



FOUR SEASONS

*The Care You Trust*

FourSeasonsCFL.org  
(828) 692.6178

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# Ring in the New Year

Dr. Millicent Burke-Sinclair Ed.D, MBA, President & Chief Executive Officer

## Happy New Year!

What an exciting year 2019 was for Four Seasons. We have *co-created the care experience* with more families than ever before. Our moments with patients and families are so deeply treasured and are why we continue to focus on how we can serve our community best. Through service expansions, community partnerships, as well as national opportunities Four Seasons is so grateful for the opportunities to ensure that every patient and family who needs access to care has it, regardless of their ability to pay.

We surpassed many goals and improved in areas of growth, strategy and innovation. A few inspiring statistics to share with you are that our Care Navigation program (launched just two short years ago) served 40, a record high number of clients this year. Furthermore, our palliative care team provided care to nearly

3,000 people in hospitals, clinics, physician offices and homes. Finally, our hospice care team met and exceeded their goal by being privileged to serve over 4000 patients living with serious illness. What an honor it is to have the trust from our community to provide such personal, compassionate and kind care to so many.

As we embrace 2020, we encourage you to become part of our mission even further. In this issue of Life Lines, we invite you to explore what makes Four Seasons unique and let what you read really resonate so that together we can become ambassadors of Four Seasons serving our neighbors, friends and community at large.

Another particularly exciting opportunity coming with the new year is the expansion of our Four Seasons Home Care services into Buncombe and Haywood counties.

In this issue you will learn about our Veterans Serving Veterans Volunteer Program featuring loyal, dedicated volunteer and board member John Knapp. Furthermore, you will be delighted to read about the life of our 500th Veteran, Mr. Wellman, that we had the privilege of recognizing with a pinning ceremony, as part of our We Honor Veterans program.

Did you know that regardless of your affiliation with Four Seasons, if you or a loved one were served by our hospice care that our Grief Services team is here for you? In our feature story this issue you will explore how traditions may help others learn to cope with loss.

We serve 11 counties across western North Carolina. This past year we celebrated having the honor and privilege of serving more patients, across all service lines, than ever before in our history. Since serving our first patient in 1981, we have had the honor to provide care for more than 28,000 people living in our community. With the gracious support of the community and our donors and the work of the Four Seasons Foundation, we are committed to providing care to anyone, regardless of their ability to pay. In this issue of Lifelines, we recognize and thank Amy and Neal Hanks for believing in and supporting Four Seasons!

Also in this issue you will learn groundbreaking news about the opening of a second Hospice Home Store location in Asheville. Stop by Main Street, (Hendersonville) and share in the excitement with Bobby, Sheryl and their team of dedicated staff and volunteers!

Thanks to our generous donors, progress continues to be made on our Elizabeth House renovations and Veterans Memorial Garden. We look forward to sharing these improvements with you in 2020!

This past year left us with many memories of our staff, volunteers, board, families, and friends making EVERY MOMENT MATTER. We hope you will enjoy some of the photos we captured at this past year's events and invite you to join in our mission even further this new year.

Lastly, take notice of the businesses listed on the back cover. These are just some of the businesses have chosen to support Four Seasons and we are so grateful. If you frequent any of these places, please take a moment to express your gratitude for their support of Four Seasons.

We look forward to this new year, to the many tremendous opportunities that will rise, and to the many lives that will be forever changed.

**Here's to New Possibilities,  
New Growth, and to making  
Every Moment Matter in 2020!**

## VOLUNTEER SPOTLIGHT

# Veterans Helping Veterans

as shared by Kristina Israel, Volunteer Coordinator



**Most of us understand  
that Veterans can  
relate to other Veterans  
in a very special and  
unique way.**



**John Knapp, CAPT USNR (Ret)  
We Honor Veterans Volunteer  
Four Seasons Foundation Board Member**

For the men and women who have served in our nation's armed forces, there is a special bond between service members that is based on shared experience. This bond is the reason that Four Seasons is seeking Veterans to join our volunteer program as part of the We Honor Veterans Partnership Level Three "Vet to Vet" initiative.

John Knapp, CAPT USNR (Ret) and Four Seasons volunteer, shares more about the need for Veteran volunteers. "For over five years, Four Seasons and the local chapter of the Military Officer's Association of America have been conducting those very special "pinning" ceremonies to honor our Veterans -- more than 500 to date. Continuing our efforts to improve the quality of care for our Veterans, we will be starting a program to include a Veteran volunteer for each care team serving a Veteran."

He continues, "Most of us understand that Veterans can relate to other Veterans in a very special and unique way. There are often shared memories of ships served on, posts or bases mutually stationed, experiences in combat, similar family experiences, etc. In short, two Army infantry vets 'speak the same language.' Including vets as part of the care teams is an important next step in assuring the very best care for some of our very best citizens...our Veterans."

This year, the Four Seasons volunteer program invites area Veterans to apply for this new opportunity to serve Veteran patients at the bedside. In addition to the excellent orientation and patient support training, we will offer additional in-service opportunities for further supporting and understanding Veterans' issues at the end of life.

**Interested in finding out more about volunteer opportunities with Four Seasons?**

**We offer New Volunteer Orientation sessions across western North Carolina ten times per year.  
Register today for an upcoming training by calling (828) 692-6178 or email [volunteer@fourseasonscl.org](mailto:volunteer@fourseasonscl.org)**

**What you'll learn:** In new volunteer orientation, you'll find out about Four Seasons -- who we are, where we serve, and how volunteers are impacting lives across WNC. You'll also learn about how our services are paid for, and the ins-and-outs of hospice and palliative care. By the time we're through, you'll have a solid understanding of why Four Seasons is a leading provider of trusted care and how volunteers are integral to our mission.

**Interested in working with patients and families?** In addition to orientation, you'll complete 8 hours of Patient & Family Support Training via video. This training is led by members of our clinical staff and will supply you with the confidence to work one-on-one with patients and bereaved family members.

### VOLUNTEER ORIENTATION SCHEDULE

**All classes are from 12:30 – 4:30 PM  
Tuesday, January 21, 2020  
Tuesday, February 18  
Thursday, March 19**

**Unable to make a live session?  
No problem! We can offer video training  
from any connected device (computer,  
smartphone or tablet).**

**Call or email us today  
to find out more.**

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## WE HONOR VETERANS

*On the anniversary  
of the first Veteran  
we pinned  
as part of our  
We Honor Veterans  
program,  
Four Seasons was  
honored to recognize  
Guy Wellman Jr.,  
as the 500th Veteran  
to be acknowledged  
since Four Seasons  
began partnership  
with the  
We Honor Veterans  
program in 2014.*

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# Honoring the 500<sup>th</sup> Veteran in Hospice Care



*as shared by Callie Davis, Community Relations and Marketing Director*

After graduation from Indiana University in 1943, Guy Wellman Jr. attended Army Officer Candidate School in Fort Benning, Ga. He was commissioned as a second lieutenant. Wellman served in the 99th Infantry Division, the first complete infantry division to cross the Rhine River under fire at the Remagen Bridge in Germany during World War II in March 1945. Wellman attained the rank of Captain and received the Bronze Star for heroic service while in combat.

"We laid in a house near the bridge and timed the shells coming in and when we felt we had it right we ran all the way across," Wellman says. "The bridge eventually crumbled into the river due to the shelling and plane bombings. It was a huge turning point to the end of the war when our troops captured that bridge."

Three MOAA (Military Officers Association of America) Representatives were present to honor Guy Wellman for his service on October 16th. They included Lt. Col. Don Jackman (U.S. Army Retired), Col. Henry Johnson (U.S. Air Force Retired), and Capt. Mike Covell (U.S. Navy Retired). Lt. Col. Don Jackman conducted the ceremony, which marked a special moment as he also conducted the very first *WHV (We Honor Veterans)* Pinning Ceremony on November 20, 2014.

Our President and CEO, Millicent Burke-Sinclair was present and shared her appreciation for his service by giving him a "*We Honor Veterans*" blanket, while the Army branch of service pin was placed on his collar by Lt. Col. Don Jackman.

"It was incredibly meaningful to honor Mr. Wellman with this pinning ceremony, to see him celebrated and lifted up by family and friends was especially profound," said Millicent Burke-Sinclair, Four Seasons CEO. "The ceremony is a small gesture in comparison with the great sacrifices our Veterans have made, but it allows us the opportunity to thank them with reverence and respect in their later years. It is also an opportunity to thank them for allowing us to serve them in their time of need."

Over one third of the patients served by Four Seasons are Veterans. Four Seasons offers each Veteran hospice patient an opportunity to have a pinning ceremony if it is at all possible to arrange during their time receiving hospice services, publicly acknowledging their service and sacrifice.

For those facing life-limiting or chronic illness, the pinning ceremony provides a beautiful way for them to receive dignity and honor, often helping families find peace during a difficult time.

The original program was developed by the Veteran's Administration along with the National Hospice and Palliative Care Organization. Four Seasons is proud to partner with the national *We Honor Veterans* program and the local MOAA chapter in offering this important and cherished service to patients and families. The clear and profound impact experienced by patients and families is seen daily and provides yet another opportunity to care for those who have first served us.



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*The We Honor Veterans program is made possible through Four Seasons by donations from our community. To make a gift in honor or memory of a beloved Veteran, please visit [www.fourseasonsfdn.org/impact/we-honor-veterans](http://www.fourseasonsfdn.org/impact/we-honor-veterans)*





*Four Seasons Grief Services provides educational seminars, group support, and individual counseling. We serve not only the families of those in our hospice care but also anyone in western North Carolina who has experienced the death of a loved one.*

*For additional information about Four Seasons Grief Services, call (828) 692.6178 or visit [www.fourseasonscfl.org](http://www.fourseasonscfl.org)*

# Ritual

## as a Means to Cope with Loss

*as shared by Dan Yearick, MS, LPC-S, Grief Services Team Leader*

It was the same spot where he sat the day before. On that day, with his mother and brothers, he watched his father's casket slowly sink into the ground. I watched intently as the pain of grief took control of his countenance and moved him to his knees from where he peered deep into the cavity, his tears splashing on the casket's top.

A man taken too soon, leaving a wife and young adult sons not ready to be without him. The funeral was simple yet honoring. Even though he participated by singing two songs — a gift not only for his father, but also unwittingly for those of us who were witnesses — my young friend was tormented with a sense that he needed to do more than he had done.

He shared his anguish with me the day after the funeral. I suggested that a ritual might be healing. So, into a plastic bag he placed family pictures, a piece from a board game that he and his father played in decades past, and some fur from the family dog.

Kneeling where he knelt the day before, using only his hands he dug deep into the soil under which his father's body would remain. This act of sifting through the earth provided a therapeutic tactile experience of its own. Lovingly he buried the treasures, carefully covered them with dirt, and meticulously hid any evidence that the ground had been stirred.

In his book, *On the Wild Edge of Sorrow: Rituals of Renewal and the Sacred Work of Grief*, Francis Weller asserts, "Ritual is able to hold the long-discarded shards of our stories and make them whole again. It has the strength and elasticity to contain what we cannot contain on our own, what we cannot face in solitude." A ritual is an action done in a purposeful way that symbolizes something much more than the act itself. Throughout the thirty years that I have provided grief therapy I've maintained the conviction that a moment of significant ritual can be more healing than any number of talk-therapy sessions. Sometimes grief has no words.

Rituals, whether prescribed by a specific culture or religion or a unique activity contrived by an individual, can enlist all the senses and root a connection with the loved one who died. Recently, seventeen strangers gathered to acknowledge grief as the holidays loomed. Chairs surrounded two candles. After the opportunity for each person to contemplate and share hopes and concerns for the coming days, a simple song was played with an invitation given to sing or listen — *I remember you, I honor you, in quiet and chaos. In hope and sorrow, you're held here with us*. The group's facilitator, Four Seasons grief coordinator Cathleen Flynn remarked, "The group sang together longer than I expected, and in the silence that followed the person next to me — who said earlier that her grief had almost killed her — looked around the room and commented, 'It's just so good to be connected'. The group members nodded in solidarity."

**ritual** *noun*  
rit·u·al | [rich-oo-uhl]  
an action done in a purposeful way  
that symbolizes something much  
more than the act itself

Some prefer private rituals, which provide a sense of intimate remembrance when a more public display of grief, such as a funeral or dressing in black for a period, can feel like something shared with too many. For some, private rituals, like my friend placing small mementos in his father's grave, can feel more meaningful, heighten the connection with the person who died, and have a longer lasting impact on the one who grieves.

Spreading cremains, lighting and launching paper lanterns, releasing butterflies, writing a poem or song, planting a tree, burying a note in a time capsule, and lighting a candle on specific dates that hold significance are examples of simple, meaningful rituals.

Grief is not something from which we recover. Rather, grieving is the process of recovery. Though sometimes counter-intuitive, moving into the pain of grief — not away from it — is what brings about healing.

Bessel A. Van der Kolk, author of *The Body Keeps the Score: Brain, Mind, and Body in the Healing of Trauma*, recalls a client with whom he had worked, "One day he told me that he'd spent his adulthood trying to let go of his past, and he remarked how ironic it was that he had to get closer to it in order to let it go."



**FOUR SEASONS**  
*The Care You Trust*

*The goal of Four Seasons Grief Services is to create an environment that permits grief to exist so that it can complete its work.*

*We believe that grieving is experiential, not cognitive. In other words, we encourage an active grieving process, rather than one that is talked about.*

*To that end, ritual is used frequently in both individual counseling and groups.*

*Our clinicians are trained in various evidence-based modalities that effectively assist those who experience not only normal, but also complicated grief. With these skills we seek to provide individualized care that addresses the unique aspects of each client's grief.*



# DONOR SPOTLIGHT

## Making a Difference

as shared by Lynn Penny, Four Seasons Foundation



Amy & Neal Hanks

*One of the core values of Beverly-Hanks Realtors is to make a significant difference in the communities in which we live and serve.*

**Beverly-Hanks**  
REALTORS®

When Amy and Neal Hanks were presented with the opportunity to support Veterans in hospice care, they were extremely enthusiastic. It was profoundly meaningful to this couple to impact the lives of Veterans and their families, many of whom are clients and employees, and to give back to those extraordinary individuals who fought for our freedom.

Amy and Neal have witnessed firsthand the loving, kind and nurturing patient care that Four Seasons provides. In 2016 both Amy's sister, Tracy, and her father, Lloyd, were served by Four Seasons at Elizabeth House within 9 months of each other. Amy knows what it's like to sit by the side of a beloved family member at end of life, able to focus on the things that matter most.

Lloyd was honored with a We Honor Veterans pinning ceremony, during which the family learned that he had been a member of the Honor Guard for Kennedy's inauguration among other impressive distinctions. Had it not been for the pinning, these moments may not have been shared by Lloyd as his military career was a time in his life that he rarely discussed. "The little things that Four Seasons did to be respectful and honor my dad as a Veteran made all the difference to my family, especially my Mom." Amy shared.

In addition to a generous Corporate Sponsorship, Amy and Neal also chose to make a difference with a personal gift, as they have very deep ties to the impact of Four Seasons.

Amy Hank's father, Lloyd, and her sister, Tracy



Amy Hank's father, Lloyd Basten



Amy Hank's sister, Tracy, and Neal Hanks

*Amy and Neal, we honor you and your team at Beverly-Hanks Realtors, for being advocates and ambassadors for Four Seasons. Thank you for supporting the We Honor Veterans program. Your support helps us to provide hospice care to veterans in 11 counties across western North Carolina.*

## Every Day Feels Like Christmas



as shared by Sheryl Seigler, Operations Manager Hospice Home Store

For me, the best thing about working at the home store is that every day feels like Christmas because you never know what will be donated throughout the day. We get so many exciting and interesting pieces and I enjoy seeing them and seeing the joy on guests' faces when they purchase one of our items.

An example of this is a lady brought in a very large framed world map. Her husband was served by the Elizabeth House family in 2015. And now 4 years later, she chose to donate this map – that included approximately 50 pins of every place her husband worked and lived for the CIA all over the world – to our home store. It's just one of many testimonies to people's trust in us to resell loved items for the enjoyment of another.

One unique fact about the Home Store that some might not know is that we are primarily a volunteer based organization, and that our mission is to raise funds to help anyone who needs end-of-life care. We currently have a team of 45-60 volunteers.

Our volunteers are very important and special to us, and we have some incredible people on our team! As an example, we have a floral department managed by a volunteer where she creates new designs, freshens up old pieces gives them new life which helps create a warm home like atmosphere in the store. We also have another volunteer who works hard to create eye-catching and unique window displays unlike any other.

This past year we were very humbled by the award for Best Furniture Store in Hendersonville 2019. I credit my store manager/director of retail, Bobby Bennett, with always making attractive furniture vignettes. Most of all, the donors know we value their gently used, greatly loved items to bring the most value to benefit others in need of end-of-life care from our Four Seasons Hospice family. And of course, we couldn't have gotten this award without our many wonderful guests, whether they shop with us weekly or just once.

My favorite quote is "One person's trash is another person's treasure!" I love to shop at resale stores like ours and yard sales. I have seen this quote come true too many times for it to not be a favorite!

My favorite items to see donated are vintage kitchen ware, vintage hand-crafted items, and vintage Christmas items. Honestly, it's hard for me to pick even just a few favorite items I like to see donated – I love them all! I see the value in many items and how each item can help us raise more funds to further help our community through the Four Seasons Foundation.

We deliver & pick up!

215 North Main Street  
Hendersonville

9:30-5:30  
Monday-Saturday

828.696.0625

We are proud to announce a 2nd Hospice Home Store location coming to Buncombe County this Spring!

Now recruiting Home Store volunteers for new store location!

March 2020

8,500 sq.ft. store!

Now taking donations, FREE pickup!

21 Long Shoals Road

Contact 828.696.0625

Some of the most unique items ever sold in the Hospice Home Store:

Brunswick clear acrylic bowling ball with a skull and bones

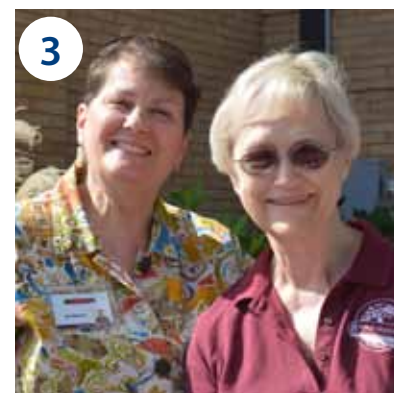
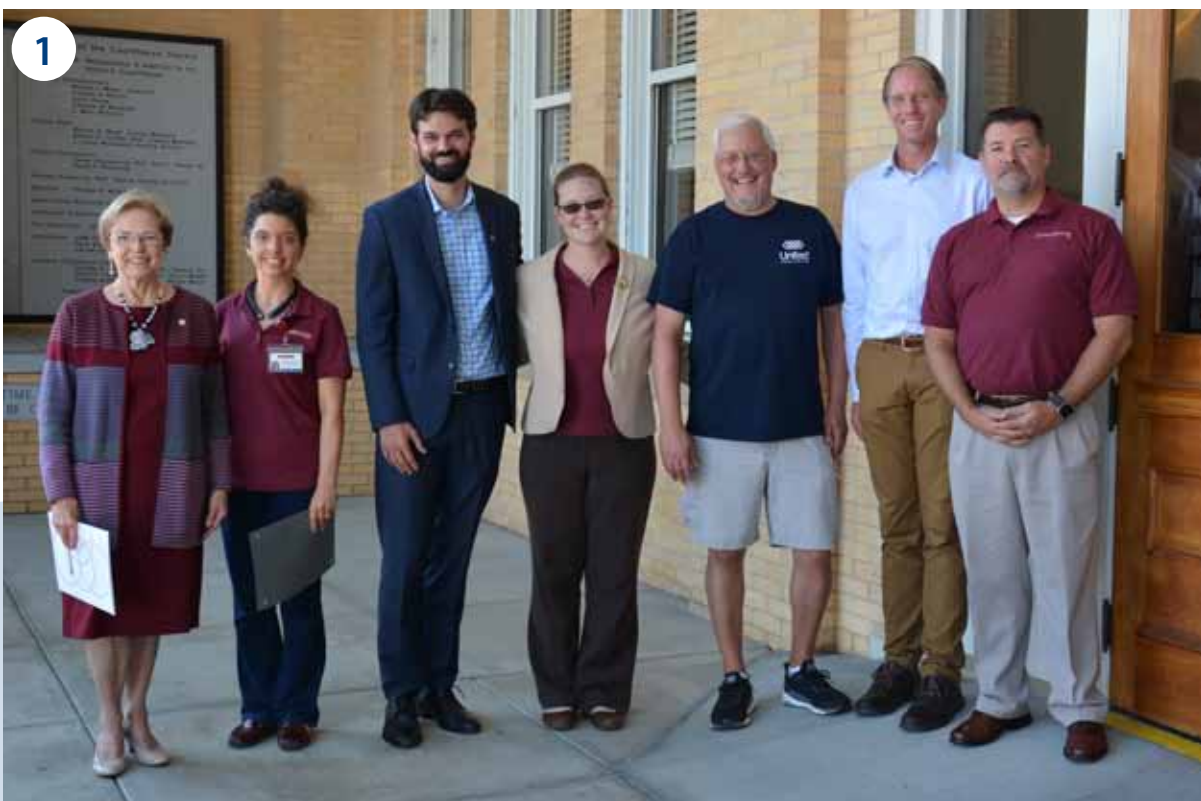
3/4 Carat Diamond set in 18K Gold

\$10 Gold Piece Coin



Let's Get Social – connect with us on Facebook today @ Four Seasons Hospice Home Store





1. Mayor Barbara Volk, Millicent Burke-Sinclair, Ryan Cannon, Ashley Albers, Mike Morgan, Bill McKibbin, Chris Comeaux
2. Clayton Ramsey
3. Sue Meserow, Bonnie Van Clevon
4. Ryan and Lucy Cannon
5. Nancy Bouvet, Lee Beason, Lynn Penny
6. Page Wheeler, Judd Richardson

16. Millicent Burke-Sinclair, Neal Hanks
17. John Knapp, Maj. Gen. Joseph Taluto
18. Michael Halus, Callie Davis, Clay Davidson, Darrell Sullivan



## Four Seasons Foundation wishes to thank the following 2019 Sponsors for their generous support:

### Platinum Sponsors

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Ingles  
Budweiser of Asheville  
Jackson Funeral Services  
Morrow Insurance Agency

Mountain Perio  
Penny Insurance Agency  
United Community Bank

# 2019 Jean Hoogstra Award Winner

Brandon Jochum, Buncombe County Clinical Team Leader receives the 2019 Jean Hoogstra award. We thank Brandon for not only exemplifying all of Four Seasons values on a daily basis but holding others accountable to being the best they can be.



Brandon Jochum, shown here with Shannon Mullis, Director of Clinical Services in Buncombe County

## The Four Seasons Care Continuum

### Care Navigation



Provides trusted guidance to anyone during the difficult times following the diagnosis of a serious illness. We fill the gap by helping you navigate care options and choices.

### Home Care



Caring assistance to help with life's simple, daily routines, such as grocery shopping/errands, meal prep, bathing, dressing, laundry, mobility, and transport to doctor's visits.

### Palliative Care



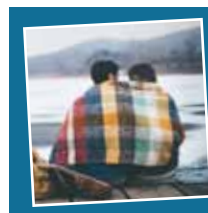
Extra layer of support for people with serious illness, focused on providing relief from the symptoms, pain and stress of a serious illness – whatever the diagnosis.

### Hospice Care



Hospice is specialized care provided to patients with a serious illness. Patient comfort is the primary goal. Hospice is provided wherever one may call home.

### Grief Services



Grief specific support is available in both individual and group settings, for those receiving hospice care or loved one or the community at large.

### Clinical Research



Revolutionizing care and treatments for future patients through innovative research studies, grants and cutting-edge-care practices.

### Four Seasons Foundation



Partnering with the community to provide access to high-quality care for all who need it.