



2024

ANNUAL REPORT





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Message from CEO and Board President

We begin with a heartfelt thank you. Your support, through your time, generosity, advocacy, and belief in our mission, has made everything we accomplished this year possible. With your assistance, Hospice & Palliative Care, Inc., continues to provide expert medical care, along with compassionate emotional and spiritual support when it is needed most.

Hospice and palliative care are testaments to the power of humanity. They are holistic treatments that go beyond exceptional medical care, focusing also on quality of life for those with life-limiting illnesses and their loved ones. This care is about providing comfort, dignity, and respect during the final stages of life. Every individual's end of life experience is unique, deserving personalized attention that honors their wishes and needs.

2024 was a year of progress and meaningful change. We strengthened our community relationships in powerful ways, laying the groundwork for deeper connection and service in the year ahead. One major highlight was receiving a generous grant from the Mother Cabrini Health Foundation, which allows us to expand our outreach in 2025 through the creation of a Community RN Education and Advocacy Specialist. This is an exciting step in ensuring that compassionate care and resources are more accessible to all.

Our incredible Bereavement team led the way in inclusivity this year, providing comfort to Hospice families and caregivers and offering resources and support groups that welcomed grieving community members whether or not they had a loved one who was served through hospice. These efforts have opened doors for healing and connection in ways that truly reflect our values.

We also came together in commemoration and reflection during two meaningful Services of Remembrance, honoring the lives and legacies of those we've cared for.

As always, our Team, every nurse, social worker, spiritual care coordinator, bereavement counselor, aide, volunteer, Board member, and behind-the-scenes staff member, went above and beyond, showing up for patients, families, and one another with compassion, grace, and extraordinary dedication.

The healthcare landscape is rapidly changing with regulatory demands, funding uncertainties, unexpected obstacles, and the ever-changing needs of those we serve. 2024 stretched us in important ways, but in the face of it all, we stayed focused. Our team adapted, our community leaned in, and together, we kept moving forward.

We look ahead with hope and determination. Our purpose remains to provide the highest quality end-of-life and palliative care in our community. The future holds opportunities for growth, innovation, and deeper connections with those we serve and those who help make it possible.



Mary Bogdan, MHA, BSN, CHPCA,
CHPN Chief Executive Officer



Claudia Jasinski
Hospice Board President



BOARD OF DIRECTORS, LEADERSHIP TEAM & EVENTS COMMITTEE

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Joan Grande

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Mary Bogdan

Chief Operating Officer

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Chief Clinical Officer

Lisa Alteri

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Susan Miller

Events Committee

Members

Michael Aiello

Jennifer Fanelli

Julia Hobika

Delores McDowell

Doreen Nicholls

Diane Reilly

Pat Robinson

Shawn Weiman

Nicole Taylor

GRANTORS & FOUNDATIONS

Investment in our organization by these grantors and foundations during the 2024 Fiscal Year greatly contributed to our success.

Burrows Family Foundation

Canastota Community Chest

Excellus Blue Cross/Blue Shield

Mother Cabrini Health Foundation

Rome Community Foundation

Slocum Dickson Foundation

Stewart Shops Holiday Match

The Community Foundation of Herkimer
& Oneida Counties

The Sears Family Foundation

United Way of Rome and Western Oneida County

United Way of the Valley and Greater Utica

United Way of the Greater Capital Region

United Way of Mid-Rural New York

United Way of Central New York

Worn Again



OUR PROGRAM & SERVICES

CARING FOR PATIENTS & FAMILIES

In 2024, we served 845 Hospice patients, each one with unique stories, needs, and loved ones by their side. While we are honored to support every individual who comes into our care, the most common sentiment shared by patients and their families is that they wish they had accessed Hospice services sooner. This speaks to the deep and meaningful impact that timely, compassionate, and comprehensive care can have—not only on the patient, but on their entire support system.

Hospice care is more than just a service—it is a philosophy that centers on dignity, comfort, and connection. Our interdisciplinary team plays a vital role in delivering this experience. Comprising skilled nurses, social workers, spiritual care coordinators, volunteers, bereavement counselors, nurse practitioners and physicians, this team works together to provide holistic, patient- and family-centered care. They ensure that every aspect of physical, emotional, and spiritual well-being is considered and honored.

Our patients continue to span all ages—from newborns to seniors—reminding us daily that end-of-life care knows no boundaries. For the past 45 years, Hospice and Palliative Care has remained committed to honoring each life with individualized support. We meet patients and families where they are, walking alongside them through every step of their journey.

In the past year, we have also expanded our efforts to strengthen relationships with community partners. Recognizing the power of collaboration, we have increased our presence at local faith communities, skilled nursing facilities, senior living communities, and other referring agencies. Our team has taken part in community education, speaking engagements, and professional presentations designed to raise awareness about the scope and value of hospice and palliative care services.

It is our hope that through continued outreach and education, more professionals—and more families—will come to understand the benefits of Hospice care earlier. Every day, we strive to ensure that no one must face the end of life alone or without the support they deserve.

QUALITY ACHIEVEMENTS OVERVIEW

Hospice & Palliative Care Inc. (HPCI) is proud to present its 2024 Quality Achievements Report, highlighting key milestones and recognition that reflect our unwavering commitment to exceptional patient care and family support.

CAHPS Hospice Survey Star Rating

The Centers for Medicare & Medicaid Services (CMS) established the CAHPS Hospice Survey Star Rating to provide consumers with a clear, standardized evaluation of family caregivers' experiences with hospice services. HPCI is honored to have achieved one three-star rating, six four-star ratings, and one five-star rating on the Hospice Compare platform, resulting in an overall average of four stars. This accomplishment underscores our dedication to excellence, ensuring that patients and their families receive compassionate, high-quality care.

Hospice Elite Honors Award

For the seventh consecutive year, HPCI has been recognized with the prestigious **Hospice Elite Honors** award from Healthcare First. This national distinction is awarded to hospices that consistently provide outstanding quality of care, as measured by caregiver feedback, and achieve above-average scores in at least 20 of 24 assessment categories.

Commitment to Quality and Excellence

Dr. Camille Dillard, HPCI's Quality Assurance Performance Improvement Chairperson, reinforces the organization's dedication to continuous improvement and superior patient care:

"At HPCI, quality is not just a goal, it is the foundation of everything we do. We are committed to continuously enhancing our processes to ensure the highest standards of care and patient satisfaction. Receiving the Hospice Elite Honors award for the seventh consecutive year is a testament to our team's dedication to excellence and compassionate service."

HPCI remains steadfast in its mission to provide compassionate, patient-centered care, ensuring that individuals and their families receive the highest level of support during life's most challenging moments.

2024 PATIENTS PRIMARY DIAGNOSIS

CANCER	(49%)
CIRCULATORY/HEART DISEASE	(18%)
DEMENTIA	(10%)
RESPIRATORY DISEASE	(6%)
STROKE	(7%)
OTHER	(11%)





OUR PROGRAM & SERVICES (continued)

AIM (ADVANCED ILLNESS MANAGEMENT) PALLIATIVE CARE PROGRAM

In 2024, our AIM (Advanced Illness Management) Palliative Care Program continued its upward trajectory through intentional collaboration and community outreach. Our team prioritized building and strengthening relationships with area medical providers, which resulted in a steady increase in referrals and greater awareness of the vital services we offer. Through these efforts, we were able to serve 123 new patients and conduct 293 palliative care follow-up visits, providing much-needed support to individuals and families facing serious illness.

The AIM Palliative Care Program offers more than just symptom management—it delivers continuity and comfort during uncertain times. By integrating early palliative care into the course of chronic illness, our team ensures that patients receive consistent, compassionate support. This seamless continuity of care is particularly important when a patient's condition transitions to a terminal stage, allowing for a smooth transfer to our Hospice program without disruption to the trusted care they have already come to rely on.

Despite being a small team, the strength of the AIM program lies in its people. Our clinicians are driven by a deep sense of purpose and professionalism. Their dedication, flexibility, and commitment to delivering patient-centered care are the cornerstones of our success. They meet the growing and complex needs of our patients with empathy and expertise, ensuring that each individual receives the dignity, comfort, and respect they deserve.

As we look to the future, we remain committed to expanding access to palliative care and continuing to serve as a bridge between chronic illness management and end-of-life care. With the continued support of our partners and the compassion of our team, we are confident that the AIM program will remain a critical and growing component of our mission.





OUR PROGRAM & SERVICES (continued)

THE HEART OF SUPPORT: HOW OUR SOCIAL WORKERS EMPOWER PATIENTS AND FAMILIES

At Hospice, we care for more than just the patient- we care for the entire circle of people they call family. Every day, our social workers stand at the heart of that mission, offering unwavering support through some of life's most difficult moments.

Over the past several years, the role of the social worker has become more vital than ever. As our patient population grows younger, we have seen a rise in complex family dynamics. Many of our patients are not only caregivers themselves but are also surrounded by a wider circle of loved ones' children, spouses, siblings, and aging parents—who are deeply impacted by the illness. Our social workers are there to help every person involved feel seen, heard, and supported.

They do not just address the obvious needs—they anticipate the hidden ones. With compassion and creativity, they help families navigate everything from difficult conversations to long-term planning, always keeping emotional well-being at the forefront of care.

The lasting effects of the COVID-19 pandemic disrupted many of the community networks we relied on. In response, our social workers have worked tirelessly to rebuild those connections, reestablishing critical partnerships and expanding the support resources available to our patients. Their dedication means families have somewhere to turn, even when the systems around them feel uncertain.

We have also seen a significant increase in mental health challenges among patients and families alike. In these moments, our social workers are a steady presence. Social workers help people manage uncertainty, anxiety and anticipatory grief, with empathy and skill. They promote continuity of care by emphasizing medication adherence and encouraging continued mental health treatment, ensuring no one faces their struggle alone.

Whether it is navigating financial barriers, accessing medical resources, or finding the right words during emotionally charged moments, our social workers are there to ease the burden. They are not just advocates, they are lifelines, offering expertise and humanity in equal measures.

Because at Hospice, we believe no one should walk this path alone. And thanks to our dedicated social workers, no one has to.

VOLUNTEERS: THE HEART OF OUR MISSION

In 2024, Hospice & Palliative Care welcomed Megan Young as our new Volunteer Coordinator. Megan joined us in September 2024, bringing with her a deep commitment to compassionate care and community engagement. Her arrival has already brought fresh energy and perspective to our volunteer program.

This past year, fifty-six trained volunteers dedicated their time, talent, and hearts, contributing an incredible 2,397 hours of service. Their collective efforts resulted in an estimated cost savings of \$85,596, a testament not only to their dedication but to the tangible value volunteers bring to our organization.

We were thrilled to welcome twenty new volunteers with fourteen joining after Meg became part of our hospice team in 2024. These individuals have joined a community of support that is essential to the holistic care we provide to patients and families.

Volunteers are more than just helping hands—they are the emotional backbone of our care team. They offer companionship, respite for caregivers, administrative support, and a listening ear at moments that matter most. Their presence brings comfort, dignity, and human connection to our patients and families during life's most vulnerable times.

In addition to the invaluable support they provide, volunteers foster stronger community ties and help expand the reach of our mission. Their contributions allow us to extend personalized care far beyond what staffing alone can achieve.

As we reflect on 2024, we are filled with gratitude for each volunteer who walks alongside our patients, families, and staff. With Megan Young now leading the way, we look forward to growing and strengthening our volunteer program in the year ahead.



OUR PROGRAM & SERVICES (continued)

HOSPICE SPIRITUAL CARE SUPPORTING PATIENTS AND FAMILIES

At Hospice & Palliative Care, Inc. (HPCI), we understand that addressing the spiritual needs of our patients, their families, and our staff is an essential part of holistic care. Led by our nationally board-certified Spiritual Care Coordinator, Wally Plock, and supported by per-diem Spiritual Care Coordinator, Larry Green, we remain dedicated to providing compassionate spiritual support to those we serve.

Understanding Spiritual Care

Spirituality takes many forms, encompassing diverse beliefs, traditions, and personal philosophies. Our spiritual care approach is centered on honoring this diversity by providing personalized support that aligns with each individual's, beliefs, values and preferences. Whether through prayer, music, sacraments, storytelling, or other meaningful rituals, we strive to create a space for reflection, connection, and peace. Wally shares, *"There is something profoundly sacred about simply being present, listening, offering comfort, and witnessing moments of grace in the lives of our patients and their loved ones."*

Community Engagement and Outreach

Throughout the past year, our Spiritual Care team has actively engaged with local faith communities and leaders, fostering relationships to better support our patients. We continue to reach out to faith leaders in the community, strengthening partnerships that allow us to provide spiritual care tailored to each patient's needs. Additionally, we have had opportunities to share the mission of Hospice and Palliative Care, Inc. with local congregations, deepening our collaboration with faith-based organizations.

Supporting Spiritual Needs

Our commitment to spiritual care extends beyond traditional practices to encompass a variety of ceremonies and rituals. From baptisms and funerals to end-of-life celebrations and weddings, we ensure that each experience is meaningful and reflective of individual beliefs and traditions. Recognizing the importance of spiritual well-being for our staff as well, we continue to offer support through reflections, listening sessions, and special remembrance services.

A Message of Resilience and Support

As Spiritual Care Coordinator Wally Plock shares, *"Compassionate care is about more than words—it's about presence. It's about walking alongside patients and families, honoring their journey, and offering support in whatever way brings them peace."*

At HPCI, we remain deeply committed to providing compassionate care that embraces the physical, emotional, and spiritual dimensions of well-being. As we reflect on the past year and look to the future, we reaffirm our dedication to honoring the dignity, beliefs, and unique experiences of every individual we serve.



OUR PROGRAM & SERVICES (continued)

BEREAVEMENT ASSISTS WITH HEALING

The Hospice Bereavement Team provides compassionate support and hope to individuals and families navigating grief after the loss of a loved one. Our dedicated counselors assist the families of our patients for up to 13 months following their loss, honoring the understanding that grief is a deeply personal journey.

Each month, our team initiates bereavement assessments with 66 to 80 families and provides ongoing individual support to between 80 and 150 families annually. We offer a holistic, person-centered approach—meeting each family where they are, emotionally and practically.

- **Condolence Cards:** Sent by the interdisciplinary team following a patient's passing.
- **Bereavement Volunteers:** Provide follow-up calls at 3, 6, and 12 months post-loss, and help guide families to additional support when needed. Currently, nine volunteers serve as vital extensions of our care team, offering connection, compassion, and community.

In 2024, we expanded our group offerings to meet diverse grief experiences:

- **Grief Social:** Launched August 2024 for those grieving a spouse or partner. Facilitated by volunteer Mary Carole, the group meets monthly at the New Hartford Library.
- **Grief Circle:** A general support group for anyone coping with the loss of a loved one.
- **Targeted Support Groups:** Focused on spousal loss, adult parental loss, and parents grieving the death of an adult child.
- **Bereavement Nature Trail:** Introduced in November 2024 to combine gentle physical activity with grief support in a peaceful, natural setting.
- **Goat Yoga:** Offered in partnership with Full Lotus Yoga and Ft. Rickey Discovery Zoo, this unique session provided bereaved individuals and staff with healing movement and light-hearted connection.

Throughout 2024, our team led a range of educational sessions to enhance community understanding of grief and available supports:

- **Workshop Series at The Root Farm:** Included sessions on Advanced Directives, Hospice 101, Anticipatory Grief, and The Art of Condolence.
- **Community Presentations:**
 - **Neighborhood Center** (January)
 - **MVCC Institute for Learning in Retirement** – “The Art of Condolence” (April)
 - **Sunset Woods** – On-site grief support
 - **Mobile Crisis Center** – Virtual training on grief and bereavement
 - **The Death Café** collaboration at The Root Farm (July)

Celebrations of Remembrance: Held throughout the year to honor those who received hospice care, featuring music, reflection, and family photo presentations.

- **Staff Remembrance Ceremony:** Provided an opportunity for staff to honor both their personal losses and the patients they've cared for.
- **Holiday Workshop – Navigating Coping Through the Holidays:** Offered tools and activities for grief management. Due to its success, the program was also extended to staff.
- Supported **Children's Grief Awareness Day** and the national “Holding on to Hope” campaign.
- Shared regular grief education and resource materials via social media to reach a broader audience.

In 2024, our counselors mentored three interns from diverse academic backgrounds, fostering future professionals in the fields of grief and bereavement care.

We continue to receive heartfelt feedback from those we serve:

“You have provided me with the support and resources needed to cope with my grief... I am grateful for all the support and guidance you have offered over the past year.”

“Thank you for being there for me and allowing me to share my mother with you.”

We are excited to expand our impact with initiatives including:

- **Camp Bravehearts, Nature Walks, Threads of Hope Support Group, Wind Phone Installation** for reflective connection

Our Bereavement Team remains steadfast in our mission to provide support, education, and healing to all who grieve—both within Hospice and across the community.



STATEMENT OF FINANCIAL POSITION

REVENUE AND SUPPORT

Patient Care Reimbursement

Medicare/Medicaid/Other Insurance \$5,674,682

Public Support

Contributions/Grants/Donations \$977,911

Total Investment Income \$253,789

Total Fundraising Event Income \$262,148

Other Income \$3,237

TOTAL REVENUE AND SUPPORT: \$7,171,767

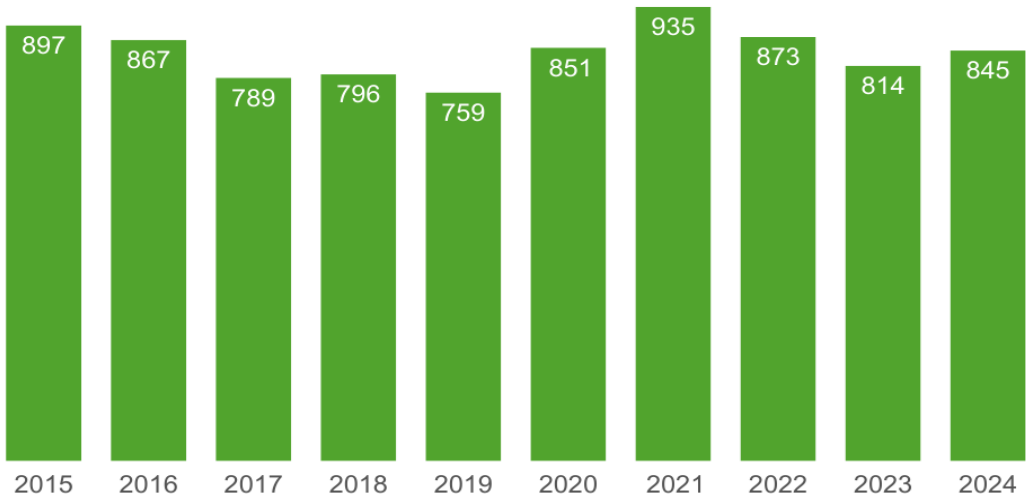
Operating Expenses

Program Services \$4,125,467

Administration, General and Fundraising (19%) \$3,102,479

TOTAL EXPENSE: \$7,227,946

Patients Served from 2015 - 2024





NUMBERS AT A GLANCE

Together We
Made A Difference in 2024

126

New patients received palliative services

293

Palliative care follow up visits were made

42,276

HOURS

were provided to Hospice patients and their families by the Hospice interdisciplinary team.



845

HOSPICE PATIENTS and their families received hospice care and services

18,982

Visits

were made by our Hospice interdisciplinary team including Physicians, Nurses, Certified Home-Health Aides, Social Workers, Bereavement Counselors and Spiritual Care Coordinators.

"When you Need
Us Most"

\$85,596

IS THE COST savings provided by our volunteers for their services to our Hospice patients and families.

LESS THAN
.1%

of Hospice's patients went back to the hospital.



127

Veterans were honored through our **We Honor Veterans** program.

55

HOSPICE VOLUNTEERS

2,397

HOURS



OUR SPECIAL EVENTS

SPECIAL EVENTS CONNECT US TO THE COMMUNITY

The Hospice & Palliative Care Events Committee was comprised of 12 dedicated community members and 3 administrative staff. We met both in person and virtually on the first Monday of each month to plan and coordinate fundraising events. Together, we set yearly financial goals and determine the best strategies to engage the community in support of Hospice throughout the year.

In June, we hosted our annual *Epicurean Delight and Auction*. More than 25 restaurants offered samples of their signature dishes to hundreds of guests. Music and vibrant décor created a festive atmosphere. Later in the evening, an enthusiastic live auction of donated items from local businesses was conducted by well-known community members. To complement the event, raffle tickets with enticing prizes were mailed to the public. In addition, an online auction ran for five days following the event, boosting our fundraising efforts even further.

The *Butterfly Release* event in July continued to be a meaningful and successful tradition. Nearly 1,000 butterflies were purchased by members of the public in honor or memory of loved ones. Committee members and volunteers distributed butterflies at convenient pickup locations across the region. Within hours, they were released in locations special to the participants. This heartfelt event has grown in popularity year after year.

Light Up A Life, held in late fall and early winter, remained our signature campaign. We welcomed the community to a beautiful kick-off event filled with cocktails, hors d'oeuvres, music, and warmth. A large tree was displayed at Sangertown Square Mall, where donors received a paper ornament to hang in honor or memory of someone special. Larger gifts were acknowledged with a unique ornament, specially designed each year. Contributions were received by mail or online and provided vital support for Hospice & Palliative Care.

We extend our heartfelt gratitude to our Business and Community Sponsors. Their unwavering support, year after year, is a cornerstone of our success. We are equally grateful for our Events Committee members, who generously gave their time and talents behind the scenes to further the Hospice mission.

Net amount raised in 2024 from our Special Events: \$138,882.27



Sue Miller
Event Committee
Chairperson





2024 Hospice & Palliative Care Sponsors

Hospice & Palliative Care is truly grateful to our 2024 Event Sponsors. **Your sponsorship assisted us in fulfilling our mission of quality, compassionate care.**

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UFCW

PLATINUM SPONSOR

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Nunn's Home Medical Equipment

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GPO Federal Credit Union

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Oneida Health Care

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Events Forum

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BRONZE SPONSOR

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McGrath, Myslinski, Kowalczyk & Nunn Funeral Directors

Pavia Real Estate

Slocum Dickson Medical Group

Third Gate Partners, Inc.

FRIEND OF HOSPICE

Assured Information Security, Inc.

Fred F. Collis & Sons, Inc.

Mirabito

Nunn & Harper Funeral Home

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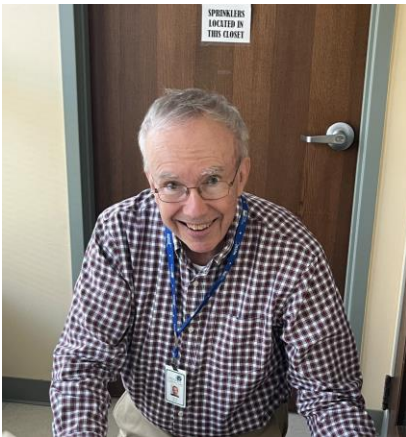
HOSPICE MAKES A DIFFERENCE

I will never forget the love and care you showed my grandfather. Every nurse and every staff member treated him not just as a patient, but as someone truly valued. Your kindness extended far beyond medical care, you brought warmth, comfort, and dignity in his final days. You also gave our family the reassurance and support we so desperately needed. We will always be grateful.

Matthew,
Grandson



**Tina, RN Education & Advocacy
Specialist**



Tim, Volunteer

Words cannot fully express how much your care for my sister meant to me. Through every gentle touch, every kind word, and every moment of compassion, you brought her comfort when she needed it most. Even on the hardest days, your presence brought peace. Thank you for treating her with such dignity and for holding space for our family in those last moments. Your kindness will never be forgotten.

Karen,
Sister

From the bottom of our hearts, thank you for the incredible kindness and care you showed our mother. You were not just caregivers—you became a source of comfort and strength for all of us. She felt safe and loved in your care, and that is something we will always cherish. In a time of sorrow, you brought light, and we will forever hold that in our hearts.

Debra, Dave and Joanne,
Children



Jan, OnCall RN



HOSPICE MAKES A DIFFERENCE

I do not think I will ever have the right words to truly express my gratitude for the care you gave my mom. From the moment she arrived, you treated her with such compassion and dignity. Whether it was helping with her medications, answering my late-night calls, or simply offering a reassuring presence, you made all the difference. Even in her final moments, you were there—not just for her, but for me, too. Thank you for everything.

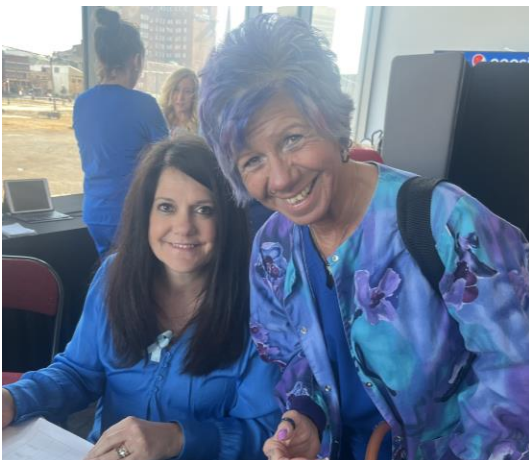
Kathy,
Daughter

There are no words to fully capture the gratitude I feel for the way you cared for my husband. Every time you walked into the room, his face lit up. You brought him not just comfort, but joy, even in the hardest moments. Knowing he was surrounded by people who genuinely cared brought our family peace, and that is something I will always hold in my heart. Thank you for treating him with such love and dignity.

Eileen
Wife & Children



**Laurie, Fund Development
Coordinator**



**Lisa, Chief Clinical Officer
Angela, LPN**

The way you cared for my father in his final days will stay with me forever. Your kindness, patience, and compassion made such a difference—not just for him, but for me, too. Losing him was one of the hardest things I have ever faced, but your support softened the pain in a way I can never repay. I will always be grateful for the love and dignity you gave him.

Steve,
Son



"Grief is like a stone, and you carry it in your pocket. You will always notice it and you will feel it, but as you grow stronger, the stone gets lighter to carry". -Jay Shetty

"I am here for you" - What does that mean?

When someone is grieving or dealing with a serious illness, their emotional and physical needs can be quite complex. Here is how you could reframe the advice to support someone who is grieving, coping with illness, or experiencing both:

1. Listen Without Judging or Interrupting

- Whether they are grieving a loss or facing a diagnosis, sometimes the most valuable thing you can offer is simply listening. Let them talk about their fears, hopes, and feelings without offering quick solutions. Just listening can be incredibly comforting.

2. Acknowledge Their Pain

- Recognize both the emotional and physical pain they might be experiencing. Whether it is the sadness from a loss or the exhaustion from illness, acknowledging that what they are going through is tough validates their experience.

3. Offer Physical Comfort (If Appropriate)

- If they are open to it, offering a hug, holding their hand, or just sitting with them in silence can help soothe the distress. Physical touch can bring comfort, especially when someone feels physically unwell or emotionally drained.

4. Be Patient and Nonjudgmental

- Whether dealing with grief or illness, recovery is not a linear process. Emotions can fluctuate, and there may be moments of strength followed by periods of vulnerability. Be patient as they navigate their journey, without rushing or pushing for them to "get better."

5. Check In Regularly

- Grieving and coping with illness can leave someone feeling isolated. Regularly check in with a call, text, or visit, letting them know you are there for them. Even small gestures like a message or offering to help can make a significant difference.

6. Offer Practical Support

- Everyday tasks in life can feel overwhelming when someone is seriously ill or grieving. Offer to help with things like meals, shopping, household chores, or transportation. These small acts can lighten their load and give them time to focus on healing or processing their emotions.

7. Respect Their Individual Needs

- Each person copes differently. Some may want to talk about their illness or loss, while others might want space. Respect their boundaries and let them guide the way they want to process their grief or health challenges.

8. Encourage Professional Help

- Grief and illness can be mentally and emotionally taxing. Gently suggest seeking professional support, whether it is counseling for grief, therapy to cope with illness-related stress, or even a support group for people going through similar experiences.

9. Share Positive Memories or Uplifting Stories (if Appropriate)

- If illness or grief is related to someone's loss, sharing happy memories or stories about better times can bring comfort. Remind them of the good things, whether it's about a loved one they miss or moments before they became ill. However, make sure this is welcomed and will not feel intrusive.

10. Be There for the Long Haul

- Whether they are grieving or facing an illness, the emotional toll does not go away overnight. Let them know you are there for the long term, even after the initial rush of support fades. Keep reaching out, even when things seem to settle down, to ensure they do not feel alone as they continue to heal.

The overall goal is to offer empathy, practical help, and emotional support, creating a safe space where they can navigate their grief or illness at their own pace. Knowing that someone is there, understanding, and present can make all the difference in their journey.



"Everyone of us needs to show how much we care for each other and, in the process, care for ourselves" – Princess Diana




HOSPICE
& Palliative Care
Oneida, Herkimer and Eastern Madison Counties