



## LIGHT UP A LIFE

*... And lighten your shopping load!*

### OUR MISSION:

*Hospice & Palliative CareCenter provides compassionate care for individuals living with a life-limiting illness and their families, through quality medical, emotional, spiritual and social support.*

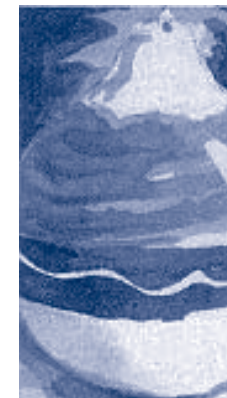
This year, your holiday gifts can do more than light up the faces of your loved ones. They can provide Hospice patients with care, compassion and hope. Proceeds from the purchase of Light Up a Life ornaments support Hospice patients who might not be able to afford care otherwise. Additionally, funds raised help to provide community programs like grief counseling and advance care planning that Hospice could not offer without generous community support.

Volunteers can lovingly inscribe each handmade porcelain ornament with the name of a loved one or a special message. The ornaments make beautiful gifts or can be cherished keepsakes. They can be hung on a tree or displayed on a hanger to be enjoyed all year long.



Make your holiday shopping simple! Use the order form on page 7 to purchase ornaments for

family and friends. Mail in your form and you can pick up your completed ornaments at any of our four offices. We can also mail the ornaments to you to wrap and present, or we can mail them directly to the recipient of your generous gift. Your family and friends will appreciate receiving a lovely gift that enriches the lives of so many.



Thank you to Allegacy Federal Credit Union and Bowen Town & Country Furniture for their generous support of the 2008 Light Up a Life Ornament Celebration.



Smart banking for the good life.



### 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](http://www.hospicecarecenter.org)

Hospice Care  
Home Health Care  
Kate B. Reynolds Hospice Home  
Palliative Care Services  
Carousel Pediatric Program  
Grief Counseling Center  
Community Support Program  
Community Partnership for End of Life Care

## “I WISH MORE PEOPLE KNEW”

*A daughter's perspective*



“Looking back, I wish we had known about Hospice when my father was ill. I also wish we had gotten help for Mama sooner.”

*Tammy Shore Fulp*

When my mother passed away, I not only lost my mother, I lost my best friend, my roommate and my biggest supporter. While losing her was devastating, I'm grateful that Hospice helped us make the most of our time together.

In 1987 my family had a different experience with the death of my father. He passed away from congestive heart failure. If only we had known about Hospice, we would have made sure my father had the same compassionate care we experienced with my mother; but it wasn't until a few years later when a church member had Hospice that I realized what Hospice was. He was

at the KBR Hospice Home and church members were taking turns staying with him at night so he wouldn't be alone. I stayed with him twice and both times it was an awesome experience. Having that time with him was really special, as we knew he didn't have long. And seeing the care and concern on the nurses' faces when they came into the room made the experience more peaceful.

In April 2005 our family was faced with a serious illness again. My mother, Nancy C. Shore, had COPD (chronic obstructive pulmonary disease), and her doctor informed us that there was nothing else he could do for her. Knowing she would get worse, but not knowing when, was hard. Thankfully, I knew enough to ask my mother's doctor about Hospice. He agreed and suggested Hospice & Palliative CareCenter's Home Health Program. He explained that they would create a plan for her care, and when it was time we could easily move to the full Hospice program.

In addition to the caring support of the nurse and social worker, Hospice was able to relieve the major stress of Mama's extremely high pharmacy bills. We were paying out of pocket \$700 to \$800 a month for her

(Continued on page 2, I Wish More People Knew)

## NOVEMBER IS NATIONAL HOSPICE MONTH



November is National Hospice Month, and we recognize this time as both an opportunity and a responsibility to increase awareness within the communities we serve. It is also a time to marvel at the wonderful growth of the hospice movement and philosophy. As we move into our 30th anniversary next year - the oldest Hospice in the state and one of the oldest in the nation - we recognize the challenges for the future, and ask for your help in getting our message out.

Fortunately, awareness is growing and there is an increased understanding about the benefits of hospice care at the end of life. We have just received some national statistics from 2007 that tell the story.

- ❖ The percentage of total deaths in our country that is served by hospice has grown to 39%, up from 35% in 2006.
- ❖ 1.4 million people with a life-limiting illness received care from 4700 hospice providers.
- ❖ The average number of days a patient receives hospice care increased to 67.4 days, up from 60 days in 2006.
- ❖ 31% served by hospice died within 7 days or less.
- ❖ Top 5 diagnoses show continued trend of fewer cancer patients:
  - ◆ Cancer: national - 41.3%
  - ◆ Heart disease: national - 11.8%
  - ◆ Debility unspecified: national - 11.2%
  - ◆ Dementia (incl Alzheimer's): national 10.1%
  - ◆ Lung disease: national - 7.9%
- ❖ Hospice saves Medicare almost \$3000/patient in costs.
- ❖ A 2006 study showed that patients who chose hospice care live an average of 29 days longer than those who did not.

Most of these statistics are favorable. And locally, we are following the same trends. What's exciting to realize is that more and more people understand that we are not about helping you die, but rather helping you live fully until the very end. We are not simply there in your final weeks or days, but in your final months. We are there for patients with cancer as well as patients with heart disease, lung disease, Alzheimer's and dementia, and any other serious illness. We also now know that choosing hospice means living longer - 29 days on average.

Yet, the truth is far too many families have Hospice for a week or less. Why? Because they didn't know or understand that they could have called sooner. The one sentiment that is echoed time and time again is that families wish they had called sooner. There is no better time to remind you that anyone, including friends and family, can make a referral to hospice.

While November is an important time of year to reach out and help people understand the benefits of hospice and palliative care, we believe it's a year round effort. Our Speakers' Bureau team is eager to come and share information and answer questions. We welcome any opportunity, be it a civic group meeting, a church gathering, a business setting, or a community function. We look forward to hearing from you and thank you for helping us increase awareness.

JoAnn Davis, President & CEO

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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.



## "I WISH MORE PEOPLE KNEW" (Continued from cover)

medicines, and I'm not sure how we were able to manage that as long as we did. When Mama was admitted to Hospice, they provided us with the medicines for her COPD at no additional charge. They even delivered them to us at the house. What a burden lifted! It gave us such peace of mind to have that taken care of so we could focus on Mama's care.

When it got to the point that my mother was getting worse, our family and her team decided it was time for her to go to the Kate B. Reynolds Hospice Home. I was worried about this move because I had promised my mother I would never put her in a nursing home or assisted living facility. My worries were put to rest when we arrived at the new wing of



Tammy's mom, Nancy C. Shore

the Hospice Home. The nurses and social worker met us with open arms, welcoming us. Mama was the first patient in room 22, which is something I think of often. The care from the home care nurse and social worker was a blessing, and the blessings continued to us when meeting the new nurses at the Home. How kind they were to us while we stayed with them.

Looking back, I wish we had known about Hospice when my father passed. I also wish we had gotten help for Mama sooner. Although losing my parents was painful, knowing the love and support Mama experienced makes me wish more people understood the benefits of Hospice.



## FLOODED WITH DOUBT

*Elaine Ross, long-term Hospice Nurse, found herself caring for her mother*



Elaine Ross, RN

**How long with Hospice & Palliative CareCenter?** 14 years

**Biggest change you've seen?** Getting to help people much sooner through our Palliative Care Services

**Hobbies:** Walking, reading, knitting, and spending time with grandchildren

**Favorite Book:** *Gift from the Sea*

In each issue of *The Circular*, it's our pleasure to introduce you to one of our staff people. With four offices and over three hundred employees, it's not surprising that some of our staff have also had family members in our care. In this issue, we would like to introduce Elaine Ross, a registered nurse who has been with Hospice & Palliative CareCenter since 1994. She has worked in a variety of capacities, including admitting patients, visiting patients at their homes and in extended care facilities, and since 1999, she has been at our Hospice Home.

Elaine did not anticipate providing hospice care to her own mother. Her mother had been living with congestive heart failure, yet doing well. Unfortunately, unrelated circumstances led to her needing surgery. Although the surgery went well, she became very sick about one month later. Elaine's mother was admitted to Hospice and came directly to the Hospice Home.

**Q. Were you working at the same time your mother was a patient?**

**A.** "Yes, but I quickly realized I couldn't do it. The rest of the staff was so supportive and respectful that within a couple of hours, I was able to shift from nurse to daughter."

**Q. What was it like being a nurse and having your mother as a patient?**

**A.** "I was surprised at how I lost my objectivity. I was flooded with doubt just as if I were a non-clinical person. Because it was my mother, and my emotions were playing such a big part, I was just so unsure."

**Q. How was it being a guest and daughter of a patient, as opposed to a nurse?**

**A.** "Everyone was very kind and supportive. My mom was a very private person, and I'm somewhat private, and the staff could not have been more respectful. It was also more exhausting than I realized. Although you're just sitting there, it's so draining. I'll tell families now that I understand how tiring it is."

**Q. How did your mother feel about being at the Hospice Home?**

**A.** "My mother had always said that if she were dying, she would rather not know. I actually believe she thought she was there because I worked there and that it was convenient and just made sense to have her where I could be with her. Our whole family

decided that was best, and I truly believe my mother didn't know that her impending death was the reason she was at the Hospice Home."

**Q. Did the experience make you see things differently?**

**A.** "I have always been a proponent that our patients should know where they are and what condition they are in. If they have cancer and they are dying, they should know. They have a right to know. And I'd say that 99% of people can tell you when they're dying. So it seemed strange keeping it from my mom, but our whole family agreed it was best. I now realize that not everyone wants to know."

**Q. What's the most rewarding part of your work as a nurse?**

**A.** "It's having the privilege of being allowed into our patients' and families' lives at such an intimate time and having them trust me. It truly is a privilege, and I get so much more back than I give."

**Q. Do you have an example of "getting more back" from your patients?**

**A.** "I had a gentleman whose wife was our patient, and I asked him how long they had been married. He simply said – 'Not long enough.' They had been married for sixty-six years. It was just so touching. And everyone has a story, and it's a gift when they share them with me."



## HOLIDAY WISH LIST

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.

In addition, a \$40 gift will cover a holiday meal for a family.

Contact Faye Everhart, Volunteer Services Coordinator at 336.768.3972 to learn more about the special ways you can help.



# — Because of you

*There's a lot happening for Hospice*

## ADVISORY COUNCILS ESTABLISHED

Advisory Councils have been established in communities served by our **Walnut Cove, Mocksville, and Salisbury** offices. Each is made up of a diverse group of individuals representing the entire community. They include patients' families, community leaders, local business leaders, donors, clergy, and veterans. The purpose of these Advisory Councils is to increase community engagement and to ensure that the voices and perspectives of the community are a part of Hospice's planning and perspective. Thank you to the members for your support and enthusiasm.

## 4<sup>th</sup> ANNUAL GINNY B MOTORCYCLE RIDE

Motorcycle riders from across the state gathered for the **4<sup>th</sup> Annual Ginny B Motorcycle Ride** on October 18. Riders enjoyed a beautiful fall day visiting wineries across Yadkin County, though they



did not sample the fruits of the wineries' labors! David Cornelius organizes the ride each year in memory of his mother-in-law, Virginia "Ginny" Burns. David will be joining forces with Meredy Swafford to organize a large benefit ride for Hospice on July 11, 2009. Watch upcoming Happenings for Hospice for more information.

*Motorcycles line up for the start of the Ginny B. Memory Ride*

## ANNUAL RED BASH

**Keller Williams Realty** presented their **2<sup>nd</sup> Annual Red Bash** to benefit Hospice on September 26. Keller Williams staff, entertained by the talented Tammie Davis and The Big Daddy Band, enjoyed a great evening with family and friends. **This wonderful event raised over \$6,000!**

**Keller Williams Realty**

September 26, 2008

Pay to the Order of:

Hospice & Palliative CareCenter

\$6,000.00

Six Thousand Dollars and No/100

If you or a group you are involved with are interested in holding an event to benefit Hospice & Palliative CareCenter, please call Events Coordinator Amy Williamson at 336-768-3972 to discuss your event ideas.



# Because of you

*There's a lot happening for Hospice*

## WINSTON-SALEM SHAG CLUB

The Winston-Salem Shag Club held their **Annual Turkey Blast** on November 14 to raise money for Hospice patients and their families. In addition to a delicious dinner and dancing, the Shag Club sold tickets for a \$5,000 reverse raffle prize! **The Winston-Salem Shag Club has been holding events for Hospice since 2001 and has raised over \$50,000 in that time.**



## FALL CUT-A-THON



A big thank you to Tina Binkley, Jessica Hundley, and all the stylists at **Steel Roots Hair Salon** in Clemmons! On October 11, they held their first “**Fall Cut-A-Thon**” in memory of Jessica’s grandfather, Thomas A. Phelps. All the stylists, joined by stylists from Renaissance Hair Studio, set up their chairs outside the salon and offered fantastic cuts in return for donations to Hospice. They also arranged a terrific silent auction and vendor area. **The Steel Roots Cut-A-Thon raised over \$2,500!**

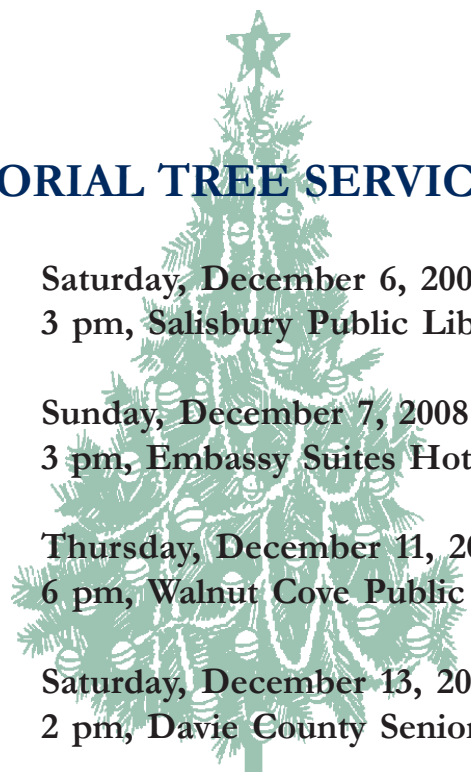
## HOMESTEAD HILLS RETIREMENT

**COMMUNITY** held a family fun day to benefit Hospice on October 25. A rainy morning didn’t dampen the spirits of the residents, staff, and community members who came out to enjoy carnival games, a dog show, cake walk, vendors, and silent auction. **This fun event raised over \$1,300!** The staff at Homestead Hills does so much to support Hospice and we can’t thank them enough.



## MEMORIAL TREE SERVICES

- |                      |   |
|----------------------|---|
| <b>Salisbury</b>     | <b>Saturday, December 6, 2008</b><br><b>3 pm, Salisbury Public Library</b>    |
| <b>Winston-Salem</b> | <b>Sunday, December 7, 2008</b><br><b>3 pm, Embassy Suites Hotel</b>          |
| <b>Walnut Cove</b>   | <b>Thursday, December 11, 2008</b><br><b>6 pm, Walnut Cove Public Library</b> |
| <b>Mocksville</b>    | <b>Saturday, December 13, 2008</b><br><b>2 pm, Davie County Senior Center</b> |



## MEET BOARD MEMBER & CAMPAIGN CHAIR DEK DRISCOLL

*Proud of Hospice's initiative*

Dek Driscoll's relationship to Hospice & Palliative CareCenter is not unusual. Like many who have had a first-hand experience, he became an advocate. Perhaps what is unusual is the level of leadership he has assumed in such a short time.

Dek's first connection to Hospice & Palliative CareCenter was in 1999 when his mother passed away. "Mom had Hospice care for about a month before she passed away, and our family truly felt like the services were wonderful," shared Dek. "We had heard from many friends that it would be better to call Hospice sooner than later. After our experience, we quickly became advocates. We felt the same way, wishing we had called sooner."

"About three years ago, one of my life-long friends, Mike Robinson, called and invited me to join the Hospice Board of Directors. I accepted without hesitation. Mike knew my family had had a first-hand experience with Hospice, and he knew my father had become involved with Hospice's Foundation Board a year after my mother's death," said Dek. "I'm proud to be representing this organization, and it's been wonderful to serve on the board with so many great friends, many of whom have had similar personal experiences with Hospice."

**Dek Driscoll** – Vice Chair of Board of Directors & Chair of the Hospice Vital Connections Capital Campaign to expand the Hospice Home



**Employment:** Driscoll Group, President & CEO

**Family:** Married to wonderful wife Luci since 1981. Twin children, Frank and Mimi. Both children are sophomores in college. Mimi attends the University of Mississippi and Frank attends the University of North Carolina at Chapel Hill.

**Hobbies:** Hunting and Fishing.

**Favorite Vacation Place:** Africa

When asked what is most rewarding about working with Hospice, Dek said, "It's that more and more people are benefiting from Hospice programs and services. Over the past few years, the service area has expanded to meet growing demands. And this year, following state guidelines, we were granted permission to expand the Kate B. Reynolds Hospice Home. I'm impressed with our commitment to actively grow and improve every aspect of our organization."

Dek noted that in September of this year, the Hospice Home was operating at 110% of capacity. That's why he is especially excited about the 10-room expansion of the Home. "We don't want to see any families turned away because they can't get a bed. That's why we're launching a capital campaign to expand the home, and that's why we'll continue to meet the growing demands in our service area to the best of our ability and to the extent that the state allows."

"Hospice couldn't be more thrilled to have the excitement and leadership Dek brings to our expansion project," shared Ellen Coble, Vice President of Development. "We will be launching our campaign in the spring, and we're grateful for the enthusiasm and commitment Dek brings."

## THINKING OUTSIDE THE GIFT BOX

*Another thoughtful holiday gift idea*

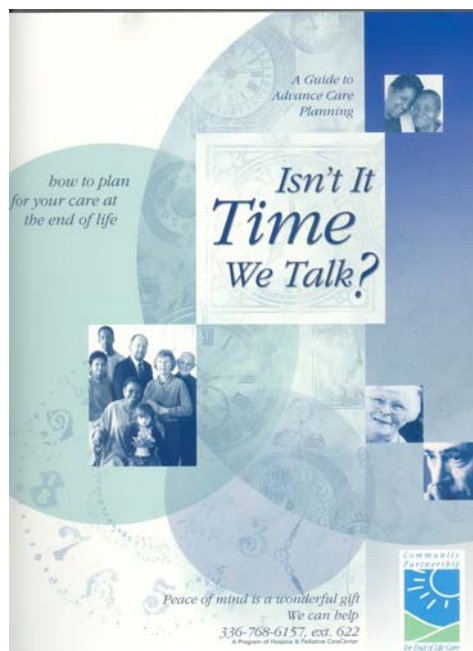
You may not see the following items on your loved ones holiday wish list:

**-Health Care Power of Attorney**

**-Living Will**

Yet, those two documents would be a tremendous gift for your friends and family! They are often referred to as Advanced Directives and are usually the final portions of your Advanced Care Planning. You may be asking, "What is advanced care planning?" In a nutshell, advanced care planning means thinking ahead about the care you would like to receive at the end of life, especially if you were unable to make decisions for yourself. Then, directing people you know and trust to help you carry out those wishes. That's it.

Beginning your advanced care planning is as simple as setting up an appointment. A



trained facilitator will guide you through the process, making you aware of your choices, and helping you appoint someone to carry out your health care wishes if you cannot.

Too often, people have not taken the time to document their wishes. That's when loved ones become overwhelmed, divided, torn, and uncomfortable regarding your care. However, if a healthcare agent has been appointed to advocate for the patient, many questions are answered and healthcare decisions are more likely to be in harmony with the patients wishes. Giving your loved ones that peace of mind is a wonderful gift. Contact the Community Partnership – a program of Hospice & Palliative CareCenter – to schedule a free consultation. Call 768-6157 ext. 622.



## SACRED TRADITION FOR THOSE WHO HAVE LOST A LOVED ONE

*Annual Memorial Tree Service provides meaningful alternative*

The holidays can be a stressful time for anyone, and for people facing the holidays after the loss of a loved one, there may even be feelings of dread. Unrealistic expectations of perfect family gatherings, coupled with carrying out traditions that would have involved your loved one, can be especially hard. That's why in 1987 a Hospice volunteer, Martha Linker, created what has become a long-time tradition for families experiencing the holidays after the loss of a loved one. This special tradition is our Annual Memorial Tree Service.

Martha was one of Hospice's first volunteers, and she connected with many, many patients and families over the years. She understood that the holidays were an especially sad time for families who had lost a loved one. So, she set out to create a new tradition where families could come together during the holidays to remember their loved one. She imagined a service that would include reflection and comforting words, as well as a time for families to re-connect with Hospice staff.

In an effort to create a beautiful and meaningful memorial, Martha decorated the trees with the names of the patients who had passed away that year. Each patient's name was written in calligraphy and attached to a hand-made, white crocheted doily, tied with gold lamé ribbon. Martha arranged for the Memorial Tree Service to be held at the Adam's Mark Hotel (now Embassy Suites) and made sure the trees would be on display throughout the holidays for families to visit.

The first year, there were 95 names on a single memorial tree. The service and reception that followed were first-class. Over the years, as the number of patients has grown, so has the number of trees. Today, there are five trees and approximately 1,200 family members that attend the Winston-Salem service. With the addition of our offices in Salisbury, Mocksville, and Walnut Cove over the past few years, we have added Memorial Tree Services in each of those locations.

Now, twenty-one years later, the tradition Martha created continues to be a meaningful time for families during the holiday season. For information about the Memorial Tree Services taking place this December, see the middle page of this newsletter.

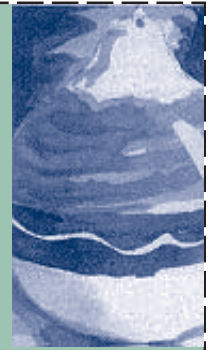


Martha Linker (right) in front of a memorial tree. (above) Martha with a volunteer who helped with the decorating and service.



## LIGHT UP A LIFE ORNAMENT ORDER FORM

*... Place your order today!*



Enclosed is my gift for the 2008 Light Up A Life Ornament Celebration. Please type or print clearly.

Your Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip \_\_\_\_\_

Daytime phone \_\_\_\_\_

E-Mail \_\_\_\_\_

I wish to purchase:

\_\_\_\_\_ porcelain balls at \$100 each, inscribed with:

1) \_\_\_\_\_

2) \_\_\_\_\_

\_\_\_\_\_ porcelain bells at \$45 each, inscribed with:

1) \_\_\_\_\_

2) \_\_\_\_\_

\_\_\_\_\_ crocheted ornaments at \$15 each, inscribed with:

1) \_\_\_\_\_

2) \_\_\_\_\_

\_\_\_\_\_ gold-toned stands at \$5 each, to display throughout the year

\_\_\_\_\_ I wish to make an additional contribution \$ \_\_\_\_\_

Visa

MasterCard

Card # \_\_\_\_\_

Exp. Date \_\_\_\_\_

Signature \_\_\_\_\_

To receive your ornament:

Please mail to the above address.

Please mail to the following address:

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip \_\_\_\_\_

(\$3.00 per ornament for shipping and handling is appreciated for mailed ornaments)

Total amount enclosed \$ \_\_\_\_\_

I will pick up at the Hospice office in:

Winston-Salem

Salisbury

Mocksville

Walnut cove



## 2009 COUNSELING SERIES

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 CareCenter offers a variety of grief support groups on an ongoing basis. Listed below are groups you or someone you know might find comforting.

### 6-Week Counseling Groups for Adults:

Death of a Spouse and Death of a Parent

### 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 Group

Location: 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

### Salisbury - Coping with the Death of a Loved One

Location: Lutheran Home at Trinity Oaks • 820 Klumac Rd •  
Salisbury  
To register, call 704.633.5447

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.

Please call for dates, times and locations of groups or view complete information on our web site. There is no fee for groups, though advance registration is requested.

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

## THE CIRCULAR - FALL 2008 ISSUE

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Hospice & Palliative CareCenter serves 13 counties from 4 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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CARECENTER

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www.hospicecarecenter.org

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