

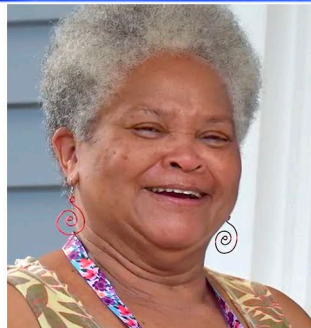


# COVID can't stop Compassion

Inside:

Everyday Heroes  
Among Us

pg. 3



## FROM LINDA DARDEN, CEO/PRESIDENT



Even in the midst of a worldwide pandemic, I'm finding so many reasons to be inspired and hopeful. For me it began on March 4 when our Chief Medical Officer, Dr. Michael Lalor, assembled a COVID Response Team (CRT) to navigate our organization through these challenging times. Little did we know this team would still be meeting regularly, keeping the safety of our patients, families, staff, and community at the forefront of every decision we make.

I've been inspired by frontline healthcare professionals across the globe who have risen to the challenge. And It's been heartwarming to see our very own clinical care teams embrace the necessary changes, don the PPE, and find every way possible to provide meaningful and effective ways to provide care and connect. But it's not just the acts of caring; it's the sincere passion to improve the quality of life for those we serve under any and all circumstances.

It has not been easy. We will be the first to admit that we had to scramble, as did most healthcare providers. Finding PPE, transitioning to telehealth, enhancing our infection control measures, and shifting protocols were just a few of the adjustments we had to make. It has been inspiring to see the team respond and know that our capacity to serve was never in jeopardy.

In the most vulnerable times, I believe human kindness shines its brightest. People come together, share a sense of unity, and step up to support one another. I've seen it first-hand and it brings me hope. As we continue to navigate this pandemic, I'm grateful to the community for the support, and to all the caregivers who never let COVID stop their compassion.

I'll close by reminding you that our support extends well beyond those we serve in our palliative and hospice program. It extends to our grief counseling and our guidance with advance care planning. In addition, our gifted human services staff have created supportive resources to help all people navigate the stresses and feelings of anxiety and isolation this pandemic has created. Please visit the many resources on our website and take some time for self-care.



*“Community wide, COVID could not stop our compassion”*

# EVERYDAY HEROES AMONG US

We've always been honored to provide compassionate care and support. And we value being a high-touch and hands-on medical and emotional care provider. It's in our DNA.

When COVID 19 struck, it turned things upside down. It came without warning, and it changed the way we traditionally care for our patients and families. In fact, it presented the harsh reality that we were going to have to scramble to get the very necessary PPE we would need to continue providing care, safely and confidently. The entire healthcare community was in the same boat.

That is when some everyday heroes stepped in to help, not just Trellis Supportive Care, but the entire healthcare community and our collective front-line caregivers. What a sign of goodness in our community!

We will always be grateful for the outpouring of support, ingenuity, creativity, and genuine kindness these people have shown. We know there are many others who helped in both big and small ways. **Here are few of these everyday heroes among us.**

"Project Mask Winston-Salem is a group of volunteers. We gathered people and materials and started making masks for healthcare providers. The hospitals were contacting us. It all felt very surreal but we knew it needed to be done. We put out over 120,000 free masks. We needed to protect the people who were protecting us."

***Project Mask WS co-founders - Marissa Joyce, Katie Sonnen-Lee, and Melissa Vickers.***

"We began to look for ways to repurpose our assets and figured out how to 3-D print face shields. It was a real grassroots effort, turning my dining room into a manufacturing facility. Realizing how desperate organizations like Trellis were for basic PPE, it felt important to help frontline healthcare workers continue doing their incredibly important work."

***Isaac Perry – Miracles in Sight***

(continued on page 4)



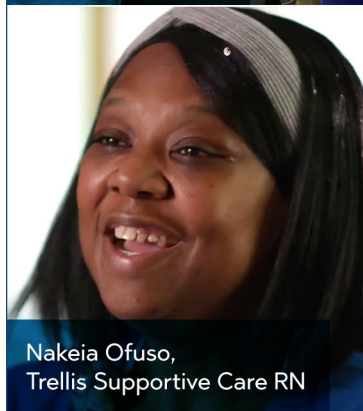
Pat Johnson,  
Volunteer



Rae & Steve Hurley,  
First Flakes



Isaac Perry,  
Miracles In Sight



Nakeia Ofuso,  
Trellis Supportive Care RN



Melissa Vickers & Katie Sonnen-Lee,  
Project Mask W.S.



Mary Wiley,  
Volunteer



Scot Sanborn,  
Sutler's Spirit Co.



Doug & Dave Roberts,  
Ski & Tennis Station



Rose Lynne Bowman,  
Seamstress

Thank you to these heroes not pictured above:

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## EVERYDAY HEROES AMONG US – (continued from page 3)

“When you see a need, you try to fill it. When there was talk of hand sanitizer, I realized that the base was alcohol, and that’s what I use for the base of my gin. So I ordered twice as much as I usually do and started working with WFBH and began production. I guided them along, using the World Health Organization guidelines. What we need in life to be happy as a person... showing up and being able to give.”

*Scot Sanborn – Sutler’s Spirit Co.*

“I consider myself a people person, but with COVID, visiting was out of the question. Then, someone suggested window visits! I enjoyed that. I was just glad I could continue my relationship with my patients. It’s been an opportunity to expand my horizons and be helpful where I could.”

*Mary Wiley -Trellis Supportive Care Volunteer*



## YOU ARE VITAL TO THE WORK WE DO

Donors, you are vital to the work we do and we are so grateful.

The need for compassionate care has not waned during the COVID-19 crisis. In fact, the need for our services – quality hospice care, complementary therapies, pastoral care, grief counseling, advance care planning and Veteran support – has never been greater.

Your support helps keep all this work going.

Thanks to community support, our care teams are able to travel throughout the Piedmont to make in-person visits with patients and connect using telehealth, volunteers are making “porch visits” to provide companionship for patients, and grief counselors are guiding family members through their grief journeys.

As we head into the holidays, we ask you to make a gift to help a patient and their family in need. Your generosity will lessen their burden, give them opportunities to say those things that must be said, and help them share memories. Thank you!

To warm the heart of a patient this season, make your gift using any of these easy ways to give:

By mail: Trellis Supportive Care, Attn: Finance, 101 Hospice Lane, Winston-Salem, NC 27103

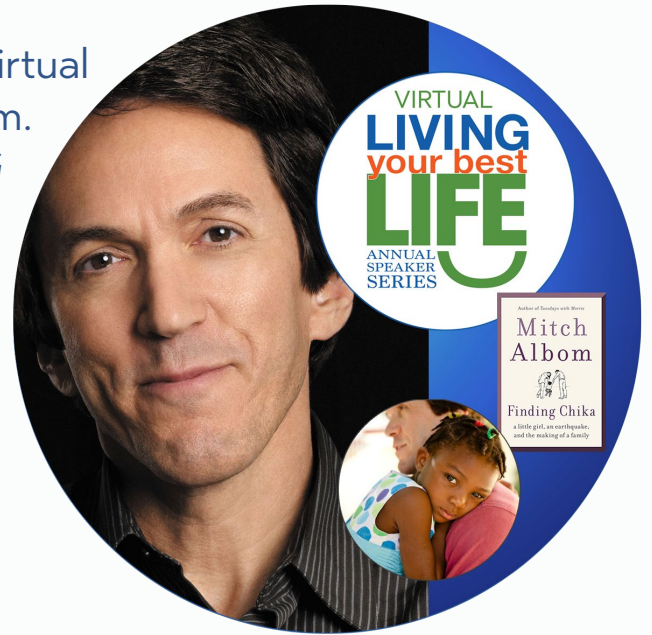
Online: [TrellisSupport.org](https://TrellisSupport.org)

By phone: call 336-768-3972 and ask for Donor Relations

By text: text the word trellis to 336-331-5487 to receive a link to a secure donation page

## AN INTIMATE GATHERING WITH MITCH ALBOM – EVEN VIA ZOOM

Thank you to everyone who participated in our virtual Living Your Best Life event featuring Mitch Albom. His remarks focused on his latest book, *FINDING CHIKA*, and the making of an unexpected family. Even through the Zoom platform, we felt connected, moved, and inspired by his heartfelt message and delightful stories about Chika. We are truly grateful for community support and special thanks to our lead sponsor, BB&T, now Truist.



## GIFTS WITH HEART AND MEANING



If you're stuck on your holiday shopping this year, Holiday Honor Cards from Trellis Supportive Care are the perfect alternative (or addition!) to a traditional gift. For a \$10 donation per card, we will give you cards that you can personalize and mail yourself. For a \$15 donation per card, the Donor Relations team is happy to personalize your cards and mail them to the recipients of your choice.

To place an order, contact **Laura Garland** at **336.331.1342** or **lgarland@trellissupport.org**.

# Don't Face Grief Alone



We are always available to provide support – individually or in a group with others who have experienced a similar loss. Our professional grief counseling services are offered free of charge, thanks to generous donors. Visit [TrellisSupport.org](https://TrellisSupport.org) for a complete list of services and support group offerings.

Grief groups and workshops provide opportunities to connect with others and to explore creative approaches to grieving. Due to COVID-19 restrictions, all scheduled groups and workshops will take place via Zoom meetings. Please let us know if attending sessions via Zoom presents a technology barrier for you, as we may be able to help. **Call (336) 331-1300 for more information.**

## JUST SAY YES – TO SELF-CARE

The hospice model of care has always placed a value upon emotional and spiritual well-being. This concern for well-being extends not only to our patients, but also to their families, the bereaved, and to our staff and broader community. At the beginning of the pandemic, we recognized the opportunity to increase a sense of connection as social distancing took effect.

One of our responses to this need is the new **Supportive Resources** page on our website, [TrellisSupport.org](https://TrellisSupport.org). This collection of internet links, printable information, and videos provides easy access to resources for grief support, self-care, and enjoyment.

The **grief support** resources include links to websites and articles that are often utilized by Trellis staff. We include popular resources, such as podcasts, as well as the opportunity to read and print some of our most requested grief education handouts. You'll also find information on supporting **children & teens**, as well as support for those who are grieving the **loss of a pet**.

Our **self-care resources** were created in large part by our Complementary Therapies team to aid with self-care during the pandemic. Videos include a loving-kindness meditation, self-massage techniques, and experiences that help increase a sense of care and support. The list includes additional resources and mindfulness apps for further exploration.

One of the bright sides of the pandemic has been the ways in which the world has become a bit smaller. Through the power of the internet, faraway places have come near, and our lens into the world has grown larger. The final list on our site includes internet links to free concerts and museums, cameras trained upon wild and beautiful locales, and insight into the beauty that our global family is finding in the midst of the pandemic.

In these challenging times, the importance of staying connected remains – and is a vital part of emotional and spiritual well-being. As you are able, focus upon the present moment, themes of gratitude and beauty, and the connection that comes through shared experience. For additional support, we invite you to explore the Supportive Resources page on our website.



GotPlans123.org

# VIRTUAL

Advance Directive Workshops



*We plan for college, marriage, a baby and retirement, but we don't often prepare for some of life's most serious moments. Let's change that!*

If you are unable to communicate your healthcare wishes, who will speak for you, and will they know what to say?

Advance care planning helps your loved ones and healthcare providers honor your goals and wishes if you are unable to speak for yourself. If you are ever in an accident, have surgery, or get a serious illness, you may need someone who knows your wishes to be your advocate.

That is why we offer Got Plans?<sup>TM</sup>- an advance care planning workshop, free of charge. During these uncertain times of the COVID-19 pandemic, these workshops are virtual.

**Virtual workshops are offered each Tuesday at 1:00 pm, and on the first Tuesday evening of each month at 7:00 pm. All workshops are via ZOOM – free of charge.**

*To register, send an email to:  
KLawler@TrellisSupport.org, or call 336-331-1232.*



# Support is always within reach.



Serving 13 counties from 4 offices:

Winston-Salem/336-768-3972 • Mocksville/336-753-0212 • Salisbury/704-637-7645 • Walnut Cove/336-591-1124

TrellisSupport.org



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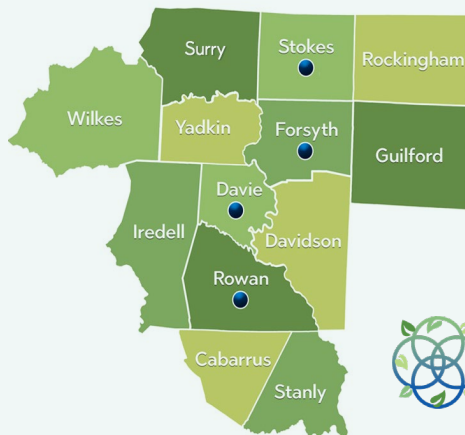
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# The CIRCULAR - Fall/Winter 2020 Issue

## A LOOK AT WHAT'S INSIDE:

"COVID CAN'T STOP COMPASSION" COVER .....	PAGE 1
A MESSAGE FROM THE CEO .....	PAGE 2
EVERYDAY HEROES AMONG US .....	PAGE 3
EVERYDAY HEROES AMONG US (CONT.) / YOU ARE VITAL TO THE WORK WE DO .....	PAGE 4
INTIMATE GATHERING WITH MITCH ALBOM / GIFTS WITH HEART AND MEANING .....	PAGE 5
DON'T FACE GRIEF ALONE / JUST SAY YES - TO SELF-CARE.....	PAGE 6
GOTPLANS™ VIRTUAL WORKSHOPS .....	PAGE 7



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