



covenant care

2018 Impact Report



CELEBRATING

35

YEARS



covenant
care

Mission

Our covenant is **to improve the quality of every life we touch** by providing comprehensive support, personalized care, and honoring the wishes of our patients and families.





Covenant Care is the region's largest non-profit home care provider. Whether your loved one is faced with advanced aging, disability, illness, or other ailments—Covenant Care will be there for you.

Home Health Care Whether recovering from surgery, transitioning home after a hospital stay, or living with a disability or illness, our Home Health Care brings skilled nursing and therapy services to you in the comfort of your home.

Covenant CareGivers Offering personal and companion care services, Covenant CareGivers is tailored to help you thrive in the familiar comforts of home.

Memory Care Covenant Memory Care promotes awareness and understanding of Alzheimer's and dementia while supporting families through The Residence Memory Care Center. We offer counseling, education and referral to community resources.

Hospice Care When your focus shifts from seeking a cure to seeking greater quality of life, our hospice experts provide the care to make the most of every moment.

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2018: A Year of Resilience in the Face of Adversity

Hurricane Michael. For many organizations like us, that was the story of 2018. The answer to every question regarding “what happened last year” seemingly centered on the same refrain...the storm. But for Covenant Care, the storm was just the beginning of the story. For the hurricane was not the answer, but rather the question: “How would we respond to such adversity?” Our response, I’m proud to say was just like you would expect from Covenant Care.

In a matter of 90 days, we experienced devastating loss on a number of levels. At the time, Panama City was our second largest hospice branch, and the fastest growing. Marianna was easily the most consistent and stable. Combined, some 800 patients, employees, and volunteers were in harm’s way. A staggering number of them suffering catastrophic losses in the aftermath. Two communities rife with unimaginable personal devastation, and a nightmare scenario for an organization almost entirely dependent on the people local to the patients they serve. What happened as a result, is the most profound experience of my career.

Within 24 hours of impact, staff were traversing dangerous terrain in order to see patients throughout the seemingly unending path of destruction. Many were without homes, personal belongings, and stability with their own families. Yet they did not hesitate in ensuring the safety and wellbeing of the precious souls whose life journey could not wait on mother nature’s plans.

Our number one priority was to embrace those who were caring for our patients and families, and we did so in a way that everyone associated with Covenant Care should feel unquestionably proud. We showed up every day, in both communities, with trailers full of supplies. Not just medical supplies, but what our caregivers needed to survive: gas, water, food, toiletries, blankets, tarps... and help.



nearly
20,000
patients cared
for in 2018



We were able to do so because of the generosity of our donors and supporters. Our reward: hearing the community say, “Thank you for never leaving us”, and hearing employees say “Thank God I work for Covenant.”

As a result, we are truly stronger than ever. Still recovering from untold losses, but rebuilding and continuing to grow throughout the time since. While there is no longer an inpatient hospice unit at Bay Medical Center, what we have instead is much more valuable. Proof that our promise to the community, and to each other, is unwavering. In a year with so many accomplishments, this stands out as the greatest achievement. Despite the Panama City market readjusting to a 50% decrease, the trajectory for 2019 will eclipse the record highs pre-storm because of a continued commitment to spread the mission across a comprehensive continuum of care. Greater access

to the “Covenant Way” has been the foundation of a hospice legacy that spans nearly five decades - but now includes programs and services that support the community from diagnosis of illness or injury...through end of life.

Most importantly, our future is now built on a rarified resiliency that has become a new identity, will ensure our covenant will be kept no matter the obstacle or odds. We are bigger, stronger, and better than ever before, not because of our promise to the community, but because of the community’s promise to us. We are Covenant Care because of you, and we are eternally grateful.

- Jeff Mislevy
President and CEO
Covenant Care



1,700

record number of patients cared for in a single day

\$1.8

million charity care provided by Covenant Care in 2018

35

counties served across Florida and Alabama



Covenant CareGivers

2018 was a year in which Covenant Care continued to deliver on our promise to provide families multiple services for their care needs. In November, we introduced Covenant CareGivers, a private-duty service offering personal and companion care tailored to help patients thrive in the comforts of their home.

Operating in Escambia, Santa Rosa, Okaloosa and Walton counties, Covenant CareGivers offers 24-hour non-medical care providing our clients assistance with independence and families

help as they care for loved ones. This level of care provides support with eating, dressing, bathing, meal preparation, companionship and more, backed by Covenant Care's 35 years of experience.

With the introduction of Covenant CareGivers, we now provide a seamless continuum of services to support patients and families through a full range of post-acute needs. For more information visit [ChooseCovenant.org/Services](https://www.choosecovenant.org/Services).

Covenant Memory Care

Memories were always a special part of the Joyce Goldenberg Hospice Inpatient Residence. That's why it was extra special when Covenant Care transitioned the home into our state-of-the-art memory care center, The Residence.

The Residence opened in January as the area's only small community-based center designed to embrace those with Alzheimer's disease or other related dementias. In a tranquil, home-like setting, residents are cared for by skilled staff working to make the most of each moment.

An immediate success, The Residence was fully occupied within the first two months of operations, leading Covenant Care to receive approval to expand from 21 to 25 beds. To schedule a visit or learn more about The Residence visit [ChooseCovenant.org/TheResidence](https://www.choosecovenant.org/TheResidence).



THE RESIDENCE
Covenant Memory Care Center
Joyce Goldenberg Campus



Covenant Care Honors Veterans

As the region's only Level 4 We Honor Veterans program, Covenant Care is dedicated to recognizing our region's unique need for veteran-centered care.

We Honor Veterans is a national program addressing the health care needs of veterans, both physical and emotional, including the psychological toll of war and how it impacts their end-of-life journey. In some cases, veteran patients are paired with volunteers who have also served their country and share a unique and honorable bond. We also recognize the military service of veterans with special pinning ceremonies and awards presented by active-duty personnel.

On Veteran's Day 2018, Covenant Care held programs honoring our nation's veterans in over 50 nursing homes across our service area, recognizing over 1,000 veterans for their service.



Covenant Care Home Health Get Back on your Feet

The Covenant Home Health team received a call to support an 82 year old patient who fractured her leg in a fall and had difficulty healing following surgery. Matt Norton, a physical therapist with Covenant Care, jumped into action.

From the very beginning, this strong-willed patient was determined to regain strength and walk into her four year old granddaughter's

church choral concert. Over a period of time, Matt led her to point where she not only walked into the performance, but made her way down the aisle to a front row seat!

To learn more about how Covenant Home Health can help your family member get better, visit ChooseCovenant.org/services.



Volunteer Highlight: Cheryl Adams

Cheryl Adams has been a volunteer with Covenant Care since January 2006. Over the years, she has taken advantage of numerous volunteer opportunities, including two of our more emotionally demanding duties: serving as an 11th hour volunteer to hospice patients who are nearing death and making bereavement calls to families who have lost a loved one.

“I am not a caregiver. I’m an engineer. But volunteering with Covenant Care has really taught me a lot about caregiving and taught me patience. I’ve grown as a person. I still have a long way to go, but it really has given me a lot of respect for how difficult it is to grow old and how great that older generation is,” she said.

Last year, Cheryl and her husband hosted the Volunteer Appreciation Banquet in their home, providing both the venue and meal. Currently, she serves as a Patient & Family Volunteer, visiting our facility patients—up to 20 hours a week providing companionship, spiritual care, respite for families and so much more.

When asked what her favorite part of volunteering with Covenant Care is, Cheryl replied, “The people I meet. They are fabulous.”

“More people need to do it, and they’ll be happier. It brings joy to the people you see, but the rewards you get... you just can’t begin to explain it to people.”



Caring In The Midst Of Chaos:

Kyle Steen, RN Clinical Manager,
Panama City Office



On October 11, 2018, one day after Hurricane Michael hit the Panama City area, I drove 45 minutes to my office; a drive that normally took 10 minutes. Driving through yards and ditches, over downed power lines, beside overturned vehicles, and under a canopy of massive pine trees which had fallen. I arrived at the office to find one other nurse. We quickly surveyed the damaged office, gathered supplies and personal belongings and placed a call, via satellite phone, to our supervisor. The relief in her voice was palpable when she answered asking first if my family and I were okay and what my staff needed.

Our staff began to meet at the office every morning. Gradually regrouping and sharing experiences of the storm. As soon as essential personnel were allowed into Panama City, our corporate teammates arrived with an impressive amount of food, water, pet food, cleaning supplies, ice, and medical supplies.

President and CEO, Jeff Mislevy and the executive leadership team took turns coming to Panama City to deliver supplies while coordinating needs with local leaders on site. Lunches were provided, gas tanks were filled, food was given out to take home to our families, and our mission continued.

The days and weeks after the storm were long and hot. Our town was destroyed. Many of our homes damaged, and our resolve tested. But, with the support of many and through the strength of my team, our patients were cared for. When this community entrusts us to take care of their loved ones, that's what we will do, no matter what. We promise.

“A phrase I’ve heard since beginning with Covenant Care is that *Covenant means promise*. I think that rings truer now here, after the storm than ever before.”



100
wishes funded
through the
My Wish
program

Grant
a wish at
MyWish.org

“Wouldn't it be amazing if we could provide every one of our hospice patients with a final wish”? That was the question posed one morning by Covenant Care President & CEO, Jeff Mislevy. What came out of that question was the creation and introduction of a special new program called My Wish.

The Covenant Care Foundation launched My Wish in January to raise funds to provide final wishes. What started as a request, quickly grew into a labor of love as patients and their families began to experience the healing powers of sharing final memories together.

In its first year, the Covenant Care Foundation funded 100 final wishes ranging from spa treatments and family dinners to baptisms and weddings. These magical moments have provided peace to patients in their final days and given forever memories to their families and friends. To view stories about wishes fulfilled and help make more come true, visit [MyWish.org](https://www.MyWish.org).



Memories of Canton

Pictures Speak a Thousand Words

Ashley and Wesley had everything planned for their 2018 Thanksgiving visit to Pensacola. That is until Ashley went into preterm labor, delivering their baby boy earlier than anticipated. As with many parents, Canton's mom had already arranged for a photographer to take pictures of their baby as he arrived at their Tennessee home.

Upon birth, Canton experienced tremendous struggles and was immediately placed under medical care. His parents began the heart-wrenching journey toward accepting Canton's time on earth would be unusually short.

Together, Ashley and Wesley made the difficult decision to place their young angel into the caring hands of Covenant Care's hospice team. Upon hearing the scheduled newborn photos were no longer an option, Covenant Care's team suggested to the family capture this most precious time with baby Canton.

Through donations to the My Wish program, the Covenant Care Foundation provided a photographer to capture special memories. The photos were printed, framed and given to Ashley and Wesley. Canton's parents and grandparents were overcome with emotion and love for the little boy they would forever cherish, captured in photos.

Through My Wish, we have the honor of helping our patients and families make lasting memories in their final moments.



Donor Spotlight: The Kahn Family Foundation

The Covenant Care Foundation received a \$200,000 gift from the Kahn Family Foundation in support of the My Wish program. The generous gift, presented by Suzanne Kahn and Dorothy Kahn Galloway, establishes the Robert “Bobby” H. Kahn, Jr. Wish Fund and funds up to 75 wishes annually.

“Bobby was a kind and generous man who quietly helped many people through different stages of their lives,” said Suzanne Kahn. “He received wonderful care from Covenant Care and we are so pleased to be able to give back and help other families create memories in their final days together.”



59%

employees who
gave back to
Covenant Care

“My father was one of the founding members of the Covenant Care Foundation and would have loved this program,” said Dorothy Kahn Galloway. “This is our way to keep his legacy alive and to care for others at the same time.”

Annual Partners Spotlight: Pensacola Memorial Gardens and Funeral Home

Pensacola Memorial Gardens and Funeral Home, a family owned business, was founded by Harry and Mildred Sutton in 1954. Their vision is to provide the Pensacola community with a picturesque and peaceful final resting place for families in the community for years to come.

As a family-owned business, they strive to offer our families the most professional, compassionate and caring service possible. Their deepest desire is to insure that personal wishes are followed and that they do everything possible to assist with removing the burden for your loved one, both financially and emotionally.

Pensacola Memorial Gardens is a proud partner with Covenant Care, caring for the families in our community when they need support the most!

Annual partners share our commitment to caring for families in our communities.



110
new community
partners sharing
our mission

Annual Partners 2018/2019

- Baptist Health Care
- Escambia County Sheriff's Office
- The Hardy Family
- Peaden Air Conditioning, Plumbing & Electrical
- Pen Air Federal Credit Union
- Pensacola's Kia AutoSport
- Pensacola Memorial Gardens and Funeral Home
- Sacred Heart Health System / Ascension
- Wescon Corporation

2018 Donors

We are grateful for the continued support we receive from the community and would like to extend our gratitude and appreciation to the incredible donors listed here.

Diamond: \$100,000+

Kathy Hammer
The Kahn Family
Foundation
Leora Sutton

Platinum: \$50,000 - \$99,999

The St. Joe Community
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Gold: \$10,000 - \$49,000

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Rick Watson
Aaron & Suzie West
Dr. Michael Williams
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Wiregrass Federal Credit
Union - Marianna
Hugh Wyckoff

Promise Circle: those who
have included Covenant
Care in their estate plans.

Margaret Allred
Sylvia Alsbrooks
Merrian Askegren
Jane E. Barber
Emily A. Bell
Anthony Bongiovanni
Maura Bonville
Virginia Campbell
Elizabeth L. Caple
Shirley Chadwick
Amelia Lyons Chase
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Martha Thompson
Paul Tornavacca
Hollis Tucker
Patricia Ann Van Petten
Michael James Viscuso
Floris Walton
Kathleen Whitten
Stella Windham
Carole Winn

31%
increase in
gifts to the
Foundation

We have made every effort to ensure that names are listed correctly; however, please accept our apologies for any errors. Please contact us at 850.202.0341 with any corrections and we will update our records. Thank you again for your support.



Through
Camp Connect,
Covenant Care
helps children, ages
6-15 navigate the
loss of a loved one,
giving them tools to
cope with grief.



choosecovenant.org
1.855.CARE.365