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FOUR SEASONS

The Care You Trust

Autumn

2019

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Four Seasons is celebrating 40 years of co-creating the best care experience possible, thanks to you!

Without your commitment of trusting us, we would never have reached this milestone.

It has been, and continues to be, our great honor to serve western North Carolina.

40 *Years*
Trusted Care Since 1979

Welcome Friends

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

A New Season

As we enter this fall season, we are embraced with a harvest of reflection, memories, and opportunities. As you see the changing leaves, feel the cooler temperatures, and smell fall air, may you be comforted to know that in this season there is peace and treasure to behold.

Across all of the communities we serve throughout western North Carolina, patients and families matter most to us in all we do. Our mission of Co-Creating the Care Experience started 40 years ago. What an amazing ministry we all are able to participate in as we seek to provide trusted care every day to every person regardless of their ability to pay. From the very beginning of a diagnosis to the years after one's transition, we continue to expand in our commitment to value and honor what matters most to all patients and families. Our community is why we started, why we exist today, and why we will continue to be the very best provider of serious illness care for many generations.

Throughout our fiscal year of 2019, we have been blessed to be a part of so many tremendous lives. Join me in a very brief look at just a few of the differences made:

- We were honored to serve more than 400 hospice patients per day. This means that, at any given time, we are serving more patients and families through hospice care than ever in our history.
- Each of our service lines have served more patients than ever before and continue to enhance the quality of care they provide.

- The We Honor Veterans program has had the honor to recognize and pin over 485 veterans since launching the program.
- We achieved our highest staff engagement percentage ever, with over 91% of our staff reporting through an anonymous survey of their positive engagement.
- Renovations are underway at Elizabeth House after celebrating 20 years of service
- We are making progress on a new Veterans Memorial Garden at the Elizabeth House
- This year we have also maintained a positive financial position allowing us to stay committed to patients who otherwise couldn't afford care, programs that offer expanded care services to our community-at large, and to our staff and volunteers, the people who provide the care our community trusts.

A Fresh Vision

Here at Four Seasons, we are reflecting on the impact our precious communities have allowed us to have in their lives this past year. Because of your willingness to allow us to serve you, we've been able to cast a vision for accommodating more patients than ever before with the highest quality of care possible.

Throughout 2019, we placed an emphasis on two key areas including providing the very best care to our patients and their families and being the very best place to work for our employees. Having exceeded expectations in both areas, we are honing our 2020 strategic goals to focus even more on these two areas.

As part of this focus, you will find us placing an emphasis during the upcoming year on:

- Patient satisfaction – valuing every single patient by honoring what matters most to them and their families, throughout our expansive care continuum,
- Family experience of care – ensuring we exceed expectations in every way possible,
- Staff investments – including staffing appropriately for projected growth and providing internal education, training, and support,
- Continuing research and innovation projects to remain and further our position as a leader in cutting-edge hospice and palliative care.

A Brand New Day

Four Seasons recently underwent an internal and external survey process to identify the most recognizable way for patients, families, prospective staff, and community members to identify our services. The result of the survey was incredibly informative. As a result, we will be launching a branding campaign in fiscal year 2020 that focuses on each of our areas of service.

The Four Seasons name will not change – however, each service line will receive its own name as part of the Four Seasons legacy. These names will be used in our everyday language and our materials for clarity and recognition.

- Four Seasons Care Navigation
- Four Seasons Home Care
- Four Seasons Palliative Care
- Four Seasons Hospice Care
- Four Seasons Grief Services
- Four Seasons Research
- Four Seasons Foundation

It is our hope that utilizing the individual service line names that our communities recognize will strengthen your confidence in each of our areas of expertise and service..

With so much gratitude,

Thank You

for joining to celebrate Four Seasons providing trusted care to the communities of western North Carolina for 40 years. We are honored to partner with you in Co-Creating the Care experience.

We are very appreciative of all the support from these sponsors:

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Find Your Path

as shared by Blair Stockton, MS, CCLS, Child and Adolescent Grief Coordinator

Our child and adolescent bereavement program **Heart Songs is being renamed Compass** to reflect its mission of helping young people who are grieving find a path through grief.

The program has served young people in western North Carolina for 25 years and has expanded from a small program for children and grandchildren of hospice patients into a renowned service available for any child who has experienced the death of a loved one within the 11 counties Four Seasons serves.

The name **Compass** was chosen because a compass is often used as tool to provide direction to someone as they navigate their path. Our goal through Compass is to be that level of support to help children and teens as they process their grief and find the path that supports what they need during that time.

In today's world, children and teens are being impacted by death more every day. They are experiencing the death of loved ones at earlier ages and due to traumatic circumstances like suicide, homicide, opioid use, violence, etc. Children and teens are being exposed to a world of uncertainty and are struggling with how to cope with their circumstances. **Compass** is here to offer that support for grieving children and teens that are looking for guidance through the death of their loved one.

By providing education about grief processes and offering support for grieving children and teens in individual and group settings, they are able to learn about their grief and develop strategies that help them work through the process. The program also

supports parents and other caring adults, helping them develop confidence in supporting younger individuals during this difficult time in their lives.

Grief is never easy for anyone to navigate – especially as a child or adolescent. As the program becomes **Compass**, the overall goal is to help children and adolescents explore new passages through grief by helping each child find the path that provides their needed level of support. We want to ensure our communities have the resources they need to ensure each child impacted by grief is supported.

With **Compass**, the services offered will remain the same, but the overall goal will be to meet more children, teens and families where they are in their own personal grief. **Compass** will work to ensure that all children and adolescents have access to grief support and that grief support will work to meet their individual needs.

Children and adolescents in the **Compass** program will identify what they need on their own path, connect with others, and develop personalized supportive approaches in managing their grief.

Compass will remain a program that is offered at no cost to the families that are served and will continue to be funded through the generous donations from the community through the Four Seasons Foundation.

Camp Heart Songs, a weekend experience which is held annually in August, will keep its name to offer a distinction between the camp and the overall program, which is offered through various events and individual sessions throughout the year.

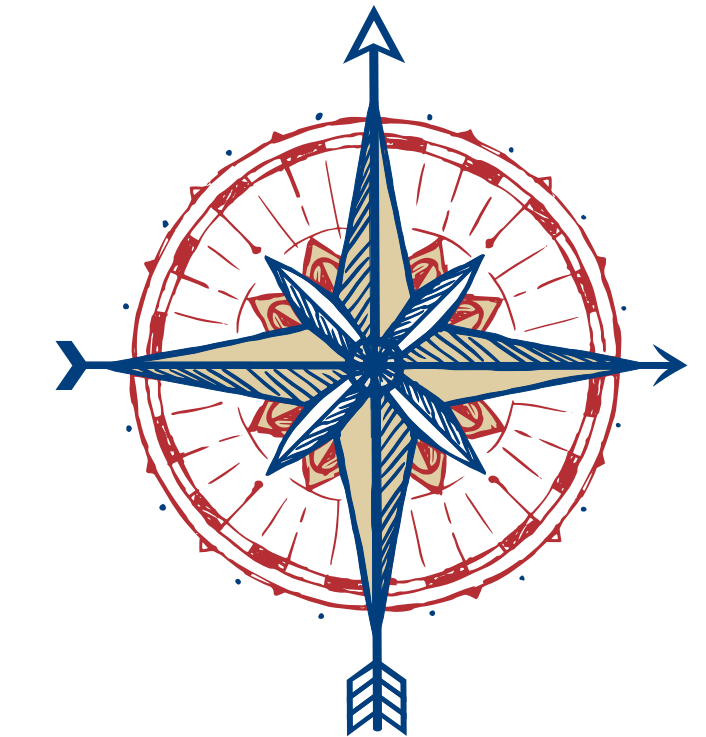


We are grateful to be able to continue serving our community through this very important service. Each and every day, children and teens experience a magnitude of feelings and processing those feelings can sometimes be a struggle and we are here to help lighten that burden. We believe that each and every child and teen deserves to live the very best life possible and in doing so we commit to continue positively supporting them as they journey on their path to wellbeing. Everyone deserves to live with peace, love, and confidence and our program helps this to become their reality.

~ Lara McKinnis, MS, MT-BC
Director of Bereavement and
Patient & Family Support

Being a child and teen is hard enough with the demands of school, friendships, family, and life in general. Grief is something that we all know we will experience, but we are never prepared for. Through Compass we want to help children and teens find the support they need and be there to walk with them through their grief. We want to help them find their own strength, but also make them aware of the community that is there to lift them up as well. Our goal is to show children and teens that they are never alone and they always have somewhere to turn.

~ Blair Stockton, MS, CCLS
Child and Adolescent Grief Coordinator



COMPASS

*Trust your compass.
Find your path.*

For more information
about the programs Compass offers,
or to connect a young person with resources for
processing grief, contact Blair Stockton at
(828) 692.6178 or info@fourseasonscfl.org

This fall we'd like to show special honor to staff member Sue Ann Hamby, Director of Clinical Operations Support, who is celebrating her 22nd year at Four Seasons.



When I started at Four Seasons, everything was still done on paper, and we were serving around 25-30 hospice patients total. We now serve 400+ patients daily.

*~ Sue Ann Hamby,
Director of
Clinical Operations Support*



Employee Spotlight: 22 Years of Loyal Service

Prior to joining the Four Seasons team in 1997, Sue Ann worked as a social worker in long term care. She was introduced to Four Seasons by a social worker who felt that she would be a great fit for the team, which was then comprised of less than 20 staff members.

During Sue Ann's first days, Four Seasons' offices were located on the Old Spartanburg Highway in a building that is no longer there. "I worked as a social worker for six years, and then became the Director of Family Support Services," says Sue Ann. "At that time we had moved into an office space located right beside Papa's and Beer on Asheville Highway. Lunches were always awesome!"

After serving as Director of Family Support Services for four years, Sue Ann felt the need to step back and be more present as a mom. Her son had become quite ill due to complications with asthma. During those complications, he was airlifted to Mission Hospital and spent several weeks in the pediatric intensive care unit.

"We didn't know how it would turn out," says Sue Ann. "I'm so grateful to say my son is now 19 and healthy." While supporting her family, Sue Ann moved into a quality specialist role where she says she "embraced her inner geek." "I really love data," she says. "I'm so glad Four Seasons allowed me the

opportunity to move into that role because it developed a skill set and passion that I've cultivated to this day." Since that time, Sue Ann has worked in an informatics and quality role, supporting the clinical teams through data analyzation, managing family satisfaction scores, and promoting patient and family satisfaction. Currently, Sue Ann serves as Director of Clinical Operations Support, overseeing the quality, clinical informatics, and professional development teams.

When reflecting on her work in hospice care, Sue Ann remembers a personal experience that has impacted her life and desire to work in this field. When Sue Ann was 21, her 16-year-old twin sisters were killed in a car accident. "It was the most difficult day of my life," Sue Ann recounts. "Because death came so tragically to our family, we had to deal with it suddenly and openly. We learned to deal with the idea of life ending – and all that comes between and after."

"People always ask me how we do this hospice thing. How do we not get attached? Well, we do get attached, but I always explain to them that we know going in what the likely outcome will be and that helps us prepare emotionally. It puts us in a better place to be able to support those who we care for. When I am teaching our new staff, I always tell them to never forget

that. They may enter many situations where the outcome will result in someone's death, but NEVER forget that this is the first time this family has lost this person. We may do this every day, but that family doesn't and we must always bring ourselves back to that place with that family and that patient."

When Sue Ann began her career at Four Seasons, founder Jean Hoogstra and her husband Don were still very active in the daily workings of Four Seasons, both working as hospice volunteers. Sue Ann remembers and misses them very much. "Jean was always a delight and Don was always funny. I had lunch with them many times at their cottage at Carolina Village," she remembers. "It was always enjoyable and you left feeling like a better person. What inspiration and what fantastic volunteers they both were to this organization."

Sue Ann had the opportunity to tour both Jean and Don through Greatrex Place, Four Seasons' main office in Flat Rock, when the grand opening was held: "I think Jean felt overwhelmed at just how much our new space showed the community's love for this work that is done here. I don't think she could have ever imagined that her work would touch so many lives. Not just those we care for, but mine...and many others who knew her and her family."

As we celebrate our 40th Anniversary, we want to take this time to honor, remember, and thank each of our staff, volunteers, founders, and donors for allowing the mission of Four Seasons to be accomplished throughout the years.

Board Member Spotlights

Lee Beeson
Four Seasons Board Member



How long have you served on the Four Seasons Board?

I am new to the Four Seasons Board in 2019.

In what capacity do you serve Four Seasons?

I serve on the Finance Committee, Marketing and Outreach Committee and also on the Facilities Committee.

What do you do for a living?

I am responsible for overseeing the North Carolina Region for the United Federal Credit Union.

How does your work tie into your involvement with Four Seasons?

Many of our members and/or immediate family members have experienced a need for Four Seasons' services and I have always had respect for the work they, their staff and volunteers do on a daily basis.

Is there a reason you felt called to be involved with Four Seasons?

Four Seasons has a long standing reputation, not only in this area (the Southeast) but also that reputation has spread across the nation for being on the leading edge of providing compassionate hospice and palliative care in the industry. I feel humbled and honored to play such a small part in the story Four Seasons is writing that I believe will impact the future of healthcare. I truly believe what sets Four Seasons apart is our wonderful care giving teams that provide compassionate care each and every day. Secondly, the amazing leadership team that provides such vision, propelling Four Seasons to the top of the care industry. When these two come together it's no wonder Four Seasons is one of the best places to work, volunteer and be cared for at the end of life, in all of North Carolina.

John Veazey
Four Seasons Board President



How long have you served on the Four Seasons Board?

I served 6 years, then took a year off. This past year I came back to serve as Chair starting a new 3 year term for me. I have always felt called to be part of this organization and serving on the board is both an honor and something I enjoy doing to give back to my community.

In what capacity do you serve Four Seasons?

I have served on the executive committee for several years and was the secretary at one point. I also served as vice chair and was a member of the strategic planning committee. I have been blessed to have the opportunity to use my skills and talents to help Four Seasons.

What do you do for a living?

I am a partner at the Van Winkle Law Firm. My primary focus is on Estate Planning and Estate Administration.

How does your work tie into your involvement with Four Seasons?

We both assist individuals in planning for and coming to terms with the changes that occur in life when we are challenged with a serious or terminal illness, and we both assist families in dealing with the loss of a loved one. In addition, Van Winkle Law Firm has been a consistent and loyal sponsor and supporter of all things Four Seasons for many years. If there is ever an opportunity to help patients at the end of life, we are all ears to learn more.

Is there a reason you felt called to be involved with Four Seasons?

Years ago, after realizing so many of my clients were expressing to me how much they appreciated the services and care provided by Four Seasons, I knew I had to get myself involved and here we are nearly a decade later and I have the honor and privilege to serve this compassionate organization as Board Chair.

Dog Lady Love

as shared by Taylor Light, MS, MT-BC, Music Therapist - WNC, Four Seasons

Eugene and Myrna Ponkauskas shared everything with one another. Forty-four years of marriage, a love of travel, a “King of the Road” RV, and many, many dogs. According to Gene, Myrna “has a thing for dogs... any dog. All dogs. Big dogs, little dogs, cute dogs, ugly dogs, and even mean or so-called vicious dogs; makes no difference to her. She’s never met a dog she didn’t like, or more amazingly, a dog that didn’t like and respond to her.”

There’s something about Myrna’s spirit, according to her husband, that facilitates this connection. “Oh, how I yearn to be a dog in Myrna’s life,” said Gene. “But she assures me I could never achieve such a high status.”

Before settling in their western North Carolina home, Gene and Myrna spent the greater part of twelve years roaming the country in their RV. According to Gene, “our typical plan was to drive 200 miles and stay 4 days. This way we hardly ever got ‘road tired,’ and were well-rested to enjoy the

sights, sounds, and smells along the way. ‘Gathering roses’... that’s what we called it.”

Gene wrote about these things in his book, *Living with ‘The Dog Lady’ – A Love Story*, which outlines his wife’s personality through vignettes of her relationships with many family pets. The book was almost finished when Gene was admitted to Four Seasons Hospice in March of 2019.

Gene received Music Therapy services when he was admitted to hospice. He and Myrna (and their playful Australian Shephard, Shadow) shared weekly visits with their Four Seasons music therapist. Gene and Myrna reminisced about their lives together, and spoke about the songs that defined their journey. The music therapist used one of these songs, Captain & Tennille’s “Love Will Keep Us Together,” to compile a “heartbeat song” – both Gene and Myrna’s heartbeats were recorded, and the song was played over the beats as a tribute to the couple’s journey together.

As the weeks continued, and as Gene sensed a change in his own wellbeing, he began to wonder if he would be able to finish ‘*The Dog Lady*’. Honoring Myrna was important to Gene, so he devised a plan. After a routine visit, Gene pulled his music therapist aside and made a special request. He asked for help in writing a song that communicated his love for Myrna.

Gene wanted to surprise Myrna – a task made difficult by the fact that she was present for every music therapy visit. To support his vision, the music therapist suggested co-writing the song by sharing written and digital communication outside of music therapy sessions. Gene’s whole hospice team was notified, and all volunteered to help with the plan.

For several weeks, Gene and his team worked to compile a song. Gene filled a thumb drive with scanned cards, letters, and photographs that the couple had shared throughout the years. He included a copy of ‘*The Dog Lady*’ manuscript, still

unfinished, and an outline of moments and memories he hoped to include in the song.

Gene wrote notes on scraps of paper, which he stuffed in the cushions of his living room couch. Each time a member of the hospice team arrived, they would sit on the couch (with Myrna present) and discreetly retrieve the information. All was passed along to the music therapist, who went to work compiling the memories into a song for Myrna.

Drafts were returned to Gene’s couch on the flash drive, and he provided constant feedback as the music and lyrics were developed. The song was to be an outline of their story – a means by which to chronicle their life together.

Finally, on June 4, 2019, the song was ready. As the music therapist arrived for a “routine” session, Gene announced that this was no ordinary visit. He presented Myrna with a letter that outlined the story of his efforts to write the song. He expressed his love and affection for Myrna, and told her that she deserved to be honored in this way.

The music therapist presented Myrna with a framed copy of the lyrics and sang the song for the first time. Myrna and Gene listened with tears in their eyes; this was their story. One week later, the music therapist shared the song with Myrna’s daughter – Gene’s stepdaughter. She thanked Gene for taking the opportunity to honor her mother in this way.

Four short weeks later, on July 6, 2019, Gene died peacefully in his home. He was not able to finish ‘*The Dog Lady*’, the draft of which remains a beautiful tribute to his wife Myrna. The family was presented with multiple CDs containing recordings of both the heartbeat song and Gene’s original song, which he aptly named “*Dog Lady Love*.”

The lyrics of “*Dog Lady Love*” serve as a reminder of Gene and Myrna’s travels, and emphasize what Gene was trying to say to Myrna all along – “My home is anywhere with you.”



“Dog Lady Love”

*Colors like a brand new day when you’re around,
With a laugh that makes my walls fall down.
Puppy love in every way, you’re my Dog Lady
New adventures every day.*

*Queen of the Road let’s drive away
While the evening shadows play.
And in your eyes, I’ll gather roses as each day goes by.
My home is anywhere with you.*

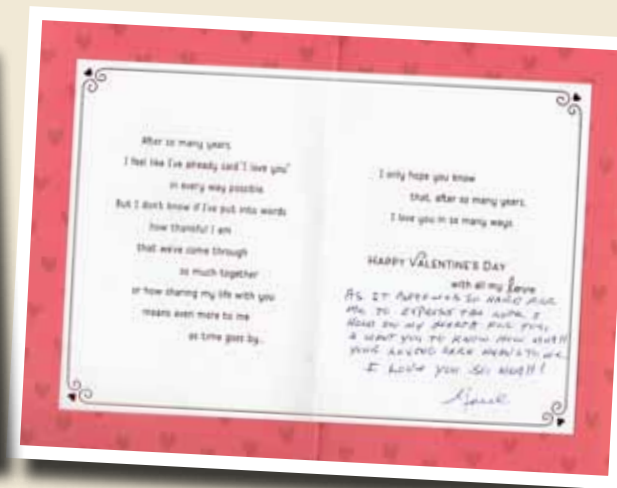
*From deserts to the Everglades,
they told us we should stay at home,
We disobeyed.
We wandered like Moon River’s tide,
My heart, it quivers at the thought of all those nights.*

*Queen of the Road we drove away
While the evening shadows played.
And in your eyes, I gathered roses as each day went by.
My home was everywhere with you.*

*Planted roots with a Scenic View,
Still grateful for each moment spent with you.
I find it hard to show you, dear,
How much I love you after all these years.*

*Queen of the Road, with you I’ll stay
As the evening shadows fade.
And in your eyes, I still gather roses as each day goes by.
My home is here and now with you.*

Colors like a brand new day when you’re around.





Major General Joseph Taluto,
Keynote Presenter;
Millicent Burke-Sinclair, CEO;
Neal Hanks, Beverly-Hanks Realtors
President, Presenting Sponsor; and,
John Knapp, WHV Volunteer and
Foundation Board Member
are pictured above at our recent
fundraising luncheon to benefit the
General Frank Blazey
Endowment Fund.



WE HONOR VETERANS



Supporting Our Veterans

The Four Seasons "We Honor Veterans" leadership annual giving club was launched at a fundraising luncheon on September 12, 2019 to benefit the General Frank Blazey Endowment Fund, which helps provide end-of-life care for Veterans.

After a 29-year military career, the late Gen. Blazey retired in Henderson County where he served on the board of directors of and supported many Henderson County nonprofits, including Four Seasons, which provided hospice care to his wife, Joy Drew in 2013. We were honored to work with Gen. Blazey to create his endowment fund to help support other Veterans.

Our keynote presenter, Major General Joseph Taluto, USA (Ret), was responsible for the readiness of all National Guard Forces in the state of New York on September 11, 2001. During a moving presentation, he shared slides and stories from his time commanding some 2,000 soldiers, airmen, sailors, and marines responding to the 9/11 events in New York City. "Our country was under attack. We were working in conditions involving many unknown factors including unidentified toxins in the air. Our main goal was to locate and recover any survivors. Members of our armed services were exposed to a tremendous amount of health hazards."

General Taluto ended his presentation by emphasizing the importance of providing trusted end-of-life care for Veterans, adding that "No matter what they did during their military career, each Veteran agreed to give his or her life. Every Veteran-hospice patient deserves comfort, dignity and to be thanked for their service." Four Seasons is proud to partner with our local chapter of MOAA (Military Officers Association of America) to provide special recognition ceremonies to hospice patients who are veterans.

The luncheon was a tremendous success, raising more than \$100,000 for the Blazey fund. "We Honor Veteran" leadership annual giving club members will receive regular program updates, invitations to special events, and recognition in the annual report.

For more information, call us at (828) 513-2440.

40 *Years*
 Trusted Care Since 1979



Nancy & Dan Barber

The Dan & Nancy Barber Veterans Memorial Garden

as shared by Anne Valentine, Four Seasons Foundation Board of Directors and Veterans Garden Committee

As the leaves begin to change and fall comes to the mountains, Four Seasons is delighted to announce the groundbreaking on the Dan and Nancy Barber Veterans Memorial Garden at Elizabeth House. This sacred project, funded by the Barbers in honor and memory of their many loved ones who have served in the United States Armed Forces, will give our community a place to pause and reflect on loved ones who have served in the military.

Adjacent to the gardens that already beautify the Elizabeth House campus, the Barber Veterans Memorial Garden will be framed by flags and plaques for each of the service branches. Shaded seating areas and a beautiful gazebo nearby will

invite visitors, families and staff to spend time outside in the comfort of the natural world.

After only a few months of marriage, Nancy's first husband died in combat in Vietnam. She met Dan the following year in Germany, where he was stationed during the conflict. Both Dan's and Nancy's families have a long tradition of military service, including grandparents and younger nieces and nephews.

Together with Four Seasons, the Barbers are pleased to provide this special place for the community. The Veterans Memorial Garden will have many on-going opportunities to honor Veterans by purchasing inscribed paving

stones, or dedicating benches or trees to a loved one's memory. Individuals or organizations may also wish to sponsor annual upkeep and development of the planting areas.

With renovations proceeding inside Elizabeth House, the Veterans Garden will be the first step in updating the grounds. New shade trees will create a cool, welcoming environment around the building. Over-mature shrubs will be removed to make way for a new variety of plantings with an eye to species that reflect our natural setting. We know that views of nature and restful outdoor spaces are tremendously healing to patients, families and staff. We welcome contributions to this important project!

Volunteer Spotlight

Jeremy Glidden, Volunteer Coordinator
Buncombe & Haywood counties



Four Seasons is proud to announce a partnership with the Asheville region Threshold Choir to bring a new service to patients in Buncombe County

The Threshold Choir is an organization that brings ease and comfort to those living with serious illness. With over 200 groups around the world, a group of Asheville singers formed this group about a year ago. Several of the singers have even become certified volunteers with Four Seasons.

Two to four members of the Threshold Choir visit and provide a “song bath” for our patients. A calm and focused presence at the bedside, with gentle voices, simple songs, and sincere kindness can be soothing and reassuring to clients, family and caregivers alike.

The Threshold Choir is currently offering visits at six facilities in Buncombe county for Four Seasons’ patients, and we hope to provide a consistent musical presence to ten facilities by end of 2020.

If you would like more information about volunteering with Four Seasons, please reach out to us at (828) 692-6178.

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. This type of care is focused on providing patients with 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.

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.

40 Years
Trusted Care Since 1979

FOUR SEASONS
The Care You Trust

