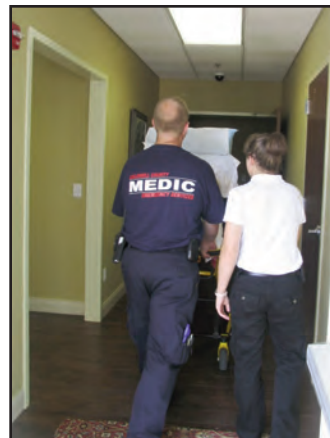
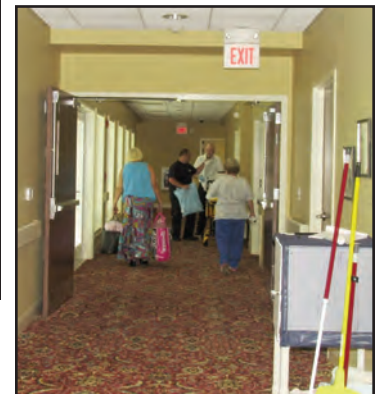


CARELINES

A Quarterly Newsletter Published for the Friends & Families of Caldwell Hospice and Palliative Care, Inc.
Fall 2010

Moving-in Day at the Forlines Patient Care Unit



August 12, 2010. A perfect day. Not a cloud in the sky. The move began at 8 a.m. and was finished just before 5 p.m. The Caldwell County EMS team was efficient, organized, and kind. Patients were transported with the utmost care. Their families and our staff felt the energy on this day of "firsts": the first time these spacious rooms would be occupied, the first residential patient, the first time we could provide meals prepared on-site, and the first step in offering inpatient care for 18 patients at two locations.

From the Director's Chair: From Moving Day to Kirkwood Renovations, Much to Tell

The Caldwell Hospice and Palliative Care "to do" list has grown and multiplied since we began planning for the Robbins Center facilities and broke ground in November 2008. On August 12, 2010, we realized a long-anticipated dream when we included our first residential patient among the hospice patients moving in to our state-of-the-art Forlines Patient Care Unit.

It is safe to say that everyone felt the excitement that day, as we put our moving plans into action. Caldwell County's EMS team was both professionally and personally attentive to our needs, and the only delays occurred when ambulances were called away to emergencies. Once we had completed the move from Kirkwood to the Robbins Center for our patients, we could focus on "small" details: helping patients figure out how to use the remote controls for their TVs, purchasing clothes hangers for their closets, ordering pizzas for our exhausted staff members, and so forth.

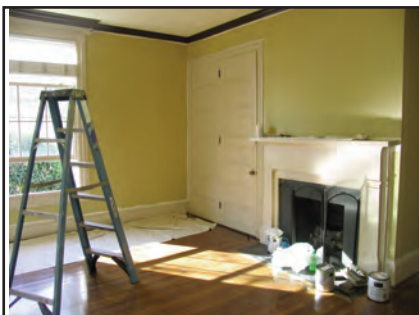
The big details that followed the *move-out* day at Kirkwood focused on renovation. We're including before-and-after photos in this issue of *Carelines*, so you can see what we're doing.

The hardwood floors have been refinished. We have refurbished the family kitchen, including new flooring and a new paint color; installed ceiling fans in all the patient rooms, along with recessed lighting and wall-mounted televisions; re-laid the brick pavers in the

courtyard; repainted, installed new carpet in the patient care unit, and purchased new furniture for the patients' rooms.

We expect to hold our Kirkwood "open house" in January and will publicize the date, once our staff members and patients are "back in business" in Kirkwood's six-bed patient care unit.

As we come to the conclusion of an eventful 2010, all of us at Caldwell Hospice and Palliative Care, including the 26 new employees we've added this year, thank this community, the patients and families we have served, as well as the individuals, churches, and groups who continue to support us in providing quality end-of-life care.



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A Moment with Dr. Robert Belk: *Living Wills, Health Care Powers of Attorney*



Medical technology has advanced so quickly that, sometimes, we are not sure when or if to put it into practice. It is common to worry about the moral and ethical outcomes of end-of-life care decisions, especially. For as long as individuals are competent, decisions regarding medical treatment are theirs to make. What happens when they lose that ability? Who decides on the treatments they will receive and under what circumstances or conditions changes will be made, etc.?

Physicians try to educate patients and family members regarding treatment goals and possible burdens that result, but individuals have their own specific circumstances and beliefs regarding what an acceptable quality of life is. Do YOU have a written plan that states the kind(s) of health care treatments you would want (or NOT want) if you had a sudden accident or illness that left you unable to express your decisions? Would you want to give up your ability to participate in making serious decisions about your own treatment? Would your loved ones be comfortable with making decisions for you? Would they know what your preferences were?

If we wait as long as possible before making end-of-life decisions, we risk waiting too long. Please review the following information. The Caldwell Partnership for End-of-Life Care (754.0101) or Caring Connections (www.caringinfo.org) can help to answer your questions.

The Partnership encourages people to complete advance directives (living wills and health care powers of attorney). The **living will** is a legal document that allows you to express your wishes about life-sustaining treatments, if you become incapacitated. The **health care power of attorney** allows you to appoint a person you trust to make your health care decisions, if you cannot make them yourself.

The Living Will (Advance Directive for a Natural Death) allows you to express your wishes about life-sustaining treatment, should you become terminally or irreversibly ill. In a living will, you state that you do not want your life to be prolonged by extraordinary means if you have a terminal, incurable condition or are in a persistent vegetative state.

A living will is simple to fill out and, in North Carolina, it requires the signature of two witnesses (not related to you) and a notary public. A living will becomes effective when you can no longer direct your health care and are not expected to recover.

The Health Care Power of Attorney (HCPOA, or Medical Power of Attorney, Health Care Proxy or Agent, Health Care Surrogate, Durable Power of Attorney for Health Care): This legal form identifies who YOU want to make the decisions about your medical care, ONLY if you are unable to make your own medical decisions. Your agent can be any adult you choose, EXCEPT your health care provider.

Your agent has the same authority you would have to hire and fire health care providers; admit or discharge you from a health care institution; consent to or refuse tests or treatments, and more.

After you make your decisions and fill out these documents, do NOT keep them in a safe-deposit box at your bank because you may not be able to get them in a crisis. Give copies to your doctor, your hospital (if you have a record on file), your health care agent(s), your family member(s), and yourself (keep your copies in an easy-to-find place).

Be sure to talk about your decisions with your family members—especially the person who will be your HCPOA—clearly and honestly before you decide. Be sure that your HCPOA will do what you want if you are unable to choose for yourself. The bottom line is for individuals to make their own decisions concerning end-of-life issues, express these wishes to their family members, and—most importantly—put the decisions in writing.

Often, when we talk about advance directives, people ask how a Do Not Attempt Resuscitation Order (DNR) fits into this planning. The Do Not Attempt Resuscitation Order is a physician's order that states the patient does not wish to receive CPR. The North Carolina General Assembly has expanded these orders to include other life-prolonging treatments. Called MOST (Medical Orders for Scope of Treatments), the new orders give patients a choice of whether or not to receive CPR, the medical intervention they do wish to receive, such as the wish to receive antibiotics, medically administered fluids, and nutrition. MOST is a doctor's order and must be reviewed annually.

Despite all the medical documents, it is extremely important that your HCPOA and family members know exactly what your desires are for your end-of-life care, regardless of their wants and wishes for you.

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Thanks to all of you for the time you shared with our mother. Although it was only for a short while, she truly appreciated all you did and for the visits....Your continued support and prayers are greatly appreciated.—a Caldwell Hospice family member

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When our loved one was admitted to your facility, we could never have imagined the genuine compassion, care, and love he would receive from each of you during the final weeks of his life. We love you for all you gave and will never forget how you made this experience easier to bear. —a Caldwell Hospice family member

Caldwell Hospice Recognizes Above & Beyond Recipients



Holly Starnes, a CNA and medication technician at Camelot Manor Nursing and Rehab Facility, was named by Caldwell Hospice and Palliative Care as its Second Quarter 2010 *Above & Beyond* recipient.

"I treat our residents like I would want my family to be treated," said Ms. Starnes, who has worked at Camelot Manor for the past three years.

Pictured (L to R): Amy Umsted, Caldwell Hospice facilities medical social worker; Mary Brittain, RN, Ms. Starnes' supervisor at Camelot Manor; *A&B* recipient Holly Starnes, and Judy Baire, CHPC *A&B* committee chairperson.



CNA and medical aide Shéri Stevens is Caldwell Hospice and Palliative Care's Third Quarter 2010 *Above & Beyond* recipient.

"Shéri gets to know each patient/resident and family member," wrote the Caldwell Hospice staff member who nominated her for the honor. "She makes sure each patient/resident gets one-on-one time."

Pictured (L to R): Mirana Lambert, Lenoir HealthCare director of nursing; Shéri Stevens, CNA and medical aide, and Amy Umsted, Caldwell Hospice facilities medical social worker.

The 2010 Memorial Service: Remembering Patients Who Died between August 1, 2009, and July 31, 2010



A New Caldwell Hospice Volunteer Program and More



Pictured above (standing, L to R): David Bentley, Jimmy Rader, Eddie Summerlin, and Wayne Bumgardner, representing the Caldwell County Veterans Honor Guard; Caldwell Hospice veteran volunteers Larry Richardson, Ray Hammerick, and Donald Sanders; (kneeling, L to R) Caldwell Hospice veteran volunteers Bob Scherer, Bud Brown, and Bud Faw.

Caldwell Hospice Volunteer Coordinator Dawn Cannon and Caldwell County Veterans Honor Guard (CCVHG) commanding officer Bob Scherer, who also serves as a Caldwell Hospice volunteer, worked for nearly six months to develop a meaningful way to recognize our patients who are veterans of military service.

The new program, *Veterans Honoring Veterans*, was introduced to Caldwell Hospice staff and volunteers at a Robbins Center breakfast in early October. The program included a "presentation of colors," the playing of "Taps," and an explanation of how the recognition service will be presented to patients.

When patients are admitted to Caldwell Hospice, their social workers will ask them or their primary caregiver about military service, including branch of service. A military veteran volunteer will be assigned, if available. Service information will be included in those patients' charts, etc.

Volunteer Coordinator Dawn Cannon will arrange with the veterans group, the patients, and their families a time to meet—it can be informal or they can invite their families to be present, if they wish. They will receive a certificate identifying their service branch, an American flag lapel pin, and a small American flag.

Ambassador volunteers serve as liaisons between their churches and Caldwell Hospice. They go through a special volunteer training program, meet with us quarterly, and inform their congregations about upcoming programs (*I Just Want to Help*, etc.), special events (our annual memorial service, for example), and special needs (Wish List items, etc.). These volunteers are instrumental in helping

Caldwell Hospice maintain a strong connection with the area churches. At the Ambassador volunteers' quarterly lunch meeting, Tony Deal and Mike Benson provided the music. Caldwell Hospice Chaplain Nancy Campbell, Volunteer Coordinator Dawn Cannon, and Volunteer Support Specialist Crystal Burch provided assignments for the next quarter, and everyone enjoyed a delicious meal.



Clockwise (from top right): Ambassadors enjoy fellowship with lunch; Tony Deal and Mike Benson offer music and stories; CHPC Chaplain Nancy Campbell talks with Ambassadors; volunteer Barbara Jones serves lunch for the group.

Pictured below are **our October adult volunteer training workshops participants** (standing, L to R): Martha June, Judy Kilby, David Vance, Shana Kilby, Alice Whisnant, Lois Hunt, Anne Bartlett, Jean Plunk, Beth Nichols, Bruce Cornett, Gail Barlow, Greg Craig, Wayne Roper, and Carla McGinnis; (seated, L to R) Keshia Dula, Crystal Kirby, Michelle Crisp, Karen Brown, Jeanie Ahrens, Sally Lindsay, and Sherri Austin. Not pictured are Tammy Wilson and Becky Wilson. Our next training workshops have been scheduled for February 2011.



Introducing Caldwell Hospice's Art and Activities Carts



Pictured (L to R): The Brush & Palette Club has donated an "art cart" in memory of Connie O'Neill; close-up view of assorted games and puzzles stored on the "activities cart," donated in memory of Bill Jones, a Caldwell Hospice patient; Forlines PCU resident/patient Mack Wall plays cards with volunTEEN Caroline Haas.

The Art Cart. Caldwell Hospice received a special donation from Shirley Story and the Brush & Palette Club recently. The art cart, given in memory of Shirley's mother, contains a wide variety of arts and crafts supplies for the use of our patients, their families, and their children.

Trained volunteers in the Forlines Patient Care Unit at the Robbins Center wheel the art cart into patients' rooms when they visit with patients and families. Responses have been positive. During the first week, a patient mentioned her desire for a sketch pad and pencil. When the volunteer returned with a pad and pencil, the patient proclaimed it "the best day ever!"

"I just love taking the art cart to patients," says Caldwell Hospice volunteer Linda Watson. "Patients enjoy it, whether they are creating crafts or instructing me in making crafts for them." Linda has helped patients make bracelets, necklaces, and gift cards. They seem especially interested in the "letter beads," she says. "Patients like having their names on the crafts they make" for themselves or

for their loved ones.

The Brush & Palette Club will keep the art cart stocked with arts and crafts supplies.

The Activities Cart. Patients who may not consider themselves to be "crafty" will have the benefit of another recent gift for Caldwell Hospice. The "activities cart" is stocked to overflowing with games, puzzles, etc., including Dominoes, Monopoly, Scrabble, checkers, playing cards, crossword puzzles, and Sudoku.

Volunteers are happy to take the activities cart to patients' rooms, the family living room, and the sun rooms in the Forlines PCU.

The cart was stocked and donated by volunteer Barbara Jones in memory of her husband, Bill Jones, who died on the PCU at Kirkwood.

"Bill was a loving, caring person," Barbara says, "and he would be tickled to know that families, during hard emotional times, can find relief and enjoyment" when a Caldwell Hospice volunteer wheels the activities cart their way.

2010 Wish List

Snack foods (ind.-size cakes, cookies, etc.) for patients' families
Ind.-size cereals & soups
Applesauce
Artificial sweetener (Equal, etc.)
Dishwashing cloths
Paper towels
Napkins
Aluminum foil
Storage bags (quart & gallon sizes)

Coffee (cans, regular & decaf)
Styrofoam coffee cups (8-oz.)
Solo cups (16-oz. for soft drinks, tea, etc.)
Paper plates and bowls
Plastic spoons and forks
Large boxes tissues
Baby wipes, unscented (refill packs)
Liquid soap (8-oz. bottles, etc.)
Lotion (personal size)
Deodorant (personal size)

Toothpaste (travel size)
Mouthwash
Nail clippers
Disposable cameras
Hair brushes
Bath towels (white only)
Batteries: AA, AAA, and 9-volt
Amazon.com gift cards for teen/children grief books, music, & resources
Music CDs (instrumental, gospel, inspirational, meditation, etc.)

Notes from Ashewood Grief and Counseling Services: Planning for the Holidays after a Loss

Getting through the holiday season can be difficult for many people, but for those who are living with the loss of a loved one, it can be especially hard.

For many families, the holidays call attention to the absence of the person they have lost or someone who will not be with them next year. Finding a coping strategy before the holiday season can help. The following suggestions cannot take away all the grief, but during a time of the year when everyone around you is full of holiday cheer, you may find some solace in them:



Be patient and realistic. Plan ahead so that you are not overwhelmed by responsibilities at the last moment. When you are grieving, it is difficult to make decisions, so make lists. Set priorities. Decide what is important to you this holiday season.

Acknowledge your limits. Become aware of your needs and express them to family and friends.

Have a family meeting. Decide together what's important to each of you, what you want to do this year, what you can let go of, and what you can do differently.

Remember: it is okay to say "no." Don't feel obligated to accept every invitation that comes your way. Do what you can this holiday season, and let that be enough. Don't try to tackle all the decorations, entertaining, and cooking.

Incorporate your loved one into the holidays. Keep traditions alive in ways that bring comfort. Encourage the family members to share memories of how the person who died contributed to making the holidays special, while creating an atmosphere that welcomes discussion and supports the memories of what made that person so special.

Help others. Caring for and giving to others will nourish you, sustain you, and help you to feel better about yourself.

- Take a meal to a homebound couple.
- Volunteer in a shelter or soup kitchen.
- "Adopt" a family and buy presents or food for.

You may be facing the holidays with dread, but if you can plan and allow time for the grief and shared memories, you might find joy and laughter in the midst of sadness and tears.

Remember, too, that the staff of Ashewood Grief and Counseling Services is available to help you during the holidays and throughout the year: 754.0101.

Caldwell Hospice is happy to introduce our new counselor, **Jessica Hatton**. She left her hometown of Winston-Salem, NC, to complete her undergraduate studies at Appalachian State University, earning a Bachelor of Science degree in Sociology and Religion.



During Jessica's sophomore year at ASU, an introductory Sociology course and the professor who taught it inspired her interest in counseling as a career choice. Through counseling, she says, she can help people during times of crisis and the turning points in their lives.

After graduating from ASU, Jessica moved to Dallas, TX. She lived there for four years and earned her Master's degree in Counseling from Dallas Theological Seminary. The young man she had begun dating at ASU moved to Texas to work on his Master's degree, as well. They married while in graduate school and returned to North Carolina.

Jessica's professional experience includes working in churches and in private practices, with special attention to anxiety and depression, women's issues, and marriage counseling. She has had addiction training, as well.

Free time for Jessica includes reading, learning new things, gardening, cooking, watching football, working out, and spending time outdoors.

Please join us in welcoming Jessica and her counseling skills to Caldwell Hospice.

We wish you the peace which passeth all understanding.

Volunteer Spotlight: Marc Carpenter



Pictured (L to R): With Caldwell Hospice Executive Director Cathy Swanson and wife Bennie Carpenter at Robbins Center open house, July 2010; Marc at work; with fellow board member Janet Wilson at Caldwell Hospice's 25th anniversary celebration in 2007.

The first things many people notice when they meet Marc Carpenter are his kind smile and gentle demeanor. These are desirable traits in a person who has spent 30 years in human resources at Broyhill Furniture Industries and who has served as a Caldwell Hospice and Palliative Care board member for more than 18 years.

Marc Carpenter was invited to join Caldwell Hospice's board when Tony Deal, who was on the board at that time and who Marc knew from CCC&TI, explained that the board would benefit, when making personnel decisions, from someone with human resources experience. Marc knew very little about hospice programs, but what he had heard about Caldwell Hospice was positive. He was flattered to be considered, he says.

Over the past 18 years, Marc has enjoyed participating on the personnel committee, seeing Caldwell Hospice's growth, and contributing to this special organization. He says it has never felt burdensome because what he gives is more than balanced by what he gets: "If I can contribute something, I'm glad to do it."

Marc identifies the most exciting part of his board experience so far as the board's decision to purchase land and expand Caldwell Hospice's facilities to include the 12-bed patient care unit at the Robbins Center. He says the board looked closely at the figures, as the census for Kirkwood's six-bed patient care unit increased from 5.5 to 6.1, which meant that as soon as a bed became available, it was filled. "Are we not meeting the community's needs any more?" was the big question that needed to be answered.

With the additional facility in Hudson, Marc says the board is confident that "we serve the county better."

Marc is a Caldwell County native. He grew up on a small farm on Collettsville Road, attended Lenoir High School, and CCC&TI, where he met his wife, the former Bennie Wilson from Hudson, whose father Boyd ran the hardware store in Hudson.

Marc earned a bachelor's degree in business administration and marketing from Appalachian State University, and he served in the North Carolina National Guard/US Army Reserve, having graduated as a commissioned second lieutenant from the NC Military Academy.

Another volunteer commitment close to Marc's heart is the Community in Schools program. He believes firmly that the genuine encouragement offered by a caring adult can be the difference for an at-risk young person.

In his spare time, Marc enjoys yardwork, from mowing to working in flower beds to pruning during winter months. He reads everything: Harry Potter books, a biography of Stonewall Jackson, books related to his job, classics such as *The Invisible Man* and *Moby Dick*, John Grisham novels, and *The Hobbit*. It is not surprising that Marc enjoys woodworking, given his years in the furniture industry. He has made a few pieces of furniture and does projects around the house, including trays that slide out of cabinets.

Marc's essential rule is that "I will not lie to any employee." Believing in integrity, he has tried to be honest and sincere in dealing with people for three decades, with employees at Broyhill, with the teenagers in Sunday school classes he has taught, and in conversations with his daughters, both of whom are now grown and successful in their professional and personal lives.

This is Marc Carpenter.



Caldwell Hospice and Palliative Care, Inc.
Companions for the Journey
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We offer a special thank-you to the people listed below who designated their **Burke County United Way** contributions for Caldwell Hospice and Palliative Care:

Sheila Cannon
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*Caldwell Hospice and Palliative Care, Inc., gratefully acknowledges memorials and contributions received between 01 May and 31 July 2010. Please notify us if we have omitted a donation from this listing. Contributions received after 31 July 2010 will be listed in our **Winter 2010** issue.*

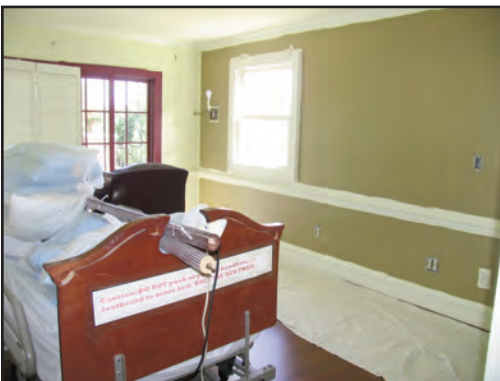
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Carelines is published four times a year. Each person who makes a contribution to our hospice during the six months prior to a mailing will receive the next two issues. Individuals may ask to be placed on our "do not remove" mailing list; in that case, they will continue to receive the newsletter every quarter.

Local Group Raises \$3,000 for Caldwell Hospice



The Concerned Bikers Association, in conjunction with Tommy's Sports Bar & Grill in Lenoir, held its first annual *Ride for Caldwell Hospice and Palliative Care*. In addition to the *Ride*, the group held a bake sale and auction and donated all the proceeds—over \$3,000 at the September 2010 event—to Caldwell Hospice. Plans for next year's *Ride* are under way.

Kirkwood Renovation Looks Like This



Not a square foot of space has been left untouched at Kirkwood, as our renovation continues: new paint colors, furniture, and equipment; reroofing, better drainage, improved decks, and new steps to the Carriage House; reconfigured office spaces and a refurbished patient care unit team center—a beautiful and more functional Kirkwood facility.

