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# **FOUR SEASONS**

*The Care You Trust*

**Spring**

2019

Life Lines

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*We are grateful  
to be welcoming in  
warmth, longer days,  
and the promise of  
new opportunities  
this season.*

*That promise is  
what ensures that,  
even in the midst of the  
pain and loss life brings,  
we can be confident that  
with each new day and  
each new season,  
you can count on trusted  
care and support from  
Four Seasons to support  
your every step.*

*ms*

# Hello and Happy Spring!

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

## Legacy and Landmarks Matter

As we continue celebrating our 40th Anniversary this year, we are focusing on remembering and reflecting on the mission, vision, and values that have been birthed and instilled in us throughout an amazing 40-year journey. We are also celebrating several new milestones and innovations. I am grateful to share those with you in this edition of Life Lines.

- We remember the tremendous vision our matriarch and founder Jean Hoogstra and other passionate volunteers had. That vision continues to strengthen and ensures that all patients and families receive high-quality care regardless of their ability to pay. Our commitment to remaining a non-profit organization throughout these 40 years allows this to be possible.
- Because of this vision and the commitment of staff, volunteers, and donors for several decades, we are now proud to say we are experiencing our highest hospice census ever, serving over 300 patients daily.
- We've recently added more volunteers and staff to better support our patients and families. We want to make Four Seasons truly the best place to work, volunteer and receive trusted,

quality care. We look forward to continuing to strengthen our culture and mission throughout all we do together, thank you to our staff and volunteers for who they are and how much they care!

- Our We Honor Veterans program has seen tremendous recent growth, and we recently hit a milestone when we held a pinning ceremony for our 425th veteran since the program's inception.
- Our home care division, formerly known as Compassionate Home Care, is undergoing a name change to become Four Seasons Home Care. This change came along with other exciting news, including the receipt of three prestigious Best of Home Care® awards from Home Care Pulse, including: Leader in Excellence, Provider of Choice, and Employer of Choice awards.
- The Elizabeth House, our 12-bed inpatient facility, was built in 1999 by funds given by our generous donors. The facility was named in memory of Elizabeth M. Kinsella Reilly, RN, the mother of a former Four Seasons' board member and retired pediatrician, Kathleen "Kay" McGrady. The Elizabeth House turns 20 this year, and will undergo a significant remodel and expansion which is also made possible by our generous donors.

## Culture Matters

Forty years ago, the culture of Four Seasons began – a culture of passion, purpose, and progress which has developed and grown over the years to make us who we are today. This culture is deeply rooted in compassion, innovation, and quality care and is highly important to us.

This commitment to culture has allowed us to continue serving patients, families, and our communities faithfully with trusted care for many years, and is propelling us forward into an exciting and strong future that we are honored to be partaking in. It is our commitment to continue stewarding the trust, generosity, and need of our communities by remaining dedicated to a culture of excellence and compassion.

As we journey through our 40th year of landmarks, we are firmly rooted in our legacy and innovative spirit. It is with great gratitude that we meet each of these endeavors, knowing that our communities have trusted and allowed us to serve in these capacities. Thank you for giving us the privilege to be part of your journey, your family, your life, and your community. Here at Four Seasons *Every Moment Matters.*



The Four Seasons story began with Jean Moulthrop Hoogstra (1916-2012), long considered the matriarch of hospice in Western North Carolina. In 1977, she relocated to Hendersonville with her then-husband, Dick Moulthrop. Their church was looking for an outreach program, so she and a small group of volunteers decided to attend a workshop on hospice. What they learned was truly inspiring.

"It seemed so logical," she said, looking back in 2001, "to treat dying as a natural event, to relieve pain and suffering, and to give care and support to patients and caregivers at end of life."

As the idea of starting a hospice took form, Jean reached out to psychologist John Esse and registered nurse Claire Burse with the shared objective of providing services to terminally ill persons who would prefer to die at home. Under the auspices of a steering committee formed in the living room of her Springside Drive residence, Hospice of Henderson County incorporated in December 1979. To build the foundations of hospice, the ten founding volunteers would develop a speaker's bureau in 1980 to take the mission and message of hospice to groups, churches, and organizations. The Hospice of Henderson County served its first patient in 1981.

For more than 30 years, Jean Moulthrop Hoogstra would volunteer with the agency she helped form, maintaining an active role in its growth and development. In 2010, the agency named its Flat Rock location in her honor. In 2011, at the age of 94, she was presented with the Judith Lund Person Hospice Volunteer Award by the Carolinas Center for Hospice and End of Life Care. At the time of her death in 2012, more than 10,000 patients and their families had benefitted from her vision and determination.



## Save the Date

to celebrate 40 years of Four Seasons providing the most trusted care to the communities of western North Carolina

**Saturday, October 12<sup>th</sup>**  
**12:00-2:00 PM**  
**Hendersonville**

*Going back to our humble beginnings we will serve a soup and grilled cheese sandwich lunch based on the story that founder Jean Hoogstra served this simple, hearty meal to a small group of visionary volunteers in the warmth of her own home.*

*The conversation that surrounded that meal is what started Four Seasons 40 years ago. In addition to lunch there will be a photo timeline, short presentation and raffle.*

**40** Years  
Trusted Care Since 1979





*Darwin Gregory (above and below), shares some of the medals he was awarded while serving our country as a B-29 radio operator.*



# Hospice Care Provides Support & Comfort

*as shared by Tina Bennett, Four Seasons Foundation Development and Marketing Director*

When Ruth met Darwin Mumford Gregory in 1945 at the freshman dance at the University of Wisconsin in Madison, he had already completed 35 missions against the Japanese. As a radio operator in a B-29 bomber, he had been awarded the Distinguished Flying Cross, Air Medal with Clusters, and the Asiatic-Pacific Theater Medal with four Bronze Stars. Her eye twinkled as she told us that she had received her “Mrs.” degree when she married “Dar” during their junior year.

While stationed in Kharagpur, India under General (then Major) Curtis LeMay, Darwin’s 794th squadron bombed targets in China, Japan and Singapore. Their air raids were so low to the ground that a Japanese newspaper photographer had once captured a photo of Darwin. He was 24 years old at the time.

After graduating, Darwin spent 23 years in the FBI. He worked criminal cases for the first three years, then joined the counter-intelligence department where his role was to look for spies in communist-controlled countries such as Russia, Poland, and Czechoslovakia. In 1957, he received the FBI’s highest honor from J. Edgar Hoover for helping turn a Czech military attaché who defected to the United States.

Amidst the stories and the laughter, Darwin and Ruth told us about their children, Doug and Susan, both of whom are also retired counter-intelligence FBI agents. Their job, Darwin said, like his, had been catching spies. A close family, they also now live fulltime in Henderson County.

When asked about the hospice care Darwin was receiving, the couple voiced warm appreciation to Dr. Kovaz and nurse Sylvia Reed for his good care. Ruth shared that in May, Darwin had stopped eating and was “dying before our eyes.” Wanting hospice care in the home, their children called Four Seasons. Five months later, now September 2018, it was easy to see the trust they had in Sylvia, whom they called their welcomed friend during this journey. Looking lovingly at her husband, Ruth said “he is so much better now that I cannot believe it.”

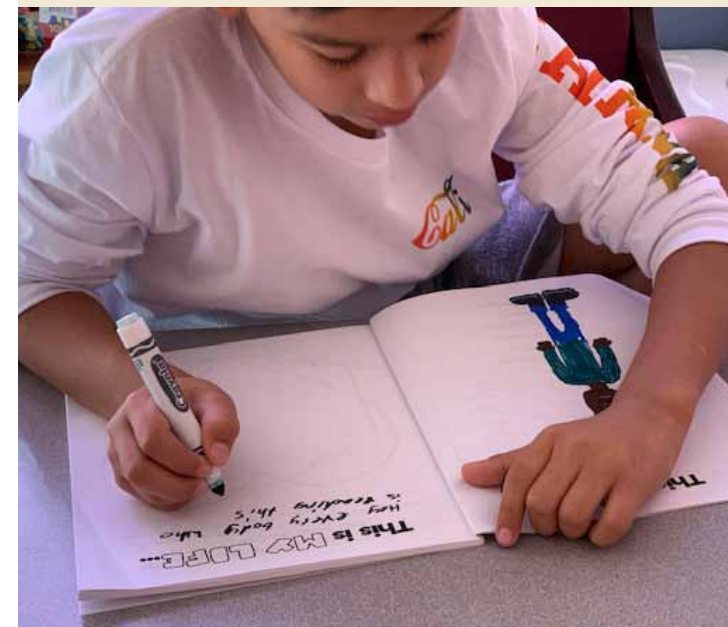
As we took our leave, I was struck by how different the Gregory’s reality is from the misperception that many have of what it is like to experience hospice care. Fearing that it will hasten death, many lose out on the support and comfort that hospice care provides.

We visited Darwin and Ruth once more, only a few weeks later, to recognize him through a *We Honor Veterans* pinning ceremony. MOAA volunteer, Don Jackman, and Four Seasons’ chaplain, Michael Wermuth, thanked Darwin for his service to our country, pinning him proudly, as Don raised a final salute to the long-retired B-29 radio operator and G-Man who dedicated his life to serving our nation.

In December, Darwin and Ruth made a generous donation to help make care possible for more people. He died in January at the age of 99. I am grateful for the opportunity to have met him and Ruth. I am especially grateful to the volunteers, staff, donors, and community partners whose support make it possible for Four Seasons to provide care to Darwin and others like him, who need and deserve comfort, peace and dignity during the last weeks and months of their life.

*“What Grief Means to Me” is a workbook that is designed for children, adolescents, young adults and families to utilize as they process their own personal grief. It is designed to support the different ways we cope and work to understand our grief. The book is divided into different sections that allow each person to explore grief in their own way, with sections including:*

*This is Me, My Heart Puzzle, Grief Words, Finish the Sentence, Daily Notes, Questions I Have, My Emotional Journey, a Calendar, and Moving Forward.*



*“What Grief Means to Me” was created, printed and is provided at no cost to the families due to a generous donation and sponsorship from Dan Poeta with Horizon Heating and Air Conditioning, LLC. Due to his generosity, there is a new approach to exploring grief through art and written expression.*

# How Do You Define Grief?

*as shared by Blair Stockton, MS, CCLS, Heart Songs Coordinator*

If someone went around a circle and asked, “What is the definition of the word ‘grief’?”, there would most likely be multiple responses. There may be some that provide the dictionary definition and others who define the word through their own personal experiences. Children and adolescents have different approaches to their personal grief based on their age, previous experiences with death, the relationship to the person who died, and the cause of death. For this reason, Four Seasons developed the “What Grief Means to Me” workbook.

Recently, our Child and Adolescent Grief Coordinator used the workbook when working with a young, school-aged child. When presented with the workbook, the young child began to explore the book. He chose to focus on the two pages, This is Me and This is My Life. While working on the section he was humming, smiling, and appeared overall engaged in his work. After he was done, he and his counselor looked over his completed project. He wrote about his sister dying, his father being in jail, and his loss of multiple friends. He wrote about his feelings of being different from others because he does not have anyone to turn to other than his mom. He talked about how he has never had a relationship with his father and then when his sister died, he lost one of his best friends. His relationships with his peers changed because they were placed in different classes this year. Because he did not have that constant companionship with his peers, he felt that was another loss and felt grief as a result. He had hesitation with sharing his book with his mom initially because he stated, “I do not want to make her cry,” as he held the book to his chest. After our counselor spoke to him and his mom together, the child was willing to share his book with her, creating a special moment between mother and son.

Under ordinary circumstances, this child would seem like a “normal”, upbeat child, but internally he is processing his own personal grief and the losses that are associated with it. This workbook is allowing him to explore his emotions in a way that best supports him. The “What Grief Means to Me” workbook is designed to offer a creative approach for children and families to explore grief. The workbook is used during individual counseling sessions, through school grief groups, and is provided to school and community programs as a resource in helping children and adolescents manage grief.



# Compassionate Home Care Is Becoming



## HOME CARE

as shared by Callie Davis, Community Relations and Marketing Director

Compassionate Home Care, a division of Four Seasons, recently announced a name change to become Four Seasons Home Care. Four Seasons acquired Compassionate Home Care in 2016. Four Seasons Home Care is a state-licensed, Joint Commission accredited agency serving clients with the utmost respect, integrity, trust, and compassion.

In addition to a name change, Four Seasons Home Care also recently celebrated the hiring of a new Director, Mary Jo Powers. Mary Jo comes to us from Homeward Bound in Asheville where she most recently worked as their Executive Director. She received her bachelors from Appalachian State University and her Master of Social Work degree from UNC Chapel Hill and has spent the last 30 years in non-profit management.

Mary Jo is passionate about helping those in need and providing the best care possible and is excited to have joined the Four Seasons Home Care team, which recently earned recognition

from Home Care Pulse for being the Best Home Care 2019 in the areas of Provider of Choice, Employer of Choice, and Leader in Excellence. Mary Jo is committed to continuing that tradition.

Four Seasons Home Care will offer the same services as Compassionate Home Care with the same excellent staff. Home care is a service that assists individuals with tasks like driving to get groceries, changing linens, getting into the shower, light housekeeping, and much more. For example, clients who have difficulty walking or have become forgetful may benefit from the extra assistance provided through home care.

Home care services are available to those living in private homes, independent or assisted living facilities, skilled nursing facilities, or any place an individual calls home. Four Seasons Home Care also works in conjunction with any other service, including hospice, home health, care navigation, rehabilitation, or palliative care services.



*It is such an honor to join the Four Seasons Home Care team and to be a part of the Four Seasons family. Four Seasons Home Care has proven itself to be the premier provider of home care services in our community. I look forward to helping them continue to grow and thrive well into the future.*

~ Mary Jo Powers, Director



*Four Seasons Home Care is a self-referring service. You can begin receiving service at any time by simply calling (828) 696.0946. Service is available for the amount of time your needs demand – from one hour per day, to round-the-clock care – including nights, weekends, and holidays. To learn more about Four Seasons Home Care please visit [www. FourSeasonsHC.org](http://www.FourSeasonsHC.org)*

# In Our Own Words

Four Seasons Employees Express their Gratitude for Volunteers

With National Volunteer Week being April 7-13, we wanted to share some of the ways our volunteers leave their mark on the organization, as told by our employees.

*I can barely begin to describe the value our volunteers bring to Four Seasons. When I first started seeing hospice patients, I was always thrilled to spot a Four Seasons badge in one of the nursing homes. So often, that badge belonged to a volunteer, and I quickly realized how much care and support they provide to our patients. Sometimes they were there for lunch, other times to go outside or sit in the sunroom, and I cannot count the number of times I watched a volunteer bring gentleness and peace to a patient in distress. Their calming presence is often exactly what our patients need most. Some days, they're what the staff need most too. Whether it's the smiles and support in the office, the pet therapy dog who loves on all available staff, or the brief encounter that reminds us just how much our community cares, it's a joy to meet and interact with our dedicated volunteers.*

~ Dr. Albers, VP of Medical Services and Hospice Medical Director

*Many non-profit organizations rely on volunteers and Four Seasons is certainly no different. What stands out to our staff, though, is the caliber of volunteers who come here to serve.*

Sherry Thomas, First Impressions Administrator, admires our volunteers for their generosity. *"I am so inspired by the love and dedication our volunteers have for this organization! We love Bill's kind heart and all he does for us! We love the cakes and apples he brings, too!"*



Kim Stowe, RN on the Hospice Support Team, agrees: *"Marie comes to the Oaks of Sweeten Creek often and has become like family to these patients. She often visits when they do not have their own family. She brings them treats and plants and little surprises. She is always smiling and cares for these patients with all of her heart."*



Kristina Richardson, CNA at Elizabeth House, appreciates the atmosphere that volunteers help to create. *"Mary always comes in on Sunday mornings with a smile, always helping to make certain that staff and patients are well cared for whether it is putting away supplies, getting ice water for patients, making certain rooms are made and ready for new patients, and so much more. Her smile is contagious and always welcomed. We love all our volunteers, but Mary deserves so much thanks and acknowledgement."*

Jennifer Fox, Volunteer Coordinator in WNC, remembers when one of her volunteers offered to serve at a particularly hectic time of the year. *"Sally provided 11th hour care over the holidays, at the spur of the moment, to make the wishes of a family realized."*



It's true, volunteers are able to reach patients and families in ways that no one else can. Tim Barrett, Primary RN, knows one such volunteer. *"Janice connects in many ways with all different backgrounds and types of patients and family members. She has connected well with a family member who has often been hard to connect with. Thank you for providing companionship and encouragement to our patients and families."*



Kaitlyn Crocker, Music Therapist, agrees. *"I had the pleasure of going on a visit where our social worker provided a blanket made by a volunteer. As soon as the patient saw the blanket, the smile on her face was just beautiful. It was a soft smile and she just thought the world of that blanket. She rubbed it gently on her face and whispered, 'thank you.' It means a lot that we have volunteers who would dedicate their time for our patients."*

It's often the little things that volunteers do that can make the biggest impact. Elaine Sharpe, Clinical Team Leader and Manager at the Elizabeth House, shares such a time. *"Dee went out of her way to go to Walmart and purchase a back scratcher for a patient. I can't really tell you how important it was to that patient!"*



Shelley Green, Nurse Educator, knows how important volunteers are to help manage big projects at the office. *"Barbara kindly increased her time to help our Professional Development department conduct a comprehensive audit of all our files. She is a valuable member of our PD team and we so greatly appreciate her willingness to come in and help us with such a large undertaking!"*



Indeed, administrative support volunteers are crucial and respected members of the team. Dottie Love, Credentialing Administrator for TCN, says, *"I want to thank Jan for holding herself to high standards and holding others accountable as well. She routinely checks and double checks work to be positive it is complete and accurate. I can always count on her. Thank you, Jan!"*



# Palliative Care Provides An **Extra Layer of Support**

*Serious illness can be stressful for you and your family. Palliative Care is an innovative healthcare service that provides you with an extra layer of coverage and peace of mind for the stresses that may come with a serious illness.*

*A customized care plan is created with a team of doctors, nurses, social workers and other specialists who work with the patient's doctors to provide relief from symptoms, pain, and stress of a serious illness – whatever the diagnosis.*

*This extra layer of support is appropriate at any age and any stage in the serious illness and can be provided along with curative treatment.*

Remembering back to last fall, when I discovered Four Seasons after learning my mother had fallen at her home, our family has been blessed with consistent communication and reliable service. My mother has felt more engaged with her faith community and neighbors in a way that she was unable to do prior to having Four Seasons Home Care assisting her with daily routines. When we FaceTime in the evenings, she now smiles and has stories to tell her grandkids of her daily adventures and of her new friendship with her caregiver. My heart has been full knowing she is receiving such great care and support.

Shortly after the holidays, though, Mom took a turn. I noticed she began to withdraw from daily extracurricular activities like knitting group and church. She skipped calls with us that used to be so meaningful to both her and my kids. Her texts became hard to understand and she stopped replying promptly to the photos and videos I would send. I knew something had changed and I needed to make a trip down to see her to figure things out.

Upon arriving at her home, I noticed she was a bit disheveled and looked confused. I asked when her caregiver would be stopping by and she said she had called her yesterday and told her not to come. When I asked why, Mom said she wasn't feeling up for the company and knew I would be here to care for her. I went into her room and saw her pill box for the week was still completely full. My heart sank, wondering if the medications she was prescribed were not being taken and if that was the cause of her change in behavior and mood.

I called Four Seasons Home Care who quickly assured me that, up until this week, they had been seeing

mother routinely and reported positive behaviors, interactions, and mood and healthy eating habits, along with confirming routine medication delivery. Mom had called Monday and told them she didn't need service this week because I was coming. My heart sank thinking she had been alone, and possibly under-medicated, for a few days now. I wondered when she ate her last hot meal. I remembered the conversation with the Director of Care Navigation months back where she gave me "warning signs" for living or caring for those with dementia and was so relieved that I was able to reference the resources she provided then to know Mom needed my help now.

The next day we made an appointment with the Directors of Four Seasons Care Navigation and Home Care and asked them bring someone from Four Seasons to talk to us about Palliative Care. It seemed like we needed more support to ensure the medications we were being prescribed were working, and that her disease was being treated accurately as it advanced. After some dialogue between their three representatives, Mom, and myself, we decided to give Palliative Care a try. We expressed wanting to make sure that all of Mom's providers were talking and working towards the same goals – comfort, clarity, and being able to express her feelings, emotions, and love for as long as possible. During the times Mom would feel trapped by her dementia, she would withdraw and turn bitter. Those times were what she resented the most as she knew she was hurting those she loved.

Towards the end of our meeting with Four Seasons, there was a knock at the front door. It was the caregiver from Four Seasons Home Care. She was coming by to check on Mom because even though she was told she wasn't needed this week, something

just didn't feel right and she wanted to stop in. Mom smiled when she saw her. She remembered her immediately and slowly walked towards the doorway to give her a hug. The caregiver jumped into action without being prompted or disturbing our conversation, making Mom a cup of hot tea and getting her favorite quilt off the couch and placing it on her lap. She then made her rounds to ensure the house was tidy while Mom had guests because she knew how much that meant to her.

As our meeting finished, I noticed the caregiver in the kitchen doing dishes and making lunch. As she handed me a hot cup of tea, I sat down at the kitchen table and began to cry. I cried tears of relief, knowing that mother had a whole team of support around her that was soon about to grow even larger by adding Palliative Care to her care plan. One of the best parts of the conversation with Four Seasons was that the Palliative Care nurse noticed the basket of yarn beside mothers chair and asked about her interest in volunteering with Four Seasons as they have a group of sewers, quilters, and knitters that work on projects for hospice patients. Mom lit up like a Christmas tree when asked if she would be interested and said it would be her honor to take part in making something for someone else, something they would cherish and find comfort in. As much as Four Seasons has provided comfort for our family, Mom felt it was so wonderful to be given the opportunity to return that kindness to someone else.

Before I left the following weekend to return home, we had an entire 6-month plan with Palliative Care nurses, nurse practitioners, and providers set up to ensure she was being seen frequently. We also kept Home Care in place to drive her to and from those appointments, as well as Care Navigation, who would check in with her routinely to ensure the care plan was being executed and information was being relayed back to me.

I know there will come a time when we need to face reality and either move Mom in with our family or move our family closer to her, but until then I feel it is my duty to help her live as well as she can where she wants to live. Western North Carolina is her home and I'm so thankful for the community, caregivers, staff, and volunteers (and volunteer opportunities) with Four Seasons that have assisted her in being able to live her life how she wants, where she wants.







*The trusted care we take for granted today has not always been available in our community.*



*Miriam Kusrow, Ray "Mack" McCaslin, and Mary Cleary, who helped launch Four Seasons as "Hospice of Henderson County" during a time when the hospice care model was new to our nation.*

**40** Years  
Trusted Care Since 1979



## Community Matters

Loretta Shelton, Executive Director, Four Seasons Foundation

As our entire organization prepares to celebrate our 40th year of service, I recently had an opportunity to meet a few special people who were part of the very beginning of the Four Seasons' story.

Sandy Williams, a long-time friend of Four Seasons and current Foundation board member, and I were blessed to spend time with Mary Cleary, Miriam Kusrow, and Ray "Mack" McCaslin, who helped launch Four Seasons as "Hospice of Henderson County" during a time when hospice was new to our nation.

Mary began as executive director in 1982, following the founding executive director, Dr. John Esse. At that time, she and Miriam, the Home Care Coordinator, were the only two paid staff members. They shared how integral volunteers were to the care, calling them the heart and soul of hospice.

In medieval times, the word "hospice" was used for a house of shelter or rest for pilgrims and strangers, particularly for weary travelers seeking refuge while making their way to the Holy Land. By the mid-1800s, it was used to describe end-of-life care and was used by the Irish Sisters of Charity when they opened Our Lady's Hospice in Dublin, Ireland in 1879.

One hundred years later, in 1979, Jean Hoogstra and other community members had the vision and determination to make the same sacred care possible in Henderson County. Beginning in 2002 former CEO, Chris Comeaux, grew Four Seasons from serving 30 hospice patients per day to serving over 200. Now, under the leadership of our current CEO, Millicent Burke-Sinclair, Four Seasons serves over 300 hospice patients per day in eleven counties of Western North Carolina and upwards of 1,000 palliative care patients per day. Along every step of the way, volunteers and donors from our local communities have helped Four Seasons thrive and grow.

Listening to the stories of those early years with Mary, Miriam, Sandy and Mack, I was reminded that while the Foundation was established only a few years ago, community support has been a part of Four Seasons' fabric from the start. This is as true today as it was 40 years ago, reflected in the incredible support shown by those in the communities we serve across Western North Carolina.

Because of our donors and volunteers, we remain true to our roots as a community-based, independent, nonprofit organization that provides dignity, peace and comfort to all who need it at end of life, regardless of their ability to pay.

With gratitude for your continued support,  
Loretta



## Forget Me Not Garden Gala

**Sunday, April 28 at 4:00 PM**

During the Forget Me Not Garden Gala, the community gathers at the beautiful Champion Hills Club in Hendersonville to sip cocktails, savor epicurean bites, and support Four Seasons trusted care. This annual event is a wonderful place to connect to community members who care about the community, as well as the volunteers, staff and clinical providers who made a loved one's care possible.

For more information and to attend, contact the Foundation office at (828) 513-2440 or [www.FourSeasonsFDN.org/events](http://www.FourSeasonsFDN.org/events)



The 2019

## Forget Me Not Garden Gala

is presented by



*The Gordon family:  
Seated (l-r) Norman, Marilyn, Mike and his dog Lulu  
Standing (l-r) Kenneth, his daughter Leah, and wife Stephanie*

From the time he sold the first self-serve gas in Hendersonville in 1970, until his death at Elizabeth House in 2017, Norman Gordon had a heart for his community.

Now his wife, Marilyn, and sons, Ken and Michael (Flash), continue that legacy by giving generously to help others.

*It is with deep appreciation and gratitude that we recognize the Gordon family and Norm's Minit Mart for their generous support of Four Seasons' trusted care.*



# Employee Spotlight

Rhonda Oakes, VP of Clinical Operations



Four Seasons is excited to welcome Rhonda Oakes to our Four Seasons family! Rhonda comes to us with more than 23 years of hospice and palliative care experience. She is a certified hospice and palliative nurse.

She has served in various leadership roles throughout her nursing career, and her most recent role was overseeing regulatory and clinical analysis and integration for hospice and homecare providers with diverse opinions and needs. Rhonda is an active member of the Hospice and Palliative Nurses Association and the current chair for the HPNA Public Policy SIG, and 2019 Chair for the HPCC CHPN/ACHPN Situational Exam Development Committee. Rhonda serves as a board member for the OMAHA System representing hospice and palliative care. She is an observer and participant of the SNOMED-CT Nursing Virtual Workgroup, advocating to ensure concepts

relevant to hospice and palliative care are included for international consideration for mapping projects. In addition, she has collaborated with hospices across the nation in creating best practices and championing their integration using the electronic health record. Rhonda is one of the collaborative co-authors of the ICNP® Catalogue – Palliative Care. The International Classification of Nursing Practice (ICNP®) is part of the World Health Organization Family of International Classifications (WHO-FIC). Rhonda's volunteer work with Healthier TN sparked her desire to return to a not-for-profit organization and serve the clinicians and their communities through Four Seasons.

We are proud and excited to welcome Rhonda to the Four Seasons team and are looking forward to the great ways she will join in supporting our staff, patients and community.

**Our Care Continuum**  
allows us to  
provide access  
to the best  
advancements in care  
at the right place and  
the right time.



Care Navigation  
Home Care  
Palliative Care  
Hospice Care  
Bereavement Support  
Clinical Research

## The Four Seasons Care Continuum



## How are services paid for?

<ul style="list-style-type: none"> <li>• Private Pay</li> </ul>	<ul style="list-style-type: none"> <li>• Long Term Care Insurance</li> <li>• Private Pay</li> <li>• VA</li> </ul>	<ul style="list-style-type: none"> <li>• Commercial Insurance</li> <li>• Medicare</li> <li>• Medicaid</li> <li>• Private Pay</li> <li>• Four Seasons Foundation</li> </ul>	<ul style="list-style-type: none"> <li>• Commercial Insurance</li> <li>• Medicare</li> <li>• Medicaid</li> <li>• Private Pay</li> <li>• VA</li> <li>• Four Seasons Foundation</li> </ul>	<ul style="list-style-type: none"> <li>• Four Seasons Foundation</li> </ul>	<ul style="list-style-type: none"> <li>• Four Seasons Research &amp; Development</li> </ul>
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**40** Years  
Trusted Care Since 1979