THE CIRCULAR



Fall 2007

Sole Tapping Is Good For The Soul Music and Other Therapies Complement Holistic Approach to Care



OUR MISSION:

Hospice & Palliative CareCenter is committed to providing quality medical, emotional, spiritual, and social support to patients and families who face a serious illness regardless of diagnosis, prognosis or treatment. We advance excellence in compassionate care through related community collaboration, education and service.

PROGRAMS & SERVICES

If you would like information about any of the following programs and services, for yourself, a family member or friend, please call the office nearest you: 336-768-3972 in Winston-Salem 336-753-0212 in Mocksville 336-593-8450 in Walnut Cove 704-633-5447 in Salisbury or 1-888-876-3663, or visit www.hospicecarecenter.org

Hospice Care
Palliative Home Health Care
Kate B. Reynolds Hospice Home
Palliative Care Consults
Carousel Center
Grief Counseling Center
Community Support Program

Community Partnership for End of Life Care

Katie Cyre, MS, MT-BC

Complementary Therapies Program Manager and Music Therapist

Personal Tidbits:

- ❖ 4 1/2 years with Hospice & Palliative CareCenter
- **❖** Married to Ashley and new mother to son Eli 10 months old
- Loves time with family & friends, gardening, and singing silly songs to Eli

Katie Cyre grew up the daughter of two music educators. "Mom taught music to elementary school children, and Dad taught high school students. They helped draw me to a career involving music," shared Katie. "I went to college at Western Carolina University and double-majored in Recreational Therapy and Music. I did an internship at a nursing facility and worked mostly with Alzheimer's patients. I could see that music had an important role, especially for memory. It had a way of drawing patients out, and you could watch them reconnect. One of the other great benefits was that the music had a calming effect."

"I knew there was a science to music therapy and that it was truly a therapeutic tool to trigger memory, as well as treat the whole person. I wanted to know more, so decided to attend Radford University to pursue a graduate degree in music therapy. I did my internship with a hospice in Asheville and was blown away by the impact that music therapy had on my patients' lives. Music can cut through barriers and move you to important emotional places. Music stirs the soul." With all of her passion, Katie became Board-Certified in Music Therapy and pursued her ultimate goal of

working with hospice patients.

Hospice & Palliative CareCenter's Music
Therapy Program began with a one-year grant from
the Hospice Foundation. After witnessing the
significant impact it had on several patients during
that period, Hospice realized the value of the
program and decided to continue to fund the
program. Music therapy is gaining popularity in
hospice programs across the nation and around the
world. Katie points out that "many smaller agencies
don't have the resources to provide music therapy.
However, we're very fortunate to be able to offer it
to our patients. We are witnessing the physical,
emotional, and spiritual benefits to our patients,
especially when it comes to reducing anxiety and
providing opportunity for expression."

When asked to describe how these benefits of music therapy are evidenced, Katie immediately

(Continued on page 3, Sole Tapping is Good for the Soul)

Finding Comfort & Companionship After The Loss Of A Spouse Widows and Widowers are Making New Friends

It's okay to find laughter again. It's okay to make new friends. It's not always easy, but there is hope.

After meeting one another at a "Loss of Spouse Group," sponsored by Hospice & Palliative CareCenter in the summer of 2005, a group of widows and widowers decided to form a social group. "Many

people who have lost a spouse and worked through their grief issues are perplexed as to what comes next," shared Gerry Lunsford, one of the group's initial organizers. "We felt a



L to R: Dee Schaffer, Gerry Lundsford, Penny Gettings

connection and knew we all shared a desire to meet new people and make new friends, so we decided to give it a shot. In January of 2007 we really got organized," she continued. The group decided to meet four times per year, as well as create a host of social opportunities. More than half the individuals who attend the

outings learned of the Widow or Widowers (WoW) group from attending a support group at Hospice. Dee Schaffer, another of the group's organizers said, "We knew there were other groups out there,

(Continued on page 4, Finding Comfort)



It Really Does Take A Village

As our agency swelled with volunteers from this year's United Way's Days of Caring, I was reminded that, with all our competent, caring staff, we could not begin to meet the needs of patients and families alone. It takes lots of hands and hearts to accomplish the mission. Hospice & Palliative CareCenter volunteers, over 400 strong work daily on a variety of tasks – from patient care to filing to data entry to landscaping. What a wonderful gift.

Days of Caring brought new volunteers willing to help out in any way possible. We send a special thank-you to the businesses that allowed their employees to contribute in this way. They were everywhere – at the homes of our patients helping with various projects, and at our Winston-Salem campus building a fence around our generator, planting flowers, washing windows and much more. What wonderful people, what fun to see them on our campus, and what huge projects they accomplished.

Our community generously gives to this organization – time, talents and money. In fact, our budget includes about \$1.6 million in community dollars that are needed to fund the programs of Hospice. Each dollar you send is being used wisely and for the most benefit.

Community dollars benefit some of our programs that are available to everyone in the community. For example, more than half the clients who visit our Grief Counseling Center have experienced the death of a loved one, but had no connection to Hospice. We know that this is our field of expertise, and we pride ourselves in being able to serve our community. Another service is guidance and implementation of advance care planning. We hope that all adults have thought through, discussed, and written down their end of life care wishes, and if not, we hope they will call us. Pediatric palliative care and complementary therapies are both programs that simply don't pay for themselves, yet are very important for the families that need them. With your kind gifts, these and other programs are made possible, and we are committed to providing all that we can.

It takes a village...and we don't take that for granted. We hope that you know how grateful we are, and how much your contributions enable our services to reach anyone in need.

JoAnn Davis, President & CEO

Hospice & Palliative CareCenter Board of Directors

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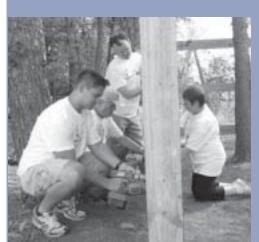
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We would like to thank our Governing Board and Foundation Board of Directors for the contributions they make to Hospice & Palliative CareCenter. Board members volunteer their time and professional expertise for the agency, and their efforts are greatly appreciated.



It Takes A Village - Special Thanks to Area Employees

Each year, the United Way's Days of Caring provides local agencies like Hospice with volunteers to perform tasks that would otherwise go undone. The annual



event is an opportunity to acquaint volunteers with agencies and services funded through United Way contributions. This year, several local employers adopted projects for Hospice.

Over 150 employees from the following

companies provided service to Hospice during the United Way's Days of Caring: **RJ Reynolds Tobacco Company, RJ Reynolds Packaging, Wachovia, Corn**

Products, RMIC, East Energy, and Hanes Brands.

The staff of Hospic Palliative CareCenter, patients and their fam give many thanks for t care and support.





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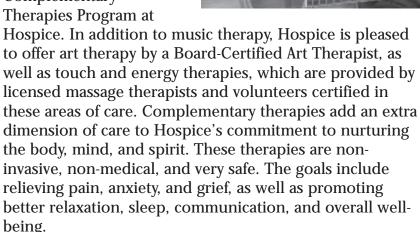
Sole Tapping Is Good For The Soul (Continued from cover)

thinks of her patients and offered this example: "I remember working with a woman who was extremely anxious and barely able to communicate. She spent a good deal of time yelling and moaning. She seemed to be in pain and was limited in what she could share verbally. Eventually, through the use of music, she channeled her yelling into singing. Her anxiety shifted and slowly transitioned into calm. And even though she was mostly non-verbal, the music gave her a voice and a chance to share what she was feeling. The music became her avenue to talk with her children. It created a safe container for expression, creativity, and ultimately, helped her create a legacy. This project, her legacy, grew out of improvised music, the words of which captured her love and pride in her children. Using her words, I wrote and recorded a song. We recorded her voice as well, both singing and speaking. It's a gift for her kids. In the beginning, the physical benefits were evident with her pain management. And in the end, the emotional and spiritual benefits went well beyond reducing her anxiety. In the midst of all her fear and grief, she experienced creativity, found her voice, and created a legacy – a lasting gift."

Katie says her work is a bit like dancing. She follows her patient's lead. "I go in without any agenda, and I'm ready

to move in the direction they need to go. Music is a really important part of who I am, so being able to share that in a way that helps people find comfort in their bodies and spirits - that's rewarding."

Katie is the program manager of the Complementary





"It's An Honor"

A Conversation with Board Chair - John Ruffin

John Ruffin has served on Hospice & Palliative CareCenter's Governing **Board of Directors since 2003.**

Q. What initially motivated you to join the board?

A. "I had so many friends and family that had been served by Hospice, and they all had such great things to say about the care. When you hear that enough, you want to look into it and be a part of it. I was asked by several people who had been active board members as well, and I decided to get involved and I'm glad I did."

Q. What has been the most rewarding?

A. "It's hard to point to one or two things. I look around at the staff and beautiful Kate B. Reynolds Hospice Home. I think about the work being done by the whole organization and how we impact the community. I see how going through one end-of-life care experience makes a difference. A pastoral care visit, contact with a counselor, a special visit from the

nurse, the pharmacy - how it all makes a difference. It's not just one thing. It's everything."

Q. Why did you take on the role of **Board Chair this year?**

A. "You know, I'm not real sure. It just kind of happened. As I became more active, I was asked, so I said yes. I'm honored to be a part of this remarkable organization."

Q. In your leadership position, what do you see as our biggest opportunities and challenges?

A. "I think that it's an exciting time for Hospice as we position ourselves for the future. It's important that we create a vision, and I hope I can be effective at that over the next year. There is a lot on the horizon and it's exciting. There are big decisions to be made nationally, as well as locally. The issues range from what may happen with the federal budget and the Hospice Medicare Benefit to how we position ourselves locally to continue



John Ruffin meets with CEO, JoAnn Davis

Personal Tidbits

John is a real estate professional with Meridian Realty and an avid outdoorsman. He is married and has three children in college. His wife, Fowler, has a passion for animals and is a cowgirl at heart. She is an active volunteer at The Children's Home, where she helps with the farm and animals. He affectionately refers to her as "Doctor Doolittle." The entire family loves to be outdoors, enjoying activities like fishing, hunting, and hiking.

all of our outstanding services, many of which we offer free of charge. We're providing unmatched care and services, and we need to continually find ways to excel."



Gifts For Patients And Their Families

Hospice welcomes donations from individuals and community organizations for patients and their families during the holidays. In addition to food and small gifts, many families will need financial support simply to stay warm. Increased fuel costs will make it prohibitive for many families to adequately heat their homes. Please consider supporting our **Patient Welfare Fund**. This fund will enable Hospice to cover the cost of gas, electricity, or

heating fuel needed to enable our patients and families to remain comfortable in their homes. Donations can make a major difference for families experiencing both emotional and financial hardships due to the illness of loved ones.



Volunteer, Gene Atkinson, bags donated groceries for Patients and Families.



Holiday Wish List



- Financial contributions to support the Patient Welfare Fund to enable Hospice patients and families to afford rising heating costs
- ☼ High-Calorie Nutritional Supplements such as Ensure and Boost
- O Holiday gift items as recommended by Hospice staff

Please contact Faye Everhart, Volunteer Services Coordinator, at 336.768.3972 with questions about how you can help and to coordinate making a contribution.

Finding Comfort (Continued from cover)

and we have no requirements in terms of age, or having been connected through Hospice; it simply doesn't matter. We just want to create a safe environment where people feel comfortable and can make new friends."

Penny Gettings is the social events chairperson. "I lost my husband suddenly, and I wasn't involved with Hospice, but I heard about the Hospice counseling groups from my cousin who had lost his wife. When Dee Schaffer started to have meetings to plan the beginning of what became known as WoW, she got my e-mail address from my participation in a Hospice Grief Group. I agreed to help with the group. I planned a picnic at Miller Park for the first social outing. I was really surprised at how many people were there, and I remember thinking what a nice group of people." Serving as the social events chairperson, Penny organizes special outings like going to the Barn Dinner Theater, as well as monthly dinners at Big Shotz. "We all know how much we grieved, and we want to reach out to others. It's nice to know you have someplace to go," she added.

If you ask the members of the group what they want most from WoW, it's clearly to make new friends. In a survey of WoW group participants, completed by 113 individuals, the common theme was simply to meet new people and socialize with new friends.

You might wonder if people are looking for more than friendships. Well, for the most part, it doesn't seem that way. Yet, as luck would have it, there has been at least one love connection. Gerry, affectionately known by the group

as having a wonderful sense of humor, welcomed attendees to the first meeting. After she finished with the formalities, she said, "I'm available, but you all don't need to rush me at once." Dee Schaffer says that



Gerry Lundsford & Dean Howard

everyone in the group knows they'll have good time when Gerry is around.

The love connection may have started with her closing remarks that night. As Gerry tells the story, Dean Howard came to that meeting because a friend had clipped a notice of the WoW group meeting from the paper and suggested he go. "Dean left the first meeting after nothing more than a simple introduction. The next time I talked to him wasn't until we were calling people who had attended the meeting to remind them of our dinner outing. Well, he came to the dinner. We started talking and really enjoyed each other's company, and as they say, the rest is history."

For more information about the Widow or Widowers (WoW) group, contact: Dee Schaffer by email - dschaffer@triad.rr.com or Gary Lunsford by phone - 336-577-8895, or by email - gerryspt@yahoo.com



Please Allow Us To Introduce Ourselves *Hospice & Palliative CareCenter*



Hospice & Palliative CareCenter was the first hospice in North Carolina, established in 1979 in Winston-Salem. Even though we're almost 30, we'd like to introduce ourselves. For nearly two decades, we were known as Hospice of Winston-Salem/Forsyth County, Inc. We started out serving primarily Forsyth, Stokes, Davie, and Davidson Counties. Along the way, we watched additional hospice programs emerge, and we even passed along lessons learned and helped some of them in their development.

Approximately ten years ago, we became Hospice & Palliative CareCenter. Our agency remains a not-for-profit organization, and in some of the communities we serve, we are a United Way agency. We are proud to put one hundred percent of our resources and donations into programs that benefit the

community, including services like grief counseling and assisting people with living wills. Most of our programs and services are free, and no one is ever denied care because of an inability to pay.

To many, the particular details of a hospice organization are only important when it's time to consider hospice care for

a loved one. In fact, most people think "Hospice" is our full name, or that we are "Hospice of Forsyth County." We'd like for you to understand that while most hospice organizations have similar names and missions and offer similar core services, there are many differences. We hope you'll come to recognize us as "Hospice & Palliative CareCenter," and we hope you'll get to know a bit about our programs and services so that if you or a loved one are ever in need, you'll know who to call.



Like most hospices, our core service is providing Hospice care. On any given day, we care for approximately 360-370 patients and their families. We provide Hospice care in our patient's primary residence, which for many includes nursing homes. We also have a 24 hour/7 day a week facility for our patients and families when around-the-clock care is needed. That facility is the Kate B. Reynolds Hospice Home, offering a setting that is a home away from home for 30 patients and families. And for those of us who face emotional and physical challenges related to end-of-life issues, we offer a host of additional programs and supportive services for those times when Hospice care may not be the only answer.

The last decade has been a time of growth for many hospice organizations. Likewise, in more recent years, Hospice & Palliative CareCenter has opened offices in Walnut Cove, Mocksville, and Salisbury to better serve our patients and families. We've been serving most of these communities since 1979, and with our growing number of patients and families, we wanted a physical 'home base' for our team of caregivers who live and work in these communities. In short, we serve 13 counties from 4 offices.

Providing end-of-life care is a privilege. Yet, it's a topic not easily embraced. Please take some time to consider your end-of-life care wishes. Get to know us so that you'll know who to call if we can ever be of help, hope, and support to you and your loved ones.



Hospice & Palliative CareCenter serves 13 counties from 4 offices:

Winston-Salem

101 Hospice Lane Winston-Salem, NC 27103 Phone: 336-768-3972

Fax: 336-659-0461

Mocksville

377 Hospital Street, Suite 103 Mocksville, NC 27028 Phone: 336-753-0212 Fax: 336-753-0217

Walnut Cove

3169 NC 8 Hwy South, Suite 204 Walnut Cove, NC 27052 Phone: 336-593-8450 Fax: 336-593-8425

Salisbury

512 Klumac Road, Suite 3 Salisbury, NC 28144 Phone: 704-633-5447 Fax: 704-633-5576



Bankers Turned Birdhouse Enthusiasts Creativity and Thoughtfulness Brighten Days

Nine branches of NewBridge Bank, formerly LSB The Bank, adopted Hospice during the United Way's Days of Caring campaign. Their project was to supply and decorate birdhouses that will be used on the grounds of the Kate B. Reynolds Hospice Home. On November 8, Zachary Sink, Deborah Moore, and Suzanne Bullotta made the special delivery.

The project turned into a friendly competition among the different branches. Although the judging was difficult, there were three that were selected best overall:

Taking Third Place was the Sherwood Community Office with – "The General Store"



L to R 1st Place, Bee Birdhouse 2nd Place, Views of the Seasons 3rd Place, General Store

Taking Second Place was the Kernersville Community Office with – "Views of the Seasons"

Taking First Place was the Stratford Community Office with – "Bee Birdhouse"

Many of the birdhouses are placed just outside patient rooms so patients and guests enjoy them.



Hospice staff with friends from NewBridge Bank, L to R, Tina Stearns, Emmalee Hughes, Deborah Moore, Suzanne Bullotta, Zachary Sink, Diane Spaugh, Kay Watson

4-Week Book Discussion Group

"Life changes fast. Life changes in the instant. You sit down to dinner and life as you know it ends," writes author Joan Didion after the death of her husband, author John Gregory Dunne. Didion, an accomplished writer who won the National Book Award for non-fiction with "The Year of Magical Thinking," explores an intensely personal yet universal experience: a portrait of a marriage—and a life, in good times and bad—that will speak to anyone who has ever loved a husband or wife or child.

Members of this 4-week Book Discussion Group will read the book together, discuss its merits as a work of literature and as a study on grief, and relate it to their own experiences of losing a life partner.

Please call Donna Hampton, MS, LPC, NCC at 336.768.3972 for a brief intake interview and to register for this 4-week group.

The loss of a loved one can be an emotional hardship. With the help of grief counseling you can learn to remember your loved ones with less pain. Hospice & Palliative Care-Center offers a variety of grief support groups on an ongoing basis. Listed below are groups you or someone you know might find comforting.

2007 Counseling Series Remaining

Support Groups

Left Behind: A Group for Survivors of Suicide

2nd & 4th Tuesday of each month — 6:00-7:30pm A mutual support group for family and friends of those who have died by suicide. Call Kelley Ryan at 336-768-3972 for registration and a brief intake interview.

Grief Support Group - Mocksville

Meets on the 1st and 3rd Tuesday of each month – 6:00pm-7:30pm To register, call 336-753-6230

2008 Counseling Series

6-Week Counseling Groups for Adults: Death of a Spouse and Death of a Parent

8-Week Heartstrings Infant Loss Support Group

For those who have lost an infant from conception to one year of age

On-going Support Groups
Left Behind: A Group For Survivors Of Suicide
Teen Evening Retreat - "Journey" (grieving teens ages 13-17)

Location for above:

Hospice & Palliative CareCenter • To register, call 336.768.6157, ext. 600

Coping with the Death of a Spouse and Caregiver Support GroupLocation: BestHealth Center • Hanes Mall (near Post Office) • Winston-Salem
To register, call 336.716.2255

Mocksville

Grief Support Group

Location: Senior Services of Davie County • 278 Meroney St • Mocksville To register, call 336.753.6230

Please call for dates, times and locations of groups. There is no fee for groups, though advance registration is requested.

Individual Grief Counseling is available at each of the offices listed below. Please contact the office closest to you to inquire about additional groups, workshops, or other special events that may be offered throughout the year.

336-768-3972 in Winston-Salem 336-753-0212 in Mocksville 336-593-8450 in Walnut Cove 704-633-5447 in Salisbury 1-888-876-3663 from Anywhere www.hospicecarecenter.org



Event Revenues Reach Record High Ladies Behind Bermuda Run Event Raise Over \$70,000

The 11th Bermuda Run Golf and Tennis Classic held August 25 set a record high raising a whopping \$70,000. Year after year, this event and its organizers overwhelm Hospice staff with their tireless efforts. "For weeks leading up to the big

event, we get 'special deliveries' in the form of sponsorship checks from our generous friends who live in Bermuda Run. The continued support they show us is truly remarkable," shared Emmalee Hughes, Development Director for Hospice.

The proceeds have been earmarked to support patients and families in need of care at the Kate B. Reynolds Hospice Home. The amount of money raised from this event since its inception is nearly \$480,000.

In addition to the monetary contributions, the event has a few other valuable byproducts. For one, it's inspiring to see a community come together in such unity for a common cause. Secondly, it's hilarious to see a community come together to entertain each other. The "show of shows" has become a traditional part of the day.



Performing The Mamas and Papas L to R, Austin McGuire, Joby & Gloria Matthews, Ann McGuire

Surprisingly, after a round of golf or a tennis match in 95-degree heat and high humidity, several of the neighbors take the stage. Many of them rehearse for weeks to perfect their lip-sync or live performance. They don their costumes with pride and, in short, provide a lot of laughs.

On a more serious note, the chairwomen for this year's event, Barbara Tilton and Loyce Bornhauser, have seen Hospice & Palliative CareCenter touch many lives in Bermuda Run. "We've seen first hand what a gift Hospice can be, and the Hospice Home has certainly been a refuge for some dear friends. We can't think of a better way to say thank you," shared Loyce.

Living Will & Health Care Power of Attorney . . . Just When You Thought You Understood It All



Dee Leahman and members of Hospice's Community Education Department are happy to assist anyone in the community with advance care planning.

If you have a Living Will and a Health Care Power of Attorney, you're ahead of the game. In fact, you're in good shape. You don't need to do a thing. However, there is one more new tool we can all use to make even more certain that our final wishes for our care at the end of life are clear, and known by all of the important people – especially our physicians!

This new tool is call MOST, which stands for **M**edical **O**rders

for **S**cope of **T**reatment. MOST is the first physician's order that must be signed by both the doctor and the patient or patient's representative. It's kind of like a "DNR," which means DO NOT RESUSCITATE. Yet, the MOST form gives the physician a specific checklist to discuss the type of treatment the patient wants and does not want.

MOST allows patients to request, and doctors to order on a standing basis, a range of treatments, or the withholding of such treatments, including life-prolonging care and less drastic care including antibiotics, among others. It gives your physician a guide to discuss important decisions with patients who are:

- · terminally ill
- suffering with advanced, chronic, progressive disease
- likely to die within twelve months

- and others wishing to further define their healthcare wishes
- So, what should you do?
- 1) Think about the kind of care you want and don't want.
- 2) Talk to your loved ones and your physicians about your wishes.
- 3) Ask someone to make healthcare decisions for you when you cannot make them for yourself. That person is called a Health Care Agent.
- 4) Fill out a Health Care Power of Attorney. This will give your agent permission to make decisions for you when you are unable to.
- 5) If you or a loved one fall into one of the categories listed above, talk to your physician about having a **MOST** form filled out.

If you have a health care agent **AND** a **MOST** form on your medical record, your chances of having your wishes honored are greatly increased. Together with a valid living will or health care power of attorney, a **MOST** form allows providers to act immediately or withhold care, according to your instructions.

For more information on the revised advance directives laws, or questions about how these changes affect you, call the Community Partnership for End of Life

Care, a program of Hospice & Palliative CareCenter, at 336-768-6157, ext. 622.

Currently, there is no charge for these services.



Timeless Ornaments Make Treasured Gifts Please Support Hospice's 17th Annual Ornament Celebration

If you're in search of thoughtful gifts for the loved ones on your holiday giving list, please consider our beautiful handmade ornaments. In addition to making someone's holiday more meaningful, you'll be supporting Hospice patients and families.

Our tradition continues with handmade porcelain bells and balls from Barking Spider Pottery in Penland, NC as well as a crocheted star. The ornaments can be inscribed with the name of someone you wish to honor or remember.

For a gift of \$100 or more, you will receive Hospice's 2007 series handmade porcelain ball inscribed with your honoree's name.



For a gift of \$45 or more, you will receive Hospice's 2007 series handmade porcelain bell inscribed with your honoree's name.

For a gift of \$15 or more, you will receive a crocheted ornament bearing your honoree's name.

If you wish to display your ornament throughout the year, please include an additional \$5 gift, and you will receive a perfectly suited gold-toned stand.

To Order:

- ❖ Simply call the Hospice & Palliative CareCenter office nearest you, or 336-768-3972, and place your order over the phone using a credit card. Or,
- ❖ Return the order form from the enclosed *Light Up A Life Ornament Celebration* brochure.

Special thanks to our Presenting Sponsor:



The Circular - Fall 2007 Issue

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Hospice & Palliative CareCenter serves 13 counties from four offices located in Winston-Salem, Mocksville, Walnut Cove, and Salisbury:



Please contact our office nearest you: 336-768-3972 in Winston-Salem 336-753-0212 in Mocksville 336-593-8450 in Walnut Cove 704-633-5447 in Salisbury 1-888-876-3663 from Anywhere



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