

Storylines

A bi-monthly publication from AuthoraCare Collective

June/July 2020

Modeling Love

Father Teaches Sons About Resilience & Self-Sacrifice

By Charity Apple

John Patterson "J.P." Loy Jr. has modeled love for his family not necessarily through words, but actions.

"He has always been a very quiet man. He doesn't say a lot. I learned more from his 'walk' than his 'talk,'" said his youngest son, Barry Loy.



John Patterson "J.P." Loy Jr. is 24 years old in this photo.

A World War II veteran and former prisoner of war, John Loy Jr. has never thought of himself as a hero.

"Dad has often said that he was just doing his job," Barry said. "Self-sacrifice meant risking his own life, but to Dad, it was doing what he was supposed to do."

Like most veterans, John didn't talk about the war. But when John's two sons, Johnny and Barry, became adults – he decided that they needed to know about those experiences.

John not only wrote his story down, but shared it with home-schooled children in Alamance County.

A native of Alamance County, John Loy Jr. served as a technical sergeant in the 8th Air Force, 3rd Division, Station 137, based in Lavenham, England.

John was on board a B-17 Bomber that was shot down near Nuremberg, Germany, on January 14, 1945.

"Two people died in the crash," Barry said. "There were 9 or 10 on board."

Since this was before the days of pressurized cabins, John, a top turret gunner, would typically take his shoes off and hang them up behind the pilot.

"When he jumped, he grabbed a pair of shoes, but they weren't his. They were the pilot's, so he was shoeless when he was captured. I still can't believe he had the instinct to grab a pair of shoes," Barry said with a laugh.

That not only was the first time he had jumped out of an airplane, but John pulled the ripcord right away, which caused him to float amidst the gunfire being exchanged.

"It was a miracle he wasn't shot," Barry said.

The airmen were captured by civilians and they were prisoners of war until April 16, 1945, when the camp was liberated by the United States Army.

"My mother had no idea if she would see him again or if he

would see his firstborn child, either," Barry Loy said. "My brother was born while my father was still missing in action."

At the time John entered the military, he weighed about 135 pounds, but after returning home as a prisoner of war, he weighed 100 pounds.

Resilience is a word Barry uses to describe his father.

"He is 98 years old. He survived being



This photo was taken by the Germans when Loy was a prisoner of war.



John Loy Jr. is shown with a B-17 bomber similar to the one that he was aboard when it was shot down during World War II. This photo was taken when Loy was 96. He's now 98 ½.

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CEO Reflection

A Renewed Commitment to Justice

"If you are neutral in situations of injustice, you have chosen the side of the oppressor."

- DESMOND TUTU

The events of the past month have focused national attention on unfair and systemic racism.

As the world collectively addresses fears, past wounds and growing awareness, I have been motivated to recognize the impact these issues have on our team and those we serve.

When we merged and established our new identity as AuthoraCare Collective, our staff developed a set of Core Promises. The exercise provided a meaningful project for our blended team. It required us to meet one another and discover our similarities. Most importantly, the staff overcame their differences to focus on those we serve.

Whether the differences are race, religion or sexual orientation, celebrating human differences is in our DNA. The hospice movement is founded on caring for individuals on their terms. Each care journey is unique. Each person's reaction to loss is their own.

Our Core Promises take a stand to meet people where they are, to discover and respect their unique stories, and to support them. We have committed our organization to realize those promises in authentic and meaningful ways.

Do we get it right every time? No, but it is a journey, and I am proud of our work to celebrate all humanity.



Kristen Wither Yntema, MBA, MHSA

President and CEO



Kristen Yntema



Modeling Love

(cont. from cover)

a prisoner of war and the Great Depression,” Barry said. “And he has remained in southern Alamance County, only traveling overseas when he was in the war. My brother and I had asked if he’d like to return there someday, but he didn’t want to go.”

About 12 years ago, John did get to fly in a B-17 again, thanks to his sons.

John was loyal to his wife, who was diagnosed with Alzheimer’s disease at age 72.

“Mom lived until she was 78 and dad looked after her as long as he could,” Barry said. “He taught me that when you love someone, you give up what you want to do to help them.”

“He taught me that when you love someone, you give up what you want to do to help them.”

“My brother hasn’t been visiting, because of this virus,” Barry said. “He’s pretty resilient. We don’t know what the future will bring, but he has led an amazing life and he’s been able to share his story with others in the county and beyond.”



John remained self-sufficient until six years ago when Barry and his wife returned to Alamance County to care for him.

Earlier this year, John was in hospice care, but was released before the COVID-19 pandemic hit.

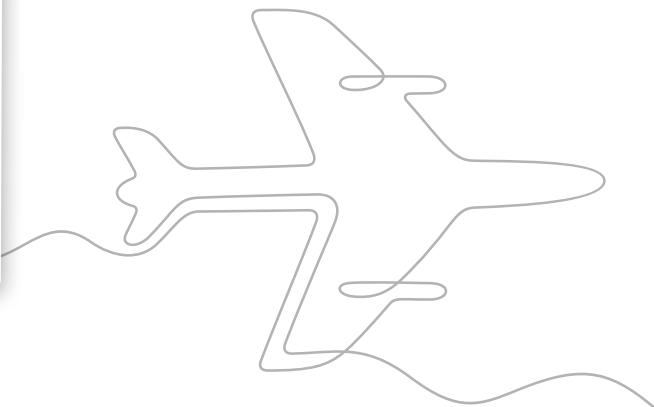
A pinning ceremony, by AuthoraCare’s We Honor Veterans program, was held last fall. He is currently under hospice care again.

COVID-19 has limited the contact John has with other family members.



A pinning ceremony, by AuthoraCare’s We Honor Veterans program, was held last fall. Barry Loy holds up photos of his mom and dad.

Social work intern Erin Adams and Chaplain Gail Smith honored Loy with a certificate, pin and blanket in honor of his service. Adams and social worker Hannah Boyd are shown with Loy.





We Honor Veterans



Honoring Veterans' Stories

Veteran Service Office Presents Flags to AuthoraCare

By Charity Apple

It just gives me chills to think about it.” That’s what Veteran Service Officer Shannon Tyler said when she discovered that the two flags donated by the Alamance County Veteran Service Office (VSO) would be draped over patients’ bodies when going into the funeral home’s care.

VSO donated the flags to AuthoraCare Collective’s Burlington campus on May 29.

The Hospice Home has a flag used to honor deceased veterans being taken to the funeral home. But veterans served in their private homes or nursing homes have not had access to such an honor. In Greensboro, patriotic quilts have been used to honor veterans.

“At AuthoraCare Collective, with our We Honor Veterans program, we believe in going the extra mile for our veterans. They sacrificed so much for us, so it’s the least we can do. We want to honor their story.”

Despite the COVID-19 pandemic, veterans are still in need of support and services, which the VSO provides.

“There’s a lot of sadness, but there’s such joy when they’re awarded services.”

“Before COVID-19, we received 650 to 700 calls, emails and appointments a month,” said Tammy Crawford, Veteran Service Director. “In March and April, we averaged assisting 425 veterans.”

COVID-19 has claimed the lives of veterans, too. Crawford was explaining to Tyler how one of her favorite clients, and his wife, had died of the virus.

“We get really attached to them. We go to memorials and see them a lot at events such as the parade we sponsor on Veterans Day each year. There’s a lot of sadness, but there’s such joy when they’re awarded services,” Tyler said, wiping tears away. “It balances out.”

Cyndi McGilvray, a Veteran Service Officer, is a veteran herself so she knows how much being recognized for service means to family members.

“I’m excited that we have this opportunity to touch the lives of veterans’ families,” McGilvray said of the flag presentation. “They appreciate the importance of the flag and the sacrifice their veteran made to the country.”

Crawford added that, “We’re so glad that AuthoraCare does what they do. They really have a heart for veterans.”



From left to right: Hannah Boyd, social worker on the Burlington campus, accepts the flags from Tammy Crawford, Veteran Service Director, as Veteran Service Officers Shannon Tyler and Cyndi McGilvray look on.

“We have heard from our patients’ families that it’s meaningful to have the flag draped over the body as they’re being ushered into the funeral home’s care,” said Hannah Boyd, a social worker and We Honor Veterans co-chairperson on the Burlington campus.

SUPPORTER SPOTLIGHT

AuthoraCare Collective Receives COVID-19 Relief Grant

LIFTING UP A COMMUNITY IN UNPRECEDENTED TIMES

By Jane Gibson

AuthoraCare Collective received an \$8,000 grant from the Greensboro Virus Relief Fund to expand its use of technology. This funding was available within two weeks of our request, enabling a prompt response to critical needs facing patients and families as a result of the pandemic.

One of our greatest concerns has been the ability to provide access to hospice care for current and future patients residing in one of the 32 skilled care or assisted living facilities in our community. While some of these facilities follow the COVID-19 guidelines allowing in-person hospice nursing visits, others have chosen to be more cautious and have restricted all visitors.

AuthoraCare team members used their creativity and expertise to explore solutions. They discovered that many facilities did not have the technology or the devices necessary to offer virtual visits to their residents. Consequently, AuthoraCare used its Virus Relief Fund to purchase new and refurbished smart phones and tablets to be loaned to facilities where current and future hospice patients reside.

These smart devices and the technology that supports audio and visual communication allows each member of the hospice team to connect with patients using such platforms as FaceTime and Zoom. Patients struggling with the anxiety of declining health and separation from loved ones have found encouragement from these virtual visits.

"Initially, I wasn't sure how my patients would feel about this technology," explained Victoria Thompson, Long Term Care nurse with AuthoraCare. "But many patients were lonely and longed to be more connected."

Smiling, she added, "I even have a patient in her 90s who is so comfortable using Zoom that she logs into our weekly team meetings without any assistance. Her beaming smile always lets us know how much she appreciates our time together. However, what pleased me the most was the day she initiated a call to me. Using Zoom, she was able to show and describe a new medical concern she was having. Needless to say, I have offered her story as encouragement for many of my patients who feel reluctant to give technology a try."

AuthoraCare Collective is proud to be one of the more than 97 local nonprofits who have benefited from the Greensboro Virus Relief Fund. Established by the United Way of Greater Greensboro, City of Greensboro and Community Foundation of Greater Greensboro, this fund has raised more than \$2.2 million from generous businesses, foundations and individuals.

What a powerful affirmation that it takes all of us, working together, to lift up a community in such unprecedented times.



Victoria Thompson, Long Term Care Nurse with AuthoraCare Collective, said that at first, she was unsure how patients would feel about using tele-health technology. But she has been pleasantly surprised at their reactions.



What's Happening?

CALENDAR OF EVENTS

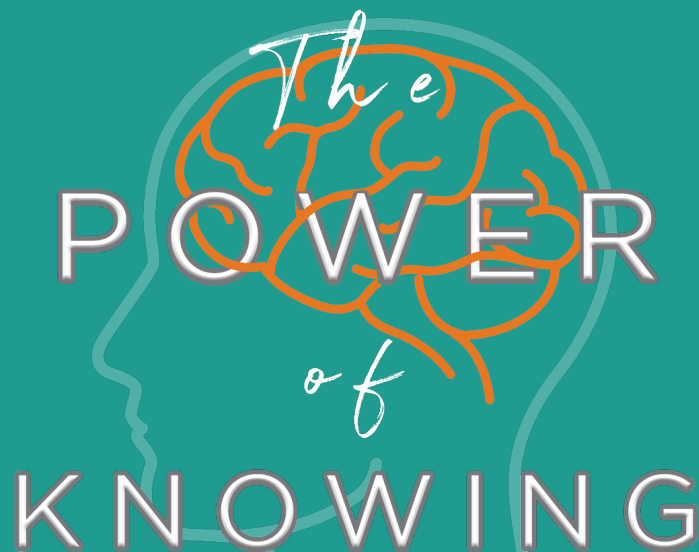
Due to COVID-19, all in-person events have been canceled until further notice.

This cancellation includes educational events, workshops and off-campus events.

However, the AuthoraCare Collective team is working hard to create virtual alternatives to in-person events where possible and practical:

- Virtual grief support groups | Call 336.621.2500 for more information
- An educational webinar series: The Power of Knowing

Stay tuned for more virtual events! Visit authoracare.org for our most current calendar.



The POWER of KNOWING

A Free Webinar Series
presented by

AuthoraCare
COLLECTIVE

Dementia | Why do they do that ... and what can I do about it?

July 8 | 12 p.m. to 1 p.m. | Zoom Webinar

Understanding comes from knowing, which is why AuthoraCare Collective and Well•Spring Solutions have partnered to present an informative webinar on dementia during COVID-19.

Being the caregiver for someone with dementia can be challenging, especially during the COVID-19 pandemic. Why do difficult behaviors happen and what can be done about them?

Now Streaming On Demand at authoracare.org/knowning

- Grief and Loss During COVID-19 | Parts One and Two
- The Benefits of Palliative Care During COVID-19
- Advance Care Planning During COVID-19

Visit authoracare.org/knowning to register for webinars and view previously aired events on-demand. You can also view a livestream of these events on our Facebook page (facebook.com/authoracare).

Keeping You Safe During COVID-19

The Health of Patients, Families and Staff Is Our Priority

By Paul Russ



AuthoraCare Collective is committed to protecting those in our care and our team members from exposure to COVID-19.

“We know that our patient population is among those at risk to the effects of the illness, and we understand that our patients and families may have fears and concerns,” said Maria Thurlow, Chief Nursing Officer and Vice President of Nursing for the Greensboro Campus. “We want those we serve to be confident that our care team members are taking all necessary steps to protect them as they visit in their homes.”



Enhanced use of Personal Protective Equipment (PPE) and teleconferencing are two of the most notable changes that have been put in place by AuthoraCare. We are also actively promoting social distancing and excellent hand hygiene for our staff and those we serve. All safety efforts continue to be guided by recommendations from the Centers for Disease Control, the NC Dept of Health and Human Services, Cone Health and local health departments.

For patients who are residents of long-term care settings like nursing homes, AuthoraCare staff partner with each

individual care community, supporting their initiatives to reduce the risk of infection spreading in their locations.

“Maintaining a healthy work force enables us to provide uninterrupted exceptional care.”

“Keeping our work force healthy is another priority,” says Dr. Juan-Carlos Monguilod, Chief Medical Officer. “Our staff participates in daily screening for symptoms, so individuals who may be ill are quickly identified and excused from coming to work.”

Newly implemented HR policies provide support and assistance for employees who need time off due to COVID-19. “It is our intent to offer increased communication and simplified guidelines for employees. Maintaining a healthy workforce enables us to provide uninterrupted exceptional care,” Monguilod added.

The CDC continues to provide thorough guidance on preventative measures for older adults and at-risk populations, which AuthoraCare Collective will follow and share with patients and families as they evolve. We recommend that all patients and families with questions and concerns follow the following sources for the most accurate and up-to-date local and national COVID-19 updates:

The Centers for Disease Control

[cdc.gov/coronavirus/2019-ncov/index.html](https://www.cdc.gov/coronavirus/2019-ncov/index.html)

NC Department of Health and Human Services

[covid19.ncdhhs.gov](https://www.covid19.ncdhhs.gov)

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Order a Commemorative Brick for Your Loved One

Deadline for 2020 installation is 6/30!

Commemorative bricks create a lasting tribute to a loved one. Each fall, these engraved bricks are installed in the walkways of AuthoraCare's Greensboro Campus gardens.

To have your commemorative brick installed in time for the annual dedication ceremony this fall, **please be sure to place your order by June 30.** For information about how you can purchase a commemorative brick, please contact Karla VanEgmond at 336.621.2500 or karla.vanegmond@authoracare.org.

Information is also available on our website at authoracare.org/give.



They Support Others. We Support Them.

Relationships With Long-Term Care Communities a Priority

By Linda Ann Fitts

AuthoraCare Collective provides care wherever the patient calls “home.”

For many of our patients, “home” is a long-term care (LTC) community like an assisted living or skilled nursing facility. We are currently caring for approximately 257 patients living in these settings.

Partnering with these communities has always been a priority. During the COVID-19 pandemic, these relationships have become even more important.

“The staff in our long-term care facilities are working 24/7 to meet the needs of each resident,” said Vondra Humphrey, RN and Director of Long-Term Care in Greensboro. “It is important that we support them in any way we can, especially during this difficult time.”

“There is so much grief and loss that is not associated with death. The loss of contact with love ones and the isolation of missing family can be unbearable for the residents,” Humphrey added. “At AuthoraCare, we want to be there to support the residents, the staff and the families. When we refer to the staff in our long-term care communities, that means everyone. The housekeeping team, dietitians, administrative team and the clinicians, all provide a vital role in the care of the residents. We want to offer encouragement in any way we can.”

Over the past several months, AuthoraCare staff have organized parades to boost the morale of their long-term care partners. Some parades have included lines of cars honking to show support. Other parades have featured staff walking and carrying signs at the request of the facility to minimize disruption or due to space limitations.

Mary Manley, director of sales & marketing at AuthoraCare Collective, organized an encouragement parade on May 14 at White Oak Manor in Burlington.

“We had a fabulous turnout and the staff at White Oak Manor was outside and really appreciated our effort,” said Lynne Abramowitz, Director of Long-Term Care in Burlington.



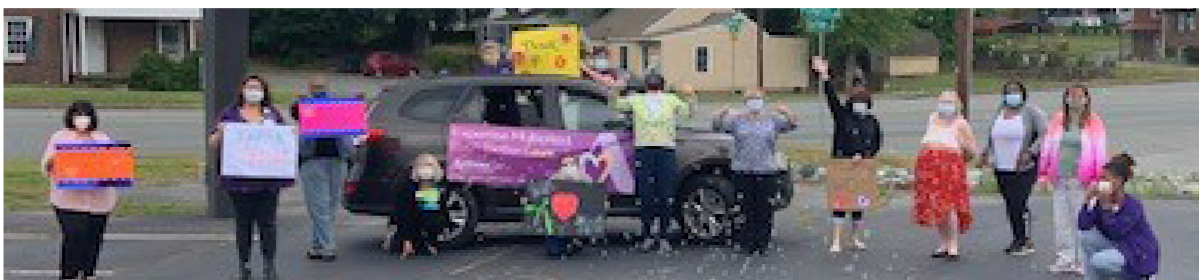
Kids Path social worker and counselor Kathy Barrow, right, is shown with her daughter, Natasha Ivanova, left.

AuthoraCare’s long-term care, medical outreach and chaplaincy teams have worked to create ways to show support and encourage the care providers in these partner facilities. This became important because many outside vendors are unable to enter most of the facilities during this pandemic. Showing support has included providing snacks for the team and displaying signs in the front of the communities that say “Honk! Heroes Work Here!”

“That was so much fun! Thanks so much. You touched lives today,” Sherri Ingram-Bass, facility administrator for Adams Farm Living & Rehab in Jamestown, said of the support parade on June 5.

Abramowitz said that “caring for the patients in LTC facilities is one of the most important jobs in healthcare. These patients, often the frail elderly, are generally unable to care for themselves and are dependent on facility staff for most, if not all, of their daily needs.”

“At AuthoraCare Collective, we value our relationships with the LTC facilities, and we celebrate the LTC facility staff. We understand how hard they are working especially during the COVID-19 pandemic to keep their residents safe. Support parades, mental health support and providing general encouragement is our way of letting them know that they are not alone. We stand with them every day in every way,” Abramowitz added.



AuthoraCare Collective’s Long Term Care staff held an encouragement parade on May 14 for White Oak Manor in Burlington.

A WHOLE NEW LOOK

Hospice Thrift Store will Reopen with Reduced Schedule

By Charity Apple

Visitors to the Hospice Thrift Store in Burlington this summer will notice “a whole new look.”

“The pandemic gave us the opportunity to organize and create something we’ve all been wanting to do for a long time,” said Hospice Thrift Store manager Karen Clark.



Glassware, books, furniture and more can be found at the thrift store.

The store has been closed to the public since March 18. Donation drives were held on June 5-6 at the store and the Lusk Center in Greensboro as well as June 12-13 and 19-20 at the thrift store.

“The response was incredible,” Clark said of the donations, which took days to unpack as well as quarantine, given COVID-19 regulations.

The store plans to reopen in mid-July with a reduced schedule (Thursdays, Fridays and Saturdays only).

The concept for the thrift store morphed out of a Hospice Flea Market, which was first organized in 1990 and spearheaded by Hospice volunteer Faye W. Boswell. It originally opened in 2010 and previous locations have included the clothing store at the Burlington Outlet Village and the thrift store at 1003 W. Main St. in Haw River.

The thrift store has been at the 2134 Hanford Rd., Burlington, location since January 3, 2019.

Set up like a department store, the 67,000 square-foot building includes 40,000 square feet of showroom space for items ranging from furniture to clothing and décor for every holiday.

“We now have a men’s department, women’s department and a baby/toddler department,”

Clark said, her eyes smiling above her mask. “I am so proud of all the work that has gone into this.”

A vintage area is designated at the front corner of the store with items ranging from fur coats to wooden ale crates.

The furniture department has been organized so that folks can purchase the items in sets – from coffee and end tables to chairs and loveseats.

“I’ve wanted to do this since we opened, but we just never had the time,” Clark said.

The showcase, which used to be at the front of the store, has been closed due to the health restrictions. Those high-end items have been sold on eBay.

“Sales have been out of state mostly,” she said.

In addition to quarantining items prior to sale, safety precautions will include:

- All customers will be required to wear a mask while entering and shopping in the store
- Plexiglass installed at all check-out areas
- Designated enter- and exit-only areas
- Head count to make sure the store doesn’t go over the emergency maximum occupancy
- Six foot markings placed outside the store and in the check-out areas
- Volunteers will clean shopping carts after each use
- Dressing rooms will be closed
- One way in and out at the loading dock; one vehicle at a time. Those dropping off donations can remain in their cars if they would like.



As a COVID-19 precaution, plexiglass has been installed around the counter at the Hospice Thrift Store in Burlington.

Our Mission

AuthoraCare Collective empowers people to be active participants in their care journey, enabling them to live on their own terms through personalized support for mind, body and spirit.

A Whole New Look (CONTINUED FROM PAGE 9)

One of the joys of visiting the thrift store is you never know what you're going to find.

"We tell people that you name it, you can probably find it here," Clark said. "If we sold food, I'd get everything here."

With the merger between Hospice & Palliative Care Center of Alamance-Caswell and Hospice and Palliative Care of Greensboro, Clark said that once COVID-19 restrictions are lifted, trucks will be picking up items in both Greensboro and Burlington.

The public rarely sees this, but the thrift store has an area where items are sorted, cleaned and repaired as needed.



Karen Clark organizes some of the recently dropped-off donations.

That area was thoroughly cleaned and organized over the past few months.

"We have streamlined this area due to COVID-19," Clark said.

Prices for items range from \$3 on up to hundreds of dollars.

The thrift store is supported by 40 to 50 volunteers, total, and a handful of paid employees.

"Hospice is in the heart and soul of everything we do here," Clark said.

"Whether it's cleaning dishes or repairing furniture, these people will go the extra mile to make it happen."

Clark got emotional as she talked about the store's volunteers.

"Our volunteers sometimes put us before their own families," she said. "And what they're doing is so worthwhile. It could be the difference that someone else really needs."



Sofas, end and coffee tables in a variety of styles are available.

Visit the Hospice Thrift Store Facebook page to keep up to date with reopening information, sales, new items and other timely news!

Getting Social

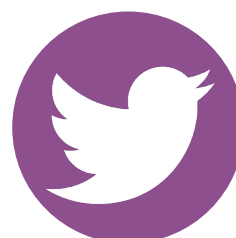
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