



Carolyn Fernandez, right, of Northfield, with Personal Care Attendant Carol Patterson. Patterson has been working with Fernandez for three years.

## Day in the Life of a Personal Care Attendant

**“Over the years we have shared many happy moments together.”**

- Carol Patterson, PCA

The first thing Carol Patterson does when she arrives at Carolyn Fernandez’s home is to go upstairs and check on Carolyn. Most of the time she brings Carolyn a cup of coffee and the two sit and chat. Carol is a Personal Care Attendant (PCA) for CVHHH, and Mrs. Fernandez is one of Carol’s clients. When it’s time, Carol urges Mrs. Fernandez to dress, helping as needed, and goes downstairs to make breakfast.

For the past three years, Carol has worked with Mrs. Fernandez, who is 96 and lives at home in Northfield. Carol helps with Mrs. Fernandez’s personal care—helping Carolyn shower, dress, and brush her hair, among other tasks. She also keeps up with laundry and reminds Carolyn to take her medicine.

“You cannot do this job if you don’t love it,” says Carol. “And I love it.” Carol often describes her work as routine. In fact, the impact of what Carol provides for Mrs. Fernandez is anything but routine. Carol is Mrs. Fernandez’s PCA and her friend, and the two have developed a close, trusting relationship over the past three years. With Carol’s help, Carolyn is able to continue to live safely and comfortably in her own home.

To learn more, and for photos of Carol’s day, visit [www.cvhhh.org/carolpatterson](http://www.cvhhh.org/carolpatterson)



## Your Home. Your Independence.

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Central Vermont Home Health & Hospice is your local, full-service Visiting Nurse Association. For over 100 years, we've provided health- and supportive-care services to central Vermonters at home.

### Our Services Include:

- Physical, Speech & Occupational Therapy
- Recovery from Surgery
- Recovery from Stroke
- Wound Care & Telemedicine
- Better Breathing Care
- Heart Disease Care
- Diabetes Care
- Medical Social Work
- Hospice Care
- Bereavement Support
- Palliative Care for Children & Adults
- Maternal & Child Health Care
- Personal Care & Homemaking

*Housecalls* is published twice a year. For inquiries, please contact [marketing@cvhhh.org](mailto:marketing@cvhhh.org)

## Message from Sandy Rouse, President & CEO

# Volunteers Help Make the Magic Happen



If you are a friend of CVHHH on Facebook, you probably saw the photo of Angelina Buzzi, glowing in pink, gracing the top of the page in April. Angelina is one of 130 central Vermonters who supported CVHHH as a volunteer in 2018.

Angelina, a paralegal at National Life Group, says that her mother, Velma Eve Bolkum, is her reason for giving back. Twenty-five years ago, when Velma was diagnosed with lung cancer, our nurses and caregivers kept Velma comfortable and helped Angelina and her family

understand what was happening as the cancer progressed. After Velma died, Angelina vowed to give back to CVHHH. And she has, by supporting CVHHH in the office and by serving as chair of the Seasons of Life planning committee. I am confident Angelina will help plan a stellar event, the platinum anniversary of Seasons of Life.

We rely on volunteers to support our hospice clients and their families. In addition, our board of directors is comprised of 16-area residents, all volunteers, who provide policy, strategy, and governance oversight for our organization. And, many of our clinicians and administrative staff help out as volunteers at our three annual fundraising events.

Many of our volunteers work full time and have active personal lives. Most of our volunteers have a connection to our organization. All of them are committed to our mission of ensuring that central Vermonters can heal in the comfort of home. I imagine their support is like a calling, compelling them to give back to us because they believe in what we do.

We are heading into summer, which always invigorates me. As the flowers bloom, I, too, get excited to take a fresh look at my work and my purpose and to think about the ways that I contribute to our amazing, close-knit community. If you are interested in volunteering at CVHHH, read on for information and contacts.

**Do you have a comment for CVHHH? We'd like to hear from you. Please email [marketing@cvhhh.org](mailto:marketing@cvhhh.org) or call (802) 224-2215.**

## Pat McDonald to Central Vermont: How Lucky We are to Have CVHHH



Pat McDonald, of Berlin, is the honorary chair of our spring appeal, one of two solicitations we send out every year.

*As a not-for-profit, CVHHH is driven by a mission to care for every person who needs it, regardless of ability to pay. This means that we must rely on fundraising and support from our community, and beyond, to continue to provide critical health and supportive care services to our friends and neighbors in central Vermont.*

*We are pleased to welcome Pat McDonald, of Berlin, as honorary chair of our spring appeal, one of two solicitations that we send out every year. Here is an excerpt from Pat's letter to central Vermonters, which was mailed in May. You may read Pat's letter on our website, where you can also make a secure contribution to the spring appeal: [www.cvhhh.org/spring2019](http://www.cvhhh.org/spring2019).*

"When my mom turned 93, she became a resident of Berlin Health & Rehab, now Genesis HealthCare. A few months into Mom's stay there, it became clear that she needed extra support. We called CVHHH and requested hospice care, which was provided for Mom at the nursing home. A volunteer from CVHHH began visiting with Mom a few hours a night. The volunteer sat and talked to Mom and built a great rapport with her. She documented

their visits in a red binder which she gave to us after Mom passed away. If you knew my mother, you know that she was not one to share her feelings too often. When my sister and I read the visit notes, we were overwhelmed by the comments Mom felt comfortable making. She talked about how she loved her life, how proud she was of us, and that she felt she'd left nothing undone, that it was time. Hospice was a true gift for Mom and for our family."

## Community Partner of the Year

### L. Brown & Sons Printing

Every year, CVHHH recognizes an individual or local business that goes above and beyond to give back to the community. This year, CVHHH selected L. Brown & Sons Printing in Barre. For almost 20 years, CVHHH has partnered with L. Brown for agency printing needs. In that time, Larry Brown, who founded the company with his wife in 1988, has donated tens of thousands of invitations, envelopes, brochures, business cards, and forms.

"L. Brown has been a partner with CVHHH for almost as long as I have been involved with the organization," says Sandy Rouse, CVHHH's President & CEO. "We are especially grateful for Larry's donations of high-quality printed items like invitations, envelopes, and posters for our special events. CVHHH is proud to continue to partner with L. Brown and to honor their contribution as 2019's Community Partner of the Year."





## Save the Date

### 20th Annual Seasons of Life

Celebrating two decades of fashion, food, and community

Friday, October 4, 2019 at 6:00 pm  
Capitol Plaza Hotel, Montpelier

More details to come, including emcee,  
special guests, and entertainment.  
For updates, [www.cvhhh.org/SOL2019](http://www.cvhhh.org/SOL2019)

## Volunteering at CVHHH: Give a Little. Get a Lot.



Ram Verma says that hospice volunteering helped him open up his heart and connect to others. As a hospice volunteer, Ram sits vigil with patients who are living in nursing homes or assisted-living facilities. Why Ram volunteers? "Volunteering is a way for me to give back to this wonderful community. I feel privileged to sit vigil with my clients and to do this work in Vermont." For more information, visit [www.cvhhh.org/volunteersrock](http://www.cvhhh.org/volunteersrock) or call (802) 223-1878.

### How Can I Help?

#### HOSPICE VOLUNTEERS

Sit with patients, provide companionship, and run errands, among other tasks

#### OFFICE VOLUNTEERS

Help with administrative tasks at our main office in Berlin

#### EVENTS VOLUNTEERS

Assist with planning fundraising events or help the day of an event

#### COMMUNITY VOLUNTEERS

Support health promotions activities in central Vermont

#### PATIENT SURVEY VOLUNTEERS

Work with our Chief Quality Officer to call current patients to ask about their satisfaction with our care.

Training, and a script, are provided.

Commitment of about two hours every month.



Cecil Tucker, who uses a telemonitor tablet to send vital signs daily to CVHHH's Telehealth Nurse Manager, with his visiting nurse, Shelby Chicoine, RN.

## Telemonitors: Enhancing High-Quality Care Delivery

For most of us, sending texts or emails from our phones has become the norm for personal and professional communication. Many of us also rely on hand-held devices to check our social-media accounts and pay bills. What if you could use your iPad or a similar tablet device to have a virtual visit with your CVHHH nurse?

CVHHH introduced its telemonitor program in 2011 and has utilized the devices with much success to help people living with chronic diseases—hypertension (including pregnancy-induced hypertension), heart and lung disease, diabetes—manage their conditions and reduce the likelihood that they need to be hospitalized or visit the emergency department. Every day, patients enrolled in the program take their vital signs, and the data is reviewed by a member of our telehealth-nurse team. If anything looks out of the ordinary, action is taken.

Recently, CVHHH introduced a new telemonitor system, Health Recovery Solutions, that adds an extra layer of support that benefits patients and providers. The key is electronic visits. From the comfort of home, patients can securely connect with CVHHH staff, including the telehealth nurse-team, Bridget Chatterley, RN, and

Monica Hampton, RN.

"The addition of video capacity is another specialized tool that I can use to remotely care for central Vermonters," says Bridget Chatterley. "The video gives me a more complete picture of how a person is doing and is a valuable complement to the data transmitted by the telemonitor. It helps me fill in the gap between the words, so to speak." In addition, Bridget can use video visits to check on how a wound is healing.

"Our new telemonitor system allows us to augment the care we provide on the ground every day, in part, by bringing care to people when they need it and where they want it, at home," says Derek Kouwenhoven, MSN, RN, Director of Clinical Services. "From the patients' perspective, the system is intuitive and user friendly, and we have found that people are comforted when they can not only talk to, but see, their clinician."

**"The video gives me a more complete picture of how a person is doing."**

**- Bridget Chatterley, RN**



## Foot Care Clinics 2019

### June 2019

5	Quarry Hill Apartments	1:00 pm - 4:00 pm
7	Northfield Senior Center	8:00 am - 12:00 pm
17	Waterbury Senior Center	9:00 am - 12:00 pm
18	The Gardens	8:00 am - 12:00 pm
19	Twin Valley Senior Center	8:00 am - 12:00 pm
20	Evergreen Place	8:30 am - 12:00 pm
24	Barre Senior Center	8:00 am - 12:00 pm
24	Montpelier Senior Center	1:00 pm - 4:00 pm
26	Northfield Senior Center	8:00 am - 12:00 pm
27	Barre Senior Center	9:00 pm - 1:00 pm

### September 2019

9	Waterbury Senior Center	9:00 am - 12:00 pm
10	The Gardens	8:00 am - 12:00 pm
11	Twin Valley Senior Center	8:00 am - 12:00 pm
12	Evergreen Place	8:30 am - 12:00 pm
16	Barre Senior Center	8:00 am - 12:00 pm
16	Montpelier Senior Center	1:00 pm - 4:00 pm
18	Northfield Senior Center	8:00 am - 12:00 pm
24	North Barre Manor	1:00 pm - 4:00 pm
26	Barre Senior Center	9:00 am - 1:00 pm
30	Montpelier Senior Center	9:00 am - 1:00 pm

### July 2019

2	North Barre Manor	1:00 pm - 5:00 pm
8	Montpelier Senior Center	9:00 am - 1:00 pm
9	The Gardens	1:00 pm - 4:00 pm
10	Twin Valley Senior Center	8:00 am - 12:00 pm
11	Evergreen Place	8:30 am - 12:00 pm
17	Montpelier Senior Center	9:00 am - 12:00 pm
17	Quarry Hill Apartments	1:00 pm - 4:00 pm
19	Northfield Senior Center	8:00 am - 12:00 pm
29	Waterbury Senior Center	9:00 am - 12:00 pm
30	The Gardens	8:00 am - 12:00 pm
31	Twin Valley Senior Center	8:00 am - 12:00 pm

### October 2019

1	The Gardens	1:00 pm - 4:00 pm
2	Twin Valley Senior Center	8:00 am - 12:00 pm
3	Evergreen Place	8:30 am - 12:00 pm
9	Montpelier Senior Center	9:00 am - 12:00 pm
9	Quarry Hill Apartments	1:00 pm - 4:00 pm
11	Northfield Senior Center	8:00 am - 12:00 pm
21	Waterbury Senior Center	9:00 pm - 12:00 pm
22	The Gardens	8:00 am - 12:00 pm
23	Twin Valley Senior Center	8:00 am - 12:00 pm
24	Evergreen Place	8:00 am - 12:00 pm
28	Barre Senior Center	8:00 am - 12:00 pm
28	Montpelier Senior Center	1:00 pm - 4:00 pm
30	Northfield Senior Center	8:00 am - 12:00 pm

### August 2019

1	Evergreen Place	8:30 am - 12:00 pm
5	Barre Senior Center	8:00 am - 12:00 pm
5	Montpelier Senior Center	1:00 am - 4:00 pm
7	Northfield Senior Center	8:00 am - 12:00 pm
13	North Barre Manor	1:00 pm - 4:00 pm
15	Barre Senior Center	9:00 am - 1:00 pm
19	Montpelier Senior Center	9:00 am - 1:00 pm
20	The Gardens	1:00 pm - 4:00 pm
21	Twin Valley Senior Center	8:00 am - 12:00 pm
22	Evergreen Place	8:30 am - 12:00 pm
28	Montpelier Senior Center	9:00 am - 12:00 pm
28	Quarry Hill Apartments	1:00 pm - 4:00 pm
30	Northfield Senior Center	8:00 am - 12:00 pm

### November 2019

5	North Barre Manor	1:00 pm - 5:00 pm
7	Barre Senior Center	9:00 pm - 1:00 pm
11	Montpelier Senior Center	9:00 am - 1:00 pm
12	The Gardens	1:00 pm - 4:00 pm
13	Twin Valley Senior Center	8:00 am - 12:00 pm
14	Evergreen Place	8:30 pm - 12:00 pm
20	Montpelier Senior Center	9:00 am - 12:00 pm
20	Quarry Hill Apartments	1:00 pm - 4:00 pm
22	Northfield Senior Center	8:00 am - 12:00 pm

For more information about Foot Care Clinics,  
visit us online at: [www.cvhhh.org/footcare](http://www.cvhhh.org/footcare)