

FOOT CARE CLINICS

Call 802-223-1878 for an appointment.
Cost is \$25 cash or check. Masks required.

More info at www.cvhhh.org

JUNE 2022

16	Northfield Senior Center	8:00 am - 12:00 pm
17	Masonic Lodge, Cabot	12:00 pm - 4:00 pm
20	Montpelier Senior Center	1:00 pm - 4:00 pm
21	Quarry Hill Apartments	8:00 am - 1:00 pm
23	Quarry Hill Apartments	1:00 pm - 4:30 pm
27	Mad River Meadows	8:30 am - 12:30 pm
29	Mad River Meadows	9:00 am - 12:00 pm

JULY 2022

6	Twin Valley Senior Center	8:30 am - 1:00 pm
7	1st Congregational Church, Berlin	8:00 am - 12:00 pm
14	Montpelier Senior Center	9:00 am - 1:00 pm
20	Twin Valley Senior Center	8:00 am - 12:00 pm
21	Montpelier Senior Center	12:00 pm - 3:00 pm
21	Northfield Senior Center	8:00 am - 12:30 pm
28	Northfield Senior Center	8:00 am - 12:00 pm
29	Masonic Lodge, Cabot	12:00 pm - 4:00 pm

AUGUST 2022

1	Montpelier Senior Center	1:00 pm - 4:00 pm
2	Quarry Hill Apartments	8:00 am - 1:00 pm
4	Quarry Hill Apartments	1:00 pm - 4:30 pm
8	Mad River Meadows	8:30 am - 12:30 pm
10	Mad River Meadows	9:00 am - 12:00 pm
15	Waterbury Senior Center	9:00 am - 1:30 pm
17	Twin Valley Senior Center	8:30 am - 1:00 pm
18	1st Congregational Church, Berlin	8:00 am - 12:00 pm
25	Montpelier Senior Center	9:00 am - 1:00 pm
31	Twin Valley Senior Center	8:00 am - 12:00 pm

SEPTEMBER 2022

1	Northfield Senior Center	8:00 am - 12:30 pm
1	Montpelier Senior Center	12:00 pm - 3:00 pm
9	Masonic Lodge, Cabot	12:00 pm - 4:00 pm

GRIEF SUPPORT GROUP Spousal/Partner Loss



Next series begins Wed., August 3, 2022, 10:00 am to 11:30 am, and focuses on spousal/partner loss. Groups are free and open to the public, and meetings

take place via Zoom or in person in Barre.

For information and to register, contact Diana Moore at dmoore@cvhhh.org or 802-224-2241.

SPOTLIGHT: PCAs WITH PASSION

Personal Care Attendants (PCAs) help Central Vermonters with activities of daily living—things like making toast and coffee for breakfast, getting dressed, combing hair, dusting the furniture, and doing a load of laundry. They also provide companionship, a smiling face, and an opportunity to chat about the weather. This support, simple as it may seem, is invaluable for Central Vermonters

enrolled in Long-Term Care programs at CVHHH. The help that PCAs provide makes it possible for people to stay in their own homes. PCAs at CVHHH are compassionate, patient, and warm-hearted people who understand that helping others with essential tasks can make all the difference to a person's quality of life. We connected with three CVHHH PCAs to understand what they like most about their jobs.



MARK PATTERSON

Mark Patterson celebrates 16 years working as a PCA at CVHHH this year. This is a long time for anyone to be in a job these days. Why does Mark stick with it? "It's the first job I've ever had where it matters that I show up. This job matters. It is important, and it turns out I have a knack for it. Every day is different, and I know my time is not wasted. At the end of the day, I know I make a difference."



AUBREY AMELL

Aubrey Amell says that taking care of someone comes naturally to her. "I've done it all my life." Aubrey recognizes that the work matters to her clients. "It makes me feel good to make my clients feel good." Aubrey joined CVHHH a year ago and likes having the support of her supervisor and schedulers. "I love how my supervisor checks in with me."



DAWN THIBAUT

Dawn Thibault has worked on and off as a PCA at CVHHH for 24 years. "I like to take care of people, and that is what the job is all about," she says. Dawn acknowledges that the emotional support she provides to clients is as valuable as the help with household chores. "I love connecting with people and hearing their experiences and stories. It's probably the number one thing I love. I'm working in their home, but we're talking as friends. It's nice."

Work with us. CVHHH is hiring PCAs to provide care to people at home. This is an ideal job for someone looking to wind down from full-time work but who wants to keep a part-time schedule with purpose. CVHHH offers flexible scheduling that allows for work-life balance. Apply at www.cvhhh.org/pca



CENTRAL VERMONT HOME HEALTH & HOSPICE

HOUSECALLS

SPRING 2022

PCAs HAVE PASSION!

CELEBRATING OUR
PERSONAL CARE
ATTENDANTS AND
THEIR IMPACT



SPRING APPEAL NOTICE

LETTER FROM JEFF GOULD

LETTER FROM THE CEO

THE FUTURE OF HEALTHCARE

CLINIC SCHEDULES

FOOT CARE CLINICS &
SUPPORT GROUPS



SANDY ROUSSE
PRESIDENT & CEO

CENTRAL VERMONT HOME HEALTH & HOSPICE

A MESSAGE FROM SANDY ROUSSE

In the Fall 2021 issue of this newsletter, I wrote about CVHHH's courageous staff and their tenacity in the face of an uncertain pandemic world. Today, we are in a similar situation. The global health crisis continues to strain healthcare providers across the continuum, and the workforce market is as tight as it has ever been. In addition, Vermont's population is on the cusp of a significant shift. By 2030, about one third of Vermonters will be 60 and older. I am in this demographic group, and I know that my peers, like me, want the option to receive more of their medical care at home, especially as they age.

The pandemic hit all healthcare providers hard and revealed weaknesses in the system. It brought to light the fact that the current healthcare model may not be able to keep up with the volume of patients needing care over the next ten years and beyond. This has led to interest in the hospital-at-home model, in which acute medical care is delivered outside of brick-and-mortar hospitals to other settings, including people's homes. The instinct to build new systems to solve a problem like this is tempting. Instead, I propose that we invest precious healthcare dollars into strengthening existing community-based providers, like CVHHH,

that have the infrastructure, clinical expertise, and over a century of institutional knowledge of how to deliver high-quality medical care outside of the hospital, doctor's office, or a facility at a lower cost.

Home care is not a trend. It did not emerge as a response to the pandemic. CVHHH was founded in 1911, and our organization is part of a strong, close-knit community-based care system. We know that our model works. What we need is a larger portion of the healthcare dollars to build a robust and diverse home care workforce that can meet Vermonters' current and future care needs as well as their desire to receive care outside of traditional settings. I am encouraged by efforts that are underway, including passage of a bill this legislative session that allocates tens of millions of dollars to workforce development initiatives such as building pipelines between employers and nursing schools and offering scholarships and loan repayment and forgiveness to nurses and nurse educators.

I would also like to see broad recognition within the medical community of the complex care home care clinicians provide and the breadth of competencies our clinicians possess. In one day, a CVHHH registered nurse might provide any of the following services for patients: treat someone with multiple wounds or a wound vac, conduct a telehealth visit for someone with heart failure, maintain a PICC line to administer IV antibiotics, offer nutritional guidance (including review of foods in the home) to help a person better manage their chronic condition, and reconcile medications and provide education on side effects for someone coming out of the hospital. What we have in experience, passion, and expertise, we lack in sufficient resources to expand where we need to. Recall the statistic above about Vermont's population. We need to shore up home care provider networks and provide opportunities to clinicians while they are in school to receive focused training and hands-on experience in home health and hospice care.

You will see on the panel inside this newsletter that our frontline staff made over 74,000 visits across all programs last year. I can imagine the relief people must have felt when they learned that they did not have to leave home, and risk exposure to the coronavirus, to get the care they needed. We delivered a pathway to health and healing and a sense of comfort and safety when people really needed it.

The challenges of the past two years and the shifts in Vermont's population helped more healthcare leaders see what I have always known, which is that home care is the future of healthcare. Home care brings people care we know they need, where and when they need it, at home.

DONATE TO CVHHH'S SPRING APPEAL

GIVE THE GIFT OF QUALITY HEALTH CARE AT HOME

We are honored to welcome Jeff Gould and his sister Elizabeth Morris as honorary chairs of our Spring Appeal. In their letter to Central Vermonters, Jeff and Elizabeth write about the hospice care their mother, Barbara Gould, received from CVHHH at the end of her life.

Barbara worked as a nurse for over 50 years in Central Vermont. At the end of her life, with the help of CVHHH's hospice team, Barbara received the same high-quality care that she sought to provide for others during her career. Jeff and Elizabeth recall the kindness of CVHHH's hospice nurses and the vital support they gave to their mother and family. "They swooped in and embraced us. They provided us with material to read and let us know we could reach out with questions at any time. They made certain mom was given the medication needed to keep her comfortable and at peace." Barbara was able to stay in her own home, at the assisted living facility where she lived in Montpelier, while



"Our mom received the same high-quality care that she sought to provide for others during her career."

Jeff Gould (above) is the J of J.A. Gould Plumbing & Heating in Barre. You have probably seen his fleet of vans driving around Central Vermont.

receiving hospice care. Jeff and Elizabeth call this an amazing gift. Their mother could be surrounded by her photos and mementos, and her friends and family could stop by and sit with her.

Your gift to the Spring Appeal ensures that families in our community can access end-of-life care and one-on-one support in the comfort of home at a time when it matters most. **You can donate online at www.cvhhh.org/gould.**



Jeff with his mother, Barbara Gould, and his sister, Elizabeth Morris.

2022 COMMUNITY PARTNER OF THE YEAR: FAMILY CENTER OF WASHINGTON COUNTY



Pictured here (left to right), Janine Gallagher and Claire Kendall, FCWC, with Sandy Rousse and Michelle Dane, CVHHH.

FCWC is a close partner to our Maternal-Child Health nurses, who collaborate with FCWC staff regularly to ensure that new and expectant mothers, children, and families in Central Vermont have the supports they need to thrive. "We have worked to foster the relationship with CVHHH and to be intentional about how we see the scope of available services from CVHHH and FCWC helping our families," said Claire Kendall. **To learn more about the CVHHH-FCWC collaboration, visit www.cvhhh.org/partner.**

WE ARE HERE FOR YOU

It is our mission to care for Central Vermonters, and we take our responsibility to you seriously. This is why we not only continued to provide the full range of services to community members throughout the pandemic, we expanded offerings to meet your pandemic-related health needs. Here is a quick look back at highlights from 2021.



2,031 COVID-19 vaccines administered to Central Vermonters at home

\$166,750 in town funding from the 23 communities we serve



74,070 visits made across home care, hospice, long-term care, health promotion, and maternal-child health programs

1,473 foot-care appointments



110 volunteers supporting us in the office and at events, as hospice volunteers, and as board and committee members

\$959,693 value of care provided to under-insured and uninsured individuals



CVHHH has 150+ employees, including nurses, PCAs, physical, speech, and occupational therapists, social workers, aides, and administrative staff.

Today and every day, we are here for you.