



Celebrating our Volunteers

Mary Wiley
Trellis Supportive Care
Volunteer

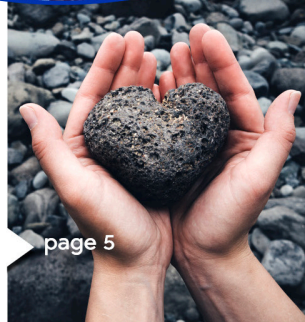
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the CEO
Linda Darden



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Own Wellbeing



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TRELLIS SUPPORTIVE CARE

April 17-24



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FROM LINDA DARDEN, CEO/PRESIDENT



As I write this message, we have just marked the one-year anniversary of the existence of our COVID Response Team (CRT). This team assembled on March 4, 2020, as we were entering uncharted territory. We were learning of orders to ‘shelter in place,’ home offices being set up, children staying home from school, and what would soon become a scramble for personal protective equipment (PPE).

In recent weeks our country hit a tragic milestone, acknowledging 500,000 lives lost to the COVID-19 pandemic. Our frontline staff, and countless healthcare heroes across the globe, have risen to this occasion with a level of perseverance and compassion hard to imagine.

While painful to watch medical professionals being tested like never before, I’ve taken a small measure of solace in witnessing our highly skilled team respond. We’ve relied on data, science, and guidelines in our decision making. Yet most importantly, we’ve relied on our own ingenuity, critical thinking, and professional judgment. Our motto, “COVID Can’t Stop Compassion,” truly became our rallying cry.

In the midst of the disheartening circumstances, there have been lessons learned and new processes and practices that will serve us well in the future. The utilization of telehealth visits to supplement bedside care, FaceTime, and Zoom are helping patients and families connect, not just with our Trellis Supportive Care staff, but with each other. Family members who felt disconnected by geography or restrictions imposed by COVID-19 are now able to connect. Likewise, the idea of a virtual memorial service turned into a beautiful opportunity for families, near and far, to come together for a time of remembrance, as so many had to forego a more traditional gathering to memorialize a loved one. These new and enhanced practices are another layer of care and support we will offer as we move forward.

Our mission inherently depends on high-touch, personalized care. Yet when physical distancing means limiting physical touch, it doesn’t mean being out of touch. To the contrary, we have learned to expand our opportunities for being ‘in touch’ and will fold these new practices into our mission-driven work. I could not be more proud of our team for their innovation and commitment to overcome challenges so that our patients and families receive the personalized quality care they deserve.

We understand the emotional toll this pandemic has taken and believe there are many who are grieving deeply and looking for support and recovery. To that end, our professional counselors and chaplains have developed resources that are available to anyone via our website, and as always, our grief counseling services are available to anyone who has lost a loved one. Please know that we are here with expert, compassionate care to help guide you on your journey.



TAKE YOUR MARK, GET SET, REGISTER!

JOIN US VIRTUALLY FOR THE HOPE RUN

Participate to honor or remember your loved ones as we celebrate our 25th Annual Hope Run virtually! Join us any time between April 17 and 24 as we honor the hospice mission and the community we serve.

Exactly how you run your Hope Run is up to you. You can run a 5K course, walk your neighborhood, go solo or make it a family activity. Whenever or however your Hope Run happens, you will join our community to honor and remember our loved ones.

Your registration includes:

- 25th Anniversary Hope Run t-shirt
- Race packet including sample race routes, to be picked up at Fleet Feet Sports on April 16
- Tribute video spot - a special way to honor your loved one! To share your loved one's name and/or photograph to be included in a tribute video, email RunToRemember@TrellisSupport.org. The tribute video will remain available for viewing on TrellisRun.org



TRELLIS SUPPORTIVE CARE

PRESENTED BY TRUIST 

Please visit TrellisRun.org for more information and registration.



April 25-May 1
2021

SAVE *the* DATE



October 13
2021

THE BE MINE BRIGADE & PROJECT SHARE THE LOVE

Valentine's Day is a perfect time to Share the Love. So what could be better than a group of volunteers, aka The Be Mine Brigade, delivering a little love to our patients and families?

It started as a sweet idea and a request for donations to fill goodie bags. Thanks to the power of email and social media, and an extra shout-out from local television station WXII 12, the word spread quickly and community donations came streaming in to the Volunteer Services Department. Donation boxes were filled with candy, cards, stuffed animals, and other special Valentine gifts. Then, The Be Mine Brigade was deployed to assemble goodie bags and go forth to Share the Love.

Valentine's Day surprises were delivered to 184 patients across our 13-county service area, making Project Share the Love a sweet success.



JOIN US IN CELEBRATION & APPRECIATION OF OUR VOLUNTEERS



Who: Mary Wiley

Role: Visits patients. Makes deliveries for the nutrition program. Delivered Valentines surprises. General rock star willing to jump in to help with any project.



Who: Norma Shuping and her four-legged assistant Marley

Role: Calling patients and families to offer support and companionship, and happily delivering meals. This duo also takes every opportunity to visit on a patient's front porch or at their window.



Who: Cindy Dukes

Role: Supports our Kate B. Reynolds Hospice Home. Takes on administrative duties. Makes deliveries for the nutrition program. Delivered Valentines surprises. Happily embraces other roles as needed.



Who: Xavier Beard, Marine Veteran

Role: A huge supporter of our Veterans Outreach program. Delivers special bereavement bags to families. Makes deliveries for the nutrition program. Delivered Valentines surprises. Quickly jumps in any time a call goes out for help.

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Who: Jean Ashley

Role: Offering many talents, from volunteering with the pharmacy, to taking on administrative tasks, proofreading, and data entry. She's a huge asset to our volunteer team.



Who: David Blackburn, Navy Veteran

Role: Supporting operations at our Kate B. Reynolds Hospice Home, our Veterans outreach, delivering for our nutrition program, and delivering care packages to our bereaved families. Humble and witty, he's appreciated for making us laugh.



Who: Patsy Goss

Role: Creatively maintaining contact with her patients and families by keeping in touch over the phone, visiting on the front porch, or - when restrictions were in place - visiting at the window.

GIVING BACK

A PASSION FOR SEWING IS HELPING PEOPLE

For the second year in a row, Denise McDaniel is giving back to Trellis Supportive Care. She's the owner of Memory Lane Boutique and makes treasured keepsakes to help people remember their loved ones and for special occasions. She creates Memory Bears and Memory Pillows using loved ones' shirts, ties, quilts, and other fabrics.

Denise lost her grandfather, mother, and older sister to colon cancer. Because March is National Colon Cancer Awareness Month, she went to work in their memory and donated 25% of the sale of Memory Bears sold in March to support other patients and families in need of care.



Thank you, Denise, for your kindness!



MAKING SPACE – FOR YOUR OWN WELLBEING

By KATIE CYRE, MS, MT-BC, CLINICAL SUPPORT SERVICES MANAGER

The word “space” takes on different forms when we think about how it intersects with well-being. Some people may crave more space: extra time in tight schedules, the freedom to travel, and more opportunities to enjoy activities. Others may feel a need for less space, especially if the pandemic or a recent loss has created a feeling of isolation. The stress, loss, and change brought on by COVID-19 have reshaped our lives in very real ways. Thinking about space in all of its forms may give us ideas about how to connect with a sense of beauty and order in this unpredictable time.

Explore these ideas for making space. Whatever you choose to do, notice what fills the space that you have created. There is no one way to practice making space, so explore what feels right for you:

Take a scheduled break from technology

- Set aside your cell phone for a few minutes.
- Delete social media apps (your content will be there when you download the apps again!).
- Move the icons for apps that demand your attention to a new spot on your device (this will interrupt your habit of mindlessly opening them).
- Swap out screen time for a book, a walk, or other enjoyable low-tech activities.

Create actual space

- Rearrange a desktop, drawer, bedside table, closet, room, etc.
- Creating a new “feel” or use for a physical space can help you feel more energized and clear.
- 15-minute timers are great for these types of short bursts and tasks – and help you carve out that time with intention.

Move your breath

- The very act of breathing creates space as your lungs expand with air.
- Use this to invite openings around your heart and into your belly.
- Invite release on the exhale, allowing your body to soften and open.
- Notice thoughts, feelings, and insights that arise; how can you honor them?



Get intentional about self-care

- Make a plan for self-care and meet yourself there.
- Be flexible – it’s LESS about what or how long you do something, and MORE about the very act of caring for yourself.
- Shake it up with new ideas.
- Be gentle with yourself... it is OK if not everything goes according to plan!

If you are grieving the loss of a loved one, consider joining us in shared space for grief counseling support. We offer individual and family sessions, workshops, and groups throughout the year. Keep an eye on our TrellisSupport.org website for updates about groups and our annual Camp Carousel, or call (336) 331-1300 for more information. Currently, our counseling services are offered remotely. We encourage you to reach out for support, even if a virtual space is new to you (or getting old!). We have learned that Zoom and telephone spaces stay true to the spirit of connection and support.

Camp Carousel



Camp Carousel has offered support to children, teens, and adults who are grieving the death of a loved one. Campers engage in supportive activities that encourage expression, storytelling, and the development of coping skills.

Call (336) 331-1300 for information about this summer’s Camp Carousel.

IMPROVING CARDIAC CARE THROUGH COLLABORATION

WHEN WE ALL PUT HEART INTO CARING

For nearly five years, we have been members of a national organization comprised of the nation's leading nonprofit hospice and palliative care providers. The organization is the National Partnership for Hospice Innovation (NPHI) and our shared goal is to improve the quality of life for patients with advanced illnesses.

We are currently, and collectively, focusing on improving the quality of life for patients with heart disease. With nearly 70 organizations across the US in this partnership, we have a wealth of expertise and best-practices to combine.

People with advanced congestive heart failure often receive care too late to enhance quality of life in the later stages of disease because they underutilize hospice services proven to improve care quality. Further, amidst COVID-19, heart patients are at higher risk of complications and death, yet more likely to forgo treatment.

As vaccines become more readily available and COVID-19 becomes a memory, heart disease is expected to remain the leading cause of death in the United States.

That is why we are so pleased with this collaboration. The other very valuable and exciting aspect of this NPHI collaboration is that we are seeking guidance and best practices from the American Heart Association (AHA).

We look forward to sharing more about this innovative approach to improving cardiac care as we develop consistent clinical protocols and promote patient and family educational resources. Only 5% of heart failure patients discharged from the hospital utilize in-home hospice services. Evidence reflects that lack of awareness of hospice and palliative care offerings in the community is one of the primary barriers to improved quality care and access. With this exciting collaboration, we look forward to a community where heart disease patients receive more timely, high quality care at home so that they have a better quality of life.



COVID CAN'T STOP COMPASSION

What started as a motto in March of 2020 soon became words to live by. With the safety of our patients, families, staff, and the community at the center of every decision we made, we continued to provide care during the COVID-19 pandemic.

While we saw a very slight drop in the number of patients we served in 2020 vs. 2019, we were pleased that the challenges and fears associated with COVID-19 did not keep people from seeking our care. Likewise, we also saw a promising trend in 2020. Specifically, the average number of days that a patient is in our care increased by four days, from 60 days on average, to 64. While four days may not seem like a large number, it's good to know that people are asking for, and receiving, support sooner.

Patients & Families Served





Palliative • Hospice • Family Support

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Winston-Salem, NC 27103
TrellisSupport.org

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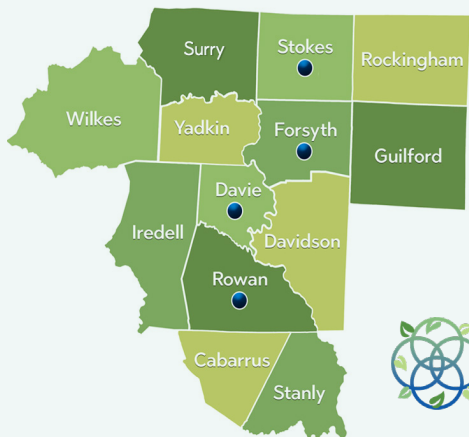
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The CIRCULAR - Spring/Summer 2021 Issue

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Serving 13 counties from four offices and the Kate B. Reynolds Hospice Home

Winston-Salem
(336) 768-3972

Mocksville
(336) 753-0212



Walnut Cove
(336) 591-1124

Salisbury
(704) 637-7645

TrellisSupport.org

