

Above & Beyond

FALL 2025 EDITION

Your source for news and information to take our collective care to the next level



Extending Care Beyond the Bedside

Our mission goes beyond caring for patients — it's about partnering with the communities and care teams who walk beside them. Each of these stories shows how our hospice and palliative care professionals not only meet individual needs but also support the nursing facilities, retirement communities and staff who care for residents every day.

Finding Light After Loss

When Helen lost her adult son, Daniel, in a tragic house fire, she was left with nothing—and no one. Her Hospice team ensured a smooth transition to a nursing facility and eased the burden on staff by providing clothing and essentials so caregivers could focus on her comfort. The Pathways Center for Grief & Loss offered emotional support and Hospice arranged transportation so Helen could attend her son's funeral—reminding everyone, from family to facility staff, that compassion restores dignity and hope.

Breaking the Silence

At a retirement community, Lydia—a woman deaf since birth—faced isolation due to communication barriers. The Choices Palliative Care team arranged a trained American Sign Language interpreter for her visits, helping her express her needs and allowing caregivers to understand and support her more effectively.

A Lifetime of Love

When George, a skilled nursing resident, shared his wish to celebrate one last anniversary with his wife, Margaret, our Hospice team partnered with facility staff to make it happen. Volunteer Services organized a "card shower" with nearly 100 anniversary cards, decorated his room and arranged for a photographer to capture the day. Together, Hospice and the facility created a joyful, love-filled celebration—bringing comfort not only to George and Margaret but to every caregiver who witnessed it.

What sets us apart is our commitment to truly personalized care—seeing each person as an individual with unique needs. By caring deeply for residents, we also care for the staff who serve them, offering relief, education and partnership. Together, we bring comfort and compassion to every corner of care.

A Message of Partnership and Commitment

As valued partners in care, we want to share an important leadership update that reflects our continued commitment to you and the residents you serve.

Michael Link has been appointed President & CEO of Choices Healthcare, the parent organization of Hospice & Community Care and Hospice of Central PA. With more than two decades of dedicated service, including his most recent role as Chief Operating Officer, Michael has long championed collaboration with senior living communities. His focus remains on strengthening communication, responsiveness and care coordination—so that together, we can continue providing exceptional comfort and support to residents and their families.

We also extend heartfelt thanks to Steve Knaub who is retiring after 27 years of remarkable leadership as President & CEO. Steve's legacy of collaboration with senior living partners will continue to guide us forward.

As we look ahead, our priorities remain centered on your needs: expanding hospice aide support in facilities, streamlining admissions, and ensuring timely communication. Your insight and feedback play an essential role in helping us continually improve.

Please don't hesitate to reach out to your Account Liaison with any ideas, concerns or suggestions. Together, we can ensure every resident receives the compassionate care they deserve.

Hospice 101

As your partner in providing exceptional end-of-life care, Hospice & Community Care and Hospice of Central PA are pleased to offer hospice orientation materials designed to support your team. **These resources help train your staff in compassionate, high-quality care while ensuring regulatory compliance for your facility and ours under CMS Conditions of Participation (COP).**

To make training as convenient as possible, we offer flexible options—sessions can be led by your own educators or facilitated by a member of our experienced hospice team.

For more information or to schedule a training, please contact Karen Stauffer, Community Educator, at (717) 490-4074 or kstauffer@choiceshealth.org.



A Circle of Honor and Care

When Emily's grandfather entered hospice care, she witnessed something that would stay with her forever. Surrounded by compassion and dignity, he received a Veteran Pinning Ceremony—a moment that honored his service, his sacrifice and the life he had lived. Watching the hospice team treat him with such tenderness and respect moved Emily deeply.

That experience changed her. Inspired by the care her family received, Emily began volunteering at The Bob Fryer & Family Inpatient Center, wanting to give others the same comfort and connection she had seen. What started as an act of gratitude became a calling—one that led her to serve in the military and pursue a career in medicine.

Years later, life came full circle. While on leave to visit her grandmother—now in our care—Emily stood once again in the presence of that same hospice volunteer who had pinned her grandfather years before. In a moment rich with meaning, he placed a pin on her uniform, honoring her service as her grandmother looked on with pride.

It was more than a ceremony—it was a bridge between generations, a testament to love, service and the enduring bonds of care.

These are the moments that define what we do. Beyond medical support, we honor lives, celebrate legacies and create memories that families carry in their hearts forever.

We are especially proud to support Veterans through our Vet-to-Vet program, connecting those who have served with compassionate care and shared understanding. To celebrate and honor our heroes, don't miss our Welcome Home Veterans event this November—a special opportunity to recognize service, build community and say thank you to those who have given so much.

If you have a Veteran resident who would like to participate in a pinning ceremony, please speak with the Hospice social worker. We would be honored to recognize their service.

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Welcome Home Veterans Event November 21 | RSVP today!

We invite all residents and patients in your care who are Veterans to join us for a special gathering celebrating their service at the Hershey Lodge. This heartfelt event offers an opportunity to share stories, connect with fellow Veterans and enjoy a warm, welcoming atmosphere.

The program will feature guest speaker Deborah Grassman, a former VA hospice Nurse Practitioner who cared for over 10,000 Veterans. She will share insights from her work on "Soul Injury", helping Veterans heal and reclaim their sense of self-worth.

Event Highlights:

Resource Fair: 11:00 a.m.–12:15 p.m.

Lunch: 12:15–1:00 p.m.

Program with Deborah Grassman: 1:00–2:00 p.m.

The event is free and open to Veterans of all eras. Each Veteran may bring one complimentary guest; additional tickets are \$75.

We would be honored to have your residents and patients join us for this meaningful celebration. To register, please scan the QR code, visit www.HospiceofCentralPA.org/events or speak with your Account Liaison.

