



CONGRATULATIONS TO *Tandra Chandler!*

"Duty makes us do things well, but Love makes us do them beautifully."

Two decades ago, Hospice & Palliative CareCenter welcomed one of our brightest and most compassionate individuals to the team—Tandra Chandler. When Tandra started in 1993, she provided nursing assistant services. In that role, she was among those providing the most tender and personal care to patients. "In her first five years, Tandra advanced her degree, was recognized as a role model, provided training for other hospice aides, and moved into a management position. Tandra has had many roles in our organization, yet never completely moves away from direct patient care, where her talents truly blossom," shared Kristine Elliott, Vice President of Human Resources.

Tandra is adored by her patients and families, and she is equally adored by her co-workers. Dianne Linville, Director of Quality Services, nominated Tandra for an award recognizing her for Excellence in Clinical Care. In the letter that accompanied the nomination, Dianne wrote, "I have known Tandra for the past eight years and I have never seen her waiver from her commitment to hospice, her commitment to the best quality care for her patients and families and her support for her staff and those she works with daily. Tandra is one of the most, if not



Tandra, center, receives the 2013 Sharon O. Dixon Award for Excellence in Clinical Care by the Carolinas Center for Hospice and End of Life Care

"Doing what I do is a 'Calling'."

the most, respected employee Hospice & Palliative CareCenter has ever had. She understands hospice, she understands quality and she understands people." Tandra Chandler was awarded the 2013 Sharon O. Dixon Award for Excellence in Clinical Care by the Carolinas Center for Hospice and End of Life Care on September 9 in Asheville, NC. Tandra was chosen based on demonstrating creativity, commitment and excellence in hospice care.

When Tandra received the award, she shared a few words which included the following:

"Doing what I do is a 'Calling.' It is not about me. It is about the patients and families and treating them with integrity, compassion, and love. I remember a patient of mine telling her family what a lovely job I was doing, with compassion and with heart. She told her family that she felt like she was the only patient. Then

she shared a quote that has stuck in my mind—'Duty makes us do things well, but Love makes us do them beautifully.' I am proud that I was nominated by my co-worker for this award."

Looking for a Heartfelt Holiday Gift?

Look no further! Your purchase will be a cherished keepsake and provide essential support.

For a truly meaningful holiday gift—look no further.

When you purchase an ornament in honor or in memory of a loved one, you're giving a keepsake that can be cherished for decades to come. And the proceeds from your purchase will help ensure compassionate end-of-life care for many patients and families in our community.

Our **Annual Light Up a Life** Ornament Celebration features three ornaments. **Choose from two porcelain ornaments—**

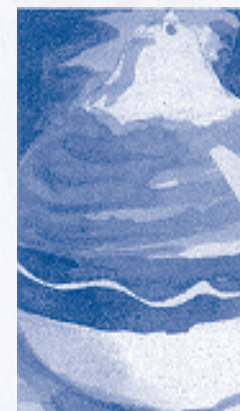
available as a ball or a bell—featuring an aqua blue background and hand painted in a rich chocolate brown with gold accents, **or our Angel Ornament**, made of metal and painted in vintage white. Each ornament can be inscribed with the name of someone



you wish to honor or remember and comes with a gift box and a description of the annual ornament program.

Wire stands are available to display your ornament throughout the year. A tribute card will be sent to those you honor or to the families of the loved ones you are remembering.

Make your holiday shopping simple! **Use the enclosed order form 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.



Thank you to Allegacy Federal Credit Union for their generous support of the 2013 Light Up a Life Ornament Celebration.



A Message from the CEO

Dear Friends,

On Saturday, September 7, I was honored to attend the retirement celebration of a good friend and mentor, Ike Keener. Ike retired after 38 years with Allegacy Federal Credit Union. He has served as President and CEO since 1996. Ike previously served as a dedicated board member for Hospice & Palliative CareCenter, and he continues to support us today.

In honor of Ike's retirement, Allegacy Federal Credit Union donated \$75,000 to the charity of his choice. While Ike has shared his time and talent with many nonprofit organizations in the community, he surprised us with this generous gift that will help us continue serving patients and families in need of our care. Ten years ago, Ike's mother, June, was cared for by Hospice & Palliative CareCenter. It was then that Ike established a never-ending bond with HPCC and, in particular, his mother's nurse—Karen Walker. Ike's mother was so touched by her relationship with Karen that she wanted to give Karen something to remember her by. That gift was a doll she called the "June Doll," and it has remained a cherished keepsake of Karen's to this day.

Karen moved to the Raleigh area a few years ago where she continues hospice nursing; yet she came to Winston-Salem to surprise Ike at his retirement celebration where she showed off the "June Doll." Ike said having his mother's hospice nurse there was the highlight of his evening.

As hospice professionals, we work hard to help our patients and families live every day to the fullest, and we encourage them to cherish every moment. At his retirement celebration, Ike talked about the importance of enjoying the journey, and he shared his favorite poem that served as a reminder to all of us to appreciate the journey. That poem is called *Ithaca*. I was thankful for that reminder and want to share it with you (see facing page).

Thank you for your continued support of our mission. Have a safe and peaceful holiday season.

Sincerely,



Brian Payne, President and CEO



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

BEAUTIFUL Hemlock Golf Club... Plays Host Once Again

Hemlock Golf Club in Walnut Cove welcomed back many familiar faces to this year's Kadren Robertson Memorial Golf Tournament in support of Hospice & Palliative CenterCenter on September 6, 2013.

Valencia Robertson and Larry Southern welcomed the full field of golfers to the Hemlock Golf Club. They continue to be gracious hosts of this tournament and worked diligently to ensure the success of the event and to make sure that golfers had an enjoyable experience.

Robert Garcia with Hospice & Palliative CareCenter is the liaison who works with Valencia and Larry to organize the event. "I've never worked with a group of people who are so dedicated to the success of a charity event. It's clear that they take ownership on behalf of Hospice because they are genuine supporters," said Robert.

Proceeds from the tournament will help bridge the gap between the diminishing reimbursements received and the actual cost of providing care. Events like this support the care that touches so many patients and families in Stokes and surrounding counties.

Thank you to Valencia, Larry, the Hemlock Golf Club staff, tournament sponsors, and golfers. We look forward to seeing you at next year's event.



Retiring President and CEO DESIGNATES GIFT

Ike Keener was celebrated on Saturday, September 7, for his many years of dedicated service to Allegacy Federal Credit Union. In honor of Ike, Allegacy pledged a gift of \$75,000 to Hospice & Palliative CareCenter—Ike’s charity of choice. Ike’s mother was a Hospice patient in 2003, and Ike served as a board member for six years. “We are fortunate to have Ike as a champion of our mission and we are grateful to Allegacy for this gift as well as their ongoing advocacy,” shared Brian Payne, President and CEO, Hospice & Palliative CareCenter.

Reflecting on his journey, Ike shared the poem *Ithaca* with guests.

ITHACA

When you start on your journey to Ithaca,
then pray that the road is long,
full of adventure, full of knowledge.
Do not fear the Lestrygonians
and the Cyclopes and the angry Poseidon.
You will never meet such as these on your path,
if your thoughts remain lofty, if a fine
emotion touches your body and your spirit.
You will never meet the Lestrygonians,
the Cyclopes and the fierce Poseidon,
if you do not carry them within your soul,
if your soul does not raise them up before you.

Then pray that the road is long.
That the summer mornings are many,
that you will enter ports seen for the first time
with such pleasure, with such joy!
Stop at Phoenician markets,
and purchase fine merchandise,
mother-of-pearl and corals, amber and ebony,
and pleasurable perfumes of all kinds,
buy as many pleasurable perfumes as you can;
visit hosts of Egyptian cities,
to learn and learn from those who have knowledge.

Always keep Ithaca fixed in your mind.
To arrive there is your ultimate goal.
But do not hurry the voyage at all.
It is better to let it last for long years;
and even to anchor at the isle when you are old,
rich with all that you have gained on the way,
not expecting that Ithaca will offer you riches.

Ithaca has given you the beautiful voyage.
Without her you would never have taken the road.
But she has nothing more to give you.

And if you find her poor, Ithaca has not defrauded you.
With the great wisdom you have gained, with so much experience,
you must surely have understood by then what Ithacas mean.

-K. P. Kavafis (C. P. Cavafy), translation by Rae Dalven



Brian Payne (L) and Ike Keener at Ike’s retirement celebration.

NOVEMBER IS NATIONAL HOSPICE MONTH and we are on a mission.

The first step in ensuring that your end of life care wishes are known and honored is to talk about what you would like at end of life. It’s important to have conversations with your loved ones about the care you want to receive, in what setting, and who you would like to make decisions for you if you are unable to speak for yourself. We are on a mission—encouraging these conversations and asking people to document their wishes so that if and when the time comes there is an advocate in place and wishes will be honored.

Because far too many people say they wish they had called Hospice sooner, request a timely referral so that you can get all the support and compassionate care you deserve.

Visit our website to learn more about **Conversations Today or Crisis Tomorrow—Planning Ahead for Life’s Final Journey**. Look for our ongoing workshops, held on Tuesdays, called “**Choose-Days,**” to help people begin the conversation and document their wishes.



Participants at the recent forum - **Conversations Today or Crisis Tomorrow – Planning Ahead for Life’s Final Journey**

Please check our website: hospicecarecenter.org for “Choose-Days” dates and locations as well as information on upcoming events and education.

HOLIDAY *Wish List*

Helping Hospice Patients and Families in Need

If you would like to provide support to help patients and families during the holidays and throughout the year, please consider a gift to our Patient Support Fund. This fund is especially designed to help patients and families with some of life's basic necessities, as well as brighten the holidays for those most in need.

Contributions from individuals and community organizations will:

- Support the purchase of Thanksgiving or holiday meals for patients and their families
- Grant holiday wishes for patients and their families who might otherwise go without
- Help provide emergency funds to ensure that patients and their families are able to stay warm during the winter months

If you are interested in helping, or have questions, please contact volunteer@hospicecarecenter.org

THANK YOU *Bermuda Run Supporters*

Every year for the past 17 years, the Bermuda Run Classic Committee has held events to build awareness and raise funds for Hospice & Palliative CareCenter. This year was no different. Established in 1996 as a ladies nine-hole memorial golf tournament, this tradition has grown and yielded more than \$600,000. This year, the ladies of Bermuda Run kicked things off with a Fashion Show and Luncheon. George Bambalis narrated the fashion show, which featured designs from his boutique, Nitsa's Apparel. Each of the models—Bermuda Run residents—looked beautiful in their outfits as they displayed their runway struts and twirls.

Other events included tennis and golf—two days of fun and sports—on the links and on the courts. Golfers enjoyed a relaxing day on the fairways of a championship golf course, while tennis players participated in a heart-thumping tennis tournament. The final event was an evening of socializing at a cocktail reception followed by a dinner and variety talent show at Bermuda Village.

"We can't thank the Bermuda Run Classic Committee enough for their exceptional efforts on our behalf. We truly appreciate all of the work and the support from our long-time friends at Bermuda Run," said Ellen Coble, Vice President of Development.



180 DAYS. *Compassionate Care. They Deserve It!*

180 DAYS. Six months. That's the number of days we wish our patients and their families could benefit from Hospice Care. Unfortunately, most hospice patients wish they had called sooner. That's the bad news. The good news is that once patients and families connect with Hospice & Palliative CareCenter, they immediately feel support and peace of mind.

Hospice is not intended to be care for hours, days or weeks, but rather, six months of support and compassionate care.

Please learn more so that you can get the care and support you deserve when you need it most. Call 336-768-3972.

Kicking Up Heels and Swinging Clubs "FORE" HOSPICE

More than 200 golfers came out swinging for the **2013 Hospice Hope Classic** held on Wednesday, July 31 at Tanglewood Park. To kick things off, players and sponsors were invited to the Hospice Classic Hoedown the night before at WinMock at Kinderton to enjoy tasty BBQ, beer, wine, and live music. Guests competed in games of wit and chance. David Peddycord was the lucky winner of the \$10,000 Cash Prize drawing, graciously donating half of it right back to Hospice & Palliative CareCenter!

Thanks to our talented volunteers, we were able to hold these two wonderful events back-to-back and **raised over \$122,000 to support patient care.** "We are so grateful to our volunteers, sponsors, and all who participated this year and hope to see everyone at next year's tournament," shared Carolyn Breese, Director of Development, who organizes the event. **"Please save the date for a bunch more fun next year on July 30, 2014,"** she added.



Hospice & Palliative CareCenter Welcomes New Chief Medical Officer

Hospice & Palliative CareCenter is pleased to welcome **Michael Lalor, M.D., as Chief Medical Officer**. Dr. Lalor is responsible for the overall medical care and treatment for patients and families. He provides leadership and direction to the medical staff to ensure the best possible quality, compassionate, end-of-life care for every patient and family being served by Hospice & Palliative CareCenter.

“Upon Dr. Lalor’s arrival it was clear that we had made a wise and fitting decision to have him join our team. He has been with us for nearly two months, and already we are benefiting from his professional insight as a board certified hospice and palliative care physician. He is passionate about educating the community on the benefits of hospice and palliative care, and his focus on quality care is his number one priority,” said Brian Payne, President & CEO of Hospice & Palliative CareCenter.

Dr. Lalor attended the University of Medicine and Dentistry of New Jersey and did his residency with the Department of Internal Medicine at Thomas Jefferson University Hospital in Philadelphia, PA. Most recently, Dr. Lalor was the medical director of Compassionate Care Hospice in Bensalem, PA. Prior to that experience, he spent 11 years as the medical director with a



“Our job is to make sure, to the best of our ability, that each patient and family we serve has an exceptional hospice experience. We know we are meeting people at a most difficult time and we want to ease as many burdens and fears as possible so that each of our patients can live fully and comfortably until the very end.”

Dr. Michael Lalor

not-for-profit hospice, Keystone Hospice, in Philadelphia, PA. With over 14 years of hospice experience, Dr. Lalor brings a wealth of expertise and direct patient care experience.

“I think it’s important to have strong relationships within our community and I am looking forward to getting to know our referral partners,” shared Dr. Lalor. “Our job is to make sure, to the best of our ability, that each patient and family we serve has an exceptional hospice experience. We know we are meeting people at a most difficult time and we want to ease as many burdens and fears as possible so that each of our patients can live fully and comfortably until the very end,” Lalor continued. “In my first few weeks at Hospice & Palliative CareCenter, I have seen an impressive group of professionals carrying out this mission and I’m honored to be here.”

“My decision to move myself and my family here was because I feel Hospice & Palliative CareCenter is a solid, forward thinking hospice and I admired Brian Payne’s vision for the future. In addition, I had a strong desire to get back with a not-for-profit hospice where our focus is on providing exceptional, compassionate care. On a personal note, I have felt an incredibly warm welcome. For that, I am truly thankful.”

YOUR GIFT Makes An Impact

Because of you . . .

Hospice & Palliative CareCenter is able to make a difference for thousands of people facing their final months—cushioning the emotional stress and grief surrounding a loved one’s death.

As 2013 draws to a close and you consider how you will direct your year-end charitable giving, please consider how much you can help families facing this challenging time in their lives by giving a special, tax-deductible year-end gift to Hospice & Palliative CareCenter. Simply complete the enclosed envelope and mail your gift back by December 31, 2013. ***Your gift makes an impact.***

- Over 2,500 patients and families are cared for each year, many receiving charitable care.
- Nearly 1,200 of these patients receive some of their care at our Kate B. Reynolds Hospice Home in Winston-Salem or our Glenn A. Kiser Hospice House in Salisbury.
- Many patients receive complementary therapies, including music and massage therapy, free of charge.
- In the past year, over 4,000 community members received Grief Counseling Services, free of charge, after losing a loved one. Many of these families did not have a loved one in hospice care, yet needed counseling services to cope with their loss.

HOSPICE HEALING BUILD...*Engaging. Meaningful. Hopeful.*

Bereaved individuals grieve in their own unique ways—and finding a creative and meaningful way to process the physical and social aspects of grief gave rise to the Hospice Healing Build (HHB), a place where hammering and sawing alongside others who are experiencing the pain of losing a loved one can happen.

In June 2013, the first nails in this unique collaboration between Habitat for Humanity (HfH) and Hospice & Palliative CareCenter were hammered at the Wall Build, when all interior and exterior walls were constructed. Those walls were stored until the official kick-off in August when they were raised and building began in earnest. The build is anticipated to continue through the fall.

Two volunteers throughout the HHB, Becky and Betsy, twin sisters whose parents died several years ago, share, “Building this house gives us the good feeling of still being able to do something for others.” Together, they have been involved in everything from raising trusses over their heads to hammering shingles atop the roof.

The HfH construction staff members are adept at meeting volunteers “where they are,” gently encouraging them to challenge limitations, and guiding them toward success. Joe, the Lead Carpenter on the HHB, comments, “My job is special because I get to meet friends I didn’t know, teach people skills they didn’t have, and see real, sincere emotions of joy, fellowship, and a sense that we are better than when we began the day.”

Opportunities exist throughout the HHB for memorializing—from signing the interior boards to planting trees in memory of loved ones.

The Hospice Healing Build made a lasting impact on so many people. Here are just a few examples:

Mary, whose husband died a few years ago, shares, “I learned so much and I feel so privileged to be able to participate in this amazing experience in honor of my husband and so many others that have gone before us.”

Dave and Lisa, whose 21-year-old son died, have worked on the HHB several times and continue to find the experience to be meaningful and healing. “As I work on this home and see it evolve, it’s similar to healing from grief. It takes time, it takes dedicated people in your life to see you through each phase—and sometimes it’s just being in a community that cares about you. What makes this experience unique in its healing is getting to work with the Hospice staff that have cared for you all along,” comments Dave.

Lisa shares, “There was an instant connection as I worked with the other volunteers at the Hospice Healing Build. We were all grieving a loss. Although each circumstance was different, coming together with others who understood my pain and grief was healing and encouraging. Working side by side, our lives had purpose again.”

For Linda and Alex, a mother and son who’ve volunteered, “The Healing Build was a great way for Alex and me to honor the memory of my husband/his father by joining together and helping others that are in need. This brought us together in a positive way with other people who are going through similar situations. It helps you realize that you are not alone in your struggles.”

According to Shakeda, the recipient homeowner, “Participating in the HHB has been a phenomenal experience. The people I have met are all so nice and giving of themselves. It excites me to help build a house that I will very soon reside in with my two beautiful sons.”

Angel, who is accruing her 300-400 hours of required “sweat equity” before she receives her own HfH home, has dedicated many of those hours to the HHB. “We can learn to live again if we build with love today, while keeping in mind tomorrow. That’s what Hospice and Habitat together have taught me,” she remarks.

As bereaved individuals know first-hand, life is full of unwanted transitions—and the Hospice Healing Build is a place of hope, meaning, healing, growth.



Shakeda—
May you & your
boys find such
love
peace
comfort
happiness
prosperity
& faith
in this
home built
with so much
love



CHANCES ARE . . .

Chances are you have given to Hospice & Palliative CareCenter over the years (donations, meals, volunteering) . . .

. . . and you have known someone who has had Hospice care

. . . *but are you asking for help when you or your family need it most?*

Don't wait. Call today.

1-888-876-3663 • hospicecarecenter.org

Create Your Legacy AT THE HOSPICE FOUNDATION

You already have what you need to make it happen

One of the easiest ways to make a significant impact on the future of end-of-life care at Hospice & Palliative CareCenter is to use an asset that almost everyone has. It doesn't require giving away any money now. It keeps your commitments to family and your commitments to charity in line. What is it? *Your retirement plan*. Almost everyone has an IRA, 401K or other plan for retirement. It is also one of the easiest assets to designate to support nonprofit organizations, using the beneficiary designation form. Why would you choose your retirement plan to support The Hospice Foundation?



- It is a good investment: Hospice & Palliative CareCenter is the oldest hospice in the state and has been providing the highest quality end-of-life care for generations. Much of this care is made possible through support from donors like you.
- It is tax-wise: A retirement plan is one of the best resources to give to charity because of how it is taxed at death. Individual beneficiaries of retirement assets are required to pay income taxes on those assets and possibly estate taxes as well, whereas charities are not. So, dollar for dollar, more of your money would go towards a charitable cause than if you designated it to an individual.



- It matches your priorities: Because you can choose multiple beneficiaries for different percentages, you can make gifts at death that are in line with your priorities. For example, you could leave 75% to your children and 25% to The Hospice Foundation. No matter how the value of your account fluctuates, your commitments remain in line.
- It is easy: No trips to the attorney's office or new legal documents are required. Just contact your financial advisor or retirement plan administrator to complete your beneficiary designation form. We can provide you with The Hospice Foundation's tax ID number for your form.
- It is free: You are making a major gift to support our mission but are still able to use the assets while you need them.
- It makes an impact: Many people can make a much larger gift through an estate commitment than they ever could during their lifetime. It is your opportunity to make a lasting impact and lasting difference for years to come.

Legacy gifts like this one help ensure continued high quality, loving care when people need it most. We would love to talk with you about how you can make The Hospice Foundation a part of your plans for the future. We appreciate all of the support we receive, in all of the wonderful ways we receive it. Please contact Erica Lyall at 336-331-1305 or Erica.Lyall@hospicecarecenter.org. We hope to hear from you!



***A Gift That Will Be
A CHERISHED KEEPSAKE***

*Your purchase provides essential
support to patients and families*



See the cover for more information.
Light Up A Life Ornament
Celebration order form enclosed.

Save the Dates - 2014

**Hospice Hope Run
Saturday, April 12, 2014**

**Camp Carousel • Monday - Friday
July 21-25, 2014**

**Hospice Hope Golf Classic & Hoedown
July 29 & 30, 2014**

To learn more about ongoing clinical and
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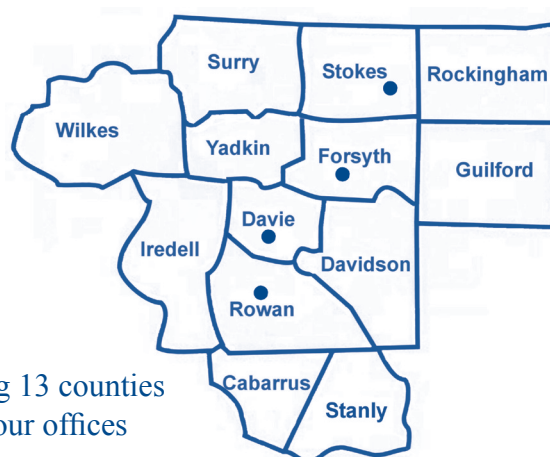
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The CIRCULAR - Fall 2013 Issue

Front Cover

Congratulations to Tandra Chandler
Looking for a Heartfelt Holiday Gift?

Page 2

Message from the CEO, Beautiful Hemlock Golf Club

Page 3

Retiring President and CEO Designates Gift, Ithaca
November is National Hospice Month

Page 4

Holiday Wish List, Thank you Barbuda Run Supporters
Kicking Up Heels and Swinging Clubs "Fore" Hospice
180 Days. Compassionate Care. They Deserve It!

Page 5

HPCC Welcomes New Chief Medical Officer
Your Gift Makes an Impact

Page 6

Hospice Healing Build . . . Engaging. Meaningful. Hopeful.

Page 7

Chances Are
Create your Legacy at the Hospice Foundation



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