





## 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

Care Navigation • 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

FourSeasonsFdn.org

## Paige Wheeler, CLE

### Four Seasons Foundation Executive Director

As you read through this Annual Impact Report for our fiscal year 2020, I hope you are inspired by the stories of our volunteers, donors, staff, board members, patients, and families. Because of you, the best co-created serious illness care is made possible to all who need it regardless of a patient's ability to pay. Though 2020 was certainly a challenging year, we at Four Seasons dedicated ourselves to be mindful of living through a lens focused on gratitude. We have so much for which we are thankful, and this annual report is meant as a reminder of our gratitude to you for your support.

I would like to take this opportunity to remind you that the activities, service areas, and financial performance of Four Seasons communicated in this 2020 Annual Impact Report reflect our fiscal year of October 1, 2019 through September 30, 2020. Some remarkable gifts were made to Four Seasons Foundation during this time and we are thankful. Our Donor Stewardship Guarantee that is outlined on the previous page assures that we utilized your gifts exactly as you intended.

Throughout this report, you will read stories of individuals whose lives have been touched by Four Seasons. We are thrilled to share these stories of inspiration and resilience with you. You will also read about Milton and Lilly Hoberman whose estate gift became the largest gift the Four Seasons Foundation has received to date. Because of this incredibly generous planned gift, Four Seasons was able to open the Hoberman Center in Buncombe County that provides space for our foundation and marketing teams as well as serves as a hub for our clinical staff for reporting. The Hoberman's generosity also provided for an Angel Fund for both our Care Navigation and Home Care service lines.

Thank you for your continued support of Four Seasons.

Paige Wheeler

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*We are honored to serve our community and look forward to continuing to provide the best co-created care possible to all who need it.*

~ Paige Wheeler, CLE





# A Legacy of Caring: The Hoberman Story

Milton and Lilly Hoberman's life story and their generosity are nothing short of amazing. Before they met, Milton served in the 7th Army-Airforce Bomb and Gunnery Squadron in 1943 and later ran a mill and woodworking shop in the 1950s in Mt. Vernon, NY. Meanwhile, Lilly worked nearby as a decorator. One winter day she and a friend were on a street corner in front of a puddle of slush and ice. Milton gallantly picked up Lilly and carried her over the nasty puddle and the rest was history. Lilly and Milton married in 1954 in the Bronx and remained a loving couple for 65 years.

As the couple grew together, so did their family – of fur babies! The Hobermans loved dogs and always had them as loving companions. When the first dog they owned together died, Lilly asked Milton to make a nice casket for their dog. Friends began requesting caskets for their beloved pets too, and a business was born.

Milton closed his mill and woodworking shop in 1962 to start the casket company. The Hobermans moved their operation to Lake Worth, Florida and opened Acorn Casket Company just across from Palm Beach. Milton built his warehouse and they started production. Always together, Lilly decorated the caskets, lining them with pretty silk and flowers.

Business boomed and Milton even continued to drive to New York, personally delivering caskets to the first pet cemetery he ever sold a casket to – in a pink hearse of all things. He found during his travels that people were sensitive to the subject of death and seeing the black hearse, so he painted it pink to lift their spirits! The biggest casket he built was for a horse, the smallest for a hamster.

In 1970, at 46 years of age, Milton became a licensed building contractor. He built his own home and an income producing warehouse. He also worked for the Palm Beach County School system from 1973-1984 as a skilled carpenter foreman. He was a high school trades instructor at Lake Worth Community High School in the 1980s and was adored by his students. He enjoyed making a difference in their lives.

Eventually, Lilly and Milton retired and moved to Hendersonville in 1992 and enjoyed the peace and calm the county had to offer. Lilly and Milton were longtime best friends of my mom and dad since I was 6 years old, and they had no children. They saw me grow up through the years and I shared experiences of my life with them. I always stayed in contact no matter where we all were physically. Milton and Lilly Hoberman were not only best friends with, but also an extension of my parents, who preceded them in death. It was an honor to be there for them at the end of their lives as well as the years in between.

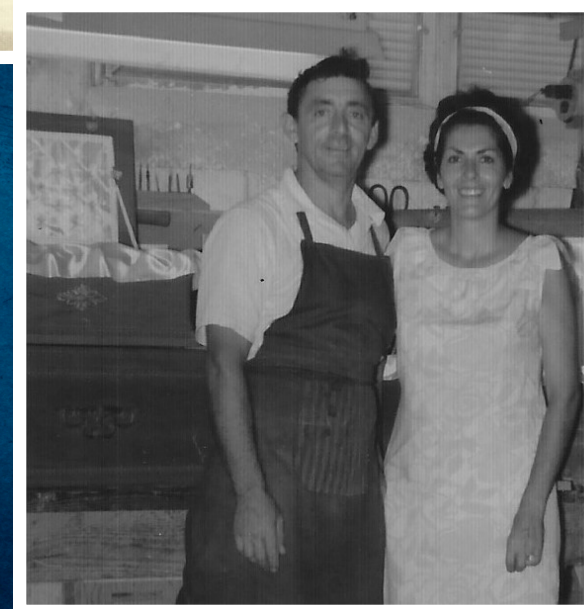
In 2015 I moved to Hendersonville to care for my parents. My father passed away 7 months after my arrival and my mother followed in 2019; both of them received care from Four Seasons. As Milton and Lilly witnessed my parents' decline, I believe they came to realize that it was time to prepare their end-of-life documents. In early 2018, they worked with their attorney to create a will and asked if I would be their executrix. I was honored to accept, not yet knowing what it would entail nor the legacy they would leave behind.

Shortly after this, Lilly had an unexpected stroke and I found myself immediately caring for Milton, who was no longer able to care for himself. It was during this time Lilly was informed and asked while in the hospital about having a Health Care POA. She had not gotten that far with the attorney and like most human beings, we think we will live forever, and there is plenty of time. When asked, she made it clear she wanted me to assume the role of Health Care POA. How could I not say yes? They were an extension of my own parents. It wasn't my plan when I moved here, but it was God's plan. It wasn't easy, but He knew I could do it and take care of all the details.

I transitioned from part-time to full-time caregiver of both Milton and Lilly. As their ailments progressed over the following year, Milton and Lilly sadly had to go to separate facilities to meet their individual healthcare needs. Lilly died just three weeks after leaving her home of congestive heart failure and severe edema. After telling Milton, he acknowledged that he was also ready to go and quickly passed away 3 weeks later.



Lilly and Milton Hoberman married in 1954.



Milton and Lilly at their Acorn Casket Company in Lake Worth, Florida.

As they prepared their estate for their passing, Milton and Lilly talked consistently about charity ads they saw on TV. I had always spoken highly and frequently of Four Seasons Hospice while my father was receiving care for six months before passing away. I told Milton and Lilly of how quickly they responded with a triage nurse, the beautiful moments with the music therapist, the respite volunteer I looked forward to seeing, and the ongoing emotional therapy they offer after a loved one dies. In fact, Milton and Lilly had chosen to enter Four Seasons care in their last weeks. Hours after I signed the paperwork for Four Seasons to take over their care, Lilly passed away and Milton quickly behind. I like to believe that I helped plant the seed for Milton and Lilly to select Four Seasons as one of the nonprofits to receive part of their estate.



***Despite never being served by Four Seasons themselves, Milton and Lilly Hoberman left a significant portion of their estate to Four Seasons. Their generous gift has provided for the Hoberman Center in Arden – a second Foundation office open to all Four Seasons staff – as well as two new funds: The Lilly Hoberman Angel Fund for Care Navigation and The Julie Brandt Angel Fund for Home Care. Their gift to Four Seasons is a true testament of the giving and loving hearts of Milton and Lilly Hoberman. I am grateful for the legacy they left behind so that no patient is ever turned away from the care they need.***

~ Julie Brandt,  
Hoberman Estate Executor and Loving “Adopted” Daughter



## Juggling Caregiving & Family

My grandmother, Jane Elizabeth Swierad, was always a big part of my life. To the rest of the world she was “Betty”, but to her family, she was “Moochi.” She was kind, but she was also strict. Not even one of her grandchildren could get away with anything. At the same time, she was always there for us if we were sad, sick, hurt, or just needed a hug. She would cheer me up by singing *You Are My Sunshine*. This song was her way of comforting me when I needed it the most.

When I met my husband, Moochi was the only one to be supportive at first. She helped by purchasing my wedding dress and she was the reason why my family eventually supported my husband and me. Later, when I became pregnant, she would have me walk to her house as daily exercise. It was at this time that I decided to follow my mom’s path to being a caregiver. I got my first job working with my mom as a personal care aide. I learned so much from my mom and realized this was my true calling. After 10 years of hospice CNA work I accepted a CNA position at the Elizabeth House.

Little did I know that my grandmother, my Moochi, was dealing with the early stages of dementia. One day eight years ago she was supposed to meet my mom and me for lunch. She couldn’t remember where she was going. She called my mom crying to say she couldn’t meet us. Moochi taught us that family helps family whenever we can. She moved in with my mom when her dementia progressed to the point where she could no longer remember any of us. My mom was the primary caregiver with some backup assistance from me, my brother (who is a Personal Care Aide), and Brittany (who is a CNA at Elizabeth House). Moochi both enjoyed and benefited from the music therapy that she received during this time. The COVID-19 pandemic made it necessary for me to distance from helping my mom with my grandmother so I could keep them safe. Moochi currently lives at the Mountain Home Alzheimer’s/Dementia facility.



***While we are disappointed that Covid’s restrictions prevent us from spending time with Moochi, we are grateful that Four Seasons hospice staff and the facility staff are taking good care of her.***

~ Kristina Richardson, *Elizabeth House CNA*



Even though Moochi was surrounded by a family of caregivers, there came a time when the level of care she required became overwhelming for my mother.

We quickly discovered how hard it is to juggle being family *and* caregiver.

Respite care, provided at Elizabeth House, was the exact support that our family needed.

Our family is thankful and blessed to be on both sides – to know the love and care being given and received.



WCMA member Bob Irelan (*in red*), We Honor Veterans volunteer and Air Force Flag sponsor for the Veterans Garden (*left*).

Pictured below are Valerie Singer, WCMA committee member (*left*) and WCMA member Shary Price, Camp Heart Songs volunteer (*right*).



## Facing the Crisis

The membership community of The Cliffs at Walnut Cove is a powerful, dynamic, philanthropic entity that believes in pooling financial resources to make extraordinary community impact, while simultaneously rolling up their sleeves to make a hands-on difference.

There is an old saying, “*Don’t just talk the talk, you must walk the walk.*” Without a doubt, WCMA (Walnut Cove Members Association) members know how to *walk the walk*.

The Four Seasons Foundation is deeply grateful to the Walnut Cove Members Association for going above and beyond during a challenging year to help those deeply affected by COVID-19. Thank you for recognizing the need for hospice care and, in turn, providing our front line clinical team the added PPE desperately needed for working with the most vulnerable patients and their families. COVID-19 presented a crisis in our community, and WCMA stepped up to face that crisis and make a significant difference.



***Walnut Cove Members Association is committed to enhancing the lives of the residents of Western North Carolina. The Four Seasons Hospice and Palliative Care programs, which support patients and their families, tie in with our own goal of Caring. Connecting. Community. We are pleased to provide support for such an outstanding organization and to enhance the efforts of our WCMA members who are Four Seasons volunteers.***

~ Dan Dunleavy, *Chair, WCMA Board of Directors*

*WCMA, we thank you for walking side by side with us, generously supporting our mission, and helping to make hospice care available throughout the region.*



## When a Moment Changes Everything

Most of us have a moment in our story in which something happened that permanently altered the course of our lives. This may be something that we chose: a change of career or a move across the country. Unexpected events—both good and bad—can occur that we are powerless to alter.

Christmas Eve 2018 contains one of those moments for Adam and his children. While celebrating with family at a restaurant, his wife, Lindsay, died suddenly from an undetermined cause.

As one would expect, this sudden and tragic loss had immediate implications. Adam and Lindsay's daughter, Emily, was merely three months old and had been breastfed from birth. Still reeling from the news that his wife had died, Adam had to decide how to feed her. For his son, Austin (who was three years old at the time), he needed to balance the careful explanation that his mother was gone with the anticipation of Christmas the next day.

As Adam navigated his pain, confusion, and sense of urgency in the days and weeks after his wife's death, he contacted Four Seasons' Grief Services to initiate individual counseling. He was keenly aware that he would need help to healthily experience and process his grief. Thus, the deliberate and slow process of exploring feelings and adjusting his life began.

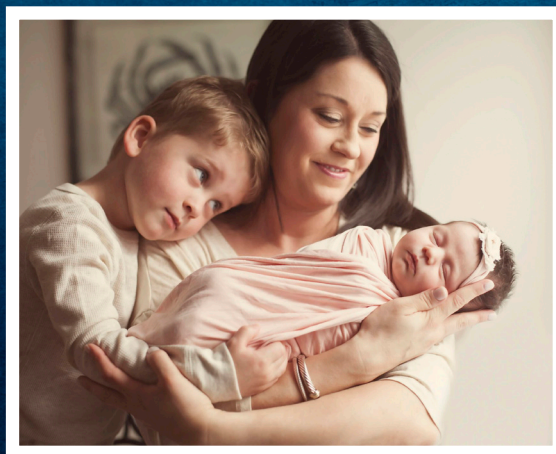
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*Being alone for the rest of my life will be longer than the lifetime I've already lived. Doing that by yourself is kind of a daunting task. Four Seasons has helped me channel my emotions the correct way instead of letting them fester inside of me and come out in a way that I do not want to project.*

~ Adam, Grief Services Client



To hear Adam's story in his own words, go to:  
[www.fourseasonscl.org/what-we-offer/bereavement-support](http://www.fourseasonscl.org/what-we-offer/bereavement-support)



The first year after Lindsay's death contained challenges that Adam never expected to face at this stage of his life. His most significant pain is rooted in the reality that his children will grow up without their mother. Dealing with his loneliness and learning to live without the love of his life has been secondary. Numerous benchmarks have included birthdays, their wedding anniversary, and the first Christmas Eve and Christmas Day. Four months after Lindsay's death, Adam and his children moved into the home they built together. Gifts from Lindsay arrived in the form of appliances, fixtures, and furniture that she had selected months before her death.

Complicated grief can be present in losses such as Adam's\*. While there is no single common denominator in those who experience complicated grief, there are various potential risk factors. In Adam's case, the sudden and traumatic nature of his wife's death along with the mutually dependent relationship they shared increased the risk.

Adam's foresight in seeking help soon after Lindsay's death was a key factor in preventing his grief from becoming complicated. He asserts that having a place to express his emotions is instrumental in preventing him from doing so in ways that would not have been productive. He believes that taking care of his own needs has helped him as a single parent adjust to his new normal.

*\*According to estimates, 20–33% of people are at risk of a complicated grief response and 10–20% of individuals display symptoms.*

*~ Cruse (2017) Current Issues in Grief Therapy: Complicated Grief*

Four Seasons Grief Services provides educational seminars, group support, individual counseling, and unique experiential events. We serve not only the families of those in our hospice care but also anyone in Western North Carolina who has experienced the death of a loved one.

For additional information about Four Seasons Grief Services, call (828) 692.6178 or visit [www.fourseasonscl.org](http://www.fourseasonscl.org)



## In and Around Elizabeth House

### Dan & Nancy Barber Veterans Memorial Garden

Nearly two years ago Four Seasons Foundation began planning and designing the new Dan and Nancy Barber Veterans Memorial Garden outside Elizabeth House. Throughout the past year, much work was completed on the garden and on November 13, 2020, the Foundation held an official flag raising ceremony. The Eight Stations of Honor Plaza features the American flag at the center and each military service flag surrounding it, including the new Space Force flag and the MIA POW flag. Additionally, the garden features a freshly built pergola, designed as a shelter of peace and remembrance for visitors and patients alike.

The Veterans Memorial Garden will have many on-going opportunities to honor Veterans by purchasing inscribed paving stones, or dedicating benches or trees to a loved one's memory. Individuals or organizations may also wish to sponsor annual upkeep and development of the planting areas.

### Elizabeth House Updates

While donors provided funding for the majority of the new furnishings placed throughout Elizabeth House, a donation of new furniture for the family common room was given by the Home Stores. Additionally, interior signage updates are soon to be completed and we will also install awnings and seating outside each patient window enabling families to visit their loved ones safely and comfortably as we continue to serve patients during COVID-19. We are so grateful for an anonymous gift that provided the foundation of this project and the donations given on Giving Tuesday in December 2020, which were matched dollar for dollar, clearing the financial goal and solidifying the project.

We are pleased to provide these beautiful renovations for patients and their families so that they can receive the best care possible in every way. And we are also looking forward to additional renovations throughout Elizabeth House and its campus.

Eight flags are now proudly displayed in the garden: one for each Military branch, as well as the American flag, and the MIA POW flag.

The family common room at Elizabeth House has recently received new furniture.



*We appreciate the continued annual We Honor Veterans program support from*  
**Beverly-Hanks**  
REALTORS

## 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

#### Corporate Sponsors

Brock and Associates  
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#### Society Members

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Richard and Nancy Burns  
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Richard Burns  
Ed Coffey

Victoria Flanagan  
Jim Howard  
Bob Irelan  
Nancy Lauffer

Michael Rodman  
Heather Stepp  
Anne Valentine

*If you are interested in joining the We Honor Veterans Giving Society please contact [lpenny@fourseasonscl.org](mailto:lpenny@fourseasonscl.org)*



## Enriched through Volunteering

Clayton Ramsey is a “people person” and when she retired, she began to look for other ways to connect with people. She had learned about hospice in the 1960s in England, and the mission of Four Seasons spoke to her, so she applied to volunteer and very quickly found her niche. After hearing about the sewing opportunities for volunteers during orientation, Clayton went to some local quilt shops and worked with them to create a group of volunteer sewers for Four Seasons. The group now has 50 to 60 participants. Sometimes she even catches other customers in the quilting stores and persuades them to join the group! But what is most important to Clayton isn’t the fact that she created a group. To her, the most important thing about this work is that it has brought so many people together for the betterment of others’ lives and enriched her own.

When Elizabeth House’s volunteer, Margaret Robinson, relocated and retired from making patient gowns, Clayton created a smaller sewing group to take up the mantle. When they met at Elizabeth House to transition the project, the significance fully sank in for Clayton, “These gowns are often the last thing a person wears and the last thing their loved ones see them in. We take great care and honor in making each one.”

Clayton says of Four Seasons volunteering that she thinks of it as two major categories of volunteers: those who are with patients and those who are not with patients. Four Seasons offers a wide variety of volunteering opportunities and provides the training necessary for each volunteer to succeed in their tasks. “You can try out anything you like with volunteering and if you don’t like it, it’s okay! You can just try something else. There are also lots of positions that do not require a rigid schedule.”

She further explained that many people think of Four Seasons as a provider in the sense of *healthcare*. But she feels that Four Seasons also provides for the *community* in the many opportunities it has for volunteers. “Four Seasons gives *me* purpose. I need to be part of something bigger than myself. Four Seasons recognizes us and appreciates us. Enrich your life; become a Four Seasons volunteer. It will bless you in ways you can’t imagine.”

*We are so grateful for Clayton and all our volunteers at Four Seasons. An expanded version of this beautiful story is in the Spring 2021 issue of Life Lines. We hope you will pick up a copy and learn more about the volunteer opportunities Four Seasons has to offer.*



**While initially focused on sewing patient gowns, over time, the group has greatly expanded the items they make for Four Seasons. The group also makes other comfort items such as neck pillows, ear pillows, masks, and much more. They even created a whole new ear pillow design that better fits the shape of a person’s ear so that it is more comfortable for patients to use. The group uses all donated fabric and thread, and no scrap goes to waste. If there are scraps that cannot be immediately used by the group, they are bagged and given to the Home Stores to sell, where every dollar spent goes directly back to patient care at Four Seasons.**

## Finding My Life’s Passion

“Ms. Brenda,” as she’s known around the Foundation, is the definition of love and kindness. Born in Wisconsin, Brenda Shearer’s background is nothing short of impressive. She holds a Ph.D. in Curriculum and Instruction in Reading Language Arts, has co-authored four graduate level textbooks, and was a tenured professor at University of Wisconsin at Oshkosh.

But these are not the things that define Brenda. As she puts it, “I left ‘Dr. Shearer’ at the university when I retired.” Volunteering at the Four Seasons Foundation is now her greatest joy and passion in life.

Brenda’s first experience with hospice began when her mother passed in a hospice care facility in Wisconsin. When she moved to North Carolina, a friend shared her experience as a Four Seasons volunteer and Brenda went through orientation.

Initially Brenda volunteered at Elizabeth House and loved her time there, but she found her volunteer home when she helped the Foundation prepare for the annual Tree of Lights event. She began helping the Foundation in more capacities, assisting the small team of five keep the office stocked with all supplies and finding Four Seasons patients in the newspaper obituary section. Over time Paige and the team found more and more ways to maximize Brenda’s talents and passions. Brenda shared, “Even when I do smaller things for the office, I am happy to help because I know that I am freeing up time for the paid staff to do the most important work.”

During COVID-19, Paige wanted to write special cards for the Home Store and Foundation volunteers to stay connected with them. When she asked Brenda to help write the cards, she had no idea how beautiful each card would be. Brenda’s thank you, birthday, and holiday cards exude love, appreciation, and eloquence and it is an honor to receive the kind words she writes. Writing these notes of gratitude and praise is “such a joy” for Brenda and strengthened her relationship with the Foundation team.

That bond became extremely important to her when her husband entered Four Seasons in-home hospice care: “I was so touched by all the support I had when my husband received care through Four Seasons. I was so pleased that he was able to stay in our home until he passed on November 1, 2020.”

*Thank you, Brenda, for your dedication and passion for the Foundation and all of Four Seasons.*

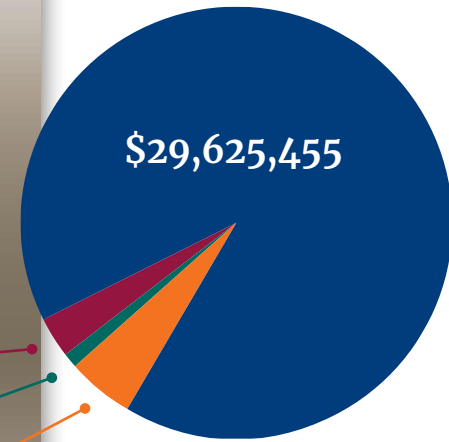


**The best words to sum up Brenda’s deep appreciation and love for volunteering for the Foundation are her own: “Volunteering for the Foundation is my heart of hearts. My friends at hospice have surrounded me with loving care and have made a huge difference in my life. They are my family. I love working for Paige and the Foundation team.”**



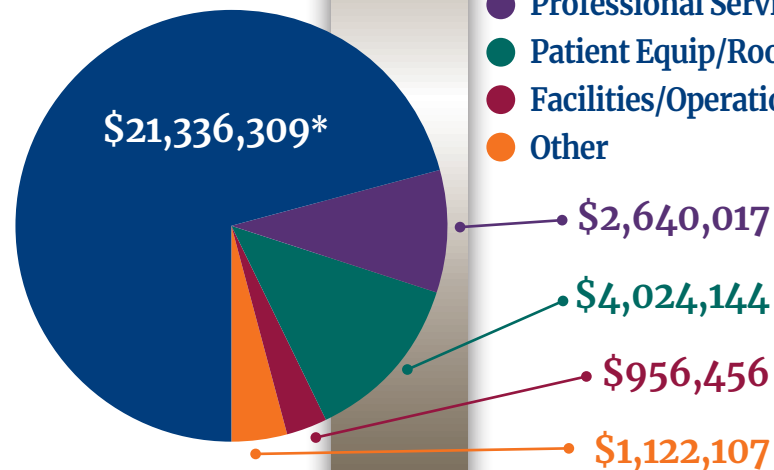
## 2020 Revenue

- Patient Revenue
- Contributions from Foundation
- Other Grants
- Other



## 2020 Operating Expenses

- Salaries/Wages/Benefits\* (supporting over 415 employees)
- Professional Services
- Patient Equip/Room/Board
- Facilities/Operations
- Other



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

## Four Seasons Financial Reports

	2020	2019
<b>ASSETS</b>		
Current assets		
Cash and cash equivalents	10,681,312	3,369,677
Patient accounts receivable, net	3,507,339	3,341,780
Other receivables	341,965	450,365
Prepaid expenses and other	282,480	209,100
Due from Foundation	285,201	397,954
<b>Total current assets</b>	<b>15,098,297</b>	<b>7,768,876</b>
Property and equipment, net	6,081,738	5,452,785
Interest in Foundation	4,109,995	3,760,600
Other assets	66,925	66,925
Goodwill	391,750	391,750
<b>Total assets</b>	<b>\$ 25,748,705</b>	<b>\$ 17,440,936</b>

### LIABILITIES & NET ASSETS

Current liabilities		
Current portion of long-term debt	2,059,486	51,166
Accounts payable	1,501,288	1,088,538
Accrued salaries and related benefits	1,849,311	1,411,469
Deferred revenue	1,529,980	561,524
<b>Total current liabilities</b>	<b>6,940,065</b>	<b>3,112,697</b>
Long-term debt, net of current portion	2,086,177	683,463
<b>Total liabilities</b>	<b>9,026,242</b>	<b>3,796,160</b>

### Net Assets

Without donor restrictions		
Undesignated	12,572,468	9,844,176
Board designated	40,000	40,000
<b>Total unrestricted net assets</b>	<b>12,612,468</b>	<b>9,884,176</b>
With donor restrictions	4,109,995	3,760,600
<b>Total net assets</b>	<b>16,722,463</b>	<b>13,644,776</b>

<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$ 25,748,705</b>	<b>\$ 17,440,936</b>
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## Four Seasons Foundation Financial Reports

	2020	2019
<b>ASSETS</b>		
Current assets		
Cash and cash equivalents	1,329,997	1,263,441
Pledges and bequests receivable	191,350	271,914
Other receivables	4,536	2,298
Prepaid expenses and other	19,981	1,836
<b>Total current assets</b>	<b>1,545,864</b>	<b>1,539,489</b>
Pledges receivable, net	247,914	221,900
Property and equipment, net	686,878	565,193
Investments	2,336,498	2,171,459
Other assets	26,540	22,803
<b>Total assets</b>	<b>\$ 4,843,694</b>	<b>\$ 4,520,844</b>

### LIABILITIES & NET ASSETS

Current liabilities		
Current portion of long-term debt	72,356	27,642
Accounts payable	37,062	14,619
Other current liabilities	55,107	52,546
Due to Four Seasons	285,201	397,954
<b>Total current liabilities</b>	<b>449,726</b>	<b>492,761</b>
Long-term debt, net of current portion	283,973	267,483
<b>Total liabilities</b>	<b>733,699</b>	<b>760,244</b>

### Net Assets

Without donor restrictions		
Undesignated	959,658	57,593
Board designated	1,785,506	1,684,349
<b>Total unrestricted net assets</b>	<b>2,745,164</b>	<b>1,741,942</b>
With donor restrictions	1,364,831	2,018,658
<b>Total net assets</b>	<b>4,109,995</b>	<b>3,760,600</b>

<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$ 4,843,694</b>	<b>\$ 4,520,844</b>
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## Fiscal Year 2020

(October 1, 2019 – September 30, 2020)

Four Seasons provided services to thousands of individuals throughout western North Carolina.

153  
clients

### Care Navigation

168  
clients

### Home Care

3,039  
patients

### Palliative Care

6,246  
patients

### Hospice Care



#### We Honor Veterans

This year we have been honored to recognize more than **117** Veterans with a pinning ceremony and **over 600** since beginning the program just a few years ago.



#### Angel Fund

Donations enabled us to serve **33** patients who had no other funding source.



#### Volunteer Services

**282** volunteers provided **> 22,679** hours contributing to a cost savings to Four Seasons of **over \$575,448**.



#### Grief Services

The **5** Grief Services counselors provide **13** months of care and support after the death of a hospice patient. We also offer all of our services to anyone in our **11** counties who suffered the loss of someone. Due to COVID-19, we offered our services virtually – providing care to **2,160** individuals in FY2020.



#### Home Store

**31,076** customers shopped at our Home Stores and Warehouse Sales. A **second Home Store location** opened May 19th. Operations are managed by **8** staff members, **4** delivery drivers, and **over 80** volunteers who contributed **over 10,107** hours of volunteer service.



#### Foundation \$3 Million

in community support received by Four Seasons Foundation.



#### Compass

Provided grief support to **178** children and teens through **1,078** individual sessions, **157** served through groups, and **47** children through virtual Camp Heart Songs.



#### Employee Solutions

We added a total of **56** positions, closing FY 2020 with a total of **389** employees, with a total tenure of **1,566** years of service to Four Seasons.



**COMPASS**

*Trust your compass.  
Find your path.*

*We appreciate the  
continued annual Compass  
program support from*

**HORIZON**  
HEAT & AIR

## 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.

#### Compass Program Presenting Sponsor

Horizon Heating and Air Conditioning

#### Platinum Corporate Sponsor

Blue Ridge Orthodontics

#### Corporate Sponsor

McGuire, Wood & Bissette Law Firm

#### Society Members

Garza and Frances Baldwin  
David and Laura Bourne  
Dennis and Victoria Flanagan  
Glenn and Sue Ginther  
Bob and Ann Ireland  
Nancy Long  
Keith and Barbara Love  
Andy and Becky Miller  
Mark and Susan Olivari

Dan and Katrina Poeta  
Matt and Shary Price  
Karen Rice  
Brian Robinson and Brendan Hill  
JR and Julie Rose  
Sean and Leslie Ryan  
Ross and Martha Sloan  
Barbara Volk  
Becky Work

#### Committee Members

Anne Valentine, Chair  
Susan Devine  
Victoria Flanagan  
Barbara Love

Kim Novak  
Leslie Ryan  
Martha Sloan  
Bonnie Van Clevon

*If you are interested in joining the Compass Giving Club please contact [lpenny@fourseasonscfl.org](mailto:lpenny@fourseasonscfl.org)*



# The Difference Makers

Over the course of time, you are fortunate to meet people who support the mission of an organization, and their support creates the fabric that upholds the mission.

Then there are those rare individuals who support the mission, but their fire, passion and vision to propel the organization forward is transformative.

These are the difference makers; the catalysts who invest their time, talent, and treasure in such a way that the organization is enabled to surge forward into the future due to their love, care, and investment in the mission.

Through Keith and Barbra's dedication to Four Seasons and their generous philanthropic support of the Compass Program, they are true examples of difference makers.

~ Chris Comeaux  
President/CEO Teleios  
Collaborative Network  
Former CEO, Four Seasons

Keith, a Georgia native and proud Duke grad, and Barbra, a gifted musician and Alabama girl, met on a blind date in Atlanta. They married just a year later, then quickly headed off to Arizona where Keith helped to open a new manufacturing facility for his family's packaging business, Printpack, Inc. They were blessed with two beautiful daughters in Arizona, Emily and Jane, and in 1996 the family was transferred to North Carolina where Keith joined Printpack's plant in Henderson County. Despite arriving in January during an epic snow storm, they fell in love with Western North Carolina, and made Asheville their family home.

It was during those years that Keith was introduced to Four Seasons, and was immediately impressed. He quickly became engaged with the leadership team, ultimately joining the board at a significant time. The in-patient hospice facility, Elizabeth House, had opened its doors, there was leadership transition with a new CEO, and the ground work was being laid for significant regional growth.



*You could tell there was real vision, passion, expertise and competency to move the organization forward. Through the years, I have often used Four Seasons as a model for other non-profits that I have been involved with, sharing the lessons learned from leaders like Chris Comeaux and Dr. Janet Bull.*

*I'm not surprised with Four Seasons expanding footprint. The organization has a clear vision with extraordinary leaders, they identified a need, then created the processes required to meet the need, and are continuing to do so today.*

~ Keith Love, former Four Seasons Board Member

Keith's business acumen was instrumental in the expansion of Four Seasons, which has led to its powerful regional presence and national recognition as one of today's leading independent, non-profit Hospice and Palliative Care providers.



Barbra and Keith Love (pictured above and below with their daughters) are no strangers to grief, and its impenetrable effect on an entire family.



With a commitment to their community and access to quality care, the Loves firmly believe in the mission of Four Seasons. Unfortunately, in 2003, a family tragedy opened their eyes personally to a critical care need that is often overlooked.

While on a family safari in Kenya, Keith's brother, sister-in-law, and their oldest daughter were tragically killed in a plane crash, leaving three younger daughters, who were too young to join the family on the trip, without parents at ages 8, 5 and 18 months. The crash not only took the lives of Bill, his wife Beth, and daughter Sarah, but nine other members of Beth's family representing three generations, including Beth's parents. The girls were adopted by Keith's sister, and the entire Love family wrapped their arms around those precious souls whose lives were forever changed in an instant.

Grief counseling was crucial for the Love family. Yet the girls needed something age appropriate – counseling on their terms so they could continue to be children with the freedom to process grief individually, while learning to navigate a new life. Over the years, Keith and Barbra have supported the healing process of their nieces and watched them grow into extraordinary young women. With the consistent help of grief counselors, and attendance at a residential grief camp every summer, the Love girls are thriving today.

As a result of the grief healing process she experienced, Barbra began volunteering in 2016 for the **Four Seasons Camp Heart Songs**, our residential grief therapy camp available free of charge for children and teens in need in WNC. In 2017, she joined the newly formed Compass Program Committee, and in 2019 she championed the Compass Leadership Giving Society. Barbra has been a constant advocate for the availability of grief therapy services for kids and teens in our region. She understands first-hand the life changing impact, and the evolving emotional needs of a child or teen: to be heard, understood, and empowered while processing grief and loss.

Thank you, Barbra and Keith, for paying it forward to our **Compass Program** in a way that is transformative to young lives. Thank you for being a part of this organization. You are indeed catalysts for change, growth, and impact.

*Barbra and Keith, you will forever be our Four Seasons "Difference Makers."*



## Adapting Services to Pull Through a Pandemic

*Grief is never easy and there are many complications that can stem from circumstances surrounding a death. 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.*

In a year of changes and challenges, the Compass program chose to embrace these moments and transition services provided to ensure families continued to receive necessary support. As health and safety measures were instated schools closed, and children and teens lost a sense of normalcy as they experienced virtual class, having extracurricular activities cancelled, and friends distanced. Grief became more present as we encountered the different levels of loss. For children and teens experiencing grief, the necessity for support was imperative.

Beginning in March of 2020, Compass initiated telehealth services for children and teens. Using online platforms, in-person visits were transitioned into virtual visits. Though this was a big change, the virtual visits provided children and teens a safe space to allow Compass into their homes. Children were able to share their favorite toys, favorite home activities, and engage in new ways. Telehealth services expanded beyond individual sessions into weekly grief groups for teens and weekly activity sessions for school age children. In a world that felt closed off, there was now a way to meet new friends and share personal journeys of grief. In 2020, 178 individual clients were supported, 157 children and teens were supported through quarterly events and virtual groups, and over 1,000 individual sessions were provided.

In August of 2020 Camp Heart Songs was unable to take place in person due to COVID restrictions, so the event became virtual. Camp Heart Songs was extended into a weeklong virtual event with four different sessions held daily. Sessions included cooking, science experiments, art projects, music therapy, pet therapy, storytelling, virtual hikes, and so much more. Each camper received a camper box full of all the materials they would need for the week's events as well as their camp t-shirt. The virtual week ended with a campfire along with a time of remembering our loved ones. A one day in-person event was held in Montreat to allow campers the opportunity to come together and reflect on their week. 47 campers were supported through Camp Heart Songs.

In October of 2020 we were fortunate to welcome Amy Entwistle to the Compass team as a child and adolescent grief counselor. Amy is a board-certified music therapist that is passionate about helping children and adolescents who grieve. Amy supports the six counties in our western region. We are fortunate to have her as part of the team in helping grow the Compass program and services for the children and families in our western region.

As 2021 begins, the Compass program will continue to embrace the new challenges and allow these moments to make us more aware of the needs of our community. Grief is more apparent to many of us than ever before. We will continue to be a compass to help guide and support our families and community through these uncertainties as we rebuild hope in tomorrow.



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



**COMPASS**

*Trust your compass.  
Find your path.*

## Grief Will Continue to Change

**In 2018, suicide was the second leading cause of death for people between the ages of 10 and 34. Children and teens are experiencing the death of loved ones through suicide more frequently. Suicide is often not discussed for fear of reactions from others. For Sarah, the death of her father was something that took two years for her to feel ready to share.**



Sarah was only five years old when her father committed suicide. At such a tender age, Sarah did not want to talk about the details of her father's death, but rather focused on her own interests and abilities. Sessions with counselors were often spent laughing and dismissing conversations about her father. When she did share about her father, she spoke of the good times they had, but would move past the conversations quickly.

Sarah is now seven and just recently requested support again. As she has gotten older, she has started thinking of her father's death more often. When she thinks about that day, her body becomes shaky and she becomes fearful of the images that flow through her mind. She hears the sounds of the screams and the sirens from the emergency vehicles. She sees the images of people outside and remembers being told she could not come downstairs. In that moment they were all images she chose to ignore, but now they are images she cannot move past.

Through a Compass activity of life squares, Sarah was asked to draw 10 images she had of her father into small squares. After the images were drawn and colored, Sarah cut squares out and placed them in front of her. She was then asked to pick the images that brought her joy, peace, or a level of comfort. Sarah shared what each of these images meant to her and why they created the emotions she felt. Sarah then placed the other images in an envelope. The importance of the envelope was to show that the images and reminders still exist, but sometimes we have to allow ourselves to focus on the memories that made our loved one special. Sarah asked why she was just now starting to really think about the scary memories. The answer is that as she got older, she was more capable of understanding what had happened to her father. Her body and mind had been protecting her before then, but now it was important for her to release those images and emotions.

We often allow ourselves to think grief comes and then is gone – almost as though there is a standard length of time. For Sarah and many others, grief has changed and will continue to change as she gets older. The important piece for her is that she learns new skills to utilize as the changes come about. Sarah is now able to talk more about the day her father committed suicide and share what that day was like for her. She can ask the questions of why and find comfort despite her pain. As she continues to move through her grief, she now can use what she has learned to help navigate new uncertainties or trauma that may arise.



## Four Seasons 2020 Board of Directors

John Veazey <i>Board Chair</i>	Ryan Cannon <i>Board Vice Chair</i>	Ken Adams <i>Secretary</i>	Bill McKibbin <i>Treasurer</i>
Nancy Bouvet <i>Member at Large</i>	Ken Kaplan <i>Member at Large</i>	Nancy Lauffer <i>Member at Large</i>	Judd Richardson <i>Member at Large</i>
Lee Beason	John Crawford	Julie Thompson	
Shelagh Byrne	Steve Dozier	Malinda VeraCruz	
Joel Callahan	Victoria Flanagan	Glenda Weinert	
Chris Comeaux	Robert Seiler		

### Message From John Veazey, 2020 Board Chair

Serving as Four Seasons Operations Board Chair during FY20 allowed me to observe the tremendous teamwork and resiliency necessary for our staff and leaders to continue providing the best co-created care possible throughout our communities in WNC despite challenges outside of our control. The stories, donors, and programs highlighted within the pages of this FY20 Annual Report illustrate this teamwork and resilience. We are thankful for the community support received during a truly challenging time and Four Seasons success would not be possible without this support.

If you have had a family member who received Four Seasons care, whether it be for Care Navigation, Home Care, Palliative, Hospice or Grief Services, you know the importance of having care available at any hour day or night. This year we introduced telehealth in more communities to provide timely care, especially when the restrictions of COVID-19 made personal visits more difficult. We learned that these telehealth visits became great sources of comfort and provided strength to patients and families.

Four Seasons is grateful to be a trusted partner in care for patients and families. We continue to grow and are ready and able to help anyone who is experiencing a serious illness regardless of their ability to pay. Our Foundation and the funds they raise through your generosity provide the promise that Four Seasons will continue to be the trusted source of the best co-created care possible.

## Four Seasons Foundation 2020 Board of Directors

Judd Richardson <i>Board Chair</i>		Nancy Bouvet <i>Board Vice Chair</i>
Mary Coffey <i>Secretary</i>		Sue Kersbergen <i>Treasurer</i>
Dick Burns	John Knapp	Anne Valentine
Steve Dozier	Bill McKibbin	Bonnie Van Clevon
Caroline Gunther	Robert Seiler	Sandy Williams
Carol Hunter	Heather Stepp	

### Message From Judd Richardson, 2020 Board Chair

The year 2020 is one we each will remember for the pandemic and for the hardships it caused. Along with the struggles, there was resilience that transformed the hard days into ones that were bearable because others came along side us to urge us along or to help in many ways. This FY20 Annual Impact Report is filled with the names of those who are resilient and who supported Four Seasons during the difficult days.

We are grateful for every gift, grant, or hand-sewn face mask that was contributed. Because of your support, Four Seasons was able to provide the best patient care possible all the while providing that care as safely and responsibly as possible. The additional funds Four Seasons had to spend on Personal Protective Equipment to keep our patients, families, and employees safe are funds which we were not expecting. Because of generous PPE grants from our local United Way and Henderson County Community Foundation as well as gifts we received during a special Giving Tuesday for COVID-19, our community supported us and helped provide the means for these unexpected but necessary expenses.

Four Seasons Foundation is grateful to our volunteers for cheering us on and assisting when possible even though there were restrictions. It was especially hard to have our Main Street Hendersonville Home Store close for seven long weeks. We missed our customers and our volunteers! Even amid all 2020 brought, we were able to open our second Home Store in May. The store, located on Long Shoals in Buncombe County, was a bright light of hope during difficult days. We are so grateful for all the support both of our Home Stores and our Warehouse sales have received.

This report honors those of you who have continued to give, and we are so grateful to you. Four Seasons Foundation continues to need your support and we hope you will give again in FY21. Our main purpose is to provide the necessary funding for Four Seasons to care for seriously ill patients throughout our region. Thank you for making care possible.





## Finding the Right Place

It was 1986. I was working at my husband's dental office raising two teenage daughters and was involved in many community activities when my mother was diagnosed with inoperable lung cancer. I was devastated. At first, our family managed to care for my mother.

As an only child, I felt a great responsibility to provide my mother and stepfather with the best care I could. I knew I needed help. I talked with my mother's physician about hospice for which she was qualified. I picked up the phone and called Four Seasons. The angel who answered my call was Miriam Kussrow. I knew her! Of course, back in the 70s and 80s, everyone knew everyone in this close-knit community. I knew I had called the right place.

My tears streamed as I told Miriam of my mom whose health was already failing. Miriam, Mary Cleary and Lynn Williams, were soon to the rescue. They immediately soothed my fears and gave me hope – not hope that my mother would recover, but hope that her last days would be peaceful and pain free.

And they were absolutely right; my mother's last days were just that. In fact, on my mom's last night, we enjoyed ice cream, cake, and laughter together. Then, in the early morning hours of May 3, my mom passed away peacefully.

Several years later, I felt compelled to give back to the organization which had given so much to me and my family.

“

*As an only child, I felt a great responsibility to provide my mother and stepfather with the best care I could, and I knew I needed help.*

~ Sandy Williams, Foundation Board Member



My mother, Edith Parker “Dee Dee” with my stepfather, Bob (above).



My mother with my children, Amy and Tracy, respectively (right).



My pretty mom and me while pregnant with my first child, Tracy (left).

Serving hot cider at Tree of Lights 2019 (below).



When I first began volunteering with Four Seasons I started as a caregiver. I would visit patients in their homes to keep them company and help with small tasks around the home. During this time, I served a patient who was in hospice care with Four Seasons at home. Her husband was doing a wonderful job of caring for his wife, until he was unexpectedly diagnosed with a brain tumor. As his health quickly declined, the magnitude of the work of Four Seasons truly set in.

As the organization grew, I worked closely with the, then, new Executive Director, Barbara Stewart. After Volunteer Coordinator, Bill Leonard, passed - I was blessed to have been the “volunteer” Volunteer Coordinator for almost 6 months. I joined the Board of Directors and was excited to be able to serve with visionaries who developed a plan for an inpatient unit for hospice patients. I worked with Barbara to engage Kay McGrady and her family to become a part of our organization. They surely stepped up to the plate and agreed not only to join our organization, but to support the inpatient unit campaign: the Elizabeth House is named for Kay McGrady's mother. Chuck, Jean, and their family continue to be major ongoing supporters of Four Seasons. I feel honored and humbled to have been a small part of those early days of Four Seasons.

Now, it's 2020 and I am still around, proudly serving with the most exceptional Foundation Board of Directors. The money that we work together to fundraise supports the many programs at Four Seasons (like Grief Services and Compass) which are not covered by insurance, Medicare, or other methods of payment. I am so thankful that no one is ever turned away from care regardless of their ability to pay.

It has been quite a journey as I watched the growth and unparalleled professionalism along the way. Thank you, Four Seasons, for all you have done and will continue to do!



## Four Seasons Foundation Leadership Giving

### Visionaries Club (\$100,000+)

Rakesh and Dolly Agarwal	Estate of Milton and Lilly Hoberman	Keith and Barbara Love
Dan and Nancy Barber	Estate of Anna Wilson	Robert L. Seiler
Estate of Barry E. Clemo	Estate of Clark Wilson	Joe Bill Sloan

### Innovators Club (\$50,000 – \$99,999)

Alice Betts	Richard and Nancy Burns	Schwab Charitable
Kathlene Brems	Louis and Judith Santiago	

### Investors Club (\$25,000 – \$49,999)

Carla Bracalente	Martha Echols	Lary and Inga Marler
Chris and Deshia Comeaux	Estate of Leona Gregory	Judd Richardson
Community Foundation of Henderson County, Inc.	Estate of William Thomas Gregory	Michael Seiler
Tom and Marie Cooper	Steven and Loretta Gregory	Sarah Seiler
Beverly Dillon	Horizon Heating and Air Conditioning	George and Mary Tyda
	Henry Johnson	

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

Don and Jan Bennett	Estate of Nancy Kussrow	Henderson County United Way	Shuler Funeral Home
Beverly-Hanks Realtors	Estate of Norman Hink		Colin and Janet Thomas
Blue Ridge Orthodontics	First Citizen Bank	Rob and Carol Hunter	United Federal Credit Union
Nancy Bouvet	Dennis and Victoria Flanagan	Hunter Subaru	Guenter Wadewitz
Louise Caser	Givens Communities	Bob and Ann Irelan	Walnut Cove Members Association, Inc.
Gloria Chord	John and Carol Graham	John and Peggy Morris	Patricia Wells
Community Foundation of Western North Carolina	Barbara Guidos	Connie Sewell	
	Neal and Amy Hanks	Karen Christy Simpson	

### Leadership Club (\$5,000 – \$9,999)

Rick Benfield	Mike and Joanie Covell	Henry Johnson	Pardee UNC Healthcare
Peter Benzing	Deerfield Episcopal Retirement Community	Joyce Jolly	Ed and Mary Schoen
Larry and Joan Blair	John Ely	Joan Kelly	Charles and Marie Shanley
David and Laura Bourne	Estate of John (Jack) Swanson	John and Jan Knapp	William and Virginia Stanley
Barbara Bristol	Estate of Richard Caser	Lake Toxaway Charities, Inc.	Mary Jane Swanson
Carolina Village Assisted Living	Fidelity Charitable Gift Fund	Gene Linkous	John and Lindsay Veazey
Cashiers Cares, Inc.	Marilyn Gordon	Bill and Kim McKibbin	Fred and Vicki Wright
Cedar Creek Club	Margaret Hoelscher	Toby and Sigrun Mapes	Nancy Yeakey
Ed and Mary Coffey		Norm's Minit Marts	Walburga Zimmerman
		Joan Osborn	

*Donors listed represent gifts received in fiscal year 2020 (Oct. 1, 2019 – Sept. 30, 2020).*

## Friends of Four Seasons (\$1,000 – \$4,999)

Clint and Joanne Adams	Jean Hassel	James and Vicky Rholl
Ken and Lynn Adams	Michael and Stacey Hawkins	Karen Rice
Brandi Allison	William Stanley and Virginia Heinz	David Riddle
Ashley Albers	Henderson Oil Company, Inc.	Charles and Francoise Riecker
Charles and Susan Albers	Leah Hendricks	Lee Robinson
Thomas Altman	Barbara Holmes	Lynn Romeo
Stephen Amodio	Home Trust Bank	JR and Julie Rose
Ed and Margaret Arnold	Jim and Shirley Howard	Rug and Home
Askew Wealth Management, LLC	Rob and Carol Hunter	Sean and Leslie Ryan
Garza and Frances Baldwin	James and Page Hysong	Carole Scarborough
Gerald and Joyce Beschta	Robert and Cheryl Igou	Nancy Schell
Vicki Best	J. Biance Wealth Management, LLC	Doris Schmalstich
Blazey Family Fund	Jackson Funeral Service & Crematory	Scott Family Fund
Brock and Associates	Kathleen McGrady Fund	Ross and Martha Sloan
Terry and Laurie Brock	Ty and Lauren Keplinger	Southern Alarm & Security
Jack Brown	Steven Kisner	Richard and Terri Strauss
Janet Bull	Lake Summit Foundation	Nancy Sumner
Joey and Millicent G. Burke-Sinclair	Jeff and Nancy Laufer	Bill Tankersley
Imogene Butera	Connie Lomax	Kenneth Tanner
William and Shelagh Byrne	Timothy Lominac	The Clannad Foundation
Spence and Marianne Campbell	Ludwig Family Fund	The Dow Chemical Company Foundation
Robert and Jeannette Cannon	Marien Family Fund	The Ladies Aid Society of Flat Rock
Carolina Village Assisted Living Community	Lisa Massie	Donna Tompkins
Cason Companies, Inc.	McGuire, Wood & Bissette Law Firm	Belinda Trawick
Peter and Marlene Champagne	Barbara McKee	TRUIST
Thomas Colleton	Susan McKenzie	Bonnie Van Clevon
John and Donna Crawford	Hale and Sue Meserow	Van Winkle Law Firm
Charles and Tammara Darnell	Neysa Middleton	Barbara Volk
Jane Davis	Miller Family Fund	Bill and Barbara Ward
Deerfield Episcopal Retirement Community	Ronald and Sally Moffitt	Michelle Webb
Steve Dozier	Morrow Insurance Agency, Inc.	Lee and Nancy Weber
Sharon Dunfee	Joseph and Jean Mowbray	Neal Weinmann
Linda Edwards	Vera Olds	Charles Westmoreland
Ed and Carol Elliott	Mark and Susan Olivari	Lynn Williams
Estate of Joseph Hudson	Tom and Brenda O'Neal	Patrick and Maureen Williams
Estate of Robert Brackett	Ed and Barbara Orris	Larry and Sandra Winecoff
Estate of Steven Philo	Ned and Beverly Phares	WNC Homeplace
Robert Francis	Penny Insurance Agency	Sandy Williams
Kevin and Tina Gentry	Janet Pohlman	Vorris Williams
Gilreath Shealy Law	Matt and Shary Price	Becky Work
Stuart and Barbara Glassman	Mary Ann Quinn	Martha Wright
Patrick Golden	Mo and Sara Rainey	Hugh and Terri Yarborough
Bob and Annemarie Gray		
Margaret Hafer		
Patricia Hart		

*Many donations received by Four Seasons are given in memory of those who have received our services. We call this heartfelt "paying it forward" generosity being a "Friend of Four Seasons."*

*Four Seasons thanks the programs, sponsors and community partners listed below for their financial support during the 2020 fiscal year of \$500 or more.*

## Organizations & Foundations

Askew Wealth Management, LLC  
Beverly-Hanks & Associates  
Blue Ridge Orthodontics  
Boys, Arnold & Company Wealth Management  
Brock and Associates  
Cedar Creek Club  
Community Foundation of Henderson County, Inc.  
Community Foundation of Western North Carolina  
Deerfield Episcopal Retirement Community  
Entegra Bank  
Enterprise Fleet Management  
Fidelity Charitable Gift Fund  
First Citizens Bank  
First Citizens Wealth Management  
First Presbyterian Church Highlands  
GE Foundation Matching Gifts Program  
Gilreath Shealy Law  
Givens Communities  
Henderson County United Way  
Henderson Oil Co., Inc.  
HomeTrust Bank  
Horizon Heating & Air Conditioning  
Hunter Subaru  
J. Biance Wealth Management, LLC  
Jackson Funeral Service & Crematory  
Lake Toxaway Charities, Inc.  
McGuire, Wood & Bissette Law Firm  
Morrow Insurance Agency, Inc.  
Norm's Minit Marts  
Pardee UNC Healthcare  
Penny Insurance Agency  
Rug and Home  
Schwab Charitable  
Shuler Funeral Home  
The Church of the Good Shepherd  
The Clannad Foundation  
The Dow Chemical Company Foundation  
United Federal Credit Union  
United Way of Asheville & Buncombe Co.  
United Way of The Midlands  
Walnut Cove Members Association Inc.

FOUR SEASONS  
FOUNDATION

*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.*





## Stephanie Wilson, CFRE

### *Director of Development*

Stephanie is a veteran fundraiser who joins us from Johns Hopkins All Children's Foundation in St. Petersburg, Florida where she served as the Senior Gift Officer of Planned Giving. She previously served as the Chief Development Officer for Girl Scouts of West Central Florida and Associate Director of Planned Giving at Moffitt Cancer Center. Before stepping into the world of fundraising, Stephanie worked at Bank of America's Private Bank where she focused on trust administration and philanthropic planning. She will be leading our Planned Giving program to assist donors in reviewing opportunities to leave a legacy gift through bequests, IRAs, or retirement accounts. Stephanie and her husband, Todd, have returned home to Hendersonville after living in Florida for 21 years. We hope you will join us in welcoming our new team member and please contact her if you have any questions about how you may include Four Seasons in your estate plan.

## Your Legacy at Four Seasons: *A Gift to Help Ensure Our Future*

In 2020, 12 donors provided gifts to Four Seasons Foundation through a simple gift in their estate plan. Their gifts ranged from \$1,000 to \$900,000. The generosity and vision of these donors helps ensure the future of Four Seasons' care. No matter the size of their gifts, these donors provided a legacy gift that has enabled Four Seasons to provide the most excellent co-created care possible to our patients and families. That is a legacy of love and compassion. We are grateful to these individuals and would love to help you create this kind of legacy gift that provides care to all who need it. When you create a gift to Four Seasons Foundation in your will or other estate plan, you join a special group of donors who are dedicated to the future of Four Seasons. Your gift helps ensure we continue to provide quality care and compassion throughout our community.

### **Charitable Bequest**

With the help of an attorney, you include language in your will or trust naming Four Seasons Foundation to receive a specified amount or percentage of your estate.

### **Beneficiary Designation**

You can designate Four Seasons Foundation as a full, partial, or contingent beneficiary of a retirement or investment account, or of a life insurance policy.

### **Transfer on Death (TOD)**

Contact your bank to name Four Seasons Foundation as a partial or full beneficiary of bank accounts or certificates of deposit.

### ***Did you know you can reduce your income taxes through charitable giving?***

If you are 70 ½ and own a traditional individual retirement account (IRA), you can donate up to \$100,000 without it being considered a taxable distribution, thus eliminating the need to pay additional tax on the distributed amount. Call us to learn more about the IRA Charitable Rollover and how it can benefit you.



## Maureen Williams, MEd, BSN, RN

### *Director of Care Navigation*

Care Navigation is the first step in the Four Seasons service lines, so we are in the unique position to build special, close relationships with our clients and their families. Our team is there to support not only the client, but also the family, throughout their care journey and life in general while they are with Four Seasons. Care Navigation provides support and guidance for individuals and families as they navigate the aging journey, helping them evaluate their current and anticipated needs to ensure that the full range of support and safeguards are in place. We provide information about options for care with consideration for what is optimal given the client's needs, preferences, finances and support services. The intimate relationships we create through these moments continue even beyond Four Seasons care for the client. Our caregivers frequently receive calls from former client families for advice and perspective. Our goal as the Care Navigation team is to be together with a client for the right care at the right time. It is an honor and privilege to serve our Four Seasons clients and families – and thanks to the newly established Lilly Hoberman Fund for Care Navigation (see story on pages 2-3), we will be able to serve those who are unable to pay.



**The Four Seasons Foundation is pleased to include the Lilly Hoberman Angel Fund for Care Navigation in our fundraising efforts. A generous gift from the Hoberman Estate (see story on pages 2-3) has led to the establishment of this fund which joins the existing Angel Funds that are already established for Hospice and Palliative Care, as well as the Julie Brandt Fund for Home Care services.**



## Mary Jo Powers, MSW

### *Director of Home Care*

Four Seasons Home Care is an essential service that allows seniors to remain in their home as long as possible. Services range from cooking and cleaning to personal errands and personal care. Home Care offers many benefits such as lower cost than a long-term care facility, ability to maintain independence, and the opportunity for companionship. During the 2020 fiscal year, Four Seasons Home Care provided 67,739 hours of service to 168 clients. Because Medicare and commercial insurance do not pay for home care, the Julie Brandt Fund will allow us to support individuals that would not be able to afford our services. We had a gentleman call us a little over a year ago that lived alone and had difficulty getting in and out of the shower alone. He was requesting assistance with a shower once a week, but he did not have the funds to be able to pay for the service. Thanks to our angel fund, we can now provide service to everyone, regardless of their ability to pay. We were also honored to receive the Home Care Pulse award for the third year in a row during FY20. We are so grateful for each of our caregivers and support staff who have made this possible year after year.



## Dr. Janet Bull Pursues a Better Way

I was practicing medicine as an obstetrician-gynecologist in Atlanta when our office manager, a vibrant woman in her thirties, became critically ill. Witnessing her experience, I realized the medical system was so focused on treating her medical illness that little, if any, attention was given to helping her emotionally and spiritually, or to helping her large family as they faced the devastation of their impending loss. The day of her death, I walked with her through a visualization exercise where we “journeyed” to her favorite beach. As I watched, her blood pressure and pulse began to normalize, the energy in the room shifted, a peace came over her, and, soon after I left, she died.

At about this same time, Elizabeth Kubler-Ross came to Atlanta to give a talk about her work with dying children. As she discussed the language of the dying and the need to bring meaning and resolution to life’s end, I was taken with the authenticity and vulnerability she brought to her work and the impact it had on those she cared for. At the time, I was fully engaged in an obstetric-gynecology practice, but the death of our office manager and the words of Kubler-Ross were a catalyst that spurred me to volunteer with hospice and, eventually, to change specialties.

I began my career at Four Seasons in January 2000, caring for patients in their homes and at Elizabeth House. Most of our patients at the time were being sent into hospice with less than two weeks to live. I wondered about the time between diagnosis and those last two weeks. It quickly became apparent to me that there was a gap in healthcare for patients with serious illness and that the solution to that gap was palliative care.



***Clinicians often failed to have important conversations about what mattered most to patients and their families at the end of life: patients were suffering with pain and other symptoms, death was institutionalized, and families were often left making difficult decisions with little guidance. Surely, I thought, there must be a better way.***

~ Janet Bull, MD, MBA, FAAHPM  
Chief Innovations Officer & Chief Medical Officer Emerita



In the early days of my medical career, as an OB-GYN in Atlanta, GA. (above)

A collaborative process (shown here with Dr. John Morris) allows for the continual improvement in the quality of care for those who are seriously ill or at end of life. (right)



It was a far cry from my life as an obstetrician. While births also occur in institutions, special birthing rooms are the norm, families are included in the delivery process, and human touch abounds. The birth of a child and the death of a loved one are key sentinel events, and I find that there are many similarities between obstetrics and hospice/palliative care. The same elements surround both — intimacy, vulnerability, fear, angst, laughter, love, and wonder. Being a witness and often a facilitator to these events has been a great privilege.

In 2005, I formed a research department at Four Seasons with the goal of exploring innovative methods to improve serious illness care for those we serve. Since that time, we have participated in approximately 45 clinical trials, several of which contributed to FDA approval for patient use. During this time, we were awarded many grants to help with our work and we realized that we needed to create a clinical database to demonstrate to grantors the impact of our research on patient care. We formed a relationship with Duke University Medical Center in 2006 to build the Global Palliative Care Quality Alliance, which led to the development of a national palliative care database and the creation of the Quality Data Assessment Collection Tool (QDACT). This work has enabled us to join forces with other registries to form the Palliative Care Quality Collaborative (PCQC), a national clinical registry that will launch in 2021 and will be available to programs across the US.

In 2013, Four Seasons received a CMS (Center for Medicare & Medicaid) Innovations Grant to demonstrate the value of palliative care. We enrolled six thousand patients and were able to demonstrate value through advance care planning and increased hospice utilization while achieving very high satisfaction with care. In other words, we showed that patients and families are more likely to use hospice care and are more satisfied when clinicians have those conversations about what matters most, when families are supported in decision-making, and when symptoms are managed. Our research bore out the beliefs I formed when I first entered the field.

Our Research & Innovation Department continues to develop projects that improve care for our patients and families. Part of the CMS Innovations project involved setting up a telehealth program that allows the palliative care team to monitor patients remotely and to respond quickly to patient and caregiver needs as they arise. This program was widely accepted by patients and has become a significant part of the care delivery model at Four Seasons, allowing us to already have the infrastructure in place to respond swiftly and smoothly to changes wrought by the COVID-19 pandemic. Our current grant projects include adding a virtual pharmacist to our palliative care model and providing education, mentoring, and support to palliative care providers both locally in the Carolinas and through the Southeast and Northwest US via our Project ECHO programs.



***I came to hospice and palliative care because I saw a need for better ways of providing care for those who are seriously ill and at the end of life. My clinical practice led me to research, and research has led to finding innovative ways of providing better care, whether by testing new medications, creating improved efficiencies in sharing information between providers, utilizing technology or telehealth for responsive delivery of care, or by supporting clinician education and resiliency through telemonitoring. I am grateful to have been a part of it all.***



## Four Seasons Hospice Home Stores

### *Blessed by Community Support*



This year presented many challenges for everyone at Four Seasons and the Home Stores were no exception. As retail stores across the country were required to close when the pandemic began, our Home Stores were shut down for two full months. After reopening, we operated both Home Stores on our team of six paid staff members and only around 25 volunteers, compared to our usual 60 to 70, as we worked to protect everyone's health. We appreciate Four Seasons support in ensuring that all our staff and volunteers have been stocked with hand sanitizer and masks so that we can serve our customers safely and comfortably.

While many businesses sadly didn't recover, we were humbled to see the community's support return to the Home Stores in full force. Once we were able to take donations again, we were filled to capacity in several product areas. Sales returned and not only remained strong, but continued to grow. Despite the many challenges of this year, the Home Store leadership team was humbled to finish our fiscal year with record sales each month. Warehouse sales have continued to grow in popularity and revenue with each sale outdoing the last. The newly opened Home Store in Arden also continues to grow, seeing more customers and donations weekly.

In addition to the incredible financial growth, we were able to make some much-needed updates to the exterior signage of both Home Stores and the Foundation offices in both Downtown Hendersonville and at the Hoberman Center. And, during an unprecedented Apple Festival, our own Mary Coffey continued creating her prize-winning windows and won the 2020 Apple Festival Window Display Award!

Every dollar spent at the Home Stores directly supports the nonprofit services of Four Seasons and directly impacts patient care. Thank you for shopping locally and supporting the Home Stores and Four Seasons. You help make care possible for all.



***We have been continuously blessed by community support in every aspect of our business over the past several years, but this year especially.***

*~ Bobby Bennett, Home Store Retail Director and General Manager*

## Hubert Sylvester

### *Hospice Home Store Assistant Manager – Buncombe County*

Hubert joined Four Seasons in December 2019 as the assistant manager of the Hospice Home Store of Buncombe County. His rich background in retail has prepared him well for his new role at the home store. Hubert has known General Manager and Retail Director of the Home Stores, Bobby Bennett, for around 25 years from their days at Walmart and Sam's Club. Hubert worked in several management capacities during his 20 years there including Department Manager, Support Manager, Membership Coordinator, and Team Leader. Hubert's passion for hospice arose when his father was in hospice care in Florida. His passion only increased when he moved to North Carolina where six of his family members were later served by Four Seasons: "I can never say enough good things about FS and Elizabeth House," Hubert said. He had long desired to be part of hospice in some way and when he found out about the Home Stores at Four Seasons, he was eager to join. Upon the opening of our second Home Store in Buncombe County, Bobby called Hubert to let him know of the available manager position. He applied and got the job. Hubert helps with daily operations of the store and provides the best customer service he can provide daily for each and every customer. Hubert says that he "feels blessed every day I come to work and am so grateful to be a part of Four Seasons."



## Ann Ray and Anna Vogel

### *Four Seasons Foundation Finance Team*



Ann Ray (left) and Anna Vogel (right) both joined the Foundation team in September 2019. Together, they handle all the finances of the Foundation. As Finance Manager, Ann is responsible for accounts payable, the annual audit, and maintaining the financial database. Ann moved to North Carolina from Cincinnati, OH when she felt called by God to the area. After applying for several positions, Four Seasons offered her the job she eventually accepted and now loves. Ann's educational background is in mathematics. She has taught, worked in IT support, and was the Business Manager for her church for over 20 years. Ann describes her job as "a wonderful challenge" as she inherited an in-process project to transfer the finances from Four Seasons to the Foundation. Ann is detail oriented and does all her work with the utmost integrity and excellence. She is a steady, rock solid force and a wonderful team member. Ann loves her three cats and taking walks, baking, and crafting with her family, Alaynah and Tricia.

As Donor Relations Manager, Anna processes all donations made to Four Seasons, and builds special and close relationships with our donors. She has also recently taken on the new role as Executive Assistant to Paige Wheeler, Executive Director of the Foundation. Born and raised in Michigan, Anna has a diverse work history including Youth Ministry, Real Estate, and Practice Builders Healthcare certifications to name only a few. Anna brings a special life and energy to the Foundation and is never found without a smile on her face and a light-hearted joke in her heart. She is genuine and strives for excellence in every part of her work and life. Anna and her husband, Steve, enjoy time with their five children, visiting neighbors, and exploring the hiking trails near their home west of Laurel Park.



## A Light in Our Darkness

I sometimes muse that elements of my life remind me of a Faulkner novel—stubbornly Southern, familiar with both comedy and tragedy, equally comfortable speaking of death as of the joyful things of life.

Before settling here in the mountains in the early 1970s, I took my first steps in an apartment above a funeral home in the low country of SC; we lived upstairs, and Daddy (Ron) worked downstairs. When the booming minor chords of the pipe organ would echo through the upper rooms, my mom (Faye) would give me that instructive glance and shush me to be respectful of what was happening below.

Our family could be sarcastic and silly, yet somber and soulful. We were comfortable speaking of hard things, both with each other and with friends. We took our faith seriously. After decades in funeral service, Daddy founded a wonderful funeral home here in Hendersonville. So, one would think that we would've been naturally prepared for the last decade and the events that were to unfold. We were. And yet, we weren't.

In the fall of 2011, what seemed to be a tenacious bout of hay fever for Mom, turned out to be something far more sinister. After a week of appointments and scans, one morning in October brought the devastating news: Mom had advanced lung cancer. Four months into a fifteen month prognosis, the treatment regimen was no longer proving beneficial. Mom was exhausted, and chemotherapy unfortunately had added new health complications.

From the outside, our family had seen the amazing work that Four Seasons did; it's different as a community friend, or as a volunteer. It was now time to receive their care. Mom led the way. Almost immediately after beginning hospice care, Mom felt better and had more energy than she'd had in weeks. She could move around the house, read, and enjoy lovely visits with her friends.

Daddy, my sister, and I didn't fully realize until then how much we also had needed the comprehensive care that we were all receiving. Someone was available 24 hours a day – and there were times we needed that 3 AM call.

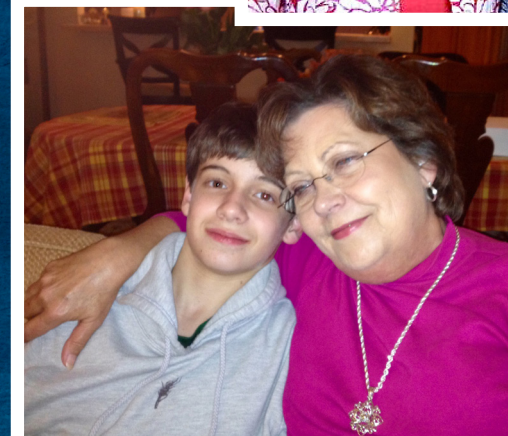
Mom outlived her prognosis, and thanks to Four Seasons, we were able to beautifully honor her wish, which was to remain at home. We would never have



Ron and Faye Shuler at their wedding in 1965 (above) and 30 years later at my wedding in 1995 (right).



Faye and Ron in the summer of 2011, just before her diagnosis.



My son, Sam, with his grandmother, just days after her diagnosis.

Daddy and me, summer 2016, at a Flat Rock ice cream social while he was in Palliative Care.



been able to give that gift to Mom without the superlative care that Four Seasons faithfully provided us. Mom passed peacefully in March of 2013, comforted in the serenity of her home and with her family by her side.

In the days and months following Mom's passing, we grieved, reminisced, and tried to find a new rhythm. Daddy continued working, and resumed golfing. But, he wasn't springing back well physically from the difficult season. His usual comically stubborn independence was giving way to subtle dependence.

In 2015, Daddy was noticeably declining, and eventually moved in with my family. His diagnosis was unclear for months. There were numerous ambulance calls, surgeries, and scans before the devastating discovery of a rare bile duct cancer in early 2016. Daddy's illness was relentless. He fought hard seeking curative treatment.

We chose to partner as long as possible with Four Seasons Palliative Care. This is such a compassionate option for those with complicated diagnoses. We were able to aggressively manage his care with this multifaceted approach. By October, Daddy was tired, and noticeably weaker. Because his symptom management was complicated, I reached out to Dr. Albers about how to proceed when we moved to hospice care. As I write, I still am overcome with gratitude that I'll never be able to express fully. Dr. Albers took our complexity and made it simple.

When it was time, we moved Daddy to the Elizabeth House. The nurses, CNAs, music therapists, chaplains and physicians all took us in and ministered to us. They cared for Daddy with utmost kindness and dignity. I was encouraged to "just be his daughter." What a balm that was! For 21 days, we spent precious quality time there, receiving friends and family. He passed peacefully in November.

“

*Prepared as we'd felt, the journey was challenging. But Four Seasons was a light in our darkness, and we couldn't imagine this season without their guidance and care.*

~ Heather Shuler Stepp, Foundation Board Member





Janet Bull, MD, MBA, FAAHPM  
Chief Innovations Officer &  
Chief Medical Officer Emerita



Ashley Albers, DO  
Chief Medical Officer &  
Hospice Medical Director



Rikki Hooper, FNP-C  
Chief Clinical Officer

## Four Seasons Medical Care Providers

### Clinical Leadership

Janet Bull, MD, MBA, FAAHPM  
Chief Innovations Officer &  
Chief Medical Officer Emerita

John Morris, MD, FAAHPM  
Chief Medical Officer Palliative Care

Ashley Albers, DO  
Chief Medical Officer &  
Hospice Medical Director

Elaina Ori-Honeycutt, DO  
Assistant Medical Director

Rikki Hooper, FNP-C  
Chief Clinical Officer

Harvey Nix, PA-C  
Regional Director of Palliative Care

Chari Price, AGNP  
Regional Director of Palliative Care

### Hospice Care and Palliative Care Providers

John Baumrucker, MD

Kathleen Harvey, FNP

Margaret McClellan, FNP

Krysta Blanton, FNP

Claire Hicks, MD

Reggie Nichols, FNP-C

Danette Brinkley, FNP

Amy Hinton, MD

Sarah Presley, LCSW

Elizabeth Burpee, MD

Jennifer Hovendon, MD

Stacie Raasch, FNP

Carmen Chavez, FNP

Kristan Johnson, FNP-C

Emily Regan, FNP-C

Allison Christian, AGACNP-BC

Beverly Joy, FNP

Jamie Rouse, AGPCNP

Jody Crisp, FNP

Dennis Kabasan, MD

Emily Sawyer, MD

Allison Dimond, FNP

Kathryn Keller, FNP

Connie Sewell, MD

Sonia Ferrandiz, AGACNP-BC

Joe Kovaz, MD

Casara Slankard, FNP

Joshua Harris, PA-C

Michael Marschke, MD

Emily Stamey, FNP

Pat Hart, MD

Brittany Matney, MD

Laura Tryon, FNP-C

KEY: ● Hospice Care Provider ● Palliative Care Provider ● Hospice Care & Palliative Care Provider

MD = Doctor of Medicine; FAAHPM = Fellow of the American Academy of Hospice and Palliative Medicine;  
DO = Doctor of Osteopathic Medicine; Ed.D = Doctor of Education; AGNP - Adult Gerontology Nurse Practitioner;  
AGACNP-BC - Adult Gerontology Acute Care Nurse Practitioner - Board Certified; AGPCNP = Adult Gerontology Primary  
Care Nurse Practitioner; FNP = Family Nurse Practitioner; FNP-C = Family Nurse Practitioner - Certified;  
PA-C = Physician Assistant-Certified; LCSW = Licensed Clinical Social Worker; MBA = Master of Business Administration.

## Music Reflects Love, Peace & Comfort



At Four Seasons, patients are offered music therapy as an integral part of the care experience to help support physical, spiritual, and emotional needs for the duration of treatment. Music therapy may be especially beneficial in tender situations during a patient's final days. Often for a patient's loved ones, these last moments may be filled with tears, reminiscence, and everything in between.

I met Sally during her final days, but from the information I learned from her two children, she lived an amazing life. Both her love for her family and compassion for the earth were simply inspiring. Since Sally's children were gracious enough to let me share music with them during such a tender time, I grabbed my guitar and positioned myself next to Sally at her bedside. At this point, Sally transitioned to where her body had done all the hard work and needed to rest, but her soul was ever present. Given what I had learned about Sally from her children, I hoped to select music to reflect her life and impact on this world. I played *Have You Ever Seen the Rain* by Creedence Clearwater Revival with the hope it would provide what Sally and her children needed in that moment. I had no idea the impact of the song and the beautiful story I was about to hear from Sally's children.

After the song finished, I paused for a moment, cherished the silence, and turned towards Sally's children. They were both tearful and mentioned how it was "so amazing" that I picked that song. They proceeded to share a story about Sally's mother's (their grandmother's) funeral. Sally's daughter mentioned that when the service concluded, they all gathered outside to see the most enchantingly beautiful sky. She explained that exactly half of the sky was grey, misty, and full of clouds while the other was bright, clear, and sunny. I was absolutely touched as she continued to describe the metaphor evident for them in that moment: amongst unimaginable grief and sadness, beauty and hope can still shine through. As they continued to relate the story to the present moment, I was inspired by their strength and vulnerability in sharing such a precious time with me.

I am honored to be a music therapy intern at Four Seasons, working at both the Elizabeth House and in the community. Given the nature of hospice care, I am often with patients and their families during the final days to share music that reflects love, peace and comfort. I cannot thank patients and their loved ones, such as Sally and her children, enough for allowing me to be present during times like this.

“

*Hospice work is truly special, and I cherish my time at Four Seasons.*

~ Katherine McGrath, Music Therapy Intern



# Senior Leadership and Foundation Staff

## Four Seasons Senior Leadership Team

<b>Millicent Burke-Sinclair, Ed.D, MBA, MLAS, SPHR®, SHRM-SCP</b> <i>President and Chief Executive Officer</i>	<b>Rikki Hooper, MBA, MLAS, MSN, FNP, ACHPN</b> <i>Chief Clinical Officer</i>
<b>Paige Wheeler, CLE</b> <i>Foundation Executive Director</i>	<b>Shannon Adams, CPA</b> <i>Vice President of Finance</i>
<b>Janet Bull, MD, MBA, FAAHM, HMDC</b> <i>Chief Innovations Officer &amp; Chief Medical Officer Emerita</i>	<b>Sue Ann Hamby</b> <i>Vice President of Quality and Organizational Development</i>
<b>Ashley Albers, DO, HMDC, MLAS</b> <i>Chief Medical Officer &amp; Hospice Medical Officer</i>	<b>Lauren Purdy</b> <i>Vice President of Employee and Volunteer Solutions</i>

## Four Seasons Foundation Staff

<b>Paige Wheeler, CLE</b> <i>Foundation Executive Director</i>	<b>Anna Vogel</b> <i>Donor Relations Manager &amp; Executive Assistant to Paige Wheeler</i>
<b>Lynn Penny</b> <i>Donor Engagement Officer</i>	<b>Ann Ray</b> <i>Finance and Administrative Manager</i>
<b>Stephanie Wilson, CFRE</b> <i>Director of Development</i>	<b>Debbie Barrette</b> <i>Administrative Assistant &amp; Data Base Coordinator</i>

## Hospice Home Store Staff

<b>Bobby Bennett</b> <i>General Manager and Retail Director</i>	<i>Cashier/Customer Service Associates:</i>
<b>Sheryl Seigler</b> <i>Operations Manager- Home Store of Henderson County</i>	<b>Deanna Ring</b>
<b>Jeff Shank</b> <i>Assistant Manager- Home Store of Henderson County</i>	<b>Judy Shank</b>
<b>Celena Lawter</b> <i>Operations Manager- Home Store of Buncombe County</i>	<b>Kay Whitfield</b>
<b>Hubert Sylvester</b> <i>Assistant Manager- Home Store of Buncombe County</i>	<i>Home Store Drivers:</i>
	<b>Mark Allard</b>
	<b>Kendall Delp</b>
	<b>Pete Godfrey</b>
	<b>Jesse Richardson</b>

# Millicent Burke–Sinclair Ed.D, MBA

## Four Seasons President & Chief Executive Officer

What an honor it has been to provide trusted care across all of the 13 counties in our service area. As part of our commitment to our community, we have continued strong together over this past year through dedication, passion, and heart. We continue to be committed to the safety of all in our community and have expanded our hiring, training, and support to staff so we can provide the best co-created care. We have also expanded our service offerings to more counties and more modalities i.e., telehealth, to ensure that anyone in need has access to the care they deserve promptly. We also continue to expand our ability to make care possible to all patients and families across all of our Care Continuum, regardless of their ability to pay – because of each of you. Thank you for caring about your community and for making care possible.

As we expand and continue our commitment to our community, we are so thankful to provide care in new counties this year. We continue to prepare for the opening of our second inpatient unit in Franklin, NC, where we will meet the needs of patients and families in our West Region, just as we do in Elizabeth House in Flat Rock, NC. Our Compass program for Children and Teens has grown this year as we have added a new counselor to our team so we can serve even more children and teens across our entire service area. We continue to expand our We Honor Veterans program by enhancing our veteran-to-veteran program and have plans to apply for a new program level to increase our commitment to those who so courageously gave to us by serving our country. Our Home Care services, awarded three years in a row, continue to be recognized for being the leader of excellence in home care by Home Care Pulse. Our Palliative and Hospice services continue to expand with access, quality, and services as well.

We are so grateful for you – our donors, our friends, our patients’ families – for your continued support of Four Seasons. You help us co-create the trusted care for all patients, regardless of their ability to pay. You make care possible for everyone in need. As you read the stories and updates in this report, remember that your support made all this possible. You are the reason we can expand our commitment to even more counties and more people than ever before. You are the reason Four Seasons will be able to continue this precedent of quality care no matter the circumstances. Thank you for all that you do to support us. We could not do it without you!



Thank you for joining with us as we continue to Co-Create the Best Care Experience Possible!

~ Millicent Burke–Sinclair





*Connect with our  
Care Access team:  
(828) 692.6178*



*Providing these services:*

Care Navigation

Home Care

Palliative Care

Hospice Care

Elizabeth House

Grief Services

Clinical Research & Innovation

Foundation

*Serving these counties:*

Buncombe ◦ Cherokee ◦ Clay

Graham ◦ Haywood ◦ Henderson

Jackson ◦ Macon ◦ Madison

Polk ◦ Rutherford ◦ Swain ◦ Transylvania

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