



Compassion for Life

Life Lines

FourSeasonsCFL.org

COMPASSION

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Striving to Be Different

Chris Comeaux, President/CEO

As a country, we are spending too much on healthcare that is frequently disjointed and allows patients and families to be lost on the conveyor belt of the healthcare system. At Four Seasons we are striving to be different and to do it differently.

Recognizing the needs of patients, families and caregivers, Four Seasons added “*home care*” to our spectrum of care by partnering with Compassionate Home Care in the Fall of 2016. Home Care supports families wanting to stay in their home, wherever that might be, including assisted living facilities and nursing facilities with nurses, aides, sitters, and homemaker services. We have “*palliative care*” that delivers comfort care via doctors, nurse practitioners, physician assistants, nurses, and counselors. We help you coordinate your care needs while you deal with a serious or advanced illness and the symptoms related to that advanced illness. We have “*home health care*” through a partnership with UNC Pardee Home Health to meet your skilled home health needs. And we have “*hospice care*” which is provided during the last 6 months to help you have more life with the life you have left.

Four Seasons offers a full complement of services for you to be where you want to be at home surrounded by friends, family, and the things you love truly living your last years.

Statements and slogans don’t do anything on their own but when it comes from within an organization, and is the collective soul of what you strive to be one day, then it can have a catalyzing effect. So Four Seasons is proud to spend our next many years working to “Innovate Healthcare, Influence Humanity, and Impact Life.” That is our vision and as we strive to live it, we will impact patients and families for the better in Western North Carolina and for our country as a whole. Join us on that journey whether by letting us care for you, your family, or a friend; or you can volunteer with us; you can consider working with us (see why our staff say it is the best place they have ever worked); or consider investing in us via your philanthropic dollars.



Innovate Healthcare
Influence Humanity
Impact Life

Wish List

Heart Songs

Arts & Crafts Supplies

- Sculpting oven ready clay (bright colors)
- Markers
- Paint and paint brushes (art style)
- Water color paint
- Sharpies
- Crayons
- Colored construction paper
- Cardstock
- Ribbons (bright colors, seasonal, 1in or smaller)
- Clear glass ornaments
- Clear mason jars
- Clay modeling tools
- Cookie cutters
- Beads
- Glue



If you would like to donate any of the items on the Wish List for Heart Songs, please call 828-692-9633.

*Or, if you prefer, you may drop them by Greatrex Place
571 South Allen Road
Flat Rock, NC 28731*



**Four Seasons
Compassion for Life
Foundation**
**221 N. Main Street
Hendersonville, NC
28792**
828.513.2440

**Please support
Four Seasons online at
Four SeasonsCFL.org/GiveNow
or by returning your donation
in the enclosed envelope.**



All People Deserve Compassionate End-of-Life Care



Loretta Shelton, Executive Director, Four Seasons Foundation

“Because of the generosity of the community, Four Seasons can provide care to all people who need it,” said Loretta Shelton, Executive Director of the Four Seasons Foundation, “regardless of their ability to pay.”

Living well includes dying with dignity and comfort. With the support of donors and community partners, over 300 days of charity care were provided last year at the Elizabeth House in-patient hospice center. Four Seasons also provides free grief counseling to families and children who have lost loved ones and over 30 children attended Camp Heart Songs in 2016 to help them deal with the loss of a parent or sibling.

As the new year begins, the Foundation expresses its appreciation to the people and businesses in the community who help provide care to over 200 hospice patients a day in Henderson and the surrounding counties. This year, the needs continue to grow, Shelton adds. “Elizabeth House needs a new roof, flooring, and new beds. In addition, over \$500,000 of care will be provided to those who cannot pay.” Her faith in the community’s commitment to helping Four Seasons Compassion for Life continue to serve those who need care is strong. “Our promise back to the community is that we will be good stewards of their generosity,” she concludes.





The first time Jay and Kelly Siltzer saw Malachi, the child was perched on a weathered wooden windowsill in an orphanage in Addis Ababa, Ethiopia. Jay scooped the beautiful baby into his arms, and Malachi began to cry. Jay turned to Kelly and handed her their new son. As she tenderly cradled the boy, the crying stopped.

Jay smiles as he talks about the day he and Kelly became the proud parents of the precious child. Malachi instantly bonded with Kelly, but he was slower to come around to Jay. In fact, it wasn't until the 18-hour direct flight home to Asheville, nestled in the western NC mountains, that Malachi accepted his new dad. An exhausted Kelly fell asleep for the first time in days during the long flight. "Malachi sat in my lap, staying wide awake the entire time," Jay recalls, "and we watched movies and drank Coca-Cola. It was the start of a tradition that lasted until just before he died." The next few years were filled with the wonder

The Story Of Malachi

as shared by Nancie Liles, friend of the family

of an exceptional little boy growing up in a loving family – Kelly was a gourmet cook, and Malachi loved helping her in the kitchen. Jay, a television morning news anchor, worked and slept odd hours, but always made plenty of time to spend with his energetic child and beautiful wife. The three enjoyed trips and outings. Malachi was taught to respect all life, and be compassionate to others. It was important to both Jay and Kelly that Malachi grow up with pride in his Ethiopian heritage, so they frequently told him about the people and traditions of his homeland. They planned to take Malachi back to Ethiopia for a visit when he turned 16 so he could see where his life had begun. It was a topic that made Malachi feel proud of who he was – and empowered the intelligent boy to make compelling arguments for his own strengths and weaknesses. When Jay and Kelly tried to encourage Malachi to play in the snow, he would decline, explaining, "Ethiopians don't like snow." If he didn't like a food, he would insist it was because it was foreign to his Ethiopian taste buds.

Kelly and Jay were committed to giving the curious youngster a structured and well-rounded education. They enrolled him in Immaculata Catholic School, starting with PreK-4, and it was an immediate fit. The little boy loved learning, and his new school. He would swing the classroom door open each morning and announce with vigor, "I'm here!" It was at Immaculata that Malachi met Fr. Dagam Namdev, a priest from India who worked at the school. Shyness was never a hindrance to the

black Ethiopian child raised in a white American family. The second he first saw the Father, he ran up and addressed him as a "brown man like me." A fast friendship was born in that moment. The relationship between Fr. Namdev and Malachi Siltzer grew stronger with each passing day, and it was that friendship that would hold the beautiful family together through unimaginable turbulence. Malachi proudly proclaimed that he would one day be a priest. That passionate goal became a recurring theme for the remainder of his all-too-short life.

It was just after Malachi's graduation from kindergarten at Immaculata that Kelly was diagnosed with a rare form of leukemia. Jay's parents were a true godsend, and constantly worked to keep the child's life as stable as possible through Kelly and Jay's many trips to Duke Medical Center. When Kelly's suffering was so great that it was evident there was nothing more the doctors could do for her rapidly progressing disease, Jay attempted to steer her towards hospice care in the hope of bringing his wife comfort and a quality of life that would help the family enjoy the time she had left.

Even though her prognosis was grim, Kelly insisted on enduring excruciating chemotherapy and other extraordinary treatments in the hopes of gaining even a few more precious years, months or weeks with her beloved family. Jay and Malachi witnessed her daily fight for more time, and surrounded her with love.

Malachi was aware that his mother was dying.

The day of her death, Jay picked the child up and they went for a walk at Oakdale Cemetery. Malachi commented on flags and monuments. There was a cross on one of the graves, and Jay asked if Malachi knew what the cross meant. His answer – "It meant that the person knew God." Jay nodded and then asked if Malachi knew why he had brought him to a cemetery. The little boy answered, "Because mommy died?" Jay nodded his head and the child broke into tears and cried out, "I will never have good food again!" Jay wisely knew Malachi's outburst was more of a commentary on the special times he spent with his mother in the kitchen than an actual concern about food.

Jay and Malachi were immediately wrapped in support by teachers and fellow students from Malachi's school and Father Namdev. Jay enrolled his son in sessions with a counselor to help him deal with grief, but he noticed the greatest help came after Malachi attended Camp Heart Songs, a bereavement camp for young people sponsored by Four Seasons Compassion for Life Hospice. When Jay asked about camp, Malachi answered that they swam, played games, had lunch and 'talked about Mommy.' Jay was so grateful to see that Malachi had a new peace of mind as he talked about

where his mother was, and even expressed gratitude that she wasn't hurting anymore.

Despite the heartache of Kelly's death, father and son's lives started to flourish again with their special times together. Malachi was a good student, and Jay took on the role of a devoted single father. They played, worked and enjoyed activities together. Jay remembers that as they began a father-son 5K run, Malachi leaned into him and said, "Do you think if I tell them I am Ethiopian they will know that I'm fast?" Once again, life was good. Jay kept people laughing on Facebook by posting a lot of their day-by-day conversations.

In November 2015, Jay's post shocked thousands of readers:

This is a post I never imagined. Malachi is hospitalized with a malignant brain tumor, and I'm away from work with him. After the surgery, my son asked, "Can I have Chick-fil-A to eat and watch SpongeBob?" "Dude, this is not a cruise ship," I replied. He had both within minutes. We appreciate your thoughts and prayers. When I know more, you will know more.

Hearts broke as Jay, himself a cancer survivor, began to face down the beast once more. It wasn't fair. No one understood why such a kind man should experience so much pain and sorrow. Jay, however, would not entertain such thoughts.

Malachi was diagnosed with Anaplastic Astrocytoma, a rare and aggressive malignant tumor. Brain surgery proved that the tumor could not be removed, and the exploratory procedure left him with a few complications. He was no longer able to read (he would later explain that Ethiopians didn't really like to read), and his speech became slower as he concentrated on how to form his sentences into the thoughts he wished to express.

Radiation therapy was followed by chemotherapy. Neither offered much in the way of hope. Jay was determined to give Malachi as much quality time as the child had left, but he was adamant about not putting his son through the pain Kelly endured. Always honest with Malachi about his diagnosis, Jay sought out



palliative care through Four Seasons Compassion for Life in Hendersonville. Their compassionate team followed the child's treatments and provided comfort through medication and counseling, supporting the little family every step of the way. The loving workers at Four Seasons developed amazing relationships with the gregarious child. Some of his favorites included Blair, who provided him with projects they worked on together, and Alicia. He also loved it when Rikki's goldendoodle therapy dog came to visit.

One group of folks who were touched by what was happening in the Siltzer family were the employees at Shuler Funeral Home. They worked with Jay at the time of Kelly's death, and he impressed them with his love and selfless dedication to his family. Even though his own heart was breaking from the loss of his wife, Jay's chief concern was what was in the best interest of their child.

The Shuler staff was quite familiar with Father Namdev, and they knew he was called back to India not long after the time of Kelly's death. Now the team had a mission to help Malachi and Jay as they faced the new challenge ahead of them. They worked with Fr. Martin at Immaculate Conception to apply and obtain the visa needed to bring Fr. Namdev back to Hendersonville to spend time with Malachi. Once the visa was granted, Shuler Funeral Home provided the funds for travel from India to the United States.

Within a week the Father was reunited with Malachi. Unbeknownst to the staff of the funeral home, Make A Wish Foundation had visited the child a few days before the arrival and asked what he would wish for. Malachi's wish – to see Fr. Namdev again. The beautiful coincidence heralded what was to be the start of a divine flow of miracles.

Malachi had a check-up just prior to the Father's arrival. There was unexpected good news! The

tumor and cancer signature had subsided, and there was a glimmer of hope. Malachi was becoming his bubbly, happy, energetic self again.

At the same time, Malachi was preparing for his Confirmation and First Communion in the Catholic Faith. Father Namdev's time of arrival coincided so perfectly that he could be a part of both of the child's sacred ceremonies.

This was a precious time in Malachi's life. Even at his young age, he was a devout Catholic with an intensely personal and joyful relationship with God. His devoted friend Fr. Namdev was at his side to instruct him in the teachings of the Church, and help him with his studies as he continued his education. And all the while, his dad was at his side.

It was during the final week of Fr. Namdev's three-month stay that the cancer returned with a vengeance. Jay and the Father sat Malachi down and told him that the recent test showed that his life was coming to an end. Malachi didn't cry or show any fear or concern.

Jay and Malachi drove Father to an airport in South Carolina to return to India. It was a good trip filled with lively conversation -- of things that had been, and the happiness the three of them shared since the boy and the Father first came face to face years before. The last thing Father Namdev said to Malachi before hugging him a final time was, "You will be a priest either here or in heaven."

With the compassionate and generous assistance of Four Seasons, Malachi and Jay took a final vacation



to Savannah, Georgia. Despite Malachi's increasing challenges, the hospice team was able to make arrangements that addressed all the boy's special needs. Jay and Malachi returned home with more happy memories, and what was to become a rather regular routine that now included visitors from school friends, and their parents. Malachi's unflagging faith and optimism uplifted everyone, including a fourteen-year-old boy who had grown very close to Malachi over the years. The teen shared that during one lunchtime conversation with Malachi, the little boy paused while eating a sandwich and said, "I am getting excited about seeing my mommy again."

As their precious time together grew short, Jay was heartened by Malachi's continuous positive outlook, but also a bit puzzled. Finally, he just had to ask. As the two of them sat face to face, Jay posed the question. "Son," Jay began with great love, "you have had a difficult life. You were born in Ethiopia and your mom died. Then you became our family and we were happy. And then your new mom died. Now you are sick and you will probably die soon. How do you stay so happy?"

Malachi looked into his dad's eyes as his signature big smile lit up his little face. With an earnestness that belied his young age, he answered, "It's easy Dad. I know God."

A few days later, Malachi's pain level increased so dramatically it could no longer be controlled in the Siltzer home. Jay and his mother watched helplessly as Four Seasons healthcare workers did their best to bring the child comfort, but to no avail. It was then Jay made the tough decision to admit Malachi to Elizabeth House, the residence for patients of

Four Seasons Compassion for Life Hospice. One of the workers gently picked up Malachi's fragile body and placed it in the car so that Jay could drive him to the facility. Once there, Jay carried him inside and delivered his son into the waiting arms of the angels who work and lend their hearts to so many people in Elizabeth House.

That was August 25, 2016. Malachi's pain was immediately brought under control, and Four Seasons cared not only for the child, but also for Jay and his mother as the days passed in a blur. Even after Malachi could no longer speak, he would give a big smile and a happy thumbs-up to all of those who cared for him.

Born in abject poverty, one little boy came to America and in seven short years, lived a full life so overflowing with love, optimism and gratitude with the family destined to be his. Realizing that his son's wise and loving perspective on life was a gift to share with others, Jay collected many of the boy's observances and experiences, and published **The Book of Malachi**. The book, and the happy memories so many people have of this precious little soul, are Malachi's sacred legacy. Through the kindness and support of the special people at Immaculate Conception, Four Seasons Compassion for Life and Shuler Funeral Home, Malachi, Kelly and Jay could experience the most sacred joy as they faced the deepest kind of sorrow. Death took Malachi's body on the 31st of August, 2016. But the spirit of the Child Priest, so full of grace and love, lives on eternally in so many people's hearts.

Now Providing Care At Home

*Four Seasons Expands To Meet Needs of Patients In Their Homes
as shared by Callie Davis, Community Outreach Coordinator*

Four Seasons Compassion for Life recently expanded to include home care by acquiring Compassionate Home Care, a Hendersonville-based home care agency established in 1998. Through this partnership we will expand regional access to the highest quality of in-home care in any setting a patient calls "home."

Compassionate Home Care boasts an early foundation similar to Four Seasons, being founded locally and run and supported by Western North Carolina communities. The acquisition of such a reputable and established partner as Compassionate Home Care allows Four Seasons to build on the outstanding reputation of both organizations, offering patients a continuous, broader spectrum of care.

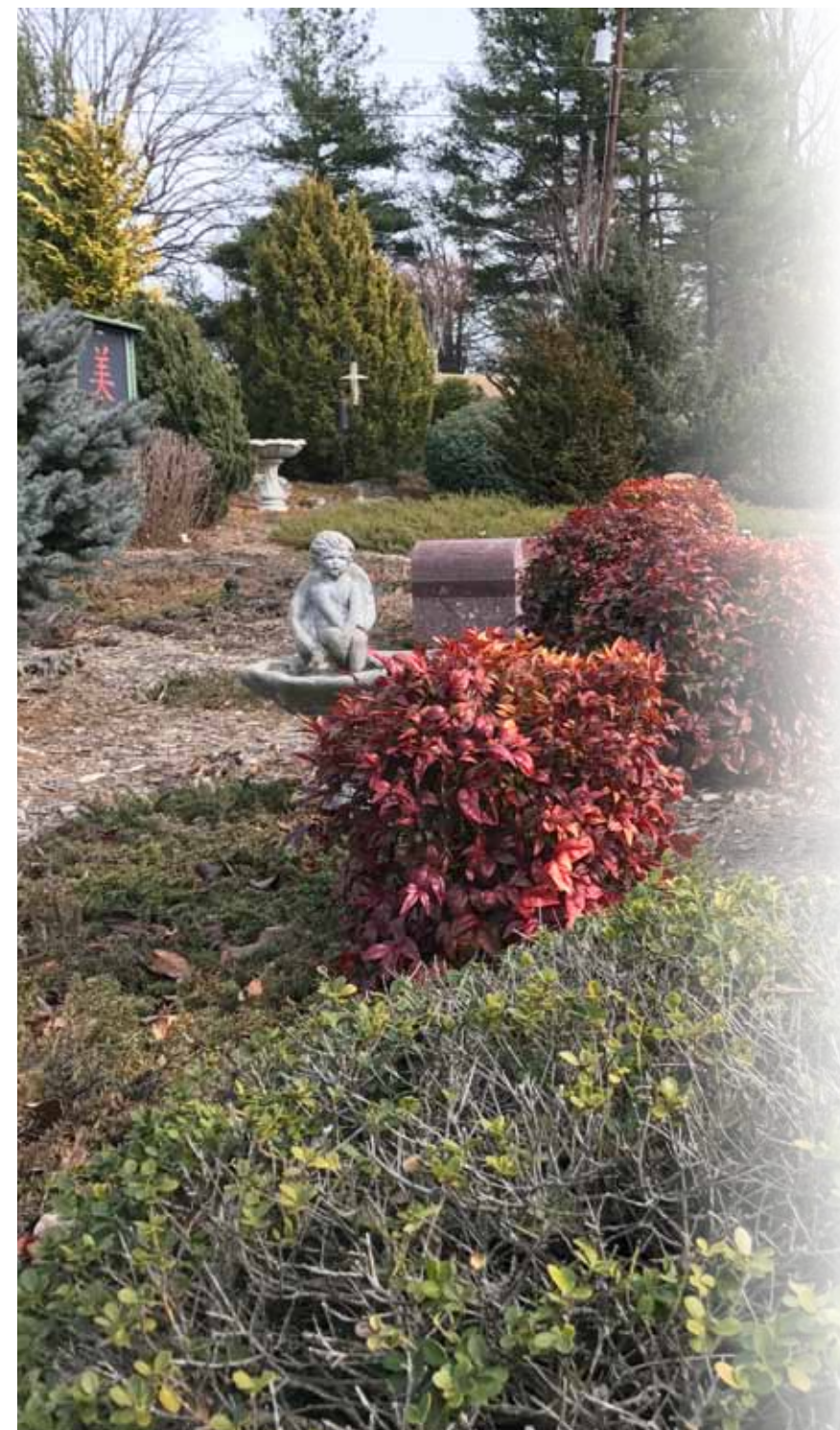
Four Seasons has grown gradually over the past 30 years, focusing on hospice and palliative care. We will now offer skilled nursing home health care, elderly care, adult sitter care and general home care.

The addition of these services underlines Four Seasons' commitment to meeting the needs of patients in their home, wherever that home may be. Patients will now be able to receive home care in addition to the services Four Seasons already provides from the most trusted caregivers in the region.

In keeping with both organizations' commitment to serving local communities, Compassionate Home Care will retain its current staff and office location, continuing operations as normal with the goal of growing staff as more clients are served.

"As we see health care today moving from facility-based care to care in the home, Four Seasons now has the ability to serve families like never before," said Bryan Brandon, chief operating officer of Home Care Operations.

To learn more or request a consultation for home, palliative or hospice care, visit fourseasonscl.org or call 828-692-6178.



A Living Memorial

as shared by Barbara Rust, friend of Four Seasons

Ardy was, and will always remain, a truly special lady who will hold a place in my heart forever. I met Ardy about 11 years ago while she was tending the gardens outside the Elizabeth House and I was tending to my father, being cared for inside the Elizabeth House. On walks around the campus, I would stop and say hello and we would have a brief conversation. It always made me smile when I would see her out there pouring her heart and soul back into the earth with each shovel of dirt or the planting of a special bush or flower bed.

Ardy and I remained very close, and I am proud to have been called "her friend." She had a passionate purpose to create a living memorial, not only for her daughter, Amy, but for everyone who passed through the doors of the Elizabeth House. Ardy had a calling – a ministry of service and love for her Lord, and a deep appreciation for the beauty of His creation. Her hours of tireless work and dedication have made the surroundings at the Elizabeth House a true picture of her love.

Ardy gave the gift of her time, talents and love to Four Seasons, and in return created the beautiful gardens that we now all enjoy. We are all so grateful that she cared so deeply and expressed herself in such a gracious, beautiful and loving way.

**“To plant a
GARDEN is to
BELIEVE in
TOMORROW.”**

~ Audrey Hepburn

Ardy was our gardener at Elizabeth House for many, many years – come rain, snow, or shine. Even into her late 80's she could be spotted in her white coat out in the gardens of Elizabeth House, looking to get the gardens just right for our patients and their families. Ardy was an artist and Elizabeth House's gardens were one of her masterpieces.

Ardy passed on in November, no doubt she is now in Heaven and tending to gardens that are beyond what any of us could imagine.



Making Pound Cake Out of Lemons

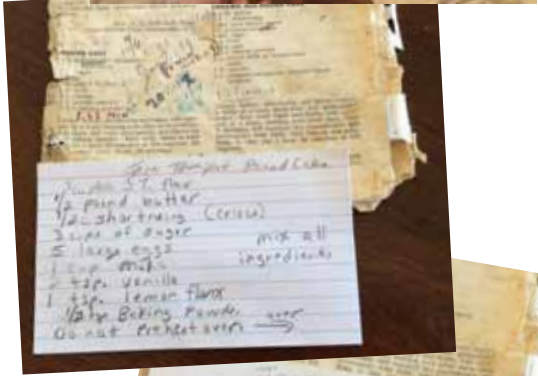
A Day In The Life of a Palliative Care Provider
as shared by Stephanie Pitts, Palliative Care NP, and Marsha Saltz, Palliative Care Team Nurse

Today was an amazing day. As I headed out on a palliative care home visit to see a 79 year old man experiencing dementia and decline, I prepared myself, as I usually do, for what the family must be undergoing. Our team had received word from the family that “Dad” had an increase in confusion and was sleeping almost 22 hours a day.

When I arrived Dad was lying on the couch, talking a little, but with no real interest in listening to his daughter or partaking in our exam. Within a few minutes, the nurse was able to get him to sit up and put his hearing aid on. She knew he loved to make lemon pound cake and so she began to talk to him about it.

His daughter said they had lost the recipe years ago and Dad was unable to remember it, or where it was last written down. Rising from her seat, the nurse continued to ask Dad about the recipe, convincing him to get up himself and go look for it. He slowly stood up and moved across the room to a nearby closet. A few minutes passed as he rustled through papers, his fingers finally coming to rest on a small plastic bag. He smiled slightly he pulled the “lost” recipe from the bag.

Next he proceeded to have the nurse write down the recipe on an index card with his special changes and modifications. What a special moment! His daughter was in tears. Everyone in the room was in sheer admiration for what had just occurred. We captured the moment for the family by taking a photo of Dad proudly sharing his recipe. It was such a meaningful and magical experience to see our patient come to life as he recovered his treasured recipe and shared it with his daughter. This is what palliative care is all about: **compassionate, supportive, collaborative care.**



“When LIFE handed him LEMONS, he made POUND CAKE.”

“Dad” has been known to make pound cakes and deliver them to patients at the Elizabeth House (Four Seasons’ inpatient hospice facility). Coincidentally, several years ago, he took a pound cake to a woman in her final days whose daughter is the nurse who is caring for him now.



Co-Creating A Culture Of Health

as shared by Millicent Burke, Vice President of Employee & Volunteer Solutions, and Ashley Albers, DO, Hospice Medical Director

Wellness at work is a concept that’s evolved a lot over the past several years, as our society becomes more health-conscious. The effects of a poor diet, minimal sleep, long hours and little movement take a stressful toll on our bodies. Employers are wising up to this fact, as they watch healthcare costs skyrocket from year to year, and insurance premiums rise alongside. At Four Seasons we want to provide a source of support, a solution for extreme expense, and sound resources to help each person we reach live a healthy, happy, and whole life.

Managing our health is a matter of personal responsibility, and yet the workplace is where we spend the majority of our waking hours. How can employers support positive lifestyle choices among their staff, and reward progress in a way that also measures the benefits on overall productivity and healthcare cost savings?

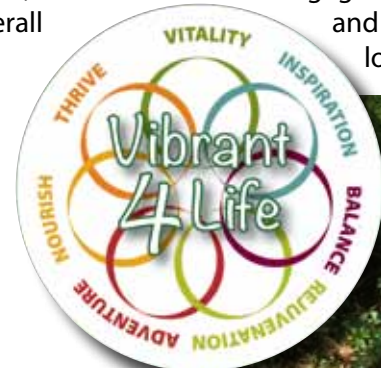
At Four Seasons the answer is Vibrant 4 Life. Working with our insurance provider (Crescent Health Solutions), Pardee Signature Care and other community partners, the program’s mission is to integrate personal wellness with employee benefits and wellness coaching, therefore creating a culture of health and vitality both at the agency and outside of the agency; furthering our mission of co-creating the care experience for all we meet.

The program has opportunities for all levels of staff, including volunteers. Employees enrolled in the health plan receive discounted premiums when they complete a Health Risk Assessment and Smoking Attestation or Cessation with our insurance provider. Employees can choose to enroll in wellness coaching with a licensed RN, which truly allows them to both understand and grow in their wellbeing journey. This coaching program has produced some outstanding outcomes, as employees have lost weight, quit smoking, and reduced their likelihood of developing type 2 diabetes and other diseases. Oh and did we mention the magnificent offering of 24-7 Telehealth options through AllyHealth? There are so many other benefits too, so join in on learning

more about how Four Seasons supports total health for those we impact.

For all staff and volunteers, Vibrant 4 Life offers onsite educational opportunities each month, Health Fairs twice per year, and discounts on local services like massage, fitness and recreation.

A recent study estimates that for every dollar spent, employee wellness programs can generate \$3.27 in cost savings on healthcare-related expenses. As Four Seasons advances its vision to “Innovate Healthcare, Influence Humanity, and Impact Life,” the Vibrant 4 Life team plans to engage more of our staff and volunteers in the kinds of events and opportunities that will make a lasting difference in their long-term health.



Word Search

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Compassion for Life

Main Office – Greatrex Place

571 South Allen Road Flat Rock, NC 28731

Toll Free: (866) 466-9734 • www.FourSeasonsCFL.org

Serving the following counties:

Buncombe	Haywood	Macon
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Care at Home