



Palliative • Hospice • Family Support

2025

IMPACT

report





At our very core is a heartfelt desire to help people facing serious illness live as comfortably as possible, surrounded by compassion, dignity, and support.

As you read this 2025 Impact Report, we invite you to see it as a reflection of the lives touched by our care and the families we have walked alongside during life's most challenging times. Each story and every number represent a person, a moment of comfort, an authentic connection, and a promise honored.

We are deeply grateful for the support of our community and its belief in our mission. We are equally grateful to our team of professionals who dedicate themselves to providing exceptional care. They are the individuals who make up our framework of support and provide peace of mind to those we are privileged to serve.

Sincerely,

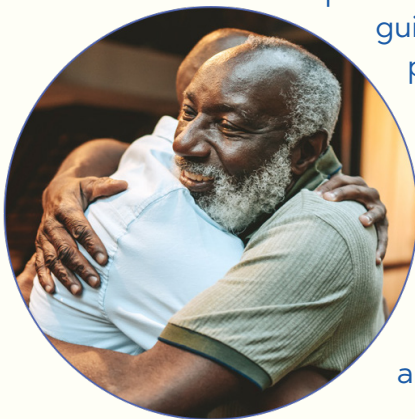
Dr. Michael Lalor,
President & Chief Executive Officer

Teresa Lindsay,
Chair, Board of Directors

Comfort, guidance, and clarity. Sooner.

For anyone facing serious illness, earlier care brings calm to patients, strength to caregivers, and reassurance to families.

With extraordinary growth in patients seeking palliative care, expanded guidance for dementia patients and their caregivers through our **GUIDE** program, and increased community conversations about advance care planning, more families are facing serious illness with relief and clarity.



TRELLIS
Supportive Care

Palliative • Hospice • Family Support

GUIDE
program

Help for Dementia Patients and their Caregivers

Hospice Care

Hospice care enters quietly, often at a time when everything feels uncertain. It brings not only expert medical support, but also a steady, compassionate presence for both patients and the people who love them. Care most often happens at home, surrounded by the familiar, where moments—big and small—can still be shared.

What families often remember most is not just what was done, but how it felt: to be supported, understood, and not alone in one of life's most tender chapters.



"I can't imagine what it would have been like without our amazing team, and I'll never forget the on-call nurse who came late in the evening and stayed with us... she was a blessing."

— Daniel Thomas



Over **3,000** patients received hospice care throughout our 13-county service area. We provided nearly **160,000** days of care to those in our community.

KBR Hospice Home

There are times when remaining at home without skilled nursing care is too difficult. In those moments, our KBR Hospice Home becomes more than a place—it becomes a sense of relief.

Here, patients are cared for with dignity and expertise, while families are given the space to rest, to gather, and to simply be present. Amid challenging circumstances, our Hospice Home offers calm, comfort, and reassurance.



Over
1,200 patients
received care
at our KBR
Hospice Home.

"I felt so good about the care she received, I can hardly find words to express it. We felt so at home and at peace. I want other families to experience the same care and dignity we did."

– Billy Rich

GUIDE

For individuals facing dementia, and those who love and care for them, it can be scary to think about what lies ahead. With the gift of our GUIDE program, some of that fear can be washed away.

In 2025 we launched GUIDE – *Guiding an Improved Dementia Experience*. This program supports and empowers caregivers—including respite care— and provides tools that will help patients remain independent, at home, as long as possible.

“I just didn’t see a way out, but this program has been a lifesaver for me! Having someone take him to his dialysis has been a blessing and given me time I so desperately needed. It’s like I have a new life.”

– Sarah Taylor, Caregiver



Palliative Care



Sheleena Furner
Nurse Practitioner

Serious illness can bring a flood of questions and uncertainty. Palliative care offers guidance through it all, helping patients and families better understand their options and make decisions that align with their values.

With a focus on comfort and quality of life, symptoms such as pain, anxiety, and nausea are carefully managed. This support often works alongside curative treatments, ensuring care feels coordinated and thoughtful.

"It took a load off me because I knew Sheleena was coming. And she had a good way with mom – even though mom had dementia and didn't always like people coming in. Having that support for the last year helped make everything go so smooth."

– Linda Minton



Complementary Therapies

Comfort looks different for everyone. Sometimes it's found in the quiet rhythm of a song, the gentle relief of a massage, or the simple act of creating something meaningful through art.



These moments may seem small, but they carry deep meaning. Complementary therapies provide an added layer of comfort and connection, helping patients feel at peace, seen, and supported. They create space for reflection, expression, and even joy.

"When we created music, his whole demeanor changed. It sparked meaningful memories and gave him a voice to express important messages."

— Sarah Hageman, Music Therapist



Grief Support Services

Grief does not follow a timeline, and no two experiences are the same. In the days, months, and even years after a loss, support can make all the difference. Through counseling and support groups, individuals are given a safe place to share their stories, to speak openly about their pain, their memories, and the love that remains. We are there every step of the way, even after loss.

These services are open to anyone in the community, offering comfort and connection to those navigating life after loss.



"We got to spend all of Donovan's 34 years together, until that last seizure took his life. I miss him beyond words. The counseling helped me through so many stages, and it helped me put my life back together."

– Pamela Lillard, Loving Mother



Community Outreach

In moments of crisis, knowing where to turn can change everything. That's why we believe our work begins long before care is needed.

Through education, outreach, and community partnerships, we strive to meet people where they are, offering guidance, resources, and support to help them feel prepared, informed, and connected.

Whether through caregiver training, advance care planning sessions, grief education, or community events, each connection helps build a stronger, more informed community.

For nearly five decades, we have worked alongside partners in healthcare, faith, and community organizations, building relationships rooted in trust and shared purpose.





Community Support

Since 1977, supporters have made it possible for us to provide compassionate care to all who need it. This trust is something we hold closely, never taking it for granted.

As a nonprofit, every gift directly supports patient care, helping bridge the gap between the cost of services and what is reimbursed. More importantly, it ensures that care is available to anyone—regardless of reimbursement.

This generosity allows us to go further: to offer additional services, to deepen our impact for families, and to remain focused on what matters most.

A shining example of community support was the success of our **careforward** capital campaign, which allowed for vital upgrades to our Hospice Home, ensuring we are well-prepared to welcome the next generation of families to this beautiful home-away-from-home.



We provided
over **\$310,000** in
charitable care as well as
an additional **\$465,000** in
charitable grief counseling
services without cost to
community members.



"Leaving a legacy gift means that long after I'm gone, Trellis will continue their nonprofit work of providing compassionate care to anyone in the community. Knowing that someone, somewhere, will be cared for when they need it most makes me happy."

– Anne Rainey Rokahr



Volunteers

There is something powerful about showing up for someone simply because you care. Our volunteers bring warmth, kindness, and humanity into every interaction.

Whether sitting quietly with a patient, sharing a conversation, or helping behind the scenes, their presence is a reminder that no one is alone.

Their impact is felt in moments of connection, often small, but never insignificant.



"My patient loved to play games, and that's how we spent a lot of our time together. One day after our visit, she said, 'I love you,' and I said, 'I love you too.' And that's the whole reason for doing it."

Donna Emmery – Volunteer



Nearly **250** volunteers provided over **23,000** hours. Volunteer time was valued at over **\$780,000**.

Patient Care Staff

At the heart of Trellis Supportive Care is a team who see their work as more than a profession—it is a calling.

They show up each day with compassion, skill, and a deep commitment to honoring every patient's journey. In moments that are often heavy and emotional, they bring steadiness, comfort, and dignity.

From bedside care to behind-the-scenes support, every team member plays a role in creating an experience that feels personal, respectful, and deeply human.

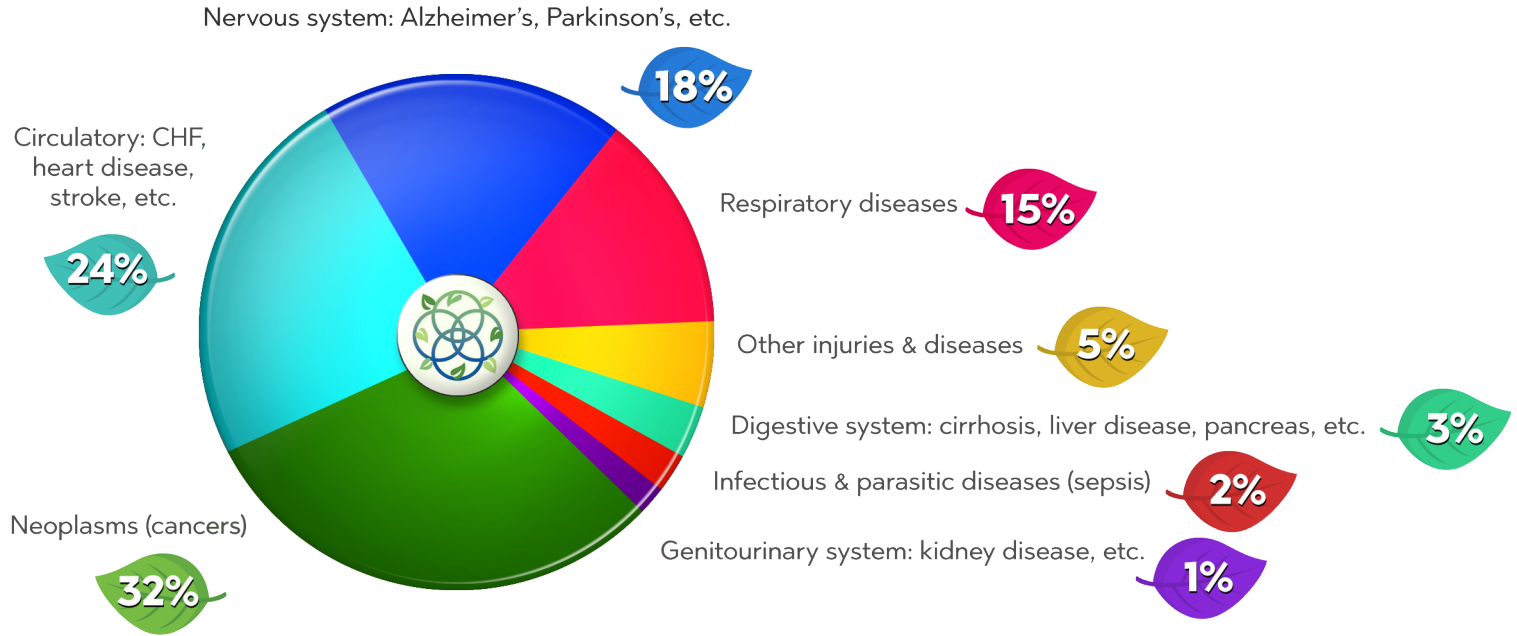


"This work is an honor—it's about showing up for people with expert care and, just as importantly, with gentle kindness and understanding."

— Amy Memory, RN Team Manager

Over **75%** of Trellis employees provide patient care and support.

Percentage of Patients Served by Disease Category

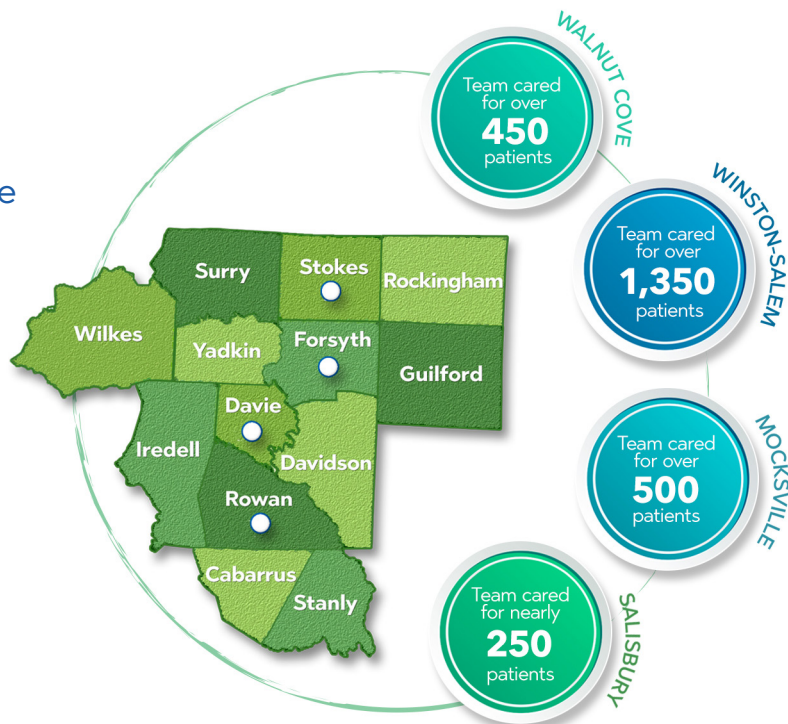


Our Service Area

Care should feel close to home—because it is. Across 13 counties and multiple locations, including our KBR Hospice Home in Winston-Salem, our team serves the communities where they live.

Often, Trellis caregivers are not strangers, but neighbors who know the community and the people within it.

This connection allows us to respond quickly and to care in a way that feels familiar, personal, and grounded in trust.



Nearly one-third of patients received care at our KBR Hospice Home

Special Moments of 2025

Annual Remembrance Service – Our community coming together to remember their loved ones.

Camp Carousel – A healing retreat for children, teens, and adults.

Plentiful Plates Volunteer Program – Grocery deliveries to those needing proper nutrition.

Veterans Memorial Services and Patient Pinnings – Proudly honoring the veterans we serve.

*Annual Remembrance Service
& Memorial Luminaire Walk*



Camp Carousel

Supporting the Grief Journey for
children ★ teens ★ adults

**Plentiful
PLATES**



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