

# Kirkwood CARELINES

A Quarterly Newsletter Published for the Friends & Families of Caldwell Hospice and Palliative Care, Inc.  
Summer 2008

## Dedicated Volunteers Make CHPC Proud



Photos: Dr. Robert Belk (above) displays the award for 25 years of volunteer service, which both he and and Joe Delk (not pictured) received.



Photos (top center to right): Crystal Burch, volunteer support specialist, with 20-yr. volunteers Joyce Clifton & Etta Phillips; 15-yr. volunteers Reba Barlow, Crystal Burch, Marisue Haigler, Ray Hammerick, James Harper, Jr., & Irene Duncan; (middle center to right) 10-yr. volunteers Charles Goble, Barbara Forbes, Virginia Roberson, Wilma Sanders, & Debra Woodard; five-yr. volunteers Lou McRary, Helen Curtis, Ute Huckabee, & Donald Sanders; (bottom, L to R) Ben Triplett, The Carolinas Center for Hospice and End of Life Care's *Spirit of Hospice Award* recipient; Roberta Blinson, *Nine Who Care Award* nominee; Janet Swanson, The Carolinas Center's *Judith Lund Person Award* nominee; Ruth Nelson, *RSVP Volunteer Award* nominee.

"We gather for one day each year to appreciate all that you do the remaining 364 days of the year," Caldwell Hospice and Palliative Care Executive Director Cathy Swanson said, in thanking Hospice adult volunteers and volunTEENS at the **2008 Volunteer Appreciation Banquet**.

Approximately 315 volunteers provide some 11,280 hours of service each year, by completing clerical duties, assisting one-on-one with patients and families, working on special projects, or doing whatever is asked of them. Their skills and their positive attitudes are important to CHPC's success in caring

for patients and their families.

Volunteer Coordinator April Moore presented volunteer service awards, based on years of service, as follows: Joe Delk and Dr. Robert Belk, who also serves as CHPC's medical director, for **25 years** of service to CHPC's board of directors. Volunteers Joyce Clifton and Etta Phillips were recognized for **20 years** of service. Volunteers with **15 years** of service include James Harper, Jr., who serves on the board of directors, Reba Barlow, Irene Duncan, Marisue Haigler, and Ray Hammerick. Barbara Forbes, Charles Goble,

(continued on page 11)

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## From the Director's Chair: New Facility in Progress

Changes continue at Caldwell Hospice and Palliative Care! Let me tell you about progress in two areas that will allow us to serve the community with greater effectiveness.

We are moving forward with our plans to make the new inpatient facility a reality, and the drawings are living up to our expectations--that it will have plenty of parking spaces, give us enough room to keep growing with the county's population, provide space for community meetings and workshops, offer comfortable play space for children, include pleasing gardens and walking space, while looking and feeling as much like Kirkwood as possible! We're asking our clinical staff members, especially, to review the plans carefully and tell us whether the shower room, medical equipment storage, food preparation areas, etc. are located in the "right" places to serve our patients well, etc. In the coming issues of *Kirkwood Carelines*, we will include drawings and pictures, so you can "watch" the progress with us.

Other changes at Hospice include our efforts to make technology work for our patients and our clinical staff. We are training our patient care unit and homecare staff on the new laptop computers they will carry with them (photo at right: Inpatient Coordinator Anita Pinson and Certified Nursing Assistant Juanita Carlton "test drive" one of the new computers). We must keep detailed records of how we care for our patients, who visits them, the medications they are taking, observed changes in their conditions, and so forth. Our records must be accurate and up-to-date, for patients' well-being, for Medicare's review, for patients' regular team members, and our on-call staff, too. The new Suncoast software technology is about *quality of care*; we will have up-to-date information on every single patient! When nurses and social workers go out at 2 a.m. to see unfamiliar patients, they will have all the necessary information "at their fingertips"; when family members call the patient care unit nurse to ask about help with a new symptom, the patient care unit nurse will have access to that patient's information. I will update you on this exciting use of technology to improve patient care, as it progresses!

—Cathy Swanson





## A Moment with Dr. Robert Belk: How the Transitions Program Meets Clients' Needs



Most of our readers are very familiar with our hospice program, and more people throughout the community are coming to understand what our palliative care program does, but I imagine that few readers know about *Transitions*, unless they or their family members have had personal contact with the Transitions coordinator.

*Transitions* was established because, almost 20 years into providing hospice services throughout the Unifour area, Caldwell Hospice and Palliative Care perceived that many people in our community were quite ill and had needs, both practical and emotional, but did not meet its guidelines for care. In 2001, CHPC established the Transitions program as a no-cost, volunteer and case management service to be operated completely separately from the hospice program.

grocery store, etc.; addressing spiritual issues through staff or volunteer Transitions chaplains, who may work directly with the clients or through the clients' churches to provide support and awareness of their needs.

Kathy turns to a long list of resources—the *Department of Social Services, the Senior Center, Helping Hands Clinic, Centro Latino, Yokefellows, the Salvation Army, South Caldwell Christian Ministries*, and many more—too numerous to mention in this limited space. In addition, when appropriate, she can refer Transitions clients to *Ashwood Grief and Counseling Services* for services that may include counseling, support group programs, or bereavement services, all at no cost.



*Photos: Transitions Coordinator Kathy Massing brings conversation and lemon cake (her favorite!) to 84-year-old client Daisy Walker. A good wheelchair and volunteer support were requests of Ms. Walker, a seamstress and quilter, who "doesn't get out too much these days."*



Transitions is designed to meet the needs of people who have serious, life-threatening illnesses, which could even be fatal within the next year; who have the permission of their attending physician, and who either are not appropriate for hospice care or do not desire hospice care. Social worker and Transitions Coordinator *Kathy Massing* guides the clients, upon their request, through the paperwork, the phone calls, the volunteer matches, etc. necessary to find solutions to their needs. This may include finding available community services to help with their financial or legal needs; assigning Transitions volunteers who can visit with them, take them fishing, take them to the doctor or

Transitions fills real needs for people in our county, and surrounding counties, helping clients know what resources are available and how to reach them. It does not offer direct care from nurses or doctors, so very little paperwork is involved.

Transitions clients are not required to accept hospice care or become CHPC patients if their prognoses change, so "no strings are attached" to the services they receive. The Transitions program is a true example of finding solutions to people's needs when problems with health or finances arise, and they are feeling overwhelmed or helpless.

# Contributions

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*I am very thankful for Hospice. The social worker and nurse knew exactly what my loved one was facing and were able to guide us through his passing to Heaven....  
I was amazed at the concern Hospice showed to our family. There was such a peace...I often think of coming to visit just to sit outside and take in the spirit I felt there.*

# Contributions

*My dad and I were totally...overwhelmed... We feel that Hospice did everything possible for our loved one and us. Our volunteer is so understanding and supportive... Our entire team held us together with all facets of the care....Dad says that the care provided by Hospice in the patient care unit couldn't be better.*

|   |   |   |  |
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*Thank you for the comfort, information, and assistance given to us during our dad's passing. You were there for just a few days, but these were probably the worst days to face.... You guided us through it and made it easier for him and for us...I realize how important it can be to have Hospice with us when facing death of a loved one... Thank you for coming by at the Receiving. That meant a lot to my mother and me.*



# Contributions

*We could not have had a better team...The nurse who was with us the night our loved one passed cried as we cried, made phone calls for us, bathed him, dressed him, and cleaned up. She stayed until everything was done, without rushing us in any way. We had never experienced Hospice "first hand," only heard the praises—now we have joined the choir! Thank you; without Hospice, we could not have taken care of our loved one at home.*

|  |   |                            |                           |                           |
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*Caldwell Hospice and Palliative Care, Inc., gratefully acknowledges the memorials and contributions received between 1 February 2008 and 30 April 2008. Please notify our office if, inadvertently, we have omitted a donation from this listing. Donations received after 30 April 2008 will be listed in our next newsletter.*

## Wish List 2008

**Snack foods** (ind.-size cakes, cookies, etc.) **for patients' families**

Individual-sized cereals

Applesauce

Sugar (5-lb. bags)

Soups

Paper towels

Storage bags (one-qt. and one-gal. sizes)

Coffee (cans, regular)

Coffee creamer

Styrofoam coffee cups (8 oz.)

Solo cups (16 oz. soft drinks, tea, etc.)

Paper plates and bowls

Plastic spoons and forks

Large boxes of tissues

Baby wipes—unscented (refill packs)

Lotion (travel size)

Deodorant (personal size)

D Batteries

Toothbrushes

Disposable cameras

Disposable razors

Hair brushes and combs

Amazon.com gift cards to purchase children/teen grief books, music, and resources

Music CDs (instrumental, gospel, inspirational, meditation, nature sounds)

**Thank you for thinking of us!**

## Board Spotlight on John A. Forlines, Jr.: “That Guy Is Good!”

Most of us know John A. Forlines, Jr., as the outstanding banker in Caldwell County for the past 50 years. For Caldwell Hospice and Palliative Care, Mr. Forlines is appreciated as its board of directors' only treasurer for 26 years and as the force behind the Hospice/ACC Basketball Benefit Luncheon and Mini-Auction, the organization's only fundraiser for 24 years. In this limited space, we can't paint a complete picture of Mr. Forlines, but we can offer details that explain his impact on what we do and how we serve the community.



*“I’ve worked all my life.”* John A. Forlines, Sr., ran a grocery store in Durham, and the younger Forlines helped by delivering groceries, with the assistance of a wagon and a Billy goat. Later, he worked for a drug store as a “curb hop boy.” When he became a student at Duke University, Mr. Forlines held four part-time jobs and lived at home, all of which helped to finance his education and ingrain his appreciation for personal responsibility. Mr. Forlines graduated from college in 1939, during the Great Depression, when jobs were not readily available. About a month before the end of his senior year, Mr. Forlines recalls, he was talking with the man who managed the branch bank on campus, and Providence stepped in. The man said he was planning to return to his home town. What was he going to do about a replacement? Mr. Forlines asked. The man said he thought Mr. Forlines would be a good choice. Until that moment, Mr. Forlines hadn't thought about banking, but with most jobs in the area paying \$80 a month at best, managing the bank would pay \$100 a month, which seemed to be a pretty good difference.

In 1940, Mr. Forlines entered the US Army, as a “buck private,” earning \$21 a month (plus room and board, of course). He made Master Sergeant in a year, attended Officer Candidate School and left the Army in 1946, ranked as a Major. During those six years, Mr. Forlines “saved money like crazy,” and when he left the Army, he bought his first car, a Pontiac, which he drove for five or six years.

*“People aren’t committed to lifetime jobs, in the way they used to be.”* Mr. Forlines reflects on a statistic he heard at a recent workshop: Members of the next generation will have 14 different jobs in their lifetimes—he worries that this kind of movement “destroys the possibility of building loyalty” to a company. Loyalty and responsibility are, most certainly, qualities that define him. Reflecting on his 26 years of loyal service to CHPC, Mr. Forlines credits his late wife Julia, and CHPC pioneers Avis Corpening and Parker Williamson, with getting him involved. Local people began planning a hospice for Caldwell County in 1981, forming a steering committee and talking with anyone who would listen to them about the benefits of providing quality end-of-life care. At that time, Julia was battling cancer, and Avis Corpening, her good friend and a registered nurse, was always nearby. Julia offered to ~~(continued on page 13)~~

## CHPC Volunteer Awards (continued from page 1)

Darlene Greene, Mary Ruth Horn, Virginia Roberson, Wilma Sanders, and Debra Woodard are **10-year** volunteers. Polly Bentley, Pat Bolick, Gina Bumgarner, Mary Bumgarner, Janette Cobb, Helen Curtis, Kitty Eller, Ute Huckabee, Lou McRary, Helen Reid, Donald Sanders, Polly Sherwood, and Naomi Smith are **five-year** volunteers. Moore also recognized 95 Hospice volunteers who have completed training during the past year.

Janet Swanson was nominated for The Carolinas Center for Hospice and End of Life Care's *Judith Lund Person Hospice Volunteer Award*; Roberta Blinson was CHPC's *Nine Who Care Award* nominee, and Ruth Nelson was nominated for the *RSVP Volunteer of the Year Award*.

CHPC VolunTEEN Ben Triplett won The Carolinas Center's **2008 Spirit of Hospice Award**. Logging 65-1/4 VolunTEEN hours in just over a year, Ben files forms, runs errands, assembles volunteer manuals, works with CHPC's *Music that*

*Matters* project, and has shared energy and enthusiasm, for the past two years, with the children at *Good Mourning Children's Grief Camp*.

Ben served in Hibriten High School's Key Club, made a Samaritan's Purse mission trip to Alaska, participated in church activities, and worked for his mother. This coming fall, Ben will enter Caldwell Community College & Technical Institute. "He is an outstanding young person. His enthusiasm is contagious," CHPC Director of Support Services Martha Livingston said. "In one year, he has captured the spirit of our Hospice."

Judy Brunger, President/CEO of The Carolinas Center for Hospice and End of Life Care, made the presentation to Ben. The Carolinas Center is the two-state association which represents over 100 hospice providers in North and South Carolina. Hospice volunteers in both states were eligible for *The Spirit of Hospice Award*, so Ben's achievement is that much more meaningful!

*Pictured at right are Caldwell Hospice and Palliative Care's most-recent volunteer chaplains. They completed their volunteer chaplain training in April 2008. (L to R): Rev. Sherrill German, Yadkin Baptist Church; Dr. Wayne Caviness, Friendship Baptist Church; Rev. Floyd Boston, Berea Advent Christian Church; Rev. Frank Hall, Tabernacle Advent Christian Church; Rev. Jim Lee, Calvary Advent Christian Church, and Rev. Ed Neal, Central Advent Christian Church.*



## Above & Beyond Recognition

Grandview Villa supervisor **Lorretta Miller** received Caldwell Hospice and Palliative Care's first-quarter 2008 "Above & Beyond" recognition. Nancy Wallace, CHPC's long-term-care facilities nurse (pictured at right with Ms. Miller), nominated her: "Lorretta makes sure her staff and her patients are always taken care of. Lorretta knows by looking at her patients if there is something wrong," and "her staff reflects her dedication: they are the best that they can be!"

Each quarter, CHPC recognizes employees of area long-term-care facilities for going "above and beyond" their basic duties in caring for resident/patients. CHPC and area long-term-care facilities work together to fulfill resident-patients' needs. Any CHPC staff member or volunteer may nominate them.





## Suddreth Family Makes Generous Donation

When **Marjorie Suddreth**, a licensed practical nurse, wife, mother, sister, and friend to many, learned she would need a liver transplant in 1998, she called on her friend Annette Echard to help raise money to cover the cost of surgery. Echard enlisted ministers and area churches, including Marjorie's church—Smith Memorial United Methodist—to develop fundraising plans and form a committee to oversee the fund.

"Marjorie always thought of everybody before herself," committee members explained. "This was our opportunity to give back to her." Fundraisers included raffles, yard sales, and food sales; necessary supplies were donated by committee members, and all proceeds went into the transplant fund.

"Marjorie never met a stranger, and people from all over Caldwell and surrounding counties donated money to help her," said Marjorie's sister and committee member Peggy Scott.

Fundraising efforts were successful, but Marjorie never received the liver transplant, although doctors were able to maintain her liver condition for nearly 12 years, using medications. In January 2008, she contracted pneumonia; subsequently, the family learned that her liver had failed, along with other health complications. She was referred to CHPC a short time later. "God worked it out for our family

to be part of Hospice," husband Fred Suddreth, Sr., said. "Now we are making a life gift to Caldwell Hospice in honor of their mother and my wife."

Family members—husband Fred, Sr.; sons Fred, Jr., and Jerrell, daughter Lucy—requested that **the Marjorie Suddreth Liver Transplant Fund** donate the balance of the money. Committee members—chair Annette Echard, treasurer Ann Horton, financial secretary Barbara Smith, secretary Bernice Yount, committee member and sister Peggy Scott—voted and agreed to donate transplant funds of \$11,838 to CHPC, which received more than \$12,400 in memory of Marjorie Suddreth, altogether.

"Hospice is such a beautiful place and has helped many of our friends and family members," said Echard. "It was an appropriate way to remember Marjorie, who loved being a nurse and helping others."

"We are grateful to the Suddreth family and the transplant committee for their generous contribution," CHPC Executive Director Cathy Swanson said. "Our Hospice serves patients, regardless of ability to pay, and provides many programs at no cost to participants. This donation goes a long way toward covering those expenses."



*Photo: Marjorie Suddreth's family and transplant fund committee members present Cathy Swanson, executive director, with a check for \$11,838: (front row L to R) Annette Echard and Swanson; (second row L to R) Lucy Suddreth and Fred Suddreth, Sr.; (back row L to R) Ann Horton, Peggy Scott, Jerrell Suddreth, Barbara Smith, and CHPC board member Inez Jones.*

## CHPC Board Spotlight: Mr. Forlines

(continued from page 10)

needed a speaker, saying that her illness gave her credibility; she and Parker Williamson then “made the rounds.” Julia Forlines died in 1982.

**“I did not realize that it would become so successful.”**

One of Mr. Forlines’ earliest contributions was the Hospice/ACC Basketball Benefit Luncheon and Mini-Auction. He knew that interest in ACC basketball was strong in this area, and he knew many people in the ACC, including Duke’s new men’s basketball coach, Mike Krzyzewski, who was the first featured speaker in 1984 and again in 1986. First Presbyterian Church of Lenoir provides the space each year at no charge. The event is a sell-out every year, regardless of who comes to speak, and several guest speakers have participated more than once. Area high school athletes who attend receive good advice from ACC speakers, whether coaches or former players; the teenagers are likely to listen to what they have to say. Mr. Forlines’ advice for young people is to “work hard; get as much education as you can. Employers need to know that you have integrity, can be counted on, are willing to stay, if necessary, after the workday has ended to get the job done. They can say, when you leave, ‘That guy was good.’”

**Integrity, responsibility, and leadership rewarded.**

Throughout his years in the banking industry and in service to CHPC, recognition for Mr. Forlines’ accomplishments has come from many groups, and the following list is just a sampling: *North Carolina’s Order of the Long Leaf Pine (2006)*, *induction into the NC Bankers Hall of Fame (2001)*, *induction into the NC Business Hall of Fame (1999)*, *Volunteers Are the Foundation of Hospice Award, National Hospice Foundation (1997)*, and *Duke Alumni Association’s Distinguished Alumni Award, Duke University (1994)*. “Awards like these mean a lot to me,” Mr. Forlines said. Still, he is quick to redirect the attention from himself to others, such as his employees: “I get the recognition, but they deserve the credit.”

**“We’re not just another hospice.”** Believing strongly that hospice-appropriate patients, regardless of their ability to pay for services, should receive quality hospice care, Mr. Forlines oversaw the establishment of the Caldwell Hospice Foundation in the mid-1990s. The Foundation, through good stewardship of

its funds, has ensured CHPC’s intention to serve Caldwell County and surrounding counties’ citizens at the end of life. In looking toward CHPC’s future, Mr. Forlines identified several challenges, which include maintaining the quality, attitude, and personal touch that have made this community believe in CHPC for 26 years. In the midst of changes in the economy and CHPC’s growth in services and expansion to include an additional inpatient facility, it must remain special and especially attentive to patients’ and their families’ needs.

**Mutual admiration.** CHPC Executive Director Cathy Swanson: “The importance of Mr. Forlines to our hospice is shown best in our having established, in 2002, the *John A. Forlines, Jr., Distinguished Service Award*: ‘In recognition of his dedication, and believing his example will inspire others to continue the work he has begun.’ With regard to his sense of responsibility, he has served as our board’s treasurer from the beginning, he hardly ever misses meetings, and he keeps a sharp eye on our finances.” Mr. Forlines: “Cathy Swanson and her staff have done such a wonderful job. They are, indeed, exceptional people. I am proud to be associated with Hospice.”



Photos above illustrate John Forlines Jr.’s involvement with CHPC: (top L and R photos) Mr. Forlines at the 2007 Hospice/ACC Basketball Luncheon and Mini-Auction; (bottom right, L to R) Joe Delk, CHPC board member; Cathy Swanson, executive director; Mr. Forlines, Houston Groome, and Tamra Vanderbloemen, CHPC board members, at 2005 rededication ceremony to commemorate name change to Caldwell Hospice and Palliative Care.



*Caldwell Hospice and Palliative Care, Inc.*

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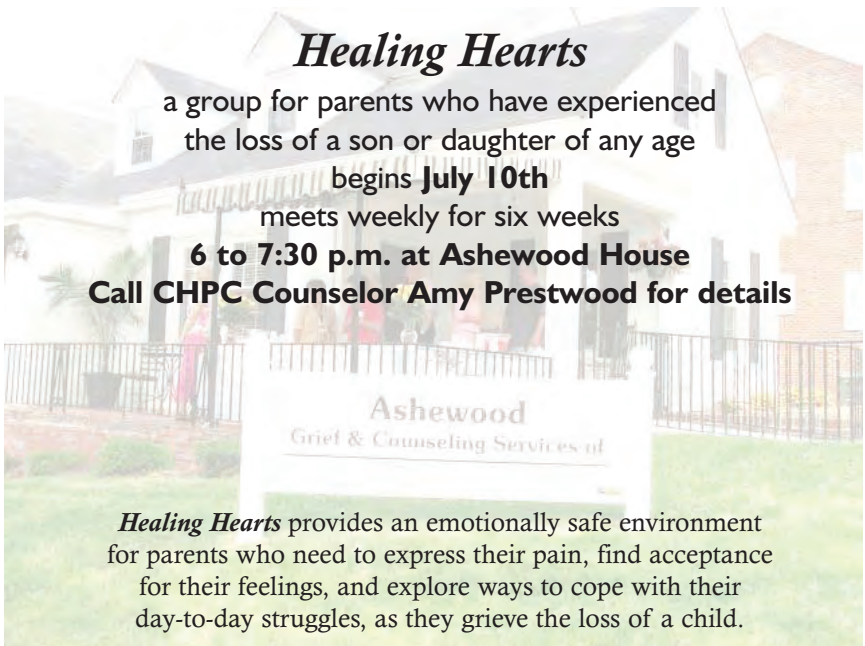
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*Ashewood Grief and Counseling Services  
of Caldwell Hospice and Palliative Care*

***Healing Hearts***

a group for parents who have experienced  
the loss of a son or daughter of any age  
begins **July 10th**  
meets weekly for six weeks

**6 to 7:30 p.m. at Ashewood House**  
**Call CHPC Counselor Amy Prestwood for details**



*Healing Hearts* provides an emotionally safe environment for parents who need to express their pain, find acceptance for their feelings, and explore ways to cope with their day-to-day struggles, as they grieve the loss of a child.