Leaving a Legacy

He could smell the citrus of the sweet clementines as he watched the paper lantern glow near his bedside; a stack of bold, red envelopes in his hand. It was time to ring in the Chinese New Year.

Honoring the wishes of our loved ones at the end of life is important. Telling stories and sharing a ritual from cultural traditions are ways in which loved ones can be honored, because celebrations are about sharing what’s important. For “Chang,” a patient residing in a long-term care community and receiving hospice services, the Chinese New Year was especially important to him.

Until recently, he had celebrated the Chinese New Year every year with his family. This celebration allowed him the opportunity to visit with his friends and family. Reflecting on the past year and all the things to be grateful for, he was most thankful for his family. Chang looked forward to what the New Year would bring – prosperity.  

Continued on page 3

The Power of Teamwork

Pat Gibbons, BSN, CHPN, director of Beacon Place, will be the first person to tell you that she’s uncomfortable in the spotlight. But being named the recipient of the 2013 Triad Nurse of Distinction Award is something for which Hospice and Palliative Care of Greensboro (HPCG) is very proud.

As director of Beacon Place for the past 17 years, Gibbons is quick to share that she is in the perfect job.

“He could smell the citrus of the sweet clementines as he watched the paper lantern glow near his bedside; a stack of bold, red envelopes in his hand. It was time to ring in the Chinese New Year.”

An award created by the North Carolina Nurses Association (NCNA) and the News & Record as a way of celebrating excellence within the nursing profession shows the impact nurses have on patients and the broader community. Gibbons’ 44-year career offers countless examples of excellence, beginning in Boston in the 1980s when she helped to establish and operate the first hospice program dedicated to the care of AIDS patients. Her leadership, advocacy and outstanding clinical skills earned her national recognition and a job offer to join HPCG in 1996.

“As director of Beacon Place for the past 17 years, Gibbons is quick to share that she is in the perfect job.”

“Working with a cutting-edge organization like HPCG, I not only serve in a leadership role but have been encouraged to use my initiative to share my skills with others within HPCG and beyond,” explained Gibbons. For example, since her arrival in Greensboro, Gibbons has been involved with Triad Health Project, serving as a board member for three terms. Her passion and expertise around the care of HIV/AIDS patients also garnered her an invitation to join a group from England and the US, the Foundation for Hospice in Sub-Saharan Africa.

Continued on page 4
Contents:

- Leaving a Legacy........................................pg. 1
- The Power of Teamwork..............................pg. 1
- A Message from Pat Soenksen.......................pg. 2
- Capturing Moments.....................................pg. 4
- Grief Camp Renews Children’s Spirits...............pg. 5
- Honorariums and Memorials..........................pg. 6-9
- Giving Matters..........................................pg. 10
- Goldstein Educates Clinicians.......................pg. 11
- Caregiver Questions....................................pg. 11
- HPCG Highlights........................................pg. 12-13
- CEC Calendar of Events...............................pg. 14
- Kids Path Calendar of Events........................pg. 15
- Volunteer Calendar of Events.........................pg. 15

Board of Directors

Executive Officers

- Patrick Wright, MD
- Chair
- Bob Newton
- Immediate Past Chair
- Mary Bernard Magrinat
- Vice-Chair
- Susan Shumaker
- Secretary/Treasurer
- Patricia Soenksen
- President and CEO
- James (Tab) Haigler
- Assistant Treasurer

Members at Large

- Terry Akin
- Noel Burt
- Dr. Howard Chubbs
- Karin Henderson
- Dr. Haywood M. Ingram
- Ron Johnson
- Ann Lineweaver
- David Marker
- Bonnie McAlister
- Everett Mills
- Carolyln Rice
- Ralph Shelton

Our Mission

Hospice and Palliative Care of Greensboro enhances quality of life by providing expert interdisciplinary care, consultation, support and education for those affected by serious illness, death or grief.

A Culture of Quality

A Message from Pat Soenksen, President and CEO

As I read our heartwarming cover story, I thought about the significance and power of providing extraordinary customer service. One of Hospice and Palliative Care of Greensboro’s (HPCG) key strategic priorities is to demonstrate a “culture of quality.” Two years ago we committed to developing a robust customer service program that would become the fabric of our culture. When we talk about “customers,” we are referring to patients and families, clients, employees, volunteers, donors, referral sources, vendors, visitors, local healthcare providers, community partners and the general public.

To “kick-off” the initiative, we brought in an internationally renowned customer service teacher and trainer, Dr. Bryan Williams. His inspirational upbeat message encouraged us to “be eager to serve, be welcoming, turn customers into ambassadors, offer a gracious good-bye and ‘work like you own it.’”

Williams also encouraged us to find “touchpoints” every day. A touchpoint is any interaction between two parties, and we experience literally hundreds of touchpoints daily. A touchpoint can be a positive or negative experience. Positive examples may include courteously answering the HPCG phone, actively listening to a distraught family member, warmly welcoming a visitor who may be lost or promptly responding to a donor request.

At HPCG, we have many opportunities to evaluate our customer service. Every day we receive heartwarming and appreciative cards and letters from families of our patients. We also value those families who choose to acknowledge HPCG in their loved one’s obituary or designate HPCG for memorial donations.

And while it occurs infrequently, we do receive a complaint if our service does not meet expectations. We actively seek and treasure even negative touchpoints as opportunities to identify care, services, communication and/or processes we need to improve so that HPCG consistently is recognized for exemplary “expert interdisciplinary care, consultation, education and support for those affected by serious illness, death or grief.”

HPCG also participates in a national Family Evaluation of Hospice Care (FEHC) survey, which is sent to all families six weeks after the patient’s death. One of the 47 patient satisfaction questions and the one on which all HPCG employees are evaluated is, “Would you recommend this hospice to others?” We aspire to achieve scores above both national and state benchmarks.

For the period of October through March, our FEHC score for that question was 91.44 percent, above the national (88.18 percent) but below the state benchmark (93.3 percent). As you can see, we still have room to improve! As Dr. Carlos Monguilod, our chief medical officer, encourages us “…at the end of each day if we are able to answer ‘yes’ to the following questions (below), then we will ensure that our quality of care is the best it can be. Did we go the extra mile to return caregiver calls promptly? Did we educate families as to why certain symptoms occur and what to expect and do when dying takes place? Did we deliver the care we promised on day one? Did we listen to and thoroughly answer all of the family’s concerns and questions?”

Thank you for supporting HPCG, and we pledge to make exemplary customer service a reality for all customers we serve!

Pat Soenksen
Chinese New Year continued from page 1

Chang’s children were first generation Americans living in a world that was different from his native China. While he wanted his family to have all of the opportunity and experiences life could bestow upon them, he didn’t want them to forget their ancestry. He wanted to pass down the Chinese traditions to his children.

Since Chang was unable to celebrate the Chinese New Year with his family, Hospice and Palliative Care of Greensboro (HPCG) brought this meaningful celebration to him. Two members of the interdisciplinary team, Kimberly Grove, a social worker, and Kristen Sharpe, a nurse, began thinking of ways to help him with this important request. Chang wanted to make small gifts for his children and his grandchild, while sharing his final wishes.

He decided to write notes to his family that would be sealed in small, red envelopes with even amounts of money. While the color red symbolizes good luck, the money enclosed is for good fortune and prosperity in the future. Chang had mentioned how important his family was to him and without them, nothing else mattered. These notes were Chang’s way of expressing to his family how much they meant to him.

HPCG encourages each patient to celebrate their traditions and cultural beliefs because what matters most at the end of life is honoring what is important to you. “I called Chang’s daughter to tell her about the gifts that her father had for them,” said Grove. “She expressed, with emotion, her sincere appreciation for our support of her father.”

In addition to the gifts, Chang celebrated the New Year by sharing a toast of juice with Grove and Sharpe, members of his hospice team. They feasted on clementine oranges, a symbolic fruit for good luck in the Chinese culture, a special wafer made from a fruit called Durian and pineapple cakes.

“We decorated his room with a Chinese paper lantern adorned with a dragon and hung a Happy New Year poster at his bedside,” said Grove. “I knew how much sharing these memories with his family meant to him. It made all the difference.”

Every person matters, and at HPCG every patient matters too. Understanding the importance of cultural diversity enables HPCG to serve its patients on a more meaningful level while honoring their wishes and embracing unique traditions.

Experiencing all of those little things along the way, such as hope, joy, love and sadness, enable us to leave behind memories that are vital to our legacy. What matters at the end of your journey?

“Chang wanted to make small gifts for his children and his grandchild, while sharing his final wishes.”
Celebrating Memories Through Love and Music

Weddings are one of the great milestones celebrated by friends and families. For the bride and groom, they can be a whirlwind of activities – moments they desperately try to capture forever.

Jane Andrews Nelson and Andy Brantley will be getting married this September and they could not be more excited. Friends and family have filled their summer with events to celebrate the upcoming nuptials. This young couple, however, is thinking of others as they look forward to beginning their life together. Humbled by the generosity of others who hosted showers and parties in their honor, they sought a special way to recognize those who are helping them capture the moments of their journey in ways they will never forget.

Working with the staff at Hospice and Palliative Care of Greensboro (HPCG), the couple chose to fund a Musical Chronology Project at Kids Path to honor their friends. “Kids Path holds a very near and dear place in our hearts,” said Brantley. “Each year, the counselors at Kids Path help hundreds of children coping with grief and loss. They provide the kids with tools to help them face challenges associated with loss, including creative therapies that provide ways to celebrate memories.”

Through many years of experience leading grief support groups for teenagers, the Kids Path counselors have found one thing that remains constant – young people love music. Music is the common language of youth. Music connects people to their emotions. Music is transformative.

The Musical Chronology Project at Kids Path will provide tools for these children to create their own musical scrapbook. They will collect meaningful music that connects them with feelings, thoughts and memories. The goal of this therapeutic project is that in “remembering the good, clients can give context to their experiences” and “by coming face-to-face with difficult challenges…they will be better able to put those problems to rest.”

“Music is an important part of our lives,” said Nelson. “As we journey towards being married, many friends have helped Andy and me capture moments that matter a great deal to us. It is our hope that this music program will help hundreds of kids capture moments that matter to them!”

Gibbons continued from page 1

There, Gibbons helped to create a guide for clinicians and family members to follow as they cared for HIV/AIDS patients in settings with limited or no medical resources. She also chaired committees and served on a variety of boards of state and national hospice associations.

“Another very unique aspect of my role with HPCG and Beacon Place is that after 44 years, I am still able to be in a job that provides me the opportunity for growth and offers me direct access to patients,” said Gibbons. In addition to directing care, teaching others, evaluating and anticipating patients’ symptoms, I am also at the bedside of some of our sickest patients. And there, I am always humbled by the privilege of being a nurse … of supporting patients and family members at one of the most vulnerable and precious times of their lives.”

As the population ages and healthcare continues to be challenged, Gibbons feels that the role of nurses as care providers and advocates has never been more crucial, especially within hospice organizations. “Here, we see that the strength of the nurse empowers the team,” explained Gibbons. When symptoms are well controlled, then other team members, such as the social worker and the chaplain, can connect with the patient and family, allowing the fullness of hospice to unfold.

Gibbons has long recognized the power of team work. After all, she grew up on a farm, learning at a young age the impact of things for which there was no control. She also saw the power of a close-knit community that celebrated the good times and rallied around one another in the difficult times.

“Team work is what sets hospice care apart from other care models,” reflected Gibbons. “And the nurse sets the tone – being fully present and focused on the patient – using critical thinking and problem solving skills to determine the need and respond quickly. This focused response inspires confidence and trust in the team for the patient. Demonstrating the impact of the gentle art of care, is the hallmark of my profession.”
Grief Camp Renews Children’s Spirits

Each spring Kids Path hosts its annual overnight camping event, CHAMP Camp, at Haw River State Park in Brown Summit, North Carolina. The camp allows grieving children and teens a chance to share memories, fears and triumphs as they relate to the grief process. The children participate in various activities in order to feel less isolated and return home with renewed spirits.

“CHAMP Camp provides a fun and supportive environment for children to connect with others their age who are coping with similar life circumstances.”

This year, the camp took place from Saturday, April 28 to Sunday, April 29 and hosted 46 campers, including 12 teens. “CHAMP Camp provides a fun and supportive environment for children to connect with others their age who are coping with similar life circumstances,” said Kate Hubbard, Kids Path social worker and program coordinator. After much success last year, Kids Path reinstated the Counselors in Training (CIT) program, which allows bereaved teens to serve as mentors to the younger campers. The program allows teenagers the opportunity to be kids again and learn how to deal with their feelings while simultaneously being a leader to a younger child. “Instant bonds were formed and connections were made as children began to understand they were not alone on their grief journey,” remarked Hubbard. Later in the afternoon on Saturday, the teens gathered for a session where they processed their mentoring experiences from earlier in the day and wrote a group letter to the younger campers to be read during the wish ceremony. The letter expressed how the teens collectively felt about losing a loved one and gave hope and encouragement to the younger campers.

The younger children participated in many group activities. The newest activity to be added to the agenda this year was pet therapy. “Volunteers from the Greyhound Friends of North Carolina pet therapy program shared their kind and gentle dogs with the children. Campers were able to pet, hug and interact with the dogs. It was a moving experience,” Hubbard reflected of the pet therapy session.

Other activities throughout the weekend included beadwork, s’mores and even impromptu makeovers for the girls and pillow fights for the boys after lights out! One volunteer went above the call of duty and brought supplies for campers to make butterfly crafts.

CHAMP Camp offers a magical escape for grieving children and teens. From the moment their caregiver drops them off, each camper is surrounded by supportive peers, compassionate volunteers and knowledgeable camp staff who create a cocoon-like healing experience. By the end of the weekend, a tribe of campers emerges to greet their caregivers – bound to one another through the shared experience of grief camp.
Gifts to HPCG April 2013 - June 2013

**Honorariums**
- Carol Allen
- Fr. John Allen
- Andy and Jane Andrews’ Wedding
- Maxine Bradley
- Donna Camp
- Jim and Jonni Catlett
- Sally Cobb
- John Connor
- Marion Dale Dail
- Meghan Davis
- Darrell and Bert Douglas
- Judith Anne Doyle
- Allyson, Caroline, Andrew and William English
- Melanie Fuqua
- Debbie Garner
- Michael Gaspeny and Lee Zacharias
- Sarah Grenon
- Mary Pat Haaf
- Austin and Lee Healy
- Jeffrey Hepler
- HPCG staff and volunteers
- Jean Hunt
- Beverly Isley-Landreth
- Ron Johnson
- Monica Jones
- Barbara A. Lusk
- Marina Mails
- Msgr. Anthony Marcaccio
- Judy Martineau
- Dorothy Meeks
- Jane Land Murphy
- Kenneth Nash
- Phyllis P.
- Lea K. Preis on Mother’s Day
- Saul S. Preis on Father’s Day
- Donna Sams
- Maureen Silver
- Pat Soensken
- Marcia Patterson Vanard
- Jack and Sarah Warmath
- Bette Weatherly
- Joan White
- Violet “Pat” Whitfield
- The wonderful employees of HPCG
- Butch York

**Memorials**
- Jason Richard Adams
- Helen Sokolowski Akenson
- Grace Allen
- Paul Alfred Allen
- Mary Lytton Amick
- Sylvia Murphy Amick
- Marjorie Lee M. Ammons
- Elaine Nall Amos
- Richard “Dick” Lacy Anderson
- Richard Lewis Apple
- Billy Ray Ashby
- Ismael Assao
- Sybil Dianne Shough Atkins
- Murray “Carson” Bain
- Linda Firestone Baiza
- Jesse R. Baker
- Mother of Andee Barbee
- Shirley Kearns Bare
- James Robert “Bob” Barker Jr.
- Mother of Wilma Bates
- Carrie Moore Watson Baynes
- Juanita “Nita” Riley Baynes
- Dennis Watson Bell
- Carolyn Smith Berry
- Earl “Larry” Bertrand
- Walter N. Bigelow
- Phlis Ann Bird
- May E. Blackwell
- Helen S. Blake
- Dorothy McFarland Blalock
- Arthur Bluthenthal
- Cecil Graham Bond
- Sharon Bates Bostic
- Dr. Ernest M. Bradford
- Erskine Miller Bradley
- Gregory Miller Bradley
- Joanne Becker Brann
- Gordon Freeman Brewer
- Callie Maxine McQueen Bridges
- Judithie Bald Briggs
- Ezra Whittaker Brooks Jr.
- Robert Brower
- Ansley Giddens Brown Jr.
- Michael “Mike” Robert Brownlee
- Dr. Dale Lee Brubaker
- Johnny “Jack” Bruner
- Corinne, Jeffrey, Jackson and Meriwether Buckalew
- Julian Bulla
- Mother of Carolyne Burgman
- Sylvia Jones Burroughs
- Harry F. Bynum Jr.
- Mother of Peggy Byrd
- Mother of Jeannie Campbell
- Betty Gibson Cannon
- Carl Ivan Carlson Jr.
- Harry “Skip” C. Carpenter
- Edwin “Ed” Bailey Carroll
- Lloyd T. Case
- Paul Causey
- Lavinia Maddox Caviness
- Mother of Jane Chandra
- Richard “Dick” J. Cheney Sr.
- Gene “Papa” Church
- Clifton L. Clark
- John “Jack” L. Clarkin
- Geraldine Mooney Clinard
- Betty Gwynne Clontz
- John K. Cobb
- Vicky D. Cockerham
- Mother of Lisa Coleman
- Clara Eva Pearman Collins
- Doris Marie Gilliam Collins
- Elizabeth Ann Collins
- John “Jack” Lawrence Collins
- Frances Combs
- Beatrice V. Conover
- Ellsworth Jewett Cook
- Dorothy “Dottie” Cooper
- Dorothy J. Coulter
- Nola Jean Gragg Couts
- Gloria Farnell Cowan
- Joe Ann Wright Crews
- Mildred Crockett
- Lois Dee Crowe
- Charles Thomas Culbreth Sr.
- Frank D. Cunningham Jr.
- James B. Curl Jr.
- Dr. Lois Jotter Cutter
- Bonnie Lancaster Cyrus
- Nan Wilson Dail
- Herman Wayne Davis
Gifts to HPCG April 2013 - June 2013

Irene Wilson Dawson
Sheryl A. Dawson
Evon Welch Dean
Louis Overton Dean III
Deb Greathouse DeLong
Sardaben C. Desai
Glenn Shaw Dickens
James Dickens
Frankie Ledbetter Dickson
James Willis Donahue
Floyd Vance Duncan
Ervin B. Edwards
Jennifer M. Edwards
Mr. and Mrs. Walter Claxton Edwards
Benjamin Egidio
Robert Egidio
Albert J. Ellis
Julia Lou Pinnix Elrod
Thomas Clyde Elrod
Clark English
Hilary Ann Erskine
Malcolm P. Evans
Marie Rosique Evans
Allen Wilburn Everhart, II
Allen Wilburn “Bill” Everhart
Sherrell Fellerman
Dr. Richard Malcom “Dick” Fields
Ruth K. Fields
Edward “Eddie” Lee Fisher
David Fredrick Flynt
Mother of Linda Fogleman
The Rev. John Charles Foltz
Mildred Roberts Foreman
Carl Thaxton Foushee
Carl Frederick Fowler Sr.
Lonnie Baker Fowler
Therese Vander Molen Frankenka
Allen C. Freiberg
Roma “June” Tuxhorn Fristoe
Aaron “A.Y.” Fuller Jr.
Wallace Glenn Fulton
Manfred John Gaiser
Ernest “Ernie” Cebron Garrett Jr.
Wade J. “Tommy” Gibson
Bertha K. Gienza
Nellie G. Glenn
William “Bill” Dean Gordon
Marie Levy Gould
Mother of Leslie Grant
Sarah Garrett Gray
Thomas Harry Grayson
Jerry S. Groome
Edna Wheat Grubbs
Sandra “Sandi” Lambe Hall
Elsie Gann Hampton
Raymond Cecil Hampton
Jerome T. Hand
John Davis Hand
Wesley Fletcher “Wes” Hankins
Rufus Walter Hardee Jr.
William Davis Harris Sr.
Talton Jerry “Tal” Harrison
Ileen H. Harwood
Connie Hawthorne
Nelle Craft Hayes
Frederick Albert Healy Sr.
Charles Henry Hemphill
Eddie Herndon
Sara Pauline Watson Heston
Nellie Bertha McGee Day Hestwood
Winnie Wells Mays Hieb
Randy Dale Hinson
Earline Crain Hodge
Ginger Hodgin
Christine V. Holmes
Vivian Burch Holmes
Raymond E. Holt Jr.
Rebecca Eloise Bostick “Teny” Holt
Farisa M. Horton
Irene Guffey Hudgins
Lydia Jean Hudson
Mildred Austell Calhoun Hudson
Ervin Hunt
Daniel Scott Hurley
Arnold Wayne Ingold
Frances Adele Rives Ingram
Joan Falk Isaacson
Margaret Loman Jackson
Walter Clinton “Clint” Jackson III
Dru Richard Jarrett
Everett Nesbitt Jarrett Sr.
Annie Isabelle “Peggy” Monroe Jenkins

Save the Date
Light Up A Life
December 8, 2013
First Lutheran Church
3600 West Friendly Avenue
Greensboro, North Carolina 27410

Mark your calendar now and plan to attend this special memorial service.
Gifts to HPCG April 2013 - June 2013

Martha Sholar Jenkins
Margaret “Peggy” Burdell Jennings
Patricia “Pat” Gordon Johnson
S. Frank Johnson
Louise Lucas Crowder Jones
Susie Bell Jones
Dr. Sam B. Joyner
The Rev. John Wesley Kale
Thomas C. Kaszuba Sr.
Doris Emma DePaoli Kauder
Dotty H. Kaufman
Peggy E. Keaton
Herbert James Keeler
Marjorie Isenhower Keen
Linda Kelly
Myrtie Brown Kennedy
Reva Estelle Alderman Kennedy
Julian Vernon King
Dora Callahan Kinlaw
Geraldine “Gerry” C. Kirkpatrick
Mary Constance “Connie” Knieriem
Mary Constance “Connie” Knieriem
Harry A. Kunkel Jr.
Esther Louise “Sudie” Record
Kuykendall
William Richard “Dick” Laidlaw
Ralph Addison Lambe
Clifford Bryant Lambert Jr.
Cleo Edward Land Sr.
Barbara Sharpe Latta
Troy Layne
James “Jim” Richard Layton Sr.
Mother of Judy LeCroy
Dr. James “Jim” Mobley Lee
Holland B. “Dusty” Leonard
Margaret Newlin Leonard
Ronald “Ron” Raymond Leroux
Thomas Ross Little
Florence Culcaslure Llewellyn
Alisa M. Lockamy
Beverly Rogers Long
Myra Thompson Long
Steven “Steve” Michael Loope
Pamela “Pam” H. Loud
Catherine “Kay” Lowdermilk
Louise Nance Lowdermilk
David Allen Lowe
Lila Gragg Lowe
Jis Lubach-Norbruis
Dr. John Alexander Lusk III
Charles Alan Lynam
Gregory J. “Greg” Maier
Janice Patricia “Pat” Martin
Mary Martin
Steve W. Martin
Homer Livingston Mason
Novem Miller Mason
Judie Ann Newton Matulis
Stuart Tyrus Maynard
Mary “Tootsie” Colbert McBride
Mother of Sandy McCall
Dawn Holmes McClintock
Berkeley Wayne McCollum
Wayne McLane McCraw
Catherine Mackey McDonald
Pauline M. Moldovan
Hilda G. Moore
Mrs. J. Tracy Moore
Eunice Setzer Morgan
Ruby M. Moriarty
William “Bill” Grady Morris Jr.
Marie Greer Morrison
Mother of Lanna Moxley
James Dallas “J.D.” Mundy
Edmund Murray
Worth Douglas “Doug” Murray
Bea Allred Humble Myers
Joan Baynes Myers
Frances Hancock Nash
Donald “Don” Nelson
Claude Marshall Newton
Marcia Macdonald Newton
Jim Nichols
Charles H. Nielsen
Mother of Mary Nifong
Mildred Nissenbaum
Thomas and Dorothy Norman
Sherry Sawicki O’Brien
Blanche M. O’Ferrell
Howard O’Ferrell
Raymond O’Ferrell
J. Dan O’Neill
Chris Osborne
Leota H. Stephenson Osborne
Thomas “Tom” Z. Osborne
Aubah Geraldine “Jerrie” Hicks Pardue
David G. Parker Sr.
Julius “J.D.” Delnor Parrish
Denolda Reynolds Patten
Ruby Patterson
Roy Lee Payne
Wiley Gray Pegram
Frank Pequigney
Virginia Everette Perdue
Gregory Wayne “Greg” Phillips
Robert Ernest Phillips
Sylvia Jeanne Mast Phillips
James R. Pitcher
Thomas E. Pleasants
Claibourne Worth Poiidexte
LeRoy “Roy” Reece Porter Jr.
Lea K. Preis

On Memorial Day 2013, the DeLuca family placed more than 100 flags around HPCG’s campus in honor of service men and women.
Every effort has been made to include and correctly list all the names of persons honored or remembered since our last issue of NewsLines. This list represents those tributes received between April 1 and June 30, 2013. If we have made an error, we hope you will give us an opportunity to correct our mistake in our next issue. Please call the resource development department at 336.621.2500.
Giving Matters
Supporter Asks How Life Insurance Can Benefit HPCG

A person at my church mentioned using his life insurance policy to make a gift. How does that work? Could I make a gift to benefit HPCG with my life insurance policy?

We shared this question from a donor with HPCG volunteer Kim Ketchum, an insurance professional, who serves on the donor relations and cultivation committee of the board. He shared this response.

The citizens of Guilford County are generous people. Many regularly contribute to charities and non-profit organizations. One method of multiplying the value of an annual charitable contribution is through the use of life insurance to leverage this financial support. If you have shied away from this consideration due to the perception of this being a complicated and legal procedure then you might wish to re-think it—as this concept is really quite simple.

The main question to ask yourself is whether or not you wish to have an income tax deduction for the premiums paid on the policy insuring your life. The donor is considered “the insured.” The donor (insured) can request that the charity (at the time of application) be the owner of the policy. This simply entitles the charity to all the rights and privileges of the policy which normally rest in the hands of the insured. The insured sends the premium payment to the charity and the charity pays the premium to the insurance company. Current tax law allows an income tax deduction for this gift, just as if it were made with no life insurance association. It is not mandatory that the charity be the owner of the policy, but doing so does maximize the leverage function we will address next.

For an example, a 60 year-old female in Guilford County North Carolina has a statistical life expectancy of 24 years. If she were in good health and qualified for the life insurance, her annual premium would be approximately $1,700. If both of these hypothetical examples turned out exactly that way, then the total premiums paid to the charity would total around $41,000, with a bequest at death from the life insurance proceeds of $100,000—tax free. Plus, if our current tax laws remain as is, the 24 years of premiums are a tax deductible event each year they are paid. Should our 60 year-old above choose to also insure her 60 year-old spouse, the annual premium could be reduced to about $1,400 under an arrangement, which allows the death benefit to be paid upon the death of the second insured.

Finally, do not overlook utilizing existing life insurance contracts. If the policy is of a permanent nature and not a term type, then there may be cash values built up inside the contract. If your need of the death benefit for family purposes is no longer as great as when you initially purchased the policy, then it may make a nice gift to your charity. You could also receive a tax deduction for those built-up cash values and an ongoing annual income tax deduction for future premiums.

The leverage of life insurance in charitable contributions is one which allows a much larger bequest be made to the charity upon your death than you may have been able to provide in a lump sum or installment basis.

I have used life insurance for my own charitable gifting. Many years ago, UNCG and I entered into an agreement insuring my life. The university owns the policy and is the beneficiary of the ultimate death proceeds. I only mention this as it never hurts to ask, when introduced to a new idea “If you think this is such a good idea… do you use it yourself?”

Please speak to your insurance and tax advisor for more specifics. They should have the education and experience to advise you appropriately on the techniques of leveraging your charitable contribution.
Goldstein Educates Clinicians on Palliative Care

In early May, Hospice and Palliative Care of Greensboro (HPCG) presented two educational programs focused on the barriers to palliative care consultations for patients with advanced heart disease. The programs featured keynote speaker Dr. Nathan Goldstein, assistant professor of Mount Sinai Medical Center’s Hertzberg Palliative Care Institute.

One presentation entitled “Interfacing Heart Failure Patients and Palliative Care” was designed for a physician audience, while other clinicians were invited to attend a second presentation entitled “Palliative Care for Patients with Heart Failure.” HPCG’s medical outreach team promoted the talks among local physicians, hospital workers, nurses, social workers and CNAs. More than 125 individuals attended the programs.

Engaging his audiences, Goldstein reviewed the case studies of two 52 year-old patients – one with colon cancer and another patient with heart failure.

For Goldstein, the goal of a palliative care consult with heart failure patients is to help them and their families understand the complexity of the illness as it progresses and clarify the needs that will evolve over time. Goldstein gave many tips on how to talk with patients and showed a video that emphasized asking the patient’s permission to talk about his or her illness.

“Dr. Goldstein emphasized a key point about palliative care – it is a dialogue, not a pep talk,” said Dr. Melissa Taylor, director of the palliative medicine team at Cone Health. “So many people think that palliative medicine can come in and have the “talk” and make everything move in a comfort care direction. Chronic illnesses like congestive heart failure and heart disease are prime examples where the course of treatment is up and down and requires a dialogue along the way; a safe place to gain perspective.”

This concept does not just apply to chronic life-limiting illnesses. Taylor says cancer patients deserve this approach as well, because they are working through the ups and down of their illness, and in some cases treatment has converted them into a chronic life-limiting illness category. Within the context of their life, not the life that medicine thinks they should have, they deserve to be the ones calling some of the shots. Palliative medicine provides a safe place to work out their lives.

The educational programs about palliative care were made possible by support from the Lincoln Financial Foundation.

HPCG Answers Your Caregiver Questions

“I live in Chicago, and my 81 year-old father lives in North Carolina. My dad has just been admitted to hospice care. I’m visiting as often as I can to try to get him settled, but I’m so worried. How can I help him? How can I know if he is OK on a day-to-day basis? I can’t leave my job and family to be his full-time caregiver. I don’t know what to do.”

Providing care for a loved one who is not close to home can be difficult. Fortunately, long-distance caregiving is not unusual and there are plenty of options to help care for those who live far away. Long-distance caregiving can be difficult to juggle and fit into a routine.

Since your father is currently a hospice patient, please feel free to contact the hospice social worker or other interdisciplinary team members with questions at any given time. A conversation between your father (if he is able), the social worker and any other family members can help identify needs and find solutions to caregiving questions. Checking in frequently with the care team allows you to make sure your father’s needs are met as things change.

Long-distance caregiving is possible when the lines of communication are open between you and your father’s interdisciplinary team.
The Human Race Raises $1,440

On April 13, staff and volunteers of Hospice and Palliative Care of Greensboro (HPCG) participated in The Human Race. This 5K run/walk is an annual fundraising opportunity for all local nonprofit organizations and is sponsored by the Greensboro Volunteer Center. This year’s event was held at the Greensboro Coliseum and more than 5,000 people participated.

While proceeds from this event are still coming in, HPCG has received $1,440 thus far, which will be used for its patient assistance fund. Special thanks to all who walked, ran, designated or collected money for this event.

HPCG has proudly participated in the Greensboro Human Race since 1994. Please mark your calendars for the 2014 Human Race scheduled for Saturday, March 29. Next year’s race celebrates the 20th anniversary of this special event!

Kids Path Receives Crescent Rotary Club Grant

Kids Path received $545 from Crescent Rotary Club’s Foundation to initiate their Music Relaxation Project. This will enable the expansion of Kids Path’s library of audio-based relaxation tools by creating and recording its own CD collection. These musical exercises and experiences will be incorporated into the therapeutic interventions offered to sick and grieving children and teens. Funds will also cover the purchase of three “Tranquil Turtles,” which will be used to encourage relaxation for seriously ill infants and children in their homes.

Kids Path deeply appreciates the years of support the Crescent Rotary Club has provided, allowing Kids Path to expand its therapeutic offerings in some important and creative ways. A special thanks to Charlie Finch, Crescent Rotary Club member and Kids Path volunteer, for his outstanding advocacy.

Celebrating Mitzvah Day

On Sunday, May 5, more than 700 volunteers from the Greensboro Jewish community celebrated Mitzvah Day, by coming together to serve others in need of support. Hospice and Palliative Care of Greensboro (HPCG) was one of 40 organizations that benefitted from “mitzvah” … an act of kindness. This year more than 40 adults, children and teens came on site to Kids Path for a tour and to complete their array of projects. Special thanks to the volunteers who lifted the spirits of HPCG patients, families and staff members by creating:

- Hand-decorated containers filled with candy.
- Cards of encouragement for patients.
- “Courage” bracelets for children and teens grieving the loss of a loved one.
- 100 ball caps hand-decorated for both boys and girls being served by Kids Path.
- “Worry Jars” for a therapeutic grief support group activity at Kids Path.
- Trays of homemade treats for family members visiting their loved ones at Beacon Place.
- Hand-decorated boxes filled with snacks for each Beacon Place patient.

HPCG deeply appreciates being chosen as a Mitzvah Day project site for the past 18 years. Thank you to the sponsors, organizers and volunteers for completing projects that enrich the care and support HPCG provides.
Glowing in the Park After Dark

The Glow in the Park 5k run held on the evening of May 24, 2013, at the Greensboro Arboretum, generated a donation of $2,050 for Hospice and Palliative Care of Greensboro (HPCG). Sponsored by Trivium Racing as a part of the 2013 Tri for Hospice fundraiser, this 5k “glow run” attracted more than 500 participants who ran and walked through seas of colored foam and sprays of neon paint while wearing glow-in-the-dark body paint and LED necklaces, bracelets and finger flashers. Back at the finish line participants enjoyed delicious snacks from generous sponsors and great music played by a local DJ.

Organizer Rich Swor shared, “While our company has been presenting Glow Runs in other parts of the country, this was our first for Greensboro. We are glad it was so well-received and are pleased to be part of the 2013 Tri for Hospice effort championed by Karen Buxton.” Special thanks to the following Tri for Hospice sponsors, including Greensboro Radiology, HPB Insurance Group, Margaret Szott, DDS, Off’n Running and Mike Carr Karate & Fitness.

Members of the Greensboro alumnae chapter of Delta Delta Delta raised $625 at its 2013 Pansy Lunch. These funds were used to support some of the costs associated with Kids Path’s bereavement camp held in late April 2013.

This alumnae chapter has been supporting Kids Path since 1999 and has raised more than $4,800. Sandi Banner, the chapter’s chairman of philanthropy shared, “Our membership decided back in 1999 that rather than support St. Jude Children’s Research Hospital, our national organization’s charity, we would select our own local organization. We are proud of our decision and the impact we have been able to make at Kids Path over the years. Our collaboration has been both educational and meaningful.”

Special Thanks...

- Employees from Lorillard Tobacco Company treated Beacon Place residents and their visitors to ice cream sundaes on April 18.
- Employees from the corporate office of Tanger Outlets spent an afternoon beautifying the HPCG gardens. Coordinated by Jessica Dalton, this was one of many projects Tanger employees participated in during their Stanley Samaritan days. Organized to remember founder Stan Tanger, employees find meaningful ways to give back to the communities in which they have shopping malls.
- Members of the Silver Connection from Mount Zion United Church of God performed an array of gospel music for Beacon Place residents on Sunday, June 2.
- Holy Trinity Episcopal Church Women (ECW) donated $4,500 to Kids Path. They held a raffle and silent auction at their annual fundraising event on April 28 at the home of Jane Gorrell.
- Brick United Church Women donated $1,000 by providing concessions at the annual 2013 Mule-A-Rama event.
All events are free, open to the public and held at 2500 Summit Avenue, unless otherwise noted. Registration is required. Contact the Counseling and Education Center at 336.621.5565 or thecenter@hospicegso.org for more information or to register.

**AUGUST**

**Grief: What to Expect and What Can Help?**
A one-hour information session for adults, who are newly bereaved, to better understand and cope with grief.
**Monday, August 5, 6 – 7 p.m.**

**Journaling Through Grief**
A one-time workshop for adults to discover how writing can help you move through your grief.
**Tuesday, August 6, 6 – 7:30 p.m.**

**Creating Memories**
Putting together photos in a frame, scrapbook or collage can be tremendously healing. Bring photos and other visual memories to this one-time workshop. We will provide the basic supplies for you to start creating memories.
**Tuesday, August 13, 6 – 7 p.m.**

**Yoga for Stress Management**
Alisha Wielfaert, yoga instructor, will teach simple breathing and movement techniques to help you manage stress, relax and get energized.
**Monday, August 19, 6 – 7 p.m.**

**SEPTEMBER**

**Loss of a Child**
A support group for parents who have experienced the death of a child of any age.
**Begins Monday, September 9, 6 – 7:30 p.m.**

**Loss of a Spouse or Constant Companion**
A support group for adults who have experienced the death of their spouse or life partner.
**Begins Tuesday, September 10, 6 – 7:30 p.m.**

**Loss of a Spouse**
A support group for adults who have experienced the death of their husband or wife.
**Begins Thursday, September 12, 2 – 3:30 p.m.**

**Loss of a Loved One**
A support group for adults who have experienced the death of a parent, sibling or other loved one.
**Begins Thursday, September 12, 6 – 7:30 p.m.**

**OCTOBER**

**Finding Our New Normal: Helping Bereaved Spouses Reinvest in Life**
A support group for adults who have moved beyond the early stages of grief and are now focused on finding new activities and meaning.
**Begins Tuesday, October 1, 1 – 3 p.m.**

**NOVEMBER**

**What Do I Say? A Course in Talking About Death and Dying**
A seminar co-sponsored by the Greensboro Area Health Education Center. The event will be held at Wesley Long Community Hospital located at 501 N. Elam Avenue, Greensboro, North Carolina 27403. Lunch is included and there is a fee for this course. Register online at www.gahec.org or via telephone at 336.832.8025.
**Friday, November 1, 8:30 a.m. – 4:30 p.m.**

**Grief: What to Expect and What Can Help?**
A one-hour information session for adults, who are newly bereaved, to better understand and cope with grief.
**Friday, November 1, noon – 1 p.m.**

**Grief: What to Expect and What Can Help?**
A one-hour information session for adults, who are newly bereaved, to better understand and cope with grief.
**Wednesday, November 6, 6 – 7 p.m.**

**Handling the Holidays After a Loss**
A seminar for adults addressing grief and the holidays.
**Monday, November 11, 6 – 7 p.m.**
**Kids Path Calendar of Events**

All groups are open to the public and registration is required. Call **336.544.5437** to register for a workshop or to schedule an individual counseling session.

**AUGUST**

Make-a-Memory Bear Workshop
A creative workshop for children and teens (ages 5-18) coping with the death of a loved one. Participants will create a keepsake bear from an article of clothing or special fabric connected to a special person that died.

Tuesday, August 20, 6-7:30 p.m.

**SEPTEMBER**

RTime2B
Our monthly gathering for grieving teens (6-12 graders) coping with the illness or death of a loved one.

Thursday, September 12, 5:30-7 p.m.

Thrive Support Group
A monthly gathering for teens living with chronic illness.

Thursday, September 19, 6-7:30 p.m.

**OCTOBER**

Connecting Rainbows
A support program for K-5 graders and their caregivers coping with the serious illness or death of a loved one.

Tuesday, September 24, 6-7:30 p.m.

**Volunteer Services Calendar of Events**

Are you interested in becoming a volunteer with Hospice and Palliative Care of Greensboro (HPCG)? Please register to attend a session. Contact Brenda Harris at **336.621.2500** or **bharris@hospicegso.org**. All sessions are held at 2500 Summit Avenue. Volunteers interested in patient care training must first attend a volunteer information session.

**AUGUST**

Volunteer Information Session
Monday, August 26, 6 - 8 p.m.

**SEPTEMBER**

Direct Patient Care Training
Saturday, September 7, 8 a.m. - 4:30 p.m.

**OCTOBER**

Volunteer Information Session
Monday, October 14, 6-8 p.m.

Direct Patient Care Training
Saturday, October 26, 8 a.m. - 4:30 p.m.

**NOVEMBER**

Direct Patient Care Training
Saturday, November 2, 8 a.m. - 1 p.m.
TIME-SENSITIVE MATERIAL