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Serving Henderson, Buncombe & Transylvania Counties



# Life Lines

August 2010

A publication of Four Seasons - Compassion for Life

## About Four Seasons

Four Seasons is one of the premier hospice and palliative care providers in the country. We've provided a high level of compassionate and professional care for people facing serious life-limiting illness in Western North Carolina since 1981. We are nationally recognized for providing exemplary palliative and end-of-life care.

Led by health care professionals, social workers, spiritual care professionals and volunteers, we work passionately to serve more than 700 patients daily across an area that includes Buncombe, Henderson and Transylvania counties. Our purpose is to help patients and their families face end-of-life issues with as much care and compassion as any other milestone in life so they can enjoy the best quality of life possible.

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Referral Line: (828) 233-0387

## Four Seasons' services are expanding

◦ by Chris Comeaux, President/CEO



We have two exciting announcements about the expansion of services here at Four Seasons.

### Highlands-Cashiers Hospice

First, I am pleased to share with you that Four Seasons has been given a certificate of need to operate the Highlands-Cashiers Hospice in Macon County. This small hospice has been operated by the Highlands-Cashiers Hospital, which will transfer their hospice services to Four Seasons effective October 1, 2010. This transfer of services will enable Highlands-Cashiers Hospital to focus on their core hospital operations, while Four Seasons will work on improving the end-of-life care services to the residents of the Highlands-Cashiers area and to the residents of Macon County.

The Four Seasons' board of directors recently made the strategic decision to position our agency as a regional hospice provider to ensure that the very best in end-of-life care services are available to everyone in Western North Carolina. This is a great opportunity to begin to meet this objective.

Carolyn Lawton, currently staff development program manager, will be our interim executive director at the Highlands-Cashiers Hospice, and Rebekah Reeves, currently director of internal education, will serve as the transitional clinical director. They will be assisted by a task force team of professionals from various areas of Four Seasons, including John Morris, MD, vice president of clinical outreach and palliative care medical director; Elizabeth Whitten, vice president of business operations; Rick Scronce, director of information technology; Trevor Dale, operations

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**Michelle Webb, RN, CHPN  
and Janet Bull, MD**

***“Four Seasons set up a community outreach team to look at ways we could make an impact both locally and globally. Our team’s motto became, ‘reach out, give back, pay it forward, and be the change we want to see in this world.’”***

***- Michelle Webb***

## Life Lines

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## Palliative Care

# Four Seasons announces partnership with Zambia, Africa

◦ by *Kathy Thielke, community relations coordinator*

**Four Seasons and the Palliative Care Association of Zambia have formed a partnership to improve palliative care services throughout Zambia.**

Palliative care is supportive care focused on the relief of suffering, by providing good pain and symptom control, and support for families and caregivers. The care is centered on “whole person” care, integrating mind, body and spirit. I sat down with Janet Bull, MD, Chief Medical Officer and Michelle Webb, RN, VP of Clinical Operations, who will be traveling to Africa in September, to find out more about this endeavor.

***Michelle, can you tell me how this opportunity came about?***

Four Seasons set up a community outreach team to look at ways we could make an impact both locally and globally. Our team’s motto became, “reach out, give back, pay it forward, and be the change we want to see in this world.” So in addition to supporting local organizations, we wanted to reach out on a larger scale. We applied for a partnership with the Foundation for Hospices in Sub Sahara Africa, an organization whose mission is providing compassionate care to those in need. With their assistance we were partnered with the Palliative Care Association of Zambia.

***Janet, can you tell us about Zambia, the needs of its people, and what this partnership will be about?***

Zambia is a country in the central southern region of Africa. It is about six times the size of North Carolina, with roughly the same number of people at around 10 million. The average life expectancy is only 38 years, about half that of North Carolinians, and one of the lowest in Africa. They have been hit hard by the HIV/AIDS epidemic, and as a result over a million people are trying to live with this devastating disease, yet only 25% have access to medications. There is also a high death rate from malaria, tuberculosis, and cancer. There are limited resources – only 650 doctors for the whole country (compared to 22,392 in NC), few medications, and lack of training and education for healthcare professionals. So you can see, there are tremendous opportunities to make a difference in the care that is delivered. Our partnership will center on improving access to good palliative care throughout Zambia, and helping to provide the support and education that is so drastically needed.

***Michelle, in September, the two of you will be traveling to Africa***

***to attend the African Palliative Care Association Meeting. Can you tell me about this trip and what you hope to accomplish?***

This conference is an opportunity to share best practices and to work creatively with others in an attempt to provide quality palliative care throughout Africa. The conference will be held in Namibia, which is located on the southwest coast. It will serve as a forum for delegates to identify challenges and opportunities; exchange knowledge and experience; explore new approaches, and build support networks among colleagues. Lastly it will help the participants develop skills through expert-led workshops. Our goal is to provide support for a team of providers from Zambia to attend the conference.

***Janet, what are your plans after the conference?***

We plan to travel to Lusaka, which is the capital of Zambia and begin working with our partners, assessing the situation from the ground up and developing a working strategy. We will spend several days visiting the hospices both in the city and out in the rural community. We will be conducting teaching sessions for the doctors and healthcare providers as well as providing educational material on the care of the seriously ill. We also will be meeting with the policy makers in the Ministry of Health.

***Michelle, how does this fit in with Four Seasons’ Mission and Vision?***

This partnership fits in well with our core values of excellence and compassion. We dream more than others think is practical, and we expect more than others think is possible. We believe compassion has no borders.

***Janet, what are specific ways that people reading this article can help?***

The first way one can help is by making a donation either directly on our website at FourSeasonsCFL.org, or by calling our office at 692-6178. Our goal is to raise \$20,000 by September, so we can cover the cost of the conference for several participants and begin the assessment phase. Next year, we hope to bring their team to Four Seasons. We are excited about the opportunity to learn and help one another.

## Four Seasons goes green with several new web projects

### *SeriousIllness.org/FourSeasons*

Four Seasons has a new website just for individuals and families dealing with serious illnesses. This site contains a wealth of educational articles and caregiving tips, plus a directory of community programs, links to national resources, a family blog tool, and more. You can find it at [www.seriousillness.org/fourseasons](http://www.seriousillness.org/fourseasons). This site is in addition to the Four Seasons agency site, which is [www.FourSeasonsCFL.org](http://www.FourSeasonsCFL.org).

### *E-Newsletter*

Our new e-newsletter is produced monthly and has national stories of interest to family caregivers. Our July issue featured these articles: "Could an adult day program be the answer?," "How diet affects breathing" and "Travel tips when your loved one is disabled." Plus, future issues will include local stories about happenings at Four Seasons. We hope you will sign up at [www.FourSeasonsCFL.org](http://www.FourSeasonsCFL.org) or [www.seriousillness.org/fourseasons](http://www.seriousillness.org/fourseasons) to receive this great resource.

### *Follow us on Facebook!*

Four Seasons has a new Facebook page. Follow us here to keep up-to-date on Four Seasons services and events. The Four Seasons Facebook page can be found by searching for "Four Seasons CFL" on Facebook.com

### *4seasonsblog.com*

We also have a new blog that we invite you to follow and share with others. It can be found at <http://4seasonsblog.com>. You can "follow" us there with a Google account, which can be set up easily if you don't have one. Just follow the instructions on the blog page. We hope you will visit us there and check out our newest canine blog correspondent, Wolfy, a Four Seasons' therapy dog!

*Our hope is that our social media outlets will link us to you in a more practical way and provide education and support for anyone who may need our services.*

*See you on the web!*

*Looking for a few good volunteers! If you enjoy home décor, fashion and fun then this is the opportunity for you.*

*Our Home Store, located on Main Street in downtown Hendersonville, is open Monday thru Saturday, 9:30am to 5:00pm. There are two shifts available: 9:15am to 1:30pm and 1:30pm to 5:00pm.*

*Volunteers assist with store operations including customer service, receiving and sorting merchandise, pricing and displaying the merchandise, and operating the cash register.*

*We invite you to visit the store to see for yourself what great volunteer opportunities are available. Ask our store manager for more information on volunteering at the Hospice Home Store; or feel free to call our volunteer coordinator at (828) 233-0329. We will warmly welcome you to our team.*




**Park Ridge  
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Palliative Care Services at  
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# Heart Songs



## What is it?

Heart Songs is a children's grief support program offered by Four Seasons to provide counseling, comfort and guidance to the children and families of Henderson County who are grieving the loss of a loved one. Heart Songs is for all grieving children and teens, ages 6-18.

## How do we get help?

Heart Songs counselors are available for individual counseling at Greatrex Place, schools and home. Call the Bereavement Department at 828-692-6178 for an appointment.

## Mission statement

Heart Songs seeks to provide a safe and supportive environment in which children and teens can explore and express feelings and share stories about their loved ones, while learning through peer support groups and individual counseling that they are not alone.

# Heart Songs: supporting grieving children & teens

◦ by *Tricia Williams, Heart Songs coordinator*

## Sharing Life's Melodies

Since 2004, Camp Heart Songs has allowed children, 6-14 years of age, to share the melodies of each other's grief experiences.

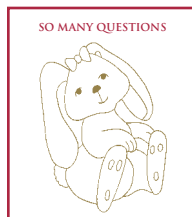


The generous owners of Falling Creek Camp have provided a super spot for Camp Heart Songs.

Bunny therapy speaks to the heart of many young ones.



Gracious donors filled our basket at Elizabeth House with "Caring, Comfort Bears."



This book by Helen Rice Summers, CCSW, answers a number of questions.



Hannah, our treasured Therapy Dog, provided countless hours of friendship to many grieving children.



## Healing with Horses

Since 2007 Four Seasons has collaborated with Horse Sense of the Carolinas to provide a support group to grieving teenagers within the community. The program is supported by a grant through United Way.



# Look who's joined our staff at Four Seasons

Here's a little about our newest employees. We asked them: "What compelled you to join Four Seasons?" Please read and enjoy their responses.

## Nicky Buttery, CNA

Nicky enjoys playing with the kids, family trips to the zoo, aquarium, petting farms or horseback riding, and Lego events at Toys R Us! She said, "The numerous positive comments that I hear from family and current employees about Four Seasons."

## David Crow, Four Seasons Representative

Outside of work David enjoys playing golf and singing. He said, "The opportunity to join a team of individuals with whom I attempt to align my core values."

## Stephanie Dylewski, Development Project Coordinator

Stephanie enjoys running, exercise, spending time with family, reading shopping, sports, design/fashion and her faith. She said, "The development director's (Derek Groves) passion and obvious love for the agency moved me to make a career change; seeing firsthand the love and enthusiasm the staff at Four Seasons embodied compelled me to work hard for the position!"

## Erin Henry, Home Care RN Case Manager

Outside of work Erin enjoys beadwork/jewelry making, reading, hiking, and collecting perfume oils. She said, "I love hospice and heard great things about Four Seasons in the hospice and palliative community."

## Sonya King, Multi-setting RN Case Manager

Sonya enjoys spending time with her godchildren, volunteering with her Great Pyrenees, Zach, and she also enjoys crocheting, quilting and reading. She said, "I've always been interested in hospice and the right door opened at the right time. I'm very excited about working for Four Seasons."

## Cathy Serada, Crisis Care LPN

In her free time, Cathy is an artist and enjoys painting. She said, "I enjoy being challenged and increasing my education. Hospice is one aspect of nursing I have never experienced. I look forward to all I have to learn."

## Earl Shehan, Home Store Assistant

Outside of work Earl enjoys hunting, fishing and boating. He said, "I enjoy working with people and the resale business."

## Teresa Tahu, Palliative Care Family Support Liaison

Teresa enjoys reading, walking for exercise, yoga, painting, woodworking, beading, drawing, flowers and herbal gardening. She also enjoys cooking, music, learning to play the violin, poetry, spirituality and meditation. She said, "The excellent reputation, good team atmosphere and excellent patient care. This is the type of environment I feel I can thrive in and make a difference in others lives. I have had both personal and professional experience with both palliative and hospice care and I know what compassionate individuals they all are. I feel truly honored to be here."

## Staff

# Meet Michelle Webb, Vice President of Clinical Operations



## Michelle Webb

Vice President of Clinical Operations

Michelle Webb has accepted the position of vice president of clinical operations at Four Seasons. She has been with the agency for six years, and has previously held positions of staff nurse, nursing team leader and director of clinical services at the Elizabeth House. She recently held the position of vice president of clinical services with responsibility for the clinical operations of the Elizabeth House, the Admissions Department, Crisis Care and the support team.

As the vice president of clinical operations, Michelle will oversee all the clinical aspects of care at Four Seasons. Michelle brings over 30 years of clinical and leadership experience to this position. She has experience in acute care, home health and mental health. In addition, she has been a nurse consultant and a nursing educator.

If you have questions about hospice or any of the services provided by Four Seasons, please call 828-692-6178 to speak with one of our caring staff members, or visit us at [www.FourSeasonsCFL.org](http://www.FourSeasonsCFL.org).

  
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### *Greatrex Place Wish List*

*Portable CD/cassette players & CDs*

*Books on tape*

*Word search or fill-in puzzle books*

*Pocket amplifier for hearing*

*Headphones*

*DVDs/Videos*

*Washcloths*

*Baby wipes*

*Lightly-scented body sprays and lotions*

*Assorted colors/print cotton material for gowns and pillows*

*Polyfil stuffing for pillows*

*If you would like to donate any of the items on the Wish List for Greatrex Place or Elizabeth House, please call Kathy Thielke at (828) 233-0332.*

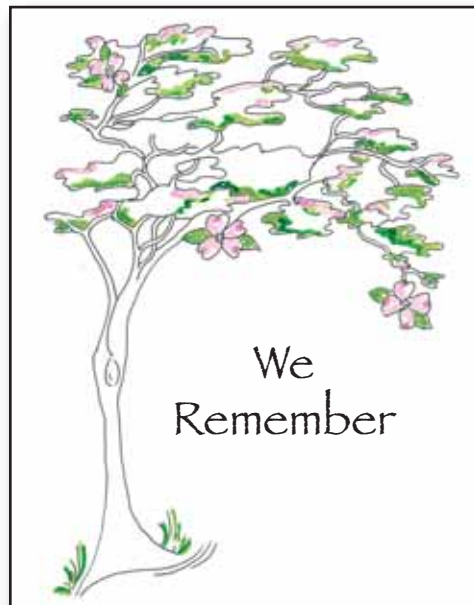
*Or, if you prefer, you may drop them by Elizabeth House 581 South Allen Road or Greatrex Place 571 South Allen Road.*

## Bereavement

# Semi-annual Celebration of Life Memorial Service

◦ *by Jan Buchanan, spiritual care coordinator*

Over 250 individuals attended the Four Seasons' semi-annual Celebration of Life Memorial Service held May 4, 2010. Together we celebrated the lives of 574 individuals (who died between 9/1/09 – 2/28/10) that Four Seasons cared for through hospice or palliative care or are now caring for their loved ones through our bereavement services.



Artwork by Felicity Gatchell

We know that grief is unique to each individual – that no two people experience it the same. But, they also share in the experience of loss and can come together through this experience and find that they are not alone. This was the goal of Four Seasons' semi-annual Celebration of Life Memorial Service held at Blue Ridge Community College on May 4, 2010.

Our theme was moving from winter into spring. We looked at the harshness of last winter and how grief often feels like that – something that breaks us, changes us, and moves us in directions that we don't expect – and tried to find the promise of spring that was rising up around us in the new buds on trees and in the possibilities within ourselves.

We heard storytelling, shared in music, poetry and moments of silence as we connected with one another around our own grief and that of so many others around us. As the evening concluded, we collected the pictures of our loved ones that we had brought to share, the magnet reminding us that "We Remember" and the "Mourner's Book of Rights" and ventured back out into the world a bit stronger than when we came into the evening's gathering. Buoyed by the strength of those around us, we too could find the spring that was growing both in and around us.

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## Four Seasons' services are expanding

analyst; Tina Gentry, vice president of sustainable resources and community relations; Donna Nawrocki, director of volunteer services; Sue Ann Hamby, professional coordinator; and myself.

### **Livability, LLC**

Secondly, Four Seasons has entered into a joint venture with Hospice of Rutherford County in Forest City to help people in WNC live in their own homes for as long as possible. The collaborative effort called Livability, LLC is a consulting and retrofitting business that specializes in universal design concepts for home safety and accessibility. Four Seasons and Hospice of Rutherford County combine many years of experience caring for chronically and terminally ill patients and their families. Livability is an extension of the missions of both our organizations.

Many people in our area are seeking an alternative to assisted living and skilled nursing facilities. Some require immediate changes in living arrangements due to disability, aging or chronic conditions. Others simply wish to adapt their homes in preparation for the future. Livability aims to assist all these people by remodeling their current residence, utilizing universal design principles to allow them to remain in the comfort and familiarity of their own home. Livability will serve homeowners of all ages from all walks of life throughout Henderson, Rutherford, Polk, Transylvania, and Buncombe counties.

The executive director of this new program will be Heidi Owen. She has been the director of community services for Hospice of Rutherford County for the past 16 years. For more information or to request a home assessment, contact Heidi at 828-233-0348 or visit the Livability website at [www.livabilityhome.org](http://www.livabilityhome.org).

# Experiencing the loss of a loved one

◦ *This is a letter from a bereaved person to her friend (names have been changed).*

The Four Seasons' Bereavement Department is available to provide support, counseling, education and group sharing for persons who have lost a loved one. Please call us at 233-0307 to schedule an appointment or to learn more.

Dear Mary,

I am writing to thank you for your wonderful support since George died. You've been a lifeline for me in the midst of this terribly difficult time. You showed up when I needed someone, you sat and listened to my stories over and over again, even when you knew I was repeating myself. You said just the right words when you told me that you didn't know what to say, but that you are here for me.

Since George died, I've gotten more advice than I ever wanted or needed. I know people mean well but they tell me they know how I feel when I don't think they can begin to imagine how hard it is for me. They tell me to be thankful for the wonderful years we had together, but all I can think about is what I wouldn't give for just one more day with my precious George. It just makes it harder when friends come by and tell me to be strong, or maybe even worse yet, when they avoid me because they don't seem to know what to say.

One of my biggest fears is that people will forget my George. Through your loving presence and your kind words, you have shown me that you remember – you remember funny stories about him, the many things that made him who he was and what was special about him. Most of all, from time to time, you say his name to me and tell me that you miss George too. You are a special and precious friend.

Some days I feel like I am going crazy – you know what I mean – I can't seem to remember what I did a few hours ago – I misplace my car keys, I walk into the kitchen and can't remember what I went in there for. Some days I have to make a list to remember what is on all the other lists I have made. Thank you for reminding me last week not to be so hard on myself in this time of grieving.

For a while I felt like I was frozen, but lately I feel like I'm beginning to thaw a little. I don't know what's worse – that feeling of numbness or the intense feelings that come from time to time. Some days I'm mad at George for dying, even though I know that doesn't make any sense. Some days I feel guilty, wishing I had done more for him. Some days I just feel plain old sad. My doctor has checked me out so my health is ok, but one thing I've learned is that there is no way around the grief we experience, only a way through it.

The other thing that is really hard for me is when the feelings seem to wash over me like a tidal wave. They come from out of the blue – it could be a smell or an odd, random thought or even a note of music. One thing I have found out is that grief is a messy business. I think I am doing ok one minute, but the next I'm crying.

I've had a lot of people tell me to call if I needed anything, and I think I probably could call if I had to, but I know I won't. You have helped me most of all when you have called and we went to the store together, or the other day when you took me to get my medicine refilled. You've given me so much of the help I've needed, without me having to get up the strength to ask. Thank you for that.

Words cannot express how much you mean to me. You haven't tried to fix me or tell me how to feel or how not to feel -- instead you have walked with me through this time. I am grateful every day for your wonderful friendship.

Love,  
Martha

## Elizabeth House Wish List

*Lightly-scented personal care products:*

*Body Spray  
After Shave  
Body Wash  
Body Lotion*

*Lotioned or extra-soft facial tissues*

*Colored bath towels*

*Flat colored twin-size sheets*

*Full- or twin-size washable colorful bed quilts*

*Calming music and gospel music CDs*

*Combo CD/radios for bedrooms*

*Non-slip socks or slippers*

*Individually wrapped mints, candy and snacks*

*Small-size dessert paper plates and napkins for hospitality service to families*

*Bird seed (Shelled Sunflower or Black Oil Sunflower)*

*Books on CD*

## Volunteers

# Students from North Henderson High School volunteer at Elizabeth House

◦ by *Ruthie Brittan, Four Seasons volunteer*

On June 14, nine students and two teachers from North Henderson High School removed unwanted shrubs, weeded, hauled rubbish, and helped spread 13 yards of mulch. A total of 47 hours was given in two mornings. The enthusiastic group of students was led by teachers Lisa King and Gary Blackwell. The students that participated were: Chris Greene, Johan Martinez, Ron Andronov, Jordan Deuter, Adam Lytle, Jesse Ray, Tommy Rains, Anthony Oliver and Caleb Youngblood.

Ms. King is a business education teacher and student council co-advisor. Mr. Blackwell is horticulture teacher and FFA advisor. King said, "The student council completes service projects and spearheads collections for worthy causes each school year. This year the school participated in Haitian Relief, March of Dimes, Relay for Life, Manna Food drive, Soldier Boxes, Toy Drives, and other similar causes. Their largest on-going project is the NHHS Backpack Bunch program feeding needy students each week.

We are looking forward to joining forces with FFA to assist with the garden projects at the Elizabeth House on a regular basis after the summer break." She added, "North High has the reputation of being a community orientated school. Our students are taught the value of community service first hand and take great pride in helping others. This is a great opportunity to help out an organization that has impacted so many of our lives."



## Leaving a gift of compassion...

If you would like to help support Four Seasons but are unsure how you can manage it with a fixed income and rising cost of living, a planned gift may be the answer.

Planned giving is any gift that is arranged or provided for during the donor's lifetime that may not actually be received in its entirety until after the donor's death.

Gifts can be made in a variety of ways based on your financial situation and the goals you want to achieve.

For more information on these or other ideas for planned gifts, please call  
Tina Gentry  
at (828) 233-0313.

### I AM A FOUR SEASONS VOLUNTEER

*"In helping others as a hospice volunteer,  
I truly hope I am giving as much as I am getting back!"*



**Volunteers are needed  
to serve hospice patients  
living in Buncombe &  
Henderson counties.**

Call our Volunteer Department  
for information – 692-6178.



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[www.FourSeasonsCFL.org](http://www.FourSeasonsCFL.org)

The students, Ms. King and Mr. Blackwell were all hard-working, pleasant folks willing to take on any task. What a wonderful gift!!!

**Are you interested in joining the fun in  
our Elizabeth House garden?**

**Call Eric at (828) 692-6178  
for more information.**