

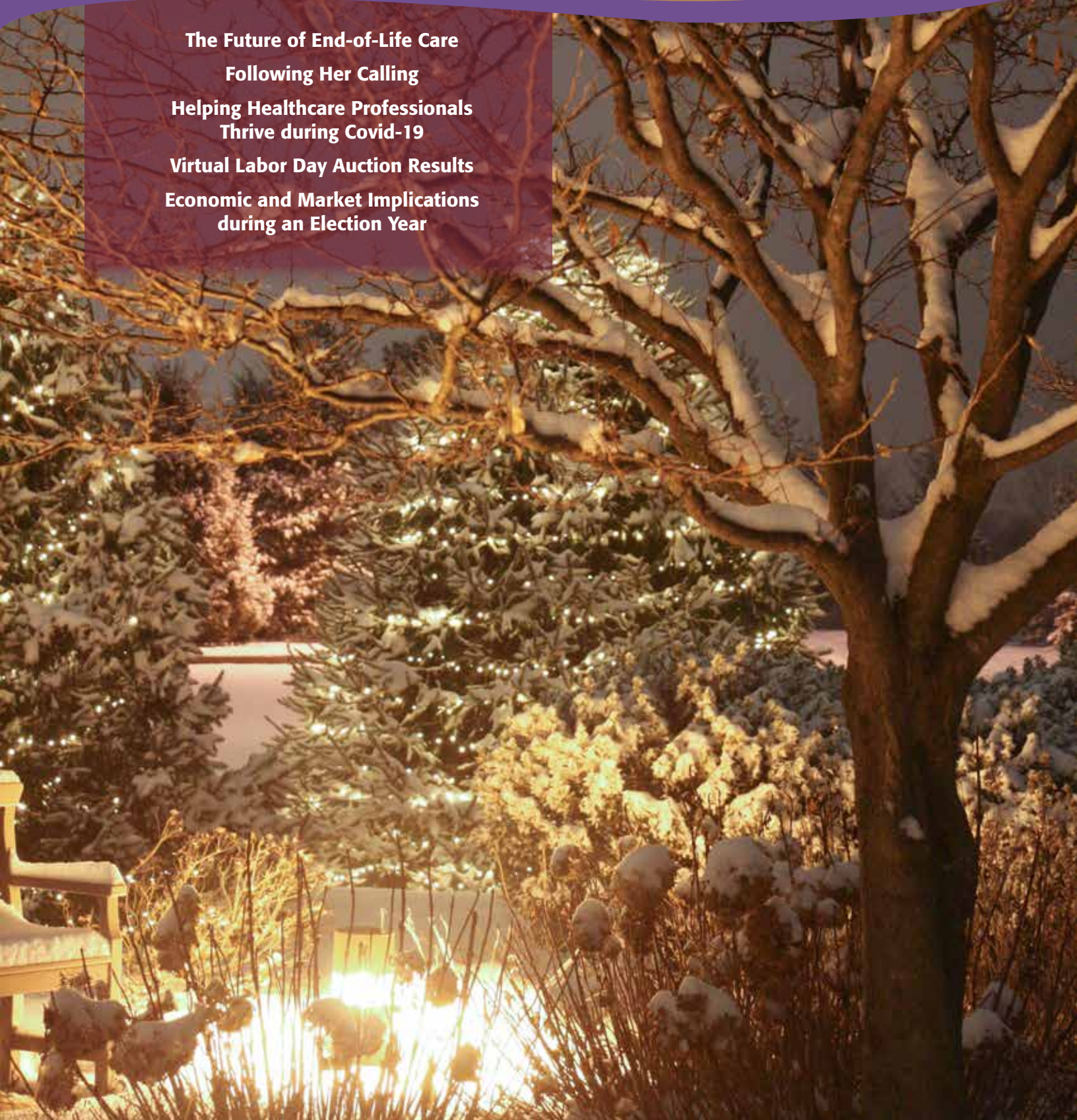
The Future of End-of-Life Care

Following Her Calling

**Helping Healthcare Professionals
Thrive during Covid-19**

Virtual Labor Day Auction Results

**Economic and Market Implications
during an Election Year**



The Future of End-of-Life Care

Personalized Care at Each Stage of an Illness

Hospice & Community Care is concluding its four-part 40th anniversary series with a look ahead to the future of end-of-life care. In the first three editions of *Hospice Horizons* this year, you read about how the organization began and grew its specialized care for patients and families. It is only fitting to share how Hospice & Community Care plans to build on its future while staying true to its founding principles of providing personalized care and comfort for anyone who is coping with a serious illness, facing end of life or loss.

When the hospice movement began nationwide in the '70s and '80s, end-of-life care services were primarily used to care for people who had cancer. Many of these patients had similar care needs for overall support and management of difficult symptoms. But, as times changed and patients with more complex and more varied diseases sought specialized end-of-life care, the hospice industry evolved and became more personalized and specialized to treat patients at each stage of their illness.

Today, Hospice & Community Care provides three kinds of care—hospice care, palliative care and supportive care—for anyone who is coping with a serious illness or facing end of life.

Specialized loss-specific grief support provided by Hospice & Community Care's Pathways Center for Grief & Loss provides individualized support, often far beyond what other hospice providers offer. Bereavement support is available to patients and families as they transition through each level

of care—as part of their end-of-life journey. Grief support is also available to anyone in the community, whether their loved one received hospice services.

Hospice Care – Comfort during Final Weeks or Months

Hospice care is the most familiar service Hospice & Community Care provides. Hospice care focuses on comfort for individuals of all ages with any serious illness who have weeks or months rather than years to live. This level of care involves a team-oriented approach to expert medical care, pain management, and emotional and spiritual support tailored to the patient's needs and wishes. At the center of hospice care is the belief that everyone has the right to die pain-



Dr. D. Thais Magill

free and with dignity, and that families will receive the necessary support to allow their loved ones to do so. "Hospice care is recommended for patients when traditional, aggressive forms of medical treatment are no longer beneficial or no longer desired," shared Dr. D. Thais Magill, Director of Palliative Care, Hospice & Community Care. "Patients receiving hospice care often have rapidly developing or changing symptoms and benefit from frequent visits with Hospice & Community Care team members."

Hospice care is provided to patients wherever they call home. Care may be provided at home, at a senior living facility, hospital or at the Bob Fryer & Family Inpatient Center in Mount Joy. Many people prefer to be at home and can receive hospice care in their own surroundings. Hospice staff visit patients and their families and provide care and support where the patient and family are the most comfortable.

Care provided in senior living facilities is approached with the same, high-quality and compassionate care provided to patients in their own homes. Experts in long-term care work directly with Hospice & Community Care clinicians in pain and symptom management.

"When a patient is cared for at the Bob Fryer & Family Inpatient Center, the benefits are extended to the patient, caregivers, family, and friends," commented Dr. Maria Hayes, Associate Medical Director for Hospice Care, Hospice & Community Care. "When people visit the Inpatient Center they get to see the home-like atmosphere where their loved one is being cared for – giving them a peace of mind. It is also an opportunity for Hospice & Community Care staff to educate family and friends about what hospice care is and correct any misconceptions that they may have about end-of-life care."

Caregivers work with Inpatient Center team members to create a care plan so that they feel comfortable tending to their loved one when they are discharged from the Inpatient Center. Patients admitted to the Inpatient Center require rapid symptom

“When a patient is cared for at the Bob Fryer & Family Inpatient Center, the benefits are extended to the patient, caregivers, family, and friends,”

~Dr. Maria Hayes, Associate Medical Director for Hospice Care, Hospice & Community Care.

management or respite care. Respite care provides temporary relief for a primary caregiver, enabling them to take a much-needed break from the demands of caregiving. “Inpatient Center care is generally short-term, and



Dr. Maria Hayes

patients will be discharged to their previous living arrangement or a higher level of care when symptoms are managed,” commented Dr. Hayes.

Hospice & Community Care has ten physicians, 12 nurse practitioners and a pharmacist on staff who specialize in hospice and palliative care. “Having these individuals on staff allows the patients and families to receive quality care that they have come to expect and deserve,” shared Dr. Hayes. “These individuals are directly involved with patient care. This is a unique benefit to Hospice & Community Care.”

Palliative Care – Help at Illness Transition Points

Hospice & Community Care began formally offering its inpatient palliative care services at Lancaster General Hospital in 2006. “The discipline of palliative care had been developing nationwide particularly in the inpatient setting to offer patients and families guidance at crisis points in serious illness care,” commented Dr. Magill.

“Palliative care is the ‘umbrella term’ for symptom-directed care at any point in a person’s serious illness, while hospice care is the palliative care offered specifically in the last weeks or months of life. Palliative care is often offered in addition to disease-directed treatments, rather than instead of those treatments,” commented Dr. Magill.

Palliative care helps patients manage pain and other symptoms including difficulty breathing, weakness, fatigue, nausea, anxiety and depression, and insomnia. Palliative care team members educate patients and caregivers about their illness and help them with making healthcare decisions.

Care can be started at home, at a senior living facility or in the hospital. Team members will work with the patient’s doctor to design a treatment plan, monitor their progress, and make changes as needed to provide ongoing relief and support.

Supportive Care – Support Early in an Illness

Launched formally in 2016, Supportive Care serves patients who are coping with a life-limiting illness, who are not yet ready or eligible for hospice care. These individuals receive wraparound support in their homes from a team of registered nurses, social workers, and chaplains who ensure patients are comfortable, informed, and respected during this vulnerable period of life.

Supportive Care team members are able to give advice about procedures, act as a liaison between the patient and doctor, and even help identify

questions for the patient to address at doctor appointments. Supportive Care helps patients avoid unwanted trips to the hospital by giving them and their caregivers 24-hour access to a nurse.

Supportive Care is provided at a patient’s home and at senior living facilities. While hospice care is a benefit covered by Medicare, Medicaid and some private insurance, Supportive Care services are often not covered or only partially reimbursed, so patients incur some costs; however, patients may be eligible for financial assistance.

The Future of Hospice & Community Care

The hospice industry is ever-evolving due to regulation and policy changes, and an increase in life expectancy. Hospice & Community Care has its finger on the pulse of how it can continue to best serve patients and families now and into the future. If the pandemic has taught us anything, it is that Hospice & Community Care is nimble and can adapt without losing site of its person-centered care.

Hospice and palliative care are paid for by most private insurances, Medicare and Medicaid, as well as through the generous support of the community. It is anticipated that the payment structure required by health insurance providers will change, however, it will not affect the care and comfort provided by Hospice & Community Care. “Communities and healthcare systems recognize how hospice providers can help in all areas of end-of-life care, and I anticipate a greater

utilization of all hospice services,” shared Steve Knaub, President and CEO, Hospice & Community Care.



Steve Knaub

“Our community is ahead of the curve in its support of end-of-life care.”

“As the population ages and caregivers are living longer with chronic illnesses, we will

continue to develop relationships with local insurers to discuss ways to better meet the needs of seriously ill patients,” commented Dr. Magill. “We are also developing partnerships with

area specialties, such as oncologists, to provide palliative care services at home.”

“We are also seeking to strengthen our relationships with the Children’s Hospital of Philadelphia, Hershey Medical Center and the duPont Hospital for Children to increase our pediatric hospice and palliative care program,” shared Dr. Hayes.

Hospice & Community Care will continue to expand its hospice, palliative and supportive care services, and grief support in our region. Last year the organization served more than 1,200 patients in York County and is continuing to grow its relationships with York-based hospitals, senior living facilities and community

organizations. Hospice will also continue to strengthen its connections with these same organizations in Lancaster County. “Through these partnerships, our hope is that palliative and hospice care will become more topics of conversation when people speak with their healthcare providers about advance care planning,” shared Dr. Hayes. “It will no longer be an after-thought, but in the forefront of people’s minds.”

Telehealth visits will continue to be incorporated into Hospice & Community Care’s services. “During the pandemic we are using telehealth visits more than ever before,” commented Steve. “Our clinicians are using them when in-person care is not an option and to help connect patients with their loved ones. Telehealth visits will not, however, replace the personalization and quality end-of-life care that we provide.”

The pandemic has resulted in many Hospice team members working remotely. “As we begin getting back to normal, we will continue to be more flexible and accommodating to best meet our team members’ needs,” commented Steve. “It is important, though, that we do not lose sight of the need for face-to-face interaction with one another.”

The future of Hospice & Community Care is possible because of the organization’s dedicated employees and community supporters. Together, the organization can continue to evolve and grow to best meet the care needs of patients and families when they need it most. Hospice & Community has come a long way over the last 40 years and is positioned for another successful 40 years and beyond.



Staff Spotlight

Following Her Calling: From Teen Volunteer to Home Hospice Case Manager

Hospice & Community Care's more than 420 employees go above and beyond each day for its patients and families. All Hospice team members, regardless of their roles and disciplines, make a significant impact in the lives of patients and their families, and the organization is shining a spotlight on them. In each edition of *Hospice Horizons*, you will meet a team member who is living out the mission.

It is rare at such a young age to know what you want to do with your life.

But for Kelly Phipps she knew since elementary school that she wanted to be a nurse and help people facing end of life. Her drive and passion led her to Hospice & Community Care, not once, but twice, as a volunteer and now a valued member of the Hospice team.

Her experience with end-of-life care started at a young age when her grandfather and third grade teacher were diagnosed with cancer. This was the start of her interest in pursuing a career in nursing with a concentration in end-of-life care.

"I remember visiting my grandpa in the Intensive Care Unit during his final days," commented Kelly. "I was in awe of the tender care that he received from the nurses during the last days of his life. I knew then that this was my calling and I had to be a part of this very special nursing care."

Kelly's passion for helping people coping with a life-limiting illness continued while she was in middle school. She became a teen volunteer with Hospice of Lancaster County's 'Soulmates' program, as well as lent her time at The Essa Flory Center on Good Drive, the location for the organization's Home Hospice program.

"The time I spent in the Inpatient Center volunteering confirmed my decision to work in end-of-life care," shared Kelly. "My plans were to go to nursing school with a goal of working at Hospice of Lancaster County, now Hospice & Community Care." Kelly's plan would come full circle when she started her nursing career at Hospice in April 2006.

Currently, Kelly serves as a Home Hospice case manager where she works with other team members to coordinate the care of patients at end of life.

"We focus on comfort and quality of



life," shared Kelly. She also worked in Hospice & Community Care's Inpatient Center, where she started as a volunteer. Kelly also served on the Palliative Care Team at WellSpan York Hospital.

Kelly has had many memorable experiences over her last 14 years with Hospice & Community Care. But one that stands out the most was the first time she helped a mother crawl into bed with her terminally ill child. "Assisting a family member complete this simple act with their loved one and witnessing the peace that this can bring to both the patient and family member is just incredible," shared Kelly.

She shared that she is blessed to work with fellow team members who also share a passion for end-of-life care.

"We share the common bond of knowing how fragile life is and how beautiful the ending of a life can be. I truly love what I do and I am so proud to represent Hospice & Community Care on a daily basis."

"I know that I am valued by the administration at Hospice & Community Care and by the community. Those of us giving this level of care need support, too, and I am reminded often that my employer values what I do. The backing of our community is also pretty indescribable and an honor to be a part of."

~Kelly Phipps, Case Manager, Hospice & Community Care

Providing Stress Reduction and Grief Support

Helping Healthcare Professionals Thrive during the Pandemic

Putting on your own oxygen mask first in an airplane crisis is relevant to caregivers. During these challenging times, it is important for them to tend to their own needs for self-care. It has been said that this pandemic “is not a sprint, it is a marathon.” The key to how caregivers will not only survive but thrive is by intentionally making their own self-care a daily priority.

Globally, senior living facilities have been hit the hardest during the pandemic. And local facilities have been, and continue to be, impacted. Just like Hospice & Community Care employees, senior living facility staff have been on the front lines throughout the pandemic. These caregivers have always been aware of the importance of self-care in order to best serve their residents, families and colleagues, yet the impact of the pandemic has made this all the more imperative.

In March, Hospice & Community Care started offering virtual self-care practices and resources for all of its



Marygrace Lomboy, CRNP

also continues to offer extremely beneficial internal debriefing sessions for staff who are grieving the loss of a patient.

“The pandemic has been scary for all of us,” shared Marygrace Lomboy, MSN, CRNP, Hospice & Community Care, and facilitator of the self-care sessions. “As a nurse, at the beginning of the pandemic, I struggled with how to manage my own feelings, anxieties, and emotions, while still trying the best I could to connect with patients. I was continuing to care for patients in senior living facilities at the height of the pandemic and I could see that their staff were experiencing the same fears and frustrations that I and my fellow

employees. These sessions provide tools for staff to reduce stress and anxiety – both of which are heightened due to the

pandemic.

It also continues to offer extremely beneficial internal debriefing sessions for staff who are grieving the loss of a patient.

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team members were experiencing.” To help their staff navigate resident care with less stress and anxiety, Hospice & Community Care extended to them its virtual self-care sessions, many of which began in April.

Helping Reduce Stress and Anxiety

“Self-care and stress reduction are ways to find peace in a sometimes chaotic world,” shared Marygrace. “During the pandemic, healthcare professionals are suffering from increased stress and anxiety, and experiencing compassion fatigue and burnout. They are shouldering the extra responsibility of being present for others in ways family cannot, given the restrictions. So much of their workday is different from before.”

Self-awareness is defined as when the mind is fully attending to what is happening, to what you are doing, to the space you are moving through. That might seem simple, but the fact is that people live mostly not aware of what they are actually doing most

“We are grateful for the help and compassion Marygrace Lomboy and Hospice & Community Care have offered our administration and front line staff during these stressful and unsettled times. When Covid-19 hit our community, Marygrace was quick to reach out to see how she could help. We had to adjust our program to be compliant with all the restrictions brought before us, but she and Hospice were more than willing to do whatever they could to make it work. We quickly implemented a virtual wellness program for our staff and it was

positively received and appreciated. Our focus was on being mindful during uncertain times. Marygrace offered us breathing exercises, self-check-ins, ways of dealing with anxiety, and other stress relieving techniques. We hope to continue our relationship with Marygrace and Hospice & Community Care moving forward, they have been a positive addition to our employee wellness program.”

~Haley Brumbach, PVFiT Manager
Pleasant View Communities

"As Director of Church Relations & Pastoral Care, at Luthercare, I feel a very distinct sense of responsibility for the well-being of our team members as they provide care and support to our residents and their families. Out of concern for their emotional and spiritual well-being, especially, I invited staff members from Hospice & Community Care and the Pathways Center for Grief & Loss to help facilitate critical incident stress debriefings for any of our staff members willing to attend. We had a small percentage of our front line staff who participated in one of three debriefings and they expressed a sense of appreciation for the time to speak and to be heard.

We also had a number of our leadership staff participate in an intervention as well. They found the process of speaking and listening to others who know what they've been through very cathartic and helpful as they sought to move beyond the very worst part of this pandemic for them. A number of them got sick themselves and learned firsthand how difficult this disease can be. Having the chance to step away from the stress of caregiving to care for themselves and express their own grief was very helpful. I would like to thank my friends at Hospice & Community Care for caring about us and providing this much needed support. You are a special blessing!"

~The Rev. Glenn A. Beard, Jr., MDiv, BCC Director
Church Relations & Pastoral Care, Luthercare Coordinator



of the time. Autopilot takes over, the mind takes flight, people lose touch with their body, and pretty soon they are engrossed in negative thoughts about something that just happened or worrying excessively about the future.

"For clinicians, self-awareness practices allow them to be present in the moment, resulting in being a more calming presence for their patients or residents," shared Marygrace. It also decreases a patient's resistance to things happening with their body, especially at end of life."

Grief Support for Healthcare Professionals

In addition to self-care, Hospice & Community Care has always provided senior living staff with debriefings following the death of a resident. Although done virtually, now, which is different than the past, these have been especially helpful during the pandemic.

"Debriefings offer an opportunity for the entire team or organization to reflect together on the totality of what they have experienced or are continuing to experience, through a guided summary of events," commented Neil Uniacke, Bereavement Counselor and debriefer, Pathways

Center for Grief & Loss, a program of Hospice & Community Care. "This is done in a structured atmosphere of honesty and shared understanding, drawn out by having as many of the entire team present to share their perspectives, their roles in key decisions and at important junctures in the unfolding situations they have faced together. It gives them a safe zone to answer relevant and insightful questions."

In the cases of difficult deaths, either inherently because of the disease progression (whether very short or very long or very painful) or because of specific family dynamics that have created emotional issues for team members, debriefings are an excellent way to help those most involved, to move forward with greater understanding and resolution for their residual feelings and perceptions of those situations.



Neil Uniacke

Neil has experienced through his debriefings that there are several layers of senior living staff

who have been affected differently in their own coping with the pandemic – leadership, office staff, recreational therapists, food service and clinical staff. "Every team member is doing the best that they can, both in the situations as they are unfolding and later, after a resident has died and their connections to the family have changed," commented Neil.

These offerings demonstrate that we are all in this together. They also help to enhance the relationships that Hospice & Community Care has with senior living facilities in Lancaster and York counties. The organization serves patients in senior living facilities to help complement the care the facilities are already providing.

Hospice & Community Care will continue to provide support and resources to fellow healthcare organizations to ensure that all caregivers are thriving to best serve their patients, residents, families and colleagues.

If you are a staff member of a senior living facility and are interested in self-care practices or grief support, please contact Hospice & Community Care at (717) 295-3900.

**MARK YOUR
CALENDARS:
LABOR DAY AUCTION
SEPTEMBER 4 & 6
2021**

Virtual Labor Day Auction Raises More Than \$460,000

Auction Benefits Hospice & Community Care Patients & Families

Over the years, for many of you, your Labor Day weekend has been spent with Hospice & Community Care at the Solanco Fairgrounds for the organization's Labor Day Auction. You would mix and mingle with friends and family, bid on new and used items, and enjoy delicious food. But a lot has certainly changed in a year.

Due to the pandemic, this year's Auction was held virtually. For two weeks in September, thousands of people visited the online auction and many bid on the same great items that are featured at the in-person event—sports memorabilia, artwork, quilts, used cars and more. The excitement and buzz of the event could be felt throughout those two

weeks with Hospice & Community Care raising more than \$460,000.

Proceeds from the virtual event will provide hospice, palliative and supportive care, and bereavement support for patients and their families or caregivers. Thank you to our generous sponsors, more than 960 bidders, donors, and volunteers for making this incredible achievement possible. At a time when people are being impacted financially due to the pandemic, your generosity is greatly appreciated and making such a significant impact for Hospice's patients and families.

Hospice & Community Care's Day of Care Auction, where participants buy days or weeks of Hospice care to be provided to patients in need, raised

more than \$31,000 thereby giving precious time for families to make lifelong memories with their loved ones.

The Virtual Labor Day Auction would not have been possible without the support of Hospice & Community Care's volunteers. These men and women helped to transport items, and served as social media ambassadors.

Many of Hospice & Community Care's volunteers have been unable to lend their time and talents to the organization due to Covid-19 restrictions and the Virtual Labor Day Auction was a great way to get them engaged.

The Virtual Labor Day Auction is a true example of the collective impact we can all make when we come together for a cause.





AUCTION CLUB

Thank you to the **245** individuals who joined this year's Labor Day Auction Club. Hospice & Community Care **raised more than \$27,000** through the Auction Club, all of which will be used to provide quality hospice and palliative care and grief support to the community.

Thank you to everyone for your continued support.

**deceased*

Ann Marie Ackerman
Anonymous
Robyn and David Alspach
Dianne Arendt
Robert C. Bachman
Rick and Susie Bailey
Sandy and Scott Baker
Ruth M. Barker
Ann B. Barshinger
Don and Darlene Beachy
Tim and Karen Beaver
Clair & Mary Anne Becker
Jill Benson
Bill Beyer
Sue and Jim Binkle
Jack and Gwen Bleacher
Jeffrey S. Bleacher
Heike and Fred Bloom
Susan Bonekemper
David Bravo, Shirley Bravo and Sarah Lugo Bravo
Barbara O. Breneman
Kenneth and Susan Brown
Terry and Carol Burke
Mike and Carol Burnley
Thomas S. Buter
Tim and Bea Buter
Todd and Lynette Buter
Stephanie Carfley
Rev. Frances and Wayne Carr
Janet and Larry Carroll
William J. Clayton
Larry Conte
Thomas and Marie Cook
Cynthia Cover
Ken and Janet Craley
Colleen A. Cramer
Ruth A. Daugherty
Ralph and Jean Deckard
John G. Diller
Dorothy Dreibelbis
Jane N. Eastman
Tina and Dick Eddy
Deborah D. Ehleiter
Karen and Jim Eichelberger
John Enoch
Martha A. Eppley
Jesse R. Eshleman

Kevin and Rachael Eshleman
Jay Essif and Kathy Gerhart
Calvin and Diane Ewell
Coral D. Fassnacht
Grace A. Fisher
Levi S. Fisher
James and Elaine Fox
Kevin Franklin
Sandra L. Frey
Scott Frick
Clara Fruchtl
John and Shirley Funk
Frank and Joyce Geist
Bernice K. Gerhart
Steve and Beth Gingrich
Beverly Holler Girvin
Jerry and Priscilla Glasow
Katie L. Glick
Dave and Diane Good
George and Mary Graner
Dennis and Marta Griest
Susan and Tim Harkleroad
Aleesha Harris
Jill A. Harsh
Matt & Krista Kae Hazen
Jeanette A. Hellinger
Holly Helm
Douglas A. Henry
Brad and Deb Herneisey
Deborah A. Herr
Ken and Joanne Hess
Joe and Susan Hindes
Mary Ann Hossler
Paul and Vivian Hunt
Brad Igou
Paul E. Irion
Bonnie Jess Lopane
Kay Keane
Brent & Bonita Keener
Jill M. Kelley
Jim and Janet Kerner
Joe & Barbara Kesseling
Greg and Heidi Kile
Douglas D. Kitch
Carole R. Kline
Steve and Cindy Knaub
Bill and Kelly Koch
Bill Kopetz

Lloyd and Doris Kreider
Kreider's Market
Edward T. Kurek
Jonas and Kay Lantz
Paul and Melissa Lapp
Miriam F. Leaman
Tina Sitler Leed
Amy Lewis
Elizabeth Lewis and Jo Lutton
Carol and Joe Liebl
James D. Link
Michael and Becky Link
Amy E. Antonucci and Pamela Lyons-Neville
Charlotte Martin, Robert J. Martin and Jane Martin
Dr. William D. McCann
Jason and Lynn McClenaghan
Joe McDonald and Sue McDonald
Karen K. Meck
Marian and Carl Metzler
Joan N. Miller
Nancy J. Miller
Pam and Rick Miller
Saranna B. Miller
Coco Minardi
Ben and Pam Minardi
Deborah S. Moore
Lois T. Morgan
Roger and Grace Moyer
Elaine & Bob Muschlitz
Scott and Lauren Musser
Regina Musser
J. Donald and Roxene Myer
Peggy Neff
Patty and Bill Neiles
Mary Ann Newton
Paul Z. Nolt
Kermit "Doc" Norris
Elizabeth L. Payne
D. Jane Peters
Beverly V. Piscitelli
Michele A. Polinitz
Flora H. Poulos
Judy Raugh and Family
Jerry and Denise Reifsnyder
Lin Rengier

Patricia W. Rhoads
Leslie and Don Rice
Mike Ripchinski
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Gil and Esther Sager
Sue Salisbury
Derrin, Brady, Josiah and Ethan Sample
Ann H. Schreder
Lori Shelly
Martha E. Shreiner
Edith Sielsch
Darrel and Priscilla Siesholtz
Connie Simmons
Dennis and Louise Sitler
Donald L. Snyder
Gwendolyn T. Snyder
Michael & Donna Spangler
Steven and Tanya Stauffer
Andrew Steckel
Luci Steele
Anne T. Stephenson
Rose L. Stetler
Ronald E. Stough
Eileen Studholm
David Swartley
Jere and Carol Tangert
Joan Terwilliger
Jim and Saralee Tollinger
Steve Trapnell
John Travis
Dick and Marge Trout
Carol Ann Waller
Jim and Pat Walsh
Cathy and Jeff Wasilewski
Dorothy B. Wert
Tammy L. Wilson
Donald Wireback Jr.
David and Lisa Wisse
Marcelline A. Woodson
Thomas and Mary Yohe
Richard and Susan* Young
Ab and Joann Zimmerman

*deceased

Labor Day Auction

Presented by: **TURKEY HILL**
HOSPICE & COMMUNITY CARE

Presenting Sponsor



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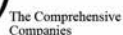
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A History of Economic and Market Implications during a Presidential Election Year

by: Kelly V.E. Trach, CFP, Financial Advisor, Morgan Stanley and
member of Hospice & Community Care's Planned Giving Council

As the story goes, the market does not worry about the election until after Labor Day. Well, that appeared to be true this year. However, looking back over the years, stock market performance is affected much more by where we are in the business cycle than which party holds the White House. According to Morgan Stanley's Chief Investment Strategist, Mike Wilson, we are in the recovery phase coming out of what may be the shortest recession ever.

Historically, GDP growth tended to be stronger during presidential election years. Earlier this year, we saw GDP drop significantly due to the Covid-19 based recession.* Election years are usually more volatile than non-election years. The volatility ebbs and flows throughout the year especially after the election in November. This timeframe may be extended this year as the results of the election are finalized. Then the market and investors interpret the election results and adjust their investment strategies based on policy platforms of the President Elect. Generally, it is not a matter of buying or selling, but positioning into or out of certain sectors of the market.*

Of course, there will be no talk of politics, but we can talk about what sectors have performed well

historically under Democratic and Republican presidencies. According to Morgan Stanley Research, after a Democratic president was sworn in, information technology, consumer discretionary and financials outperformed over the next 24 months. Alternatively, after a Republican president was sworn in, Healthcare, Energy and Materials reported the largest average gains over the same 24-month horizon.

The most important issue to understand is that the market does not like uncertainty and gets back to business as usual once the election is over and the results are in. So, do not try to time the market. The most brilliant portfolio managers, strategists and economists will tell you that even they cannot perform by guessing the moves in the market.



Kelly V.E. Trach

For information on how to navigate your planned giving options pre- and post-election, please visit hospiceandcommunitycare.planmygift.org. The more you know, the more you can be certain that your gifts will have a lasting impact on the lives of Hospice & Community Care patients and families.



Coping with the Holidays

Still Remembered. Still Loved. Still Missed.

The holidays can be a difficult time for those who have lost someone important in their life. The loss can be recent or in the distant past, but the feelings of grief are similar across the distance of time. And being in the middle of a pandemic complicates it even further. If you are finding that holiday traditions you once anticipated with great joy now leave you with feelings of uncertainty and sadness, please know that you are not alone.

Bereavement counselors from the Pathways Center for Grief & Loss, a program of Hospice & Community Care, understand the difficulty that surrounds the holidays and are offering special virtual sessions devoted to coping with the holidays. These sessions are open to everyone and will be held via Zoom. Sessions will help you not only get through the holiday season, but perhaps find positive activities to focus on and ways to honor your loved one during this time of year. Please consider viewing one or all of the virtual Coping with the Holidays sessions. Since Zoom is not limited by geographical location, please invite your family and friends to log-in.

Virtual Coping with the Holidays Sessions

November 17, 6:30-8:00 p.m. (Topic: Holiday Survival Guide)

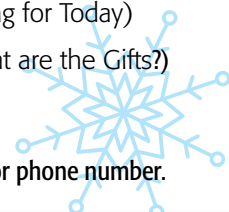
November 24, 6:30-8:00 p.m. (Topic: Practicing Gratitude)

December 8, 6:30-8:00 p.m. (Topic: Ways to Remember)

December 15, 6:30-8:00 p.m. (Topic: Living for Today)

December 22, 6:30-8:00 p.m. (Topic: What are the Gifts?)

There is no cost to attend. Contact the Pathways Center at (717) 391-2413 or (800) 924-7610 to request the log-in address or phone number.



*Light up
a Life*

There are so many reasons to Light Up a Life.

Each year, Hospice & Community Care places thousands of delicate white lights on evergreen boughs. Each light represents a life worthy of recognition and ensures that highly personalized end-of-life care and grief support are available to everyone when they need it most. For a gift of \$25, Hospice & Community Care will place a light on an evergreen tree in memory of a loved one during this annual ceremony. To order, call (717) 295-3900 or visit www.hospiceconnect.org/lights.

Due to restrictions related to Covid-19, this year's ceremony will be held virtually rather than in-person. You are invited to visit www.HospiceLights.org on December 2 to watch the Virtual Tree-Lighting Ceremony. Additionally, you may visit the lighted tree display at The Essa Flory Center, 685 Good Drive, Lancaster, December 3 through 31, from 6:00 to 9:00 p.m. Reserved parking and a list of names of those being remembered will be available for pick-up near the tree display.

Sponsored by



News & Notes

Hospice Volunteer Service Awards—Thank You for Your Dedication

Each year, Hospice & Community Care recognizes at its Volunteer Recognition Dinner, volunteers who have reached service milestones. This year, due to the ongoing pandemic, we were unable to conduct the annual

event. Volunteers play an integral role in the care and comfort that Hospice & Community Care staff provide to patients and families, and it is important that they are celebrated and recognized.

Congratulations to those individuals who are celebrating 10, 15, 20, 30 and 40 years of service, and those who have 1,000, 2,500, 5,000 and 10,000 hours of service. Please see page 23 for a listing of our Volunteer Service Award recipients.



"I would want anyone feeling the desire to become a Hospice volunteer to know that the rewards one gets from interfacing so intimately with people at this most vulnerable time of their lives brings as much satisfaction and insight to the volunteer as it does to the patient. The knowledge and courage I have witnessed from people at end stages of their lives has taught me much about how to live my own life more authentically. I feel that I live my own life better because of the many journeys that I have taken with these individuals over these past 40 years."

~Gloria Henneman, 40 years of service

Looking for a Perfect and Meaningful Holiday Gift?

Hospice & Community Care's butterfly garden ornament is a great way to honor and remember someone special. These beautiful stainless steel lawn ornaments feature a laser-cut butterfly with the original Hospice rose. Made and donated by Viocity Group, all proceeds benefit patients and families receiving hospice care. Donation is \$25 per ornament. Shipping is available for an additional fee.

This commemorative item is available regardless if care was provided by Hospice & Community Care. Orders may be placed at www.hospiceconnect.org/butterfly or by contacting the Development Office at (717) 295-3900.



Give Back this Holiday Season with Your Online Purchases

Hospice & Community Care encourages everyone to think local first when purchasing gifts for holiday gift-giving. If you are ordering holiday gifts online through Amazon due to the pandemic, please consider signing up for AmazonSmile when making your next Amazon purchase. Amazon donates 0.5% of purchases to the charitable organizations of your choice through AmazonSmile, and we are hoping you'll choose Hospice & Community Care.

Follow these simple steps to get started and let Amazon do the rest:

Step 1: Visit www.amazon.com then create an account or use an existing account.

Step 2: In the search field, type Amazon Smile.

Step 3: Select "Hospice & Community Care, Lancaster PA" and start shopping!

Thank you in advance for your support!





Our Mission

To provide personalized care and comfort to help patients and families live better with serious illness through end of life.

Our Vision

Every person living in our community will receive the care and compassion they need while coping with serious illness, facing end of life, or experiencing the loss of a loved one.

Steven M. Knaub

President and Chief Executive Officer

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President's Letter



While this year has been met with challenges for all of us, physically, emotionally and financially, due to the pandemic, I cannot help but reflect on how it has also brought about ways for us, as a community, to come together to make a difference. It has brought family and friends together, virtually, who may not otherwise have found the time to connect. Business professionals have worked together to think of innovative ways to stay connected with their customers. When organizations like Hospice & Community Care have been in need of personal protective equipment for our direct care staff, the community has rallied together to donate masks and gowns to make sure everyone stayed safe and healthy.

The pandemic has strengthened the camaraderie among Hospice & Community Care team members – creating a sense of unity that is being felt by all. This care and commitment still continues to this day, and I cannot be more proud of our staff. Each of our team members from all departments and disciplines has worked tirelessly to ensure that our same high quality of care that has come to be expected is delivered seamlessly while safely caring for patients and families.

This year also marks our 40th anniversary. While we would have loved to have celebrated with all of you in person, we held a Virtual 40th Anniversary Celebration 'champagne toast' on September 29th and raised a glass to a community that has been so good to us. Whether you support us monetarily or lend your time and talents as a volunteer, your support over the last 40 years has helped thousands of patients and families when they need it most. And your generosity has not stopped because of Covid-19. Thank you for entrusting us to serve you for 40 years and beyond.

I would be remiss if I did not mention our Virtual Labor Day Auction. The energy and excitement of the crowd could be felt virtually. More than 960 bidders participated—bidding on quilts, sports collectibles, artwork, jewelry and more. We raised more than \$460,000 which will be used to provide care and services to help patients and families who are coping with a serious illness, facing end of life or loss. See page 8 for a recap of the Auction. We sure hope to see you in person next year at the Auction and to enjoy those tasty breakfast logs we all missed.

Thank you for your support during these uncertain times, and for making a lasting impact on the lives of thousands of patients and families.

Your Care. Your Community. Your Hospice.

Sincerely,

Steve Knaub

President & CEO

Memorial Contributors List

July 1, 2020—September 30, 2020

We have carefully reviewed this list for accuracy and hope that you will notify us of any omissions or errors.

This list includes memorial gifts made during this period, including those made to our Annual Appeal; however, it does not include the many generous gifts to the Path of Remembrance or Light Up A Life which will be recognized online.

OMISSIONS: We apologize for these names that were incorrect or omitted in the Summer 2020 issue of *Hospice Horizons*.

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BEQUESTS

Hospice & Community
 Care would like to recognize
 with sincere gratitude those
 individuals who so graciously
 named Hospice & Community
 Care as a beneficiary in their
 estate. Gifts were received
 from the following individuals'
 estates.

FRED C GEIGER JR.

LIZZIE S. GLICK

SUSANNA N. HOOVER

WALTER R. KEESEY

GEORGE W. KNAPP

LESTER B. SCHMECK

THE NANCY M. & H. CARTER CLEMENTS DEMENTIA CARE ENDOWMENT FUND

Income from this fund provides
 support for patients and
 their families who are coping
 with dementia and its many
 challenges. This includes
 education and training for
 staff and volunteers, care
 and services for patients and
 families, and community
 professional education.

IN MEMORY OF

H. CARTER CLEMENTS

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NANCY M. CLEMENTS

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IN MEMORY OF

JAMES F. STREAKER JR.

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CHARLES L. DEARDORFF, MD MEDICAL EDUCATION ENDOWMENT FUND

Income from this fund
 improves and enhances end-
 of-life care throughout the
 community by continuing and
 implementing educational
 initiatives for physicians,
 nurse practitioners, nurses and
 other health care professionals
 about the importance of and
 methodology of best practice
 palliative medicine.

IN MEMORY OF

CHARLES L. DEARDORFF MD

Ed & Sally Flick

OLIVIA L. LYNCH RAINBOW ENDOWMENT FUND

Income from this fund supports patients and families cared for by Hospice & Community Care's Sunflower Pediatric Palliative Care Program. Support helps to address the needs of families and siblings, and provides resources for specialized care. Funds are also used to support and enhance the Pathways Center for Grief & Loss' Coping Kids & Teens programs, new programming, continuing education, workshops, and financial assistance for program attendees.

IN MEMORY OF

OLIVIA L. LYNCH

Joy Allen

Robert & Denyse Keaveney

Peter & Linda Sydorko

THE BEVERLY MCCANN FLOWER ENDOWMENT FUND

Income from this fund supports the ongoing beautification of Hospice & Community Care's Centers and the Pathways Center for Grief & Loss. The fund will provide regular fresh flowers and maintain plants throughout the interior of the home-like atmosphere for patients and families.

IN MEMORY OF

BEVERLY McCANN

Dr. William D. McCann

THE DONALD C. WILSON ENDOWMENT FUND

Income from this fund supports Hospice & Community Care's bereavement and spiritual care services. Although mandated by Medicare, bereavement and spiritual care services are not reimbursed by health insurance.

Thanks to the generous support of the community through contributions to this Fund, Hospice & Community Care is able to provide spiritual care support for patients and their families. The Pathways Center for Grief & Loss also provides bereavement care to anyone in the community affected by serious illness or loss, not just those whose loved ones were hospice patients.

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CLINICAL PATIENT SPECIAL NEEDS FUND

Income from this fund provides for care and comfort to help patients and families live better at end-of-life. Special needs include those which are outside of the guidelines of Medicare reimbursements and which may include unique care needs for pediatric patients, individuals with sensory impairments, non-English speaking patients and patients with financial need. A gift in any amount may be added to this restricted fund at any time.

Lynn Liddell

Margaret J. Neff

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COMMUNITY FUNDRAISERS

Hospice & Community Care would like to recognize with sincere gratitude those individuals who held events in support of Hospice & Community Care. Gifts were received from the following events or organizations.

Gentlemen MC Sportsmen

Cancer Memorial Dice Run

VOLUNTEER SERVICE AWARD RECIPIENTS

Congratulations to those of you who are celebrating 15, 20, 30 and 40 years of service, and those who have 1,000, 2,500, 5,000 and 10,000 hours of service. Thank you for your continued support and dedication.

10,000 HOURS

Cathy McMinn

5,000 HOURS

Marie Roach

2,500 HOURS

Jo Ann Lutton
Shelia Smeltz

1,000 HOURS

David Barone
Marta Griest
Louise King
Barbara
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Mary Sweikert

500 HOURS

Susie Bailey
Marcia Carle
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Michelle Harnish
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Gerry Heefner
Jack Himes
Suzanne Kahler

Karen Kenna

Rebecca Link

James P. Miller

Lou Ann Mylott

Lorraine Oetting

Joyce Shenk

Patricia Winters

250 HOURS

Michael Angelo
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Sandra Baker
Sandra Bloom
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Patricia Walsh

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Connie Whitacre

Janice Young

100 HOURS

Dorinda Barley
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Sydney Fredrickson
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Have you included Hospice & Community Care in your estate plan?

For information, visit hospiceandcommunitycare.planmygift.org or contact
Amy Lewis, Director of Philanthropy, at (717) 735-8729
or alewis@hospicecommunity.org.



The Essa Flory Center
685 Good Drive
P.O. Box 4125
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(717) 295-3900
www.hospicecommunity.org

The E. E. Manny Murry Center
The Bob Fryer & Family
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4075 Old Harrisburg Pike
Mount Joy, PA 17552
(717) 735-9661

Pathways Center for
Grief & Loss
4075 Old Harrisburg Pike
Mount Joy, PA 17552
(717) 391-2413

The Ann B. Barshinger
Hospice Center
235 Saint Charles Way
Suite 250
York, PA 17402
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Bonnie Jess Lopane, CFRE – Vice President, Chief Development Officer
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Kathy Herr – Graphic Design Coordinator



Horizons is published four times annually. We may use certain information (name, address, telephone number, dates of service) to contact families regarding our organization's fundraising activities, such as our Labor Day Auction. These activities raise funds to expand and improve the services and programs we provide to the community. We also list names in our newsletter to recognize donors and memorial contributions. Please contact the Development Office at (717) 295-3900 or info@hospicecommunity.org if you wish to have your name removed from our mailing list. By doing so, you would not receive future fundraising requests supporting Hospice & Community Care or future issues of this newsletter.

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Hospice & Community Care is participating in the largest day of online giving again this year, with a business match from Lancaster Toyota! Thank you to Lancaster Toyota for matching a portion of our ExtraGive donations on November 20 so your gift goes even further. Be part of this amazing day and spread the word!

