

A Message from the Chairman

by Ken Adams

Our Board of Directors is a team of community volunteers from all walks of life with a passion for helping people attain the best in end of life care and helping people touched by grief and loss. Many volunteers and board members at Four Seasons Hospice & Palliative Care have been touched deeply by the work done here. We are proud of the staff of professionals and volunteers who are well respected for their talent, skill and commitment in providing compassionate, quality care.

Four Seasons Hospice & Palliative Care is on a solid foundation with exceptional leadership, focus of mission and personnel to shepherd the organization through tough economic times. It's quite comforting to know that the organization has been able to maintain the high level of care no matter what the challenges have been or the new year may bring. End of life care deserves no less.

Yes, blessed we are to live in a community that has a plethora of talent provided by willing volunteers and a skilled workforce. It's good to know that the extensive strategic planning by this organization helps utilize these resources with maximum benefit. I'm often asked if Four Seasons is on solid financial footing with the state of the economy. My answer right now is that today we are, but we never know what the political, social and economic

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"Oh, What a Night" 4th Annual Auction and Gala to Feature Live Band and Dancing

The 4th Annual "Live Well, Laugh Often, Love Much" Auction and Gala, sponsored by Morrow Insurance Agency, promises to be a very special evening to benefit Four Seasons Hospice & Palliative Care. The evening's theme is "Oh, What a Night!" and will feature a live band and dancing.

The enchanting evening is set for Friday, April 3, 2009, at Kenmure Country Club and will begin with a welcome reception and silent auction followed by dinner, dancing and live auction. "The energy and excitement about this evening is wonderful and contagious. You definitely do not want to miss out on this night," said Anne Marie Scherbarth, event coordinator. "There will be fabulous items in both the silent and live auction and the band, Orange Krush, will provide great music for dancing."

Monies raised from the event will support the many programs and services of Four Seasons Hospice & Palliative Care. Tickets are \$100 each and table sponsorships are still available. For more information about tickets, sponsorships or donations for the auction, please call Anne Marie Scherbarth at 233-0319.



Chris Comeaux
 Four Seasons Hospice & Palliative Care
 President/CEO

Navigating the Challenges

2009 is going to be an interesting year for our country and for all of us serving in end of life care. I do believe that this year, the hospice industry is going to face a change in reimbursement (amongst other potential changes) as our government tackles the incredible challenges facing our economy. And just like it is going to take leadership, responsibility and ownership for our country to navigate through these challenges, the same is true for us at Four Seasons. This is what we have been preparing our organization for these last couple of years.

If you have ever seen the Lord of the Rings movie *The Fellowship of the Ring* there is a scene where the main character, Frodo, is bemoaning that he never wanted to be in a situation that may decide the fate of their world and Gandalf says (paraphrasing): Few who are alive at such times choose to be in this position but the greatness of men or women is determined with what they do with that time.

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Oh, What A Night..



AUCTION • DINNER • DANCING
 Featuring Music by **ORANGE KRUSH**

6:00 PM • Friday, April 3, 2009
Kenmure Country Club
\$100 per person

 **Presenting Sponsor**

Proceeds to benefit:


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Dr. Janet Bull



Dr. John Morris

Four Seasons Hospice & Palliative Care has taken a leadership role in providing palliative care in all settings in our community. Dr. Janet Bull, vice president of medical services, and Dr. John Morris, palliative care medical director, recently were featured speakers for "Palliative Care in the Carolinas: A Day of Sharing," at the regional palliative care conference in Charlotte, NC, where they discussed ways for other programs to provide this valuable service.

Four Seasons Hospice & Palliative Care Takes Lead in Providing Palliative Care

by Dr. John Morris, Palliative Care Medical Director

Several articles in the medical literature have recently been published extolling the value of palliative care. An interesting article, "Associations between End-of-Life Discussions, Patient Mental Health, Medical Care Near Death, and Caregiver Bereavement Adjustment," was published in *JAMA* in October looking at the role of palliative care in end-of-life discussions: "Our results suggest that end-of-life discussions may have cascading benefits for patients and their caregivers," Alexi Wright, MD wrote. Despite physicians' concerns that patients might experience psychological harm due to end-of-life discussions, the authors found no evidence that they were significantly associated with increased emotional distress or psychiatric disorders. "Instead, the worst outcomes were seen in patients who did not report having these conversations," Wright wrote. The adverse outcomes associated with not having end-of-life discussions points to what appears to be a need to increase the frequency of these conversations. "By acknowledging that death is near, patients, caregivers, and physicians can focus on clarifying patients' priorities and improving pain and symptom management."

Another article, "Cost Savings Associated with US Hospital Palliative Care Consultation Programs," published by Sean Morrison, MD in the *Archives of Internal Medicine* showed that while palliative care improves patient outcomes and decreases family stress, the consult service also saves hospitals money.

Four Seasons is very appreciative of the community financial support that allows us to provide this innovative service to those struggling with difficult medical decisions and the debilitating symptoms of pain, shortness of breath, fatigue, nausea, etc., associated with serious medical illness. Thank you for supporting us as we serve those in need in our community.

Four Seasons Hospice & Palliative Care affirms life and provides holistic care in harmony with the goals of individuals with chronic, serious or life-limiting conditions while offering support to their families and loved ones.

More from the Chairman

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winds may blow in. We are always working on those contingencies. The "what ifs" that may shake this pillar of the local healthcare system are tough to predict so we plan, discuss, and execute strategies that allow the organization to stand strong for the citizens of Henderson County perpetually.

With 2008 behind us and a hopeful 2009 ahead of us, we look forward to serving the community with great care and passion for the work that is done at Four Seasons Hospice & Palliative Care.

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Wolfy's Experience with FSH&PC

Through the Eyes of Wolfy

as told by Jennifer Gragg, Four Seasons Social Worker, P-LCSW

For a while, I was the primary caregiver for a man named Charley. It took me a while to realize it was my job to take care of him because in the beginning, he took care of me. He and I lived in a little mountain house up a bumpy dirt road surrounded by woods. Charley and I both had lots of fun running through those woods. I think being in nature made us feel better.

Things started to change. Charley didn't act right and spent less time outside. People started coming to the house and would do things to Charley I didn't understand. I don't know many big words, but soon learned the words "palliative care." The people coming were doing palliative care and I learned they were coming to help Charley feel better.

Sometimes Charley would fall down and he would not be able to get up. As time went on, he would fall more often. I would not know what to do, so I would just lie down beside him and wait for someone to come and help. Neighbors sometimes came. Then one day, I learned a new word, "hospice."

One day in September, a doctor, a nurse and a social worker came and talked to Charley about things a lot of other people had talked to him about. I heard the words "congestive heart failure, diabetes, Parkinson's Disease" and some other biggies. I watched as Charley banged his fists on a nearby table in frustration as he told those hospice people about the things he could no longer do because of his sickness.

What those hospice people didn't know is that I had seen this routine before. Usually people would stop coming if Charley acted this way enough. Even though I knew Charley was a good person, he did an awfully good job of convincing most people otherwise. I knew it was because he did not feel well.

A few days later, a nurse came and talked to Charley about how he felt!!! Not just about his heart and his blood sugar, but how he really felt!! This was something different! I had a feeling these hospice people would not go away as easily as others had. They did not go away. More hospice people came. A chaplain came and Charley talked. The chaplain listened and did not tell Charley what to feel or believe, but just really listened to what Charley had to say.

One day Charley was lying in the floor. He'd been there for a while; at least an hour or two, which is at least seven hours in dog time. That hospice nurse and social worker came and they had Charley's favorite – cheeseburgers! And tater tots! The nurse helped him up and they all ate together. After they ate, the nurse and social worker starting talking about this Elizabeth House place. I went into the other room, thinking Charley would do what he usually did – hit things and fuss.

Wolfy, a beautiful husky and malamute mix, is a trained therapy dog for Four Seasons Hospice & Palliative Care



He did not. He listened. He asked questions. I do remember him saying, "I'm not going anywhere unless Wolfy can go. I would rather be dead than to be without Wolfy."

It was probably only a week later when things REALLY changed. Charley was sicker. That nurse and social worker came and I growled to let them know Charley needed help. Charley told them he was ready to go to Elizabeth House.

The next day, I got to go see Charley. He was glad to see me and I didn't feel right unless I was with him. One day when I visited, I overheard the volunteer coordinator and a social worker talking about who would take care of me because Charley was getting sicker. They talked about things like "end of life goals" and "what the patient wants." It was decided I would continue to go home with people in the evenings and back to the Elizabeth House in the mornings. Charley started to feel better and I was very popular at the Elizabeth House.

I knew Charley liked Elizabeth House. There was a peaceful feeling there. And like hospice at home, there were nurses, doctors, CNAs, social workers, chaplains and volunteers to visit with Charley. He began to remind me of the Charley I first met 6 years ago. One day I walked into his room at Elizabeth House and there was a volunteer on each side of the bed, each one holding a hand. There was soft music playing and it was so calm in that room, I just stretched out on the floor and rested.

Charley's family came to visit and we all spent as much time as possible in Charley's room. He slept most of the time now but I knew he could tell we were all with him. It was a Friday afternoon when his breathing stopped. I barked once and Charley's son called the nurse in. The nurse said what I knew, that Charley had died. I felt sad, but a huge sense of relief at the same time. Charley and I were both tired. Charley's family asked if I could stay with the hospice staff who had been caring for me. I slept all the next day, which was a Saturday. On Sunday I felt like a weight had been lifted and I ran and played like I had not had time to do in a long time.

The person I live with now took me to Charley's funeral a week later and says I will get to continue visiting people who are sick and may even come to Camp Heart Songs, Four Seasons' grief camp for children. I am learning about my new home and learning to live without Charley. It has been a journey for everyone and so many people helped this story have a peaceful ending.

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A Child's Grief: Confused About Signs and Symptoms?

by Tricia Williams, Heart Songs Coordinator

How to Know When a Child is Grieving...

A loved one has died. Our children appear to be okay; they say they're okay; they even act normal at this difficult time of life. They return to school and other activities after the funeral is over. We may witness them having "grief bursts" – occasional crying that comes and goes. They even say how much they miss their Nanny or best friend. But how do we know that they need additional support?

Is it Grief When...

- ▶ they don't want to go to school?
- ▶ they cannot concentrate in school?
- ▶ their grades drop and their homework is late?
- ▶ a teen withdraws from friends and family?
- ▶ a young child becomes clingy and regresses in behavior?
- ▶ a happy child acts irritable or becomes frustrated easily?
- ▶ a middle school child becomes sullen and stops playing sports?
- ▶ an older child starts worrying about everyone in the family?
- ▶ a confident child suddenly questions their ability to accomplish something?

Typical grief symptoms can be confusing when children and teens appear to slip back and forth between "being okay" and suddenly "acting differently than they used to." They are traversing their "sadness spans" – depending on their age and maturity, this is their length of time and ability to cope with being sad.

What Can You Do?

- 1 – Accept as true their feelings and "join them" by honestly sharing yours.
"I'm sad and angry too and miss Nanny every day. How can we help each other right now? What would help you?"
- 2 – Acknowledge that the death may be affecting their life.
"I can see and hear how difficult this is for you at school. Tell me more about how this is affecting you."
- 3 – Ask how they feel about these changes and how you can help.
"What are you feeling when kids at school talk about it?"
"How can I help you deal with that?"
- 4 – Assist them in choosing how they want to participate in the funeral; or when to share with their friends or how to talk to their school counselor.
"How can I support you during the funeral? Is there a special friend or family member that you want to stay with you? Can we meet with your school counselor before returning to school?"
- 5 – Assure them of the family's ability to get through this together.
"I care about what you're going through, and I know this is hard, but we'll get through this together."

When To Get Help:

Pay attention to any red flag differences in their normal developmental behaviors:

- ▶ Younger children may demonstrate regressive behaviors (i.e. bed wetting, clinginess, abnormal fear of parent going to work).
- ▶ Middle age children may exhibit irrational and obsessive reactions following the death (i.e. abnormal anxiety about another family member dying, fears about their own physical health, nightmares and excessive worrying about school or grades).
- ▶ Teens may become aggressive or develop avoidance behaviors (i.e. irrational argumentation, skipping class, quitting teams, withdrawal from friends).

How To Get Help:

Request books, videos, website lists and age-appropriate bibliographies from our Bereavement Lending Library to guide you as you support your child/teen. Consult with your child/teen's school counselor to request support and collaboration with the school and their teachers. Heart Songs counselors, at Four Seasons Hospice & Palliative Care, are available for individual and family counseling at Greatrex Place, your home or the school. Call 692-6178 to request consultation or to make an appointment.

Thank You From Heart Songs

Thank you for contributing to this year's holiday project of "Bears Who Care"! What a beautiful procession of bears just waiting to be picked by our young visitors to Elizabeth House. They brought a joyful vision of warmth and comfort to all our EH visitors.

A special THANK YOU to Barbara Copenhaver, Mary Lehmann, Tona Lawter and Peg Dinehart for donating private collections with the hope that their bears would provide lasting comfort to our hospice families.

An abundance of Teddy Bears... ready and waiting to serve!



Ten Myths About Hospice

provided by the National Hospice and Palliative Care Organization and Four Seasons Hospice & Palliative Care

Hospice isn't a place. And hospice care is not just about those who are dying. Hospice is a comprehensive kind of care that focuses on living—it's about living as fully as possible, surrounded by family and friends, up until the end of life. Palliative care brings this special philosophy of care to people earlier in the course of a serious illness. Last year, 1.4 million dying Americans were served by the nation's hospice providers, reports the National Hospice and Palliative Care Organization. Yet there are many myths about hospice that keep people from getting this compassionate care when they need it most.

MYTH

REALITY

- | | | |
|-----------|---|---|
| 1 | Hospice is where you go when there is nothing more a doctor can do. | Hospice is a philosophy of care providing medical, emotional, and spiritual care focusing on comfort and quality of life. Studies have shown that people who receive hospice care actually live longer. |
| 2 | Good care at the end of life is very expensive. | Medicare beneficiaries pay little or nothing for hospice, and most insurance plans, HMOs and managed care plans include hospice coverage. Four Seasons is committed to providing quality care to all those who need it. |
| 3 | Hospice is only for the last few days of life. | Hospice patients and families can receive care for six months or longer, depending upon the course of the illness. |
| 4 | Choosing hospice means giving up all medical treatment. | Hospice places the patient and family at the center of the care-planning process and provides high-quality pain management and symptom control. |
| 5 | Everyone dies in a hospital. | Hospice goes to the patient and family at home—whether that's a private home, a nursing home or assisted living facility, or a hospice in-patient facility. |
| 6 | Hospice is only for cancer patients. | Nationally, fifty percent of hospice patients are diagnosed with conditions other than cancer. |
| 7 | Families are not able to care for people with terminal illnesses. | Hospice involves families, and offers them professional support and training in caring for their loved ones. |
| 8 | Hospice is just for the elderly. | Hospice serves anyone facing a life-limiting illness, regardless of age. |
| 9 | There's no hospice in my area. | Less than one percent of Medicare beneficiaries live in an area where hospice is not available. |
| 10 | Hospice only focuses on the dying process. | Hospice offers grief support to family members and the community. |

If this information about hospice surprises you, take the time to find out more.

The best time to learn about hospice is before someone in your family is facing a health care crisis.

For more information, contact Four Seasons Hospice & Palliative Care at 828-692-6178 or visit www.nchospice.com.



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6:00 PM • Friday, April 3, 2009
Kenmure Country Club
\$100 per person



Proceeds to benefit:



Items needed for the both live and silent auctions are:
vacation rentals or time share packages
golf packages • antiques • jewelry • art
and other quality items

Deadline is March 1, 2009 for item donations.

Advertising opportunities are available if you would like
to support Four Seasons with a company ad,
or an ad honoring or remembering someone special.

*If you are interested in donating an item,
would like tickets to the event,
or would like to advertise, please contact
Anne Marie Scherbarth, event coordinator, at 233-0319.*



Allstate Makes Donation to FSH&PC

Glenda Sass of Allstate presents a \$500 donation from the insurance company's foundation to Four Seasons. Glenda is a patient care volunteer for Four Seasons.

Pictured L-R: Debra Barlow, volunteer coordinator, Tina Gentry, vice president of development and community relations; Glenda Sass of Allstate; Lora Mason, director of volunteer services; and Donna Nawrocki, volunteer team leader.

Sponsors Bring Christmas Cheer to Patients

by Elaine McKinney, CONNECTIONS Coordinator

This year, many local families who have been touched by the services of Four Seasons Hospice & Palliative Care received some extra Christmas cheer thanks to the generosity of community sponsors.

Macon Bank, Lake Point Landing, Etowah/Horse Shoe Volunteer Fire Department, Green River Fire Department, Fair Haven Baptist Church, Cedar Springs Baptist Church, Mud Creek Baptist Church, as well as several private sponsors provided Christmas gifts, food, and "goodies" for these families. The staff at the Hendersonville-Times News gave 120 "shoe boxes" for our nursing home patients. The Hendersonville Elk's Lodge provided Christmas food baskets for a number of our patients/clients. Blue Ridge Community College donated large poinsettias that were delivered to patients as well.

For a time, the administrative offices at Greatrex Place seemed to be overflowing with many beautifully wrapped gifts and huge stockings scattered everywhere. The sponsors were very generous, and families who received the gifts were very appreciative.



This year's Report to Our Caring Community is included as a special pull-out centerfold section in this issue of Life Lines.

All reasonable efforts have been made to ensure the accuracy of the information.

Please accept our sincere apology for any misprints or omissions.

18th Annual Tree of Lights - a Shining Success

by Anne Marie Scherbarth, Event Coordinator

Although it was a cold evening in Hendersonville, over 400 people came and participated in our 18th Annual Tree of Lights ceremony on December 5, 2008. The event was held at the Historic Courthouse and two permanent trees were lit to honor and remember loved ones, as well as two additional trees in honor of the staff and volunteers that work with Four Seasons Hospice & Palliative Care. The staff trees were adorned with over 600 silver bows representing each individual staff and volunteer. As the evening began, the Immaculata Catholic School choir along with Judy Meinzer from First United Methodist Church entertained us with their beautiful singing. The night sparkled with over 700 luminaries, each with the name of a loved one being honored or remembered. With the choir singing *One Light*, we lit our handheld candles and then collectively sang *Silent Night*. It was a magnificent sight to see.

Mary Louise Barber, daughter of the late Mary Barber, flipped the switch to light the trees, which remained lit throughout December. These two trees were adorned with blue and white lights. The white lights were in memory of loved ones, and the blue lights were in honor of special individuals. Mary Barber worked with the beautification committee for Downtown Hendersonville and was instrumental in getting the two permanent trees for hospice to use during our ceremony. She herself celebrated her end of life journey with us at Elizabeth House. It was an honor to have her daughter partake in our celebration in memory of her mother.

The Tree of Lights ceremony is our largest fundraiser for Four Seasons Hospice & Palliative Care. It offers individuals the opportunity to honor and remember loved ones during the holiday season by purchasing lights on the trees and luminaries to glow around the trees on the night of the event. We also had beautiful porcelain ornaments available this year from which the proceeds also contributed to our efforts. Over \$64,000 was raised to help provide medical, emotional and spiritual care to patients in their homes, inpatient facilities, and in Elizabeth House.

We would like to thank our community sponsors for their contribution which allow us to continue to provide this beautiful and wonderful event. Economy Drugs & Whitley Drugs; Printpack Inc.; Morrow Insurance; Pardee Hospital; Carland & Andersen; The Spring Arbors of Hendersonville; Groce Funeral Home; Jackson Funeral Home; Park Ridge Hospital; United Community Bank, Inc.; Mountain Radiation Oncology. A special thank you to Shanda Bedoian from BRCC Job Link, a Four Seasons board member, for serving as the Tree of Lights chairperson. As always, we are very grateful to all the volunteers that worked countless hours to make this event a success. We appreciate you very much.



Community Happenings



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During fiscal year 2008,
the generosity and support of our donors and
volunteers allowed us to provide Hospice care to
1,074 patients in their homes, Elizabeth House
and other area healthcare facilities.
An additional 1,324 patients
were served through our Palliative Care program.

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and our wonderful Four Seasons volunteers!

Birthday Balloon Team Helps Patients Celebrate Life

by Lora Mason, Director of Volunteer Services

"Everyone should get to celebrate their life," says volunteer Paula Wagner. That's the philosophy of the five members of the Birthday Balloon Team who work together to provide a balloon bouquet to Four Seasons patients on their birthdays. "They can't believe we remember their special day. For some who have no family in the area, this may be their only celebration. They really appreciate being remembered."

Paula has been a volunteer at Four Seasons since June of 2008. She became interested in hospice work after visiting with those in her church who were ill. Paula attended the evening training classes and upon completion, began working at Elizabeth House. Every Wednesday after work she heads to the inpatient facility where she reads to patients, helps with meals, answers call bells, unpacks supplies, or anything else that needs to be done. She learned that volunteering at hospice was rewarding work. "I receive more blessings than I give," Paula reflects.

When Paula learned that Four Seasons needed more volunteers for the Birthday Balloon team, she turned immediately to her co-workers at Wachovia/Wells Fargo. She pulled together a group of people from different branches and different positions, from mortgage sales and operations to teller to financial specialist. What the five have in common is a love for hospice, a willingness to help others, and a company that helps them give their time.

People who work full-time often find it difficult to volunteer after regular work hours. There aren't as many opportunities for volunteers in the evenings or weekends. Employees of Wachovia/Wells Fargo who want to volunteer find support from their employer. "Strengthening the communities where we live and work is integral to our vision and values," said Angela English, communications manager for Wells Fargo-Wachovia." Both Wells Fargo and Wachovia stand behind their



Members of the Balloon Team(L-R): Paula Wagner, Janet King, Dina Allen, Karen Davis, Natalie Wood.

commitment to improving their communities by encouraging volunteer service. All full-time team members are eligible for up to two days of paid time away from work for community service each year." As a result of this philosophy, the Birthday Balloon team is able to volunteer during the work week. The team members rotate the balloon deliveries among themselves, looking forward to their turns. "I enjoy seeing the big grins that come across patients' faces," said Paula. "I would encourage other businesses to develop a volunteer program. It benefits both the employees and the community."

Four Seasons Hospice & Palliative Care will be holding New Volunteer Training class on Tuesday evenings (from 5:30 to 7:30) beginning April 28th and ending on June 9th . To register for the class or learn more about volunteer opportunities, contact Lora Mason at 233-0329.

Are You Looking For A Volunteer Opportunity?

Four Seasons Hospice & Palliative Care will be offering its volunteer training classes to all those in the community who would like to learn about or enhance care-giving skills. The information provided is useful in any setting, from homes to facilities. Attendance does not require a commitment to become a hospice volunteer.

A new Volunteer Orientation class will be offered in April of 2009.

Tuesday • April 28, 2009 • 5:30pm-8:30pm

The above orientation is required for all volunteer positions other than the Hospice Home Store. Hospice Home Store volunteers will receive orientation at the store.

Additional Training classes will be required for those who wish to be involved in Patient Care (Home Care, Elizabeth House, Nursing Care, or Assisted Living Facilities).

The classes will be held over a 6 week period every Tuesday evening from May 5 through June 9, from 5:30 to 7:30 pm. All of the following classes must be completed prior to working directly with patients.

- Session 1 • Tuesday, May 5 • 5:30pm-7:30pm
- Session 2 • Tuesday, May 12 • 5:30pm-7:30pm
- Session 3 • Tuesday, May 19 • 5:30pm-7:30pm
- Session 4 • Tuesday, May 26 • 5:30pm-7:30pm
- Session 5 • Tuesday, June 2 • 5:30pm-7:30pm
- Session 6 • Tuesday, June 9 • 5:30pm-7:30pm

For more information or to register for any of the above classes, please contact Lora Mason at 233-0329.

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Support for Those Who Grieve in Our Community

by Mark W. Neville, Bereavement and Music Therapy Coordinator

Did you know that the Bereavement Department of Four Seasons serves grieving adults, teens and children who did not have a loved-one die in hospice care? While some might think that that we provide grief support only to those who had someone die in hospice care, actually our services are available to the general public as well.

If you or someone you know is grieving the death of a loved one, please know that grieving has no set deadline. We're here to help.

Monthly Grief 101 Classes for Adults

Every month we offer Grief 101 for adults. Grief 101 is not a support group, but a one-time class led by a professional grief counselor on the basics of grief. We often have misconceptions about grieving; especially that it is something that we should get over in a few days or weeks at most. Participants in Grief 101 receive accurate and practical information on the grieving process and how to cope.

Grief Support Groups for Adults

Our Grief Support Groups for adults are also open to the public. Our support groups are for adults who are grieving the death of a loved-one. They last for four, six or eight weekly sessions. These groups, also led by professional grief counselors, are closed in that once they start no additional members may join. Participants in these groups have time to tell their stories to others who are grieving; talk about their experiences, thoughts and feelings; share what they find helpful and not; and learn new coping skills. All of this happens in an environment of nonjudgmental, caring support.

Individual Grief Counseling for Children, Teens and Adults

Like our Grief 101 and Grief Support Groups for adults, we also make available to the public individual grief counseling sessions for children, teens, and adults. These sessions with our counselors focus specifically on individualized grief and support through the grieving process.

Heart Songs for Children and Teens

We call our grief support program for children and teens the Heart Songs Program. Parents often try to protect their children from grief even though their children are very aware of what is going on and grieving in ways appropriate to their development. They need help with their grief appropriate to their age and development. Our Heart Songs counselors provide this kind of care and are often able to meet with grieving children and teens at their schools. Through Heart Songs, we also provide one-day camps, one for grieving children and one for teens.

Our services are for the general public as well as for those who had a loved one die in hospice care. For more information on our services, to register for a class or group or to make an appointment with a counselor, please call 233-0307.

More from the President/CEO

continued from page 1

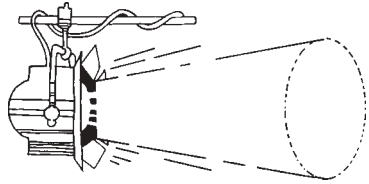
That is our call at Four Seasons. What will we do with this time? The same is true for all of us no matter what industry or occupation you are a part of. Over the next year, many will be debating the best way for healthcare to be structured in our country; many will be debating the best way for healthcare dollars to be spent and from those debates something will be implemented. Several leaders and staff at Four Seasons may be given an opportunity to help shape the future of end of life care for our country due to the different committees and think tanks we participate in. And most importantly, we will need to chart the white waters we will be thrown into via changes in reimbursement and regulation. Four Seasons will be challenged professionally to change and grow, and we will be challenged to ensure that no matter what, patients and families get the care they need and deserve. That is our challenge, and I can't think of a better board of directors, team of staff and volunteers to face those challenges with.

We are blessed at Four Seasons to have the team of staff and volunteers that we have. Those of you served by our organization can be confident that you are being served by the very best professionals in their field. As you ask what you can do to help us during these times, I suggest that you continue to spread the word that Four Seasons is one of the

top hospice and palliative care organizations in the country, think about giving of your time via volunteering, and, if you have the ability, think about supporting our mission financially.

Also, this being our first issue of Life Lines for 2009, one can't help but reflect that a decade is almost gone. For Four Seasons, this has been a decade of growth in our mission as well as challenge in continuing to ensure our quality and services are amongst the best anywhere in the country. In the area of growth, serving our community, we are one of the top hospices in the country and we are the top hospice in North Carolina now for the third year in a row. That is the result of our continual quest towards innovative programs in end of life care. As a result of this innovation over the past couple of years, we have been asked by healthcare providers, patients and families to serve other communities, such as Transylvania and Buncombe Counties.

As we grow and serve, we will continue to raise the bar to make sure our services and quality are what we would want for our own family members. You have our commitment that we will continually challenge our organization to meet and exceed that standard.



Board Member Spotlight



Greg Burnette

Greg Burnette has been a valued board member for Four Seasons since 2005. He has served in many capacities on the board and continues to contribute his time and expertise to help Four Seasons grow as the premier end-of-life care provider in the area. Greg served as secretary for the board in 2007, treasurer in 2008, and currently serves as chair-elect.

In his professional life, Greg is Area Executive/Senior Vice President for First Citizens Bank in Hendersonville. He has overall leadership responsibility for the bank's operations in Henderson, Polk and Transylvania counties, including the area's commercial and business banking efforts.

Burnette has served as the bank's area executive since 2004, after serving as the bank's market executive in Hendersonville. Prior to that, he spent much of his 18-year career with First Citizens Bank in the commercial banking arena, including serving as commercial banking manager to the Henderson Area.

Burnette is enthusiastic about his service to the community. In addition

to his work on the Four Seasons board of directors, he is the 2009 chair of Henderson County Chamber of Commerce. He is active in Rotary as well as a board member for the Henderson County Young Leaders Camp, a summer program that helps young adults develop leadership skills.

The Marshall native is an alumnus of the University of North Carolina at Asheville (1990) and a graduate of the bank's leadership decathlon program. When not working or involved with community service, Greg enjoys playing basketball and golf in his spare time.

He and his wife Lisa enjoy living in Hendersonville with their three children, Lauren, Gabby & Micah.

Four Seasons Hospice & Palliative Care is an independent, non-profit, volunteer-supported organization led by a dedicated Board of Directors.

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Nancy Bouvet, Treasurer
Shanda Bedoian, Secretary

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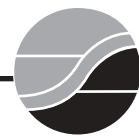
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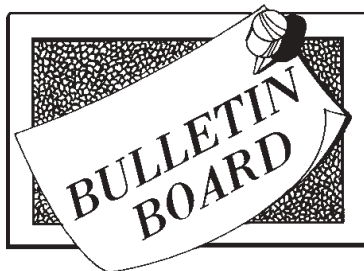
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If you would like to make a tax deductible donation to Four Seasons, please mail your check to:

Four Seasons Hospice & Palliative Care
571 South Allen Road
Flat Rock, NC 28731

or call
Tina Gentry at
828-692-6178

At Elizabeth House, we wish we had...

- New or unused personal care products such as: lightly-scented body sprays, after shave, body wash, and body lotions (fruit scents are preferred)
- Masculine colors/prints cotton material to make gowns
- Polyfil stuffing for pillows
- Twin size, colored flat sheets
- Full or twin size, washable, colorful bed quilts
- Colored bath towels and *washcloths*
- CD/radios for bedrooms & calming music CDs
- CDs of Rock-n-Roll, Contemporary (Top 100) & Jazz
- *Bird seed*
- *Small, portable DVD player*
- Lotioned or extra-soft facial tissue
- *Individually wrapped mints, candy & snacks (commercially prepared)*
- Small (dessert-sized) paper plates & napkins

Please note that items listed in *bold italics* typestyle are greatly needed.

At Greatrex Place, we wish we had...

- Large print books for nursing home patients
- Portable CD/cassette players & CDs
- Books on tape, DVDs/Videos
- Crossword or word search puzzle books, *fill-ins*
- Pocket amplifier for hearing
- Headphones
- *Washcloths*
- *Lightly scented body sprays & lotions*

If you would like to donate any of these items, please call Kathy Thielke at 233-0332, or drop them by Elizabeth House at 581 South Allen Road or Greatrex Place at 571 South Allen Road.

MISSION

Four Seasons Hospice & Palliative Care affirms life and provides holistic care in harmony with the goals of individuals with chronic, serious or life-limiting conditions while offering support to their families and loved ones.

We are collecting:
old cell phones,
Blackberries,
Motorola pagers,
and used toner and
inkjet cartridges
for our
recycling program.

Call 692-6178
for more information.

Proceeds will benefit
Four Seasons Hospice &
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Park Ridge Hospital is proud
to partner with Four Seasons
Hospice & Palliative Care.

For additional information about Palliative Care Services at Park Ridge Hospital, call 828 692-6178.

For additional information about Park Ridge Hospital, or to request a Physician Directory, call 828 681-2687.



You'll like how we treat you.



The Hospice Home Store

NEEDS YOU

*If you are interested in becoming a volunteer at the store,
please call Debra Barlow at 233-0349.*

Exciting Events Planned for the Hospice Home Store

by Eric Mills, Hospice Home Store Manager

Save
These
Dates!

In April, the store will hold a special "Move That Bus" event to reveal the new changes we are making to the interior of the store. Look for more details as we move closer to April.

In May, don't forget Garden Jubilee on Saturday and Sunday May 23rd and 24th. For those of you who stopped by last year, we will again have flowers and more flowers to help make your yard the envy of all. For those of you who missed it, mark those calendars now and come downtown and visit.

In June, the store will be taking part in the Frugal Design Showcase House again. The event will be for two days, June 19th and 20th and will be held in Creekside off 191 as it was last year. Come see local re-sale shops decorate a house out of donated items. This was a huge success last year so don't miss this one of a kind event!

As always we are in need of quality donations. Call us at 696-0625 for pick of large items or you can bring them to the back of our building during business hours: Monday – Saturday 9:30 am till 5:00 pm.

Thank you all for helping The Hospice Home become a success over the past two years and for helping us make it even better for 2009.

Cleaning up? or Cleaning out?

Bring what you no longer need to
The Hospice Home Store
so someone else can enjoy
your gently used items.

*We are open Monday thru Saturday from 9:30 a.m. to 5:00 p.m.
Your donations will be accepted during business hours.
For any large items call 696-0625 to schedule a pick-up.*



215 North Main Street in Downtown Hendersonville
Drive up behind the store (from Church Street) to our convenient drop-off bay.