Caldwell Hospice. The Proven Choice.
A MESSAGE FROM OUR CEO

Caldwell Hospice and Palliative Care is the only local, not-for-profit, community-based hospice in Caldwell County. Day after day, year after year, we have been and remain the proven provider of choice for end-of-life care, and you, our friends and community, have been with us every step of that journey. Together, we do hospice the way it was meant to be done—one patient at a time, one family at a time in the honored tradition of neighbors helping neighbors, and we have been doing it for 34 years now.

Our patients are people, not a diagnosis or numbers on a spreadsheet. Our care is individualized, not predetermined by whether or not there is a payment source, and our approach is holistic, addressing the physical, emotional and spiritual needs that patients have as they face a life-limiting illness. We cannot stop time, but we can be there for the journey, and we are with expert medical care, emotional support and a promise to do our best to help make life as comfortable and meaningful as it can be.

In recent years, more for-profit hospices have entered the healthcare market, so now more than ever it is important to know the advantages we, as your local not-for-profit provider, offer patients and families as a community-based hospice.

Caldwell Hospice has a track record of investment in our community and in our people. Providing the highest possible quality of care has been our mission from the very beginning, and we prove it again every day with our dedicated and professional staff. Hospice and palliative medicine are specialties that require not only expertise, but genuine compassion and empathy. Our people are highly trained and work to stay up-to-date on advances in our respective fields. In 2015-16, Caldwell Hospice staff members completed over 4,955 hours of continuing education, far above the minimums required by our accrediting agency.

Going above and beyond has always been a hallmark of our hospice and the work we do. We are never satisfied to “rest on our laurels,” but are always seeking ways to be innovative, creative and better equipped to meet the needs of our patients and their families.

Healthcare is changing, and at Caldwell Hospice, we are adapting to those changes, but we will never alter the core of who we are and why we do what we do. We are a local, community hospice that puts people above profits and care above cost, and we intend to remain that way.

Almost daily someone shares with me how much our hospice has meant to them during their time of need. Our new “Proven Choice” campaign is about just that—telling our story to our community.

Ours is not a cookie-cutter approach to care, where only the bare bones services are offered, and then only if there is a reimbursement source. We provide more services than are required, and we provide them for all patients. However, we could not do it without the community that has supported us so generously and faithfully all these years. We are grateful for the contributions that continue to help us fulfill our mission, for the volunteers who support what we do, and the good will and kindness so many extend to us. We are able to care for the community because the community has so deeply cared for us.

So, when you or your family or friends need hospice care, know that we are here and ask for us by name. This is our community, and we are YOUR hospice, your proven choice.

—Cathy Swanson, CEO

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If you received more than one copy of CareLines or received it in error; if you do not wish to remain on our mailing list or if your address changes, please let us know. Call 828.754.0101, write (return address at top of back page), or e-mail us at cchospice@caldwellhospice.org.
COVER STORY
Caldwell Hospice. The Proven Choice.

PROVEN. Shown to be valid with evidence, a tested truth supported by demonstrated action.

CHOICE. Something that is preferable to others, the best part.

Together, these two words exemplify Caldwell Hospice and Palliative Care. For more than three decades, we have proven ourselves as the provider of choice for end-of-life care in Caldwell and surrounding counties, and that commitment continues.

Since its inception, Caldwell Hospice has provided almost 10,000 hospice patients and their families with quality end-of-life care and services.

As the most experienced and only local, not-for-profit, hospice in this community, CHPC has proven to be an expert in providing respectful, compassionate end-of-life care that addresses the physical, emotional and spiritual needs of patients and those who love them.

Our community-based hospice approach is one of individualized care and personal attention, and it is provided to anyone who needs it, regardless of ability to pay. Our team of highly trained professionals works with each patient and family to develop a plan of care on what matters most to that patient and family.

While for-profit corporations have increasingly gotten into the hospice business in recent years—including several for-profit hospice providers serving patients locally, the not-for-profit community hospice model is built not on a financial motive, but an underpinning of ministry and service first.

“We are not just another healthcare provider. We are your community hospice,” says Cathy Swanson, chief executive officer. “Our service is a joint effort—Caldwell Hospice and the community coming together to care for one another. The real distinction is the reason we do what we do and it is to provide a compassionate service not to make a profit. We have ‘careholders’ not ‘stakeholders.’”

In every area of hospice care, CHPC does more than what is required by Medicare and/or most insurance companies. In addition to physician/nursing services, social work care and spiritual and bereavement counseling, CHPC offers a full complement of enhanced services including two patient care units; a palliative care program; cardiac and pulmonary care at home for patients with heart/lung disease; a dementia care program; and community bereavement services, which are open to anyone who needs them, not just hospice patients and families, to name a few.

Caldwell Hospice, which began as a grassroots community movement in the early 1980s, serves about 800 patients a year. Since its inception, CHPC has provided almost 10,000 hospice patients and their families with quality end-of-life care and services. Known throughout North Carolina as an innovator and leader, we opened the state’s first inpatient unit (Kirkwood) in Lenoir. Today, CHPC continues its strong home care program and operates two inpatient units. In recent years, CHPC began a new partnership in the High Country, serving Ashe, Avery and Watauga counties with community-based hospice care.

While other communities are losing their non-profit hospice providers, our hospice remains strong in its commitment to provide care to anyone who needs it. This commitment is the driving force of what we do and why we are the proven choice for hospice care.

On the Cover: Caldwell Hospice’s Coyene Jernigan, RN, with patient.
Left: Paralee Arney with Caldwell Hospice’s Juanita Carlton, CNA II
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When you make a contribution to Caldwell Hospice and Palliative Care, you are supporting your neighbors and friends in a special and unique way. Caldwell Hospice provides care to anyone who needs and desires our services. That is our commitment and mission to you—our community, and we can do it because of your generosity. Your tax-deductible donations make it possible for us to serve all patients, regardless of ability to pay.

It is your support that also allows us to provide bereavement services to anyone in the community who is grieving the loss of a loved one. Your gifts fund such programs as our annual Good Mourning Children’s Grief Camp for children ages six to twelve who have experienced the death of a loved one. Your support makes it possible for us to serve two patient care units, a cardiac and pulmonary care at home program, a dementia care program, and massage and aromatherapy, just to name a few.

You have been our partner in care for more than three decades now, and we are so grateful for all you do. We are YOUR hospice, your proven choice.

THANK YOU.
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Until There Is a Cure... Take the Tour®

Quality care for people dealing with Alzheimer’s disease and related dementias begins with family members and caregivers who are sensitive, patient, and kind. But how can people be empathetic when they have never experienced firsthand the physical and mental challenges facing those with dementia?

Now there is a way.

The Virtual Dementia Tour® (VDT)—a scientifically proven method of building a greater understanding of dementia through the use of patented sensory tools and instruction—is Your Window into Their World.

The VDT was created by P.K. Beville, an award-winning geriatric specialist and founder of Second Wind Dreams®, an international, nonprofit organization committed to changing the perception of aging.

Caldwell Hospice is excited to offer the Virtual Dementia Tour to our community. Participants are led through the approximately 45-minute experience in 10-minute intervals and only need to be present for their appointment time. Call today for an appointment. Space is limited.

September 14, 2016
11:00 a.m. – 1:00 p.m.

November 4, 2016
1:00 p.m. – 3:00 p.m.

McCreary Family Professional Center
526 Pine Mountain Road, Hudson, NC

For more information or to register call 828.754.0101 or email prc@caldwellhospice.org.
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Priscilla Spann
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Fannie Mae Spears
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<tr>
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<td>Jennifer Walker</td>
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<td>Linda (J.C.) Helton &amp; Family</td>
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<td>Ruth Smith</td>
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<td>Danny &amp; Shirleen Wyke</td>
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<td>Margaret &quot;Lizzie&quot; Walsh</td>
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<td>Marvin E. Walsh</td>
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<td>Dry Ponds Baptist Church, Mary &amp; Martha Glass</td>
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Linda Jones
Eric Norwood
Randy Alley
Joe Oliver
Hudson United Methodist Women, Circle #2
Ann Osborne
Lesley & Esther Reid & Tonya Barnett
Council Pennell
Tony & Mary Pennell
Karen Pennell
Regeneration Fellowship
South Caldwell Family Worship Center
Curtis Powell
Dry Ponds Baptist Church,
Curtis Powell Class
Ralph & Ruth Prestwood
Jane Prestwood
Frank C. Richards
Margaret Ballerini
Carol Lea Roark
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Miriam Sain
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Barbara Sites
Tracy & Crystal Sites & Hope
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Brenda Haigler
Rachel Walker
Glenda Walsh
Moore's Catering
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Miller Hill Baptist Church
Mary Sherrill Watson
Tara Watson

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Barbara Ann Kamp
Ann P. Robinson
Ora M. Kincaid
Virginia G. Duffey
Kathie Massing
Margaret Ballerini
Robert Oliver
Robert Oliver Family
Clara Powell
Dry Ponds Baptist Church,
Curtis Powell Class
Kendall Smith
Betty Reed
Cathy Swanson
Hudson High School Class of 1975
Kelly Van Osdol
Margaret Ballerini

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RELIGIOUS ORGANIZATIONS
Berea Advent Christian Church
Bethelview United Methodist Women
Cajah’s Mtn. Baptist Church
Catawba Valley Baptist Church
Cedar Rock Baptist Church
Center Grove Baptist Church
Central Advent Christian Church
Clark’s Chapel Baptist Church, Adult Mens Class
Clover Baptist Church, Andrews Class
Clover Baptist Church, Berea Class
Colliers United Methodist Women
Concord Baptist Church
Dover Baptist Church
Dover Baptist Church, Young Adult I Class
Dry Ponds Baptist Church, Mary & Martha SS Class
Dry Ponds Baptist Church, Women
Dudley Shools Baptist Church
East Flat Baptist Church
Ebenezer United Methodist Church
Emmanuel Baptist Church, Women’s Class
Enon Baptist Church
Enon Baptist Church, Steadfast Class
Episcopal Church of the Epiphany
Fellowship Advent Christian Church
First Advent Christian Church
First Advent Christian Church, Hattie Steele Circle
First Baptist Church of Granite Falls
First Baptist Church of Hudson
First Baptist Church of Hudson, Pairs & Spares SS Class
First Baptist Church of Lenoir
First Baptist Church of Rhodiss
First Baptist Church of Whitnel
First Baptist Church of Whitnel, Auditorium Class
First Christian Church of Lenoir
First United Methodist Church of Granite Falls
First United Methodist Church, UMW
Flat Gap Baptist Church
Friendship Baptist Church
Friendship Baptist Church, Auditorium Class
Grace Chapel United Methodist Church
Grace Chapel United Methodist Church, UMW
Grandin Baptist Church
Green Mountain Baptist Church
Harris Chapel Women on Mission
Hibriten Baptist Church
Hillicrest Baptist Church
Hope Christian Fellowship
Jefferson United Methodist Church
John’s River Baptist Church
Lenoir First Free Will Baptist Church
Little Rock Baptist Church
Livingston Memorial Baptist Church
Lower Creek Baptist Church, Faithful Workers Class
Midway Baptist Church
Mt. Hebron Baptist Church
Mulvale Baptist Church
North Catawba Baptist Church
Poovey’s Chapel Baptist Church
Refuge Missionary Baptist Church
Rock Chapel Church of God
Sandy Ridge Baptist Church, Lighthouse Small Group
Setzer Creek Baptist Church
Shoup’s Grove Baptist Church
Smith Memorial United Methodist Church
South Fork Baptist Church
Sunrise Baptist Church
Temple Hill Baptist Church
Three Forks Baptist Church
Unifour Christian Fellowship Church
Union Grove Baptist Church
West Lenoir Baptist Church
Word in Truth Ministries
Yadkin Valley Baptist Church, Golden Nuggets
Zion United Church of Christ, Women’s Guild

Caldwell Hospice and Palliative Care, Inc., gratefully acknowledges memorials and contributions received between 01 October 2015 and 30 June 2016. Please notify us if we have omitted a donation from this listing. Contributions received after 30 June 2016 will be listed in our next issue.

Newsletter mailing list policy: CareLines is published two times a year. Each person who contributes during the six months prior to a mailing will receive the next two issues. Individuals who ask to be placed on our “do not remove” mailing list will receive every issue of the newsletter.

Caldwell Hospice and Palliative Care, Inc., appreciates the generosity of these Caldwell County United Way donors for designating their contributions to its programs and services.

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Caldwell Hospice welcomed 20 individuals to its adult trainings in March and June 2016, and 16 teens to the annual VolunTEEN training in May.

Adult volunteer training is offered four times each year. Other volunteer opportunities include VolunTEENs, for teens in high school, and Ambassadors, liaisons between faith communities and Caldwell Hospice.

Caldwell Hospice’s need for volunteers is ongoing. Volunteer Coordinator Brittany Bonn will match volunteer’s skills with the organization’s needs.

For more information, contact Brittany Bonn, at 828.754.0101 or volunteercoordinator@caldwellhospice.org.

Volunteers • March 2016: (back, l to r) Kenneth Beard, Christy Ward, Nelson Teague, John Jernigan, Tony Waters; (front, l to r) Pat Kirk, Karen Belding, Sue Parker, and Sherry Summerlin

Volunteers • March 2016: (l to r) Deb Hite, John Lehman, Gail Blackburn, Rev. Lonnie Jones, Patsy Lovejoy, and High Country Volunteer Coordinator Leslie Centola.

Right–(l to r) Jenny Kent, Reba Austin, Mary Wicker, and Betty Connelly

TO HONOR Eric Norwood and the lessons he taught them, Caldwell Hospice volunteers and staff who cared for Eric purchased and dedicated a brick on the Path of Remembrance to remember a man with a remarkable smile and the journey they took with him. Eric’s story was first shared in the Summer 2013 issue of CareLines. Visit www.caldwellhospice.org or Caldwell Hospice’s facebook page to learn more about Eric’s journey.
ASHEWOOD GRIEF AND COUNSELING SERVICES
Community Bereavement Services

Ashewood Grief and Counseling Services helps hospice patients, their families, and anyone in the community who needs help on the journey through grief and loss.

Support for Grieving Spouses
September 1, 8, 15, and 22, 2016 • 6 to 7:30 p.m.
Forlines Patient Care Unit Chapel • 526 Pine Mountain Road, Hudson, NC
A four-week support group to help individuals who have lost a spouse cope with feelings of grief. Learn about the grief process, receive support from others who are coping with similar circumstances, and share their experiences and insights. Facilitated by Bereavement Support Specialist Jessica Spears, MSW, LCSW.

Learn at Lunch: Coping with the Holidays
September 7, 2016 • Noon to 1:30 p.m.
McCreary Family Professional Center • 526 Pine Mountain Road, Hudson, NC
The holiday season can be emotionally stressful when you are coping with a loss. Chaplain John Robbins will lead a discussion of ways to plan holiday events, remember the missing loved ones, avoid additional stress, and care for yourself during a festive but difficult time. Purchase lunch for $5 or bring your own.

To learn more or to register for an event call 828.754.0101, email sbutler@caldwellhospice.org, or visit www.caldwellhospice.org or facebook.