





The Care You Trust

Mission Co-Creating the Care Experience

Vision Innovate Healthcare. Influence Humanity. Impact Life.

Our Donor Stewardship Guarantee assures that from the moment you give a gift, Four Seasons utilizes it as you have intended in accordance with our needs. We maintain a comprehensive gift processing and recordkeeping system that ensures you receive high-quality interactions and communications. Excellent patient care is our goal and excellent donor stewardship is as well. As one of the few remaining local nonprofit hospice and serious illness providers, Four Seasons is the care you trust. You can also place your trust in our Foundation as the nonprofit who stewards and values you.

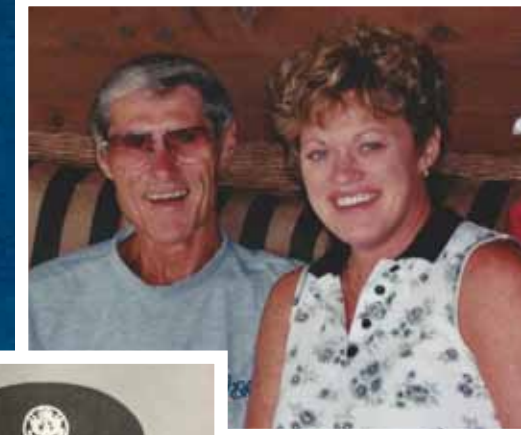
Your Donations Support

Home Care • Palliative Care • Hospice Care
Angel Fund to provide care for anyone regardless of their ability to pay
Grief Services for Adults and Children • Veterans • Elizabeth House

www.FourSeasonsFdn.org

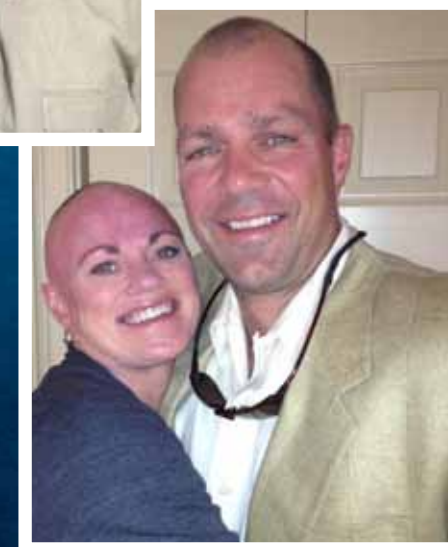


Amy Hank's father, Lloyd, and her sister, Tracy



Amy Hank's father, Lloyd Basten

Amy Hank's sister, Tracy, and Neal Hanks



Making a Significant Difference



When Amy and Neal Hanks were presented with the opportunity to support Veterans in hospice care, they were extremely enthusiastic. It was profoundly meaningful to this couple to impact the lives of Veterans and their families, many of whom are clients and employees, and to give back to those extraordinary individuals who fought for our freedom.

Amy and Neal have witnessed firsthand the loving, kind and nurturing patient care that Four Seasons provides. In 2016 both Amy's sister, Tracy, and her father, Lloyd, were served by Four Seasons at Elizabeth House within 9 months of each other. Amy knows what it's like to sit by the side of a beloved family member at end of life, able to focus on the things that matter most.



One of the core values of Beverly-Hanks Realtors is to make a significant difference in the communities in which we live and serve.

~ Amy & Neal Hanks

Beverly-Hanks
REALTORS®

Lloyd was honored with a We Honor Veterans pinning ceremony, during which the family learned that he had been a member of the Honor Guard for Kennedy's inauguration among other impressive distinctions. Had it not been for the pinning, these moments may not have been shared by Lloyd as his military career was a time in his life that he rarely discussed. "The little things that Four Seasons did to be respectful and honor my dad as a Veteran made all the difference to my family, especially my Mom." Amy shared.

In addition to a generous Corporate Sponsorship, Amy and Neal also chose to make a difference with a personal gift, as they have very deep ties to the impact of Four Seasons.

Our Community Is Blessed

I first became acquainted with the hospice movement in the early 1980s through my book club. One of the members, Lynn Williams, was a nurse for Hospice of Henderson County and reviewed Elisabeth Kubler-Ross' book, *On Death and Dying*. The need for a hospice facility in our retirement community was reasonable. But at that time I didn't know that I would need hospice, not once, but three times.

In 1990 my mother, June Glennon, was diagnosed with primary biliary cirrhosis. She was referred to Duke, where she was told that the only treatment for her advanced stage was a liver transplant. But she was weak and debilitated and not a good candidate for surgery. Her doctor here in Hendersonville told my father and me that he wanted to refer us to hospice. When we told her that we wanted to call hospice, her comment was, "Hospice? That's for people who are dying. I'm not dying." We were not ready to confront her so I said yes, it is for people who are dying, but they also offer support for people who are living at home with serious illnesses. She agreed, although not enthusiastically.

My dad received the help he needed in getting a hospital bed and medical supplies and a list of resources to ease his role as her caregiver. My mother was a hospice patient for less than a week when she developed internal bleeding. Dad called me and asked what he should do. I told him to call the hospice nurse and then drove the ten minutes from my house to his. We were with her when she passed away a few hours later. My biggest regret is that she was not a hospice patient long enough to accept that she was in her last days.

Nineteen years later my dad became a palliative care patient with Four Seasons. His heart and breathing problems had become worse so I asked him to move from his retirement center apartment to our house. He was with us as I was campaigning for my first term as Mayor of Hendersonville.

In October, as his health failed, he switched from palliative care to hospice care. On election night, as people were gathering in my living room to celebrate my election victory, we had a nurse from Four Seasons with him in his bedroom because of his breathing difficulties. The nurse told me that Dad was in a fragile state and suggested he be moved to Elizabeth House.



Barbara and Jim celebrated their 50th anniversary in June 2018.



Jim with grandsons
Aiden and Zach
on a memorable
trip to England in
August 2018.



*The people at Four Seasons
live their mission.
We in this community
are blessed
to have them here.*

~ Barbara Volk, Mayor
City of Hendersonville

The next morning, as we waited for the ambulance to transport him, my son-in-law went in to see him and Dad asked if I had won the election. When Jason said that I had, Dad replied, "That's great." Those were the last words he spoke. I truly think he was hanging on to see if I was going to be mayor. He was moved to Elizabeth House and he breathed his last breath less than 24 hours later, as I held his hand.

My husband, Jim, was diagnosed with pancreatic cancer, which had already metastasized to his liver, just before Christmas in 2015. Based on statistics, he estimated he had six months and was ready to have his doctor call Four Seasons right away. He knew how he didn't want his end of life to be — spending days, weeks, or months as an invalid, unable to take care of himself. He knew Four Seasons could support him in this. But we were blessed. Because he was otherwise in excellent shape, and with several types of chemo, he had almost three years to be active in the community, to travel, and to spend time with our family.

In August 2018, when we came back from a trip to England with our grandsons, he had a PET scan. It showed that the chemo had stopped working and the cancer was again spreading. Although he was a patient for about two months, he didn't need or want much until the last few days, when his strength gave out. We had the help we needed in procuring a hospital bed, oxygen, and supplies. His time in that hospital bed was only two days — the way he wanted it to be. When he told me to call the hospice nurse, she came and confirmed what he knew, or at least suspected. I called our children, who drove from Charlotte and were there in time to say goodbye.

I have had three close encounters with Four Seasons, each short and each a bit different. But throughout all, I always felt that we were in charge. The mission of Four Seasons is to co-create the care experience. Each individual, each family has a unique end-of-life experience. The need for support is the same, but the types of support needed are all different. We had choices, had guidance in making those choices, were offered options, but always it was our decision on what was best for us.

Honoring A Great Friend

If you ever met Ryan Ginther – even briefly – you remember it. Ryan had a personality that was larger-than-life, a knack for telling stories, and a hearty belly laugh that made you think you’re funnier than you really are.

On December 5, 2015, Ryan’s life came to a tragic end. He was killed in a car accident at just 35 years of age.

I lost my best friend of 25 years that day. I also lost a great hiking partner. Since moving to the South, Ryan and I developed a mutual affinity for hiking. We hiked many of the popular spots together and frequently talked about hiking the Appalachian Trail. Sadly, Ryan died before we were able to embark on this great adventure together.

To honor Ryan’s memory, I’ve committed to hike all 2,190 miles of the Appalachian Trail – a mammoth undertaking. Pacing myself at one week each year, the goal is to hike the last mile in 2040. Ryan’s with me every step of the way, as I carry a small urn of his ashes in my pack. In 2017, we covered 116.6 miles of the AT from Amicalola Falls to Winding Stair Gap. In 2018, we covered 88.7 more miles, ending at Clingmans Dome on April 21. And last year we added even more miles to the trek, ending in Hot Springs, NC.

Each year a group of Ryan’s family, friends, and loved ones join together for a day of good food, hiking, and storytelling at the Ryan P. Ginther Memorial Hike. You are welcome to join!



Hiking for a week along the Appalachian Trail takes a toll on my body, but I know I want to keep going. It means so much to me to honor my late friend, Ryan, and his family.

~ Andy Miller



Andy Miller and Noah, Ryan Ginther’s son, on a recent hike.



Noah Ginther enjoys spending time with others “like him” at Camp Heart Songs.



Hiking For Heart Songs

One Way To Impact Grieving Children

The Ryan P. Ginther Memorial Hike has partnered with the Four Seasons Compass program’s Camp Heart Songs, an overnight camp designed to provide support for children and teens who have lost loved ones.

At Camp Heart Songs, campers are able to express their grief in a fun and safe environment. Some of the activities offered at camp include: swimming, rock wall climbing, arts and crafts, therapeutic small groups, pet therapy, a campfire, and a memorial candle service. All activities are centered around grief.

Ryan’s son Noah first came to Camp Heart Songs in 2016 and has attended camp each year since then. Noah expressed how much Camp Heart Songs meant to him and shared how the ability to connect with other children created a sense of belonging that he lacked around other peers who had not experienced a death so close to them.

Noah’s grandparents enjoyed listening to Noah’s camp stories and quickly realized how much the experience helped him. After discussing the possibility with Andy Miller, they all decided that they wanted to have some part of sharing in that impact.

The Ryan P. Ginther Memorial Hike and Camp Heart Songs share the passion of using nature for coping and strengthening ourselves as we remember loved ones that have died. Through the donations brought about from the hike, Camp Heart Songs has been able to provide over 60 campers each year with the ability to attend camp at no cost to families.

Camp Heart Songs and the Compass program are not just about helping youth find their path in grief. They are also about helping youth impact the world around them through their families, friends, and community. By helping one child or teen find their own strength and path, they can use those skills to lift others up and guide them through battles they face. Together we can help our community find healing through difficult times and learn how to face uncertainty. Our lives are an ongoing journey with hills, valleys, and obstacles to overcome. Sometimes the paths are treacherous and it feels like we will not be able to overcome the terrain, but together we can face those moments and push past them. Through community support like the Ryan P. Ginther Memorial hike and the hearts of youth like Noah, we are and will continue to uplift our community and those affected by loss.

Through A Mother's Eyes

I was like an only child, my two sisters were 13 and 15 years older than me, so growing up I was spoiled to say the least. I was selfish, I wanted and liked my time and honestly did not think I would be a good mother. But life had other plans. My husband Bill and I met in 1989, were married in 1991 and Ashley, our daughter, was born on January 21, 1993.

Ashley was in a hurry to come into this world. Labor only lasted for 3 hours. She was a beautiful baby, head full of dark hair. As a baby, she cried a lot. At 4 months, she just didn't seem to be doing what other babies her age were doing. We called our pediatrician and after several appointments and tests, it was confirmed - our baby had Cerebral Palsy. POW! I felt like someone had stabbed me in the gut with a knife. This was the *first death* of our child.

Let me explain: You grieve the *firsts* that most parents take for granted - the first word, the first step, etc. Then reality hits. Some of these "norms" you will never experience. But this is your child; this is your life. You have been placed on this path for a reason, so it's your choice to make the best of it. You know this path is going to be hard and not what you expected but little by little you learn to let go of that; you have a baby that needs you, so you dive in head first to this unknown and uncertain world.

As a young girl, Ashley was very active, she could say some words, and used her voice all of the time. She could type on the computer and let her wishes be known. She could crawl around the house, she loved rolling. She rode an adaptive bicycle that her Dad created for her. We chose to homeschool Ashley. Our days were full of academic and physical stimulation. She especially loved horseback riding and being with friends. She had a smile that just grabbed you from the beginning. Everyone was drawn to her. She was like a magnet. I remember a man from our church saying "Ashley says more with her eyes than some people say with their mouth." Honestly, it was the truth, through her eyes you could see her soul - she was so pure and full of love.

In her teenage years she struggled with hormonal fluctuations and pain and she was just not her happy little self. We slowly saw her

withdrawing, then at age 16, she stopped eating altogether. She did NOT want to put anything in her mouth. She lost quite a bit of weight, which she could not afford to lose. Right after her 16th birthday we had to accept that she needed a feeding tube. It was hard for me to accept that her nutrition was going to come from a can. I felt horribly defeated as a mother. She never returned to the person she was before she stopped eating. I look back now and wonder if she was ready to let go then... but I could not, or would not, accept that. Even though I had taken care of Ashley her whole life, with the help from some great caregivers, I think this is when I became more of a caregiver than a mother.

Between 16 and 19 she had her 1st pulmonary bronchitis. When we discharged from the hospital, we were accompanied with an oxygen saturation machine, giving me great peace of mind to confidently care for Ashley at home. During this time she became quiet and withdrawn and quit moving voluntarily. Moving into her mid-20s she still enjoyed going on outings and being with her friends and family, but she slept more during the day. She became anemic, which required multiple transfusions to manage and control.

We started palliative care through Four Seasons while also seeing a pulmonary doctor. He explained to us how small Ashley's lungs were and that they had mucous pockets around the bottom. Over the final 15 months, her lungs remained compromised and by March 2019, she was using oxygen 24/7.

In May 2019 the palliative care nurse came and talked to us about hospice. She explained to us what they did and what it meant to be admitted. I will never forget her words... "You guys, (referring to Bill and I) deserve this support and help." We all cried! So, we set up an appointment. A nurse came out and talked to all of us, including Ashley. She answered all of our questions, explained everything to us while we sat there in utter disbelief that this was really happening. The fear of the unknown is overwhelming. The thought of a crisis is sickening. Taking your loved one to the ER or the hospital or calling 911 is very frightening. So, when the Four Seasons nurse told us "We are now your 911, you call us" I felt a HUGE weight had been lifted off us.



The nursing team became very familiar with Ashley and her needs. At the end of each visit she would always turn to me and ask "Now, what do you need? What can I do for you?" Her question was proof that hospice is for the whole family, not just the patient. We also received grief counseling in the comfort of our own home and had a visit from a chaplain and music therapist. Each was a wonderful experience.

In the last couple of weeks, reality struck that Ashley was ready to leave her earthly home for her final, heavenly home. She was kept very comfortable with the assistance of morphine. Having our nurse and the doctor explain to us how it would keep her bronchial tubes open and allow her to breathe so much better, allowed us to administer it without fear. I saw with my own eyes how much better she could breathe and how much it helped her remain comfortable in these precious moments.

Our goal was to keep Ashley home and allow her final days to be in a familiar environment. It was very important to us and to Ashley that she be in her own room, her own bed with her family. Thanks to what Four Seasons does she was able to stay home with total comfort! Three months after Ashley entered Four Seasons hospice care, she took her last breath, peacefully. God guided us along the way with Ashley her whole life and finally in the end, to Four Seasons. We saw that guidance and we felt it! Why did He chose to take her when He did? Well, I will never know that answer - until the day I take my last breath!



If I had known how wonderful hospice care is and how much relief our family could have gotten, I would have called Four Seasons much sooner. The support, the love, the compassion and all the wonderful people we met was remarkable. I cannot even find the words to describe it. They have become part of our family!

~ Kristy Komara, Ashley's Mother

Four Seasons Hospice Home Store

Neighbors Helping Neighbors

Four Seasons strives to be good stewards of the gifts it receives from loyal donors and the Home Store operation is no exception. Each person gives their items to Four Seasons for a reason and this is affirmed in the value placed on each item in the store. The Home Store team carefully handles and researches each item to ensure its best value is honored. This is stewardship for the Home Store.

This careful consideration for donated items has garnered much recognition and success for the Home Store. Founded in 2006, the store began on Main Street in Hendersonville. In recent years, this store has seen exponential growth, almost doubling its revenue in 4 years. It has seen increased customer traffic, repeat customers and donors, community pickups, and much more. In fact, the store was honored with the *Best Furniture* award in 2019 by Best of Blue Ridge. This huge honor was decided by 90,000 community members.

With a successful customer service model in hand, the team expanded to a second Home Store located in Buncombe County in the spring of 2020. As Four Seasons service lines continue to expand in Buncombe County, the second Home Store (located on Long Shoals Road) creates an excellent opportunity for further growth in this area. People will be able to donate and shop in this new 8,500 square foot space, which will in turn directly support the mission of Four Seasons even from Buncombe County.

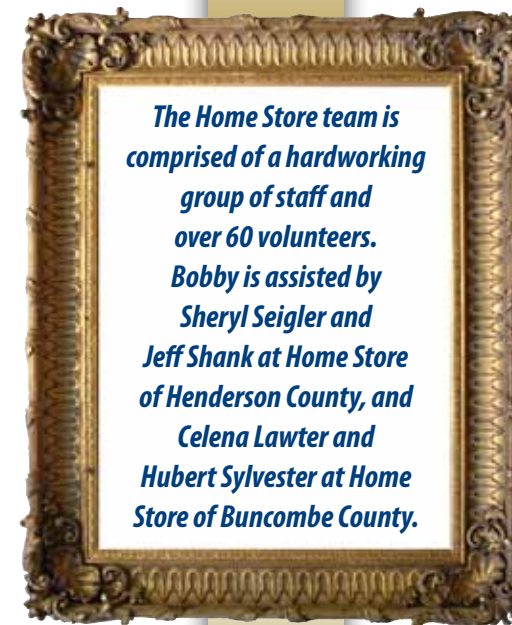
In addition to the two Home Stores, the team also keeps and sells furniture at the Warehouse beside the main Four Seasons campus building. The Warehouse houses value items and helps the team manage the logistics of donations. Last fiscal year, the Warehouse held 5 very popular community sales. This fiscal year, this will increase to 8 to 10 sales as their popularity among the community grows.

None of this would be possible without the generous support of the community. Without daily donations, the Home Store would have nothing to sell and would be unable to support Four Seasons' mission to never turn patients away, regardless of their ability to pay.



We value the actual item donated just as much as the donor who gave the item.

~ Bobby Bennett, Home Store Retail Director and General Manager



***The Home Store team is
comprised of a hardworking
group of staff and
over 60 volunteers.
Bobby is assisted by
Sheryl Seigler and
Jeff Shank at Home Store
of Henderson County, and
Celena Lawter and
Hubert Sylvester at Home
Store of Buncombe County.***



Patty Vega

Hospice Home Store Volunteer

Patty came to volunteer at Four Seasons after her husband was cared for at Elizabeth House in 2015. He fought a long battle with cancer and, as she recounts, "The services he received and the assistance I was given allowed me to be strong for him and make his last days comfortable in a loving and safe environment."

"After this experience," continues Patty, "I knew I had to do my best to assist Four Seasons in continuing this delivery of service to all those who were in need. So, I went to the volunteer training classes at Four Seasons and decided to help out at the Hospice Home Store."

Patty's professional background is in education. She received her master's degree from UNLV and worked for the Clark County school district in Nevada for 28 years. She's lived in Hendersonville since 2005.

Patty remembers why she chose to volunteer at the Home Store. "I was greeted there with such warmth and kindness and I knew I had found a wonderful way to 'pay back' the dedicated staff at Elizabeth House. On my first shift, I was asked to rearrange the table settings on the dining room furniture that was on display. From that day forward, I have always felt I was appreciated and that I was a part of a productive, friendly staff."

Four Seasons Retail Director and General Manager, Bobby Bennett, couldn't agree more. He shares, "During her weekly shift at the Home Store, Patty Vega has continued to demonstrate our value of excellence in her work, rearranging and setting the décor throughout our store vignettes. She has a wonderful eye, and always leaves the footprint of her efforts as each of her shifts comes to a close."

Like many of our volunteers, Patty shares her time and talents elsewhere in her community. "I have also volunteered at Four Seasons Home Care and at the Hendersonville Historic Museum." For her, volunteering is a way to stay connected to her community and have fun while doing it. "What a pleasure it is to volunteer. Sometimes I feel as if I am just having too much fun and should be paying the Home Store for letting me come in and help." She concludes, "It is such a pleasure to work in an environment where customers are always so pleased, and they compliment all the staff in regard to how clean and well-organized the store looks. Those who donate items know that we value the possessions of their loved ones and that we are thankful for these donations. It is always a 'great day' at the Home Store."

***If you have items you
would like to donate,
please call
(828) 696.0625
to schedule a
drop off/pick up
today!***

Honoring Our 500th Veteran



WE HONOR VETERANS

On the anniversary of our first Veteran Pinning Ceremony, we were honored to recognize Guy Wellman Jr. as the 500th Veteran to be acknowledged since Four Seasons partnered with the We Honor Veterans program in 2014.

After graduation from Indiana University in 1943, Guy Wellman Jr. attended Army Officer Candidate School in Fort Benning, Georgia. He was commissioned as a second lieutenant. Wellman served in the 99th Infantry Division, the first complete infantry division to cross the Rhine River under fire at the Remagen Bridge in Germany during World War II in March 1945. Wellman attained the rank of Captain and received the Bronze Star for heroic service while in combat.

"We laid in a house near the bridge and timed the shells coming in and when we felt we had it right we ran all the way across," Wellman says. "The bridge eventually crumbled into the river due to the shelling and plane bombings. It was a huge turning point to the end of the war when our troops captured that bridge."

Three MOAA (Military Officers Association of America) Representatives were present to honor Guy Wellman for his service on October 16. They included Lt. Col. Don Jackman (U.S. Army Retired), Col. Henry Johnson (U.S. Air Force Retired), and Capt. Mike Covell (U.S. Navy Retired). Lt. Col. Don Jackman conducted the ceremony, which marked a special moment as he also conducted Four Seasons' very first WHV (We Honor Veterans) Pinning Ceremony on November 20, 2014.



Four Seasons' President and CEO, Millicent Burke-Sinclair was present and shared her appreciation for his service by giving him a "**We Honor Veterans**" blanket, while the Army branch of service pin was placed on his collar by Lt. Col. Don Jackman.

"It was incredibly meaningful to honor Mr. Wellman with this pinning ceremony. To see him celebrated and lifted up by family and friends was especially profound," said Millicent Burke-Sinclair. "The ceremony is a small gesture in comparison with the great sacrifices our Veterans have made, but it allows us the opportunity to thank them with reverence and respect in their later years. It is also an opportunity to thank them for allowing us to serve them in their time of need."

Over one third of the patients served by Four Seasons are Veterans. Four Seasons offers each Veteran hospice patient an opportunity to have a pinning ceremony if it is at all possible to arrange during their time receiving hospice services, publicly acknowledging their service and sacrifice.

For those facing life-limiting or chronic illness, the pinning ceremony provides a beautiful way for them to be honored with dignity, often helping families find peace during a difficult time.

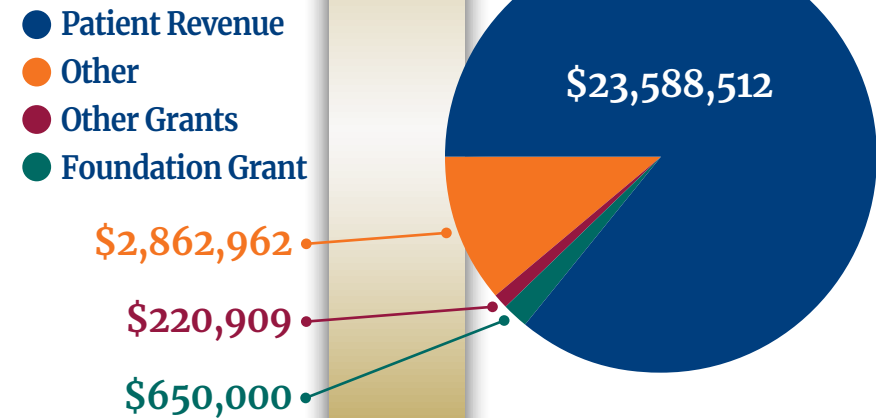
The original program was developed by the Veteran's Administration along with the National Hospice and Palliative Care Organization. Four Seasons is proud to partner with the national **We Honor Veterans** program and the local MOAA chapter in offering this important and cherished service to patients and families. The clear and profound impact experienced by patients and families is seen daily and provides yet another opportunity to care for those who have first served us.



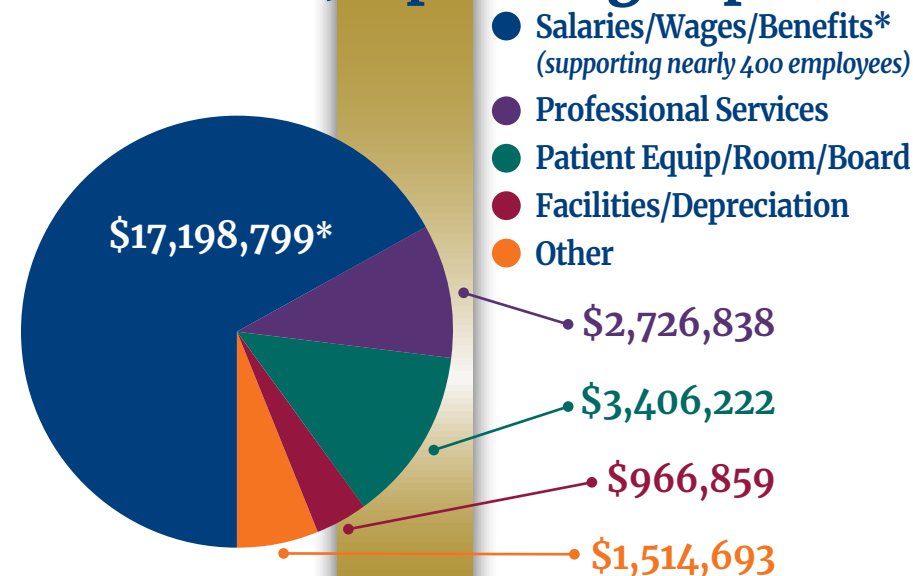
WE HONOR VETERANS

The We Honor Veterans program is made possible through Four Seasons by donations from our community.

2019 Revenue



2019 Operating Expenses



* As a service organization, most of our budget is spent on staffing to provide direct patient care.

Four Seasons Financial Reports

	2019	2018
ASSETS		
Current assets		
Cash and cash equivalents	3,369,677	2,058,423
Patient accounts receivable, net	3,341,780	2,596,599
Other receivables	450,365	472,843
Prepaid expenses and other	209,100	196,176
Due from Foundation	397,954	300,720
Total current assets	7,768,876	5,624,761
Property and equipment, net	5,452,785	5,558,760
Interest in Foundation	3,760,600	3,111,578
Other assets	66,925	66,925
Goodwill	391,750	391,750
Total assets	\$ 17,440,936	\$ 14,753,774
LIABILITIES & NET ASSETS		
Current liabilities		
Current portion of long-term debt	51,166	198,481
Accounts payable	1,088,538	865,524
Accrued salaries and related benefits	1,411,469	962,912
Deferred revenue	561,524	335,419
Total current liabilities	3,112,697	2,362,336
Long-term debt, net of current portion	683,463	733,126
Total liabilities	3,796,160	3,095,462
Net Assets		
Without donor restrictions		
Undesignated	9,844,176	8,343,918
Board designated	40,000	40,000
Total unrestricted net assets	9,884,176	8,383,918
With donor restrictions	3,760,600	3,274,394
Total net assets	13,644,776	11,658,312
TOTAL LIABILITIES & NET ASSETS	\$ 17,440,936	\$ 14,753,774

Four Seasons Foundation Financial Reports

	2019	2018
ASSETS		
Current assets		
Cash and cash equivalents	1,263,441	1,655,327
Pledges and bequests receivable	271,914	424,801
Other receivables	2,298	6,282
Prepaid expenses and other	1,836	11,342
Total current assets	1,539,489	2,097,752
Pledges receivable, net	221,900	176,700
Property and equipment, net	565,193	455,713
Investments	2,171,459	1,032,968
Other assets	22,803	21,648
Total assets	\$ 4,520,844	\$ 3,784,781
LIABILITIES & NET ASSETS		
Current liabilities		
Current portion of long-term debt	27,642	27,657
Accounts payable	14,619	28,583
Other current liabilities	52,546	20,985
Due to Four Seasons	397,954	300,720
Total current liabilities	492,761	377,945
Long-term debt, net of current portion	267,483	295,258
Total liabilities	760,244	673,203
Net Assets		
Without donor restrictions		
Undesignated	1,118,470	803,805
Board designated	623,472	623,472
Total unrestricted net assets	1,741,942	1,427,277
With donor restrictions	2,018,658	1,684,301
Total net assets	3,760,600	3,111,578
TOTAL LIABILITIES & NET ASSETS	\$ 4,520,844	\$ 3,784,781

Fiscal Year 2019
(October 1, 2018 – September 30, 2019)
Four Seasons provided services to thousands of individuals throughout western North Carolina.

40
clients
Care Navigation

191
clients
Home Care

3,600
patients
Palliative Care

4,000
patients
Hospice Care



Volunteers
359 volunteers provided
> 31,744 hours contributing to a cost savings to Four Seasons of nearly \$800,000



Home Store
30,579 customers helped provide support to patients who do not have the ability to pay for their care. The Home Store operates under the supervision of 5 staff members and over 60 volunteers. Those volunteers donated over 13,098 hours of their time to the Home Store.



We Honor Veterans
We have been honored to recognize more than 100 Veterans with a pinning ceremony and over 500 since beginning the program just a few years ago.



Grief Services
15 music therapists, bereavement counselors and chaplains provide care for our patients and families for 13 months after the loss of a loved one; that's over 1,800 hours of care. In addition we've served approximately 200 Community Bereavement clients.



Compass
Provided grief support to 261 children and teens through 875 individual sessions and to 120 through group sessions (LIFT, quarterly camps and school grief groups). This year we experienced a record high at Camp Heart Songs with 65 children and teens enrolled.



Pet Therapy
9 volunteers have provided care through 379 patient visits this year.

Rejuvenating The Elizabeth House



As we continue to serve more patients and families than ever before, we are honored to be rejuvenating our beloved Elizabeth House – restoring the condition of excellence that we have all come to expect.

After gathering input from staff and volunteers as well as Four Seasons' leadership team, the decision was made to provide necessary changes that would benefit the Elizabeth House patients, their families and Four Seasons' staff.

Phases One and Two included the installation of new HVAC systems and other internal maintenance necessities as well as a visual facelift with fresh paint, new furniture and accessories for patient rooms. The team felt this was essential in updating Elizabeth House.

Phase Three will include technology improvements for our clinical staff, improved security to ensure the safety of our staff, volunteers, patients and families as well as floor plan improvements for better workflow and efficiency.

We want to thank the many people who have donated their time and energy to make all these changes come to fruition and especially the generosity of the folks who donated thousands of dollars to make our goals a reality. As we continue to update the Elizabeth House, we ask you to join us in supporting these efforts so together we help to ensure that all patients and families are cared for in a peaceful and safe environment.



The Elizabeth House provides a comfortable, soothing atmosphere for patients and families where our interdisciplinary team can address challenging symptoms and issues that cannot be managed in other care settings. The Elizabeth House is also a place where respite care is provided for the benefit of both the patient and loved ones.

Veterans Memorial Garden

Last year, Four Seasons began preparing for a new Veterans Garden outside the Elizabeth House. The new Barber Veterans Memorial Garden is made possible by faithful donors in the community, including Dan and Nancy Barber who donated the leadership gift in honor of their many loved ones who have served in the United States Armed Forces.

The garden will span 1,200 square feet and will include a Seven Stations of Honor Plaza. This plaza will feature the American flag at the center and each military service flag surrounding it. Additionally, the garden will include a freshly built pergola, designed as a shelter of peace and remembrance for visitors and patients alike.

Memorial markers and benches are available to pay tribute to family members and friends who served our country in any branch of service. The garden will likely be dedicated in fall 2020 along with the Elizabeth House Renovation Reveal.

For many who have lost a loved one, communing with nature in a garden brings peace and healing. And for those whose loved one was in the military, the beauty of a garden combined with flags and patriotic themes is a meaningful way to feel an additional sense of warmth and pride. Four Seasons is proud to honor our Veterans by providing them care, regardless of their ability to pay, through the We Honor Veterans Fund.



The views of nature and restful outdoor spaces are tremendously healing to patients, families and staff.



*If you are interested
in joining the
WHV Giving Society
please contact
lpenny@fourseasonscfl.org*

We Honor Veterans Annual Giving Society

As a member of the We Honor Veterans Annual Giving Society, your support provides respect, dignity and comfort to Veterans in hospice care. Whether designated for current program costs or the Blazey Veterans Endowment Fund, which provides long term program sustainability, your gift will help Veterans now and in the future receive the care they deserve. Members receive regular program updates, invitations to special events and recognition in the annual report.

Presenting Corporate Sponsor
Beverly-Hanks Realtors

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Patricia Wells, Heartworks Foundation
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Vicki and Fred Wright



Members of the We Honor Veterans Giving Society
at a special breakfast presentation by
Lieutenant General Greg Newbold, USMC (Ret)

Committee Members

John Knapp, Chair
Gerald Beschta
Richard Burns
Edward Coffey
Victoria Flanagan
Jim Howard
Nancy Lauffer
Michael Rodman
David Rhew
Heather Stepp
Anne Valentine
Glenda Weinert

Trauma in Grief: How Teens Are Finding A Path Through It All

Blair Stockton, MS, CCLS, Child & Adolescent Grief Coordinator

Trauma and traumatic, these are words that we have often heard but think that they will never directly impact our lives. Grief in children and teens is commonly thought to be simplistic and centered around the death of a grandparent or someone who has lived with a long-term illness. Unfortunately, traumatic grief is becoming more relative in the lives of children and teens.

Returning from his mother's house after a long weekend, Damion's week had started normally. They had spent the weekend playing outside with their dog, running errands around town, and enjoying their time together. As Damion said goodbye, he never knew that this would be the last time he would see his mother. As he fell asleep that night, he did not know that he would awake to the news of his mother's murder. As Damion woke up, he was met with the tears of his father and his stepmother. Over the next few minutes, he learned the details of how his mother had been murdered by his stepfather. Not only did he have to feel the pain of his mother's death, but he also had to try and make sense of why and how his stepfather could do this.

Instead of feeling like he could grieve, Damion began displaying negative behavior in school in an attempt to distract others from talking about his mom's death. His father began receiving calls regarding his behaviors at school and there was potential that Damion would be suspended. The school counselor reached out to Compass for grief support. During repeated school sessions, Damion was able to express his questions about his mother's death. He expressed the pain of losing his mother and how quickly his life changed. Damion had many questions about the details of his mother's death. He wanted to know where she was killed, where she was shot, what type of gun was used and if she died before the ambulance arrived. All of these questions had important details that Damion needed in processing his grief. He needed to know if his mother was shot in the home he had always loved and where the bullet entered her body so he could visibly see the image of his mother. He needed to know about the gun because he had gone hunting with his stepfather and may have used the gun that was used to kill his mother. He needed to know about whether his mother died before the ambulance arrived because he needed to know how long she suffered and if she could have been saved. Once he learned of the details, he was able to begin letting go of the trauma and start allowing himself to grieve the death of his mother. He has started processing the emotions he was hiding and his grades and behaviors have improved.

Grief is never easy and there are many complications that can stem from circumstances surrounding the death. Even in the most traumatic of circumstances, every child and teen needs the ability to grieve. Sometimes we just need someone to walk alongside us and we find the best path in our grief. That is why Compass is here.



*If you are interested
in joining the
Compass Giving Club
please contact
lpenny@fourseasonscfl.org*

Compass Leadership *Annual Giving Society*

Through their generous \$1,000 annual donations or more, the Compass Leadership Annual Giving Club members are helping Four Seasons provide age-appropriate grief counseling to children and teens in our community who are surviving the loss of a parent, sibling, classmate or others.

Society Members

Frances and Garza Baldwin
Laura and David Bourne
Victoria and Dennis Flanagan
Sue and Glenn Ginther
Nancy Long
Barbra and Keith Love
Becky and Andy Miller
Susan and Mark Olivari
Katrina and Dan Poeta
Shary and Matt Price
Brian Robinson and Brendan Hill
Julie Scott Rose
Leslie and Sean Ryan
Martha and Ross Sloan
Barbara Volk
Becky Work

Compass Program Sponsor

Horizon Heating and Air Conditioning

Corporate Sponsors

Blue Ridge Orthodontics
Hunter Subaru
Ingles Markets

Committee Members

Anne Valentine, Chair
Barbra Love
Victoria Flanagan
Martha Sloan
Bonnie Van Clevon



Pictured above (L-R), from a recent Compass Giving Club Social at the home of Barbra and Keith Love, are Sue and Glenn Ginther with Lara McKinnis, Director of Bereavement and Patient and Family Support, and Paige Wheeler, Foundation Executive Director, with Becky Work.

Lynn Penny

Donor Engagement Officer

In late 2015, my very good friend David Reeves, the founding Board Chair, invited me to join the Board of Directors for the newly formed Four Seasons Foundation. I was deeply honored. I was very new to Four Seasons, and though I was keenly aware of its deep roots in the community and strong reputation of quality, valued care, I had very little personal connection to Four Seasons.

That changed quickly when one of my dearest friends lost her husband at age 52 to ALS and spent his final precious days surrounded by family and friends at the Elizabeth House. It made me realize how we think we are invincible, and suddenly the rug is pulled out from underneath, without warning. I realized that Four Seasons is NOT just for the aging population. It is for all of us, and it is there when we need it. It occurred to me that I could be a voice for that “invincible” generation. I could help communicate the need for support from individuals like me... who thought... “hospice is for the older, senior population, and I’m not there yet.” How ignorant, right?!!

It was also a big wake up call to learn how much Four Seasons offers to the community in addition to hospice care. I felt the need to share that messaging to a population that needed to hear it.

While I was on the board, I learned how passionate our donors are, and how deeply committed our volunteers are, because they’ve experienced the gift of Four Seasons care. A few years later I was offered the opportunity to join the staff as a fundraiser and I have continued to be in awe of the work and the passion of this extraordinary organization. I have been on this team for over a year, and feel grateful to work with individuals, families and businesses of all sizes that value and support the care that Four Seasons provides, particularly as one of the only nonprofit providers of end of life care in our region. I am passionate about connecting donors to a cause that touches their heart. I love to spread the word to new communities about the powerful work that is done every day by this driven care team. I have the privilege of making sure this work is funded and supported, and NO PATIENT in need will be denied the care they deserve. This includes the very youngest in our Compass Program, grieving the traumatic loss of a parent to suicide, to the final days of a Veteran at Elizabeth House being recognized for the first time for their service, whose care is supported through our Angel Fund because they had no financial means.

Magical, inspirational moments happen every single day at Four Seasons. I’m grateful to have a tiny part in making them happen.



Sheryl Seigler

Hospice Home Store Operations Manager

Sheryl Seigler has been a part of the Home Store team since September 2017. Now in her third year at Four Seasons, Sheryl is the Operations Manager for the Home Store in Henderson County on Main Street. With a background in accounting, Sheryl opened two businesses of her own- a flower shop and a Christian bookstore- and ran both collectively for 35 years. During that time, she and her husband Bob also had their only child, Leisl.

Sheryl believes the rich experience that came from owning her own business was the best training ground for her role in the Home Store. “It’s all about relationships,” Sheryl says, speaking of her love for her customers. In her own business, Sheryl consistently worked to grow strong community relationships, which translated directly into consistent and sustained sales. She brings this commitment to the Home Store, as well, to further the mission of Four Seasons: that no person be turned away from quality care regardless of their ability to pay.

Sheryl feels passionately about this mission as two of her own family members were served by Four Seasons. Her father received in-home care in the last month of his life, and her mother-in-law received in-home care and was later transferred to the Elizabeth House. Sheryl remembers and cherishes the quality of love and care shown to her family, not only to those under our care, but also to the visiting and grieving family. It is Four Seasons’ commitment to excellence which she experienced first-hand that drives her in her daily work at the Home Store.

Sheryl’s favorite part of her job is building relationships with her donors. Each person who gives an item to the Home Store chose Four Seasons for a reason and she loves to hear their stories. One story that stands out to Sheryl is a story of two rocking chairs that were made in the 1850s. A gentleman brought in two rocking chairs that were handmade by his great, great grandfather. The donor made it a point to give these beloved family items to Four Seasons because he believed in our mission and wanted to do what he could to support us.

Another of Sheryl’s favorite job aspects is working with the volunteers. She enjoys learning where they come from and their background. She seeks the volunteers’ strengths to create a balanced, hardworking team that exemplifies everything Four Seasons stands for. She is incredibly grateful for the work each one does daily in the Home Store, for without them, much of the work would not be possible.

Sheryl wears a constant smile and clearly enjoys her work, as she buzzes throughout the store greeting people and helping them find new treasures for their home. If you haven’t met her, stop on by the Hospice Home Store on Main Street and say hello! She’s always excited to meet new faces!



Four Seasons Foundation Leadership Giving

Visionaries Club (\$100,000+)

Estate of Barbara Davenport
Estate of Clark B. Wilson
Estate of Mildred Zamborsky

Robert L. Seiler
Joe Bill Sloan

Innovators Club (\$50,000-\$99,999)

Anonymous
James H. Cummings Foundation, Inc.

Rosemary Harris Revocable Trust

Investors Club (\$25,000-\$49,999)

Dan and Nancy Barber
Community Foundation of Henderson
County, Inc.

Henderson County United Way
Seiler Family LLC

President's Club (\$10,000-\$24,999)

Ed and Margaret Arnold
Dick and Nancy Burns
Clint and Joanne Adams
Cashiers Cares, Inc.
Beverly Dillon
Estate of Mr. James S. Jackson
First Citizens Bank

Givens Communities
Norm's Minit Marts
Marilyn Gordon
Michael Gordon
Beverly-Hanks Realtors
Neil and Amy Hanks

Heartworks Foundation
Bob and Ann Irelan
Mo and Sara Rainey
Louis and Judith Santiago
Shuler Funeral Home
United Federal Credit Union
Patricia Wells

Leadership Club (\$5,000-\$9,999)

Alice Betts
Anonymous
John and Vicki Bell
CarGurus, Inc.
Carla Bracalente
Carolina Village Assisted
Living
Gloria Chord
Colony Club Community
Fund, Inc.

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John and Jan Knapp
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Carol Morrison
Pardee UNC Healthcare
Lynn Peters
David C. Reeves
Renaissance Charitable
Foundation
Judd Richardson
Schwab Charitable
Janet F. Scott

*Donors listed
represent gifts received
in fiscal year 2019
(Oct. 1, 2018 – Sept. 30, 2019)*

The Circle of Love Club (\$1,000-\$4,999)

*Many donations received by
Four Seasons are given by the
family and friends of those who
have received our services.
We call this heartfelt "paying
it forward" generosity the
"Circle of Love."*

Ken and Lynn Adams
Ashley Albers
Brandi Allison
Thomas Altman
Steven Amodio
Anonymous
Kimberly Aquila
Rex and Becky Banadyga
Robert Barnes
Donald and Jan Bennett
Jerry and Joyce Beschta
Aubrey Biehn
Larry and Joan Blair
David and Laura Bourne
Boys, Arnold & Company Wealth
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Barbara Bristol
Brock and Associates
Robert Bryson
Janet Bull
Joey and Millicent Burke-Sinclair
Imogene Butera
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Joe and Barbara Carter
Louise Caser
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Clannad Foundation
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Candace Dotson
Dow Chemical
Sharon Dunfee
Cynthia Edwards
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Mountain Air Mechanical
Mountain Perio - Drs. Shefter & Fertik D.D.S., P.A.
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WNC Chapter of MOAA
Fred and Vicki Wright
Nancy Yeakey
Walburga Zimmerman

*Four Seasons thanks the programs, sponsors and community partners listed
below for their financial support during the 2019 fiscal year of \$500 or more.*

Organizations & Foundations

Beverly-Hanks & Associates
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Management
Brock and Associates
Brown Dog Studio
CarGurus, Inc.
Carolina Village Assisted Living
Cashiers Cares, Inc.
Colony Club Community Fund, Inc.
Community Foundation of Henderson
County, Inc.
Covenant Presbyterian Church
Culver's of Arden
Deerfield Episcopal Retirement Community
Dorn Associates
Dow Chemical
Entegra Bank
Etowah United Methodist Church
First Citizens Bank
First Congregational Church
First Presbyterian Church Highlands
Forest Dermatology
GE United Way Campaign
Gilreath Shealy Law Office
Givens Communities
GM Alumni Club of WNC Inc.
Grace Lutheran Church
Heartworks Foundation
Henderson County United Way
Hendersonville Presbyterian Church
Hilltop Farm WNC, LLC
HomeTrust Bank
Hoopers Creek Baptist Church

J. Bianca Wealth Management, LLC
Jackson Funeral Service & Crematory
James H. Cummings Foundation, Inc.
Lake Summit Foundation
Lake Toxaway Charities, Inc
Land Of The Sky Association of Realtors
Morrow Insurance Agency, Inc.
Mountain Air Mechanical
Mountain Perio - Drs. Shefter & Fertik D.D.S., P.A.
Network for Good
Norm's Minit Marts
Pardee UNC Healthcare
Penny Insurance Agency
Renaissance Charitable Foundation
Schwab Charitable
Shuler Funeral Home
Southern Alarm & Security
The Clannad Foundation
The Ladies Aid Society of Flat Rock
The Lawrence and Florence Vanderberg
Foundation
The Van Winkle Law Firm
Thrivent Financial - Central Blue Ridge NC
Chapter
Trinity Presbyterian Church
TRUIST
United Federal Credit Union
Walmart
Walmart Corporate Giving
Wells Fargo Advisors
WNC Chapter of MOAA
WNC Homeplace



*We have tried to ensure that these names are listed appropriately and
spelled correctly. If there is an error, please notify us at (828) 513.2440.*

Every Beat Matters

When Patricia's husband Don was served by hospice in Staunton, VA in 2009, they both benefited from the tender care they received. She recalls, "Benedictine Monks' music, Don's favorite, helped give my sweet husband peace near the end."

After moving to Hendersonville four years later, Patricia, a drummer, continued to nurture her love of music by practicing jazz tunes daily with her partner and pianist, Robert Seiler. After learning how Four Seasons Music Therapists used music to ease hospice patients' restlessness and pain, regulate their breathing, sometimes even increase cognitive function, Patricia was inspired to help begin a harp program.

Music Therapist, Kaitlyn Crocker, shared this story about the impact on one hospice patient: "Since my patient was still agitated and in pain after a half hour of guitar music, I decided to try the harp. Just a few minutes into the harp music, her breathing began to deepen, her face relaxed, and her restlessness ceased. Family members were also touched and relieved. The patient's mom, who was her caregiver, began to cry and express her grief. The harp music helped create a sacred space for the family to express their emotions and their love for one another."

We are grateful to Patricia for enabling us to purchase portable harps for the music therapists in the eleven counties we serve in western North Carolina. The therapists are learning to play the harps in order to bring this music to all of our patients.



The harp music therapy program inspired me, and it gives me great joy to help make it possible for our community to benefit from the power of this beautiful music.

~ Patricia Wells



The Seiler Center for Philanthropy

The Seiler Center for Philanthropy has been made possible by the generosity of Robert Seiler and his family in loving memory of their beautiful wife and mother, Barbara Seiler. The convenient location of the Seiler Center on Main Street in downtown Hendersonville provides opportunities for volunteers and other constituents to have easy access to both the Foundation and the Home Store which is next door. The facility has seven office spaces, a lobby area, small kitchen and conference room.

At the dedication, Four Seasons Chaplain Colby Truesdale conferred the following blessing on the space and work of the Foundation:

May this building be blessed.

May all who use this building be blessed.

May all the work, conversations and activities within this building be blessed.

May this be a place of inspiration and creativity.

May those who enter this space be filled with light, life and love.

May this place be an instrument of charity, hope and mercy.

May this building's very presence be a banner in this community that continually says:

"May no one die alone. May no one grieve alone.

May no one be deprived of compassion, hope and healing."

And may this building be a resounding voice that says:

"Come! You without means, yet of unsurpassable worth, be loved, be embraced, be favored and be treasured."

Amen.



Robert serves on the Board of Directors for both Four Seasons and the Four Seasons Foundation. He has given generously to the Elizabeth House renovation campaign, naming a wing The Seiler Family Wing. Most recently, Robert and his children, Martha Echols, Michael Seiler, and Sarah Seiler contributed to the purchase of a new truck for the Home Stores.



Four Seasons Foundation *Board of Directors*

Standing L to R: Judd Richardson, *Board Chair*; Paige Wheeler, *Foundation Executive Director*; Nancy Bouvet, *Board Vice Chair*; Carol Hunter, Anne Valentine, Heather Stepp, Sue Kersbergen, Sandy Williams, Mary Coffey, Millicent Burke-Sinclair, *Four Seasons President and CEO*; and David Rhew

Seated L to R: John Knapp, Steve Dozier, Bill McKibbin and Robert Seiler

Not pictured: Caroline Gunther and Bonnie Van Clevon



Judd Richardson *2019 Board Chair*

I wish to thank the many donors, volunteers, Foundation Staff and the Four Seasons Foundation Board Members for their money, time, many hours and expertise in providing our most successful year since the Foundation was founded in the Fall of 2015.

We accomplished and exceeded our goals this past year thanks to all of the folks who stepped forward and gave their time and devotion to the Four Seasons Foundation.

We saw a lot of changes in 2019. We provided the necessary funds for the renovation of Elizabeth House and the establishment of the Veterans Garden at Elizabeth House. We look forward to unveiling these improvements later this year.

We saw tremendous growth in our Home Store on Main Street, Hendersonville, thanks to Bobby Bennett and his great staff and volunteers. The many donors and our excellent staff of professionals allowed us to have the funds to provide care to those who cannot afford to pay for services provided by Four Seasons. We are also expanding into Buncombe County with our second Home Store located at 21 Long Shoals Road in Arden. We look forward to opening as soon as possible.

We had other changes in our Foundation Staff in the last few months. We have a new Executive Director, Paige Wheeler, who brings years of fundraising experience to our Foundation. In addition we have Ann Ray, Administration & Finance Manager, and Anna Vogel, Donor Relations Manager who joined our team. We also added in 2019, Lynn Penny as our Donor Engagement Officer and Leisl Vale, Foundation Administrative Assistant. All these folks have contributed so much to our success.

We began our We Honor Veterans Program in 2019 with a very successful fundraising luncheon. We have established the We Honor Veterans Giving Society to insure that we will have funds available to serve our veterans this year and many years into the future.

As I write this note of gratitude for the tremendous support of Four Seasons, I recognize the unprecedented times we face as a community and country. We know we will get through this in time.

Moving forward we all must be very careful our own health as well as the health of our donors, patients, staff and those in the communities we serve. I pray that we can continue to provide the necessary care and compassion to our communities. God bless all of you and thank you for your generosity.



Four Seasons *Board of Directors*

Standing L to R: Nancy Bouvet, John Crawford, Malinda Veracruz, Judd Richardson, Ken Adams, Board Secretary, Lee Beason, Joel Callahan, Ken Kaplan, Victoria Flanagan, and Nancy Lauffer

Seated L to R: Julie Thompson, John Veazey, Board Chair; Millicent Burke-Sinclair, Four Seasons President and CEO; Ryan Cannon, Board Vice Chair; and Robert Seiler

Not pictured: Shelagh Byrne, Chris Comeaux, Steve Dozier, Bill McKibbin, Board Treasurer; and Glenda Weinert

John Veazey *2019 Board Chair*



When Every Moment Matters there is no time to spare, especially when those moments are being spent with a loved one at the end of life. In my many years of being involved with Four Seasons as a board member, donor and volunteer I have witnessed countless acts of gratitude, compassion, teamwork and love. I have seen volunteers and staff exhibit perseverance and resilience that would exceed any dictionary definition. I am honored to serve as your Board Chair again in 2019.

Four Seasons has experienced great growth since being founded in 1979 by Jean Hoogstra and a visionary group of volunteers. Now serving 11 counties across western North Carolina and providing a full care continuum of services including Care Navigation, Home Care, Palliative Care, Hospice Care, Grief Services and Clinical Research, collectively Four Seasons serves over a thousand patients a day.

Compass, a program for helping children and teens cope with the loss of a loved one, Music Therapy and our We Honor Veterans Program are a few examples of what makes Four Seasons special to myself and so many others.

Four Seasons success would not be possible without you and without our community's support. Thank you for believing in Four Seasons staff and volunteers who care for patients and families each and every day. Thank you to our community who generously support patients without a pay source and programs that without philanthropic funding would not be possible. Thank you for helping Co-Create The Care Experience for anyone challenged by a serious illness, regardless of their ability to pay. We all deserve the most trusted, compassionate care and I thank you for supporting Four Seasons to make that possible.

Four Seasons Medical Care Providers

Clinical Leadership

Janet Bull, MD, MBA, FAAHPM <i>Chief Medical Officer</i>	John Morris, MD, FAAHPM <i>Chief Medical Officer Palliative Care</i>	
Ashley Albers, DO <i>Vice President of Medical Services</i>	Elaina Ori-Honeycutt, DO <i>Assistant Medical Director</i>	Rikki Hooper, FNP-C <i>Vice President of Palliative Care</i>
Harvey Nix, PA-C <i>Regional Director of Palliative Care</i>	Chari Price, MSN, GNP-C <i>Regional Director of Palliative Care</i>	

Hospice Care Providers

John Baumrucker, MD	Claire Hicks, MD	Dennis Kabasan, MD
Pat Hart, MD	Amy Hinton, MD	Joseph Kovaz, MD
	Jennifer Hovendon, MD	

Palliative Care Providers

Emily Baldwin, AGNP	Allison Dimond, NP-C	Starr Marlor, FNP-C
Danette Brinkley, FNP-C	Sonia Ferrandiz, AGACNP-BC	Reggie Nichols, MAC, MSN, FNP-C
Elizabeth Burpee, MD	Joshua Harris, PA	Stacie Raasch, FNP
Joan Cappell, ARNP	Kristan Johnson, NP	Jamie Lee Rouse, DNP, AGNP-C
Carmen Chavez, MSN, NP-C	Beverly Joy, FNP	Emily Sawyer, MD
Allison Christian, AGACNP	Katie Keller, FNP	Connie Sewell, MD
Jody Crisp, FNP	Danielle Koman, DNP	Laura Tryon, FNP-C

MD = Doctor of Medicine; FAAHPM = Fellow of the American Academy of Hospice and Palliative Medicine;
DO = Doctor of Osteopathic Medicine; DNP - Doctor of Nursing Practice; Ed.D = Doctor of Education; NP = Nurse Practitioner;
NP-C = Nurse Practitioner - Certified; ARNP - Advanced Registered Nurse Practitioner; AGNP - Adult Gerontology Nurse Practitioner; AGNP-C - Adult Gerontology Nurse Practitioner - Certified; AGACNP-BC - Adult Gerontology Acute Care Nurse Practitioner - Board Certified; GNP-C = Gerontological Nurse Practitioner-Certified;
FNP = Family Nurse Practitioner; FNP-C = Family Nurse Practitioner - Certified; PA = Physician Assistant;
PA-C = Physician Assistant-Certified; MBA = Master of Business Administration; MSN = Master of Science in Nursing



John Morris, MD, FAAHPM and Janet Bull, MD, MBA, FAAHPM



Ashley Albers, DO



Elaina Ori-Honeycutt, DO

Millicent Burke-Sinclair Ed.D, MBA President & Chief Executive Officer

As one of the few local, independent, nonprofit serious illness care providers and experts across western North Carolina we are blessed to continue to serve our beautiful region for over 40 years. We have been privileged to care for thousands upon thousands of families and continue to do so today because of each of YOU. You are our treasured donor, our treasured friend, and a treasured member of our community and we want to thank you. Thank you for helping us Co-Create the best care experience possible. Thank you for caring for your community. Thank you for investing in the lives of others. Thank you for ensuring that regardless of the season someone is in, that they can receive the help, the hope, and the honor that they deserve.

- We served over 3,000 patients in Palliative Care in 2019.
- We served over 4,000 patients in Hospice Care in 2019.
- We reached a milestone in 2019 by pinning our 500th Veteran through our We Honor Veterans Program.
- We provided services to more than 3,970 people through our Grief Services and Compass programs.
- We had a record number of 65 children and teens at Camp Heart Songs this past year.
- Additionally, within our Care Navigation and Home Care service lines we made care possible to over 230 people.
- We have increased and enhanced our quality outcomes, our employee engagement, training & development, and number of employees.
- We expanded our service lines, service area, and capacity to serve more patients with trusted care each day.

As you read through the pages of this Impact Report, be reminded that YOU helped to make this possible, that YOU helped to improve the lives of others, and that YOU continue to allow all who need care to be able to receive care. Together, we will continue to ensure that every moment matters and that everyone is honored with respect and dignity. Together, you help us to be Four Seasons the Care Our Community Trusts.



Thank you for supporting our commitment in co-creating the best care possible.

~ Millicent Burke-Sinclair



Paige Wheeler

Executive Director

On behalf of Four Seasons Foundation, thank you to all our donors, volunteers, sponsors and board members. We are grateful to each of you for the amazing amount of love you provide to us through your gifts of monetary support and service. This year, the Foundation moved into our newly renovated location, the Seiler Center for Philanthropy, located next door to the original Home Store on Main Street in Hendersonville. Because of Robert Seiler and his family, the Foundation now has a wonderful place to call home and we invite you to come visit us, enjoy a cup of coffee and learn more about how your gifts provide care for hundreds of patients and families throughout western North Carolina.

Your financial gifts supported our Angel Fund, We Honor Veterans program, Camp Heart Songs, Compass grief services program for children and teens, Elizabeth House, endowment funds, music therapy and our unrestricted fund. This unrestricted fund allows us to provide dollars to Four Seasons wherever it is most needed whether it is for patient care, staff development, repairs to our facilities, or for an unforeseen need that would otherwise go unfunded.

Your generous support of our Home Store is sincerely appreciated. Whether you are donating your treasures for resale or you are purchasing an item, every gift is important, and the money raised goes directly for hospice care. Our volunteers make the difference – over 65 individuals provide the staffing for our stores in addition to our small team of talented and dedicated employees. We are thrilled to announce the opening of our second Home Store which is located on Long Shoals Road in Buncombe County. Please visit us at both locations!

As I transitioned from Major Gift Officer to Executive Director, this year has been more meaningful than I could have ever imagined. Four Seasons has been part of my life for over 15 years as my father received in home hospice care and then passed away at Elizabeth House. Part of my passion for Four Seasons is for every family to experience the same type of love and incredible care that my father and my family received.



*Thank you for every gift and thank you for helping
Four Seasons co-create excellent, trusted care.*

~ Paige Wheeler



The Care You Trust

**Four Seasons
Main Office**

571 S. Allen Road
Flat Rock, NC 28731
(828) 692.6178

**Elizabeth House
In-Patient Facility**

581 S. Allen Road
Flat Rock, NC 28731
(828) 692.9633

**Four Seasons
WNC Office**

272 Maple Street
Franklin, NC 28734
(866) 466.9734

**Four Seasons
Home Care**

513 N. Justice Street, Suite B
Hendersonville, NC 28739
(828) 696.0496

**Palliative Care
Clinic**

506 Park Hill Court
Hendersonville, NC 28739
(828) 233.0369

**Four Seasons
Foundation**

211 N. Main Street
Hendersonville, NC 28792
(828) 513.2440

**Hospice Home Store
Hendersonville**

215 N. Main Street
Hendersonville, NC 28792
(828) 696.0625

**Hospice Home Store
Arden**

21 Long Shoals Road
Arden, NC 28704
(828) 233.0375

