009...

- We developed an RN Community Liaison position to work closely with our area hospitals and physicians by providing education about hospice and also facilitating the admission process.
- In addition, we have a dedicated Admissions Team comprised of a registered nurse and social worker. They are readily available to provide information to families about hospice or walk them through the admissions process.

Did You Know...

In 2009, we served 759 patients of all ages:

- 555 from Benton County
- 189 from Franklin County
- 10 from Walla Walla County
- 5 from outside the Tri-County area
- 106 regional physicians admitted patients into the hospice program

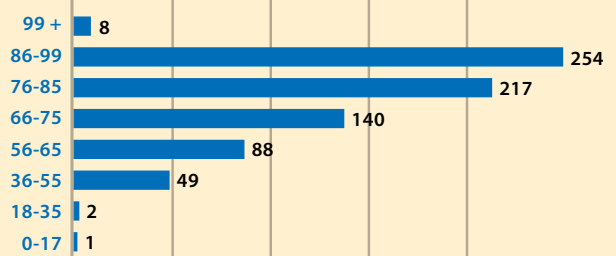
The average number of days of care for patients:

- 97 days for patients in their homes/residences
- 10 days for patients admitted to the Hospice House

Remarks from Families & Friends

"Please accept our gratitude for your help and comfort in the last days and on her passing. You do a truly great service for our community."

Ages of Those Who Received Hospice Care in 2009



"Calling hospice was difficult, but it was so worth it! He was at peace, surrounded by love and passed on in his sleep. Death was not the horror we imagined. You have our eternal gratitude."

"Thank you for all of your help during this time in my family's life. We really thank God for you."

"We never could have gotten through his death without your help, Chaplain, and that of the Hospice family. We love all of you. Thank you."

GRIEF SUPPORT

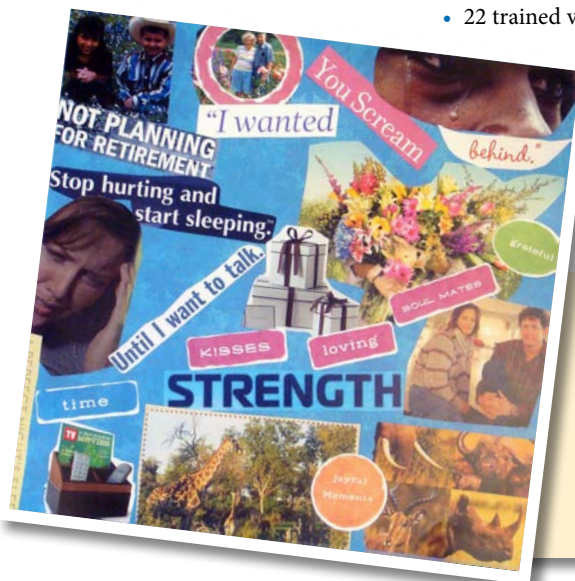
Impeccable Emotional Care

Judy Westerberg, Supervisor of Social Services

Did You Know...

- In 2009, over 9,102 contacts were made by the Bereavement Center at The Chaplaincy.
- 5,520 personal notes and cards were sent to grieving individuals and families.
- 3,163 contacts were made in person or via the telephone.
- 17 community education programs were provided by our Bereavement Specialists.
- 12 different grief support groups were offered to our community members.

The participants in the Bereavement Center's Grief Support Groups use art to express and release feeling of grief and loss. We call this doing "the work of mourning." The collages are created from magazine cuts-outs prepared by Hospice volunteers. The support group participants create the collages to express their feelings and experiences in their grief journey. Each journey is unique and precious.



Cork's Place

For the past five years, Cork's Place has been providing a safe place for grieving children aged 3 to 18 after the death of someone close to them. Trained volunteer facilitators support each child through their grief by using art, drama, games, and specially designed rooms to help release "powerful feelings and energy in a positive way."

In 2009... The number of children attending Cork's Place continues to grow.

- 59 children and their adult caregivers attended Cork's Place.
- 22 trained volunteers gave 620 hours helping children.
- Children are referred by school counselors and teachers, private counselors, hospital staff, and word of mouth from those who have attended Cork's Place.
- Staff continue to offer *Children and Grief* educational presentations to the community through on-site talks or Cork's Place facility tours.



What Clients Have to Say About Our Bereavement Services...

"Wow, how to improve? I don't know what to say. It truly has been a remarkable class."

"This support group was excellent and I wouldn't change a thing. I think this was due to the facilitator and to my fellow support group members."

CHAPLAIN SERVICES

Impeccable Spiritual Care

Bill Lotz, D.Min., Interim Director of Chaplain Services

The Chaplaincy has a unique approach to spiritual care in the community. Nowhere else in the country do we see a team of chaplains serving the community as a whole. We accomplish this through placing chaplains in local hospitals, jails, juvenile detention, hospice, cancer center, and in fire departments, which puts chaplains in homes and on the street when crisis occurs. Currently we have 20 professional chaplains serving in these settings. This team trains together and covers each other to provide seamless 24-hour care for our community. Chaplains bring a calming ministry of presence to those who are suffering crises of many types throughout the Columbia Basin.

In 2009...

Our chaplains provided well over 20,000 hours of care to local people experiencing medical emergencies, fires, accidents, cancer diagnosis, incarceration, terminal illness and death. Our chaplain team stands ready to respond to the spiritual, emotional, and physical needs of our community.

Finding 'Blessure' Chaplain Wes McIntyre, Director of Spiritual Formation

The French language has a word *blessure* from which we get our word "blessing." In the French understanding *blessure* carries with it both wound and blessing. Somehow our wounds become the source of blessing. In spiritual formation, pain, suffering and our wounds are recognized and addressed. In spiritual formation, we work so pain is transformed instead of being transmitted; our common wounded nature becomes the place of blessing; in our weakness we experience God's strength, healing, transformation.

In 2009...

The Clinical Pastoral Education program offered two units of training to 8 chaplain interns. Four of these interns are from our own staff. Three of the four completed their clinical training for work and certification as a chaplain. The four other interns were from Oregon, seeking out The Chaplaincy as a regional center for clinical training.

Spiritual Companionship is the rediscovery of an ancient tradition of spiritual mentoring. Two of our chaplains are trained as Spiritual Companions. They worked with over 20 individuals this last year assisting them to live more soulful lives.

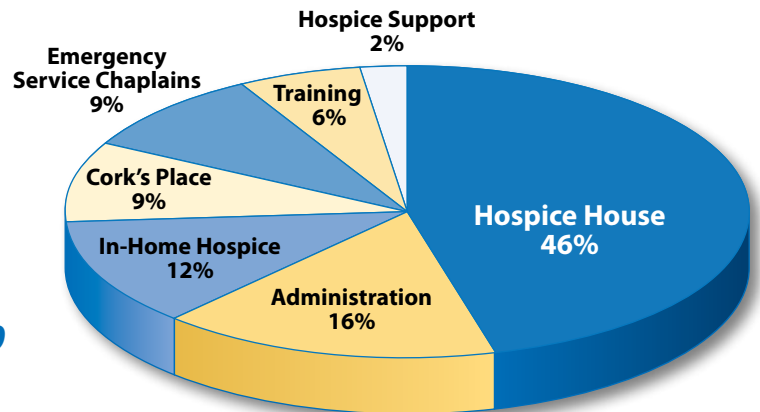
Staff Development included the highly acclaimed **Sacred Art of Living and Dying (SALD) Unit 1** for our staff, board and volunteers who were unable to attend last year. Over 90 staff, volunteers and board members have now participated in the training. One of our chaplains has received her training as a presenter of SALD, Units I and II. Enneagram transformational development classes continue to be attended by our staff and community members.

OUR VOLUNTEERS

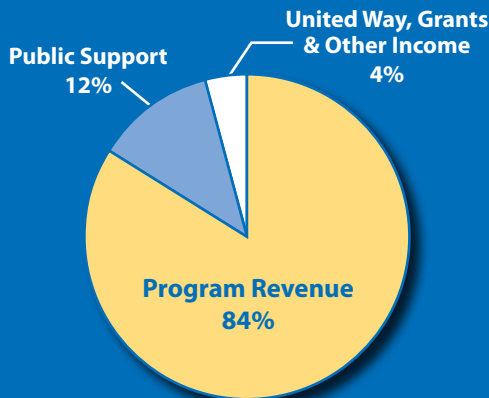
Volunteering at The Chaplaincy is important and rewarding work for over 400 individuals. Volunteers bring their enthusiasm, talents and dedication to strengthen and support the services provided.

2009 Value of Volunteer Hours = \$177,997.50

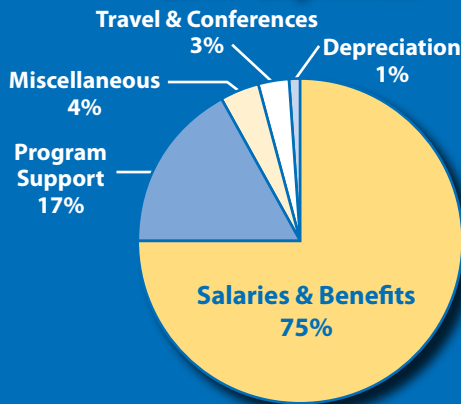
Value Based on the Bureau of Labor Statistics – National Value of Volunteer Time



2009 Revenue



2009 Expenses



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www.tricitieschaplaincy.org

The Tri-Cities Chaplaincy holds itself accountable to its members, donors and our community.

Financial stewardship and transparency are core values established by our audit committee and endowment committee. Our annual financial statements are audited by an independent certified public accountant.