



VNA & HOSPICE

of the Southwest Region
Serving Bennington and Rutland Counties

GRATITUDE

REPORT 2022





VNA & Hospice of the Southwest Region is made up of 238 individuals who are unified in working towards our shared vision of being the best provider of home and community-based health care in Vermont.

INVESTING IN OUR STAFF

Sara C. King, CEO



At VNA & Hospice of the Southwest Region, we have a tagline that states, “Our family caring for your family, since 1946.” As I sit here today and reflect on how we have exemplified that tagline over the years, I am filled with gratitude for our compassionate, diligent, and dedicated staff who have answered the calling to deliver this unique method of care.

As home health providers, we are guests in our patients’ homes. It is a different relationship and more intimate setting than caring for someone in a facility. Our clinicians get to know their patients in ways they might not otherwise; they get to know a patient’s family members, they get to learn about their hobbies, and they get meaningful glimpses into their everyday lives.

While the premise of our work may seem straightforward, we recognize that our hardworking staff face many challenges while providing care in the home. Unlike caring for patients in a clinical setting, our caregivers must first travel to a patient’s home, which can oftentimes mean canvassing rural roads before sunrise and after sunset. Upon arrival, they must assess how the patient’s environment is affecting the patient’s current health status, and then figure out logistically how to provide that care. Gone is the sterile environment of a health care facility; instead, in its place

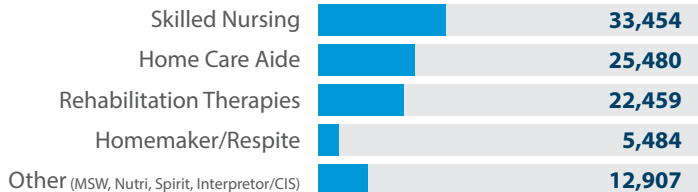
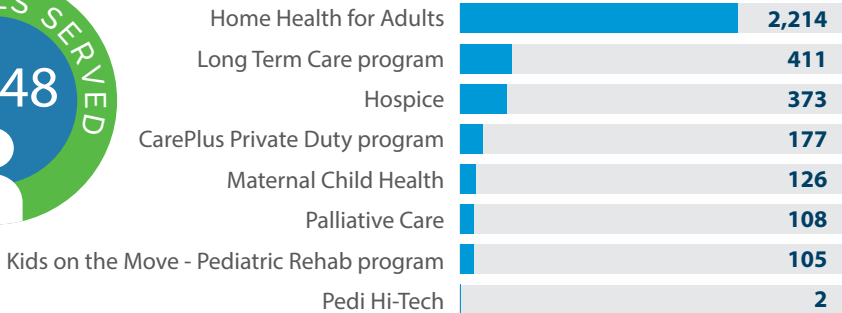
to navigate, are all the elements that make a house a home, including unique architecture, present family members, and energetic animals. Our clinicians must then provide care that is timely, individualized to each patient, reflective of unique factors present in the home, and considerate of a patient’s ability to adhere to a post-care routine.

Our employees are our number one asset, and we believe investing in our staff yields our greatest return. We are committed to providing a positive and supportive work environment for our employees, one that includes fair compensation and benefits, as well as a culture of appreciation, wellness, and recognition. Investing in our employees means investing in our communities. If employees experience job satisfaction, they are more likely to provide the best care to our patients. When employees choose to stay at an organization, it signals that they are in alignment with its mission, and it represents a commitment to their patients, to the agency, and to their communities.

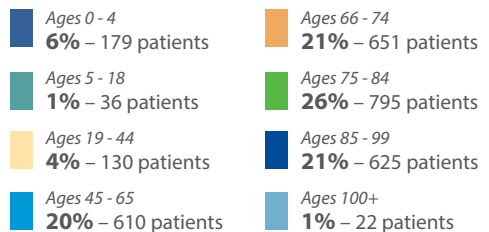
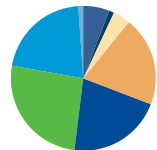
We believe investing in our employees is the key to our growth, which allows us to fulfill our mission to be the best provider of home health, hospice and community services in Vermont.

BY THE NUMBERS

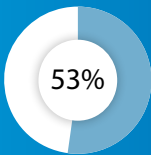
2022 STATISTICS



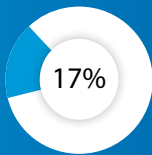
AGE DISTRIBUTION OF PATIENTS



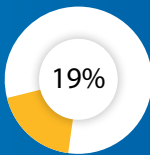
2022 FINANCIALS



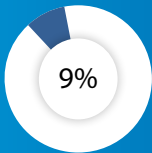
Medicare
\$10,967,733



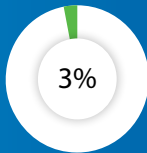
Other Payors
\$3,638,750



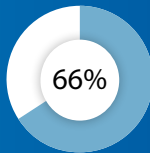
Medicaid
\$3,872,675



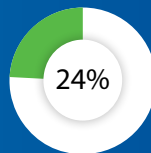
Other Revenue
\$1,830,519



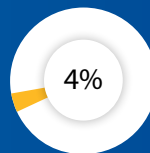
Community Support
(United Way & contributions)
\$572,327



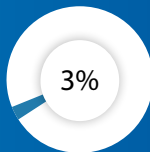
Personnel and related
\$15,457,780



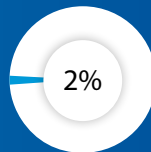
Other
\$5,467,459



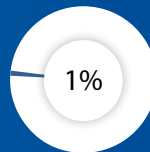
Program Supplies
\$1,026,024



Transportation
\$684,940



Depreciation,
Interest &
Insurance
\$514,461



Provision for
Bad Debt
\$238,000



SUPPORTING OUR STAFF

Nicole L. Moran, MSN, BA, RN, Chief Clinical Operations Officer

Home health care is an important piece of the healthcare landscape. Research shows that elderly adults recover faster, with fewer complications, at home than in a hospital.

Providing care in the home also brings with it a unique set of challenges not found elsewhere in the healthcare industry. Home health clinicians must stay on top of ever-changing healthcare regulations, they must be able to operate independently and make carefully thought-out decisions on their own, and they must be able to incorporate each patient's unique environmental aspects into individual plans of care. Providing this type of care can take many different forms. For physical therapy, it can involve performing repetitive exercises in a front hallway that allows the space for such physical activity. For nursing, it can involve educating friends and family members about the dangers of smoking around a patient struggling with COPD. For occupational therapy, it can involve asking a patient to demonstrate how they get in and out of their bathtub and providing techniques to reduce risk of falling. For hospice patients, it can involve introducing a comfortable bed in a common living area. There is no one-size-fits-all approach, and it takes a special skill set to provide home health care.

To support our clinicians in their important work, it is crucial that they have the appropriate resources needed to provide the highest quality

care to patients in their homes. We recently created the new role of Clinical Educator to provide staff with an extra level of support. Our Clinical Educator works directly with our clinicians to provide training specific to their needs, anything from learning innovative devices, to mastering skillsets in a particular area, to learning clinical techniques. Providing this resource in this manner enables our staff to feel confident, supported, and positioned for success in a role that requires them to be completely autonomous in unpredictable and sometimes stressful situations.

We also gave our staff an extra layer of support by offering safety training sessions through our Facilities and Safety Manager. Safety training starts on day one during orientation and additional safety classes are held throughout the year. Ensuring the safety and comfort of our employees is our highest priority, and we are committed to maintaining a safe work environment for our staff, whether they are in an office, at a patient's home, on the road, or in a facility.

We make it our priority to ensure every employee feels welcomed and valued, and has access to the training, tools, and resources they need to be successful, beginning with their first day of work and continuing throughout their career at VNA & Hospice of the Southwest Region.



RECOGNIZING OUR STAFF

Jessica Fredette, Chief Human Resource Officer

At VNA & Hospice of the Southwest Region, excellence in our work starts with a foundation of solid values. We live up to our mission every day within the context of our core values of Honesty, Excellence, Accountability, Leadership, Teamwork, and Helpfulness. Our employees exemplify these values daily in their work with our patients, with our community members, and with each other. These values ensure that we are delivering the best care and foster a positive workplace culture - one that promotes an environment of teamwork, confidence, and purpose.

Recognition is the cornerstone of our agency's culture, and we constantly strive to find meaningful ways to show our employees how much they are valued. We believe that employee recognition should be tied to and based on our organization's values. Our High Five employee recognition program was designed to do just that. This peer-driven platform empowers our staff to celebrate each other for outstanding behaviors and performances that align with and support our values. It is from the High Five submissions that our employees of the quarter are chosen and celebrated. Employee appreciation is linked to higher job satisfaction, and when employees choose to stay at an organization, it impacts the type of care they provide our patients. This allows us to maintain

our services at the quality those have come to expect from VNA & Hospice of the Southwest Region.

In addition to sustaining and building upon our culture of recognition, we look to reward our employees with a comprehensive benefits package, one that aims to support our staff in a myriad of ways. We make every effort to align salaries with market rates to ensure they are compensated appropriately. We offer multiple tiers of health insurance, as well as dental, vision, pet insurance, life insurance. We also recognize the importance of work-life balance, and our internal BLISS (Balanced Lifestyle, Investing Self-care for Strength) Committee actively seeks out initiatives to support and benefit our staff outside of the workplace. Every quarter, they center campaigns around habits that aim to support the mental health, physical health, and overall wellbeing of our employees, and they work hard to find tools and resources to offer staff that encourage them to make healthy choices for themselves across all areas of their lives.

We are committed to providing a supportive workplace culture for our employees because we believe that by fostering each other's strengths and passions, we are able to better serve our community.

EMPLOYEE OF THE YEAR: BRIAN FLEMING, PT

Brian Fleming, Physical Therapist, was recognized as VNAHSR's 2022 Employee of the year. In his multiple nominations as Employee of the Year, Brian was recognized for the extraordinary care he provides to his patients every single day. "Brian has repeatedly been described as knowledgeable, superb, efficient, and always on schedule. Brian's patients express how happy they are that he took the time to explain everything to them and that he has given them some of the best medical information and care they've ever received. It's clear how much pride Brian takes in his work, how he genuinely cares for his patients, and how that care makes such a difference in their lives."



“

From start to finish, Brian Fleming was the best for home care. He took the time to explain everything about items sent down from the hospital. When Brian would call and tell me that he would be here to conduct therapy, he would be here! He didn't leave any stone unturned. I'm going to rate Brian a 10+. Thank you!

– A Patient

”

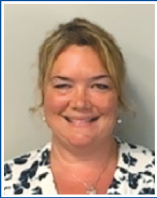
EXEMPLIFYING OUR VALUES

Our HEALTH Matters program is an agency-wide initiative whose recipients emulate the core values of Honesty, Excellence, Accountability, Leadership, Teamwork and Helpfulness. HEALTH Matters award recipients are nominated by their peers for consistently demonstrating the core values that drive our agency.

The 2022 winners are:



HONESTY:
Carly Gould



EXCELLENCE:
Jocelyn Hay, PTA



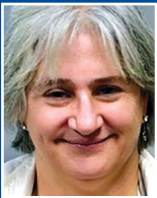
ACCOUNTABILITY:
Lisa Cramer, RN



LEADERSHIP:
Richard Marantz, RN



TEAMWORK:
Sharon Cseh



HELPLESSNESS:
*Ann M. Pollock, RN
BSN, COS-C, HCS-D*

LIVING OUR VALUES

“ I am so grateful for **Lisa Cramer**, for all of her care and for always going the extra mile. She is a credit to the nursing profession. ”

“ **Rich Marantz** was welcoming and easy to talk to. He answered my questions no matter how crazy they were, listened to my worries and re-assured me when I had doubts. He has a calming nature about him that is a wonderful quality as a nurse. He is the kind of nurse anyone would want. Thank you ever so much, Rich! ”

“ **Jocelyn Hay** rocks! Jocelyn was very patient with me and explained the exercises. She pushed me, but not to the point where I wanted to quit. She made homecare fun! Jocelyn was very punctual, and I looked forward to her visits. The dogs loved her! ”

“

I'd like to recognize **Carly** for always going the extra distance to clarify questions before they become a problem. Carly does an excellent job of intercepting before little things become a bigger issue. Not only is this appreciated from a staff perspective, but where time is money, it saves on agency resources, too. Thank you for all you do, Carly!

- A Co-worker

I am so thankful for **Sharon**, she has been a huge help to me with getting me organized in my new position. She is always so warm and inviting and willing to help. We are so lucky to have her and all her awesomeness!!!! Thank you again for everything you do!

- A Co-worker

When I have a patient who is sent to the hospital, **Ann** has done the transfer oasis on multiple occasions. It might seem like a small thing, but when you are busy seeing patients out in the field, it really does take a great deal of stress out of your day and is a big help! I appreciate you Ann!

- A Co-worker

”



Our mission is to enhance the quality of life of all we serve. Together we use our skills and hearts to help patients and families live each day with hope and dignity.

“

I was reluctant having people I didn't know in my house while my vulnerability was bothering me. Everyone from the VNA that came to my home - nurses and physical therapists - were very professional and put me at ease. I made systematic progress under their efforts. I can't praise them enough. I would recommend each of them highly! Thank you!

”

— A Patient

OUR SERVICES SPAN A LIFETIME

Home Health

Home health services provide treatment for an illness, injury, or post-surgical care to help you or a loved one recover in the comfort and familiarity of home. Many treatments that were once only available in a hospital or doctor's office can be offered at home. A significant benefit of home health, besides being offered where a patient wants to be, home health care reduces hospital admissions and assists with a quicker recovery.

Post-Surgical Care

Our team of nurses, therapists, and aides can help you recover in the familiar surroundings of home making the transition to your recovery much easier.

Rehabilitation Services

We will work closely with your provider to help you transition safely from the hospital or nursing facility back to the comfort of home.

Wound Care

Whatever the source of you or a loved one's wounds, our skilled team of specialists are prepared to treat and manage your wounds and any discomfort you may have.

Chronic Disease Care

Our team of specialists will assist you in learning the skills needed to manage you or a loved one's care at home.

“

My Team from the VNA is awesome! they have helped me in so many ways. I feel more independent and that is wonderful to me. Thank you, VNA, for having such a great staff.

”

— A Patient

Remote Patient Telemonitoring

Through our telemonitoring program, devices are placed in a patient's home and connected through a wifi connection. Every day, a patient interacts with the device by weighing themselves, checking their blood pressure, and oxygen levels. This information is relayed safely to a nurse who can identify problems before they become a crisis.

Palliative Care

Palliative care is similar to hospice in that it provides care to those with a serious illness. The care focuses on treating the symptoms of a disease and side effects from treatments. Palliative care can be provided while a patient is still receiving treatment for their disease or illness. Palliative care can be provided at any point during a patient's illness.

Private Duty

For seniors wishing to remain independent in their home as they age, private duty care can provide assistance to help provide light housekeeping services, prepare meals, help with personal care or provide a listening ear.

Hospice

Hospice care is a team approach that is focused on individual care while offering your family support and education. Our team listens closely to understand your needs and tailors the clinical, emotional and spiritual support provided to meet your needs. Hospice is provided to patients that a physician believes has six months or less to live and focuses on delivering quality end-of-life care.

Pain Management, Medication and Supplies

A key component of hospice care is pain management. For many, as a disease progresses the symptoms and pain levels of a disease changes. Medications can be adjusted as the patient's needs change. One of the benefits of Hospice is that the VNA will be able to provide supplies that are related to the illness.

Spiritual Support

Our non-denominational chaplains work with patients and families who choose to include spiritual care in their hospice plan.

Trained Volunteers

Volunteers make a profound difference in the lives of their patients and their families, whether it's providing companionship or caregiver relief support at the patient's bedside, to running errands, volunteers are a critical part of the Hospice team.

Alternative Therapies

We understand that a patient's care is individual and what works for some might not be as effective for others. Our Hospice team will discuss your needs and help you choose the best treatment plan.

Bereavement Services

Our bereavement team provides individual counseling, support groups and special remembrance events to help anyone in need of support.

Charitable Care

Our mission was clearly defined 76 years ago to provide quality, compassionate care in the home regardless of a patient's financial situation. Charitable care can include those without insurance or inadequate coverage that offers them the skilled nursing care, rehabilitation therapy, personal care service, or end of life care they need. In the last year, we provided over 1.5 million in charitable care.

Our generous individuals, corporate donors, grant funding organizations, and town funding helps support charitable patient care and programming to improve the quality of care for our patients and their families.

“

I want the Hospice team to know how much their care and support meant to both of us, and especially to my husband who knew that I was being taken care of as well.

”

– Suzanne Paynter



To hear directly from Suzanne about how our Hospice Program impacted her life, scan the QR code.

“

I would especially like to thank the volunteers for their time and support over the last 6 months. You showed amazing compassion for Mom and our family. It was beyond amazing and so appreciated.

– A Hospice Patient's Family Member

”

Tree of Remembrance

Our Tree of Remembrance Ceremony gives the community a chance to remember loved ones during the holiday season by placing a personalized memorial ornament on a remembrance tree. During this annual tradition, names of loved ones from our Hospice Program, as well as members of our community, are honored as their names are read aloud, and an ornament is placed on our tree in their memory. Music is played, poems are read, and thoughts are shared about the process of grief, loss and life.



To watch the 2022 Tree of Remembrance Ceremony in its entirety, scan the QR code.

Leave a Legacy of Care

The VNA was founded over 75 years ago to provide vital home care services to area residents in need. Over the last seven decades, the organization grew, both geographically and in services, to help even more patients. However, the VNA & Hospice of the Southwest Regions remains steadfast in its philanthropic mission of helping all patients in need of this critical care, including those who do not have the financial resources to pay for it. Without the commitment and generosity of donors, we could not continue to serve this vulnerable population. These gifts make it possible for the VNA to provide charitable care and develop programs that increase the quality of patient care. When donors include the VNA & Hospice of the Southwest Region in their estate plans or choose one of our other planned giving options, it means that they will be woven into the history of the organization, leaving a legacy of helping those most in need. Legacy gifts of all sizes make important contributions to our mission and can easily be planned through a will, trust, retirement accounts, and appreciated stock. Please call 802.770.1543 for more information.

COMMUNITY SUPPORT

We gratefully acknowledge the generous donations that help us provide charitable care services to our community. These gifts provide hope and healing to those needing care provided in their home. As a not-for-profit agency, we are honored to merit your support.

GIVING BACK, GIVING TOGETHER

Your Kindness Matters...

Each year, *YOUR* acts of kindness to our organization enable us to continually improve the quality of life for countless individuals and families here in our Bennington and Rutland Counties. Our dedicated supporters and donors truly make all the difference, making it possible for us to provide services that cover a lifetime to patients and their families.

Your generous gifts help us:



Provide care across the lifespan, from expecting moms to those facing end-of-life, and everything in between.



Support all patients' unique health journey with highly skilled care that helps people heal at home.



Expand our services and add new technologies like remote patient monitoring, to care for the increasing numbers who need and want home-based care.



Help offset the cost of care for those who are under-funded or uninsured. Last year alone, we provided \$1.5 million in charitable and reduced cost care.

With your growing support, we can continue to carry out our VNAHSR mission to enhance the quality of life for ALL we serve with skill and heart.

Thank you for giving back, so that we can give together and touch many lives.

ANNUAL FUND

Leadership Circle

\$10,000 +

Michael & Carol Curran
D & F Excavating & Paving, Inc.
Mrs. Francis Hatch
Marsha J. Hance
Ralph & Norma Hathaway
Legacy Fund
Lillian S. Reid Charitable Trust
VELCO

Platinum

\$5,000 - \$9,999

Berkshire Bank Foundation
EDC Fund, Inc.
Claudia & Peter Kinder
Charitable Fund of the
Vermont Community
Foundation
Edward R. Tinker
Charitable Trust
People's United Bank
Carol & Phil Swords
The Prentice Foundation

Founders

\$1,000 - \$4,999

Martha Alexander
Mrs. Dorothy M. Ashton
Chris & Bill Bannerman
Ben & Jerry's Foundation
Ms. Mary Jane Foley Brisbane
& Mr. Eugene Brisbane
Austin Chinn
Peter D. Davis
Shirley & David Dayton

Martin Devlin Memorial
Fun Run
Mr. & Mrs. Dante DiBattista
James Dignon
Mrs. Thomas Dowling
Sandy Eddy
Foundation For the
Preservation and Protection of
Green Mountain Boys
Four Seasons Sotheby's
International Realty
Fuller Family Foundation
Edward & Karen Gartner
Kelly & Webber Hudson
Pat & Sherman Hunter
Suzanne Jern
Jack & Betsy Jesser
Bryan & Cathy Johnson
Adam & Sara King
Gregory Markowski
Estate of Marion Mohan
Glenn & Betsy Morgan
Meg Pennypacker
Caitlin Perry
Peter & Paula Savage
Southwestern Vermont
Health Care Foundation
The Richards Group
Gay Thimm
Roy Van Vleck
Jeffrey & Susan Wallin

Benefactors

\$500 - \$999

Michael & Diana Bickford
Jane Childs
Lisa & Barrie Etherington
Mr. & Mrs. David Fox

Lenny & Elizabeth Gibson
Gill's Delicatessen
Mary Pat Glover
Charleen Godleski
Quinette Goewey
Michelle Heleba
Phyllis Hendee
Steven & Georgine Holman
Bob & CoraMay Howe
Dr. Michael J. Kenosh
Ronald Lazzaro
Lee & Jon Linen
Julie & Jay Margolis
Frank McDougall
Terry & Holley Moran
Margaret Mowle
Axel Mundigo
Thomas & Barbara O'Brien
Paul Parker
Price Chopper's Golub
Foundation
R.A.V.E.
Racette Electric, Inc.
Radkl Technologies, LLC.
Jennifer Richardson
Rutland Veterinary Clinic &
Surgical Center
Dave & Jill Sands
Stewart's Shops
Nonnie & Jerry Tarr
Win Thomas
Union Church of Proctor

Patrons

\$250 - \$499

Abacus Automation, Inc.
Mr. Charles Chip Ams III
Patricia K. Baker

Patrons continued

Colleen Bartlett
John Blount
Mark & Joan Brown
Bob & Sue Cause
Central Vermont
Communications
Timothy P. Collins
Margaret Donovan & John Conte
The Jack and Debra Cronenwett
Charitable Fund
Christopher & Kathleen David
Olin & Terry DeForge
Dr. Michael & Mrs. Susan Dick
Dean Dixon
David W. and Linda A. Dotson
Mary English
Karen J. Festa
Brian & Tina Fleming
Julie Kuhn Fredette
Daniel Gaherty

Betsy Glynn
Sheppard Guryan
H.N. Williams Store
Ronald Harmsen
Dan & Mary Hendrix
Lew Hoffman
Michael Howland
Christopher Keyser
Ms. Carol Kostelnik &
Mr. Dale O. Gray
Justine Ligon
Jeff Lynch
John Malcolm
Jean & Jim McKeever
Hugh Miller
Mother Myrick's Confectionery
Kenneth & Donna Moulton
Naneen & Axel Neubohn
Louise Parkinson
PTMS
Jeanne Raiche

Wendy Roberts
Gail Ryan
The Orvis Charitable
Foundation
Douglas Thorne
Tyler Electric-Security, Inc.
Thomas & Paula Shortle
Senior Associate Deans,
University of Colorado SOM
VMS Construction, Inc.
Robert & Liz Weinmann
John & Anne Zawistoski

In Kind Gifts

Pajama Program, Inc
Marcia Sheldrick
Stratton Foundation
The Lisa Libraries
The Vermont Country Store

“

*As a family member of a patient,
whenever I call the front desk,
Eileen Allen has a great way
of calming me down from the
“unknown”. I may not know
what to ask, but I feel like you
are listeninag. It is so important
to have someone like you as our
first contact to be that caring.
Thank you very much!*

”

– A Patient

“

*Thank you to the ladies in
the intake department,
especially **Kim Denis** and
Shannon Muscatello, who
were so helpful and kind as we
were trying to have our mother
admitted to your services after
our move from Florida.
Everyone is so pleasant.
Thank you.*

”

– A Patient

IN HONOR & REMEMBRANCE

The following individuals were recognized by friends and loved ones who made gifts in their honor and memory.

IN SPECIAL RECOGNITION OF

Kaitlyn Andrews
Gail Bush

Dustin Cummings
Janelle Cummings

Marty Loscin
Richard Marantz

IN HONOR OF

E. Lorraine Abraham
Danielle Bushman
John J. Calvin
Mr. & Mrs. Alberico Ciccotelli
Mr. & Mrs. John Cioffi
Brooke Duffy
Martha, Robert & Chris Fink

Joseph Gaherty
Dr. Fred A. Harrington
Sara King
Marty Loscin
Ruth Messer
Nicole Moran
Alex Sands

David Sands
Mr. & Mrs. Gaetano Tedesco
VNAHSR Employees
The VNAHSR Leadership Team
Rick Wilson
Catherine Zsolcsak

IN MEMORY OF

Clement Abatiell
Anthony & Stephen
Douglas Austin
Barbara Ballou
Krista Barlow
John "Jack" Bates
Walter D. Baylor
Eva Belden
Nathalia "Shailie" Bell
Ronald Bisson
Joan Blankinship
Mary Beth Bloomer
Rose Boudreaux
Harriet Bove
Fred Bradley
Marion Brandt
Fred Brandt

Bessie Burgess
Robert Bushey
Berkeley Buzzell
John J. Calvin
Blair Campbell
Mary & Thomas Canavan
Dana Carey
Lyndon Chapin
Donald Charron
Mr. & Mrs. Alberico Ciccotelli
Leo Cote
Paul Daly
Nancy Deuel
Andrea Diehl
June Dunn Davis
Joan Essex
Dr. Richard N. Fabricius

Patricia A. Faivre
Patricia Farrell
Bo Ferenc
Brian C. Festa
Rosemary Finley
David Flanders
Moiria Flanagan
Alan J. Fortney
John Fox
Mr. Robert Franzoni
Gerald J. Garrow
Mary Gilmore
Lucille Gilmore
Rev. Raymond Giroux
Henry J. Glover
Michael Godjikian
June Gutbier

In Memory of continued

Richard Hains
Robert C. Hamilton, Sr.
Ronald Hance
Martin "Charlie" Hanley
Fred A. Harrington
Roscoe Harrington
Elton Hendee
Mabel B. Herrick
Dr. Robert Hiller
Gladys M. Hoard
Sylvia Grace Hope
John Hughes
Paula Jones
Robert J. Joyce
Barbara Keirstead
Adella & Dee Kilburn
H. Larry Knapp
Art Krueger
Carroll Lahue
Jill Lane
Emily Lapp
Norma Leavey
John M. Lorentz
James & Arianna Lynch
Al Lysak
Michael St. Marie
John Manney
Glenn Marquis
Keith Mason
Barbara V. May

Janice McLaughlin
Betty McMahon
Rick McNulty
Gloria- Jean Merrow
Margaret Mertz
Ruth L. Messer
Joan C. Michel
Elizabeth Marion Miller
Peter Milnes
Brian Morrissey
Nancy Mulcahey
William & Eleanor Murley
Dezso G. Nemeth
Fredrick New
Betty O'Leary
Diana Palmer
Paul Parot
George W. Peck IV
Helen Pezzulich
Karl Pfister III
Roderick K. Phillips, Jr.
Michael Pinsonneault
Mary Plank
Barbara Porp
Sam Poljacik, Sr.
Mike Pratico
Robert, Martha, Chris
Wilbur Raiche
Sandra Read
Felix Reed
John Reilly

Winnie & Walter Rejeski
Leanne Sanderson
Rita Scanelli
Anthony & Marjorie Schiappa
Michael Scott
Katherine Sendra
Sophie & Vinny Shappy
Bill Smith
Emma Stannard
Michael Stimpfel
John Stone
Claire Sullivan
Mary Sullivan
Thomas Willian Terounzo
Bill Thimm
Tink Thomas
Joel Tibbetts
Charles Travers
Fay Tucker
Robert E. Waite
Gladys Waite
Frances M. Walsh
Jane Walker
Ward Wilson
Ronald Wilkinson
John Peter Yankowski
Connie Young
Eleanor Zawistowski
Winifred Zingali
Catherine Zsolcsak

“*Heaps of praise for the skilled nursing care I received from VNA. **Amanda Robson** was my lead nurse. She was professional, kind, and knowledgeable. She called ahead each time to confirm/arrange appointments, and at least twice called my doctor with important concerns. She was clearly focused on me getting better and healing.*”

– A Patient

STRONGER TOGETHER

TOWN FUNDING

We are so grateful for the voters and residents' recognition of the value of the services we provide, and we are honored to be able to provide the high-quality care and services our communities have come to expect from us.

Bennington

Benson

Brandon

Castleton

Chittenden

City of Rutland

Clarendon

Danby

Dorset

Fair Haven

Hubbardton

Ira

Manchester

Mendon

Middleton Springs

Mount Holly

Mount Tabor

Pawlet

Pittsford

Poultney

Pownal

Proctor

Rupert

Shaftsbury

Shrewsbury

Sudbury

Tinmouth

Town of Rutland

Wallingford

Wells

West Haven

West Rutland

Woodford

UNITED WAY

The United Way of Rutland County's mission is to unite residents and resources to facilitate lasting positive change based on community needs. The VNA & Hospice of the Southwest Region is the grateful recipient of a grant in support of our Choices for Care program. Choices for Care is a program that provides long term services and support to Vermonters who are 18 and over and in need of nursing home-level of care. Funds from the United Way Grant help us to provide services that are critical to these individuals so they can live safely at home. Grant funding helps offset the cost of personal care attendance and homemakers who assist patients with the activities of daily living. Thank you to all who support the United Way Campaigns through individual and workplace giving.

THE THRIFT SHOP

Our Thrift Shop, located in our Manchester office, carries clothing, shoes, furniture, books, jewelry, collectibles, home décor, and a treasure trove of items. All proceeds from the shop support our services delivered in Bennington and Rutland Counties. The Thrift Shop would not be successful without the support of our volunteers, who generously donate their time and efforts to help run the shop and assist customers:

Christine Bushee

Gert D'Eredita

Rosemary Free

Cheryl Gasperetti

Jenine Hempsted

Deb Henky

Sharron Kropa

Dolores Mahlmann

Rose Ramos

Linda Slade

Paula Teeling

Joanne VanDeusen

Tim Weyant

VOLUNTEERS

Our volunteers play a crucial role in the success of our agency. They bring invaluable skills, expertise, and passion to the organization. Our volunteers are committed individuals who believe in our mission and are willing to invest their time and talent to make a difference in the communities we serve. From our volunteer Board of Directors, to our event planning committees, to our Hospice and Thrift Shop volunteers, we are honored that they choose to align their skills and their hearts with the mission of VNA & Hospice of the Southwest Region.



Above: VNAHSR's Hospice Volunteers helped keep our annual A Golf Day Fore VNA tournament organized, and helped out around the golf course. **Right:** Hospice Volunteer Nancy Donovan proudly displays a fidget blanket she made for a patient.



HOSPICE VOLUNTEERS

Tabbie Aldrich
Pam Allen
Lauryn Axelrod
Chris Bannerman
Nancy Birdsall
Nancy Bower
Dick Bower
Karen Braeutigam
Debbie Burdick
Patti Buscemi
Marianne Campbell
MaryAnn Carlson
Patti Cody
Becky Collette
Chazz Collette
Margaret Comar
Karen Conton
Carrie Croft
Holly Cronin
Liza Dee

Paula DiCrosta
Robert DiCrosta
Nicole Dodge
Nancy Donovan
Janet Dunn
Roberta Dunphy
Michelle Durney
Priscilla Eriksen
Shelley Gartner
Carrie Girton
Irene Godfrey
Elizabeth Hardesty
Mary Harlow
Noreen Haynes
Mike Hodulik
Stuart Hoskins
Karina Jutzi
Jim Kahle
Edward Keating
Karson Kiesinger

Nan Lance
Rebecca Landenberger
Jamie Losikoff-Kent
Margaret Mailhot
Cheryl Mance
Barb McGuire
Esther McPhearson
Elise Melesky
Pauline Meriden
Phyllis Michaelson
Marc Miele
Margart Nadeau
Wahyu Nesbitt
Carol Newell
Ruth Pelletier
Linell Pike
Melinda Quinn
Cathy Ranney
Jacquie Riesterer
Judie Robbins

Christopher Robbins
Priscilla Sachs
Jennifer Sanford
Stephanie Savage
Carol Schoenwetter
Connie Stewart
Alida Tarbell
Kim Vogel
Rosey Warner
Margaret Weinland
Barb West
Bruce Wheat
Gary Whiting
Tami Whitmore
Ellen Wilcox
Mike Winslow
Olavi Wirkki
Louise "Terry" Zimmer

“

Our family is eternally grateful for the support of our local VNA/Hospice team, especially the tender, vivacious, loving
Monica Jones, RN.

Our family member passed from this life to the next in a manner we all wish for others when their time comes.

– A Patient

Valerie Odell came to assist my father-in-law in the last days of his life. As a person who works in healthcare and oversees a geriatric psych unit, I can tell you that Valerie was an unbelievable aide - efficient, quick, and thorough. You're lucky to have her. She has a hard, hard job. I know this from experience. My father-in-law passed later that night, but he passed being clean, in a clean bed and with dignity. She exemplifies why we get into healthcare.

– A Patient

”

IN THEIR OWN WORDS: *A Hospice Volunteer's Perspective*

I never know what I am going to experience when I am with a Hospice family or their loved one. I never know how much or how little time I will have with them. It's that “not knowing,” that space, that has become sacred to me. Any knowledge that I think I've acquired during these years as a volunteer is based on earlier experiences and those experiences belong to other families, other Hospice patients, not to the ones who are before me at the moment. What I have learned is to be willing to be right there, at that moment, without any preconceived notions of what is about to happen. That willingness to be vulnerable and available ushers in an intuitive tenderness that I believe we all have. That tenderness allows us to be fully present so we can:

- See the patient, looking out of his window and enjoying a beautiful morning in quiet reflection
- Feel the joy shared by a disabled woman at having had a surprise performance in her room by a favorite singer; her face beaming and bright
- Meet a 97 year old who shares all the key moments of her life with a sense of gratitude that you are there to hear her
- Share a moment with a daughter who brings out an album of art work she has compiled, containing art pieces she and her mom worked on together
- See the smile on a father's face as he thinks of his daughter, his “sweetheart”
- Arrive in time to let a daughter and mother speak with each other by phone in a setting where there is no speaker phone and the Hospice patient is disabled.
- Hold the hand of a patient as she/he approach the inevitable

These are all deeply personal moments that are seared into my heart and have transformed the way I experience the world around me. While Hospice is there to help patients and their families navigate the experience of death and dying, Hospice has taught me how to experience being alive; that our hours and moments are here to be savored.

– Priscilla Sachs, Hospice Volunteer

IN THEIR OWN WORDS: *A Hospice Volunteer's Perspective*

The sky is pale grey. The cold air sharp and biting. As I walk to my car, I lodge an internal complaint about my stomach grumbling, how underdressed I feel and how wishful I am for warmer weather. On my drive into town, I notice the dirty frozen snow along the road, a reminder it has been days since our last snowfall. My subconscious registers another complaint, this time about the poor ski conditions and lackluster winter season. Just then, my phone chimes. A text from home reminding me to pick up groceries. Yet another thing to remember.

I pull into the parking lot at Equinox Terrace and turn off the car. I slide my seat back, place both feet on the floor, sit upright, close my eyes, and begin to steady my breath. Slowly, I peel my mind off of the moments and matters being juggled and direct it toward the opportunity before me. It is Wednesday - a time when I follow routine, when I let go, when I shift attention away from me and my sniveling complaints and onto the VNA, Hospice and serving those in need. As I sit still for another minute before getting out of my car, I find gratitude in having developed this instinct to invoke a sense of calm, to quiet my thoughts, to center my heart. Practicing this form of slow down feels especially important when preparing for what always feels a little challenging.

The challenge I speak of is less about the care and attention I deliver in my role as a volunteer. It is less about the active listening I offer or the space I hold for those nearing end of life. And it is less about whether I say or do the right thing while sitting alongside of someone who is no longer enjoying the seasons, the skiing, or grocery shopping. No. The challenge I refer to is the will to suspend focus on my *living* and redirect it to those *dying*.

I put on my mask, sign in at the front desk, and proceed to the room. There I find my patient curled up in bed enjoying an early afternoon nap. There is no formal or informal greeting, no hello, no wave nor a smile. In fact, there is no movement, no words. Just the presence of a person living out the last days of a storied life full of art, creativity, fatherhood, family, and living in the Green Mountains. Despite the shut eyelids and gaunt face, I can still see an expression on my patient's face. A knowing expression. A knowing that, despite the stillness and silence, someone is there. Someone is present, listening, caring.

In the following moments, I fumble to find confidence. I mutter to myself, "Am I being useful? Am I doing this right... Wait, this isn't about me..." I decide to speak freely and to share out loud a few updates about news from extended family, passing events since my last visit and a reflection on my past weekend. I ask a few questions related to bodily pain, searching for ways to be supportive. Still without response, I elect to read aloud several of my favorite Mary Oliver poems. Her thoughtful prose leaps off my tongue and floats through the quiet room. It feels peaceful. As my visiting hour dwindles, I lean into what I know best. I pull the oversized lounge chair closer to the bed, lengthen my spine, close my eyes, and offer a dedicated meditation anchored in breath and steeped in loving kindness.

May you be happy
May you be safe
May you transition with ease
May you die wise

– Christopher Robbins, Hospice Volunteer

SWINGING FOR A CAUSE

A GOLF DAY FORE VNA

Our annual Bennington golf tournament raised over \$16,000 in critical funds to support of our home health, hospice and community-based programs and services. Our tournament was held on August 19, 2022, and we couldn't have asked for a better day for golf - the sun was shining, our teams were in good spirits, and the Mount Anthony Country Club course was breathtaking.

Planning Committee

Lynne Farrell
Leslie Kelley
Maru Leon

Susan Plaisance
Susan Rice
Ray Smith

Volunteers

Emma Bourque
Patti Cody
Carrie Croft
Nancy Donovan

Roberta Dunphy
Karson Kiesinger
Priscilla Sachs
Stephanie Savage



Community Bank sponsor presented their check to the A Golf Day FORE VNA's planning committee.

“

The truth of the matter is what the VNA & Hospice caregivers do is a calling, and the folks that do this are a Godsend.

”

– John Lyons



To hear John Lyons' testimony about our Hospice Program, scan the QR code.



Participants enjoyed the course, the company, and the day.



“

I would say that my therapist, **Marty Locsin**, is one of the most knowledgeable, professional, caring and directed medical professionals I have ever met. He was very clear in his instructions, gentle in his therapy and explained everything so well. You have every reason to be very proud of his professional commitment to the VNA and its patient base. I know my wife wants to use the VNA after her knee surgeries in August. Thank you VNA & thank you Marty!

– A Patient

Thanks to **Amy Van Der Kar** for her skill, caring, and encouragement. She helped me through this “era” so kindly and with cheer, always. We must not lose hope.

– A Patient

Deanna Martin provided great care, exceptional wound care for both my husband and I. She has a wonderful personality. She deserves recognition and an award of some type! We miss her.

– A Patient

”

NAYLOR & BREEN OPEN

VNA & Hospice of the Southwest Region was honored to be chosen as the beneficiary for Naylor & Breen’s 6th Annual Open on August 26, 2022, which raised over \$40,000 for our Hospice Program. While the weather didn’t cooperate quite as well as it did for A Golf Day For VNA (play had to be paused to let a thunder storm pass by!), participants didn’t let that stop them from having a good time and enjoying the Neshobe course!

Planning Committee

Dan DiBattista	Matt Wilson
Pam Horvath	Morgan Bilodeau
Amanda Locke	Amanda Locke
Tanner Romano	Deb Perry

Volunteers

Christine Bannerman	Amanda Locke
Emma Bourque	Deb Perry
Angela Bigelow	
Morgan Bilodeau	



Participants enjoyed a live auction post play.



Golfers passed time in the Neshobe Clubhouse while waiting for the storm to clear.



Dan DiBattista, VNAHSR Board President, Ron Cioffi, former VNAHSR CEO, Sara King, VNAHSR CEO, Nicole Moran, VNAHSR Chief Clinical Operations Officer, Bill Bannerman, VNAHSR Board Vice President.



Naylor & Breen Open: The day's rain didn't dampen any team spirit.



VELCO ANNUAL CHARITY GOLF EVENT

We thank VELCO for choosing the VNA & Hospice of the Southwest Region as their 2022 beneficiary for their Annual Charity Golf Event raising \$13,021 to support our program and services for Rutland and Bennington Counties!

CORPORATE SPONSOR

VNAHSR staff gratefully accepts Berkshire Bank's grant for Hospice Heroes Corporate Partnership and A Golf Day For VNA Presenting Sponsorship.



PRAISE FROM OUR PATIENTS

“ *Barb Goodwin is wonderful! So glad she is on your team! She is magic, she knows what she is doing and always does a great job! Thank you for sending her!* ”

“ *Angel Howland was wonderful, amazing, phenomenal, caring, pleasant, extraordinary, smart, a good communicator and humble! She was the steady one. What a wonderful human being! Thank you for sending her to my house! If I ever need the VNA again, I will definitely ask for her!* ”

“ *My experience was very positive working with Janet Hodge. She provided me with perfect advice, punctuality, communication, and perfect motivation to recover in very timely ways. I would highly recommend Janet for physical therapy, especially for knee replacement surgery, which is what I had. Thank you to the VNA!* ”

“

I am very grateful for the care at home I received from **Nancy Houghton**! She made great efforts to be sensitive to meet me, as a patient, where I was. She professionally answered my questions and helped by calling for several issues of clarification with physician orders of meds. She was such a blessing, she truly has an insight to help, a gift she has honed-in on that made me feel relieved in understanding how to move forward, in my outlook and goals for myself.

Erin Porter is an excellent nurse. I truly appreciate the time she spent with me, showing me all of my meds and focusing on the insulin, because I was having a lot of trouble understanding how to use it. She gave me such wonderful service.

”

BOARD OF DIRECTORS

Dan DiBattista, *President*
Bill Bannerman, *Vice President*
Jeff Weld, *Vice President*
Ed Ogorzalek, *Treasurer*
Martha Ide, *Secretary*

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Dr. Audrey Dudzik
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Peter Kinder
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Dr. Richard Lovett
Frank McDougall
Caitlin Perry
David Sands

*Permanent Member CEO of VNA & Hospice of the Southwest Region

** Permanent Member Representative of SVMC

*** Interim Member Representative of Rutland Regional Medical Center

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Chief Executive Officer

Jessica Boutin,
RN COS-C, Director of Quality and Compliance

Jessica Fredette,
Chief Human Resources Officer

Kieran Keefe,
Director of Information Technology

Laura Lamarre,
Controller

Nicole L. Moran, MSN, BA, RN,
Chief Clinical Operations Officer

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VNA & HOSPICE
of the Southwest Region
Serving Bennington and Rutland Counties

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