

A Legacy of Care:
Continuing Our Commitment to
Quality Care
and **Compassion**



Dr. Mike Lalor
President/CEO

Inside:



Message from the
CEO Dr. Mike Lalor
page 2



My Journey As a
Caregiver – And the
Gift of Palliative Care
page 3



What Will Your
Legacy Be?
page 6

A MESSAGE FROM DR. MIKE LALOR, PRESIDENT & CEO



Looking back on this past year, I think it can best be described as a year of change. We wished a happy retirement to Linda Darden, who had been our outstanding leader for over a decade. Upon her retirement this past summer, she passed the torch to me, and it is an honor of a lifetime to lead this team. This is an enormous responsibility, and yet I assumed the role of CEO with peace of mind and confidence. That was in large part because of the incredible leaders and the entire team who expertly carry out our mission day in and day out.

Another significant change that had a massive impact on the team was the implementation of a new Electronic Medical Record (EMR) system. For those who understand what an undertaking like that entails, you know it reflects hard work, collaboration, and diligence from the entire team. This important milestone and successful implementation will streamline clinical workflows and improve patient data and safety for many, many years to come.

As I write, we are also embracing a new quality reporting tool, the Hospice Outcomes and Patient Evaluation (HOPE) assessment. HOPE will replace the previous tool and require more frequent and comprehensive patient data collection throughout our hospice patient's stay. We have always believed in the most comprehensive assessments of quality care and have favored all regulatory compliance measures. These tools can only benefit our organization, and ultimately, patient care.

As a pacesetter hospice and palliative care organization, we've seen many changes in the industry as well as within our own organization. As an established and trusted care provider, we are expanding our vision of Trellis to be that of a center for serious illness in order to address the more comprehensive health needs of those in our community.

This broader scope means even more holistic support and specialized care for patients at all stages of complex and chronic conditions, not just at end of life.

As we continue down our path, and manage whatever changes come our way, the one constant is our commitment to high-quality patient and family-centered care.



MY JOURNEY AS A CAREGIVER – AND THE GIFT OF PALLIATIVE CARE

Submitted by Sharon Cooke

I was grateful I could be there for my parents to help with their care, but over time it began to feel overwhelming. I clearly remember keeping up with my daily 'to do' list. Calling Trellis was on the list, yet for days I managed to do just about everything except calling Trellis. Then, one day, I found the courage. Cindy Flanner answered and, warmly and patiently, walked me through the process of arranging Palliative Care for my parents. She made it so easy, and I remember wishing that everyone in my shoes could experience the peace of mind I got from that call.

My father's Alzheimer's was progressing and my mom had other health problems that were taking a toll on her quality of life. As their caregiver, I was beginning to feel lost. I was having a hard time navigating. Yet when Palliative Care began, it was such a relief. It was truly a lifesaver for me. Even though I had my husband and adult children by my side, it was like a huge weight had been lifted off my shoulders.



I remember the very first visit with Lory Puckett. She is the nurse practitioner who became our palliative care angel. She spent an hour and a half with each of my parents. She was calm, compassionate, and quickly put us all at ease. Since my dad had become easily agitated, we worried how he would react, but she just had a wonderful way with him. She was so attentive. After her thorough visit with my dad, she shared resources and pamphlets on Alzheimer's. She explained all the stages, walking us through it in a way no one had done before. That expression – knowledge is power – really felt true.



Mom had so much respect and appreciation for Lory. She took what seemed like an overwhelming situation and gave us the peace of mind that we were all going to get through this together. Lory was a great liaison with mom and dad's primary doctors. After her visits, she would keep their doctors informed and let them know if we needed any medication adjustments. Mom was finally able to relax, knowing that we had a plan and support.

For me as the caregiver, what I treasured most was the emotional support and guidance. It was incredible to have her by our side. I think that palliative care nurses are like the closest thing to angels because they know exactly how to help and how to make you feel like you're not walking that journey alone.

If I could reach just one person who is on the fence about calling for support, I would encourage them not to wait. It truly is a gift.



WE SEE THE WHOLE YOU

Did you know that November is National Hospice and Palliative Care Month? This year's theme is **We See the Whole You**, which beautifully highlights our commitment to treating each patient as a unique individual, honoring their experiences, values, and hopes, while providing personalized, high-quality, and compassionate care.



Unlike anything else in healthcare, hospice cares for not only a patient's physical symptoms, but also the wholeness of the individual – and their family. For a Veteran patient, it may be a Veteran volunteer presenting a special service pin; for a dementia patient or music lover, music therapy may stir special memories; for animal lovers, the gentle touch of an animal companion may bring comfort. Sometimes, the best medicine is not medication but the comfort that comes from personalized care that matters most to that unique patient.



DON'T SHOP 'TIL YOU DROP - SHOP 'TIL IT FEELS GOOD

How sweet it is to give, and when your gift is a treasured keepsake AND it supports compassionate care, it's extra special.

Giving a beautiful handmade, commemorative ornament in honor or in memory of a loved one is at the heart of our **Light Up A Life** tradition. With your \$35 donation, you will receive a beautiful and thoughtful 2025 porcelain bell that we will inscribe with your loved one's name. Donors may also receive display stands for an additional donation of \$5 each. Simply visit our website to place your order. If you have questions, email LightUpALife@TrellisSupport.org or call Donor Relations at (336) 331-1323.



Special thanks to our Presenting Sponsor, Salem Funerals and Cremations.



HOLIDAY HONOR CARDS

Want to send something special to your personal or professional contacts this holiday season? For a \$10 donation per card, we will provide cards that you can personalize and mail yourself. For a \$15 donation per card, we will personalize cards with your name or your business name and mail them to the recipients of your choice. Our cards are appropriate for all holidays during this festive season.

To place an order, email HolidayCards@TrellisSupport.org or call Shannon Neal at 336-331-1322.



WE ARE JUST A PHONE CALL AWAY – AND AN EMAIL AWAY TOO

We have recently updated our website. You'll see new menu items to make searching easier, and we've added several videos. We understand that reaching out for care can be hard, so we've made it simple and convenient to take that first step. Prominently on the home page is a very short form to Start a Conversation. Once you hit submit, we will do the rest by reaching out to see how we can help.

Start a Conversation

Whether it's care for you or a loved one, we're to help.

Your Name Phone Number

County

Your Email

Describe the assistance you're looking for

Found on the home page of our website.

WHAT WILL YOUR LEGACY BE?

Trellis Supportive Care is here to provide the support everyone deserves at the end of life, and now you can, too! Many of our donors designate a gift in their will or name Trellis as a beneficiary of their IRA so they can support our work for years to come. These gifts cost nothing today but make a lasting difference for Trellis Supportive Care. We have partnered with **FreeWill**, a no-cost planning tool, to help you easily create your legacy plan in as little as 20 minutes. Get started by visiting TrellisSupport.org.



Scan the QR code to hear about one donor's decision to leave a lasting legacy.



TAX-SMART GIFTS FOR YEAR-END GIVING

Every day, Trellis Supportive Care works to ensure patients and families in our community can access the compassionate end-of-life care they need. By donating appreciated stock, giving from your IRA (if you're 70.5 or older), or recommending a Donor-Advised Fund grant, you can make a tax-smart gift that powers our work and changes lives.



ANNUAL GOLF CLASSIC – A HIT DESPITE THE SHOWERY START

Despite the morning rain on Sept. 27, our annual Kadren Robertson Memorial Golf Tournament at Hemlock Golf Club in Walnut Cove was a big hit. Many thanks to our sponsors and players - and the Robertson family and golf course staff. Congratulations to the winning team and our longest drive contest winners:



**Kadren Robertson Memorial
GOLF TOURNAMENT**





TRELLIS SUPPORTIVE CARE

April 18, 2026



May 02, 2026



Our Mission:

Trellis Supportive Care, provides compassionate care for those individuals living with a life-limiting illness and their families, through quality medical, emotional, spiritual, and social support.

**Trellis Supportive Care
Board of Directors**

Mike Gwyn, Chair
Teresa Lindsay, Vice Chair
Della Wildfong, Treasurer
Richard Bennett, Secretary
Peter Juran, Past Chair

Members of the Board

Cynthia Aguirre, MD
Suzanne Caroon
Raul Colon
Tembila Covington
Stan Fuller, MD
Haley Gingles
Tom Kangur
Michael Kenyon
Darcie Lewis
Samara Llewellyn, MD
Chris Pardue
Isaac Perry
Lisa Rhoades
Dee Stokes
Scott Templeton
Ramon Velez, MD
Sarah White
Charlot Wood

Emeritus
James N. Smith



**Trellis Supportive Care
Foundation Board of
Directors**

Elizabeth Madden, Chair
Jimmy Strickland, Vice Chair
David Twine, Treasurer
Chris Munnely, Secretary
Lottie Kay, Past Chair

Members of the Board

Steve Ashworth
Pam Ball
Carla Brown Rumph
Scott Cawood
Stan Dean
Chris Henson
Jeff Herman
Bobby Kimbrough
Hof Milam
Keisha Redd
Hal Rollins
Amy Smith
Aaron Spivey
Amir Young
Brad Zabel

Emeritus
JoAnn E. Davis



Palliative • Hospice • Family Support

101 Hospice Lane
 Winston-Salem, NC 27103
 TrellisSupport.org

Non-Profit Org.
 US Postage Paid
 Permit No. 393
 Greensboro, NC

The **CIRCULAR** - FALL/WINTER 2025 Issue

A LOOK AT WHAT'S INSIDE:

COVER: A LEGACY OF CARE: CONTINUING OUR COMMITMENT TO QUALITY & COMPASSION **PAGE 1**
 A MESSAGE FROM THE CEO **PAGE 2**
 MY JOURNEY AS A CAREGIVER - AND THE GIFT OF PALLIATIVE CARE **PAGE 3**
 WE SEE THE WHOLE YOU / DON'T SHOP 'TIL YOU DROP - SHOP 'TIL IT FEELS GOOD **PAGE 4**
 HOLIDAY HONOR CARDS / WE ARE JUST A PHONE CALL AWAY **PAGE 5**
 WHAT WILL YOUR LEGACY BE? / TAX SMART GIFTS / ANNUAL GOLF CLASSIC **PAGE 6**
 SAVE THESE DATES / OUR MISSION **PAGE 7**



**Serving 13 counties from four offices
and the KBR Hospice Home**

Winston-Salem
 (336) 768-3972



Walnut Cove
 (336) 591-1124

Mocksville
 (336) 753-0212

Salisbury
 (704) 637-7645

TrellisSupport.org



Palliative • Hospice • Family Support



FOUNDATION