THE CIRCULAR



Summer 2006

Looking Back 12 Months Some Things You Might Like To Know

2005 was not a typical year for Hospice & Palliative CareCenter. In fact, it was the first time in our 27year history that we've operated out of our own offices, which are now located on a campus-like setting near our Kate B. Reynolds Hospice Home. This summer marked the one-year anniversary of our move, and we celebrated with thanksgiving to the community for making this possible. We are also proud knowing that, in the long run, we are better stewards of community funds.

(Continued on page 4, Looking Back)



Staff gathered in front of the A. Tab Williams Education & Counseling Center to celebrate our onevear anniversary

Challenging Choices

The Pros and Cons of Food and Fluids When Your Loved One is Nearing the End of Life



Dr. Karen Chandler is the Associate Medical Director of Hospice & Palliative CareCenter, and Medical Director of the Pediatric Program. She completed medical school and residency at Medical College of Virginia. She has been Board Certified in Family Medicine since 1994 and in Hospice and Palliative Care since 2004. Dr. Chandler has been with HPCC for 2 1/2 years.

When caring for hospice patients, I am often asked about feeding and giving fluids at the end of life. It's a difficult time for families who want to feel certain that their loved ones are not suffering.

The terms "artificial nutrition" and "artificial hydration" refer to giving food and fluids by way of feeding tubes or IVs when a patient is no longer able to eat or drink. These procedures can be perfectly appropriate in some instances, especially for short periods of time when patients have correctable or temporary conditions. When a patient has a life-limiting illness, however, these procedures may not be beneficial, and may do more harm than good.

At the end of life, it is normal for a loved one to lose the desire to eat and drink. One important thing to remember is that the patient is less active now, and therefore doesn't need as much "fuel." I am often asked whether the patient will regain strength if he or she eats more. I try to explain that this is a time when the patient's body is beginning to shut down. This shutting down is a result of the disease process, and cannot be reversed with feeding. As the intestinal tract and the kidneys slow down, they can no longer handle the same amount of food and fluids as before. In fact, giving food and fluids artificially at this time can cause abdominal discomfort, swelling, shortness of breath from fluid going to the lungs, or pneumonia from aspiration of artificial feeding into the lungs.

Another common question is whether dehydration is painful or uncomfortable. In fact, studies show that dehydration causes the release of endorphins, which are natural chemicals in the brain that have pain-relieving properties. Most patients eventually lose the feeling of thirst, and a dry mouth can be treated with ice chips or mouth moisturizers.

There are many ways to provide comfort for a loved one. We don't have to abide by the "food is love" rule. Providing a caring presence, favorite music, reading aloud, and spiritual traditions are some of the ways we can give our family members comfort as they progress through this natural transition.

If you would like information about any of the following programs and services, for office nearest you:

PROGRAMS &

SERVICES

OUR MISSION:

CareCenter is

committed to

medical,

emotional,

spiritual, and

social support

to patients and families who face

a serious illness

regardless of

prognosis or

treatment. We advance excellence

in compassionate care through

related community collaboration. education and

diagnosis,

service.

providing quality

Hospice & Palliative

yourself, a family member or friend, please call the 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

> Hospice & Palliative CARECENTER

Quality Care Given by Quality Staff . . . What More Could You Ask For

I wish you could meet the fine individuals who carry out the mission of Hospice & Palliative CareCenter, ministering to almost 350 patients and families everyday. I am taking this space to recognize and applaud them – the patient and family care staff who give Quality service, the operations staff who perform Quality work to keep this operation flowing smoothly, and the wonderful volunteers who give so freely of their time. A large group of them, representing the nearly 250 staff and 400 volunteers, are pictured on the cover of this newsletter.

We work in an atmosphere that focuses, first and foremost, on compassionate care for our patients and families. We also work in an atmosphere where staff is interested and encouraged to pursue higher levels of professional knowledge and excellence. Many of our clinical staff has achieved Hospice & Palliative Care certification through hard work, studying and passing the exam. Twenty more are scheduled to take the exam in the fall. Our CNAI's often raise the bar for themselves by obtaining their CNA II certification, and our grief therapists and complementary therapists are licensed clinical counselors. Our physicians are board certified in Hospice & Palliative Medicine. Is there any wonder I am proud!? Let me sing their praises for going above and beyond to better themselves.

I receive many heartfelt letters of gratitude from families after the death of their loved one. I am so appreciative that families take the time to thank us and acknowledge our dedicated professionals who are committed to providing care, comfort, and compassion. Many speak to how our staff made a traumatic time into a time for love, memories and good-bys. Our goal is to make a difference in people's lives – to allow patients and their families to live every moment until the last. Could anyone ask for a better purpose?

Again, I'm thankful for an amazing staff and volunteer group that bring the 'gift of Hospice' to the community everyday. I am proud to recognize them and hope you'll join me in thanking them.

JoAnn Davis, President & CEO

Hospice & Palliative CareCenter Board of Directors

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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.

Hospice: A "Cornerstone" of our Community

Brick in the Downtown Arts District Honors Staff

DADA, the Downtown Arts District Association, is a neighborhood organization of artist studios and businesses dedicated to the promotion of arts and culture in Winston-Salem. This spring, DADA offered our community the opportunity to be part of their "Word on the Street" fundraising event, whereby individuals and organizations could purchase bricks to honor or commemorate others. A group of Hospice & Palliative CareCenter staff purchased a brick to honor their co-workers. The brick reads "Celebrating Hospice & Palliative CareCenter Staff." The brick is located on the northwest corner of 6th and Trade Streets

Hospice & Palliative CareCenter invites you to share in a walking meditation labyrinth.

Dating back thousands of years, labyrinths follow one path into the center, and one path out. Walk to find release, insight, and renewal.

We invite you to take time for your own journey.

The labyrinth will be open: Thursday, October 26, 12 noon – 7 pm Friday, October 27, 8 am – 7 pm Saturday, October 28, 8 am – 12 noon

Hospice & Palliative CareCenter 101 Hospice Lane Education & Counseling Center, Bldg. 121

Please call (336) 768-3972, ext. 331 for more information.



Family, Staying Together & Hospice

Spend some time with Louise, and you quickly learn what's important to her

Louise Dudas has an unbreakable bond with her family. If one family member moves, they all move. And they've moved plenty. And when she gets where they're going, she finds hospice. We're so glad she did.

Louise has an impressive career as a registered nurse. She spent 14 years at Baptist Medical Center as a staff nurse and manager. Then she and her family moved to Asheville where she did infusion therapy as a home care nurse. That's when she first crossed paths with hospice. When the family moved back to Winston-Salem, she came straight to Hospice & Palliative CareCenter and found our new (at the time) Kate B. Reynolds Hospice Home. It was love at first sight. After nearly 3 years at the Hospice Home, however, the family moved again. They moved to Goldsboro, where Louise spent four years at a hospice in that area. Fortunately, her latest, and hopefully her last, move brought her back to Winston-Salem and back to the Hospice Home.

Q. So, before we get into any Hospice topics, tell us about your family.

A. "I've been married for 38 years and (smiling), I still kind of like him. We have two sons and an 8 year-old granddaughter. My sister, who is also married and has two teenage children, and I 'take care of' our 81 year old father, who can actually run circles around us. We tease him that he's going to have to carry out our funeral plans since he'll outlive both of us. We've moved, all of us, a few times because we love being together."

Q. What is your role at Hospice & Palliative CareCenter?

A. "I am a Clinical Coordinator at the Hospice Home. In my role, I help take care of patients and families as well as help and support our staff. It's a really good mix."

Q. What is your typical day?

A. "I start at 6:00 a.m. and make out the schedule for the staff. I schedule the nurses and certified nursing assistants based on the number of patients we have here in the Hospice Home. During the day, I am in and out of patient rooms, providing care and working closely with the rest of the staff. When needed, I'm available to help and



Louise Dudas, RN, Hospice & Palliative CareCenter Clinical Coordinator at the Hospice Home

support the clinical staff. I also work closely with our pharmacy. Each day is a little different depending on how many patients and families we have with us, which is usually a full house."

Q. As an experienced nurse who could work anywhere, why Hospice & Palliative CareCenter?

A. "It's in my blood. Once you've been bitten, it's there for all time."

Q. What is the most rewarding part of your job?

A. "The most rewarding part of my job is relieving pain and symptoms for patients. And helping families."

Q. What is the most challenging?

A. "Some of our patients and families don't get our care soon enough. By the time some of them start getting Hospice support, they look lost and exhausted. I think we rescue them. Fortunately, we've got so many good people to call on: our chaplains, social workers, and volunteers. This is such a good place."





Looking Back 12 Months Some Things You Might Like To Know

(Continued from page 1)

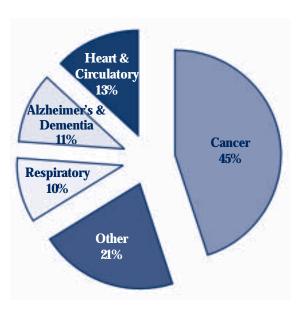
In the fall of last year, we opened our Mocksville office, and this spring we opened our Walnut Cove office. Both offices opened as a result of a growing need for our services in those communities. While we were already caring for the majority of hospice patients in those areas, we are now better able to respond quickly and are glad to be a part of those communities.



Mocksville Office

Over the years, and especially in 2005, we've seen fewer Hospice patients who have cancer, and more who have conditions such as heart, circulatory and respiratory diseases, Alzheimer's and dementia, and other diagnoses. Cancer patients now represent only 45% of our patients.

DIAGNOSES



Hospice & Palliative CareCenter staff is made up of 229 full-time employees and 12 part-time employees. In 2005 we served a total of 2,033 patients and families. The following statistics will tell you even more:

PATIENTS & FAMILIES SERVED IN 2005

Patients Served	2,033
Pediatric Patients Served	19
Professional Patient Home Visits	41,410
Pediatric Patient Home Visits	2,186
Patient/Family Volunteer Visits	3,310
Palliative Care Visits	218
Kate B. Reynolds Hospice Home	813

As always, volunteers are the heart of Hospice. We couldn't have served as many patients and families, hosted such successful events, managed the Hospice Home, thanked all of our donors, and tackled so many other administrative duties without our dedicated volunteer force.

VOLUNTEERS: VALUE-ADDED SERVICE

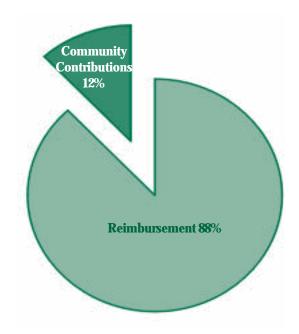
Total Number of Volunteers 550
Total Number of Hours 20,781
Value-Added Savings \$375,106



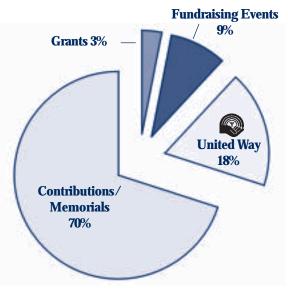
CAROUSEL CENTER PROGRAMS

Families Assisted in Bereavement 1,530 Numbers Served through Counseling/ Groups 936 New Referrals to Counseling Services 655 In 2005, Hospice & Palliative Care-Center needed nearly \$16.5 million to operate. Thanks to the community contributing close to \$2 million, representing 12% of our annual budget in 2005, we were able to meet our operating expenditures.

2005 NET REVENUE



2005 COMMUNITY GIVING



Among the many programs and services that are partially funded by community gifts are the Grief Counseling Center programs. For a number of years, the community has benefitted greatly by being able to access our counseling programs, free of charge, and 2005 was no exception.

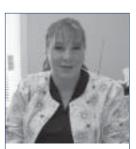


Home Grown

Our Staff in Walnut Cove has deep roots in the community

More than half the individuals in Stokes County who received hospice care in the last couple of years were Hospice & Palliative CareCenter patients. We had been serving them from our office in Winston-Salem. When we realized we had such a large patient population in the area, it made sense to open an office there. It meant finding a location, setting up an office, and transfering or hiring staff, yet the benefits to our patients and families are undeniable.

As luck would have it, the staff who make up our new Walnut Cove office have roots in Stokes County.



Luanne Mabe Flynt, RN Nurse: making visits to provide pain management and maintaining contact with the patient's physician

"Since the first day I was a Hospice nurse, I couldn't imagine doing anything else."

Elizabeth Newby, CNA Certified Nursing Assistant: providing personal care

"I like working for Hospice because I want to give back to the community & provide comfort and personal care to our patients."



Carmen Price-Booker, MSW Social Worker: providing counseling to help families cope with the challenges of a life-limiting illness

"It is very rewarding to help families as they journey through their transition."

Karen Chandler, MD

Associate Medical Director, Stokes Team Physician: oversees and provides patient care

"It's incredibly rewarding to help provide comfort to patients and families when they need it most."



Wendi Uselton, RN Director: supervising office activities and team members

"I'm honored to be serving my friends and neighbors in Stokes County when they are going through a challenging time."

Hallie Chinault Office Manager: coordinating office functions and administrative duties

"I'm thrilled to be a part of the team that takes such good care of people in my community."



Happenings for Hospice

Groups from Bunker Hill Cook "Comfort Food"

Bunker Hill United Methodist Church is home to some talented cooks. And many grateful visitors to the Kate B. Reynolds Hospice Home have been on the receiving end of those talents. The New Horizon Sunday School Class and the Circle 3, have been providing meals on a monthly basis for more than five years. "We love doing this because we get a blessing from being allowed to serve others who are going through a difficult time," shared Anne Glidwell. If you are a member of a group that would like to provide meals at the Hospice Home, please contact Susan Beach at the Kate B. Reynolds Hospice Home at 760-1114.

Rev Up for the 2nd Annual Ginny B Memorial Ride

Spend a beautiful fall day cruising through the Yadkin Valley's wine region. The 2nd Annual Ginny B Memorial Motorcycle ride will be held on October 21 in conjunction with the Yadkin Valley Grape Festival. All proceeds from the ride will benefit Hospice & Palliative CareCenter and Mountain Valley Hospice. For more information about the ride, go to www.yvhf.com or call organizer David Cornelius at 336-773-6320.

St. Leo's Week of Service Benefits Patients & Families

The youth of St. Leo's Catholic Church observed a week of service June 12 – 16, volunteering at various agencies within the community. Hospice was thrilled to be part of their service efforts. More than 15 youth came to the Kate B. Reynolds Hospice Home and baked cookies for our patients, families and staff. Not a single cookie was burnt! Later, 20 young parishioners painted bird houses to brighten patient rooms at the Hospice Home and for patients that we serve in long-term care facilities. Thank you, St. Leo's!

5th Annual Clemmons Rotary "Fun Shoot"

On Saturday, September 9, join the Clemmons Rotary for their 5th Annual Fun Shoot at Friendship Sporting Clays in East Bend. Competition begins at 9 a.m. \$75 entry fee. Proceeds will benefit Hospice & Palliative CareCenter. For more information, contact Thomas Orr at 336-788-5179 or orrwork@bellsouth.net.



It Takes A Village

It Takes the Pediatric Community Alliance

The Pediatric Community Alliance (PCA) is a community-based coalition that brings together child and family advocates. The mission of the PCA is to promote the best possible care of infants and children living with a serious or chronic illness and their families. The PCA is made up of representatives from Brenner Children's Hospital, Forsyth Medical Center, Early Intervention Program Providers, educators, parents, and other health care providers and community agencies.

These representatives are committed to making sure that infants, children and their families facing the challenges of serious illness get the best possible care and support available.

The PCA celebrated its 5th Anniversary in June. As much as it was a celebration, it was also an opportunity for members of the Alliance to come together to raise awareness about Pediatric Palliative Care in our community. A panel of physicians and advocates for increased awareness and utilization of pediatric palliative care spoke about how our community is joining hands,



The panelist answer questions during the Pediatric Community Alliance's 5th Anniversary gathering.

sharing resources, and establishing models for pediatric palliative care.

Palliative care often occurs simultaneously with other medical treatments. The goals of palliative care focus primarily on comfort, emotional as well as physical, for both the patient and family. To this end, it's important that care providers understand each other's role so that patients and families can access the best possible care in a system that can otherwise be hard to navigate.

Hospice & Palliative CareCenter understands the need for pediatric palliative care. Our program is called Carousel **Center**. It is designed to provide help, hope and support to patients and families facing serious illness. Recently, one mother expressed her gratitude in a heartfelt letter to our pediatric palliative care team.

This letter is from the mother of an infant, Hannah Chambers, who was cared for by the Pediatric Palliative Care Team at Hospice. Hannah died on October 11, 2005.

To all my dear friends at Pediatric Hospice in Winston Salem,

I am writing this letter to express our thanks to you and your organization for being there for my family and my daughter, Hannah. We will be celebrating Hannah's first birthday on June 1, 2006, at Morehead City, North Carolina.

This beach brings us much joy and, although we were never able to bring Hannah this far from home, we will be rejoicing and remembering the 4 1/2 precious months that we were able to spend with her. Although we are very sad that Hannah is no longer with us, we are comforted to know that we will see her again in heaven and that Jesus is taking care of her.

God sent Hospice to us because he knew that we needed very special people to help us through this past year with Hannah's disease and with her death.

I know that I could not have taken care of her at home without the help of Mandy, Monica, Melissa and Beverly.... to guide me through the dayto-day care, as well as the emotional times that I had during her life.

Monica and Mandy gave me detailed instructions on how to do everything.... from the feedings with the tube.... to administering the medicines.... to how to monitor the oxygen tanks.

Mandy and I had so many special times together. I honestly believe that every time that Mandy weighed Hannah and she had gained an ounce, Mandy had just as much joy as I did. She showed so much love and compassion for Hannah and I know that Hannah could feel it every time Mandy held her or spoke to her.

Mandy was more than just a nurse she became part of our family and we looked forward to her weekly visits. Our son, Ethan, who is 3, enjoyed her coming as well. She always gave him special time of his own and brought a smile to his face. He still asks me where Hannah's nurse is.

What a blessing Mandy was to give me the confidence to be a good mother to this special child and to be able to take care of her. I will always be grateful for that.

All of the women were available to us whenever we needed them. At every visit to the emergency room, Melissa was there and always supported us and did whatever she could to help. Monica was always there to answer my questions, if I forgot to ask Mandy during her visits. Monica was always so positive and a joy to talk with. And Beverly, I knew that she was praying for us and we could feel her prayers in our hearts.

It is hard to find the right words to thank such a special and important group of women. Trisomy 18 took Hannah's life, but I know deep down in my heart that while she was alive and struggling to eat and breathe, she was comfortable and loved and a gift from God.

I feel so lucky that God chose me to mother this special little girl. With Hospice in our lives, I feel that her life was enriched and prolonged because God knew she had angels on earth to take care of her. I will always remember these special ladies and I pray that you will all continue to do what you do best, helping very sick children have the best life possible.

Thank you from my entire family and especially from Nathan and Ethan and me. We will always love you, Mandy, Monica, Melissa and Beverly, and we will never forget you. I know that one day Hannah will also be able to thank you for the tender loving care you gave her.

Love,

Your friend always, Angie Chambers



Board Member in the Spotlight - Mr. Donny Lambeth



Mr. Lambeth currently serves as the Senior VP, Chief Operating Officer for North Carolina Baptist Hospital. He was Chief Financial Officer for twelve years prior to his current position.

Q. How long have you been a Hospice & Palliative CareCenter board member?

A. "I'm in my second term and it's been 5 years."

Q. With all the other worthy organizations in town, why do you serve on the Hospice & Palliative CareCenter board?

A. "When I was first asked to serve on the board, another staff person at Baptist Medical Center had been on the board, and I knew it would be a good experience. I was aware of the good things Hospice & Palliative CareCenter did, and I wanted to learn more – especially how Hospice worked with and helped hospitals, as well as how Hospice fit into the healthcare system. I was involved with Hospice years ago when Baptist loaned money to build the Kate B. Reynolds Hospice Home. Serving on the board offered an opportunity to enhance our good relationship. Since deciding to serve on the board, I've had several family members, including my mom, taken care of by Hospice, so

I have an even better understanding of Hospice's role, and know first hand that it was very beneficial for me and my family."

Q. What do you find most rewarding?

A. "Non-profits are unique in that they are not driven just by economics. They value a personal touch and patient satisfaction and their revenue goes back into the organization to enhance their ability to provide additional care to the community. I admire the compassionate care that should be paramount in the healthcare arena. There's a lot to be said for that and that's why I choose, personally, to work for North Carolina Baptist Hospital, and to serve on the board of Hospice & Palliative CareCenter."

Q. Would you share something personal about your family or hobbies?

A. "My wife Pam, who is a school teacher, and I have four daughters and I've always been very involved with them. I have enjoyed sharing in their activities and sitting around the dinner table listening to their stories. Because of them, I've dedicated a lot of time to the Board of Education, where I am currently serving as chairman. On another note, we have very exciting news. Our first grandchild is due on August 25. Our family is very close, and our girls value their relationship with our extended family."

Q. Do you have any parting thoughts?

A. "I know from my personal experience that the Hospice staff is so compassionate. I believe they have a special calling in life."

Camp Carousel 2006 *Serious Fun*

Each year Hospice & Palliative CareCenter presents Camp Carousel, a grief camp for children, ages 6-17, and adults who have experienced a death related loss. To many people, this doesn't sound like a week of fun and games, but those people have never seen Camp Carousel in full swing. Campers were drumming, painting, talking, and

even playing during the week they spent attending camp. Grief Counseling Center staff and trained volunteers encouraged campers to share their stories and express their feelings through games, art therapy projects, and music therapy.

Camp Carousel tried a new format this year. Children's groups, based on age, met 2 mornings during the week for

3 hours a session. The adult group met 2 evenings and the teens enjoyed a pizza party session one evening. On Saturday, all of the campers and volunteers gathered at The Children's Home campus for a full day of activities including team building games, visits with the farm

animals, a low ropes course, a cookout and a memorial balloon release.

The counselors would tell you that during camp the participants shared stories about their loved ones, expressed their feelings and learned about support systems. The campers would tell you they

played "Yarn Ball Toss," created a group drumming rhythm, enjoyed being at the Children's Home farm, and made new friends. They would all be right. The Grief Counseling Center staff, volunteers and staff at The

Children's Home worked together to create activities that would allow the campers, especially the children who have a harder time expressing their feelings, to share how they felt about losing someone close to them, to learn positive ways to cope with the changes in their lives and to have fun.



2006 Counseling Series

Support Groups

"Journey: Bereavement Support Group for Teens"

Monthly meetings: Sept. 11, Oct. 9, Nov. 14*, Dec. 11 from 5:30-7:30pm

*Coping with the Holidays, 6:00-7:30pm To register, call 336.768.3972

Left Behind:

A Group for Survivors of Suicide

A mutual support group for family and friends of those who have died by suicide 2nd & 4th Tuesday of each month, 6:00-7:30pm

Call Kelley Ryan at 336.768.3972 for registration and a brief intake interview.

Location:

Hospice & Palliative CareCenter 121 Hospice Lane • Winston-Salem, NC Williams Education & Counseling Center To register, call 336.768.6157, ext. 600

There is no fee for groups, though advance registration is requested.

Caregiver 4th Monday, 1:00 - 2:00pm

4th Monday, 1:00 - 2:00pm Aug 28, Sept 25, Oct 23, Nov 27

Death of a Spouse

4th Monday, 2:30 - 3:30pm Aug 28, Sept 25, Oct 23, Nov 27

Location: BestHealth Center Hanes Mall (near Post Office) Winston-Salem, NC To register, call 336.716.2255

Coping with the Holidays

for children and adults

Tuesday, November 14

6:00-7:30pm

Location: Hospice & Palliative CareCenter

121 Hospice Lane • Winston-Salem, NC

Williams Education & Counseling Center

To register, call 336.768.6157, ext. 600

6-Week Counseling Groups for Adults

Death of Spouse

6:00-7:30pm Session 3: Tuesdays Aug 1, 8, 15

Death of Parent

6:00-7:30pm Session 3: Mondays Aug 7, 14

Location:

Hospice & Palliative CareCenter 121 Hospice Lane • Winston-Salem, NC Williams Education & Counseling Center To register, call 336.768.6157, ext. 600

Coping with the Holidays for adults

Wednesday, November 15 1:00-2:30pm

Location: BestHealth Center

Hanes Mall (near Post Office) Winston-Salem, NC To register, call 336.716.2255



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

The Circular - Summer 2006 Issue

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	It Takes A Village - Pediatric Community Alliance Letter from a Mother
ç	Board Member in the Spotlight Camp Carousel 2006

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See page 2 for more information.

