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FOUR SEASONS

The Neighbors You Trust

Summer

2018

Life Lines

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Four Seasons, the Neighbors You Trust

Dr. Millicent Burke-Sinclair Ed.D, MBA, SPHR®, SHRM-SCP, Four Seasons CEO

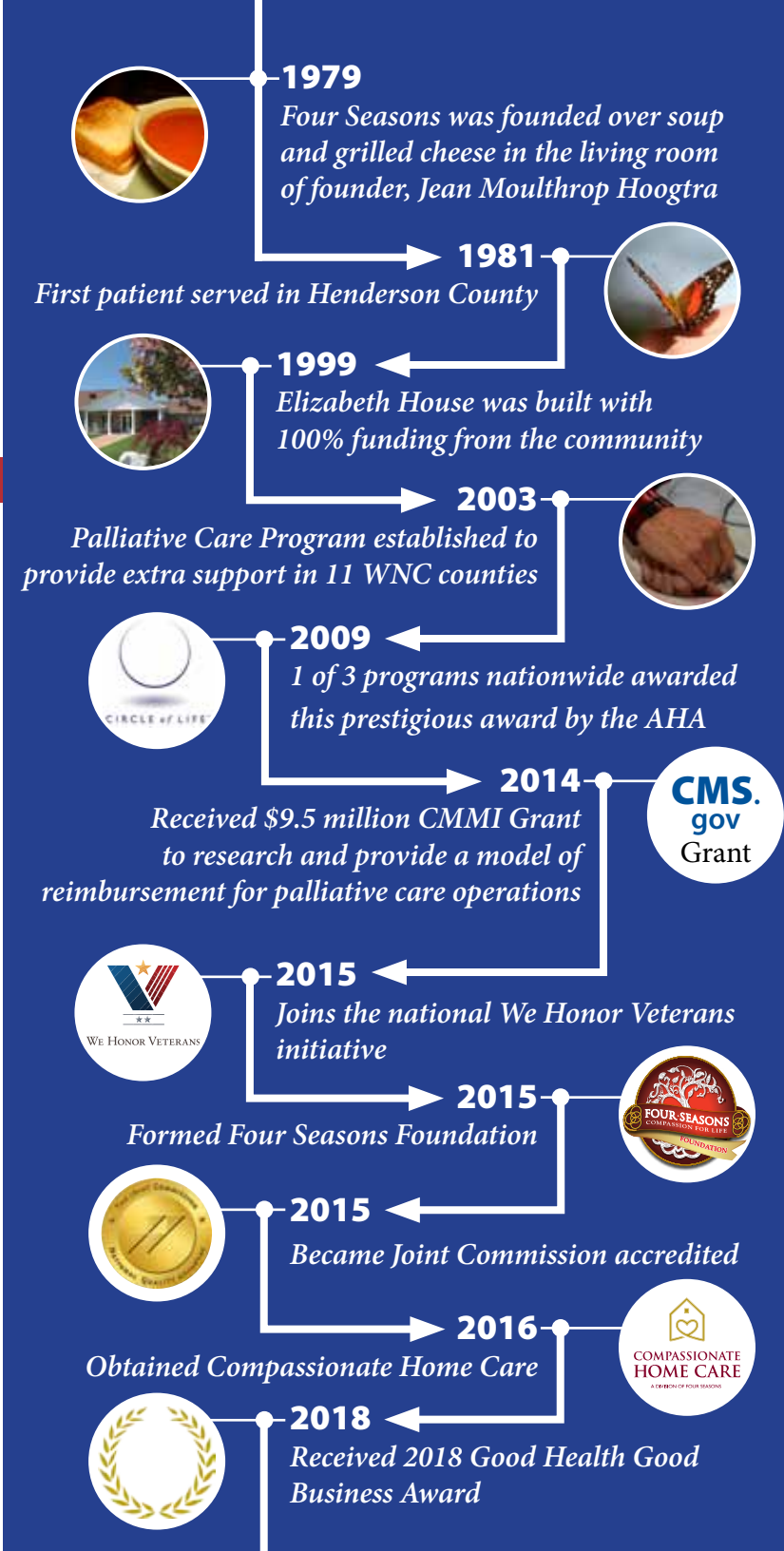
As we enter our fourth quarter for fiscal year 2018, a time of reflection is upon us. Reflection on the many lives who have been positively impacted by the excellent care provided by our Four Seasons Care Team.

Reflection on the tremendous advancements in care provided by innovations such as our telehealth and clinical trial offerings. Reflection on the many children and families strengthened by our bereavement and Heart Songs services. Each of these reflections were made possible because of dedicated and passionate employees, volunteers, donors and our community at large.

Together, throughout this year and the almost 40 years prior, we have served Western North Carolina from a heart of service and a dedication to making excellent care available to all of our communities. Caring for our community, regardless of their ability to pay, listening and learning about what matters most to them, and collaborating across the counties we serve solidifies Four Seasons as the Neighbors You Trust.

Each month, our Hospice Revenue is immediately put back into funding programs such as our bereavement services to ensure that our entire community has access to the counsel and support system they deserve as well as programs such as Care Navigation to ensure that we provide care for both patients and families both near and far. In addition, our generous community volunteers and donors give faithfully to provide care through services such as Elizabeth House and We Honor Veterans.

Having been born and raised in Henderson County and having my loved one served by Four Seasons in 1999 and now raising my own family right here in WNC; I can confidently say that Four Seasons really is The Neighbors We can Trust. I am blessed to serve alongside our many faithful care team members who make Four Seasons what it is and will become... We are Four Seasons your faithful neighbors providing you with trusted care.



Chris Comeaux, CEO, Teleios Collaborative Network

“Our aim is to ensure great programs like Four Seasons, in communities all across the Carolinas, continue to thrive for many years to come.”

~ Chris Comeaux



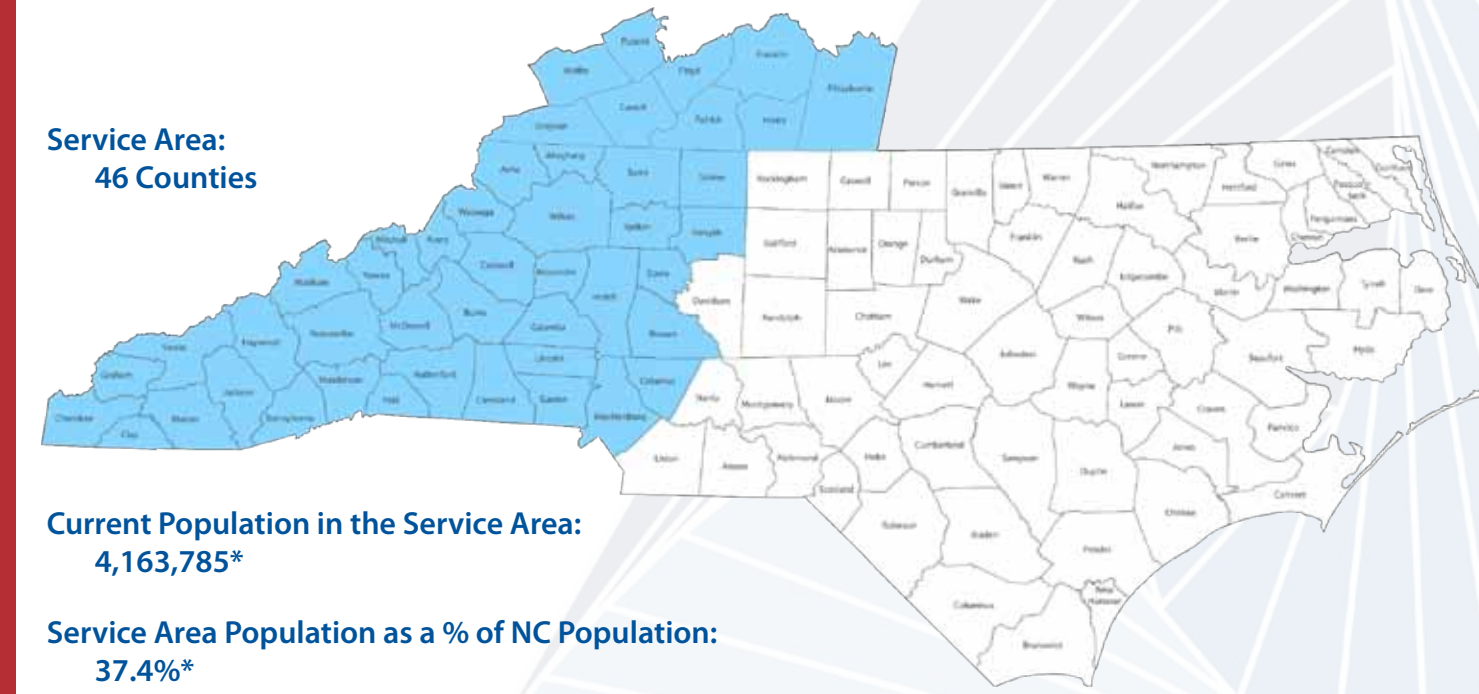
If you know of a community based hospice that would be a great collaborative partner then please email me at ccomeaux@teleioscn.org

Ensuring Our Neighbors Thrive

These are challenging times in healthcare and for community based not for profit hospice and palliative care organizations this is true as well. The challenges are around how we are reimbursed, the complexity around what we must do to get reimbursed, and then the increasing scrutiny around what you got reimbursed continue to mount. This amidst a time where the need for the services hospice and palliative care organizations provides continues to increase. So Four Seasons rose to this challenge and helped co-found Teleios Collaborative Network (TCN). The purpose of the network is as follows:

An organizational model that allows not-for-profit hospices (Members) to leverage best practices, achieve economies of scale and collaborate in ways that better prepare each agency to participate in emerging alternative payment models and advance their charitable missions.

We have had great success since our launch in 2017. Below is our current map of programs who are part of the TCN network.



*Source: 2018 population projections
North Carolina State Medical Facilities Plan
North Carolina Division of Health Service Regulation
University of VA – WCCPS Population Estimates



Honoring Community Veterans

as shared by Lorraine Mitchell, Activity Director, Universal Healthcare/Fletcher



Cpt. Mike Cavel, Lorraine Mitchell, and Pat Woody (left-right) at a recent Pinning Ceremony to honor Veterans at Universal Healthcare/Fletcher.

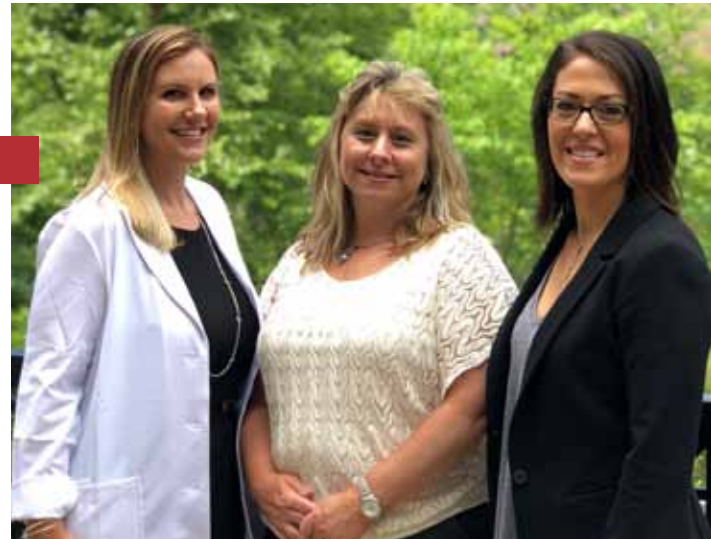
Universal Healthcare/Fletcher together with Four Seasons Compassion for Life recently hosted a Pinning Ceremony for our Veterans as part of our celebration during National Nursing Home Week. As an Activity Director with more than 28 years in the field, I must tell you that I have not been this moved by something in a very long time.

The staff of Four Seasons was very helpful and professional when putting together the program. The activity room was standing room only – filled with residents, family members and staff. Each Veteran was recognized and escorted to the front of the room where they received a beautiful framed certificate with their name and branch of service listed. Pat Woody, Chaplain, representing Post 88 of the Ladies Auxiliary of the American Legion, presented them with a pin. Retired Navy Captain Mike Cavel then presented them with a pin and spoke with them about

their service. Each one of the Veterans was then honored with a Salute from the Captain. There was not a dry eye in the house when this was over.

One of the family members came to me after the program to say thanks! He and his father informed me that this was the first time the father had been recognized since he got out of the service. We not only recognized our residents that are Veterans, but I included our staff members as well. One of our Occupational Therapists left a note on my desk thanking me for the program – he wrote a note because he was too choked up to thank me in person.

I want to personally Thank each and everyone at Four Seasons Compassion for Life for all you did that day (and everyday!) to make a difference in the lives that we are honored to care for.



Pictured above (left-right) are Shannon Mullis, Joy Caldwell and Johanna Williams.

Caring for our Neighbors

as shared by Shannon Mullis, RN, Regional Director of Clinical Services, Four Seasons

It is an honor and privilege to be a part of our trusted partnership with the professionals at Givens Estates. The partnership represents the concept of neighbors serving neighbors, neighbors trusting neighbors – it's a community built upon supporting one another and caring for your friends like they are family. Four Seasons is proud to be part of Co-Creating the Care Experience at Givens Estates.

Joy Caldwell, Assisted Living Director of Nursing at Givens, adds, "Our partnership with Four Seasons has enhanced the quality of life for our residents by providing additional supportive services to enable them to live each day as fully and comfortably as possible. The trusted team at Four Seasons collaborates with our caregivers to provide individualized care to each resident with dignity and compassion. Together we are able to elevate the quality of personalized care provided. Our residents and their family members voice a high level of satisfaction and appreciation for the presence and care Four Seasons provides."

You Can Have Your Cake & Eat It Too!

as shared by Andie Robbins, Partner Relationship Manager, Four Seasons

Four Seasons has recently been proud to partner with Affinity Living Group facilities across the western North Carolina region to provide birthday parties for their wonderful senior residents.

As a valued partner to Four Seasons, Affinity Living Group provides assisted living and memory care communities for individuals who need additional assistance in their living arrangements.



At Four Seasons We Love to Celebrate

as shared by Jamie Adams, Social Worker, The Oaks at Sweeten Creek

Glenn, a resident at The Oaks at Sweeten Creek, has been asking for a picnic for weeks and when asked, Four Seasons delivered! His dream menu included Deviled Eggs, Potato Salad, Chocolate, Margaritas and Cheetos (his favorite)! The Four Seasons staff (not Hospice) showed up in full force bringing homemade food for Glenn to enjoy. Glenn's favorite CNA, Marcel, and his sister, Mary, were even able to take a break to come outside and enjoy the beautiful weather. Music was playing and a good time was had by all. Just look at that happy grin!



Photos (left-right): Glenn's hospice nurse ensures he enjoys the picnic! Glenn with his favorite CNA, Marcel. Glenn and the picnic attendees (Four Seasons and The Oaks staff).



Heart Songs is the grief support and counseling program for children and teenagers between the ages of 3 and 20. Heart Songs is a program full of counseling and support services dedicated to the children of hospice families, the schools and the entire community. We strive to comfort and walk with the children and teens as they move through and process their grief, both prior to and following the death of a family member or a loved one. Heart Songs works to provide support in ways that best meet the needs of each individual child and teen.

The program offers multiple levels of support through individual counseling, school support, grief groups, LIFT (our family support group), Camp Heart Songs, and quarterly Kid Clubs. All Heart Songs services and events are provided at no cost to the families. The entire Heart Songs program is funded through the generous support of community donations. Heart Songs provides services to our communities in Buncombe, Henderson, Haywood, Jackson, Cherokee, Clay, Graham, Polk, Macon, Swain and Transylvania Counties of North Carolina.



“Grief is something we often relate to experiences adults may have, but the impact that grief has on children and teens is becoming more present in behavior, resulting in a decline of school performance and increased suicidal ideations.

Heart Songs works to ensure that any child or teen who has experienced any form of loss due to a death has access to the support they need in working through their grief. Children and teens who experience the death of someone they care about need an outlet and someone they can communicate with who is not necessarily going through the same grief.

Heart Songs is here to be that outlet and support. Heart Songs is also here to support the school systems and the community when a death impacts them.”

~ Blair Stockton
Heart Songs Coordinator



Together our personal stories help us find comfort and strength as we heal.

Camp Heart Songs is a 2 day, 1 night grief camp held in Hendersonville, NC during a weekend in August. Camp Heart Songs is for children between the ages of 5 and 15 who have experienced the death of a loved one whether it be a family member, friend, neighbor, or anyone who's death impacted a child's life. Children attend camp from across North Carolina, Georgia, South Carolina, Tennessee and even as far as Michigan.

During camp, children and teens are immersed into camp activities including zip lines, therapeutic art, music therapy, pet therapy, camp fires, and so much more. During each activity children and teens are connected back into their own personal story with grief. They develop peer relationships and learn that they are not alone in their personal grief. Campers are taught that no two people grieve the same. They learn how to support each other and how to support themselves while receiving support from others as well. On Sunday morning campers are reunited with their families and are provided the opportunity to share how they have grown through camp.

This year there will be a Mini Adult Camp where parents and caregivers get to have a half day camp experience as well.

Camp Heart Songs is provided at no cost to the children and families that attend in order to truly serve all those that would benefit. Please contact us if you are interested in supporting this incredible healing opportunity. Camp is entirely funded through the generous support of community donations.

Heart Songs Kid Club

Heart Songs now provides quarterly Kid Clubs for children and teens between 5 and 16 years of age. The clubs are held during each season and center around connecting children and teens with others who have experienced similar grief and grow their circles of support. During March we held a Spring Forward Bash with a movie and exploding volcanos. During July Cascades Mountain Resort is hosting our Summer Diving into Grief event where children and teens will enjoy time swimming, going down a water slide, and learning new coping skills to use while working through their personal grief journey.



Community Support

Over the past year, Heart Songs has continued to grow in supporting our community through grief and trauma. Heart Songs was present for multiple traumatic events that impacted our different communities. The goal of Heart Songs, in addition to providing one-to-one support, is also to support our school systems and community programs by being present at schools after a death has occurred, reviewing crisis plans and making recommendations to support improved ways to support children and families, and being a support to staff regarding how to care for their students as well as themselves.

We as a community have to work together to support the families impacted by trauma and show them that they have a support team there to help them. When a child experienced the shooting death of his brother, Heart Songs was there to support the child in the days following. Heart Songs worked with the school counselor to ensure services were in place. Heart Songs supported the teacher in providing support measures through educating the class, redirecting behavior, and providing supportive approaches. Caring for this child took a team effort to ensure that he knew he was surrounded by people who wanted to be there for him.



Serving our community and meeting families where they are at is the goal of Heart Songs. We want to ensure that children and teens have access to the grief support they need.

Volunteer Spotlight

as shared by Kristina Israel, Volunteer & Wellness Coordinator

After moving to Hendersonville from Texas in late 2011, Ed and Mary Coffey were looking for volunteer work and chose Four Seasons for its wide variety of volunteer opportunities. Mary had volunteered for a resale store with Interfaith of the Woodlands in Texas, so she chose the Hospice Home Store in downtown Hendersonville as a natural fit for her skills. After retiring from law practice, Ed had served in a ministry that brought Communion to sick and homebound members of his church, Saints Simon and Jude in Texas. So, he chose Patient & Family Support as his regular assignment. They both went through training and began volunteering with Four Seasons in early 2012.

Mary possesses a keen eye for design and puts her creative talents to use by crafting fun, colorful window displays at the Home Store. Shoppers strolling down Main Street are often drawn into the store by the whimsical scenes that Mary installs in the shop windows. These displays take weeks of planning so, for example, while passers-by are enjoying the July 4th decorations, Mary is already hard at work crafting the props and design elements for her next Apple Festival display. All told, she creates eight or nine of these seasonal displays each year.



In 2016, the Four Seasons Foundation was created and Mary has served on its board since that inception. Each board member participates in several key board committees so, between her weekly shift at the Home Store, working on displays at home, and Foundation fundraising-focused activities, Mary averages around ten hours of volunteer time each week. When asked about volunteering with Four Seasons, she says, "There are so many opportunities.... Even though I don't work with patients and their families directly, I am confident my volunteer activities contribute to Four Seasons' goal of providing excellent care to those we serve, even when they are unable to pay for services."

Ed visits hospice patients in private homes and nursing facilities, offering caregiver respite and socialization to the patients. The interaction and support he provides often extend beyond the patients themselves to the caregivers and family members as well. Ed has few "typical" weeks volunteering; providing patient support in his present assignment puts him on call every day, if needed, to provide transportation and other support services to his patient and the caregiver. After working in several different care environments for three years, Ed was selected to join the first group of Patient and Family Advisors at Four Seasons. This volunteer role allows him to join the Interdisciplinary Team meetings to review individual patient cases. Per Ed, this process "ensures the scope and quality of care being provided by Four Seasons meets, and hopefully exceeds, standards of care established and monitored by accreditation boards and governmental agencies overseeing the provision of hospice services in the United States." Between his patient visits, Interdisciplinary Team meetings, transit time and other one-time assignments, Ed estimates he averages between seven to ten hours of volunteering each week. "Every assignment is interesting," he says.



Ed and Mary Coffey

I particularly enjoy veterans, especially those who served in the Navy and went to sea as I did for almost six years; there are many memories shared of places visited, harsh conditions endured, good and not so good shipmates." He continues, "Almost all patients love to talk about their families and their personal histories: where they grew up, schools they attended, special memories, music and recording artists they loved, the "old days," the good and not so good, and always their favorite memories, whether remembered with clarity or dimmed by the passage of decades and generations."

The Coffeys recognize the need for community involvement and encourage others to learn more and start volunteering. "The Four Seasons staff is supportive of its volunteer base by providing ongoing training, keeping us informed about the endeavors of the organization, and showing appreciation for the volunteers," says Mary.

"Get involved, be a player, have your say, help make Four Seasons, and your community and its institutions at all levels, better for your own benefit and that of others," says Ed. "You only live once; make it your best effort.... Nearly everyone engaged and working to fulfill the Four Seasons mission lives in Western North Carolina. Their families attend the same schools, worship in the same churches, shop in the same stores, participate in the same athletic and recreational activities, and enjoy the same cultural opportunities alongside the community we serve every day. Great satisfaction comes from helping your friends and neighbors at a time in their lives when they need you the most."

Spreading Kindness One Rock at a Time

as shared by Crystal Gera, RN, Care Experience Coordinator Henderson County, Four Seasons

This is a story about "the little things" that mean so much, especially at the end of life. Doris became a Four Seasons hospice patient in February 2018. Although she described herself as an introvert before she got sick, she was very active on a Bowling Team, passionate about gardening and dedicated to her work. Most of her friends were work related friendships and due to her progressing illness she was now missing her connection to the outside world. Her illness made it difficult for her to leave her home. She had become depressed and often felt isolated. Her daughter Gina moved to Hendersonville to live and take care of Doris and her brother. Doris's depression and anxiety increased each day.

Her granddaughter Andrea sent a painted rock from a rock group she belonged to in Florida, and Doris loved it. So, Andrea asked members of the local groups to send rocks and cards to lift her grandmother's spirits. Receiving the rocks brightened Doris's day to where she looked forward to getting the mail each morning. Doris found purpose in writing thank you notes to individuals and groups for the cards and rocks she received. In fact, she described writing these as being very therapeutic for her. When the rocks and cards stopped coming from the Florida groups her depression again increased. She reached out to her Hospice Care Team member and told her how much receiving the painted rocks and cards had meant to her.

As the Care Experience Coordinator for the Hospice team in Henderson County it is often my job to find unique ways to bring comfort, peace and support into our patients lives. Coincidentally, I paint rocks myself and am involved in the "Kindness Rocks" project through a local group, "Hendersonville NC Rocks". I was immediately able to pass along a few rocks for Doris. She was thrilled! I reached out to my



local group, coworkers and friends and asked them to drop off cards and rocks at our Hospice Home Store. The response was wonderful. So many people wanted to reach out to Doris, not even knowing her. The whole Hospice team supported her and helped her with her symptoms and her loneliness, one visit, one conversation, one rock at a time.

When I went to see Doris for the first time she proudly pulled out the rocks and showed them to me one by one. She was all smiles. She told me of her plan to cover an empty wall space with the cards and have her son-in-law build a shelf to display the rocks. Through this, she felt connected, supported, and loved. She mentioned how fun it would be if she could actually go out and look for the rocks herself. Unfortunately, her disease progressed quickly and she needed to go to Elizabeth House before we could make that

possible. When I visited her at Elizabeth House she was not feeling well. She remembered who I was and my connection with her rocks though, and gently smiled. I stopped by one last time and found her daughter by her side. That day I left another rock on the table at her bedside. Doris died peacefully a few hours later.

Several weeks passed before I received an email from Gina, Doris's daughter. She was trying to stay positive in spite of her grief. Gina had taken pictures of all the rocks and cards and was working on a Memorial Garden for her Mother. She proudly told me the Garden would include all of the painted rocks Doris received while being cared for by her "Four Seasons family". In her email Gina states on behalf of her family "I still have to thank everyone from the bottom of my heart for the kindness and generosity shown not only by the HVL Rocks group, but Four Seasons, and the Elizabeth House staff. It really made my Mom's last few months, good ones, especially the rocks and cards. It was so good to see the excitement on her face with each and every rock she received... Priceless!! I cannot thank you all for the compassion everyone showed to my Mom and to our family."

I think each of those rocks and each of the cards she received demonstrated the kindness we all look for in this complicated world we live in. The simple act is what sets Four Seasons apart and makes us the most trusted neighbor in providing the right care at the right time. Four Seasons is the care our community trusts at the end of life and I am very proud of the difference that Four Seasons makes in the life of our patients and families. I am also proud of the Hendersonville community at large and their willingness to support and lift each other up. I was blessed to meet and have the opportunity to serve this sweet soul.



ELIZABETH HOUSE Celebrating *Memories* RENOVATION CAMPAIGN

Loretta Shelton, *Executive Director, Four Seasons Foundation*

There was much concern when a burst pipe flooded parts of the Elizabeth House in January. However, repairs and renovations are being made possible by our generous community. To date, \$850,000 has been received towards the \$1,000,000 campaign goal, including donations presented at our April 29, 2018 Garden Gala.

Our deep appreciation to the McGrady family for their support. The late Kay McGrady's passion for the project helped birth the inpatient unit, which was named for her mother Elizabeth Reilly (Chuck McGrady's grandmother). We are also grateful to brothers Tom, Mike, and Jeff Cooper, who along with their wives, have chosen to memorialize their parents through a gift to help sustain the care their father received at the Elizabeth House earlier this year. Mike and Tom called the Elizabeth House staff "end-of-life experts" whose care you can trust.

Robert Seiler was also recognized for his inspiring lead gift. Robert has served on the Four Seasons board since his wife, Barbara, received hospice care in their home in 2014. We have also been touched by the Dan and Nancy Barber gift to fund a Veterans' Memorial Garden on the grounds of the Elizabeth House. The memorial will memorialize several of their family members who are veterans, including Nancy's first husband who died in combat in Vietnam. Additional generous gifts have been received from numerous individuals and organizations, including the James H. Cummings Foundation and the Perry N. Rudnick Fund at the Community Foundation of Henderson County.

If your loved one has been served by Four Seasons, you know the value of this tender care. So, please return your gift in the enclosed envelope. Whether your gift is \$10 or \$10,000, it will help us complete this special project. For more information, please call me at 828-513-2440.

*Please call the Foundation office
at (828)513-2440
if you would like more information.*
www.FourSeasonsCFLFoundation.org



Annie Fritschner, *Palliative Care Chaplain, Four Seasons*

Four Seasons Faith Community Representatives are folks who are in your parish, congregation or synagogue who are knowledgeable, compassionate people that can help you walk through some of the difficult questions that life projects on us.

Is it time to have someone come in once a week to help with medication reminders or driving to doctor's appointments? Should we consider moving to a different location that has health care facilities on site? What does caregiver burnout look like? What do we do first if given a diagnosis of cancer, heart disease or COPD? How do I create or update an advance care plan? When is the right time to start palliative or hospice care? Four Seasons is your partner to help you answer these questions and be the extra layer of support during difficult times.

Faith Community reps worship with you and are your friends. They are also Four Seasons volunteers working to provide support and care to those in the pews beside them. They are able to be there for you while making the first phone call to Four Seasons and help you know what and who to ask for. Four Seasons care teams are available 24 hours a day, 7 days a week and are always here to support you.

**If you want to become a Faith Community Representative,
please call Kristina Israel at (828) 692-6178 today.**

Save the Date



Blazey Veterans Memorial Golf Tournament Thursday, November 1st at the Hendersonville Country Club

This scramble-style tournament will start at noon followed by an awards program and casual dinner. Want a special way to honor your beloved veteran? Sponsor a sign for \$250 at one of the holes naming your loved one and branch of service. Proceeds will benefit veterans in hospice care.

**To register to play (\$600 per foursome) or to become a sponsor or donate prizes for participants,
please call the Foundation office at 828-513-2440.**



“Even though Four Seasons is well known and loved in the community, sometimes people can't see that it is time for our Continuum of Care. They get used to being tired or overwhelmed and they can't see how their lives have diminished. A friend who knows them well can often gently step in and help add a much deeper quality of life by facilitating the conversation about options available to them.”

~ Annie Fritschner

Provider Spotlight

Elaina Honeycutt, DO, Assistant Medical Director

There are some doctors who will tell you that from the time they were small children, they knew that they wanted to be doctors. Maybe they can recall in detail their first plastic doctors kit, bandaging their teddy bear's arm, or being the first to tend to a friend's scraped knee. That was not me. A career in medicine never seemed pre-ordained for me. In fact, I tended to stay away from the sciences while growing up, preferring literature and the arts instead. However, I always loved to work with people, and I knew that I wanted a career in service.

I grew up in the Chicago area, but headed down to Sewanee, Tennessee to attend college at the University of the South where I majored in comparative religion. After graduating, I spent two years serving in Americorps, first in Asheville where I worked as a tutor in local middle schools, and then in Knoxville where I helped to manage a community farm in a low income neighborhood. Those years in Americorps affirmed my commitment to service, but not feeling truly fulfilled by teaching or farming, I found myself inexplicably drawn to medicine, despite my dearth of education in the sciences. I had to start back at the basics, and returned to the Chicago area for two years to take classes in biology, chemistry, physics, and other prerequisites for medical school. My next move took me to Des Moines, Iowa, where I spent eight years total, first attending medical school at Des Moines University College of Osteopathic Medicine and then went into family practice residency at Broadlawns Medical Center, the local county hospital, where I learned to care for medically and psychosocially complex patients.



It was the opportunity to do a rotation with a local non-profit hospice organization where I truly fell in love with the hospice philosophy and decided I wanted to dedicate my life to it.

I got married to my husband while I was in medical school, and he happens to be a Southerner who grew up in East Tennessee. We were looking to move back to the area, and I found that Asheville was home to a fellowship in Hospice and Palliative Medicine, so in 2015 my husband and my then 1-year old daughter relocated to Asheville. I spent much of my fellowship working at Four Seasons, where I got to know the amazing doctors, nurses, CNAs, and other staff, and so it was a natural transition for me to take the position of Assistant Hospice Medical Director in 2016. I have been privileged to work with a talented, compassionate group of people here at Four Seasons, where much of my time is spent serving the patients of the far western, rural counties of WNC.

I am supported at home by husband, Micah, who works in the data and analytics field, and by my four year-old and one year-old daughters. We love spending time together exploring all that the WNC area has to offer, and especially enjoy hiking, swimming, and spending time with our tight-knit community of neighbors.

Co-Creating a Culture of Wellness

At Four Seasons, we support our staff and volunteers to live well with benefits, tools and resources through our wellness program, Vibrant 4 Life.

