How we care for you …

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GRIEF CARE
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PROFESSIONAL & COMMUNITY EDUCATION

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LEVINE & DICKSON HOSPICE HOUSE

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Please Leave A Message . . . In the Chapel

Panels from the stained glass window at LDHH

Over the years, studies have been conducted and articles have been written about the preference that most of us have at the end of life — we want to die at home. Fortunately, a majority of our patients are afforded that opportunity since compassionate home care is one of the foundations of the hospice philosophy. But for patients who have acute pain and other symptoms that are difficult to control at home, we can offer the next best thing — Levine & Dickson Hospice House (LDHH).

Levine & Dickson Hospice House has been open for a little over three years now. During this time, we have served more than 1,300 patients, a significant number in itself. But we’ve also supported countless family members, loved ones, and friends. And we know what a difference we’ve made in their lives … because we’ve read their messages.

There is a “guest book” in the chapel at Levine & Dickson Hospice House. Many family members or caregivers come to the chapel to pray, or to steal a few quiet moments, and often find themselves compelled to write a message. Sometimes the message is to the staff at LDHH; sometimes the message is a more personal prayer to God. Their words are emotional and their feelings often raw. But each message is filled with hope and appreciation. Hope that their loved one will have a peaceful, pain-free end. And appreciation for finding a compassionate “home” for their loved ones’ last days. These are their words:

“God, please bless all those who enter the doors of this hospice house. The people who work here make this place so special and peaceful. Also, bless those who come to spend their last days here … .”

“To the wonderful staff, we thank you for the kind, loving care you gave to my sister and friend. We rejoice that she was able to be in your ‘lovely home,’ in your care, when the end came.”

“I had explored every avenue and place for my husband’s last days. Nothing could compare with Levine & Dickson Hospice House. Every detail was attended — even a shave, which I had wanted to do earlier but he had resisted. He was spiritually as well as bodily cared for. Nothing was left to chance. It was as if he were an exceptional, rare piece of bone china, which he was to us.”

“Although losing my mom was difficult, the love, kindness, and care here made it bearable. The people of LDHH are all angels! Your love shows in all that you do.”

“Our prayers were answered as you gently took Dad home today. Thank you for opening heaven’s doors right here for all of us. Please bless this wonderful staff — all of whom are your angels. We have been richly blessed.”

“Thank you so much for your kindness and wonderful care of my husband. I had times with him that I wouldn’t have had if I still had him at home. You took care of his every need and comfort. You also looked after me … it is wonderful to be treated with such loving care.”

“To the staff:
You are answering a calling
to serve the dying
with compassion and dignity.
I thank you for your service.

We are also grateful
for our spiritual practice
of mindfulness,
meditation,
being free from birth and death,
the way of love and understanding
handed down to us
by our teachers.

The Buddha
Thich Nhat Hanh (Vietnamese Zen master)
and so many others.
We thank you.”

We are truly humbled and honored to have helped so many people in our community over the past three years. Each patient has been a gift. And even though these messages ask for blessings upon our staff, the simple presence of these amazing families in our lives has been more than we could ever ask for.
Taking “Patient-Centered” Care One Step Further

For the past thirty-three years, Hospice & Palliative Care Charlotte Region has made a difference in the communities we serve. In 2010, we treated over 4,800 patients in our hospice and palliative care programs and touched countless other lives through the families, caregivers, and friends of our patients. Our passion, undoubtedly, is to serve those who need us.

“Patient-centered care” has become quite a catch phrase recently in the health care industry. It’s a concept that promotes greater focus on the needs of the patient, rather than on the needs of the medical system. And while patient-centric focus seems to be intuitive, the health care crisis we face as a nation has unfortunately pushed many providers away from this basic concept. Hospice & Palliative Care Charlotte Region, however, has been practicing patient-centered care since the first day of operation. And that will not change.

HPCCR is a tireless advocate for patients who need expert end-of-life care, and our organization works diligently to ensure that everyone in our community will receive the right care, at the right time, and in the right place. Through our work, we spread the message that high cost does not equal high quality and that complex care is not always a substitute for compassionate care.

So while it is clear that our focus is always on the patient, we take it one step further. We focus on our patient and every person that our patient calls a friend, family member, or loved one—because we are uniquely positioned to do so. And it’s the right thing to do.

An Experiment Gone Right

The following blog was published in March to commemorate the anniversary of our entry into social media. To find the links to our social networking sites, simply visit hpccr.org.

One year ago today, Hospice Matters published its very first post. To date, we have published over 120 blogs, and we’re really just getting started.

Social networking began as an experiment for HPCCR and has evolved into an important component of our overall marketing strategy. We truly feel that we are raising awareness about end-of-life care by prompting discussion and fostering education.

Social media is a give and take. We give; our supporters take. And vice versa. So we would be remiss if we did not thank all of our loyal subscribers, our weekly readers, and our thoughtful posters. (You know—the people who make comments. Not the paper you hang on the wall.) As we see our number of views increase, we are further encouraged that we are doing the right thing in terms of our mission and our outreach efforts.

An experiment always has the potential to fail. You look at the risks, you weigh the consequences, and then you make an educated decision about the outcome. This time, we were right. So excuse us while we head out to buy some lottery tickets. We gotta feeling we’re on a roll here.

Greetings and Gratitude

We are pleased to announce the addition of five new board members for the 2011-2012 year. Please join all of us at HPCCR in welcoming them: Karl E. Doerre, Elizabeth A. Fender, Michael A. McNamara, Jane B. Neese, Cynthia F. Sherrill.

We would also like to express our appreciation to the five retiring board members. The entire HPCCR organization thanks them for their service: The Reverend Michael F. Bailey, Mt. Zion United Methodist Church; Eileen Friars, Private Investor; Bryan F. Kennedy III, Park Sterling Bank; Ronald W. Lamberth, Cherry, Bekaert & Holland, LLP; N. Lucille Siler, Johnson Allison & Hord, PA.
A Successful Career and a Cup That’s Full

Leslie Barlowe is understandably emotional about her decision to leave Hospice & Palliative Care Lincoln County (HPCLC) after 15 years of loyal service. After all, she joined the organization when there were just nine full-time employees serving around 15 patients a day. In June of this year, she will leave a thriving organization of 26 staff members who care for around 80 patients every day. Leslie has put her entire heart into the mission of HPCLC, and her soul has reaped the rewards — in more ways than she could ever have imagined.

Leslie began her clinical career in the field of nursing. For over 25 years she worked in a hospital setting, where she was often frustrated by the lack of time she was able to spend with her patients. A former employee of Leslie’s, who had begun to work for HPCLC (then Hospice of Lincoln County), asked her to apply for the clinical manager position that was open there. Realizing that she could develop a strong relationship with her patients and work with them to meet their goals of care, Leslie accepted the job. And she did not look back.

If you ask her, Leslie will attribute all of her accomplishments to her team. “I have been surrounded by the most caring, competent, skilled, loving, and giving individuals that anyone could hope to work with. My success is only because of the care that they give.” And the team in Lincoln County will continue to be successful after Leslie hands the reigns over to Lee Wilson, her chosen successor.

Leslie plans to work part-time, as needed, as a nurse for HPCLC. “In my work with hospice, my cup has never been empty. Instead, it’s been filled with blessings from those I’ve been honored to care for. My cup is truly full.”

View Our 2010 Annual Report Online

For your convenience, we have posted our 2010 Annual Report online, and we invite you to take a look. Just go to hpccr.org and type Annual Report 2010 in the search bar. We share with you our accomplishments and the ways in which your contributions have helped us provide quality palliative and end-of-life care to all who need it in our eight-county service area. Hard copies are also available by contacting Margaret Mullis at 704.335.4323 or mullism@hpccr.org.

Helping Our Breast Cancer Patients

For patients facing breast cancer, the journey is emotionally and physically difficult … and costly too. We can help.

Susan G. Komen for the Cure® works to improve the quality of life for patients battling breast cancer. In an effort to fulfill their vision of a world free from breast cancer, the organization raises funds and generates awareness in local communities throughout the United States.

Through a generous grant provided by the Charlotte Affiliate of Susan G. Komen for the Cure, HPCCR is able to provide funding to cover pain management and end-of-life services to patients in the final stages of breast cancer who do not have sufficient means to pay for their care. This partnership provides relief each year for many individuals suffering from the financial and physical burden caused by breast cancer. For more information about this grant, or other giving opportunities, please contact Pam Janowicz Gray at 704.335.4324 or grayp@hpccr.org.
**Time to Link and Re-link**

Hospice & Palliative Care Charlotte Region benefits from frequent shopper programs offered by GoodSearch, Food Lion, and BI-LO. Linking is easy to do!

**GoodSearch**

GoodSearch is a search engine and online shopping mall. Go to [www.goodsearch.com](http://www.goodsearch.com) and select “Hospice & Palliative Care Charlotte Region” as the charity you wish to support. Our charity identification number is 811654. Add GoodSearch to your toolbar to make searching — and helping HPCCR — even easier!

**Food Lion Shop & Share**

Do you shop at Food Lion? Register your Food Lion MVP Card with the MVP Community Rewards program. Sign up in a store or visit [www.foodlion.com](http://www.foodlion.com). From the sign up page, select **Kids Path** (the pediatric palliative care program of Hospice & Palliative Care Charlotte Region) from the drop-down menu. Once your card is linked, you do not have to re-link each year. Every time you shop at Food Lion and use your MVP card, a portion of your grocery purchase will be donated to Kids Path.

**BI-LO boostersplus®**

Maybe you shop at BI-LO. We are participating in BI-LO’s boostersplus® program again this year. By signing up for boostersplus, one percent of your purchases will be given back to Hospice & Palliative Care Charlotte Region! Sign up in your local store or visit [www.BI-LO.com](http://www.BI-LO.com). Our charity number is 9881. You must re-link your card beginning in July each year.

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**Volunteer Work: Always Changing, Always Important**

![Dot Heaslip Bard](image)

**Dot Heaslip Bard is recognized for 30 years of extraordinary volunteer service.**

HPCCR is very fortunate to have such devoted and caring volunteers. But to have volunteers who have given more than 30 years of their valuable time to us? That’s simply extraordinary.

Extraordinary, in fact, is a perfect word to describe Dot Heaslip Bard and her path to HPCCR. She began her career in a non-traditional way. A dancer and self described “contortionist” in Vermont, she “danced all over New England” and professionally in the Latin Quarter in New York. When she moved to Charlotte, she was already a licensed practical nurse and went back to school to become a registered nurse. She worked at Presbyterian Hospital, spending long hours in surgery, with little flexibility in her schedule.

Dot decided to take a refresher course at CPCC, and it was there that HPCCR came to recruit hospice volunteers. Dot liked what she heard and signed up immediately. When she began, she worked with so few folks that they could “all fit around a card table for meetings.” Her first role was as a volunteer nurse, filling in when staff nurses were on vacation or not available. Dot stuck with HPCCR even when roles changed, and volunteers were no longer asked to fill in as nurses. She transitioned to helping out in other important ways: companionship/respite volunteer, assisting the Grief Care Department, and lending a hand in the office.

Dot never stopped being a contortionist. She has transitioned easily from position to position to accommodate the needs of the organization. Her role continues to change as needed — supporting our patients, families, staff, and most importantly, our mission.

**Interested in becoming a volunteer?** See the next training dates in the “Mark Your Calendar” section on page 8, or contact Crystal England at 704.335.3578 or [englandc@hpccr.org](mailto:englandc@hpccr.org).

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Hospice & Palliative Care Charlotte Region serves individuals of all faiths, ethnic backgrounds, socio-economic levels, ages, and illness categories.
Someone To Talk To

Mary Lou Johanek did not come into contact with Hospice & Palliative Care Charlotte Region in the traditional way. She did not have a loved one under our care or know someone who had a meaningful experience with us. In fact, it was the missed opportunity of hospice care that ultimately caused her to pick up the phone and call HPCCR over twenty years ago.

Mary Lou is from Luxembourg. She came to the United States in 1957, leaving the familiarity of a small European town, for a new start in Chicago. Years later, however, she returned home after learning that her father was quickly succumbing to lung cancer. She saw the burden that her mother faced, caring full time for a dying husband while at the same time running the family farm. Mary Lou was exhausted after only one week of looking after her father; a man whose body and personality had completely deteriorated from the disease.

What she realized after this experience is that no one should have to take on the role of caregiver alone. To this day, she has no idea how her mother managed it all — the physical and emotional strain was all-consuming. That's why she called HPCCR. And that's why she began volunteering with our organization and thoughtfully included Hospice & Palliative Care Charlotte Region in her estate plans.

Mary Lou has had her fair share of hardship. She lost her husband in a car accident, a tragedy that also put her into a rehabilitation facility for several months. Nevertheless, Mary Lou’s passion remains helping others. She first began visiting hospice patients in their homes and has now moved to offering companionship to patients in assisted living facilities. “No one should have to be alone. I'm at least someone to talk to. That's what saved me when I needed it ... someone to talk to.”

Realizing the value that hospice brings at the end of life, Mary Lou has included HPCCR in her estate plans. For more information about planned giving, contact Penelope Wilson at 704.335.4325 or wilsonp@hpccr.org.

Honoring Loved Ones Helps Support the Community

Memorial giving to Hospice & Palliative Care Charlotte Region provides family members and friends an opportunity to honor the memory of their loved one. Each year, hundreds of grateful families request that memorial gifts be directed to our organization. The impact is extraordinarily beneficial to those families who need hospice care for their loved ones, yet do not have the ability to pay.

In addition to making our care available to anyone who needs it, support from members of our community is a vital source of funding for the following HPCCR programs and services:

- Levine & Dickson Hospice House
- Spiritual support
- Grief care services
- Community education about end-of-life decisions
- Children’s medical services through Kids Path®
- Annual grief camp for children and teens, Chameleon’s Journey™

Without our community’s support, Hospice & Palliative Care Charlotte Region would not be able to provide these valued programs for our patients and their families. We are truly thankful that we have been able to provide comfort and peace of mind to our patients and their families since 1978.

To learn more about other ways that you can support our patients and their loved ones, please contact Pam Janowicz Gray at: 704.335.4324, grayp@hpccr.org, or visit hpccr.org.

The mission of Hospice & Palliative Care Charlotte Region is to relieve suffering and improve the quality and dignity of life through compassionate hospice care for those at the end of life, palliative care for those with advanced illness, and through community education.
Soup - It's Comfort Food!

Soup on Sunday, the event that provides “comfort on a spoon” parallels with the comfort and compassion Hospice & Palliative Care Charlotte Region provides to the patients we serve. This year, at our 11th annual soup feast, more than 800 soup lovers sampled over 30 soups, along with pizza, Great Harvest breads, homemade chocolates, and Pinkberry Frozen Yogurt. No one left hungry!

This event also offers a unique selection of hand-made pottery bowls for purchase. Jinny Hargrave, owner of Carolina Clay Connection, inspires local artists and students from Charlotte Country Day School and Providence Day School to support our mission with their works of art.

With the support of the community and our sponsors, we raised over $51,000. We offer a “souper heartfelt” thank you to our presenting sponsor, Wells Fargo. We also thank Piedmont Natural Gas, Berkeley Capital Advisors, Bojangles’ Restaurants, Tillotson Kenefick of Wells Fargo Advisors, Bank of America, Edifice, Bragg Financial Advisors, Rodgers Builders, Showalter Construction, The Ivey, and Cintas Document Management for their sponsorships. And we are so appreciative of our in-kind sponsors: CBS Radio Kiss 95.1 and K104.7, Coca-Cola Bottling, Great Harvest Bread, Carolina Clay Connection, Time Warner Cable, Pinkberry Frozen Yogurt, US Foodservice, and Total Graphics Printing.

Be sure to mark your calendars for Sunday, January 29, 2012 for our 12th Annual Soup on Sunday event!
Hospice Happenings

Thank you to the following community groups and friends of HPCCR who organized special events to benefit our mission. Funds raised through these events support patient care, our area of greatest need.

ARDREY KELL HIGH SCHOOL TEEN WALK ................................................................. $761
BRIXX PIZZA NEW BELGIUM FAT TIRE BIKE GIVEAWAY .......................... $761
COMEDY ZONE AT GALWAY HOOKER IRISH PUB ..................................... $567
DINING FOR HOSPICE AT DRESSLER’S RESTAURANT ................................. $569
ELIZABETH HOME & GARDEN TOUR ........................................................................ $1,000
EMPTY BOWL ........................................................................................................ $2,628
FOLK, ROUND AND SQUARE DANCE FEDERATION OF NC ......................... $8,161
GREG KUNKLEMAN “BREAKFAST CLUB” GOLF TOURNAMENT ......................... $7,182
DENNIS D. LOWERY MEMORIAL GOLF TOURNAMENT ................................. $7,900
MEMORIES IN MOTION MEMORIAL WALK ..................................................... $3,682
MT. ZION UNITED METHODIST CHURCH GOLF TOURNAMENT ................. $1,896
ONE EYED JACKS BBQ .......................................................................................... $1,800
PLAZA MIDWOOD/CHANTILLY CHILI COOK-OFF ................................................. $15,677
SIMPLER TIMES JAZZ CONCERT ......................................................................... $1,280
STUFF THE STOCKINGS WITH ART ..................................................................... $600
TOURNAMENT OF JOY TENNIS EVENT .............................................................. $7,648
US FOODSERVICE GOLF PRO AM ...................................................................... $1,000
WSOC STOUT STAND AGAINST CANCER .......................................................... $5,882

For more information about these events, please visit hpccr.org.

If you would like to host an event supporting Hospice & Palliative Care Charlotte Region, please contact: Nancy Cole, Manager of Special Events, at 704.335.4312 or email colen@hpccr.org.

ARE YOU INTERESTED IN LEAVING A LEGACY OF CARING?

Leaving a gift to Hospice & Palliative Care Charlotte Region in your will is a simple way to make sure that your commitment to hospice endures. The amount of your gift is what works for you – no gift is too small. We are deeply grateful for all donations.

To learn more about easy ways to make a legacy gift, please contact: Penelope A. Wilson, MBA, CFRE, Development Officer at 704.335.4325 or wilsonp@hpccr.org

Mark Your Calendar – Fundraising Events

The Regatta Party
Friday, May 13, 6:30 - 11pm
The Peninsula Club
11901 Peninsula Club Drive, Cornelius
Featuring a silent and live auction, dinner, and entertainment. Open to all; reservations required.

Lake Norman Hospice Regatta
Friday - Saturday, May 20 - 22, 8am
Sails from Lake Norman Yacht Club
297 Yacht Road, Mooresville
Competitive and non-competitive sailors are invited to sail for fun or in memory of a loved one.

Pedal the Park
Monday, September 5, 9am
Ride will begin and end at Levine & Dickson Hospice House
11900 Vanstory Drive, Huntersville

Memories in Motion
Saturday, September 10, 9am
Forest Hill Church
7224 Park Road, Charlotte
Includes a memorial walk around the grounds

Hit The Brixx 10K/5K Run-Walk for Kids Path® Pediatric Hospice Care
Saturday, September 17, 7:45am
Brixx Wood Fired Pizza - Uptown
225 East Sixth Street, Charlotte

Plaza Midwood/Chantilly Chili Cook-Off
Saturday, October 8, Noon - 6pm
MMR Racing
1318-D Central Avenue, Charlotte
(Corner of Central Avenue and Pecan Avenue, between Family Dollar & CVS)

Dennis D. Lowery Memorial Golf Tournament
Monday, October 10, 10am Tee-off
Pine Lake Country Club
5504 Lebanon Road, Mint Hill
For competitive and non-competitive golfers!

Empty Bowl
Tuesday, October 11, 5 - 7pm
Rising Sun Pottery
209 South Academy Street, Lincolnton

For information about our Volunteer Training sessions, and our Grief Support groups, workshops, and events, please see page 8.
FUNDRAISING EVENTS
Please see page 7 for detailed information about our community fundraising events, and how you can be involved, or contact Nancy Cole, HPCCR Manager of Special Events, at 704.335.4312 or colen@hpccr.org.

GRIEF SUPPORT
Life after a loss can be challenging. It calls for making adjustments while at the same time learning ways to make sense of life without a loved one. Sharing experiences and being with people who understand can offer healing. We invite you to participate in the following programs.

IN GOOD COMPANY: GRIEF SUPPORT GROUPS
Charlotte
4th Tuesday of each month, 10am
Julia’s Coffee House
1133 North Wendover Road, Charlotte
Contact Marge Brokaw at brokawm@hpccr.org or 704.375.0100.

Huntersville
2nd Thursday of each month, 6pm or 4th Thursday of each month, 11:30am
Bob Evans Restaurant
16706 Northcross Drive (I-77, Exit 25)
Contact Amy Thomas at themasa@hpccr.org or 704.375.0100.

Lincoln County
2nd Thursday of each month, 11:30am
Court Street Grill
113 Court Square, Lincolnton
Contact Carol Anne Lawler at lawlerc@hpccr.org or 704.732.6146.

Walking Through Grief
Tuesdays, April 19 – May 31, 4:30pm
Levine & Dickson Hospice House
11900 Vanstory Drive, Huntersville
The group will walk the business park.

Fall Grief Support Groups
Beginning in September
For dates, times and locations contact: 704.335.4334 or cummingsg@hpccr.org.
A pre-group interview is required.

ANNUAL SPRING MEMORIAL SERVICE:
Sunday, May 1, 2:30pm
Levine & Dickson Hospice House

GRIEF WORKSHOPS:
Mother’s Day Tea
Sunday, May 15, 2:30pm
Levine & Dickson Hospice House
Bring an item that reminds you of your mother.

Father’s Day Workshop
Sunday, June 12, 2:30pm
Levine & Dickson Hospice House
Bring an item that reminds you of your father.

Life Restart: Cooking and Budgeting
Tuesday, July 19, 6pm
Levine & Dickson Hospice House
11900 Vanstory Drive, Huntersville
Thursday, July 21, 6pm
South Charlotte Office
7845 Little Avenue, Charlotte

Healing Grief through Movement & Mindfulness
(at three locations)
Levine & Dickson Hospice House
Lincoln County Office
South Charlotte Office
For dates and times, contact Carol Anne Lawler at 704.732.6146 or lawlerc@hpccr.org.
This is a beginner level class. Bring a large towel or yoga mat and wear comfortable clothing.

12th Annual Chameleon’s Journey
Overnight Grief Camp for Children
Saturday & Sunday, October 15 & 16
Camp Thunderbird, Lake Wylie, SC
Contact: 704.335.4334 or cummingsg@hpccr.org

Hospice Foundation of America
18th Annual Living with Grief
Education Program:
Spirituality and End-of-Life Care
Tuesday, May 17, 8-11:45am
Levine & Dickson Hospice House
11900 Vanstory Drive, Huntersville
Contact: 704.335.4334 or cummingsg@hpccr.org

For information about teen volunteer opportunities, please contact Elise Hurst at 704.335.3577 or hurste@hpccr.org.

Contributing writers:
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Pam Janowicz Gray,
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