Cottage Door

Townshend, Vermont Fall 2012



"ONLY AT GRACE COTTAGE"



This past summer, the last wish of a Grace Cottage patient who had raised horses during her lifetime was to touch a horse one more time. Nurse Helen Holmes contacted Gerda Silver, who runs Gerda's Animal Aid in Townshend, and the following day Gerda brought two miniature horses to Grace Cottage in a trailer. The patient was brought out onto the Hospice Porch, where she peacefully nuzzled the velvet noses of the two horses. "Something like this could only happen at Grace Cottage," another patient commented.

Messenger Valley Pharmacy Expansion

HANKS TO A VERY GENEROUS COMMUNITY, Grace Cottage's newly expanded and renovated Messenger Valley Pharmacy project is moving forward. Over \$330,000 has been raised towards the \$350,000 project fundraising goal. 30 ServCorps volunteers from Hartford, Connecticut, will be in Townshend for two weeks in early October to help build

the new addition. The construction project is planned to assure that there will be no interruption in the filling of prescriptions, and popular over-the-counter items will also be available. The ribbon-cutting ceremony for the new store will be held in early December.



The front of the new Messenger Valley Pharmacy will retain its traditional New England farmhouse look.

Going Home...

It has been an absolute privilege for me to serve as CEO of Grace Cottage Hospital; however, after careful consideration (and many sleepless nights) I have accepted a position as the CEO at Gothenburg Memorial Hospital in Nebraska, close to our extended family in Colorado. My last day at Grace Cottage will be November 9, 2012.

It is hard to believe that it has been almost five years since the community welcomed me and my wife, Laura, (and, for the past 18 months, our son Caden) to the "Grace Cottage Family." It has been such a pleasure to be part of an organization that impacts individuals' lives in such a positive manner.



Every employee here works very hard to go beyond patient care and to position Grace Cottage for a very bright future! I will be working with the Grace Cottage Hospital Board of Trustees to facilitate a seamless transition and to ensure that my departure will have as little impact as possible on the forward momentum that we have established on our key strategic initiatives.

Grace Cottage Hospital is a shining jewel that derives its strength from providing top quality care in a personal, hands-on manner. Without community support and the commitment to "putting people first" made by employees and volunteers here, Grace Cottage would not be such a special place to work or to receive care.

Mick Brant, CEO

A Word from Our Board Chair



N BEHALF of Grace Cottage's patients, employees, volunteers and the Grace Cottage Hospital Board of Trustees and the Grace Cottage Foundation Board of Directors, I thank Mick Brant for the contributions he has made to Grace Cottage during the past four very busy years. Under his leadership, and thanks to his vision, energy, and expertise, Grace Cottage Hospital has made the conversion, facility-wide, to electronic medical records; added a Community Wellness Center; expanded the Diagnostic Imaging Suite with a new addition and high-technology equipment; and the Messenger Valley Pharmacy is being doubled in size. That's just naming a few of the recent changes made on Mick's watch.

The Grace Cottage Hospital Board of Trustees has identified a search committee, which includes Grace Cottage trustees, employees, and members of the community, and Mick will be assisting in the search. We will keep you informed as the search progresses.

Debbie Boyle

A grateful patient writes:

"Grace Cottage Hospital is a real jewel. The whole attitude and ambiance of the hospital and the entire staff is so positive. I wish I could stay longer!"

Stu Norwood Ludlow, VT

KEEPING IT CLEAN

"Grace Cottage doesn't smell like a Hospital!" This is a common refrain spoken by many visitors, while patients are frequently heard to say: "The housekeeping staff is so friendly and professional!"

With a total of 114 years of service (Sandy Westcott has been at Grace Cottage for 39 years and Housekeeping Director Eloise Winot for 30 years), the housekeeping employees are a key factor in Grace Cottage's high patient satisfaction scores and well-below-average infection rates. Every surface in every room and hallway is cleaned every day – tasks that are crucial. When possible, the housekeepers will help patients with non-medical requests – an additional pillow, perhaps, or a glass of water. They perform their routine tasks with commitment, pride, and experience. "We have a great team," said Eloise, whose staff asked that we be sure to let everyone know that they "have the best boss ever!"



Grace Cottage Housekeepers (who prefer that we use their first names only!) Chris G., Tim, Chris A., Marina, Brenda, Eloise. Front row: Sandy and Birdie. These eight employees have provided a total of 114 years (28,500 days!) of housekeeping and laundry service at Grace Cottage Hospital.

We Go Beyond Patient Care Meet one of our "Grace's Gems":

Where are you from? I was born and raised in Poland until I was 12 years old, when my family moved to Ontario, Canada.



Where were you educated? Dr. Ewa Arnold My undergraduate degree is from the University of Guelph in Ontario. I received my medical degree from Jagiellonian University in Krakow, Poland, and I completed my residency at Fletcher Allen Medical Center in Burlington, VT.

What brings you to southern Vermont? Grace Cottage Hospital — I'm excited to be working in such a special place! Also my husband, Kyle Arnold, has family ties to Putney (his uncle is Governor Peter Shumlin) and he's opening a real estate appraisal business here.

What type of medicine do you practice? I'm a family practitioner, with a special interest in geriatrics and women's health. My view is that a very important part of being a good physician is being a good listener, so let's talk!



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Mick Brant, Administrator & CEO Andrea Seaton, VP Planning/ Development & Editor Nancy Burgess, Graphic Design

The mission of Grace Cottage Hospital is to provide excellence in health care and well-being, putting people first. The vision for the future is to be the standard for patient care.

We Go Beyond Patient Care

Meet one of our "Grace's Gems":



Ruth Daigneault Phlebotomist

Where are you from? I grew up in Newfane, graduated from Leland & Gray, married Joe Daigneault, and we had four children, who all now live within 25 miles of us in Townshend!

What do you do at Grace Cottage?

I started at Grace Cottage 30 years ago, and over the past three decades I've been a secretary, Medical Assistant, Licensed Practical Nurse, Emergency Medical Technician, Ambulance Service Manager, and a Phlebotomist (fortunately, not all at once)! Currently, I'm a Phlebotomist. I really enjoy that.

What do you do in your spare time?

I've served two terms as a Townshend Selectboard member, ten years as Cemetery Commissioner in Townshend, five years as a Justice of the Peace, and have been Assistant Town Clerk and Treasurer in Townshend as well. All of that's kept me pretty busy!

Do you ever have time to leave Townshend?

All the time! My sister has a home in Kennebunkport, Maine, and my favorite job was when I worked at a lobster pound in Cape Porpoise one summer. We also have a mobile home in Englewood, FL. I love to travel, so I've taken 13 cruises...so far. We have 13 grand-children (one lives in Hawaii) and seven great-grandkids, so there's never a dull moment!

NEW EMPLOYEES

EWA ARNOLD
MD Family Health
JOHN BOBAR
Radiologic Technologist
EDITH COVILLION
Registered Nurse
TRACY FARRELL
Receptionist/Rehab
REBECCA FLETCHER-ROGERS
Licensed Nursing Assistant
CHRISTOPHER LACKNEY
Human Resources Director
KATHERINE MELVIN
Licensed Nursing Assistant
HOLLY MEYER

Licensed Practical Nurse

Brenda Robinson

Housekeeper

STACY SWITZER

Registered Nurse

PHARMACY STUDENTS KEEP US YOUNG!

from Ohio Northern University College of Pharmacy have been coming to Townshend for one-month rotations in Grace Cottage's inpatient pharmacy. Two students work at Grace Cottage each month throughout the year, and over 100 students from Ohio Northern have completed rotations here. Most of the students are in their final year of a 6-year pharmacy program that results in a Doctor of Pharmacy degree.

"Students at Ohio Northern love this rotation," said Kaylee Adams, a student at Grace Cottage this summer. "Employees, patients, and the community are so



Ohio Northern University College of Pharmacy students Kaylee Adams and Samantha Vraja completed a one-month rotation at Grace Cottage in August.

welcoming and so kind. It's not like that everywhere!" Kaylee's most recent rotations were at the Cleveland Clinic and at Kaiser Permanente.

Grace Cottage also has pharmacy rotation programs with Albany College of Pharmacy and Western New England College of Pharmacy. "Because they're still in school and are on the cutting edge of technology, the students sometimes teach us as much as we teach them," said Jim Heal, Director of Pharmacy. "They're always an asset, and patients enjoy interacting with them."

Wishes Granted...

- The Crosby-Gannett Fund of the Vermont Community Foundation donated the funds to purchase a radiology imaging cassette.
- ▼ Funds to purchase two picnic tables for the Garden of Grace were donated by The Panwy Foundation at the request of Marguerite Wyman, but when the tables were ordered from Norm Flynn, he donated them on behalf of High Meadow Farms. The Panwy Foundation gift is being used, with the donor's permission, for Dining/ Community Room renovations.
- Bruce Benson & Betty Benson donated funds towards the acoustic wainscoting needed for the Grace Cottage Dining/Community room.

A grateful patient writes:

"Grace Cottage Hospital is as close to perfection as anything can get!"

Nancy Niven Jamaica, VT

Wishes Made...

- Three additional sizes of lead aprons are needed for patients having digital x-rays (\$350 total cost).
- ▼ A multi-bottle gel warmer is needed for the comfort of ultrasound patients (\$225).
- ★ A step-stool will make it easier for some patients to access the bone density machine (\$100).
- A case of Wedgwood blue dinner plates is needed for patient meals (\$125).
- ▼ A conveyor toaster is needed to speed up the process for patient's morning toast (\$575).
- ▼ The lab's blood culture analyzer is reaching the end of its life (it was 11 years old when Gifford Hospital in Randolph, VT, gifted it to Grace Cottage in 2009). This instrument is used to check for bacteria and infections in the blood (\$5,600 for a refurbished model).
- ▼ A new or used high-powered microwave is needed for the hospital's coffee station (\$200).

To learn about additional items not on this Wish List, or to fund one of these items, call (802) 365-9109.

Denise Choleva Receives National Recognition



ON JULY 13TH, Grace Cottage Hospital's dietary manager, Denise Choleva, was recognized at the National Association of Nutrition & Foodservice Professionals (ANFP) Annual Meeting and Expo in San Diego. ANFP (formerly called the Dietary Managers Association) is a national not-for-profit association that represents more than 14,000 professional members dedicated to the mission of providing optimum nutritional care in hospitals, and in long-term care and correctional facilities.

Denise received the Communications Award and the platinum State Achievement Award on behalf of the Vermont Chapter of ANFP. Denise has been president of the Vermont chapter since 2011.

According to ANFP Chapter Relations Coordinator Kim Ellison, "As Vermont's chapter president and newsletter editor, Denise, who is a certified dietary manager and certified food protection professional, received top recognition for excellence in state leadership. She has improved members' experiences through successful public relations, administration, legislative initiatives, and retention and recruitment. The organization's accomplishments are owed to devoted volunteers such as Denise."

Denise has been employed at Grace Cottage since 1998 and has been a member of ANFP since 2001; she is a resident of Jamaica, VT, and is an enthusiastic participant in Grace Cottage's Zumba dance classes.

TEE UP FOR HEALTH

Grace Cottage's third annual Tee Up for Health golf benefit, held on June 10 at Tater Hill Golf Club in Windham, raised just over \$25,000 for the renovation and expansion of Grace Cottage Hospital's Messenger Valley Pharmacy! This record amount was raised thanks to 103 golfers, silent auction item contributors and bidders, and the many sponsors. The Event sponsor was Cerner Corporation; WKVT was the Gold Sponsor; Silver Sponsors were Brattleboro Memorial Hospital, John Brunelle & Son, and People's United Bank; and the Dinner Sponsor was Elizabeth Walker. Hole Sponsors were Delta Dental; Durand Motors; e-Pharm Pro; Dr. Walter Griffiths; H.D. Smith Wholesale; Hickey Alignment & Repair; Homestead Landscaping; Howard Printing; Hudson Headwaters Health Network; Dr. Susan Lemei; Dr. David & Dr. Kim Liebow/Southern Vermont Podiatry; Dr. Elizabeth McClarney; Joan McConnel; Mount Snow; Primmer, Piper, Eggleston & Cramer; The Richards Group; and The Windham Foundation. Additional sponsors were

Amerinet, Greater Falls Pharmacy, Merrill Gas Company, Dr. Tim Shafer & Dr. Deb Luskin, and Trend Business Solutions.

Plan to join us next year, on Sunday, June 9. Special thanks go to Jim Heal, Director of Pharmacy at Grace Cottage, who organizes the event every year. A great time was had by all, especially since it was the very first Tee Up for Health held under sunny skies!



POKER WALK: AN ACTIVITY FOR ALL AGES

ctober is National Physical Therapy Month and, to encourage everyone to get out and exercise, Grace Cottage Hospital's Rehabilitation Department will sponsor the 14th annual Poker Walk on Wednesday, October 10.

This fun, free, two-mile walk/run (held rain or shine), begins at Grace Cottage Hospital's Wolff Outpatient Building on Route 35. The course (which is relatively flat by Vermont standards!) goes one mile north and then back along Route 35. Playing cards are distributed along the way, and many prizes will be awarded. Participants may start anytime between 10:30 a.m. and 3:30 p.m., and they may walk or run the course multiple times.

The event draws as many as 200 participants. There's no advance registration—just come join the fun! For more information, call (802) 365-3649.

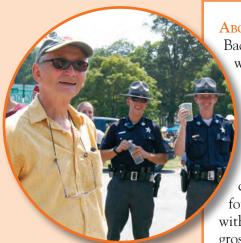
A grateful patient writes:

We want to give our sincerest thanks to Dr. Meyer, Walter Rae and Amy Lynch for the excellent treatment and care given to our grandson in your Emergency Room. And a special thanks to Kristina VanDusen for all her help assisting us in finding transportation to Logan Airport for our sister. She did make her flight on time and is now back home in Tokyo. Despite our worries, frustrations and fears, you folks took a large problem and made it much easier to bear. We thank you all.

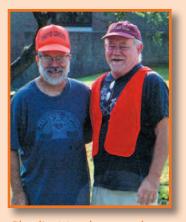
Joe & Nanae Valente Grafton, VT

AUGUST 4, 2012

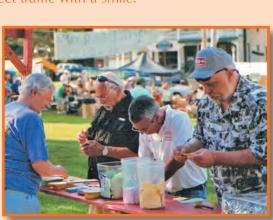
Another Fabulous Fair Day!



George Badgley's coworkers and Auxiliary president Stan Holt enjoy the dunking booth action.



Charlie Marchant and Mike Finnegan always direct traffic with a smile.



Raffle tickets are a big hit at Fair Day.

ABOUT THE TENTH TIME that Deputy Sergeant George
Badgley of the Windham County Sheriff's Department
went into the water, we knew that we had a successful
Celebrity Dunk! It was a new event at this year's
Grace Cottage Hospital Fair Day. Grace Cottage
CEO Mick Brant, and Pharmacist Jim Heal also took
multiple dunks, and we praise them for being good
sports and helping to raise money for a great cause.
Other volunteers staffing the booths, parking

cars, and fetching items for the auction weren't as fortunate. They had to bear the heat and humidity without relief. But their endurance paid off and Fair Day grossed over \$75,000. Kit Martin and Art Monette performed their usual magic in the auction tent raising over \$35,000. We give a salute to hundreds of volunteers—we couldn't have done it without them. Also, thanks to the Auxiliary Committee, who spent hours preparing the Fair, and to the hospital maintenance staff that made it all happen.

The winners of the mega raffle were: \$1,000 to Michelle Flynn of Newfane; weekend in Maine won by Tim Kenney of Bozrah, Connecticut; a handmade quilt by Christine Cathcart won by Susan Fiske of Jamaica; and the Mary Meyer teddy bear won by a five-year-old girl in Decatur, Georgia (her mother planned to surprise her when the big box arrived in the mail!)

Have a great winter, thanks for your support, and we'll see you at Fair Day next year on Saturday, August 3, 2013!

Stan Holt, Auxiliary President



Sergeant George Badgley about to be dunked!





Dunked!

PLEASE JOIN US!



Dr. Richard Meyer

THE AUXILIARY will be holding its annual meeting on Wednesday, October 24 at 7 p.m. in the Dining/Community Room at Grace Cottage. The featured speaker will be Dr. Richard Meyer, Grace Cottage Hospital's Emergency Department Director. The topic will be:

Expanding Emergency Care: Why? What? Where? When?

Refreshments will be served and door prizes will be awarded. For more information, contact Stan Holt at (802) 365-4455.

SUGGESTED BEQUEST WORDING

BEQUEST IS SIMPLE AND CONVENIENT. You can make a bequest for a specific dollar amount or for a percentage of your estate. Some people establish endowments that honor the memory of a family member; these endowments live forever, since only the income is used annually. If Grace Cottage Hospital is named as a beneficiary, we encourage you to share your will with Grace Cottage to ensure that your wishes are recognized and understood. A will is an important legal document, so you should seek an attorney's help. The following are examples of suggested wording:

Percentage of estate for unrestricted purposes

I give, devise, and bequeath to Grace Cottage Hospital, a 501(c)3 nonprofit organization located in Townshend, Vermont, _____ percent (%) of the rest, residue, and remainder of my estate as an unrestricted gift to be used at the discretion of the Board of Trustees of Grace Cottage Hospital for the general purposes of Grace Cottage Hospital.

SPECIFIC AMOUNT OF ESTATE FOR UNRESTRICTED PURPOSES

I give, devise, and bequeath to Grace Cottage Hospital, a 501(c)3 nonprofit organization located in Townshend, Vermont, the sum of \$______ in cash or in-kind (or ______ shares of ______ stock) to be used at the discretion of the Board of Trustees of Grace Cottage Hospital for the general purposes of Grace Cottage Hospital and its related entities.

PERCENTAGE OF ESTATE FOR SPECIFIC PURPOSES WITH AN ENDOWMENT PROVISION

I give, devise, and bequeath to Grace Cottage Hospital, a 501(c)3 nonprofit organization located in Townshend, Vemont, _____ percent (%) of the rest, residue, and remainder of my estate to establish the "(Your Name) Endowed Fund". The principal of this fund will be invested as part of Grace Cottage Hospital's permanent endowment and in accordance with its policies. The income is to be used by Grace Cottage Hospital for_____.

Call Grace Cottage Foundation at (802) 365-9109 or contact <u>aseaton@gracecottage.org</u> if you have any questions about trusts, bequests, or other planned giving.

Another grateful patient writes:

We would like to take this opportunity to send a big THANK YOU to everyone. The nursing staff was always offering to help even when they were busy. The physical therapy staff made me work hard, but it paid off in the progress I made before shipping out for home. The occupational therapy staff helped me re-learn to do the little tasks around the house. I'm doing very well, thanks to you!

Dick Cooke Brattleboro, VT

THE GIFT OF GIVING

Leona Wojtowitz Bequest to Grace Cottage

ALTHOUGH SHE never made it known to anyone here, when Leona Wojtowitz of East Dummerston, Vermont, revised her will in 2002, she included Grace Cottage Hospital as one of her



beneficiaries, along with Brattleboro Memorial Hospital, Brattleboro Union High School Scholarship Fund, the Brattleboro chapters of the Veterans of Foreign Wars and the American Legion, Brooks Memorial Library in Brattleboro, Vermont Public Television, and the Windham County Humane Society.

Leona's beguest of \$87,500 to Grace Cottage Hospital helped to make the new Diagnostic Imaging Suite a reality for Grace Cottage's patients. We wish that Leona had told us of her bequest before her unexpected death at Dartmouth-Hitchcock Medical Center in December 2010, just two days prior to her 90th birthday; we would have been delighted to have thanked her in person. But Leona was a quiet, unassuming woman, by all accounts, who didn't seek thanks or praise. A native of Brattleboro, she grew up in East Dummerston and graduated from Brattleboro High School. She worked at Dewitt Beverage Company and at the Windham District Court, and assisted with the operation of her family farm. She enjoyed gardening, birds (especially cardinals), and her cats.

If you have included (or are thinking about including) Grace Cottage Hospital in your estate planning, please let us know so that we can celebrate your generosity while you're still here!

A grateful patient writes:

Many thanks to the whole staff for your attention when I needed it. You turned a bad experience into a pleasant situation. Your ER staff was great!

Paul Volovski Canton, CT

Ellen Lyman Bequest

ELLEN LYMAN had been a member of the Grace Cottage "family" since the founding of the hospital and she remembered Grace Cottage upon her death with a bequest of almost



\$5,000. Born in Stratton, VT, and, for most of her life, a resident of South Londonderry, Ellen was active in so many local organizations that it's not

possible to list them all. Famous for her lemon squares, Ellen loved reading to children at the library, teaching Sunday school, selling tickets for church suppers, making her community a better place to live with her actions and her smile. When she wrote her will in 2009, she designated 5% of the residual to Grace Cottage. When she died in July, 2011 at age 94, she left a large extended family; many, many friends; and a very grateful Grace Cottage Hospital.

Grace Cottage Hospital & Grace Cottage Foundation are 501(c)(3) nonprofit organizations. The mission of Grace Cottage Foundation is to raise funds on behalf of Grace Cottage Hospital. Donations to Grace Cottage Foundation are tax deductible to the extent allowable by law. Grace Cottage Foundation's Federal Tax ID # is: 03-0343282. Donations may be made by cash, credit card, check, stocks, bonds, or other tangible assets; call Andrea Seaton, Executive Director, at (802) 365-9109. An audit of Grace Cottage Hospital is available upon request.

THE GIFT OF GIVING

N JUNE 9, Grace Cottage volunteer June Dibble traveled to the Vermont statehouse in Montpelier to receive a Governor's Award for Outstanding Community Service. If "award" and "Dibble" in the same sentence sound familiar, it's because the spring issue of Cottage Door featured June's husband, Phil, who recently won a "Successful Aging" award, presented by Senior Solutions (formerly Council on Aging for Southeastern Vermont). The Dibbles give to Grace Cottage over and over again, through their donations to the Annual Fund and through their gift of time – not only are they Grace Greeter volunteers in the hospital, but they're also Grace Cottage Couriers, transporting



lab samples and medical correspondence between Grace Cottage Hospital and Brattleboro Memorial Hospital.

"With all of these accolades, you might think that June and Phil would have swelled heads, but they're among the most humble people you'll ever meet," said Liz Harrison, Grace Cottage's Volunteer Coordinator.

♦ Memorial Gifts ♦

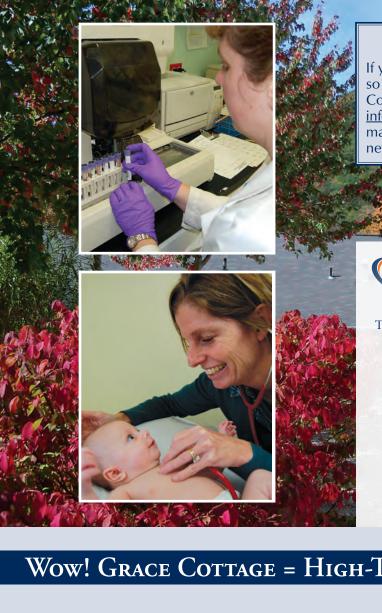
Donations have been received between June 1st and August 31st in memory of the following individuals:

Henry Anderson & Frances Baccile & Russ Barber & Shirley Benson
Alan Bower & Clarence Brown & Gladys Brown & Nancy Burbank
Dennis Butchko & Earl Caddell & Lillian Callahan & Chris Coleman
Phil Coleman & Larry Condon & Casey Crozier & Richard Dowley
Jean Fisher & Bob Gannett & Jeanne Gill & Anna Gralla & Mort Gulden
Maryann Hall & Ken Higgins & Dr. John & Marge Jacobs & Joel Johnson
Ronnie Johnson & Richard Lapan & Barbara Litchfield & Betty Lyman
Dorothy Madalinski & Jeffrey Z. Mantel & William B. Mantel & Otto Marx
Joan McConnel & Kay Moseley & Linda Murphy & Walter Olsen
Herbert & Evangeline Osborn & Iver Peterson & Ed Phoenix & Earl Pickering
Janet Puglisi & Dan Reynolds & Joyce Scheuerman & Al Sievers
Bob & Judy Sklar & Leona Tabell & Joan Vatter & Dr. Richard Waugh
Catherine Wright & Hsun-Ying Wu

We extend our sympathy to the families and friends of these loved ones and our appreciation to those who have given in their memories. When memorial gifts are received by Grace Cottage Hospital, the donor is thanked and the next of kin are notified of the gift. (The amount given is never divulged.)

GIFTS WERE RECENTLY RECEIVED IN HONOR OF:

Phil & June Dibble & Grace Cottage Hospital staff & Mary Gyori Elaine Meyer & Andrea Seaton & Dr. Tim Shafer



WANT TO OPT OUT?

If you'd prefer not to receive this newsletter, PLEASE let us know so that we can remove your name from our mailing list or send Cottage Door to you electronically. Call (802)365-9109 or e-mail info@gracecottage.org and we will remove you from our snailmail list and, if you wish, add you to our e-mail list. Grace Cottage never has and never will sell, rent, or loan our mailing list.



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Wow! Grace Cottage = High-Tech, Thanks To Your Generosity

