



TRELLIS  
Supportive Care

Palliative • Hospice • Family Support

Our  
*Difference*  
makes for better  
*Care*



## *Imagine this level of support from a team of caregivers*

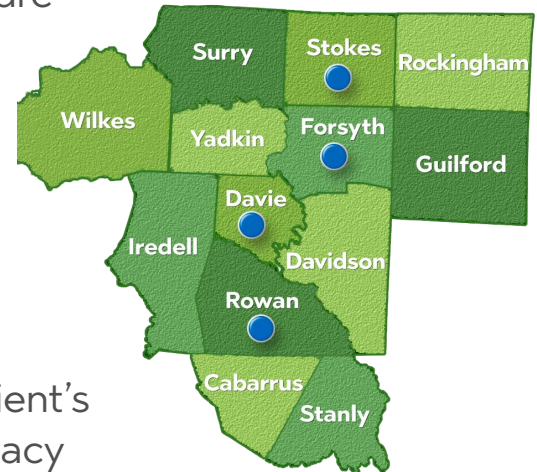
- a nurse practitioner sitting knee to knee with a patient
- a volunteer delivering a surprise goody bag
- trusted personal care by a talented certified nursing assistant
- loving preparations for the patient getting married
- a social worker providing emotional support
- a grocery delivery to a family who needs food and proper nutrition
- a music therapist soothing the soul through song
- a veteran volunteer presenting a special service pin to the veteran patient
- speedy medication delivery to a patient's door, day or night
- comfort and peace of mind when it's needed most

*We offer this level of care to families every day – meeting families' needs*



# Trellis Supportive Care – At A Glance

- ✔ Dedicated staff from 4 regional offices, with local care teams providing responsive quality care
- ✔ 13-County Service Area
- ✔ On Call 24/7
- ✔ Serving patients with all diagnoses
- ✔ Medication delivery, often within hours, to patient's home – the only local hospice with own pharmacy
- ✔ First hospice in NC - trusted since 1979
- ✔ An independent nonprofit driven by mission



# Experience and Expertise

- ✔ A large team of physicians and nurse practitioners directing care, providing palliative care consultations, and making home visits
- ✔ High percentage of staff with advanced training and certification in hospice and palliative care
- ✔ Above-and-beyond emotional, spiritual, and social support provided by full-time chaplains, social workers, and professional grief counselors, who all hold master's degrees
- ✔ Trusted and gentle certified nursing aides providing personal care







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# Advanced CARDIAC CARE

Making life better for heart disease patients by providing specialized in-home therapies including IV diuretics, Milrinone and other Inotrope infusions, and LVAD therapy. A collaboration with the American Heart Association.



*Aliviado is a Spanish word meaning to feel relieved – no longer anxious or worried*

- Every staff member has completed Aliviado Dementia Care training.
- Knowing what the patient is going through leads to a better understanding of what the caregiver is going through.
- Training caregivers so they are more confident.



## Specialized Veteran Program

- Our team has been trained to understand the impact that military service may have at end of life – tailoring care to each veteran patient.
- This program connects Veterans to one another as well as resources available to Veterans. Our first Veteran Coffee event held in 2015 blossomed into a community of Veterans who have established bonds beyond our understanding.
- We offer Ceremonial Veteran Pinnings of each Veteran patient and ongoing recognition activities.



## Palliative Care

Highly trained Palliative Care specialists with a wealth of knowledge about treatment choices, likely outcomes, and peace of mind as medical decisions are considered. Helping relieve pain, nausea, fatigue, weight loss, breathlessness, depression, and anxiety associated with any serious illness.

## Caregiver Support & Confidence Building Workshops

Offering direct support to caregivers, with one-on-one visits, providing tips and tools to ease the journey. Providing Caregiver Confidence workshops to anyone in the community as well.

## Kate B. Reynolds Hospice Home

A beautiful “home away from home” when around-the-clock skilled nursing care is needed, or when caregivers need respite, a break to attend to obligations, and/or self-care.







## Family Focused Volunteer Programs

- Plentiful Plates Program – ensuring patients and families in need of food receive proper nutrition
- Music Makers – bringing the healing gift of music to patients
- Operation Share the Love – patient gift bags delivered on Valentine's Day
- Goody Bag Goodness & Veterans Day Goody Bag delivery to every veteran patient
- Recognition of special occasions such as weddings and anniversaries



## Planning for Health Care Decisions at End of Life

- Helping people prepare for whatever comes their way by facilitating thoughtful conversations and guiding them through the Advance Care Planning (ACP) process
- Offering in-person and virtual ACP workshops for families and groups
- Paving the way for end-of-life care wishes to be honored, reducing caregiver anxiety



## Community-Wide Grief Counseling

- Grief counseling open to anyone in the community who has experienced the loss of a loved one, regardless of their Trellis connection
- From individual to group counseling, a grief retreat known as Camp Carousel, supportive resources tailored to faith-based communities, as well as a Pet Loss support group - our support is far reaching and free of charge

## Community Education and Outreach

- Providing education and offering CEUs
- Working with faith communities to provide resources, education, and grief support
- Partnering with Long Term Care communities to ensure well-coordinated and expert care



# We are a Freestanding Nonprofit Organization –

Medicare, Medicaid, and most private insurances cover hospice services. However, access to insurance is not a barrier. 100% of contributions we receive go toward patient and community care.

Thanks to community support, many programs – including grief counseling, advance care planning, and more – are offered to anyone in the community free of charge.

*Guided by a mission to serve.*



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TrellisSupport.org  
888-876-3663

