



The Care You Trust

FourSeasonsCFL.org
(828) 692.6178

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Every Moment Matters

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

As Spring appears, how are you making the most of every moment?

This is a season where birds sing sweetly, sun shines brightly, flowers begin to bloom, and wind blows gently. It is a season for reflection and rejuvenation as well as growth and discovery. As you live each moment this season be encouraged to know that you make a difference to everyone around you and we are so blessed to have you as part of our Four Seasons Family!

While seasons change like winter to spring, our commitment to providing Trusted Care to our community remains constant for over forty years. What an honor it is as we look across all of the counties we serve to see the many lives touched and hearts comforted.

In this edition of our Life Lines, we ask that you take some quiet time to read and reflect and even regain a deep vision of possibilities, of purpose, and of positivity. As we join with each of you, it is our goal to positively impact your life. So, we invite you to reach out to us and let us know how we can even further help every moment be the best it can for you and your loved ones.

Thank you for being part of our community and our commitment. We encourage you to participate in our upcoming events and further advocate for Four Seasons.

***We are Four Seasons,
your local, independent, non-profit provider
of trusted care for over 40 years.***

UPCOMING EVENTS

- May 28 Veterans Garden Dedication and Elizabeth House Renovations Reception
- June 11 Grief Services Lunch and Learn at Asheville Chamber of Commerce
- August 29 Homecoming : An inaugural event to acknowledge and appreciate our donors at The Barn at Tall Oaks
- September 13 Compass and Grief Services Benefit Concert and Dinner - Fundraiser, Taylor Ranch
- October 4 Memorial Celebration and Butterfly Release at Carrier Park, Asheville
- November 11 We Honor Veterans Luncheon: Hendersonville Country Club
- December 4 Tree of Lights: Hendersonville, NC
- December 12 Tree of Lights: Waynesville, NC

The health and well-being of our community is of utmost importance. With that in mind, it is entirely possible that these events may be affected by the COVID-19 pandemic. If you have questions about a specific event, please call (828) 692.6178.

Foundation Welcomes New Executive Director



Paige Wheeler, Four Seasons Foundation Executive Director

The Four Seasons Foundation Board along with President and CEO Millicent Burke-Sinclair are pleased to announce Paige Wheeler has been selected through an intense multi-month interview process to serve as our new Foundation Executive Director. She joined the Four Seasons Team in July 2019 as a Major Gift Officer and has many years of successful fundraising and leadership experience. Please join us in welcoming her!

I am delighted to be part of this wonderfully dynamic organization. It is an honor to work with a team of staff, volunteers and donors to build, grow and sustain the mission and vision of Four Seasons and ensure that no one goes without care at the end of life.

Thank you for the important role each of you play in ensuring we are able to *Co-Create the Care Experience* for over 1,000 patients a day across all service lines and all counties.

The Foundation has many opportunities for engagement in 2020 and we cordially invite you to save several major dates on your calendar and plan to join us! More information about the events will be shared closer to their respective dates.

I hope you will join us when your schedule permits,

The Four Seasons Foundation Team:

Jeff Shank, Assistant Home Store Manager; Celena Lawter, Home Store Operations Manager; Sheryl Seigler, Home Store Operations Manager; Hubert Sylvester, Assistant Home Store Manager; Anna Vogel, Donor Relations Manager; Paige Wheeler, Executive Director; Bobby Bennett, Retail Director/General Manager; Leisl Vale, Foundation Administrative Assistant; Lynn Penny, Donor Engagement Officer; Ann Ray, Finance and Administration Manager



I would like to take this opportunity to thank you for the generous and kind welcome as I have transitioned into the new Executive Director position of the Four Seasons Foundation.



An Elizabeth House Refresh

Judd Richardson, *Four Seasons Foundation Board Chair*

I have been involved with the Elizabeth House renovations project from the beginning. I was asked to serve on a committee whose specific purpose was to gather information, hear concerns and ideas on the best recommendations to moving an Elizabeth House renovation project forward. Input was gathered and received from Elizabeth House staff and volunteers as well as Four Seasons leadership team. The decision was made to provide necessary changes that would benefit the Elizabeth House patients, their families and Four Seasons staff.

Phases One and Two included the installation of new HVAC systems and other internal maintenance necessities as well as a visual facelift with fresh paint, new furniture and accessories for patient rooms. The team felt this was essential to taking the first step in bringing Elizabeth House back to the condition of excellence that we all have come to expect.

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

I want to thank the many people who have dedicated countless hours and days to make all these changes come to fruition and especially the generosity of the folks who donated thousands of dollars to make our goals a reality.

As we continue to make improvements to Elizabeth House, I ask you to join me in supporting these efforts.



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

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



We Are Expanding

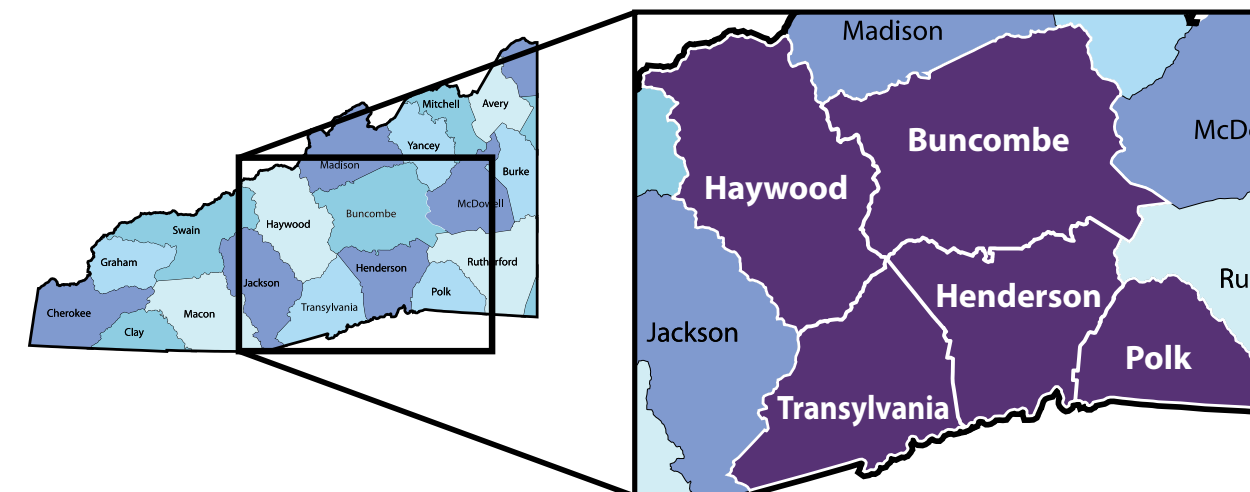
Mary Jo Powers, *Four Seasons Home Care Director*

Four Seasons Home Care is expanding our award-winning services to Buncombe and Haywood Counties. Awarded by Home Care Pulse, Leader in Excellence, Employer of Choice, and Provider of Choice for the second straight year, we are excited to offer our exceptional services to a broader community.

Four Seasons Home Care sets itself apart from other Home Care agencies by providing shifts from 1 hour a week to 24 hour per day. "We pride ourselves on meeting our clients where they are and providing the right level of service to meet their individual needs. We work diligently to match the right caregiver with each client," says Mary Jo Powers, Director of Four Seasons Home Care.

We are looking forward to being the provider of choice in our expanded communities.

*For more information contact us at:
(828) 696.0946 or
www.FourSeasonsHC.org*



Quotes from our Four Seasons Home Care clients:

Why did you select Four Seasons Home Care over others?

"I was doing research into care agencies and I kept having people recommend them."

How likely are you to recommend Four Seasons Home Care to others if they needed care?

"They are very responsive to my mother's needs. When I need help, they are there for me."

How would you rate the impact of the services on your daily life?

"Their being involved lets me live my life. That's the best way I can put it."

BOARD MEMBER SPOTLIGHT



*The services
Four Seasons provides
to the citizens of
our community are
nothing short of miraculous.*



Julie Thompson
Four Seasons Board Member

Giving Back

as shared by Julie Thompson, Four Seasons Board Member

Both of my parents passed away at Four Seasons Elizabeth House, my mother in 2003, my father in 2008. To this day, my entire family remains grateful to Dr. Janet Bull and the Four Seasons staff for their professional care and support, making it possible for us to spend quality time with our loved ones... to actually celebrate their last moments. The sacred experiences shared with each parent during the last days of their lives remain my most poignant and treasured memories.

Retiring recently from Blue Ridge Community College after a 38-year career in Counseling and Economic Development, I was invited by longtime colleague, Millicent Burke-Sinclair, Four Seasons CEO, to consider becoming a Four Seasons board member.

I wholeheartedly accepted. What a great opportunity to give back to the organization that gave me and my family such compassionate and comprehensive care at one of our most vulnerable times!

After serving on the board for a year, I have learned that the services my family received years ago were only a small portion of the Four Seasons story. This organization has grown significantly in depth, breadth, scope and performance in recent years, becoming one of the area's finest non-profit organizations. The services they provide to the citizens of our community are nothing short of miraculous.

The outstanding leadership, vision, strategic focus and commitment to excellence exhibited by Millicent and her staff has allowed Four Seasons to expand

into 11 counties serving more patients this past year across all service lines than ever before.

Four Seasons breadth of services has increased to include **Care Navigation** - providing guidance to anyone who has been diagnosed with a serious illness and **Home Care** - to help those who are seriously ill with life's simple home routines. These services complete the comprehensive care continuum along with **Palliative Care, Hospice Care, Grief Services** and **Clinical Research**. The **Four Seasons Foundation** is growing to include a special veterans' group and has recently added a second **Hospice Home Store** in Buncombe County.

*Find out more about
Four Seasons by volunteering
with this multifaceted organization.*

*A variety of volunteer opportunities are
available, from visiting patients and
assisting at Elizabeth House to supporting
administrative staff.*

*Volunteer with this phenomenal organization –
your life will be enriched more than you realize!*

*For more information, contact Employee
and Volunteer Solutions Manager,
Sheri Cagle at (828) 692.6178.*

Hospice Home Store



as shared by Bobby Bennett, Hospice Home Store Retail Director and General Manager

The staff and volunteers of the Hospice Home Store focus each and every day on driving support back to Four Seasons so that no patient is ever turned away. Every item donated and every donor who contributes to our mission is integral in the success of our operations. Four Seasons strives to be good stewards of the gifts received from loyal donors and the Home Store operation is no exception. Each person who gives to Four Seasons, gives for a reason; so to further honor their donation the staff and volunteers take great pride in researching and placing a retail value on the item.

This careful consideration for donated items has garnered much recognition and success for the Home Store. Founded in 2006, the store relocated in 2007 to Main Street in Hendersonville. In recent years, this store has seen exponential growth, almost doubling its revenue in 4 years. It has seen increased customer traffic, repeat customers, repeat donors, community pickups, and much more. In fact, the store has grown so much within the community that it was awarded the Best Furniture award in 2019 by Best of Blue Ridge. This huge honor was decided by 90,000 community members who voted for their favorite place to shop for furniture in an online poll. Although the Home Store occasionally gets new pieces, the majority of items are donated by individuals in the community.

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

square foot space, which will in turn directly support the mission of Four Seasons even from Buncombe County.

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

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

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

*We
deliver &
pick up!*

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

Find us on **HospiceHomeStore**



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



Now In Two Locations:

**215 North Main Street
Hendersonville**

**21 Long Shoals Road
Arden**

**9:30-5:30
Monday-Saturday**

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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.fourseasonscfl.org

Help When a Moment Changes Everything

FOUR SEASONS
GRIEF SERVICES

as shared by Dan Yearick, MS, LCMHC-S, Grief Services Team Leader

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 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 breast-fed 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 making adjustments to his life began.

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 own 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 is 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 asserts that taking care of his own needs has helped him to be able to deal with his life as a single parent as he adjusts 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

To hear Adam's story in his own words, go to:

www.fourseasonscfl.org/what-we-offer/bereavement-support



**In grief nothing feels normal.
Your world has changed.
Grief hurts. We can help.**

Our professionally trained staff provide **individual counseling** for anyone in our community grieving the loss of a person due to death.

Grief 101 is an educational session focused on the grief process. Participants examine the difference between normal and complicated grief, learn what to expect while grieving, and explore ways to cope. We also offer quarterly seminars on various topics.

Our **Grief Groups** provide a safe space for individuals to connect with others as they work through the layers of grief.

Grief Speaks Out WNC offers unique opportunities to connect with community throughout the year. Examples include remembrance activities (hiking or yoga), memorial services (butterfly release or facility memorial service), and venues where grief is explored and experienced through creative expression. Our **Bereavement Buddy Program** provides support by trained volunteers for six months through calls and visits. Sometimes in grief, a friend makes all the difference.

Our **Compass** program is here to support children and teens in their homes, schools, and throughout the community as they grieve. Camp Heart Songs is an overnight summer camp open to all grieving children and teens in Western North Carolina.

Grieving through the Holidays is our holiday event focused on educational and interactive support for our community. Our **Tree of Lights Memorial Service** is a time to gather and honor the losses that have occurred throughout the year.

*Funded by generous donations, our grief services are available at no cost to you.
Call (828) 692.6178 today!*

VOLUNTEER SPOTLIGHT

Why Do I Volunteer?

as shared by Susan Devine, Hospice Volunteer with Four Seasons



Through Four Seasons hospice I've learned it is easy to love a stranger, and this shared experience is rewarding, meaningful and inspiring.



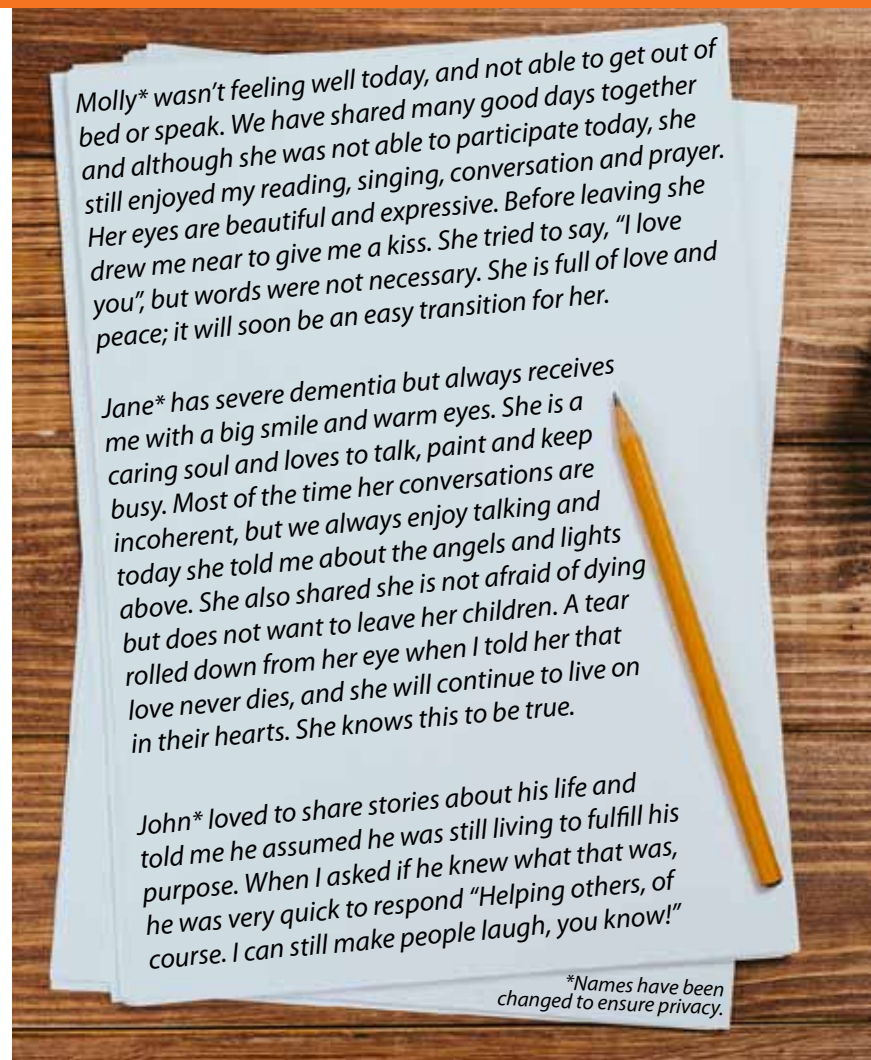
Susan Devine
Hospice Volunteer with
Four Seasons

My friends don't believe me when I tell them how inspiring it is to volunteer for hospice. How could spending time with the dying be something to look forward to?

Well, inspiration is the force to aim for something meaningful, and the interaction I have had with those close to passing has been extremely meaningful. Every exchange is different, and there is no predicting what a visit will be like, but each and every encounter is special.

As I share a few hours a week to help my hospice friends find comfort, joy, and come to terms with what it means to die, I realize how many lessons they have given me for how to live. Material things are insignificant, while relationships are everything. Forgiveness is extremely important for the ability to pass on peacefully and being "still in the moment" is a wonderful way to discover. Playing games is just as joyful at age 90 as age 10, and yes, lights do occasionally flicker while we talk about that "imaginary" animal or star just up and over my left shoulder.

There have been so many beautiful exchanges with patients during my volunteer hours with Four Seasons over the last 6 months, let me share just a few of my notes...



So you see, every person matters, every moment matters, and love is the foundation of the meaning of life.

Interested in finding out more about volunteer opportunities with Four Seasons?

We offer New Volunteer Orientation sessions across western North Carolina ten times per year. Register today for an upcoming training by calling (828) 692.6178 or email volunteer@fourseasonscl.org

Bridging the Divide



as shared by Ashley Newborough, MA, MT-BC, Music Therapist

"My dad was like a bridge," BJ Laughter said. I had just met BJ, as his dad had recently been admitted to the Elizabeth House. I asked BJ what we should know about his dad's life, and what made him unique. BJ went on to explain that his dad, James "Jim" Laughter, was the first coach of an integrated sports team in the history of Henderson County.

Not only that, Jim was instrumental in facilitating the process of integration in Henderson County schools. "We would get death threat calls," BJ remembered. "My dad was like, 'OK, I'll meet you on the front lawn.'" Jim, later affectionately known as "Pop" by some students, did not back down. According to his son, Franklin, "Dad saw people as people." BJ, who went on to be a coach himself, explained that there are three levels of coaching: fundamentals, psychology, and heart. "Dad had heart."

One of the students on Jim Laughter's first integrated basketball team was Skip White. Skip was also served as a patient at the Elizabeth House in 2017. BJ Laughter recalled, "There was a white student who started on the team, and his last name was White!" Skip White was passionate about the team, and outspoken in his belief that all people should be treated as equals, regardless of race, class, creed, or skin color.

According to his daughter, Meagan, Skip invited his teammates to Thanksgiving at his great-grandparents' house one year, and when his family made it clear that the "students of color" on the team were not welcome, Skip took the whole group out to eat at a restaurant, forgoing Thanksgiving with his family in order to maintain solidarity with his teammates.

Some students who were against integration would try to stir up trouble in the locker room, according to BJ Laughter, "and Skip would put them in their place." Skip went on to coach basketball himself, carrying on the values he learned as a student on Jim Laughter's team, and the values he naturally carried inside himself as a good teammate and friend.

When I approached Skip's daughter Meagan about this story, Meagan called it a "full circle moment." She said, "It feels good to know people remember my dad." In my own experience, working for Four Seasons for the past 5 years, I can't help but notice the links and connections between families and individual lives that make up our community, like the White and Laughter families. Each life makes an impact; each life becomes intertwined with the lives of others.

The purpose of this story does not end with Jim and Skip, although clearly, they both were instrumental in elevating the integrity, justice, and equality in Henderson County. Instead, it's about the recognition that we can make our lives like "a bridge" as BJ said of his father. We can use our lives to open a path beyond the limitations of an obstacle.

It seemed too coincidental to me that I learned of this story during Black History Month. Although I was not able to contact any of the students of color on Jim's first team, I hear of Jim's and Skip's contributions to our community, and hear their stories as an invitation to all of us to live our lives as bridges for each other, living in humility and committing to protecting the rights and wellbeing of those around us who have been oppressed. To me, this is one of the greatest expressions of love that we can offer each other.



My dad was like a bridge.



~ BJ Laughter

James "Jim" Laughter, affectionately known as "Pop", was the first coach of an integrated sports team in the history of Henderson County.



Skip White (far right) was one of the students on Jim Laughter's first integrated basketball team. He later went on to coach basketball himself, carrying on the values he learned as a student on Jim Laughter's team.

The Dan & Nancy Barber Veterans Memorial Garden

as shared by Anne Valentine, Four Seasons Foundation Board of Directors and Veterans Garden Committee

Last year, Four Seasons began preparing for a new Veterans Garden outside the Elizabeth House. The new Barber Veterans Memorial Garden is made possible by faithful donors in the community, including the Barber family who donated the leadership gift to name the garden. The garden will span 1,200 square feet and will include a Seven Stations of Honor Plaza. This plaza will feature the American flag at the center and each military service flag surrounding it. Additionally, the garden will include a freshly built pergola, designed as a shelter of peace and remembrance for visitors and patients alike. Memorial markers, bricks, and benches are available to pay tribute to family members and friends who served our country in any branch of service. The garden will likely be dedicated in summer 2020 along with the Elizabeth House Renovation Reveal.

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

Thank you to all the Veterans who so faithfully served this Nation to secure our freedom.



The Four Seasons Care Continuum

Care Navigation



Provides trusted guidance to anyone during the difficult times following the diagnosis of a serious illness.

Available in: Buncombe, Haywood, Henderson & Transylvania counties.

Home Care



Provides caring assistance to help with shopping, meal prep, bathing, dressing, laundry, transportation and more.

Available in: Buncombe, Haywood, Henderson, Polk & Transylvania counties.

Palliative Care



Is focused on providing relief from the symptoms, pain and stress of a serious illness – whatever the diagnosis.

Hospice Care



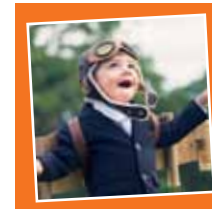
Is specialized care provided for patients with a serious illness. Comfort is the primary goal and care is provided wherever one may call home.

Grief Services



*Is available in both individual and group settings, for **anyone** dealing with the loss of a loved one.*

Clinical Research



Revolutionizing care and treatments for future patients through innovative research studies, grants and cutting-edge-care practices.

Four Seasons Foundation



Partnering with the community to provide access to high-quality care for all who need it.

Your gift to Four Seasons makes comfort and dignity possible for all, regardless of their ability to pay. You may make your gift by using the enclosed envelope or by visiting www.FourSeasonsFdn.org ~ Thank You!