



FOUR SEASONS

*The Care You Trust*

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# Life Lines

Summer

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# Still Serving, Still Caring, Still Co-Creating



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



*In a time of  
uncertainty and change,  
we can still have hope.*

*In a time where  
life looks different,  
we can still have peace.*

*Four Seasons is  
here for you  
with trusted care  
when you need us most.*



Millicent Burke-Sinclair  
President & Chief Executive Officer

Each day brings opportunity and each opportunity brings possibilities. When possibilities are embraced impact is limitless, lives are transformed, and hearts are inspired. Inspiration opens minds for learning, for listening, and for loving.

Four Seasons continues to provide the care our community trusts by serving everyone in our community through co-created care, regardless of one's ability to pay. Our dedicated staff, volunteers, and donors continue to make our commitment to you possible.

Every day our nearly 400 employees wake-up with a compassionate heart to serve. Every day they go out to care with courage. Every day they seek to co-create the very best care for all patients and families with integrity and respect.

Across the world we are facing challenges and increasing pressures that come with COVID-19, yet we remain resilient in our efforts, so no patient goes without the care they need. Through significant investments in personal protective equipment, staff training, telehealth, and much more we can ensure our employees, patients, and families remain in safe hands and have access to safe environments for care.

We are expanding our partnerships with our senior communities, hospitals, physicians' offices,

community organizations, as well as regional and national groups so we can continue to provide the best care for all in need as soon as needed.

Four Seasons is committed to YOU. We are committed to ensuring inclusion in all areas of our organization, to improving daily, and to listening to what is most important to you and your loved ones. Let us know how we can serve you better and support you along your journey.

As you read through this issue of Life Lines, be comforted and confident in knowing we are here. Also, as you read, we invite you to share your story with us in our upcoming #EveryStoryInspires project. We honor who you are, where you are from, and what is most important to you and want to showcase stories from across our communities to inspire others.

Together we are strong. Together we make a difference. Together we co-create.

P.S. In the coming months you will hear more about our increased care offerings and service area expansions; we so look forward to continuing our journey together.

## Supporting Not-For-Profit Hospices

as shared by Tina Lamb Gentry, MHA, CFRE, Chief Advancement Officer & Organizational Coach, Teleios

Teleios Collaborative Network (TCN) was formed in 2017 through the leadership of Chris Comeaux, President and CEO, with founding members Four Seasons and Carolina Caring. Its purpose is to preserve, strengthen and support not-for-profit community hospice and palliative care organizations across the country.

Patient-focused care presents unique challenges when reimbursement in rural areas has decreased and regulatory requirements have increased. To enable non-profit hospice and palliative care programs to continue to concentrate their resources on care rather than overhead costs, TCN provides these overhead resources and industry leadership at a lesser cost by uniting agencies, sharing, and increasing collaboration, thereby decreasing the burdens on individual agencies as they work to continue alternative therapies and the advancement of care.

TCN not only supports its members on a regular basis but also steps in during crisis situations. During the current COVID-19 pandemic, the procurement of PPE was a challenge for all healthcare agencies. Not only was it difficult to find needed supplies; but, in many cases items had to be ordered in quantities much larger than any one agency would need. TCN stepped up to take the lead in ordering PPE for its members; thereby, ensuring that the supplies were purchased at a more reasonable cost.

TCN was founded by Four Seasons and Carolina Caring and co-founded by Caldwell Hospice & Palliative Care and Mountain Valley Hospice & Palliative Care. It now has eleven member organizations across five states serving over 2,200 hospice patients and 3,000 palliative care patients per day.



Chris Comeaux at a recent Leadership Immersion Course in Asheville, NC  
Photo credit: Jeff Haffner / TCN



*As we looked at the trajectory  
of community based programs,  
we recognized the need for an  
entity to prepare our agencies  
for the future by harnessing the  
power of programs like Four  
Seasons and paying forward  
the innovations that they  
developed over the years.*



Chris Comeaux  
President/CEO  
Teleios Collaborative Network



# New Ways to Connect

as shared by Blair Stockton, MS, CCLS, Child & Adolescent Grief Coordinator

COVID-19 has not impeded the delivery of Compass services. We have continued to support children and families, despite the virus, offering grief support virtually. Early in the pandemic, Compass began providing individual and group grief sessions online. Children and teens who experienced the added grief of losing connection with others needed a platform to engage with others who were experiencing the same.

Compass began weekly activity sessions designed to embrace grief in fun and creative ways. Each week, children and teens log in and engage in activities involving music, movement, outdoor exploration, and other forms of connection through creativity. One such session centered around writing and journaling. Participants were given a variety of writing options, including discussing journaling, writing prompts, and open freelance writing.

A family of three children attended these sessions. Each child wrote their own personal grief narrative using writing prompts. Their writing prompts then led them to explore freelance writing and expression. As they each shared their stories, they were able to hear how each one experienced grief in their own unique way. They were able to learn how their relationships with their grandfather were different. This allowed them to see how each experienced a different emotional response.

As one of them experienced the loss of his grandfather, he clung to all he could remember and experience so that those memories could bring him joy. For his younger sister, the sudden death of her grandfather resulted in increased anxiety. She began to question the stability of her own health, frequently checking her breathing and the heartbeat. Their brother expressed that he looked to his siblings and parents for their reactions to see how he should express his own grief. He believed that he should deny the expression of his sadness so that everyone else could be happy. So, when he felt sad and missed his grandfather, he would isolate himself.

Through sharing stories with each other, these family members were able to reflect on how they all missed their grandfather and discovered ways to support each other. Compass provided them with family activities to continue to build upon what they learned about each other and themselves.



# Virtual Camp Heart Songs

as shared by Blair Stockton, MS, CCLS, Child & Adolescent Grief Coordinator



We've got a new logo!

Grief is more relevant than ever in our lives. COVID-19 brought a high level of uncertainty and change. We discovered how important relationships with friends and family are especially during a time when we are told to social distance. People are grieving multiple levels of loss in addition to the death of loved ones.

Our normal life changed through distancing and closures of businesses, the elimination of sporting and extracurricular activities, schools utilizing online classes, as well as churches and community programs closing. The areas that we often turn to for support were removed or altered and the feelings of isolation and loss increased.

As communities open up, the changes are still present. The loss is still felt. We all need support right now and Virtual Camp Heart Songs has made that our highest priority for camp this year. Many people wonder how a virtual camp can be as impactful as an in-person event. We believe virtual camp has the ability to offer even more!

Virtual Camp Heart Songs will be held the week of August 3rd-8th. Through this year's Virtual Camp Heart Songs we will be offering a full week of interactive sessions including cooking, music therapy, music and movement, hiking, scavenger hunts, science experiments, and so much more. Sessions will be held through online groups that children, teens, and families can log onto. Campers will be divided into age groups, younger kids in the morning, teens in the afternoon, and family sessions in the evening.

Campers will receive a camper box with all the supplies they need, including their backpack and camp shirt, the week before camp. We want to ensure campers have all the items they need so they are not limited in their ability to participate.

Each camper will also be connected with a camp buddy, which is a staff member who will be their personal support during camp. Campers will have the ability to connect with each other and learn new coping skills to help process their grief. Activities will be centered around hands on approaches and utilizing the world around us as support. Though computers will be essential to provide this virtual experience, our goal is to move and explore throughout the week!

Virtual technology provides a way for children, teens, and families to come together and engage in activities centered around grief in an area that is more convenient and often more comfortable. Through virtual means, we plan to increase community impact and extend beyond our 11 county territory. Children and families all over the country will have access to these resources!

In addition to virtual camp, there will be in-person events throughout the summer utilizing a drive through supply pick-up each month. Compass is working to ensure that all children who are experiencing grief have the resources they need, especially now as we continue to embrace change.

Due to COVID-19 restrictions, Camp Heart Songs is going "Virtual" this year!

Virtual Camp Heart Songs 2020  
Monday, August 3 – Friday, August 8



Though "virtual" does involve the use of computers and technology, our goal is to be moving and exploring throughout the week!





# PROVIDER SPOTLIGHT



*I just knew immediately that this was what I was meant to do.*



Bev Joy, FNP  
Four Seasons Palliative Care

## A Passion for Palliative Care



as shared by Bev Joy, FNP, Palliative Care Nurse Practitioner

The finish line was in sight for the completion of my Family Nurse Practitioner education when the passion for palliative care found me. I lived in northern, rural Maine, where there was a healthcare provider shortage, in a beautiful farming community referred to as the “County.”

The need for providers in the County was huge and afforded new graduates, like me, exciting opportunities to practice, where we may have otherwise been passed over for those with more experience. My last course was providing care to the older adult patients. Clinical rotation settings were in a local skilled nursing facility, a cancer center, and – my favorite – making palliative care home visits.

I was blessed to study under the direction of a skilled gerontologist who has a passion for palliative care, Nancy O’Neill, MD (or as we all called her in the County, “Dr. O”). It was during that last course that my career path took an entirely different direction: one that I could have never imagined!

Meeting patients and families dealing with life-threatening diagnoses and receiving their appreciation towards us for coming out to their homes (often thru rather harsh, winter conditions) to provide them with palliative care was rewarding. It was then that I knew that this was what I was meant to do. What better fit could there possibly be for me than to care for patients and help improve their quality of life amid a life-threatening disease?

Soon thereafter, my husband, Roland, accepted a position at Advent Health Hendersonville in North Carolina. I didn’t see that coming! I was so happy for my husband and thrilled to live closer to our family, but truly struggled with the thoughts of a move just as I got my career figured out.

On my last week of clinicals Dr. O opened her laptop to search the web. As she continued, she shared with me that she had been considering the move that Roland and I were making to North Carolina. When Dr. O found what she was looking for, she turned her laptop around and showed me the Four Seasons website. She asserted that Four Seasons was a reputable organization that they “really knew their stuff about palliative care.” Four Seasons even offered a palliative care immersion course where they share best practice knowledge and experience with others.

I remember being impressed that a provider in Northern Maine would speak so highly of a palliative care organization in rural North Carolina! Yes, I would like to work with that team! Of course, coming onboard with Four Seasons did not happen right away. Buying a home and settling in after a seventeen hundred-mile relocation, taking the nurse practitioner certification boards, and – above all else – caring for my family were priorities. Finally, on October 7, 2019, I accepted a position to work with the most amazing team of professionals, here at Four Seasons.



*Through the Project ECHO model, we will assist rural hospice and palliative care providers in issues related to COVID-19 by engaging programs in the Southeast and Northwest areas of the United States. The focus will revolve around enhancing communication, addressing disparities and health equity, improving communication skills, and developing strategies to prevent clinician burnout.*



Janet Bull, MD, MBA, FAAHPM  
Four Seasons Chief Medical Officer

## Helping Others



as shared by Janet Bull, MD, MBA, FAAHPM, Chief Medical Officer

Four Seasons is pleased to announce the creation of a new virtual hospice and palliative care community:

### Project ECHO HPM CARES

(Hospice and Palliative Medicine COVID-19 Action and Resilience Education Support)

This project has been generously funded by the Cambia Health Foundation.



In collaboration with Project ECHO at the University of New Mexico, Four Seasons and the Providence Health System are creating and supporting both a palliative care and a hospice cohort that meets twice monthly with a focus on COVID-19 related topics relevant to our specialties. The project launched in June 2020. The sessions are free of charge and are open to all members of interdisciplinary hospice and palliative care teams.

Topics to be covered include:

- Enhancing Communication Skills
- Embracing Telehealth
- Treating COVID-19 in the Community and Inpatient Hospice Units
- Health Inequities and Social Determinants of Health, and
- Fostering and Promoting Resilience

A strong emphasis is placed on a guided practice/mentoring environment with case-based learning and skill-building exercises. Additionally, we encourage an “all teach all learn” environment so that experiences at all levels of training are equally valued.

For more information, contact Elizabeth Burpee MD at eburpee@fourseasonscfl.org

This project addresses the urgent need of health care professionals working in person or via telehealth with patients and families impacted by COVID-19.

We will work with providers in medically underserved and under-resourced settings in Washington State, Oregon and California with the Providence Healthcare System. The Southeast recruiting efforts will be targeted on Florida, Georgia, Kentucky, Mississippi, North and South Carolina. Tennessee, Virginia and West Virginia using Project ECHO.



# A Sense of Peace at Elizabeth House



as shared by Kristina Israel, Volunteer Coordinator



When Beulah Babich was admitted to the Elizabeth House on Monday, May 4th, it was day twenty-one of her positive COVID-19 diagnosis. By this point, her family had already been through weeks of turmoil. She had been unresponsive overnight before her children were notified by the long-term care facility of her condition. Upon transfer to the hospital her family, who had been hopeful she would recover, were heartbroken to learn that she could not be placed on a ventilator. The hospital recommended hospice, and Ms. Babich was transferred to the Elizabeth House for general in-patient care.

“You guys did an amazing, caring job. You showed her love and I am so grateful for that.”

Beulah’s granddaughter, Ashley, is a CNA at the Elizabeth House. She shares the story of Ms. Babich’s admission to EH. “Many of the family members have pre-existing health conditions, so they elected not to go into her room. But I was able to go in and see her and be with her, and they really appreciated that.” Ashley recalls how her grandmother, who had been unresponsive upon admission to EH, woke up for a brief period that same day. “Eli [Beulah’s nurse at the Elizabeth House] pushed her bed to the window so the family could see her. She was laughing and so happy to see us all there. Everyone kept talking about how grateful they were to be able to see her, even if it was through the window.”

Beulah’s son, Arthur, remembers that moment as one of happiness and peace for the family. “It was like a miracle, seeing her up and alert like that. You could tell how happy she was to see us all out there; she was sitting up and blowing us all kisses.”

After weeks of separation and worry, Beulah’s children and grandchildren were finally able to be there for her in the way they wanted and needed to be. “This event was so precious to us because we were allowed to see mom through that time, and we got to see her through the rest of the process.” Arthur continues, “The staff was extremely helpful to us, they made it very comfortable for us to be there, and the overall kindness that they showed Mom to us in her final days, that we could witness mom’s passing without any trauma, they just granted every wish that we had. It was very honoring to be with Mom in that capacity.”

For Beulah’s daughter, Kathy, this was her first experience with Four Seasons’ care. “It was a complete 180° from the facility to you guys. The nurses were always going in and laying their hands on her, rubbing her face and her forehead, and giving her comfort.” Her voice breaks as she holds back tears. “I’m so glad she got the care that she got there with you guys. I would not have changed it at all. You guys did an amazing, caring job. You showed her love and I am so grateful for that.”

Arthur will always remember his mother as a loving and adventurous woman who nurtured and sacrificed for her children. “Mom was such an adventurous person. She taught us camping and the outdoors, and she was always so caring when we were sick. She would stay by the bedside until we were better. She gave up a lot of things that she could have had in her life so we could have what we wanted.”

That same caring and compassion were obviously instilled in her granddaughter. According to Arthur, “Ashley was extremely helpful to us while we were there. Being on your staff, she really did make it a lot more comfortable. She was able to go into the room and be with mom — be with her and touch her and do what we could not. We’re forever grateful to Ashley as well for the care she provided.”

When Ms. Babich passed peacefully on Thursday morning, May 7th, her family was nearby. “We were able to stay overnight and be with her until the very end,” says Arthur. “We are just overwhelmed by the whole situation, that you guys allowed us to be there and we’ll always be grateful to you for that.”

# To Brighten Someone’s Day

as shared by Emily Malenchak, Volunteer and Vibrant 4 Life Coordinator

It is Four Seasons’ mission to co-create the care experience for each person that we serve in eleven counties across western North Carolina. In addition to our incredible team of multidisciplinary professionals, we rely on our many dedicated volunteers. Volunteers provide support in a variety of service roles that help make what we do in the community possible.

If you are interested in volunteering, we have numerous ways that you can share your skills to support our organization. We have many patient and family support volunteer opportunities, such as providing respite in a home care setting, visiting an assigned patient in a nursing home or assisted living facility, and providing support at Elizabeth House our inpatient hospice facility.

If you prefer to not work directly with patients, there are many other agency support volunteer opportunities available for you. You can assist with administrative tasks in our offices, volunteer at one of our Home Store locations, be a Four Seasons Ambassador, or sew items that can be utilized by our patients. If you enjoy cooking, baking, and/or decorating, volunteering with the Elizabeth House Hospitality Team may be the perfect fit for you, and it does not require a weekly commitment.

The Elizabeth House Hospitality team is currently a small group of dedicated volunteers and is always open to welcoming new members. I reached out to one of their members, Jeannie Stewart, to inquire about what she enjoys so much about this volunteer role. She first provided the following quote from

Cesar Chavez, “The people who give you their food, give you their heart.”

She went on, “This quote characterizes what our Hospitality Team aims to do. We decorate a table (or occasionally a tea cart) and set it with sweets, savories, and tea to bring a little comfort and respite to those going through a difficult time. We hope by being good listeners and offering a smile along with some homemade treats, we can brighten someone’s day. All of us on the team feel it is a privilege and a joy to offer hospitality not only to the Elizabeth House patients, families, and visitors but to our hard-working, dedicated staff as well. We are blessed to be able to share some time with them and with each other in a meaningful way.”

During this challenging time, as volunteers are being restricted from entering facilities due to safety guidelines, our Hospitality team still wanted to do their part to bring some comfort to Elizabeth House. They reached out and organized a day where they could bring treats and goodies to the door to hand off safely to staff. This dedication and thinking of others makes our Hospitality team volunteers so amazing!

If you are a current volunteer and are interested in learning more about how you can become part of the Hospitality team, please email me at [emalenchak@fourseasonsncfl.org](mailto:emalenchak@fourseasonsncfl.org). If you are interested in becoming a volunteer, contact me to sign up for New Volunteer Orientation. These are offered monthly via Zoom webinar. Email me at the address above, or call (828) 692-6178.

Elizabeth House Hospitality Team Volunteers Jeannie Stewart, Jo Bart, Dorothee Hayes, Ann Lenweaver are pictured below.

Not pictured are volunteers Janet Pohlmann and Liz Spahr.



The people who give you their food, give you their heart.



Cesar Chavez



# Personal Protective Equipment *noun*; PPE *abbreviation*

Specialized clothing or other wearable gear that minimizes one’s exposure to sources of illness or injury, and in a medical context helps to inhibit the spread of infection to others.

“When news of the pandemic reached us, one of the first things we did was mandate PPE use by all staff for all patient encounters. This decision, made possible by our generous community, has enabled our staff to continue to safely care for our patients.

” Ashley Albers, DO  
Vice President of Medical Services  
and Hospice Medical Director

Between March and May our generous community donated:  
1,300 procedure/paper masks  
70 respirator/N95 masks  
335 cloth/handmade masks

65 face shields  
109 gowns  
200 foot covers



Thank you from the bottom of our hearts!

# “Technically” Speaking

as shared by Brandon Jochum, RN, Hospice Team Leader

Walking out from a skilled nursing facility yesterday, I was surprised by the sound of laughter. That I had been surprised made me acutely aware that I, like many of you, am guarded. I am guarded by my mask from sickness and guarded from lightness by worry. It is easy to feel inundated by fear, concern about trying to protect our patients, our families and ourselves and uncertainty about how long this will go on. It is hard work to project a peaceful and reassuring presence to those we care for.

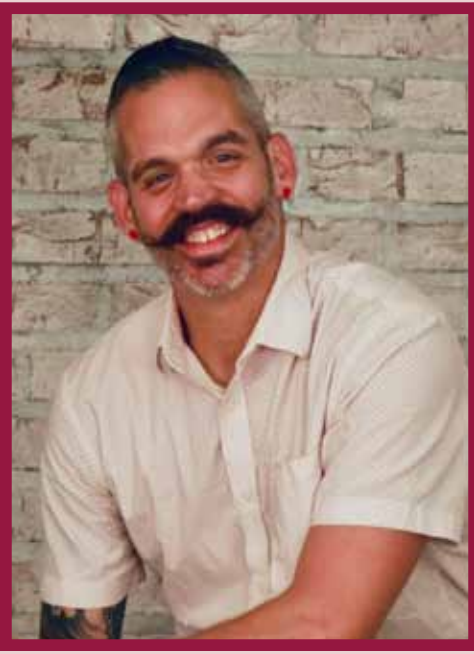
That laughter came from a son, talking on his phone to his mother, who sat in her wheelchair on the other side of a thick glass plate. A facility worker stood by her side ensuring the connection remained as seamless as possible. In a poignant moment, they both raised their hands to the glass and “touched” each other. The sense of “touch” remains intact up until the very end of life and we encourage families to use “touch” to break through the difficult emotions of impending loss. Google “hospice” and you will probably see an image of someone holding a weathered, wrinkled hand in comfort. So, what do we do when we cannot receive that physical connection, and most importantly, when we cannot give that?

This exact scenario occurred when a patient became an urgent hospice admission in a facility placed in the impossible situation of protecting their vulnerable population from the pandemic, yet recognizing the need to preserve the sanctity of human touch within families. Rules were bent and concessions were made but this patient’s daughter could not fathom the idea of knowing her mom was dying and not be able to be by her side throughout every minute of it. With resolve, she advocated to take her mom home despite concern about how she would manage the symptoms of severe pancreatitis on her own. But she wouldn’t be on her own, and this wasn’t exactly her first time as she had previously nurtured her dad during his last 9 days of life.

Over the course of the next 7 days nurses made several home visits to assure she died peacefully, despite struggling with symptoms of pain and restlessness. With the family circled around this patient’s bed, the music therapist showed up as a fuzzy figure, in a tiny square on a rectangular box at the head of a dresser, strumming her harp strings. As the songs continued, the patient’s moaning decreased, and she sank deeper into sleep. Afterwards, the family was touched by the ability to create this sacred space in such an atypical way.

On another day, a series of collaborative visits between myself, the chaplain and the music therapist revealed some struggles, some smiles and most importantly, some laughter. On a split screen, the chaplain and music therapist worked through some technology glitches and provided a surreal triptych of the hospice team in a way most patients have never had to experience before; virtually.

Presented with either one of us, one patient’s “what’s most important” became the chaplain’s presence and the comfort in knowing someone could pray for her. Another agitated patient, who only the day before had become combative, smiled several times while the chaplain and music therapist traded off singing and offering a supportive presence. In yet another, the observation of the cats on this patient’s sweater prompted this non-verbal and minimally interactive patient to show off her sweater. By the end, technology was beginning to fail as all that was left remaining were pixelized fragments of the chaplain’s right shoulder and the music therapist’s lower half of her mouth. As the visits concluded, another patient smiled and expressed how desirable the chaplain must be to all the women he sees, not realizing that all that was left of him was a shoulder and someone else’s lower jaw. Embracing the absurd humor of the moment, the four of us couldn’t help but smile which led to laughing and ultimately, the recognition of a meaningful and shared connection.



“Collaboration with each other is something we do all the time, but we haven’t always had to do it while looking into or out of a screen. We haven’t always had to fumble over technology. Yet here we are, finding new ways to touch each other’s lives.

” Brandon Jochum,  
Hospice Team Leader





# Expanding to Care for COVID-19 Positive Patients

*as shared by Dr. Ashley Albers, DO, Vice President of Medical Services and Hospice Medical Director*

For over 40 years, Four Seasons has provided quality care to our community and we continue to be committed to co-creating the care that you and your loved ones need and deserve during this time. Commitment to our community continues to expand across all the communities we are honored to serve, and one most recent expansion of care is at our inpatient unit in Flat Rock, North Carolina.

Due to the COVID-19 related needs across our service area, we have expanded our services at Elizabeth House, our inpatient unit, to now have a fully dedicated and isolated hall for COVID positive patients. Our goal is to ensure protection of our general inpatient and respite patients, their families, and our staff. This hallway has a private entrance and will be managed by a select separate group of staff members.

Vice President of Medical Services and Hospice Medical Director, Dr. Ashley Albers, DO states "It is always an honor for our Four Seasons team to care for any patient at any time, and especially now to provide the same trusted care to COVID positive patients during this unprecedented time. Our goal throughout this pandemic has been, and will continue to be, to care for anyone challenged by a serious illness – including COVID positive patients – while maintaining the highest standards to keep our staff and community safe. The changes we have made at Elizabeth House will help us accomplish these goals. Now and into the future, we will continue to provide excellent care for all who need Four Seasons."

President and CEO, Dr. Millicent Burke-Sinclair, Ed.D says, "Compassion, Honor, and Dignity are pillars that guide the care we provide. Thank you for your trust in allowing us to care for you and your loved one during this unprecedented time."

## *Our expanded commitment at Elizabeth House includes:*

- COVID positive patients and those suspected to be positive will be isolated to 1 wing of Elizabeth House, which is fully separated from the rest of the building and includes its own private entrance.
- A separate set of staff will be taking care of COVID positive patients.
- All patients, visitors, and staff will maintain social distancing to protect everyone inside Elizabeth House.
- Four Seasons has adequate PPE and is taking every necessary measure to protect the patients and families we serve as well as our staff and volunteers.
- All staff and visitors are screened for possible infection upon entry to Elizabeth House.
- Staff are not working if they have any symptoms potentially related to COVID-19.



*Four Seasons Foundation would like to recognize our generous 2020 Corporate Partners for their sponsorship!*

*It is because of donors like you that no patient is ever denied the care they need and deserve, regardless of their ability to pay.*

*We appreciate each of you!*

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*It is always an honor for our Four Seasons team to care for any patient at any time, and especially now to provide the same trusted care to COVID positive patients during this unprecedented time.*

Ashley Albers, DO  
Vice President of Medical Services  
and Hospice Medical Director



# VOLUNTEER SPOTLIGHT

## I Love What I Do!

as shared by Leisl Vale, Foundation Administrative and Marketing Assistant



*We are a hard-working group of volunteers and we are all here because we want to support the overall mission of Four Seasons in any way we can.*



Mary Coffey  
Home Store Volunteer  
and Foundation Board Member

If you've ever shopped at the Home Store in downtown Hendersonville, Mary Coffey is probably no stranger! Her professional background began with a degree in education and later blossomed into a successful career with Maytag International as a Training and Marketing Director and, later, a Sales Manager. After this long stint with Maytag, Mary and her husband, Ed, decided to move to Hendersonville in 2011, Mary's choice to volunteer with Four Seasons is unique. Many Four Seasons staff and volunteers work here because a family member or close friend have been served. But Mary is not a native of this area and has not had family served through us. Yet she understood the important, quality work of Four Seasons, and she was eager to support in any way she could.

Mary began volunteering for Four Seasons not long after arriving in Hendersonville. As she helped out when and where needed throughout the organization, she quickly fell in love with the Home Store and there she has stayed for almost 9 years. As a Home Store volunteer, Mary is passionate about interacting with customers. She especially loves to hear their stories of how Four Seasons has so carefully cared for their loved ones. Her co-volunteers and managers have become more than just co-workers; they are family.

Perhaps one of Mary's greatest claims-to-fame is her themed window displays which she changes several times a year. Each display is not only custom designed, but many of the items displayed in the window are her own creations that she made and paid for. Her windows have won awards at the Apple Festival and at Christmas for their whimsical and creative displays. Some past themes she has created are Christmas, Under-the-Sea, and currently Alice in Wonderland.

Each display is also an "I Spy" challenge to find items hidden in plain sight in the window which customers and their families enjoy. She and other Main Street Home Store volunteers also help at the new Home Store on Long Shoals Road in Arden.



In addition to her involvement with the Home Store, Mary also serves on the Foundation Board of Directors. A founding member of the Foundation Board, Mary – along with her fellow board members – have provided us with several years of counsel and advice. She appreciates that the Foundation board members are community-oriented and active. They meet once a month and serve on various committees throughout Four Seasons. Mary sits on the Foundation Events Committee and the Home Store Committee. In these committees, Mary, and her fellow volunteers, work directly alongside Foundation and Home Store staff to drive events such as Tree of Lights and help support Home Store operations. In fact, the Home Store Committee assisted in creating a training manual for all Home Store volunteers. Mary is integral in our Home Store and Foundation volunteer teams and we are so grateful to have her be a part of us!

## Partnering with the Community



as shared by Paige Wheeler, Four Seasons Foundation Executive Director

During the past months of social distancing, many of us have reflected upon our values and thought of what we have missed the most. My colleagues, family, friends, and board members unanimously assert, "I miss being with others."

At Four Seasons, our clinicians continue to provide in-person visits to those who need it. We have increased the use of telehealth throughout our service lines to connect patients, clinicians, and families when otherwise they would not be able to communicate.

The mission of Four Seasons Foundation is **"Partnering with the community to provide access to high quality care for all who need it."** We are thankful for the support we continue to receive because of our relationships within our community. Thank you for the gifts you have

given, whether it has been a grant for purchasing PPE, a gallon of hand sanitizer, a gift honoring the memory of a loved one, a donation to our Angel Fund or items given to our Home Stores for resale.

Because of YOU we continue to meet the needs of our patients and their families. This means no one is turned away because they lack funds for care.

As a safety precaution, we have a limited number of fundraising events this year. Within this publication, you will find a giving envelope. I invite you to consider a gift in whatever amount possible to help support our commitment to providing care for all who need it. Thank YOU for your generosity and please let me know if you have questions about how you can support Four Seasons.

Paige Wheeler



*Partnering with our community is vital to Four Seasons as we continue providing excellent co-created care.*



Paige Wheeler  
Four Seasons Foundation Executive Director

### We all have a story. We would like to hear your Four Seasons story...

Stories are personal, yet they can be powerful in helping us to connect, learn, and understand. Every day memories are cherished, moments are created, and the future is imagined.

During this coming year we want to honor all the stories that weave our Four Seasons family together.

**Would you consider sharing your Four Seasons story?**

**If so, here are a few ways you can share:**

- Send in 1-3 photos with brief descriptions.
- Write a short letter detailing your story.
- Record a small video sharing your story (or be willing to record one).

**Please share your story with us by emailing:**  
[info@fourseasonscfl.org](mailto:info@fourseasonscfl.org)





## Butterfly Release & Celebration of Life Service

Hosted by Four Seasons Grief Services

Sunday, October 4th from 11:30 am - 2:00 pm

Carrier Park Picnic Shelter

220 Amboy Rd, Asheville, NC 28806

B.Y.O.P. – Bring Your Own Picnic.

We welcome you to come as early as 11:30 a.m. to enjoy the beautiful river setting and scenery of Carrier Park.

Program will begin at 1:30 pm and end with a butterfly release at 2 pm.

Due to COVID-19, this event will be held outdoors so we can properly socially distance and may require those who attend to wear masks.

Please RSVP by September 27th at: <https://fsbutterflyrelease.eventbrite.com>

For questions please contact (828) 692.6178 or [info@fourseasonscfl.org](mailto:info@fourseasonscfl.org)

*Rest assured, our butterflies are lovingly hand placed into individual envelopes, then into a white carnation box. This is then packaged in a reinforced shipping box with an ice pack which safely keeps the butterflies dormant until the package arrives and is opened.*

## 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



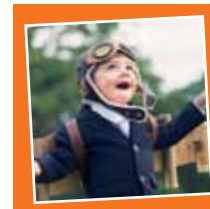
Is specialized care provided for patients with a serious illness. Comfort is the primary goal and care is provided wherever one may call home.

### 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



Partners 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](http://www.FourSeasonsFdn.org) ~ Thank You!**