

VNA cares

Fall 2010



Service with a Smile



LEFT: *Susan Richer, RN, shares a joke with Marilynn Lunt.*
ABOVE: *Catherine Holdway and Mike Garrett lead the Spirit of Service initiative by example.*

After being in the hospital for 10 days, Marilynn Lunt was more than ready to go home and sleep in her own comfortable bed. Marilynn was due to leave the hospital on a Friday, but because of a delay in the discharge process, her family learned she would not be able to leave until Saturday — and only if she had care set up at home.

Her son called the VNA, hoping that there would be some way to quickly arrange for the care she would need. “It was very important to touch base with the VNA that very first day or I wouldn’t have been able to go home,” says Marilynn.

Enter the VNA Spirit of Service.

Intake and Referral coordinator Rosie Towne began the referral paperwork Friday and the final details were completed by the weekend coordinator. On Saturday, Mary Kate Canavan, RN, visited Marilynn and admitted her to the VNA. Marilynn also received a visit from Rebecca Bissonette, PT, later that same day. Susan Richer, RN, became her case manager and continued Marilynn’s care for the next couple of weeks as she healed at home.

Marilynn’s situation had a happy ending. She came home over the weekend and received

the care she needed due to the responsiveness and expertise of the VNA staff. Marilynn’s story is a good example of how the VNA strives to provide excellent customer service while providing the care people need.

“I have ups and downs, but I’m feeling much better being in my own home,” says Marilynn.

The VNA recognizes that having high customer service standards in place is important to the success of any business. Promoting

service standards in our agency allows all staff to be on the same page working toward an exceptional level of customer service.

This agency-wide Spirit of Service initiative, spearheaded by Church Hindes, CEO, and supported by Catherine Holdway, Director of Community Care Connection, and Mike Garrett, Manager of Quality and Education, is dedicated to improving the VNA’s internal and external customer service by enhancing our understanding of and response to the needs and expectations of clients and their families, VNA staff and community partners.

The VNA has adopted seven words to represent our customer service standards. We strive to be **dependable, professional, courteous, respectful, caring, compassionate and responsive**. These concepts are the foundation of the VNA Spirit of Service as we aim to provide the very best patient care.

“We know how important a great customer service experience is for our patients,” says Church Hindes. “The VNA strives to provide the very best care to our clients every day - our staff is the best in the business. Spirit of Service is a tool that helps them continue to excel.” ■

You're Invited!



Join us on November 11, 2010 for our Annual Staff and Volunteer Recognition Dinner and 104th Report to the Community. This celebratory evening honoring VNA staff, volunteers and community friends runs from 5:45-9 pm at the DoubleTree Hotel in South Burlington.

For more information, contact Maria McGrath at 802 860-4435 or mcgrath@vnacares.org.

VNA Programs Reach Milestones

In addition to celebrating our 40th anniversary of service to the communities of the Champlain Islands in



and Williston; and at the PACE center on the Fanny Allen Campus in Colchester.

The 30th anniversary of the **VNA Hospice of the Champlain Valley**, one of the first hospice

Hospice Care

programs in the country, will be celebrated in November during National Hospice and Palliative Care month. The program was formed through the VNA's participation in a federal demonstration project providing end-

of-life care to Medicare patients with terminal cancer. Today, an interdisciplinary team of nurses, licensed nursing assistants, social workers and therapists provides hospice care to patients with any terminal diagnosis.

More than 530 people and their families were recipients of hospice care last year in homes, assisted living facilities, Vermont Respite House, nursing homes and Fletcher Allen Health Care.

The Hospice program also offers support for patients and their families through trained volunteers and a hospice chorus, the Noyana Singers. Bereavement care includes support groups and Vermont's only family bereavement camp, Camp Knock Knock. ■



Adult Day Program

2010 (see Calendar for information on Sept. 26 *Treasured Islands* celebration), two other programs of the Visiting Nurse Association are also recognizing milestone anniversaries.

The **Adult Day Program** has been a part of the VNA for 35 years. This service began in 1975 as the Handicapped Men's Workshop, which operated with RSVP and the Area Agency on Aging. The program ultimately became what is now known as our Adult Day Program. Today, nurses, LNAs and activity specialists offer care and socialization to elders and adults with disabilities in a safe, home-like environment.

Last year over 150 people attended our Adult Day Programs in Colchester, South Burlington,

Flu Season Is Here

One of the best ways to protect yourself against the flu is to get a flu vaccine. The VNA can help you stay healthy with its 2010 seasonal flu clinics beginning September 22.

As this year's seasonal flu vaccine contains



Carol Morse, flu clinic nurse

protection against the H1N1 virus, the VNA is changing its requirements for who is eligible to receive a flu shot. Vaccines will be available at our Prim Road community clinics on October 16

and 23 and November 13 and 20 for people ages 3 years and older. Vaccines at all other clinics will be offered to people ages 18 years and older. Because the recommended ages to receive the vaccine include children 6 months to 3 years, the VNA suggests that parents with children in this age group consult their pediatrician to obtain a vaccination.

People with Medicare B or Medicaid can present their cards at a clinic to get the vaccine at no charge. For all others, there is a \$30 fee.

For more information about upcoming VNA flu clinics, please contact Julie Mueller at 802-860-4496 or mueller@vnacares.org. You may also access a complete calendar of VNA clinics throughout Chittenden and Grand Isle counties at our website www.vnacares.org. ■

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THE JULIA SMITH WHEELER FOUNDERS' SOCIETY



Julia Smith Wheeler was one of the founders of your Visiting Nurse Association in 1906. Over 100 members of the Founders' Society have named the VNA to receive a legacy gift through their will or a trust mechanism, thus ensuring the future of vital VNA health services for our community.

Have questions about gift planning? Check out our interactive online gift planning tool at www.vnacares.org/giftplanning.

If you are interested in learning more, you may also contact Ann Irwin at 802 860-4437 or irwin@vnacares.org.

Supporting the VNA is a joy for me. I have been involved with the VNA on so many levels for years. I can't think of a better-loved or more well-run organization. By including a gift to the VNA in my estate plans, I can be sure they will continue to provide great care in our community for years to come.



FAITH PARKER

Fun Run a Success!



ABOVE: (From left) Sharon Hewitt, Carol Bitter, Madylin Bitter and Christine Ryan from Team Hewitt walk together during the Jiggety Jog.

ABOVE LEFT: Volunteer Linda Johnson displays foot-shaped cookies made by Rachel McKnight and Suzie VonReyn's class at Williston Central School. The cookies are a long-time favorite treat at the Jog.

LEFT: Maggie Ryan jogs towards the finish line.

BOTTOM LEFT: And they're off! The participants in the 5k Fun Run take off at the starting line.



Champ, Rally the UVM mascot, and Hannaford Hank help get the crowd ready for the start of the event.



On Saturday, May 8, nearly 200 participants walked, jogged, skated and biked in memory or in honor of a loved one in the Vermont Respite House 5K Fun Run & Jiggety Jog. \$33,000 was raised from sponsorships and individual and team fundraisers in this event held annually at the Allen Brook School in Williston. The Fun Run & Jiggety Jog continues to be the single largest fundraiser for the Respite House, Vermont's only Medicare-certified hospice home. Many thanks to everyone who made the day so special. ■



COURTESY PHOTO

Camp Knock Knock

Co-director and Junior League of Champlain Valley volunteer Libby Corran shares a regal moment with a camper during this year's family bereavement camp held in June. Fourteen Vermont families joined over 60 volunteers from the VNA, Junior League and the community for a weekend of hope and healing.

In the Garden

Gardens are in full bloom around the VNA during the summer, bringing the beauty of the flowers and supplying vegetables to the clients of some of our programs.

VERMONT RESPITE HOUSE

The lush gardens at Vermont Respite House were designed by landscape artist Mary Jo Childs with input from Sharon Keegan, House Administrator, to give residents a



summer, which is divided up among families who wish to garden and is provided for no fee.

“It’s a chance for families to be outside together, and it also provides fresh foods for the table,” says Danielle Hartwick, VNA Family Room Program Manager. “The children enjoy the outdoors while the parents can garden, visit, and ask questions.”

The Family Room participants can also



ABOVE LEFT: *Vermont Respite House children’s garden*; LEFT: *VNA Family Room participants garden at Ethan Allen Homestead*; ABOVE: *Clients enjoy the gardens at the Falcon Manor Adult Day Program.*

These gardens would not be possible without the thoughtful consideration of many volunteers and donors. Thank you to all, including:

VERMONT RESPITE HOUSE

*Vermont Master Gardener program
Williston Garden Club*

Susan Stanne and the General Dynamics Employee Community Action Committee

Jane Stickney

Mary Jo Childs

Team from GE Healthcare, led by Tracy Tobrocke

Four Seasons/ Gardener’s Supply

GE retirees/Elfsuns

David Newton

Ed and Gene Phillips

Parent Construction

Claussen’s Greenhouse

Griswold

Construction

David Lynch

FAMILY ROOM

Master Gardeners Shari Bell and Nancy Knox

Red Wagon Plants

Winooski Valley Parks District

Burlington Area Community Gardens

Bruegger’s Bagels

United Way Volunteers

Gardener’s Supply

Bibens Ace Hardware

Claussen’s

ADULT DAY PROGRAM

Dwight Asset Management Company

KeyBank Volunteers

United Way Volunteers

Clients’ families and friends

feeling of being connected to the outdoors – even if they aren’t able to get outside.

For those who do venture outside, there are places to visit, sitting areas, and a children’s play area.

Every spring, volunteers clean and prep the gardens. Mulch, plants and flowers are donated by local community members and organizations, and volunteers work throughout the summer to keep the gardens thriving.

These gardens are a great benefit to the Respite House residents and their families. “It’s wonderful to see a family member who has been struggling to find some peace sitting quietly in the gazebo or to watch kids playing in the children’s area,” says Susan Abell, Administrative Coordinator for the House.

JANET S. MUNT FAMILY ROOM

The families at the Janet S. Munt Family Room have the opportunity to visit the Ethan Allen Homestead and try their hand at gardening. Through local collaboration, the VNA hosts a large plot at the Homestead each

attend workshops, such as cooking and preserving, which are taught by the Family Room staff at the Homestead throughout the summer.

ADULT DAY PROGRAM

Clients and their families maintain the gardens planted by volunteers at our Prim Road and Falcon Manor Adult Day programs. At both sites, time was spent this spring cleaning out the gardens, planting bulbs and seeds and prepping for the summer. Many perennials and vegetable plants now adorn these gardens.

“Clients and their families take ownership for the gardens and donate perennials and vegetable plants,” Millie Szyszka. “Our gardens are always a work in progress.”

The gardens have produced an abundance of flowers which clients are using to make flower arrangements. The fresh vegetables produced in the Adult Day gardens have been enjoyed by the clients in tasty dishes served at lunchtime. ■

Applause



Sid Rockliss

Sid Rockliss, VNA Vice President of Finance and Administration, retired at the end of August. For the last 16 years, Sid led the Finance and Operations

division including Accounting, Accounts Receivable, Facilities, Human Resources, Information Technology and Medical Records. We congratulate Sid and wish him the best in his retirement.

Introducing Our New CFO



Jim Manahan

The VNA is pleased to announce that James Manahan will succeed Sid Rockliss as the VNA's Vice President of Finance and Administration.

"To succeed someone of Sid's caliber is a rare opportunity — Jim's a lucky fellow. And, the VNA is equally fortunate to have recruited someone with the talent and reputation of Jim Manahan," says Church Hindes, VNA President and CEO.

Jim comes to us from Vero Beach, Florida, where he served as the Vice President and CFO of the VNA of the Treasure Coast. Prior to this, he was the Chief Financial Officer for the Franklin County Home Health Agency in St. Albans. He earned his MBA at UVM. Jim will be responsible for all VNA financial operations as well as our information technology and facilities management departments. Welcome, Jim! ■



COURTESY PHOTO

Cheese Traders & Wine Sellers co-owners Robert and Maye Bachofen, and Claire Seminario (*center*), widow of **Dino Masotti**, a Cheese Traders employee who died at **Vermont Respite House**, present a check for \$10,750 to Angel Means, VNA Director of End-of-Life Programs (*far left*) and Sharon Keegan, Vermont Respite House Administrator (*far right*). Cheese Traders matched money raised from customer donations during their annual garage sale.

Melissa Kaufold, RN, CNP, is our new Home Visiting program team manager, succeeding Jessica Whitney. Melissa has been a member of our maternal and child health home visiting team for 16 years and is a leader in providing services to our refugee population.

Barbara Church and **Keith Engle of Church, Engle and Associates** will head up the VNA Human Resources Department for the next year. Barbara and Keith come to the VNA with over 25 years of human resources leadership experience, primarily in Vermont health care settings.

The VNA Family Room Preschool was awarded Five STARS, the highest score in the Vermont's STep Ahead Recognition System (STARS) for Child Care, Early Education and Afterschool Programs. This recognition validates our commitment to providing high quality care to our families.

This spring, **Camp Knock Knock** received a donation from the **Mount Mansfield Union High School SHAPE Club**. The club encourages students to impact others through

In Memoriam

We deeply appreciate that the VNA and its programs were named to receive memorial gifts between April 1, 2010 and July 31, 2010 in remembrance of the following people. We thank their families for honoring their loved ones in this meaningful way.

Adult Day Program	Vermont Respite House	VNA Adult Home Care
Anthony Merola	Phyllis Amyot	Doris Aunchman
	June Bergamo	Mary Boutin
	Ruth Brass	Ronald Brosseau
Community Care Connection	George Caruso	James Chapman
Robert Benoit	James Chapman	Marion Clough
Marion Benoit	Jonathan Chappel	Eleanor Gabaree
	Hope Companion	Thomas Gagner
Hospice of the Champlain Valley	Mae Corbett	Lloyd Goulette
	Joseph Davis	Melissa Jewett
Marion Benoit	William Desautels	Harry LaFountain
Robert Benoit	Diane Deuso	Thelma McCaffrey
Rose Critchlow	John Fletcher	Augustine Meunier
Eleanor Gabaree	Margrit Greene	Rosemary Miner
Thomas Gagner	Francis Lafayette	Jacqueline Perry
Carol Luebke	Doris LaMotte	Florence Smith
Lawrence McCarthy	John McCarroll	John Terrien
Joyce McLaughlin	Betty Poquette	Elisabeth Wallace
Jacqueline Perry	Susan Rapoport	
Arthur Rock	Theresa Santimora	
Elia Rogers	Jeffrey Towne	
Allen Thompson	David Trueman	
Mary Jane Vartuli	Alice Tucker	
Sheila White	Lee Tucker	
	Marjorie Wieland-Tucker	
	Rita Yarnell	

philanthropy, leadership opportunities, civic engagement and career development.

The VNA received a grant from the **American Recovery and Reinvestment Act and the Vermont Clean Energy Development Fund** to replace aging heat pumps and to add insulation in our attic. These energy-efficient upgrades will help the building reduce its carbon footprint. ■

Meet Florence Nightincow

OUR DIVINE BOVINE



Florence Nightincow, the fiberglass cow co-sponsored by the VNA and the UVM College of Nursing and Health

Sciences, made her debut this spring on upper Church Street, along with the many other cows on display as part of the Lake Champlain Regional Chamber of Commerce *Cows Come Home to Burlington* event. This popular tourist attraction features cows sponsored by organizations around the community and creatively decorated by local artists.

In October, Florence and her friends will be put up for auction with a portion of the proceeds going to benefit the Vermont Campaign to End Childhood Hunger. Florence was painted by Milton resident Judy Welna and features a wreath of hands and vines of hearts in a Delft motif. ■

VNA Calendar

Please visit www.vnacares.org for more about these and other VNA activities.

Tuesdays, Sept. 14-Nov. 16

Hospice Volunteer Training
11-week course. Williston Federated Church, Williston, 1:30 - 4 pm.
Registration is necessary. If interested, please call 802 860-4411.

Sunday, September 26, 2010

Treasured Islands
Celebrating 40 Years of VNA Service to Grand Isle County. Grand Isle Lake House, 34 East Shore North, Grand Isle, Vermont, 3:30 - 5:30 pm.
Please call 802 860-4435 for more info or email Maria McGrath at mcgrath@vnacares.org.

Fall 2010

VNA Community Flu Clinics
Please call 802 860-4440 for more info or check the website for a calendar of clinics at www.vnacares.org.

Thursday, November 11, 2010

Annual Staff and Volunteer Recognition Dinner and 104th Report to the Community
DoubleTree Hotel, South Burlington, 5:45 pm - 9 pm. Please call 802 860-4435 for more info or email Maria McGrath at mcgrath@vnacares.org.

Sunday, November 14, 2010

VNA End-of-Life Care Services Annual Memorial Service
First Unitarian Universalist Society, 152 Pearl Street, Burlington, 3 pm. Please call 802 860-4410 for more info or email Ally Parker at parker@vnacares.org.

Sunday, January 9, 2011

Vermont Respite House Memorial Tree Lighting and Remembrance Ceremony
Williston Federated Church, Williston, Vermont, 2 - 4 pm. Please call 802 860-4435 for more info or email Maria McGrath at mcgrath@vnacares.org.