



Impact Report 2021

Message from the Executive Director & Board President

Dear Friends,

As we write this letter, there is still a lot of turbulence in the world that we couldn't have predicted two years ago. We now understand more deeply the resilience that each of us has whether it's expressed by working remotely, exploring new and alternative ways of connecting with others, or simply learning how to be more flexible with our time and resources.

At Zen Caregiving Project, 2021 was a year of exploration and pilot programs. As you'll see from this Impact Report, we have continued to grow, and shift based on the evolving needs of caregivers. Our Mindful Caregiving Education courses are no longer limited to the San Francisco Bay Area. We have expanded our online course offerings and free sessions to invite caregivers from around the world to join us in mindful and compassionate caregiving.

Last year we partnered with Zuckerberg San Francisco General Hospital to offer a train-the-trainer program so they could offer more emotional support to family caregivers through educational courses. We also worked with a variety of other organizations ranging from large healthcare institutions to small nonprofits to support their staff and the communities they serve.

Because of your ongoing support and because you continue to be our champions by spreading the word, we are feeling confident about the future. More than ever, we are hopeful, energized and committed to our mission. And we are grateful to you whether you are a caregiver, a volunteer, a donor, or an organizational partner who has brought our courses to your community. As we look ahead, we are confident that the work we do together will continue to grow and benefit many.

In gratitude for you,



Roy Remer,
Executive Director



Chris Panos,
Board President

Board Members & Staff

Mission

Our mission is to enhance the experience of care for caregivers and care recipients and to inspire each other to live fully in the face of the universal experience of loss.

We do this through teaching mindfulness and compassion as practical tools to improve well-being, and by using conversation to bring loss out into the open.

Values

We see caregiving as a meaningful and deeply human activity, which serves others is a meeting of equals and is mutually beneficial. We recognize and accept that the experience of loss is universal and unites us in shared vulnerability. We are committed to witnessing and meeting suffering with an open heart. And practice being with things as they are, without judgment.

Welcome Bethany, our new board member!

Bethany Becker joined the board of Directors in April 2021. She is a ZCP volunteer, Senior Director of Marketing at Plume, and the owner of an adorable puppy called Ned. Learn more by reading her full story about how she got involved with ZCP, her experiences with caregiving, and the opportunities she sees for ZCP in the future.

BOARD OF DIRECTORS

Chris Panos
President

Anne Vrolyk
Secretary

Paul Haller
Treasurer

George "Chip" Feiss
Bethany Becker

STAFF

Roy Remer
Executive Director

Sarah Bain
Chief of Staff

Alistair Shanks
Volunteer Program Manager

Lev Saeybin
Operations Manager

Mary Doane
Supervising Instructor of
Education Programs

Zen Caregiving Project Impact

32,000

Hours of caregiver service

1,330

Caregivers trained in Mindful Caregiving

90%

Recommended Mindful Caregiving Course

90%

Course attendees will change the way they provide care for others



- Serving more than 6,700 clients.
- 94 mindful caregiving education classes taught.

Theory of Change

1. Caregiver attends Mindful Caregiving Course

MCE course provides:

- Introduction to mindfulness
- Tools to build compassion
- Introduction & working with loss & transition
- Opportunity to share experiences
- Space for respite
- Opportunity for self-reflection
- Tools to work with emotions Approaches to enhance communication
- Reframing the caregiving relationships

2. Caregiver internalizes and uses practices they learn

Caregiver has greater self-efficacy



Improved caregiver well-being



Caregiver is better able to respond to stressors

3. Everyone benefits



Improved quality of care provided



Increase in care recipient's wellbeing

Caregiver Study

In 2021, Zen Caregiving Project, with support from the **Stupski Foundation**, ran a research study in partnership with Dr. Janice Bell and Dr. Philippe Goldin from the University of California, Davis, and Michael Juberg from University of Hawaii. The study explored the impacts of our **Mindful Family Caregiving Online Course** on those caring for friends and family.

“

The breakout exercises helped me understand and feel what has been happening to me over 12 years in a way that catapulted me forward and out of survival mode.

The results from that study will be published in a peer reviewed journal and demonstrate promising results on the burden of caregivers, while looking at their wellbeing, stress, and anxiety levels.

You can read more about **our updates here** while we wait to release the results after being published in a peer reviewed journal in 2022 or 2023.

Mindful Caregiving Education Program

Courses offered at Zen Caregiving Project.

Mindful Caregiving Education

- Foundations of Mindful Caregiving
- Mindful Family Caregiving
- Open Death Conversations

2021 Caregiving Course Highlights

- Trained bilingual Spanish-speaking instructor
- Added three Mindful Family Caregiving Instructors
- Launched Train-the-Trainer program at Zuckerberg San Francisco General Hospital



Volunteer Caregivers Program

Due to ongoing COVID-19 restrictions in 2021, Laguna Honda Hospital (LHH) paused our palliative care ward volunteer program until Fall 2021. In September 2021, we were able to bring back a limited number of volunteers.

We celebrated the return with optimism and were grateful for the joyful welcoming from the patients on the Palliative Care Ward at LHH.

2021 Highlights

- Thursday and Friday afternoon reinstated
- 20 new volunteer applicants accepted into volunteer training program
- 42 online community volunteer sessions to connect with one another

The **benefits of ZCP Volunteers** on a palliative care ward

Camille Tacdera, the Daytime Charge Nurse on the South Three (S3) Palliative Care Ward at Laguna Honda Hospital, where ZCP volunteers have served for over 30 years, spoke to us about the value the Volunteer Program brings, her experience of working with us, about the pandemic, and her excitement about the Volunteer Program starting up again. Read her full story here:

<https://zencaregiving.org/2021/11/companionship-and-compassion/>

“

I was reminded how humanity contains this amazing ability of empathy, compassion, and such courage. Inspired mentors lead the group, and I love them for giving my heart back to me.



Community Outreach

At Zen Caregiving Project, we would not be able to do the work we do without community organizations and agencies who bring our Mindful Caregiving Education Courses to their own staff and clients. These are just a sample of the work we've done together over the past year in 2021. While all the courses were online, it was a robust year of collaboration with a variety of organizations across the country. We are grateful for everyone's participation.

Chinese American Coalition for Compassionate Care



At In 2021, after translating our Mindful Family Caregiving program into Mandarin, we offered Mindful Self-Care for Caregivers every quarter in Mandarin through our collaboration with Chinese American Coalition for Compassionate Care (CACCC). More than 50 Chinese family caregivers completed our course.

You can read more about our joint work together [here](#)

Working with Sutter Health to Support Family Caregivers

In 2021, we began a two-year project in partnership with the Palliative Care Team at the Palo Alto Medical Foundation (PAMF), which is part of the Sutter Health Network. The aim of the project is to introduce support sessions for family caregivers within Sutter Health.

The collaboration began with Zen Caregiving Project delivering four sessions to the Palliative Care Team in Palo Alto and San Mateo. These sessions covered self-care, managing difficult emotions, loss, and maintaining healthy boundaries. The sessions were a way of introducing ZCP's teaching approach and content to staff, helping them to recommend the sessions to family caregivers in the future, and hopefully also provided support to the staff in their emotionally demanding work.

Read more [here](#)



Coping with loss, sharing our approach with Curry Senior Center staff

Curry Senior Center is a non-profit in San Francisco dedicated to helping vulnerable, low-income, and homeless seniors through a holistic and integrated care approach. The organization runs a Peer Outreach Program in which Peer Outreach and Drop-in Center Specialists help connect isolated older adults to services and social activities.

Working with a vulnerable older population, the Outreach Specialists often witness their clients experiencing multiple losses, for example, loss of mobility, loss of social connections and loss of their own living spaces as they move to assisted housing. During the pandemic, however, the losses experienced by the staff and clients increased, with a number of clients passing, and the Curry team also losing a member of staff to COVID-19.

To support their staff with such losses, and to prevent burnout and overwhelm that can accompany such experiences, Curry Senior Center approached Zen Caregiving Project to run two online, interactive sessions on managing loss and grief.

You can read more about this partnership [here](#)



Healing our Healthcare Heroes with 1440 Multiversity

The program

The pandemic has been a frightening time for everyone, but particularly those in healthcare. Healthcare professionals have cared for an overwhelming number of patients despite knowing little about the virus, how it works and the dangers it poses. They have also had to witness the suffering and death of high numbers of their isolated patients with little time to process or grieve, causing trauma and distress. Recent research indicates that a considerable proportion of healthcare workers have experienced depression, anxiety, stress, and sleep disturbances due to their pandemic experiences.

To address this issue, 1440 Multiversity has designed a program called Healing Our Healthcare Heroes. The three-day, holistic residential program provides a place of rest and healing in which participants are offered a number of signature wellbeing sessions such as yoga and mindfulness and a core curriculum that explores Trauma, Resilience, Grief, and Healing. Zen Caregiving Project partnered with 1440 Multiversity to design and deliver the Grief and Healing Session as part of the program.

To read about the Core Elements of the sessions, please continue the story [here](#)



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This is the most meaningful training I have done to date. I am so grateful for an opportunity to really think about being rather than doing.

Thank you!

The end of February 2021 marked a significant milestone for Zen Caregiving Project and a team of four Facilitators-in-Training from Zuckerberg San Francisco General Hospital (ZSFG). The four facilitators finished their 11-hour training on our [CAREgivers](#) course as part of a pilot Train-the-Trainer program with ZSFG. The trainees came from a range of backgrounds, including hospital chaplaincy, clinical social work, and healthcare consultancy, and all brought enthusiasm, thoughtfulness, and touching compassion to the training.

What facilitators-in-training have to say about 2021 train-the-trainer program.

What is the most important thing you have learned from the training so far?

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I have learned about the deep love and compassion the caregiver has for the person they are caring for, and that they desire to put aside themselves for the needs of their loved ones.

What is the most surprising thing you have learned from the training so far?

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I didn't think I would grasp the concept of meditation because I always thought it was too abstract, but I finally found an understanding for its purpose and the difference it can make in getting through the grind of daily living.

Are you already using anything you learned in your daily life?

“

Daily check-ins and mindfulness are something that I practice regularly to make sure that I maintain a balance between work and self-care, so I don't become overwhelmed by stress.

For the full story on how these sessions impacted the trainees, you can read the full story [here](#)

ZCP Annual Financials

For the year ending December 31, 2021

INCOME

Contributions \$ 316,428
Tuition and Fees \$ 60,677
Other \$ 9,968
Total Income \$ 467,073

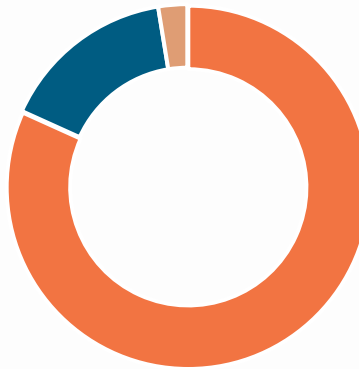
EXPENSES

Program \$339,448
Management \$172,899
Fundraising \$ 24,013
Total Expenses \$536,360

Net Operating (\$69,287)

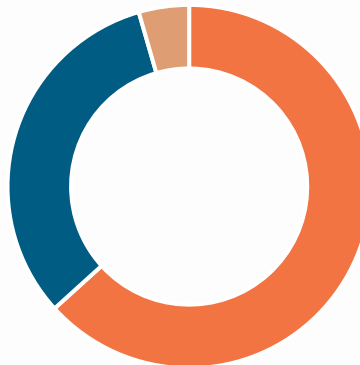
INCOME

- Contributions
\$316,428
- Tuition and Fees
\$60,677
- Other
\$9,968



EXPENSES

- Program
\$339,448
- Management
\$172,899
- Fundraising
24,013



“

This is an eye opening and life changing class. It provides depth and the methods of being a caregiver.

ASSETS

Bank Accounts Restricted \$ 1,548,310
Unrestricted \$ 251,094
Accounts Receivable \$ 24,991
Other \$ 108,591

Total Assets \$1,932,986

LIABILITIES

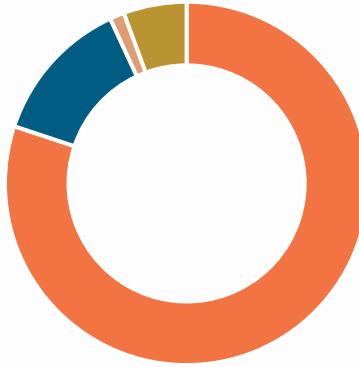
Accounts Payable \$ 4,850
Accrued Liabilities \$ 55,083
Total Liabilities \$ 59,933

Total Net Assets \$ 1,873,053

Total Liabilities & Equity \$ 1,932,986

ASSETS

- Bank Accounts Restricted \$1,548,310
- Unrestricted \$ 251,094
- Accounts Receivable \$ 24,991
- Other \$ 108,591



LIABILITIES

- Accounts Payable \$ 4,850
- Accrued Liabilities \$ 55,083



I really appreciated the safe supportive environment that was provided and the knowledge that the others in the room were experiencing similar challenges.



For any further information please contact
sarah@zencaregiving.org and see our website at
<http://www.zencaregiving.org>