



EVERYBODY IS *Somebody*

No one is ever turned away

By Rev. Ann Dalton, M.Div., BCC, Chaplain

On a spring-like day in February, the nurse, social worker, and I sat in the main room of the Samaritan Ministry with about thirty other folks for a memorial service. This is the same room where we had waited when we came to make our initial visit for our new patient a little more than two months earlier. Because he was homeless, the staff at Samaritan had agreed to keep him there until we could make our visit, but he managed to leave the premises by the front door as we entered the back door. Obviously, he was not one to sit around or waste time. He wanted to get out and do errands to earn his keep and visit some of the elderly people for whom he would roll their garbage cans to the curb. He was allowed to work in the kitchen at Samaritan, and it was said that he knew the proper place for every utensil there.

Shortly after he was admitted into our Hospice program, our patient began a rapid decline and had to be brought into our Kate B. Reynolds Hospice Home. He held on to the hope that he would be able to get back out and return to the Samaritan Ministry, but when plans were being made for him to leave, he was not able to go to Samaritan and there was nowhere else for him to go. The staff on the Willis Wing at our Hospice Home certainly made him feel valued, and their treatment toward him reminded him that he was never outside the love and care of God, who showed up in

the people that cared for him. I shall never forget the day that he asked for a group hug from Carmen Price, Melissa Neal, and me when he found out that he

“Our aim was that he would have peace, be comfortable and know that he was surrounded by friends.”

would not be put out of the Hospice Home because he didn't have anywhere else to go. More importantly, I will never forget the wonderful care he received and

the wonderful people who give generously to Hospice so that no one is ever turned away. Our aim was that he would have peace, be comfortable, and know that he was surrounded by friends. He died peacefully and we celebrated his life with his friends at Samaritan – Willis, Sonja, and others. Our patients come from all walks of life. Some are able to take care of their needs, but others may be homeless, struggling financially, or not have insurance, and I am proud to say that I work for Hospice & Palliative CareCenter where everybody is somebody and no one is ever turned away.



Rev. Ann Dalton, Chaplain, with Hospice & Palliative CareCenter since June 2007.

Hospice HOPE RUN

Running to honor . . . Running to remember



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HOPE RUN
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April 12, 2014 • Deacon Tower at BB&T Field

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www.support4hospice.org

18 years ago, a few hundred dedicated supporters came out to walk and run in honor and memory of loved ones. Last year more than 2,000 people came out to Deacon Tower at BB&T Field to run the 5K or 10K, or to walk the 5K. Please join us this year to help us break a new record!

When you register, sign up for the Post Run Pig Out immediately following the awards ceremony! Celebrate your accomplishment, relax with your friends, children and family, PIG OUT on some of the finest NC barbecue, and enjoy live musical entertainment.



Help us
reach our goal . . .
2,000 Participants!

*From the Desk of Linda Darden,
Senior Vice President of Operations*



As I write this letter, our team at Hospice & Palliative CareCenter and Rowan Hospice & Palliative Care are sending our thoughts and prayers to our President and CEO, Brian Payne and his family. Brian is recovering from scheduled surgery, and although he encountered unforeseen complications, we are looking forward to his full recovery and return.

As a recipient of this newsletter, you are a friend to our organization. We believe that the most valuable asset we have is people like you who are advocates of our mission. We understand that the physical and emotional challenges at end of life can be overwhelming, and we know that it takes ongoing education for patients and families to fully embrace the help, hope, and support we offer. Providing that education is essential, and that is why we hope you will join us in educating the community.

We began this year very pleased to see a growing number of families turning to us for trusted end-of-life care. In 2013 we served approximately 200 more patients and families than we did in 2012. This means that our referral partners, and our patients and families, have a growing appreciation for what it means to have compassionate, holistic care at home. At the same time, however, we are seeing far too many of our patients dying within a few short days of being admitted. That is not only our greatest challenge, it is our greatest opportunity. We are committed to doing everything possible to reach patients sooner so that they can fully experience the true benefits of our care.

Just as you plan for life's major events such as having children, getting married, and retiring, so should you have plans for how you wish to be cared for at the end of your life. We believe the best time to have conversations about your preferences for end-of-life care is when you are healthy. This is why we have always believed in the importance of advance care planning.

Today, we are more encouraged than ever to be in collaboration with our region's major medical institutions with one simple and shared goal – to know patients' wishes so we can honor patients' wishes. This approach has significant benefits to patients, their caregivers, and their physicians. Ultimately, we believe more patients and their caregivers will turn to hospice for high quality, compassionate care at end of life.

Look for ongoing opportunities throughout our region for workshops where we will facilitate this process. We have just launched a new campaign – "Got Plans?" – and a website to support this effort – www.gotplansnc.org Please visit to learn more.

Let us help you make a plan.

Sincerely,

Linda W. Darden

Linda Darden, MHA, CPA
Sr Vice President of Operations

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We would like to thank our Governing Board of Directors, Foundation Board of Directors, and Advisory Council Chairs for their contributions. Board members volunteer their time and professional expertise, and their efforts are greatly appreciated.

SAVE THE DATES

**Saturday, June 7
Dan River Poker Paddle Run**



**M-F, July 21-25
Camp Carousel**



**Tuesday & Wednesday,
July 29 & 30
Hospice Hope Classic
& Hoedown**



**Friday, Sept. 5
Hemlock Golf
Tournament**



**Saturday, November 1
Hospice Fall Classic –
Davie County**



GOT PLANS?

Families are having more conversations about healthcare planning.

Conversations that happen around kitchen tables and on front porches are as diverse as the individuals and families who make up our community. Friends and families will gather and have conversations – often making plans for the birth of a child, a wedding, vacation, retirement; yet talking about the care we want at end of life is not that common. Today, however, organizations like ours in collaboration with major medical institutions are encouraging these conversations. Some families are even finding them enlightening, comforting, and yes – considering it a gift.

Hospice understands the importance of discussing end-of-life wishes with family and healthcare providers prior to an emergency situation. “We are encouraging people to have these conversations. It’s much easier to discuss a loved one’s wishes regarding healthcare options when they are healthy, before a possible crisis arises,” says Dr. Michael Lalor, Chief Medical Officer, Hospice & Palliative CareCenter and Rowan Hospice & Palliative Care. “Until you are in a situation where you *need* advanced care planning, the topic rarely comes up,” continued Lalor.

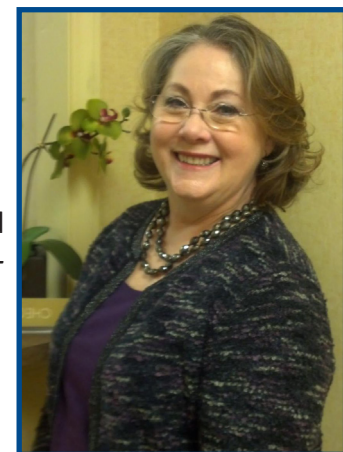
Thanks to a series of forums, most recently hosted by Rowan Hospice & Palliative Care and sponsored by Novant Health, these conversations are on the rise. “Our mission is to help people experience the best possible quality of life, and that begins by understanding their values and respecting their personal decisions related to their healthcare,” added Lalor.

In 2013, Rowan Hospice & Palliative Care hosted an event in Salisbury entitled *Conversations Today or Crisis Tomorrow – Planning Ahead for Life’s Final Journey* to assist healthcare providers, individuals, families, faith and community leaders, and anyone needing to know how to begin conversations about end-of-life care wishes.

“It was divine providence,” commented Beth Mize of Concord when she spoke about a chance meeting with a Rowan Hospice representative, Sherry Olsen. “Sherry came to my place of work to share information with us about advance healthcare planning. She seemed to be very in tune with my mother’s needs and told me about the event they were hosting at Catawba College. I decided to attend,” said Beth.

“As the speakers talked,” Beth continued, “I understood that they were in the business of making the last months and weeks the best they can be. Everyone was so knowledgeable and happy

(See Got Plans on page 5)



“I was enlightened on the importance of planning ahead for our care at end of life.”

Beth Mize

A CHANGE in Career . . .

Both Challenging and Rewarding

Nurse, daughter, wife, mother. Meet Tricia Zylstra, RN, Team Leader--a nurse from a family of nurses--who made a mid-career change and is now using the experience and advice she shares in her work at Hospice as she faces a family challenge.

Tricia is the Team Leader in our Walnut Cove office. On any given day, the team in Walnut Cove serves approximately 50 residents of Stokes and surrounding counties in our Hospice program. The team is made up of physicians, nurses, hospice aides, social workers, chaplains, volunteers, and an office coordinator. The team appreciates having Tricia as their new leader. Together, they bring experience, expertise, and specialized Hospice care to the local community.

Tricia Zylstra, whose husband, sister, and mother are all nurses, has been with Hospice for four-and-a-half years. She began as a case manager and recently accepted this promotion to lead the Walnut Cove based team. Her experience in the ICU of a local hospital led her to Hospice. She had a desire to care for people at a time when they need intensive care, yet she wanted to do it in what she describes as a “different environment.”



“Providing the very best care is always a priority”

Tricia Zylstra, RN

“Providing the very best care is always a priority,” says Tricia about her experience as an ICU nurse. “But I was growing very tired of watching people who were nearing the end of their life being filled with fluids and doing CPR on them,” says Tricia. “I decided I was ready for a change and wanted to help make people comfortable, at home, in familiar surroundings.”

“From day one during my interview with Hospice, I was impressed with the organization and their level of commitment to their patients and staff. I knew at the time it was where I wanted to be,” shared Tricia.

Joyce Rhodes, RN, case manager and co-worker of Tricia’s, commented about her work ethic and commitment, “Tricia is dedicated to her staff and to the community. We are local people helping and serving people in our community. We make sure that whatever time the patient and family has is the best it can possibly be. That’s where Tricia’s heart is.”

Last year, Tricia’s mother was diagnosed with stage IV lung cancer. “Our experience as nurses has definitely had an impact on the way we as a family responded to the news of the diagnosis,” Tricia explained. Her mother has been through chemotherapy and

(See A Change in Career on page 5)

CREATING YOUR *Legacy of Hope*

It's easier than you think.

Since we first opened our doors, Hospice & Palliative CareCenter and The Hospice Foundation have been blessed with generous support from our community. Support comes in so many ways: people give of their time, talents, and financial resources.

For many, Hospice is near and dear to their hearts and it is important to ensure that the care provided today will continue for generations to come. Legacy gifts provide an opportunity to support the future of Hospice care. Our **White Rose Legacy Society** was created exclusively to honor and recognize individuals and families who have made a commitment to the future of Hospice & Palliative CareCenter by including The Hospice Foundation in their wills, trusts, or estate plans. We invite you to become a member of this beloved group. You do not need to have a large estate in order to make a legacy gift. Gifts of all sizes added together create a foundation for Hospice & Palliative CareCenter to continue to grow and thrive, offering the highest quality end-of-life care.

Have you considered including Hospice in your estate plans? If you would like to make an impact, we would love to sit down with you and talk about the lasting legacy you would like to create. Your gift could make a difference in a way much larger than you imagined. Your gift could provide care for a mother without insurance or attendance at Camp Carousel for a child who has lost a sibling.

Please call Erica Lyall at 336-331-1305 or email her at Erica.Lyall@hospicecarecenter.org to get started creating your legacy today. If you have already included Hospice & Palliative CareCenter in your estate plans, please let us know. We thank you and want to let you know how much your support means to us!



Why the White Rose?



For decades, Hospice & Palliative CareCenter has been honoring patients who have died under our care with a single white rose. The rose stands at each patient's memorial service as a sign of love, honor, and remembrance. The White Rose Legacy Society proudly displays this symbol in the same spirit of honor and love for all of those who have been and will be entrusted to our care.

SPECIAL THANKS

Your support helps many.

Bowen Town & Country Furniture Co. promoted the Stressless Recliner Chair Program providing customers with both a comfortable seat and an opportunity to make a donation to Hospice & Palliative CareCenter. Scott Bowen presented a check to Hospice in January for over \$1,100, bringing comfort, hope, and peace to our patients and families.



Over the years, **The Winston-Salem Shag Club** has raised funds totaling more than \$78,000! On February 1, they supported Hospice again with a generous check for \$5,000. There is no better feeling than knowing we have trusted advocates in the community who support our mission by taking a few extra steps on behalf of the patients and families we serve.



DONOR LISTING ON-LINE

In Honor & In Memory

For a listing of those who have given to Hospice & Palliative CareCenter or those who have been honored or remembered, please visit www.hospicecarecenter.org and click on our Donor page, and then click on Donor Recognition Book.

To those of you who are recognized within the pages, we sincerely thank you. Because of you, patients and families live more fully and comfortably. Your generosity is inspiring.

GOT PLANS? (continued from page 3)

to share that knowledge. I was enlightened on the importance of planning ahead for our care at end of life. I was also extremely comforted to hear about all the facets of Hospice from enrolling, to the grieving process. I can't tell you how comforting it was to understand that we now have a soft place to land."

In December, Beth enrolled her mother in Rowan Hospice & Palliative Care and is now comforted in knowing that her mother's wishes are being fulfilled. Summing up her experience, Beth said, "I ran to Hospice for help with this intensely unsure time for her and the family, and they have given us quality time together. Our team is lovingly caring for her, administering to her needs as they arise, and they have embraced us. Truly these specialists give from their hearts and it shows. Thank you Hospice for being present in this time of need."

Save the Date for National HealthCare Decisions Day April 16, 2014

The perfect time to Make Plans

Participation is free – Registration is required
Community-wide workshops at 7:30 am – 9:00 am &
3:30 pm – 5:00 pm at Hospice & Palliative CareCenter in
Winston-Salem. Call 336-768-6157, ext. 1622.

got
plans?

A CHANGE in Career . . .

(continued from page 3)

radiation in the past year and has since retired from nursing. "It is kind of scary," Tricia said, "because being in the medical profession we know the seriousness of the situation. But it is also comforting to be in the know and to have the experience I have gained from Hospice. It's what many families face daily and we are in a position to deal with this the best way we can."

"One of the questions that often comes up is how we keep from feeling overwhelmed or burning out in this very emotional setting. It's very challenging yet it's very rewarding." Tricia and her husband Al have a seven-year-old son, Will. During her time off, Tricia says she finds relaxation and gets recharged spending time with family. "Will is an only child and a sports fanatic so we are either at soccer, football or swimming," she explained.

When asked what she likes the most about working for Hospice, Tricia responded, "It feeds my soul. Hospice is most special when we have the time to be there for patients and families and make a difference at a difficult time in their lives." Recalling one of her most memorable experiences, she said, "I had the privilege of caring for a woman who was unfortunately diagnosed with ovarian cancer at the age of 33. She and I became very good friends. The grace I learned from her as she went through the final stages of her illness is something I will never forget."

GOT PLANS?

www.GotPlansNC.org to Make YOUR Plans!

Decisions about end-of-life care are deeply personal. Because it is impossible to foresee every type of circumstance or illness, it is important to think in general terms, and essential that your loved ones and healthcare providers understand your values and wishes. These conversations – *making plans* – will relieve anxiety, stress, and guilt that can come when we are forced to guess what our loved ones would want.

Regional healthcare leaders have a shared passion – to know patients' wishes so they can honor patients' wishes. Together, Hospice and its regional partners just launched a new Got Plans? campaign and website. Please visit www.GotPlansNC.org to learn more.

Hospice & Palliative CareCenter and Rowan Hospice & Palliative Care offer Advance Healthcare Planning workshops on an ongoing basis and are always available to answer any of your questions about end-of-life care. Additionally, for patients and families facing the physical and emotional challenges of serious illness, the teams would like to provide help, hope, and support. To learn more, visit www.HospiceCareCenter.org

www.GotPlansNC.org

got
plans?

I HEART HOSPICE

Stokes County valentine card contest had heart.

Hospice & Palliative CareCenter would like to say a heartfelt *Thank You* to all of the teachers and students from the Stokes County schools for their enthusiastic and thoughtful participation in this year's "I Heart Hospice" valentine card contest. The cards were creative, touching, and uplifting for those who received them. Every Hospice patient as well as every resident of a long term care facility in Stokes and surrounding counties received a valentine card. Hospice remains grateful to the students and teachers in Stokes County and looks forward to continuing this tradition for generations to come.



BOARD MEMBER *in the Spotlight*

Margaret Ann Hofler, Senior Vice President, Commercial Banking, BB&T

Margaret Ann Hofler joined the Hospice & Palliative CareCenter Board of Directors in January of 2009. This January, she became the Chair of the Board. Margaret Ann brings a wealth of business acumen and a deep personal commitment to her role. The staff and fellow board members are grateful for her ongoing passion for our mission.



Q. What is your role at BB&T?

A. My role is very much about building trusted relationships with my clients and helping them grow their businesses to succeed financially. I have about 50 clients, all medium and large-sized businesses in Winston-Salem/Forsyth County, including several large not-for-profit organizations and schools. My role is to manage their banking relationship and to look for ways to add value for them. That may be exploring ways to finance growth, whether buildings or equipment; helping them improve their cash flow; or finding ways to improve insurance or investments. Every day is different and busy.

I'm a helper by nature. In fact, I have a nursing background. I spent four years as an RN doing hands-on nursing in both pediatric and adult intensive care, then six years in nursing continuing education and consulting before transitioning to commercial banking. Really I've had two careers: health care and banking. After 12 years at Forsyth Hospital/Novant Health doing marketing and business development, I returned to commercial banking. I've been with BB&T for 12 years now, and I believe wholeheartedly in our mission and values. I love my clients, and I love helping them.

Q. How long have you been on the board?

A. I've been on the board for 4 years.

Q. Why do you devote your time and energy to Hospice & Palliative CareCenter?

A. I so believe in the mission. What Hospice does matters! Working as an intensive care RN, I developed a greater understanding of hospice care and its benefits for patients and families. Interestingly, I was studying hospice in graduate nursing school and did my master's thesis on how to engage families in caregiving with cardiac surgery patients, to see how it affected their recovery. It did. I see how hospice teaches and empowers caregivers and helps families. At the same time, hospice understands how difficult it is to lose a loved one and provides wonderful support to the family.

Q. Have you had a personal experience(s) with hospice?

A. Yes. Three years ago my long-time partner, Larry, lost his father who was cared for by Hospice & Palliative CareCenter, and we cannot say enough good things about the experience. Larry's father had late stage COPD and was admitted for Hospice care at home. Soon after that, he had a respiratory emergency, was admitted to the Kate B. Reynolds Hospice Home, and died five days later. Ironically, on the very same day he died, I started as a new Hospice board member. As I was walking into the Williams Education and Counseling Center for a Board meeting, Larry was walking out after his dad had just passed. He was at peace – he spent the entire stay with his father at the Hospice Home, and he witnessed and experienced the kindness and care provided. He saw that his dad was more comfortable and relaxed than he had been in months. It meant so much to him.

Amazingly, two weeks after Larry's father died, he received a call from their nurse's aide asking how he, *Larry*, was doing. It was the sweetest thing and extraordinarily kind of her. That's the kind of compassion that built this organization – that IS Hospice! He tells that story whenever talking about Hospice.

My own father also had late stage COPD, and I had researched home care through Hospice of Wake County for him and to support my mom as his primary caregiver at 89 years old. It was May of last year, and we had a hospice assessment scheduled in a few days. Unfortunately, my dad never got to experience the wonderful care of hospice; he died of a sudden heart attack just two days prior to that.

Q. What is most rewarding?

A. Knowing that I'm doing something that really, really matters. It is very rewarding to know that we are helping people when they are at their most vulnerable time. It's truly a great honor to be the chair of such a wonderful organization.

Q. When you are not volunteering, what is your favorite thing to do?

A. I enjoy hiking, taking fast walks with my dog, doing yard work or flowers, just about anything outdoors. We like to travel as well – especially adventure travel – a favorite of mine is white water rafting. I love spending time with my 27-year-old-son, who lives in Boone. Like mom, he loves all things outdoors!

***"I so believe in the mission.
What Hospice does matters!"***

THANK YOU VOLUNTEERS FOR ALL YOU DO!

Volunteers are essential to the mission and operation of Hospice & Palliative CareCenter. There are approximately 633 dedicated volunteers who contributed 41,631 hours of service last year.

April 16 – 20, 2014, is National Volunteer Appreciation Week. While this week has been designated as a time to salute our volunteers, we remain grateful 365 days a year for each and every volunteer.

Thank you.



Volunteers: Value-Added Service

	<u>2013</u>	<u>2012</u>	<u>2011</u>
Total Number Volunteers	633	554	630
Total Number of Hours	41,631	40,997	38,669
Volunteer Visits to Patients	9,824	9,093	7,450
Value-Added Savings	\$921,710	\$893,325	\$825,970

“It always seems to be that I get more from hospice patients than I give them. They have enriched my life.”

MAGNIFICENT TRIBUTE to Sweethearts Past



Charles Walters and Marian McGainey of the Magnificent Seniors Social Club

On February 15, the Magnificent Seniors Social Club hosted a Sweet Heart Ball at the Hawthorne Inn and Conference Center – their first official event. The Valentine’s dinner and dance was organized as a way to fulfill the club’s charitable mission: vibrant seniors with style and grace who give to their community and help their fellow men.

“I wanted to organize a club where senior citizens could donate,” said the club’s founder, Leo Adams. He selected Hospice & Palliative CareCenter as the beneficiary of this particular event because of his firsthand experience with the organization. Mr. Adams lost his own sweetheart, Jeanette, in 2000 after she was cared for by Hospice & Palliative CareCenter. “They were with us,” Adams commented, “every step of the way.”

Several of the Magnificent Seniors have suffered their own losses, and agreed that the many fond memories surrounding Valentine’s Day made it the perfect occasion to honor those they have loved and lost. “Valentine’s was a very special day,” Adams related. “We didn’t have a lot, but we really celebrated, her and I.”

“Gorgeous” is the word Gloria McIver – another Magnificent

Senior who attended – used to describe her marriage to her late husband. “I don’t know whether you can call something perfect or not,” she added, “but I think my marriage to my husband was perfect.”

Beth Bryant in the Development Department at Hospice & Palliative CareCenter reached out to the Magnificent Seniors’ vice president and co-founder, Lillie Love, to express the agency’s appreciation for their generous gift. “I was so touched by the idea that this group chose Valentine’s Day as a way to pay tribute to their sweethearts,” Bryant said. “It is a special tribute to us, too, and we are so very grateful. I hope this tradition continues so that in the future, other agencies will benefit from the kindness of the Magnificent Seniors.”

Ms. Love deemed the Sweet Heart Ball a success, and she hopes it will encourage more lively seniors to join them. “We’re hoping with this event we can get more members,” said Love.

“We wanted to do something that was very constructive to be able to help our fellow men in our community.”



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- Second Tuesday every month • Mocksville
- Third Tuesday every month • Salisbury
- Fourth Tuesday every month • Walnut Cove

To register or for additional information,
please call (336) 768-6157, ext. 1622.
www.hospicecarecenter.org

Save the Date for
National HealthCare Decisions Day
April 16, 2014



The perfect time to Make Plans

Participation is free – Registration is required
Community-wide workshops at 7:30 am – 9:00 am &
3:30 pm – 5:00 pm at Hospice & Palliative CareCenter in
Winston-Salem. Call 336-768-6157, ext. 1622.

To learn more about ongoing clinical and
community education contact us:

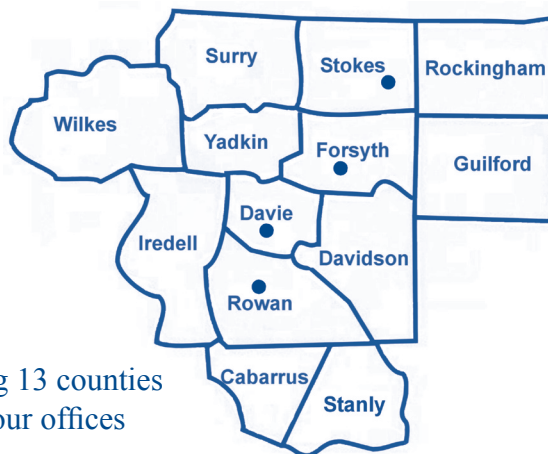
HospiceCareCenter.org
(888) 876-3663

Winston-Salem (336) 768-3972

Walnut Cove (336) 591-1124

Mocksville (336) 753-0212

Salisbury (704) 637-7645



Serving 13 counties
from four offices

Hospice & Palliative CareCenter admitted
the very first patient to receive hospice care
in North Carolina in August of 1979. Thirty-
five years later,
we are proud to
serve patients
and families
in 13 counties
throughout the
Piedmont Triad
region.



The CIRCULAR - Spring 2014 Issue

Front Cover

Everybody is Somebody
Hospice HOPE RUN

Page 2

From the desk of Linda Darden, Sr VP of Operations
Save the Dates

Page 3

GOT PLANS?
A Change in Career

Page 4

Creating Your Legacy of Hope
Thanks to Community Events

Page 5

National Health Care Decision Day - April 16
GOT PLANS? www.GotPlansNC.org

Page 6

Board Member in the Spotlight – Margaret Ann Hofler

Page 7

Hospice Volunteers Help People Live
Magnificent Tribute to Sweethearts Past



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