

THEN & NOW – 40 YEARS IN THE MAKING

A conversation with Linda and Linda

An impassioned young nurse, Linda Scherl, was sitting in an association meeting in 1977 when she first heard about the concept of hospice care. She followed the presenters out of the room and said, “This is for me.” She soon became our first Executive Director.

Linda Darden, the current president and CEO, had the same feeling many years later under different circumstances. She had enjoyed a long career with Wake Forest Baptist Health when she realized the work of hospice, and this organization, was for her.

Join us for a conversation with both Linda and Linda.



Linda Scherl
Executive Director
1979 – 1988

Q. What do you want people to know about us from the very beginning when we were Hospice of Winston-Salem/Forsyth County?

A. “It was a new concept in healthcare, and family care, and it was the community that was the impetus. I can’t say enough about the efforts of the first volunteers and Dr. Elms Allen. Without

him we never would have gotten off the ground. He was one of the few physicians who had admitting privileges at both hospitals, and he was the one who got the medical community on board. We felt great support from the entire community.”

Q. What was the biggest organizational accomplishment during your time as director?

A. “Well there are a few that stand out.

- Although the organization was formed in 1977, I wasn’t hired until January of 1979. Serving the first hospice patient in North Carolina on August 7 of that year was groundbreaking. It took many people, a lot of work, hearts and souls to bring this work together.

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40 YEARS OF SUPPORTIVE CARE

WHY WE DO WHAT WE DO

The best champions of our care are those with firsthand experience. They’ve come to realize that, despite the fear and challenges that come with advanced illness, life’s final chapters can be meaningful and lived comfortably at home.

“My mother and I shared a love of good food, good jokes, and shouting at the TV during Jeopardy! When the time came, there was no better care on this earth for my mom! She spent her last weeks in comfort with joy and love. Thank you Trellis, for your exquisite care of her, and us.” – *Karen McHugh, pictured with her mother, Claire Watson*

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From Linda Darden, CEO/President

I am writing this message just a few weeks after a lovely visit with Linda Scherl, the first director of this organization. We took a walk down memory lane, pouring over scrapbooks and learning a bit more about the pioneers who, like Linda, took the hospice philosophy from a concept and made it into a reality for our community and state.

As we commemorate our 40th anniversary, I have to say what an honor it is to share the vision of our founders and to work with a devoted team striving to create the best possible care experience for every single patient and family. And as November is National Hospice and Palliative Care month, this is a time to reflect not only on our unique heritage

but also to reflect on our core purpose – to provide compassionate care, in our patients' homes, guiding and supporting them every step of the way. We can't make saying goodbye any easier; yet we can ease the pain and provide caregivers with the peace of mind that they have made the best choice for their loved one's care.

We will always treasure our deep roots in the community and the decades of support that have allowed this special organization to care for so many families, friends, and neighbors. In the pages of this newsletter, we will walk down memory lane, and hear from Linda Scherl as she and I both talk about our experiences as leaders – 'Then and Now.'

CAN YOUR HOLIDAY GIFT GIVING BE A LITTLE DIFFERENT THIS YEAR?

This holiday season, give the gift of compassionate care. By purchasing Holiday Honor Cards in honor of your loved ones, you will be helping Trellis Supportive Care serve individuals living with a life-limiting illness and their families. For a donation of \$10 per card, we will send your cards to you to personalize. For a donation of \$15 per card, we will complete and mail your cards for you.

To order or learn more, contact Laura Garland at 336-331-1342 or HolidayCards@TrellisSupport.org



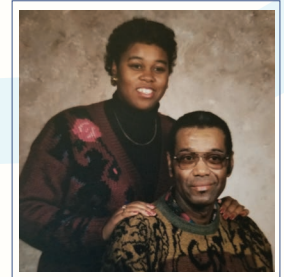
WOULD YOU LIKE TO HELP PATIENTS AND FAMILIES IN NEED?

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

40 YEARS OF SUPPORTIVE CARE - WHY WE DO WHAT WE DO

(continued from page 1)

"I'll never forget driving my dad to his treatment. Sitting quietly in the car I said 'I love you' and he softly responded, 'I love you too.' It's a moment I'll always cherish. Our hospice care affected me to the point that I truly wanted to be there for others in the same way that hospice was there for us. Now, being a part of Trellis fuels my passion for educating others in the community about the support we can provide." – *Angela Nicholson, pictured with her father, Thomas Nicholson*



"We lost Jennifer at 4 ½ months, and I recognized immediately that my husband and I were not grieving in the same way. I'm grateful we became aware of the infant loss support group. We learned that men and women grieve differently, and how we needed to give each other space to grieve as individuals and as a couple. It helped us get through one of the most difficult times in our life." – *Janice Weiss*

"When Zimir wanted to go to a DASH baseball game, his Care Team made sure the experience was the very best it could be. A limousine drove Zimir, his mother, and his brothers to see the DASH play. He enjoyed hot dogs, nachos, and all the Mountain Dew he wanted. He even met the DASH players and Bolt, the team mascot. Relaxing and laughing that evening with Zimir during his final days was an experience his mother and brothers will never forget." – *Katherine Brinkley*



"My mom, sister, and I live next door to one another. We treasure our family time and sharing dinners. Yet we miss our father tremendously. He had Alzheimer's for 7 years and in the final stages of his disease, we had hospice care from Trellis. We moved him into the Hospice Home where the level of care was just phenomenal. His passing was peaceful and we were right there with him. My sis and I sat hugging each other in the window seat. Everything was carried out in the most caring manner. We couldn't have done it without all the kind and caring folks at Trellis." – *Mary Haglund, pictured with her father and family members*



Hope Run
Saturday, April 25, 2020
Innovation Quarter, Bailey Park



Kentucky Derby Party
Saturday, May 2, 2020
Biotech Place



Living Your Best Life Speaker Series
Wednesday, September 30, 2020
Benton Convention Center
Keynote Speaker: Mitch Albom

WINDING OUR WAY DOWN MEMORY LANE



1977 - 1979 – It all begins with volunteers, also known as the “Back Porch Gang,” who officially organized and opened Hospice of Winston-Salem/Forsyth County as the first hospice in NC and began caring for the state’s first patient in 1979.

1979

1985 – Nationally, hospices are being recognized as the exceptional model of care, so much so that hospice became a Medicare benefit in 1985.

1980 – Our philosophy of care is embraced! Winston-Salem’s major medical centers begin referring patients for specialized, compassionate, home-based hospice care.

1978 – Hospice successfully graduates first volunteer training class.



Camp Carousel

Supporting the Grief Journey for:
— children ★ teens ★ adults —

1991 – Camp Carousel is established as a bereavement camp – serving as a model for hospice organizations throughout the country.

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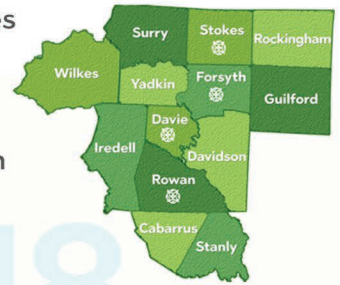
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1990 – We expand our grief counseling services to anyone in the community seeking support after the loss of a loved one.



2000 – We change our name to Hospice & Palliative CareCenter to better reflect our services and spotlight palliative care.

2003 - 2006 – We begin serving families from dedicated offices in Salisbury, Mocksville, and Walnut Cove. In 2005, we move from rented office space on Stratford Road to our beautiful campus on Hospice Lane with our Kate B. Reynolds Hospice Home at its center.



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TRELLIS
Supportive Care

Palliative • Hospice • Family Support

2001 – We establish a Community Partnership for End-of-Life Care, bringing together 250 community organizations and individuals committed to end-of-life care, further demonstrating Hospice as a pacesetter in the industry.

2012 – We dedicate the Wells Fargo Veterans' Garden at KBR and become a leader in caring for veterans, joining National Hospice and Palliative Care Organization's *We Honor Veterans*.

2018 – We change our name to Trellis Supportive Care to stand out amidst a growing number of hospice care organizations, while promoting our philosophy of a framework of support.

1998 – Our Kate B. Reynolds Hospice Home (KBR) opened and served 405 families in the first year – providing a beautiful home-away-from-home for patients and families needing 24-hour support.



2019



Since our inception as Hospice of Winston-Salem/Forsyth County, these five individuals have been the fearless leaders of this organization.

- Linda Scherl – 1979 - 1988
- Deborah Dailey – 1988 - 1995
- JoAnn Davis – 1995 - 2011
- Brian Payne – 2011 - 2014
- Linda Darden – 2014 - Present

(L-R) JoAnn Davis, Linda Scherl, Deborah Dailey

- Thanks to Forsyth Hospital (now Novant Health), we worked rent free in the old nurses' dorm rooms. When we needed more room than they could let us use, we moved to our very own space on Stratford Road in 1987.”

Q. What was a career highlight?

A. “No other part of my life was as momentous as working to create this organization. I remember going to Washington, DC, for the first national organizational meeting in the fall of 1978. Two hundred people were expected, but there were 1,000 people. Sen. Edward Kennedy; Cicely Saunders, known for her role in the birth of hospice care; and Sandol Stoddard, who wrote *The Hospice Movement*, were there. I never experienced such a feeling. It was electrifying.”

Q. What was your greatest accomplishment as the leader?

A. “One significant accomplishment was taking the goals and vision of the board and turning them into a plan. I worked with the staff for several months and ultimately painted a picture of what our organization looked like at the current time, and mapped out a plan for what it would look like the next year, and the next year, and so on. I knew my biggest challenge was going to be selling the ideas to the board.”

Q. What do you want people to know about Trellis Supportive Care today?

A. “I want people to know that Trellis Supportive Care is like no other hospice. It’s not that it was the first, or that it’s a larger hospice, but rather because it’s always been a pacesetter and a leader. I’m so thrilled to know the good work that is being done.”



Linda Darden
President & CEO
2014 - Present

Q. What drew you to this work?

A. “The opportunity to work for this agency. My experience with hospice care in my own family taught me the importance of compassionate support at the end of life. My grandmother had a strong voice in guiding her end-of-life experience which inspired me to want that for everyone.

When I realized I could be a part of providing this care in our own community, I knew this was the right move for me.”

Q. What do you want people to know about Trellis Supportive Care today?

A. “How proud we are of our heritage and that we are grateful for our deep roots in the community. I will echo what Linda Scherl said; I want people to know that Trellis Supportive Care is like no other hospice. Our staff are highly trained and dedicated to caring for others. We offer services beyond traditional hospice care, and that’s in part because of the support we receive from the community. We were formed by this community to meet our local needs, and we are honored to carry out this mission.”

Q. What comes to mind as a career highlight?

A. “I envy Linda the opportunity she had to be a part of the very founding of hospice care in the United States, and I’m thankful to be a part of the organization that she led so many years ago. I’m fortunate to be able to impact the shape of hospice care through my involvement in state and national initiatives. Being funded by Medicare provides tremendous opportunity to serve more patients and families, but it also puts us at risk of payment cuts every year. The Medicare program is also looking to create care

delivery models incorporating the best of hospice care for those who are seriously ill, but not ready for hospice. With so many opportunities to build on our great foundation, serving in this role as a champion of hospice and palliative care is absolutely the highlight of my entire career.”

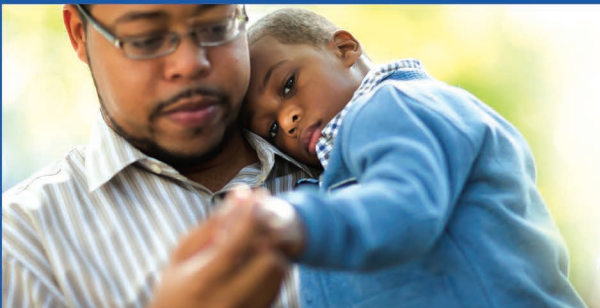
Q. What has been the biggest organization accomplishment during your time as director?

A. “Because Trellis Supportive Care exists to serve people who need us, increasing that number and connecting with patients earlier has been an important success. Our name change last year has been a major accomplishment as well. So many people were confused due to the large number of hospice providers, or simply ‘not ready’ to talk about hospice when they truly needed us. Our new name has opened the door to earlier conversations about the myriad ways we can support patients and families earlier than they may have imagined.”

Q. What do you envision for Trellis Supportive Care in the near and long term?

A. “Our goals are to continue to focus on excellence in the medical care and emotional support that we provide to those who need us - tailoring our care to meet our patients’ personal needs. We also recognize that there are opportunities to provide this patient and family-centric care to more individuals by becoming a part of their care team earlier in their healthcare journey. Our palliative care program is a great example of how we are working with families while they are still pursuing treatment for serious illness. We will continue to evolve and work in partnership with other healthcare providers to meet the needs of our community, always focused on what’s best for those we serve.”

If you’ve lost a loved one, don’t face grief alone.



Reach out to Trellis Supportive Care for individual and group grief counseling, free of charge – thanks to donations. Call 336-331-1300 or visit our website at TrellisSupport.org to request grief support.

LIVING YOUR BEST LIFE – 2019

Each year, a local person who exemplifies the theme of the event is presented the **Living Your Best Life Leadership Award**. This year’s recipient was Jeff Smith. Many know Smith as the creator and publisher of Smitty’s Notes. Smith is the source for news about the happenings in the Triad. He has worked alongside community leaders making huge contributions to the growth of downtown Winston-Salem. Even as he faces the challenges of multiple sclerosis, Smith is a shining example of living your best life.

LIVING your best LIFE
ANNUAL SPEAKER SERIES
2019
LEADERSHIP AWARD

Jeff (Smitty) Smith
Winston-Salem Civic Leader

“His mission is to make the room a better place...to make the world a better place. That is the approach in everything he does.”

Ralph Womble
Chair, UNCSCA Board of Trustees

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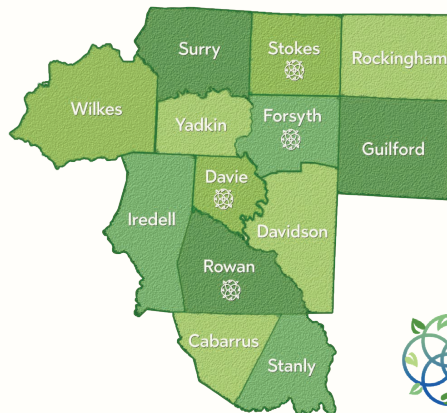
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 and the Kate B. Reynolds Hospice Home

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TrellisSupport.org

