

In touch

Keeping Haven Hospice Supporters Informed and Connected

October 2010



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At Haven, we believe...

- Everyone deserves compassion, care and comfort
- Every day is a gift
- Hospice is about living, not dying
- No one should suffer
- Everyone deserves companionship through life's journeys
- Our staff and volunteers have a personal calling to share life's journeys
- Our staff and volunteers are the difference

*We believe in
excellence and
innovation in
everything we do.*

From the desk of Tim Bowen

HAVEN PRESIDENT

Each and every day, I am incredibly proud of all we do to help those in need throughout the communities we serve. The support you provide to enhance our care and services is overwhelming. One person who has experienced this level of support firsthand is Randy Stefanelli, a dedicated donor and Chiefland Community Advisory Board member who is featured in this issue. Randy says that everyone in his community has been touched by Haven Hospice in some way, which makes it easy to ask for support. And your generous donations make all that we are able to accomplish look easy.

You help us to expand our compassionate care in the communities we serve with programs like Camp Safe Haven, for children who have experienced a loss. This year so far, we have hosted 5 sessions and served more than 120 children ages 6 – 12 and 13 – 17, and our bereavement specialist, Vonceil Levine, is planning additional sessions this year. The children who attend Camp Safe Haven have a lot of fun. At our most recent sessions, they spent time with Candy Mae, a mule who visits with patients and families at our E.T. York Care Center once a month. Another highlight of the day was washing away their grief with water from a Williston Fire Department truck. We are grateful to the firefighters who gave their time to provide relief from the afternoon sun. The day's festivities closed with a beautiful candle lighting ceremony.

I hope you were able to join us at our Attic Roadshow July 24, which featured antiques expert John Sikorski. This event raised \$6,740 to support the unfunded patient care and bereavement programs Haven provides. Join us for Fall at

the Lodge at the Gilchrist Club Sept. 18, which benefits Haven in the Tri-Counties, and mark your calendars April 2 for ViVA! 2011. The communities we serve support these events in a big way, as guests, sponsors and volunteers. We appreciate all you do to make our events fun and successful.

In this issue of In Touch, you'll meet Katie, who had a special relationship with her grandfather. Haven was privileged to care for him and his family, and the care and comfort we provided has inspired Katie to give a teddy bear to each new Haven patient. We'll also tell you more about Randy Stefanelli, well known in Chiefland as owner of his insurance agency, who has gone out of his way to support Haven and ask others for their help. We appreciate Randy and all of our donors who have been touched by hospice care and want to give back. You make a difference each and every day.





Stories of Life

Buddy Bears 4 Life

What a child learns about comfort and encouragement. Giving back with a teddy bear for each Haven patient.



The patient care you help to support comforts every member of the family, from the oldest to the youngest. They don't forget the care that helped them to say goodbye to their loved one. And as you'll discover when you meet Katie, 18, the comfort she and her grandfather received lives on.



Katie Pabst, founder of Buddy Bears 4 Life.

If a child lives with encouragement, she learns confidence. That's what Katie Pabst learned from her devoted grandfather, O.D. Whittle, whom she saw every day when she came home from school. He excelled at math, and when he saw Katie's academic potential, he worked with her to develop her mathematical skills. "He was always very involved in our schoolwork and pushing us to do better," she said. With his help, Katie became a math whiz and an honor student. "I can thank him for that."

Haven Hospice took care of him at the E.T. York Hospice Care Center during his final days, when Katie was just 12. "I did not know how to handle emotions that were as strong as the ones I was going through," she said. But she found that Haven could help her.

She discovered the children's play area at E.T. York, with its "cubby under the staircase."

"That cubby became the place I ran to when my feelings became too much for me," she said. "I am so grateful for that cubby during those five weeks. It played a very large part in how I handled my grandfather's death."

The Haven staff who cared for him also helped by decorating a conference room where her family could celebrate their holiday gift exchange, knowing it would be their last opportunity to include her grandfather. "The memories from that Christmas are invaluable to me and wouldn't have been possible without their generosity," Katie said. "I cherish the moments that Haven Hospice gave my family to appreciate and enjoy the time we had with him in those final weeks."

All the ways that Haven brought comfort to Katie and her family inspired Katie to give back. Her senior project at Newberry High School was starting a foundation she calls Buddy Bears 4 Life, and its singular mission is providing new and like-new bears to Haven patients and their families. "I hoped a bear would provide some comfort and perhaps also become a keepsake in memory of a loved one," she said.

Katie decorated and posted 6 boxes around Gainesville where people could place donations. Then she began rounding up the donations and was stunned to realize her first delivery to Haven came to more than 150 bears and other plush animals. "I was absolutely shocked by people's generosity," she said. "I thought, 'whoa, I don't believe this.'" Donations at the Gainesville Health and Fitness Center's Tioga facility require a daily visit. "The box fills up every day," she said.

The overwhelming response inspires Katie to keep the project going, even as she starts at the University of Florida this fall as a pre-med major.

"My grandfather and I had a very special relationship," she said, "and I remember him as a person who shaped the person I have become." Her family's experience at Haven shaped what she is doing in return. "The Haven environment and the staff made the whole experience so much more comfortable," she added. "My family and I were able to spend those last moments in the best way possible."



Tricia Moore, Haven Volunteer Coordinator, with the first delivery of bears Katie collected.

We are honored when our care inspires our patients and families to give their time and talents to support our mission. For information about helping Haven, see page 5 for opportunities to donate and volunteer.



Mark Your Calendar

Nov. 4

Styles for Life
Fashion Show

Dec. 5

“Joes v Pros”
Celebrity Challenge

Mar. 5

Run for Haven

Apr. 2

ViVA! 2011
Polynesian Bash



Styles for Life Fashion Show

Nov. 4 at the Paramount Plaza in Gainesville

The Haven Hospice Alliance is proud to present the Tenth Annual Styles for Life Fashion Show. This year's theme is “Go Green, Give Green.” The event will feature multiple boutiques, door prizes, a cash wine bar, silent auction and so much more.

Tickets are \$35 per person; tables of 10 are available for \$350.

To reserve your ticket, call Jo Giudice at 352.372.2287

Sponsorship and silent auction opportunities are available; please contact Stephanie Brod at 352.271.4665 or email smbrod@havenhospice.org for additional information.

“Joes v Pros”

Celebrity Challenge

Dec. 5 at the Jacksonville Suns Baseball Grounds

Let us take you out to the ball game! Join Haven, family, friends and some of your favorite celebrities. Spend the day using your passport to visit various baseball training stations alongside celebrities and coaches with a chance to play in the final test—a softball game with the pros. There will be a drawing to see who gets to play! Join us also for a great party, featuring food and drink, live music, a silent auction and so much more. All proceeds from this event will benefit Haven Hospice and our Camp Safe Haven program.

For ticket information, sponsorship and auction donation opportunities, please contact Stephanie Brod at 352.271.4665 or at smbrod@havenhospice.org.

Interested in volunteering? Please contact Sandra Francis at 904.733.9818 or sjfrancis@havenhospice.org. Volunteer space is limited.

Run for Haven

Mar. 5, 2011 at the Tioga Town Center

Join us for the 2nd annual Tioga Town Center Run for Haven featuring a twilight 5K and 10K run with a shotgun start at 4:30 pm. Your registration fee includes the post-run party featuring live music, food, drinks, expo booths, the awards ceremony and prizes! Not a runner but still want to join the fun? Purchase a Post-Party Only ticket and you'll be there to support the runners and a great cause.

All proceeds from this event will remain in the community to benefit the thousands of patients and families served by Haven Hospice. Register now at http://www.active.com/page/Event_Details.htm?event_id=1872393

ViVA! 2011 - Goes Polynesian

April 2, 2011 at the Rembert Farm in Alachua

ViVA! means “LIFE,” and you can help touch someone's life in a positive way by supporting ViVA! 2011 - Goes Polynesian. Join us for an exciting FUN-raiser filled with Polynesian food, music, live and silent auctions, and so much more! Leave your tux at home and your heels in the closet!

Sharing Your Gifts



What a wonderful phrase! Sharing your gifts! Many of our parents taught us as small children to share what we have. It has become a part of the life cycle in many families and has continued through the years. Here are some examples of what donors have shared, their benefits from sharing their gifts and the way HAVEN Hospice has used the gifts to care for others.

When I think of our donors, I think of a particular gentleman in one of the communities where HAVEN Hospice has a Care Center. He has witnessed firsthand the compassion shared by our caregivers. When I first came to HAVEN as the Associate Director of Development, I had the opportunity to visit with this gentleman. He told me he has always had a desire to help someone that needs a little assistance. I discovered in our conversation he had shared a gift by writing a check for \$30,000. I told him that his generous gift allowed us to provide one 1 day of care for 145.8 patients. This is really exciting news and shows the immediate impact of his wonderful gift.

During our visit, he expressed his desire to help others, but he was also unsure if he would receive any tax benefit from his gift. I told him he and all of our donors with these kinds of questions must always consult a tax expert, but, with my understanding, if he itemizes his deductions on his federal tax return, he could list his gift to HAVEN Hospice. I also told him I believe the Internal Revenue Service allows a charitable contribution deduction of up to 50% of your adjusted gross income for a cash gift. And if the gift is of the size that it cannot all be used in the year of the gift, the excess may be carried over for a period of five years. This was a great way for this donor to attain his goal of sharing a gift and helping those in need of the care provided by HAVEN Hospice.

I recently had the opportunity to visit with a husband and wife that wished to share a gift but did not want to write a check. The wife commented, "I would rather use our cash to spoil our grandchildren." I smiled and told her I certainly understand since I also am now a grandfather. They have a really good question. If we don't write a check, what else may we give?

The list is very long and I will not share its entirety within this article – but – I will share a couple of concepts we discussed.

One of the options we discussed was the opportunity to share an outright gift from an Individual Retirement Account (IRA). There are minimum age requirements for this gift and I again stated their accountant or attorney could share this specific information. I did ask if they have any appreciated assets like real estate or stocks or matured bonds. Their eyes brightened when I mentioned the stock account.

Apparently, they have had some different stocks which have paid very little or no dividends but have increased in their overall value. We discussed the procedure for transferring a gift of stock to HAVEN and I informed them that they DO NOT want their broker to sell the stock and send HAVEN Hospice a check. If they had done that, they would have generated a capital gains transaction and tax would be due. So, I told them, let's get you a charitable contribution deduction and at the same time avoid all of the capital gains, since they had owned the stock for more than one year plus one day.

They liked the idea and wanted to spend some time thinking about what they want to do. I told them – call me when you are ready for any type gift which involves stock and I will give you the stock account information where the stock needs to be transferred. It's very simple to make contact with me. My office number is 352.271.4646 – but – don't make a long distance call. Call 1.800.727.1889 and ask for me, Bill Lapole – it's another way to save! And, for those that find email more convenient than a telephone call, you may reach me at walapole@havenhospice.org.

There is one other gifting option I would share with you. It is entitled a Charitable Gift Annuity. The very first one was completed by a group which has now changed their name. They used to be called Princeton College – now – Princeton University.

The Charitable Gift Annuity has some very attractive components which are well worth our review. Let's look at some of their features:

- A fixed income for the rest of your life
- Free money management
- A charitable contribution deduction
- A portion of your income is TAX-FREE INCOME
- They may be funded with cash or appreciated stock

Many individuals use this Charitable Gift Annuity to supplement their retirement income. The rates begin around 4.5 percent and go as high as 9.5 percent. The rates are always based on the age(s) of those which will receive income. In our next issue of In Touch, we will share some detailed examples of the rates and income which people are receiving. If you would like free no-obligation information about a Charitable Gift Annuity, please call the numbers listed above or write to me at my email address.

These are just some examples of the ways people are sharing what they have to help others. And yes, there are many additional ways people may assist with their gifts of their accumulated treasures. In upcoming issues, I will provide examples of how a gift by Will, when properly prepared, may provide great relief to families. We will see detailed examples of donors whom have shared their gifts of appreciated assets. Yes, even with the economy as it is, there are still many individuals which wish to share these very beneficial 'tax wise' gifts.

I do look forward to providing additional information on "Sharing Your Gifts" in each upcoming issue of In Touch. When I may be of assistance to you, using any methodology of gifting to assist those being cared for by HAVEN Hospice, I do hope you will contact me and allow me to be of assistance.

And, most importantly, thank you for all the gifts you have shared.

A handwritten signature in black ink that reads "Bill Lapole". The signature is fluid and cursive.

William A Lapole, CFRM
Associate Director of Development
Haven Hospice



Left to right, Tommy Dunford; Ryan Bell; Randy Stefanelli; "Mr. Harry" Coleman; Cedar Key getaway winner Roger Wilson; Fundraising Events Coordinator Stephanie Brod, and Joan Hale, the other lucky winner.

Haven's Donors Randy Stefanelli

Randy Stefanelli will tell you it's easy to ask people to support Haven Hospice. "Those are the magic words," he said. So when he and his wife Charlene asked Cedar Key area businesses to donate accommodations, meals, boating and more for a weekend getaway to benefit Haven, time and time again their answer was, "Yes, what can I do for you?"

"Everyone was 100 percent it," Randy said, "happy to help, which makes it so much easier to ask."

And the reason? "Everybody's been touched by Haven in some way," said Randy, who owns the Randy Stefanelli Insurance Agency and serves on our Chiefland Community Advisory Board. "It's easy to be generous when you really, really appreciate what Haven is able to do."

Randy has experienced hospice care in his family on 3 different occasions, beginning with his grandfather, whose hospice nurse was "the sweetest, nicest person in the world, like a part of the family."

The Cedar Key weekend getaway was the second drawing that Randy and Charlene have organized. The first, in 2005, raised \$6,700 for Haven. This year's package, won by 2 couples, raised \$7,000.

Randy is quick to give credit to everyone who made it happen—the donors and places of business that sold tickets, The Print Shop of Chiefland, and particularly Harry L. Coleman. "He won't quit," Randy says. Well known as Haven's most dedicated volunteer in Chiefland, Coleman raised \$5,376 of the total through

his ticket sales. "He's the nicest fellow," Randy says, "and his heart is in the right place. There's plenty more out there behind the scenes who are keen on helping Haven."

Randy also signed on to help sponsor Haven's Fall at the Lodge, as he does every year. This annual benefit for Haven in the Tri-Counties returns to the Gilchrist Club in Trenton this year. "I always make sure my wife or my friends get my tickets," he said. "It's first-class and so much fun."

"Everybody's been touched by Haven in some way. It's easy to be generous when you really, really appreciate what Haven is able to do."

Born and raised in Gainesville, Randy jumped at the chance 16 years ago to buy a retiring agent's business. Moving to the Chiefland area was a good move and a good fit. "I like everything about it," he said—"the people, the outdoors; hunting, fishing and swimming. The people here are good-hearted, good-natured, and treat each other with mutual respect. I like that."

Haven Programs and Services

Healing Hearts

Haven's grief support services include individual, family and group counseling as well as support groups and educational programs for anyone in the community who has experienced a loss. To honor the lives of family, friends and loved ones, we host Love and Remembrance services in May and November. Last year, more than 4,100 individuals benefitted from the services provided by Haven's Healing Hearts program. Your 2009 gifts helped support \$91,639 in unreimbursed expenses for bereavement services and children's programs.

Camp Safe Haven and SASHA'S Friends

Our grief support services include Camp Safe Haven for children who have lost a loved one and SASHA'S Friends, a support group for kids who are anticipating the loss of a loved one. Each year, Haven hosts Camp Safe Haven for children ages 6 – 12 and youth ages 13 – 17. Supported by Haven staff and volunteers, children participate in fun and therapeutic activities to help them work through their grief. Both programs served more than 30 children in 2009.

Haven Transitions

Haven offers assistance, resources, community referrals and companionship to individuals who are coping with a life-limiting or terminal illness and also assists their caregivers. Every month, Transitions helps more than 275 people who can benefit from pre-hospice care. Transitions' community education programs help people interested in learning more about living with a chronic illness, preparing advance directives, and so much more. Transitions provided services to nearly 1,000 individuals and their families last year. Your donations in 2009 helped to offset more than \$61,642 in unreimbursed expenses for Transitions.

Palliative Massage Therapy

Gentle, compassionate touch by Haven's specially trained licensed massage therapists enhances our patient care by helping patients relax; relieving their pain, stress and anxiety; increasing their physical comfort; and improving sleep. Last year we were able to provide more than 7,000 palliative massage treatments for our patients. Your support of Haven in 2009 helped offset \$314,149 in unreimbursed expenses for this program.

Volunteer Services

Haven is blessed with more than 1,000 extraordinary volunteers who give their time, talent and treasure to enhance our care and services. Specially trained volunteers work closely with our patient care teams to assist in providing much needed support to patients and families. Haven volunteers also reach out to grieving families, help staff our Attic Resale stores and serve on our special event committees. Your 2009 donations helped offset \$404,444 in unreimbursed expenses required to recruit, educate and train volunteers, in addition to the community outreach performed by these dedicated individuals. For more information about how you can volunteer your time and talents, visit www.havenhospice.org

Haven Hospice Attic Resale Stores

Your donations to the Haven Attic stores in Gainesville and Lake City go a long way toward helping the families and communities we serve. Sales from your donations benefit our patients and their families who are unable to pay for care, as well as those served by programs such as Camp Safe Haven for children who have experienced a loss. Countless individuals, businesses and organizations generously donate items ranging from housewares and furniture to clothing and children's toys.

For information about Haven's programs and services, call 1.800.727.1889 or visit www.havenhospice.org

HAVEN WELCOMES YOUR DONATIONS OF TIME, TALENT AND TREASURE.

Let us count the ways you can give.

Visit www.havenhospice.org for a donation form you can complete online or print and mail to the Haven Development Department. Your tax-deductible donations can help patients and families in many ways.

For example:

- \$25 can provide a day's quantity of medical supplies for 14 patients
- \$100 can provide a day's supply of medications for 15 patients
- \$1,000 can provide the average cost of caring for one patient and family for one week

NAMING OPPORTUNITIES

Haven Hospice operates 4 free-standing hospice care centers located throughout North Florida. Each of these care centers has been made possible through generous donations from local individuals, families and businesses. Many of these supporters have named rooms, gardens or even the facility itself in exchange for their gifts. Naming opportunities are available at each of our care centers.

PLANNED GIVING OPPORTUNITIES

Planned giving is a powerful way to provide major support for Haven Hospice. In 2009, Haven Hospice received more than \$215,000 from donors who named Haven Hospice in their wills, estates or other planned giving vehicles.

MEMORIAL WALKWAY PURCHASES

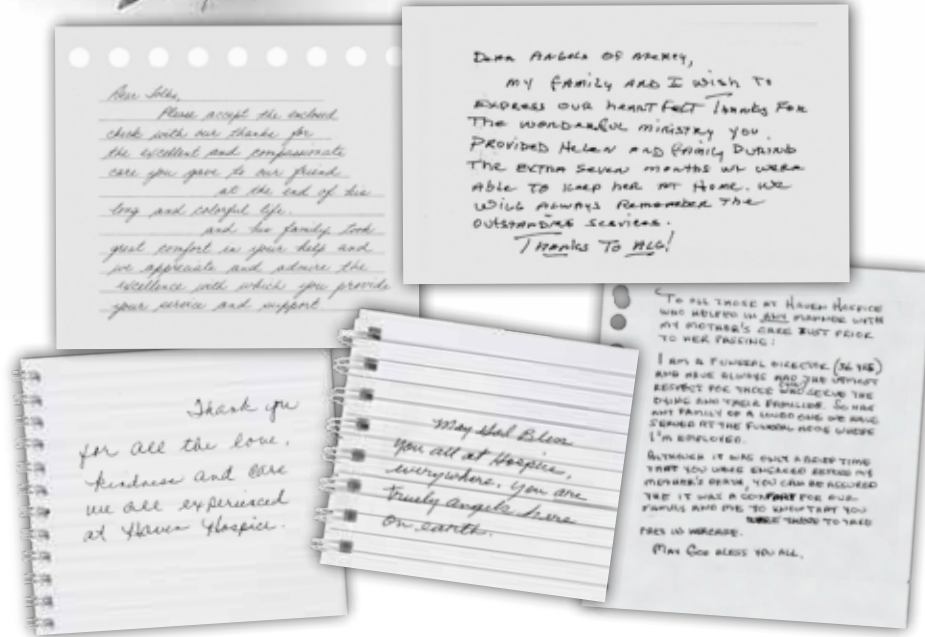
The Memorial Walkways are dedicated to your loved ones. Walkway donors create a permanent legacy. Bricks, granite pieces and benches along the Memorial Walkways are inscribed to honor loved ones according to your wishes. In 2009, people donated more than \$35,000 to Haven Hospice to commemorate loved ones along our Memorial Walkways.

Call 1-800-727-1889 and ask for the Development Department or e-mail us at devmail@havenhospice.org



Messages

From our Friends



Light Up a Life Appeal

Celebrating our 22nd year of Light Up a Life

Your gift to the 22nd year of Haven's Light Up a Life campaign can bring comfort, support, care and hope to our patients, their families, and the communities we serve. We hope you will continue to help support these services. One hundred percent of the gifts and donations made to Haven Hospice remain in our communities and help provide care for patients unable to pay, so your gift helps provide programs and services that otherwise might not be available.

Please help make a difference in our patients' lives by supporting Light Up A Life. To show our appreciation for your gift of \$50 or more, we offer the 2010 Light Up a Life ornament, featuring the center panel stained glass window at the Roberts Hospice Center in Palatka. For gifts of \$125 or more, we are delighted to offer ornaments of all three panels of these gorgeous windows.

Join our commitment to caring by participating in the 22nd annual Light Up a Life campaign in October. For more information, call 1-800-727-1889. Thank you for giving generously to help Haven Hospice serve patients and families in our community.

Get the latest updates on what's happening at Haven Hospice by following us on your favorite social media sites.



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