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Hospice HOPE RUN

5k Walk/Run • 10k Run

April 13, 2013 • Deacon Tower at BB&T Field

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Post Run Pig Out!
YOU DESERVE IT!
When registering be sure to sign up and join us for the Post Run Pig Out, for an additional \$5, immediately following the awards ceremony. Celebrate your accomplishment, relax with your friends, children and family, and PIG OUT and enjoy musical entertainment provided by Below the Line.

Help us reach our goal . . .
2,000 Participants!

See story on page 4

180 Days!

180 DAYS. Six months. That's the number of days we wish our patients and their families could benefit from our care. Unfortunately, most patients and families who experience hospice care wish they had called sooner. In fact, nearly eight out of 10 families express this sentiment. That's the bad news. The good news is that once patients and families do connect with hospice, they immediately feel the burdens ease physically, emotionally, and often, financially. This support and peace of mind cannot come soon enough when the realities of serious illness and limited-life expectancy are looming.

At Hospice & Palliative CareCenter, it is our mission to provide information and education so that every patient and family who can benefit from our care understands how to access our care – easily and quickly. We make every effort to do that, yet for many, until it's time for hospice care, it isn't given much thought.

Because the number one piece of feedback we get from families is that they wish they had enlisted our care sooner, we are eager to share this important message; hospice is not intended to be '11th hour care,' but rather tremendous support and compassionate care that is available to patients and their families for months.



“ . . . once patients and families do connect with hospice, they immediately feel the burdens ease physically, emotionally, and often, financially. This support and peace of mind cannot come soon enough . . . ”

And there is more good news; 92% of patients have Medicare, Medicaid or private insurance that covers nearly all hospice care. More specifically, these benefits cover home visits from the hospice team, medications, medical equipment and supplies, and bereavement/grief support for the family after a loved one has passed away. Is that surprising to you? Additionally, for those 8% without coverage, our services are available regardless of ability to pay – thanks to donations.

We recognize that end of life can be a difficult scenario to talk about and plan for; however, the benefits and value of hospice care are too great not to understand. So we invite families in our community to get to know us so that they can get the compassionate care they deserve when they need it most. If, in your heart-of-hearts or in your physician's opinion, it would surprise you if your loved one was still living in 12 months, then it's time to call and get the support you deserve.

Hospice & Palliative CareCenter is the oldest and most established hospice in the state – serving 13 counties from four offices. As a non-profit organization, no patient is ever turned away. To learn more, please visit us on-line at www.hospicecarecenter.org.

A Message from the CEO

Dear Friends,

As I write this letter, I am not certain what impact the fiscal cliff, sequestration, and the volatility of our Medicare system will have on the future of hospice. However, I am certain we will see significant change. Change may come in the form of reduced Medicare reimbursement for hospice services, it may come in the form of variable reimbursement rates depending on the level of patient acuity or duration of care under hospice (commonly referred to as length of stay), and we may see reimbursement offered for advance care planning consultations. Whatever the future holds, I'm proud to be associated with one of the leading hospice organizations in the nation. I am also grateful for the unwavering support we continue to receive from the communities we serve.

Last year was a year of change. As an organization, like many hospices across the nation, we experienced an increase in the number of patients accessing our care. That's the good news. The bad news is that at the same time, we saw our patient's length of stay with Hospice decrease. So while we are grateful for the growing number of people we are serving at end of life, we are eager to change this trend. Instead of patients coming to us for what we refer to as "11th hour care," our goal is to support our patients and families for the full benefit period of 180 days.

Change, especially at end of life, is difficult to face. At Hospice & Palliative CareCenter and Rowan Hospice & Palliative Care, it is our greatest hope that we can help our families navigate this change. In the pages of this newsletter, you will read about the importance of discussing the kind of care you wish for at end of life. You will also read about the things most people hope for at end of life. I think it is important for all of us who are champions of hospice care to remind people that choosing hospice, sooner rather than later, offers an opportunity to live each and every day more fully and comfortably.

Just as we anticipate and plan for the birth of a baby, so should we anticipate and plan for our final chapter. Choosing Hospice at end of life means patients and families get the support they need to accept change, to cope with medical and emotional challenges, to make decisions, to celebrate life's journey, to experience the best quality of life possible, and to know that—after the loss of a loved one—we will be there to provide support to those who are still living.

In closing, I ask that you continue to be a champion and encourage those you love to embrace our support when quality of life is what matters most. Thank you for your ongoing support of our mission.

With deep appreciation,



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.

What Is Hospice Care Really All About?

"I have watched pain be replaced by comfort, anxiety by relaxation, insomnia by sleep. I believe that the best care gives people every chance of living longer and well, and when it's time for the good Lord to call them home, it allows them to die peacefully and with dignity. That's what we call dying well."

Tandra Chandler, Clinical Care Scheduler

5 THINGS PEOPLE HOPE FOR *at End of life?*

By Rennie Adcock, Chaplain

In my role as a Hospice Chaplain, I have learned that patients often have clear goals of what they want and need at the end of their life. I remember so well my own father-in-law asking me about hospice before he was enrolled in our care... “Will they let me go outside?”, “Can they get my pain in better control?”, and “Will I ever be able to eat my favorite foods again?” I am encouraged that all his wishes came true in those last three weeks of his life. We celebrated his 55th wedding anniversary as a family, his pain was managed, he was able to eat his favorite foods again, and he so enjoyed getting fresh air on his face every day. Our family felt so blessed that my father-in-law had a meaningful and peaceful death, surrounded by his friends and family. And I was so proud to be a part of this hospice team.

A big part of what made our journey with Hospice so special was the time we spent reminiscing and telling stories. It’s good to remember, to laugh together, and reflect on life’s journey. We often make sense of life’s challenges through our stories as we reflect upon the past, present, and future. As a Chaplain, I have learned to ask open ended questions as a way to engage in meaningful conversation. I am assessing for pain, fear, despair and even hope. “What has this been like for you?”, “What gives you strength?”, and “What do you hope for now?” I understand that even as we face death, we can embrace hope.

There have been many studies and books written about what dying people need and want as their life comes to an end. I have found that it is not very complicated, pretty simple really... as it may come down to five basic goals:

1. To have good pain and symptom management
2. To avoid a prolonged illness
3. To achieve a sense of control
4. To relieve the burdens on the family
5. To strengthen relationships with loved ones

I am so blessed to be a part of this holistic approach to care, and I love that our team centers our work on the patient’s needs and goals. Helping patients and families live fully and comfortably, achieving these five things – that’s our mission. We listen to their stories of faith, family, career, travels... and we find out what they hope for now. In reality, we are all “future-tensed beings,” always preparing for what’s next.



Rennie Adcock, Chaplain

Rennie has been with Hospice & Palliative CareCenter for 14 years. In his current role, he serves as Chaplain at our Kate B. Reynolds Hospice Home in Winston-Salem. Rennie lives in Pfafftown with his wife Sandy and their two sons, Brady & Caleb.

Good Friends DOING GOOD

Thank You for Giving Hope

Hospice & Palliative CareCenter benefits from the generosity of many groups in the community. We are grateful to businesses and organizations that hold fundraisers on behalf of the patients and families we serve. Special thanks to the following for their efforts and generosity.

Bowen Town & Country Furniture Co. promoted the Stressless Recliner Chair Program, providing customers with both a comfortable seat and an opportunity to make a donation to Hospice & Palliative CareCenter. Scott Bowen presented a check to Hospice in January for over \$1,100, bringing comfort, hope and peace to our patients and families.



Over the years, the **Winston-Salem Shag Club** has raised funds for Hospice totaling more than \$78,000! On February 1, they supported us again with a generous check for \$5,000. There is no better feeling than knowing we have trusted advocates in the community who support our mission by taking a few extra steps on behalf of the patients and families we serve.

In October, the **Infinicon Comic and Toy Show** was held at the National Guard Armory with proceeds benefiting Hospice & Palliative CareCenter. We are so grateful to **Troy McAdams of Burke Street Comics** for choosing Hospice as the beneficiary of this fun event.

Mimi's Purple Butterflies

Honoring a Special Woman in a Very Special Way

By Carolyn S. Peterson



The pain of losing a loved one never really goes away; the ache remains for a lifetime, but we find ways to keep those we've lost close to our hearts, and hopefully find a way to make a difference in the world in their memory.

Ashley Stabolitis, wife, mom and math teacher at Summit School, of Winston-Salem, NC, lost her mother, Trish Westbrook, in 2009 to ovarian cancer; now she is honoring her mother's memory and life in a very special way.

"My mom was an amazing lady who loved her children and grandchildren more than anything in the world. Her last days were spent in the care of the Palliative Care Unit nurses and physicians at

Forsyth Medical Center. I was amazed at the love and care they showed my mom. One particular nurse was literally on her knees, holding my mom's hands with me, comforting her as she struggled to pass on. The care they provided helped Mom pass on with dignity and without physical pain," recalled Ashley.

After the loss of her mom, Ashley sought grief counseling at Hospice & Palliative CareCenter in Winston-Salem, NC. "My husband and I were my mom's caregivers, so losing her left us with an empty feeling in so many ways. The counselors helped me work through my emotional pain," Ashley said. Having experienced the grief counseling services firsthand, Ashley knew the importance of the work that Hospice & Palliative CareCenter does in our community, so in her mom's memory, she organized a team, Mimi's Purple Butterflies, for The Hope Run in 2012.

For the Love of Mimi

Grieving is a process, so when Ashley was at a point in her grief that she felt she was able to do something to honor her mom and give back in a way to help others, she decided that participating in The Hope Run, an annual race to raise funds to support the many services offered by Hospice & Palliative CareCenter, was the best way to do both. "I wanted to give back to Hospice because they did so much for me and my family after my mom's passing. I think the name 'Hope Run' is so perfect, because Hospice gives you

hope that while you go through a devastating loss of a loved one, you are able to continue to live and be comforted by their eternal memory," Ashley said. Not only did Ashley form a team, but for her first year, it was a big team!

"Our team of 66 was comprised of family, friends and the Summit School community. I teach at Summit and community service is a significant part of our program. My students were excited to join the team and it meant so much to have their support, both in participation and donations. I was truly overwhelmed with gratitude and excitement with the turnout and raising almost \$2400. After the race last year, I had many people reach out and say they wanted to be on our team in 2013, so this year I am aiming for a larger team. I am just now starting to put the team together, and hope we will have strong participation and raise even more for this great organization," commented Ashley.

As Ashley thinks of this year's team and the wonderful woman it honors, she has some thoughts on how her mom would feel, knowing about the way her family is remembering her. "I hope she is proud and knows how very much she is loved and missed. I think she will certainly be smiling as she looks down from heaven and sees all the 'purple butterflies,' wings on and ready to go, racing on April 13th," Ashley said.

For more information on how you can join or form a team, visit www.support4hospice.org or contact Carolyn Breese, Director of Development, 336-768-3972.

The 17th Annual Hope Run is April 13th, at BB&T Field in Winston-Salem, NC.



Many thanks to Forsyth Women for allowing the use of this story.

Register or donate at: www.support4hospice.org

I volunteer at Kate B. Reynolds Hospice Home, visiting the veterans, to share in the gift of release that sometimes occurs when these vets let out 'stuff' they have been sitting on for many years. The Speakers Bureau also gives me the chance to spread the word on hospice services and hear a lot of feedback from people's experience with hospice. Sometimes the best feedback happens in public when I forget to take my name badge off after I leave and run errands.
PJ Mogon



I believe the giving of one's time and self to the service of another human being is one of the most precious and valuable gifts one can offer. Choosing to share this gift through volunteering with HPCC also brings the greatest reward... a heart filled with joy to have touched the life of another by assisting with their needs, especially during such a critical point in their life, in gentle and caring ways.
Pam Pettigrew



Thank You!

Dear Volunteers,
Your time and your talent truly are another's treasure. In celebration of National Volunteer Appreciation week, we would like to say thank you for the extraordinary things you do for our patients and families.
With much appreciation,
The Volunteer Services Team

April

Shannon

Kathy

Mary

Marinda

Amatha

Marina

I volunteer for Camp Carousel for me and for the campers. The training for camp counselors is amazing (and I am a licensed school counselor). I am better prepared to deal with my students at school due to my experiences at Camp Carousel. The campers truly go through changes in the short week they attend the program due to the quality of the activities and support of staff. My volunteer time is so rewarding; I look forward to this experience and am a better citizen and person as a result of my participation!
Anne Collins



Every hour I volunteer at Hospice is an activity of pleasure and gratification. A noted author once said, "I do it not to be thanked nor to take any credit but do it as a gesture of repayment for those who have done it for me." If it is to be, it's up to me and I do it with sincere passion and love for the patients and their families.
Cora Malloy



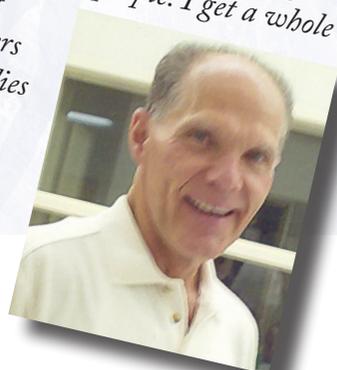
Mother Teresa once said, "We cannot do great things on this earth. We can only do little things with love." Volunteering at Hospice gives me great satisfaction and peace of mind knowing that I am making a difference in somebody's life. The joy of giving back helps make my world a little bit brighter.
Pat Johnson



Volunteering at Hospice has meant more to me than I could possibly have imagined. I began my volunteer work as a way of giving back to HPCC, whose Grief Counseling Department had helped me through a very difficult time. Little did I know that now, some 7 years later, I'm continuing to receive in ways large and small from this wonderful organization. Every time I walk through the doors, I know that I will be warmly greeted, that my work--no matter how routine or seemingly insignificant--will be appreciated, and that everyone with whom I come in contact will show me that caring, compassionate spirit which so characterizes HPCC.
Jean Ashley



I heard a message at church titled "reach out and serve" after caring for my mother after her passing. I felt like I was missing something. I felt that it was my ministry to reach out and help people. I get a whole lot more out of my service than the patient and families. Being able to relieve caregivers and walk with the patients and their families through the journey is uplifting. It's a joy to know that I can be a small part of a good organization.
Gray Johnson



CONVERSATIONS NOW *or Crisis Later?*

Your Choice.

By Dee Leahman

I'd like to tell you a true story that will help you understand the importance of having conversations about end-of-life care WELL IN ADVANCE OF CRISIS. When I tell this story I often ask people to identify the missing piece of the puzzle.

Part of my job at the small community hospital where I worked was to help resolve conflicts so I wasn't surprised when I was paged to the ICU. The nurse who called me said the heated exchange going on among the four people at the nurses' station was disrupting the entire ICU.

She said they were arguing about whether a frail, elderly, 84-year-old woman should be put back on the ventilator. Unable to breathe well on her own, she had been on the ventilator twice and weaned off twice. Soon, breathing became very difficult for her again.

After introducing myself to the group, I learned that the doctor and the adult son were adamant about putting the patient back on the ventilator right away, saying, "If we don't, she won't make it through the day." The adult daughter and the patient's nurse were pleading with them not to do that. "She has been through so much! We don't think she would want to go back on the ventilator. Can't we just let her die a peaceful, natural death?"

My first question to them was, "Is the patient alert?" The answer was yes.

You may already know what my second question was: "What does SHE want?"

The somewhat surprised looks on all four faces said silently, "That's a good idea. Why didn't I think of that?"

They followed me to the bedside where I saw a tiny woman with bright, alert eyes, a sweet smile and a weak body. The pillow looked like a halo around her silver hair. Her voice was all but gone. Her throat was sore. Her answers to my questions came in the form of shaking her head or an inaudible whisper. She had a very important decision to make. Had she heard them arguing? (The bed was close enough to the nurses' station for her to hear the entire exchange.) Did she understand what they

were saying? (Did she even speak English?) Did she understand the importance of her decision?

I held her hand and asked several questions, leaning close enough to hear her whispers. We exchanged notes on paper. When I finally knew she understood the choice she needed to make, I asked: "What do YOU want?" She took both of my hands in hers, tapped them lovingly and whispered, "I just want to go to heaven."

And she did. That afternoon her children sat beside her holding

her hands and talking softly. She died peacefully, hearing their loving voices, not their angry ones.

The missing piece of the puzzle was a conversation. Tell your loved ones what your wishes are. Give them the peace of mind that comes with knowing what decisions to make if you become unable to speak for yourself. Have the conversation NOW, well ahead of the crisis. Hospice & Palliative CareCenter has facilitators trained to help you understand, discuss and document your healthcare wishes. Call 336-768-6157, ext 1622. It's your choice: conversation now or crisis later.



Dee Leahman is the director of community education at Hospice & Palliative CareCenter. He is a national expert on medical ethics, patients' rights and end-of-life healthcare issues. Dee is an avid proponent of advance care planning. He encourages both healthcare professionals and the general public to have thoughtful conversations, while healthy and before a crisis, so that patients' wishes for how they want to be cared for at end of life will be honored.

CREATING *a Legacy of Hope*

It's easier than you think.

When you give to The Hospice Foundation, you become part of a mission devoted to the well-being, dignity, and quality of life for people needing end-of-life care. Believing that each day is a poignant journey is a blessing, and it is our honor to provide people in our community thoughtful, expert care and friendship when they need it most.

We invite you to become a member of the Legacy Society, created exclusively to honor and recognize individuals who have helped continue our work through a gift to The Hospice Foundation in their wills, trusts, or estate plans.

Please call Kate Reece, at (336) 331-1305 or email her at kate.reece@hospicecarecenter.org to get started – leaving your legacy today. If you have already included Hospice & Palliative CareCenter in your estate plans, please let us know.



THE NEW *Glenn A. Kiser Hospice House* *A Beautiful Home-Away-From-Home*

Providing compassionate care to our patients and their families, wherever they call home, remains the cornerstone of our existence. Yet, there are times when patients and families need around-the-clock care. For our Hospice patients in Rowan and surrounding counties, we are proud to announce the opening of our Glenn A. Kiser Hospice House. This beautiful home has 14 private patient rooms and many gorgeous and comfortable amenities for families to call home while spending precious time with loved ones.



From Our MAIL BAG

To the Staff of Kate B. Reynolds Hospice-Taylor Wing – who worked January 7 – January 21:

My family and I can't thank you enough for all your efficient care and compassion shown towards our mother, Cora May Baldwin.

Your kindness went far beyond providing medical comfort. Chaplain Renny's "I Come to the Garden" was such a blessing! Dr. Joshi's expertise quite literally saved our mother's life. A special thank you to the CNA and nursing staff. I'm sorry I don't know all your names. I called you "Minnesota" and "Patti LaBelle" and "Crystal" and "Erin." You are all so loving. (Who else would know Grandma liked her orange sherbet a little hard, and replaced the one that got soft?)

It's almost impossible to train this level of compassionate care. We are so grateful!

*Love,
Helen, Charles, Conrad and Suzie
(Ms. Helen Thurston)*

Mrs. Baldwin was at the Kate B. Reynolds Hospice Home for about two weeks and now resides in an assisted living facility in Winston-Salem. She is 95 years old. On Valentine's Day 2013, she called her daughter to tell her that she was wearing a Valentine's necklace that blinks.



To our loyal donors,

We appreciate your generosity and support of Hospice & Palliative CareCenter. We know that you give because you value our mission and you want to make a difference for those in our community who will seek our support at end-of-life. Your gifts are investments and we hope to be exceptional stewards of those gifts. In that light, we are moving to an online format to recognize our donors. In this way, we will save on the cost of paper and printing, and dedicate your gifts to the real needs of our patients and families. Names of all contributors will be listed annually on-line in an easy-to-read format, rather than listed in the Circular.

We want to thank and recognize each of you for your contribution and desire to improve end-of-life care in our community. The work of Hospice & Palliative CareCenter can only happen through the generosity of those who understand and value our extraordinary mission – to provide compassionate care when it's needed most.

*Ellen Coble
Executive Director, The Hospice Foundation*

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hospicecarecenter.org/giving

Dear Kate B. Reynolds Hospice Home Staff,

I would like to thank all those involved in the care of Britt Tuttle (Room 26) in November, 2012. We were there 9 days and everyone was wonderful and so helpful. Special thanks to Dr. Kinsley and Dr. Case. As a nurse it was so helpful to have such wonderful kind, caring doctors who truly listened and did everything in their power to help Britt not suffer. The nurses, Margaret, Laura, Richard, Jan, Jean, Erin, Jennifer, Tiffany, Amy and Greg were all wonderful and I am sure I missed some names. NA's- Ashley, Patty, Erika, Imari, Amy, Jim and Lashaunda – and again I am sure I missed some but you were all wonderful.

Thank you, thank you,

Eve Tuttle

DID YOU KNOW

- We can help earlier than you think
- Anyone can make a referral
- Medicare, Medicaid, and most insurances pay for services
- Families often wish they had called sooner

FOR THE PERSON WHO HAS EVERYTHING
Are you shopping for a wedding, anniversary,
birthday or other special occasion?

Shop no more. Honor your friends and loved ones with an honorarium by making a gift to Hospice. Every gift, no matter the size, helps to provide hope and support to patients and families.

Making a gift is easy. And your recipient will be personally notified of your gift. Simply donate online at www.hospicecarecenter.org or mail a check to Hospice & Palliative CareCenter, Attn: Finance Department, 101 Hospice Lane, Winston-Salem, NC 27103 or call 336-768-3972 and ask to speak with a Development staff member.

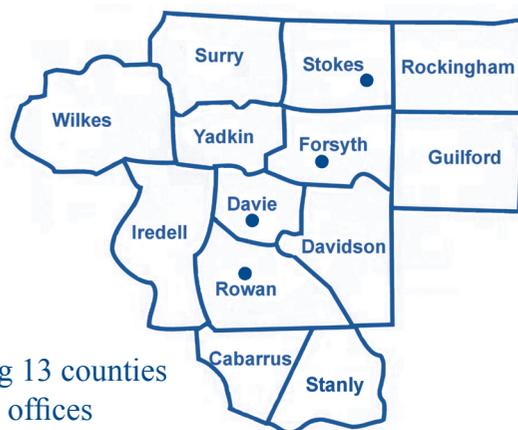
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Mocksville (336) 753-0212

Salisbury (704) 637-7645



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