

## TRANSFORMING ORDINARY MOMENTS INTO BEAUTIFUL NEW MEMORIES



Connection. So many of our daily efforts at Trellis Supportive Care are grounded in this concept. We form connections so that we may better serve the patients, families, and bereaved in our care. True connections – in the form of listening, assisting, responding, and reaching out – elevate simple interactions into meaningful shared presence. Taking time for connection honors the person within.

For many of our patients, connection is one of the losses that they experience at the end of life. Disconnections are often formed by changes in physical or mental ability, relocations, advancing illness, and the passage of time. Restoring connection is one of the specialties of Trellis Supportive Care's Complementary Therapies (CT) team. Through the care of our Board-Certified Music Therapist and Licensed Massage Therapists, patients and families are led into deeper, enriching moments.

The CT team excels in the practice of infusing clinical expertise with nurturing presence. This is clearly evident in the responses of patients who display hallmark signs of late-stage dementia: fewer smiles and eye contact, speech marked by confusion, and often deepening isolation. Both music and touch reach the patient in areas of the brain-and the spirit-untouched by disease. As the primary tools of trained therapists, music and massage become pathways for recognition, trust, and rich engagement.

Music Therapist Kelly Frick recalls John\*, a patient with memory loss who struggled to maintain a strong connection to the world around him. Kelly remembers that John never knew her name, but always

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## LIFE'S LITTLE CELEBRATIONS

By *Judie Holcomb-Pack*

Fancy cakes and celebrations go hand in hand, but when your loved one is in hospice care, you may not feel much like celebrating.

My husband passed away on August 29 after being in the care of his Trellis Supportive Care team for ten months. During that time, we marked two milestones with fancy cakes - milestones that fill my heart with special memories that are helping me through my grief.

On New Year's Eve 2017, my husband Tony and I celebrated our 28th anniversary by renewing our wedding vows. The vows renewal was led by Sayward Fletcher, our Trellis chaplain, and was attended by close friends. The



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## ***From Linda Darden, CEO/President***

Thank you for taking a few moments to read this newsletter. By now, you have probably seen the ads and articles about our name change to Trellis Supportive Care. As our new name and brand identity has been introduced, we have heard from so many whose lives we have touched through our care in the last 40 years.

Making this change was not easy, and we certainly did not do it without a tremendous amount of research and expert guidance. Change is not always easy; and for some, this change is a harder adjustment. I want to reassure you, though, that our mission has not changed. We are still the same free-standing, non-profit hospice organization that was formed as a grassroots effort by our

community members who knew there was a better way to live during life's final months. Today, the spirit of our founders remains in each member of our staff who are here to help our patients and families have the best possible supportive care and end-of-life experience.

As we approach the end of 2018, our goal is to reach more families throughout our region so that no one is left facing an advanced illness without the compassionate support and guidance they deserve. We will also make every effort to educate the community and our referral sources about the many ways our care sets us apart so that people will know whom to call.

Since you are reading this newsletter, I trust you are a champion of our mission. To that end, I'd like to ask your help in encouraging families to reach out for our support sooner, because far too many people tell us they wish they had called us sooner. It's never too soon to learn about how we can help. Personalized care and peace of mind is our goal for every family facing the reality of a goodbye. Thank you for trusting us to be a trellis of support.

Please help us thank our media partners who have given us so much space and airtime to share our new name! We could not have received so much attention without their support.

### **OUR MEDIA SPONSORS**

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### **OUR MISSION**

*Trellis Supportive Care provides compassionate care for those individuals living with a life-limiting illness and their families, through quality medical, emotional, spiritual, and social support.*

## Dear Fellow Advocate,

I am not famous, wealthy, or especially gifted, but I do consider myself blessed in all the ways that count. I care deeply about our world and the human condition, and give back through public service, volunteering, and financial contributions. I have found one of life's axioms to be true: we receive in just proportion for that which we give.



Trellis Supportive Care (formerly Hospice & Palliative CareCenter) is especially close to my heart because of the wonderful care they provided my mother. I have donated regularly in her memory since her passing.

Mother was raised during the Depression and wisely instilled in me the importance of saving. Thanks to her guidance, I established a traditional IRA early in my career. I am retired and at the age where I must take an annual required minimum distribution (RMD) from my IRA. Saving is a good thing, but RMDs significantly increase tax liability.

Did you know you can reduce your taxable income by making a qualified charitable contribution through your RMD? It's a wonderful way to give back with significant benefits – tax savings for you, and greater financial resources for the charitable organization.

I highly recommend giving to Trellis Supportive Care through an RMD. For those of us fortunate enough to have an IRA, we can demonstrate gratitude for our good fortune by helping others like the patients and families receiving services from Trellis Supportive Care. When we sacrifice to give, we are changed for the better.

Sincerely,





**Larry**

**Volunteer, Donor, Public Servant**



## WILL YOU BE A DONOR?

Regardless of how you choose to give, please know that your contribution – in any amount – makes a difference in the lives of the patients and families we serve, making these vital services possible:

-  Charitable Care for those without insurance and who are unable to pay
-  Grief Counseling for anyone in the community who has lost a loved one
-  Complementary Therapies that add an extra dimension of care to our commitment to nurturing the body, mind, and spirit
-  Patient Assistance Fund which was created to assist patients with limited resources who need help to afford basic necessities



## WHAT'S IN A NAME?

*How are staff, volunteers, and community members responding to our new name?*

**Aaron Singleton:** “We value long-time relationships with healthcare professionals and are trusted by generations of families and community members, yet there is still a myth among many that all hospices are the same. This was the basis for our decision to change to a unique, yet recognizable and memorable name.”



**Abby Wall:** “...just getting the general public to understand that we provide much more than hospice care, that there’s a lot more support available...That’s what I’m excited about with the name change.”

**Anginita Snuggs:** “When I first heard the name, I was like, Trellis? It took me a minute to process, and then I said, oh, okay. I see where we’re going with this.”



**Anita Ford:** “I immediately thought of my father and his garden. He created multiple trellises so each plant would get its own trellis to support its growth. I believe the name works perfectly to represent our team as a trellis... a source of support for our patients and the families.”

**Ann Gauthreaux:** “We could no longer sit back knowing of families who, inadvertently, selected a different hospice provider, and later learned that we were not their provider. Our care has always set us apart, and now our name does too.”



**Candice Brown:** “Trellis Supportive Care is a wonderful name that truly reflects the framework of supportive care services that hospice provides.”

**Dek Driscoll:** “I would relate the story of my own family, wherein my father said, ‘I wish we had called earlier,’ when my mother was being served by hospice. We’re a perfect example of a family that could have benefited much earlier from hospice care.”



**Mark Corbett, MD:** “I feel like our new name definitely sets us apart. Our previous name was kind of vague, and a little generic, and this gives us a bit more of an identity in the community.”

**Eniris Riddick:** “What I am most proud of is that every employee shares the same mission and the same goal, and it’s serving our patients. And that just makes my heart warm.”



**Freda Redmond:** “I know that a lot of times patients and families don’t truly understand which hospice is coming to care for them. So with this new name, they can be sure they are with us.”

**Jan G:** “It’s just perfect. The picture’s perfect, the name is perfect. And I like the fact that it brings out supportive care, because supportive care represents who we are as an agency, because we are not just hospice.”



**Katherine Ross:** “When I first heard the name, I was thrilled, absolutely thrilled. It was so perfect. I mean, when I think of trellis, I just think of a beautiful garden, and ivy growing up a wall, and it’s very evocative of what we want to provide to our patient.”



**Katie Cyre:** “Even though our name is changing, our mission is clear, we are still here, and we are focused on the care that we provide. It’s all grounded in support and leading towards comfort, whatever that is; and so Trellis really makes sense to me.”

**Leesa Goodson:** “I don’t think the general public is aware of how many hospices are out there now, and that this hospice, Trellis, is the best one. People need to understand that. That’s why the name had to change.”



**Linda Darden:** “We began to hear from families that they were confused about their choices for hospice care. They thought their loved one was getting care from our hospice, but they were actually under the care of another hospice provider. We’ve been here for 40 years. We’re proud of our reputation, proud of our history. We want to keep serving the community, but we also want people to be able to ask for us by name, and have the confidence that they’re getting the care that they expect to get.”

**Margaret Ann Hofler:** “I hope that changing the name to Trellis Supportive Care will convey that image like a garden trellis that supports growth and greenery and love, because that’s what it is. And I hope that that reduces the barrier of somebody thinking it’s just calling for hospice care the last few days or weeks of life, because it is so much more.”



**Mary Lyles, MD:** “I’m one of many referring physicians to this hospice and I’m very excited about this change, mainly because it’s a more precise definition of all that we do. It does not center on end-of-life care only. In my personal experience of seeing one of those teams in action, it reaffirmed for me what a unique service this is, and one that we need to inform our audience about more, our consumers, our neighbors, anybody, to know that when things get very rough, it is not the end of the plan.”

**Rennie Adcock:** “As soon as I heard the name Trellis, it just made sense. The whole idea of weaving together, coming together, all the different things that hospice does.”



**Walter Farabee:** “My grandparents received care in their home and at the Kate B. Reynolds Hospice Home. We did not know what the end-of-life process was going to be like, and the care was so important and it helped prepare us.”

**Erna Womble:** “Several months ago, I was sitting with Linda Darden at a Rotary Club meeting. When she said she was from hospice, and explained some of the services, the shutter came down for me. I explained that the word hospice has connotations and misconceptions that I have been guilty of without having real experience or knowledge. When I shared my misgivings, she said there were some changes afoot. Months later, the whole concept of Trellis Supportive Care came up, and I thought that was brilliant, and I loved the imagery immediately.”



## TRANSFORMING ORDINARY MOMENTS INTO BEAUTIFUL NEW MEMORIES

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recognized her guitar when she would enter the room, and exclaim, “You sing the songs I like!”

We all have those songs: the ones that evoke crystal-clear memories of people, places, and feelings of another time. Most often, this music harkens back to youth and to life’s most poignant moments. Within the music therapy process, these songs become tools for connection to memory, to feelings, and to one another. Moving into musical and non-verbal communication opens pathways around barriers of isolation, speech, and orientation to the present moment.

This was certainly true for John, as music therapy helped to bring memories and deep bonds with his beloved wife to the present moment. He often sang familiar tunes from his youth, and in precious moments, held his wife’s hand as he sang of his love for her. Through music therapy, Kelly took the small window of time that she shared with John to connect with a lifetime of experience, transforming ordinary moments into beautiful new memories.

## LIFE’S LITTLE CELEBRATIONS

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beautiful cake was made by Harris-Teeter and sported our original, but somewhat faded, cake topper. Just like at our wedding reception, we enjoyed barbecue with all the trimmings.

On August 14, 2018, my husband celebrated his 80th birthday. I had arranged to pick up barbecue from his favorite place, Keaton’s Barbecue in Cooleemee. We were so surprised to answer a knock on our door the day before and find a Trellis volunteer holding a beautiful chocolate cake, Tony’s favorite, to add to the birthday celebration.

Two weeks later, Tony gently passed away with me by his side. The care of our Trellis team allowed Tony to live each day with joy, love and laughter. I will cherish the memories of these two celebrations with cake, and will never forget the smiles they brought to my husband’s face.

As a friend often reminds me, “It’s how you live.” Don’t miss any opportunity to celebrate special occasions in the midst of caregiving. And a fancy cake just makes it all the better.

## HOLIDAY WISH LIST

### *Helping Hospice Patients and Families in Need*

If you would like to provide support to help patients and families during the holidays and throughout the year, please consider a gift to our Patient Assistance Fund. This fund is especially designed to help patients and families with some of life’s basic necessities, as well as brighten the holidays for those most in need.

Contributions from individuals and community organizations will:

- Support the purchase of holiday meals for patients and their families
- Grant holiday wishes for patients and their families who might otherwise go without
- Help provide emergency funds to ensure that patients and their families are able to stay warm during the winter months

***If you are interested in helping, or have questions, please contact [volunteer@TrellisSupport.org](mailto:volunteer@TrellisSupport.org)***

## REMEMBERING HELPS HEALING

The holidays can be an especially difficult time for those who have lost a loved one. As you face traditions and events associated with the holidays, it is important to take care of yourself and give yourself permission to say no, to create new traditions, and to create some time and space to remember your loved one who has died.



One way of remembering a loved one who has passed away is to consider a ritual in their honor. As the holidays unfold, you may consider some of the following rituals helpful:

- Light a candle. The candle flame is a universal symbol of vigil and honor. You can create your own candlelighting ritual. Tell a story, read a letter to your loved one, or just observe a moment of silence.
- Create a sacred space. Assemble a “memory box” of photos and small personal items to open on special occasions or when you simply want to reflect. Or create a home altar as a space for reflection in the privacy of your own thoughts. For public honor, arrange to plant a tree or donate a bench to a nearby park.
- Walk, run, or ride for a cure. Gather a team or go by yourself to raise funds for research in your loved one’s name. Many national organizations hold walks and runs in our area. Or consider our Annual Hope Run/Walk and begin training, and dedicate your participation to your loved one.
- Support their passion. Host a gathering and serve your loved one’s signature foods. Or play their favorite music and games. Make a contribution to your loved one’s favorite charity or club.

Please remember that Trellis Supportive Care offers individual and group grief counseling, free of charge – thanks to donations. Don’t hesitate to call 336-331-1300 or visit the counseling page on our website at [TrellisSupport.org](http://TrellisSupport.org) to request grief support.



Congratulations to Claudette Weston and her family for a successful campaign to raise funds to support area nonprofit organizations. The Joel and Claudette Weston Award is presented each year to a non-profit organization that is demonstrating management excellence. Claudette and her family are proud to announce that the award, formerly \$15,000, will now be \$50,000.

### Trellis Supportive Care proudly received the Joel and Claudette Weston Award in 1985 and 2005

**We do not believe any organization sets out to change their name and brand identity unless it is clearly vital; and in our case, we knew it was. The journey took longer than we could have imagined, and we could not have done it without the support, guidance, and professional expertise of our Brand Identity Steering Committee. Our sincere and heartfelt thanks to this team:**

Tracey Martin  
Aaron Singleton  
Kimberly Moore  
Mary Lyles, MD

Peter Juran  
Margaret Ann Hofler  
Tom Goodson  
John Hunt

Cathy Pace  
Karen Lawler  
Anita Ford



#### **SAVE THE DATE!**

**The HOPE RUN** is April 13.  
5k Run & Walk followed by a Family Picnic & Live Music  
Bailey Park – Winston-Salem



#### **Will Your Wishes Be Honored?**

Come to one of our free advance care planning workshops. Visit **GotPlans123.org** to learn more and find the GotPlans? workshop schedule.

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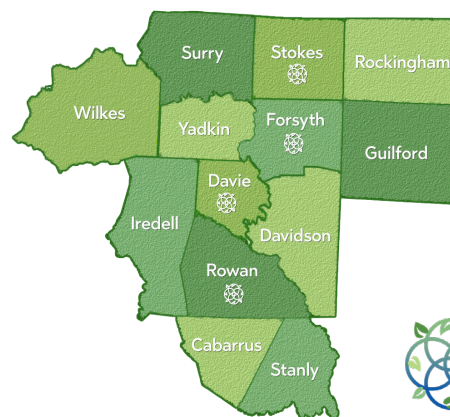
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