Fifty Years of Grace

According to Fortune magazine, “staffers who’ve stayed at a single company for 50 years are miniscule in today’s workplace” – this makes Grace Cottage’s Mayla Brown a rare individual (that, we knew!); she’s worked at Grace Cottage since 1966. Mayla is the only employee in Grace Cottage’s history, thus far, to have hit the 50-year anniversary mark.

Delivered by Dr. Otis at Grace Cottage, Mayla was born to Howard & Christine Bills of Wardsboro, and the family moved to Vernon when Mayla was four years old. While Mayla was attending Brattleboro Union High School, she spent summers and every other weekend with her aunt Eunice Bills, who was Dr. Otis’s right-hand person at Grace Cottage. Mayla began volunteering as a candy-striper at age 15, and then was paid 50 cents an hour as a nurse’s aide when she turned 16.

“Aunt Eunie lived on the second floor of what is now Messenger Valley Pharmacy,” Mayla recalled, “so when I came up here to volunteer and then to work, I stayed with her. I went to Thompson School of Nursing after I graduated from high school but I learned so much about nursing while on the job, with June Mundell and Effie Chamberlin. “It was so much fun – at that time, everybody did everything,” said Mayla. “We worked in the ER, helped take X-rays, delivered babies, nursed the hospital patients, and took care of Stratton House Nursing Home residents. Everyone pitched in. The hospital was where Grace Cottage Family Health is now, and Stratton House Nursing Home was in the area where Dr. Shafer’s office is now, so everything was close.”

Mayla first met her husband-to-be at Wardsboro’s Fourth of July Parade in 1968, and she and Alan (the son of Buster and Gladys Brown) were married in 1969. “We took a three-day honeymoon to his brother’s camp at Newark Pond in northern Vermont, and then went back to work,” said Mayla. Alan was in military service, so they lived in Germany for a year, after which he spent almost eight months in Vietnam just before the war ended. Since that time, they’ve lived in Wardsboro, Harmonyville, and Jamaica; sixteen years ago they bought land in Brookline and built a house there.

Over the years, Mayla moved from nursing to working full-time in Grace Cottage’s business office in 2002, where she codes patient bills for payment. On August 26, 2003, Mayla was returning home from work on her motorcycle when a car pulling out of a side road hit her, shattering the bone in her lower left leg. After surgery at Dartmouth Hitchcock, she was a patient at Grace Cottage for one month, and she wore an external-fxration device for over a year until new bone grew back. Her friends, family, and co-workers saw Mayla as a profile in courage during this time – she kept on smiling throughout, and worked hard to regain full mobility as quickly as possible. And she got right back on that motorcycle as soon as she could!

Congratulations, Mayla, on gracing Grace Cottage with your presence for over 18,000 days of continuous employment (with no plans for retirement on the horizon)!

New Emergency Room Bay Under Construction

Thanks to very generous supporters who have funded the project, a fourth Emergency Department Bay is under construction, located where the former Emergency Department waiting room was situated. This additional room will offer increased privacy and additional capacity for patients needing emergency services. The Emergency Department waiting room has been relocated to the other side of the nurses’ station. Stay tuned for more information in the next issue of Cottage Door.
A Message from the CEO

All of us here have been keeping a very close eye on Grace Cottage’s role in the future of health care, especially in view of proposed payment and delivery-of-care reforms and the ever-changing and the unknown future of the political landscape in our nation and in Vermont.

For some time, our focus has been increasingly targeted on primary care, and we have been taking a team-oriented collaborative approach in the delivery of this care. It’s becoming increasingly clear, based on research and what we hear from others, that Grace Cottage is ahead of the times, and this is a great benefit to the patients that we serve.

As demand for primary care services soars (46% of Americans have one or more chronic conditions, the majority of which are diagnosed and treated in a primary care setting, according to the Journal of the American Medical Association), we have developed a holistic clinical model and have focused on care coordination. This is said to be the primary care approach that is necessary for better patient care and for reducing health care costs. The economics of this are challenging – the cost of providing primary care, with affiliated infrastructure required, is high, and reimbursements are low. But working towards the goal of keeping all of our patients as healthy as possible is the right thing to do on so many levels, not the least of which is fiscal responsibility: nationwide, the average cost of an ER visit is $1,354 versus $150 or less for a primary care visit. The more we can keep people out of the ER and out of the hospital, the better it is for all.

Thanks to a generous grant from the Fanny Holt Ames and Edna Louise Holt Fund, we’ve been able to double the size of Grace Cottage’s Community Health Team, which is also funded by Vermont’s Blueprint for Health program. These two funding initiatives are changing the way primary care and comprehensive health services are delivered and paid for. The services of the Community Health Team are completely free for anyone in our area. Free of charge. The goal is to help everyone in our community attain better health. Our Community Health Team’s skilled professionals help with chronic disease management, diabetes education, medication management, mental health/substance abuse assessments and targeted treatment, nutrition and exercise counseling, weight management, connection to community and financial resources, and more. Yes, we agree with many of the “experts”: access to primary care services is a critical component of health care.

To learn more, call 802-365-3715 or e-mail CommunityHealthTeam@gracecottage.org. The life you improve may be your own, and the time to do it is now.

Roger Allbee, CEO

Ed Druke

Although he’s the newest member of the Grace Cottage Board, Ed Druke is no stranger to the organization. He was born at Grace Cottage, delivered by founder Dr. Carlos Otis, and his two sons, Joshua and Ryan, were delivered here by Dr. Bob Backus.

A native of Newfane, Ed attended Newfane Elementary School (where he first met his future wife, Terri Beattie) and graduated from Leland & Gray High School. After several years working at Northeast Well Drilling and then at Tri-State Automotive, Ed was asked by the former owner of WW Building Supply if he would come to work there. That was in 1986, and Ed’s never left; in fact, in 2005, he and Terri purchased the business from Dick Raymo.

“It seemed like a natural fit,” said Ed, “and Terri and I were so happy that Dick asked us if we wanted to buy WW. The employees here are like family, and it’s great that our sons are part of the business now too. Our biggest challenge was after Tropical Storm Irene, when our Wilmington store had three feet of water in it; the Newfane store never closed, but we had to spend six months cleaning out the Route 100 store while we operated out of the former Deerfield Valley Supply building we’d purchased on Route 9 in Wilmington. It was a tough time, but we were so busy trying to help everyone in the community that we didn’t really have time to think about ourselves.”

In his free time, Ed likes to fly fish, build, and spend time with his family, especially his three grandchildren. Ed added, “Community means so much to us, which is why I was pleased to be asked to join the Grace Cottage Board, and it’s been very interesting to learn about the business of health care.”
Wishes Granted...

- The Pollio Family Foundation donated the funds to purchase a new blood chemistry analyzer for the lab.
- The Thall Family Foundation, Ernie Friedli, the Joseph Martinson Memorial Fund, Dr. Kimona Alin, Jeanne Fortier, and Andrea and Mike Seaton contributed the funds for the purchase of an ultrasound for the Emergency Department.
- John & Sue Eastwood, Mary Moberly, Faith Boone, Dr. Kenneth Rudd, Ben & Jennifer Wright, Dr. Blake & Helen Prescott, Frances Alford, and The Richard & Barbara Whitcomb Foundation have all generously contributed to make a new Emergency Department Bay a reality.
- Ken & Ellie Lemire donated the funds for the purchase of hot packs for use by patients working with Rehab therapists.
- Bill & Pat Lincoln contributed the funds to purchase two ladders used by patients working with Rehab therapists to improve their range of shoulder motion.
- Elaine Lambert Klein & John Klein donated the funds to create a walk-in shower room in the Palliative Care Suite.
- An anonymous supporter donated the funds for the replacement of all of the windows in the front section of the Community Wellness Center/Heins Building in memory of his beloved wife.

Wishes Made...

- A digital camera to take photos of wounds, skin conditions, etc. is needed by the medical providers at Grace Cottage Family Health. $200.
- A hand-held commercial mixer is needed by the Dietary Department. $210.25.
- A bed is needed for our new Emergency Department Bay (see page 1). $5,800. An over-the-bed table is also needed for this room. $570.
- An additional Medical Cart is needed for an existing Emergency Department Bay, so that supplies are located immediately at hand. $885.
- An Arms-Up positioner for patients in the CT Scanner would be greatly appreciated, as would a Sunrise-Extender for the digital X-ray system. ($495 and $379, respectively).
- The Rehab Department needs an arc for treatment of patients with upper-arm deficit. $59.
- The Rehab Department needs a portable SPO2 monitor to measure patients’ heart rates and blood oxygen levels. $384.
- Do you like to garden? Our Garden of Grace and Memorial Gardens are thriving, but we’re always in need of weeders. Can you donate an hour a week or an hour a month during June, July and August? We accept! Call Volunteer Coordinator Ian Harrison at 802-365-3738.

Grace Cottage’s Wish List is updated monthly on our website, at www.gracecottage.org, or call 802-365-9109 for more information.

Employee Milestones

50 YEARS
Mayla Brown Medical Records

35 YEARS
Terry Pagach Family Health

30 YEARS
Gail Coleman Family Health

20 YEARS
Roxane Carlson Business Office
Dawn Franceschetti Rehabilitation

15 YEARS
Sally Payne Medical Records
Diane Smith Family Health

10 YEARS
Teresa Bernard Information Services
Karen Bratton Rehabilitation
Chris Hotchkiss Rehabilitation
Crystal Mansfield Rehab/Wellness
Suzanne Petronic Finance
Wendy Stone Rehabilitation

5 YEARS
Samantha Bartlett Family Health
George Connell Rehabilitation
Elizabeth Harrison Family Health
Erin Lamson Laboratory
Sharon Redfield Pharmacy
Chantae Samuel Dietary
Nathan Olmstead Nursing
Andrew Semegram Nursing

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**Healthy Aging Workshop**

In collaboration with The Windham Foundation, Grace Cottage will be offering a workshop on Healthy Aging on Tuesday and Wednesday, November 15-16, 2016. The program will be hosted on the grounds of the Grafton Inn, and promises to be an interesting combination of lectures, workshops, and individual wellness activities. Participants will be able to register for either one or both days, and the Grafton Inn is offering a discounted overnight rate for those wishing to stay at the historic country inn. Take charge of your own health and perhaps even your longevity by marking these dates on your calendar. Stay tuned for more details in the next issue of Cottage Door and coming soon on our website: www.gracecottage.org.

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**A grateful patient writes:**

“I have been a patient at Grace Cottage Hospital numerous times, and I have found the doctors, nurses, housekeeping staff and kitchen staff to be nothing short of wonderful. They were attentive to my every need. No matter how many times I had to call them, they never made me feel like I was bothering them. When I’ve needed the Emergency Room, I’ve been treated immediately and with respect and dignity. It’s like coming home to family when I come through the ER door.”

David Boulton
Townshend, VT

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**Tee It Up for Health**

**Saturday, June 11**

Golfing on the Hermitage Club at Haystack course in Wilmington, Vermont is a real treat, so sign up now for Tee It Up for Health at www.gracecottage.org/events. $150 per golfer includes greens fees, cart, lunch, dinner, contests, golf balls, and logo-wear, plus a casual barbeque for all golfers, volunteers, and sponsors, at a private home the evening before the tournament. We can help match you up with a team if you don’t have one!

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**11th Annual Tour de Grace**

Want a great morning out with the kids, grandkids, friends, or your partner? Join us for Tour de Grace on Saturday, July 9th for an easy, very scenic, family-friendly almost-all-downhill (promise!) ride from Stratton Mountain Resort to Grace Cottage. Registration is open now at www.gracecottage.org/events ($25 per rider between now and midnight on July 7th, or $30 on the day of the event). The first 100 registrants will receive a free performance shirt. This is not a race; you can start anytime between 8 a.m. and 10 a.m. at Stratton, and refreshments are provided at rest stops along the route. Try it, you’ll love it (a large percentage of riders return year after year). Call 802-365-9109 for more information.

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**West River Westies**

Every year since 2005, a group called the West River Westies has raised money to benefit Grace Cottage at their annual get-together at the Bald Mountain Campground in Townshend. To date, they’ve given $9,941 to benefit the patients served by Grace Cottage. This year’s event will be July 15-17, and the group welcomes visitors at Bald Mountain Campground, to meet Late Model Bus Organization (LiMBO) members and admire their VW Campers. Thank you for your generosity, Nevin Lescher (coordinator of the event for many years) and West River Westies.

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**The Vermont Challenge**

Grace Cottage continues to be a grateful beneficiary of The Vermont Challenge, which offers a series of one-day and multi-day bicycle tour options in southern Vermont. Last year’s event raised $1,667 for the hospital. The event will be held August 11-14, and more information is available at vtcchallenge.com. Thank you, all Vermont Challenge riders!
That’s a lot of “6’s” all at once, but it makes it easy to remember that the Townshend Common is the place to be on the first Saturday of August this year! Hospital Fair Day just keeps getting better and better, and what can top free fun for the entire family in beautiful southern Vermont?

Planning Your Schedule:

22 Bargain Booths open at 9 a.m.: Household goods, books, toys, plants, jewelry, costumes, and more. Lots of treasures to be found!

All-Day Auction: Pick up a bidding number and sit under the Auction tent at any time from 9 a.m. until everything’s gone.

Art Show: In the Townshend Church. Don’t miss this great opportunity to view and purchase the work of local artists.

Birthday Parade with Stork and Taconic Bagpipers: 10 a.m. Join in if you were born at Grace Cottage or in the West River Valley!

Baked Goods: Don’t miss the Pie Booth, where you can buy peach, apricot, raspberry, apple, blueberry, and lemon meringue pies, all fresh baked, as well as brownies, cookies, and other baked goods to eat at the Fair or to take home.

Refreshments: Visit Isabelle’s Kitchen where the Seaton crew will serve up donuts, egg sandwiches and coffee in the morning and hot dogs, hamburgers, sausage sandwiches, fries, and onion rings for lunch; the Gourmet Food booth serves a wide variety of delicious locally-made pot luck items for lunch; Dana West and his family offer Fried Dough all day; Ray Sorrentino and his gang start days in advance making homemade Ice Cream (you can hear the old-time ice cream maker cranking on the Common); fresh homemade Lemonade is offered by Grace Cottage’s business office team; Maple Cotton Candy and Maple Snow Cones are made by Grace Cottage lab employees and their families; Corn-on-the-cob and Watermelon are prepared by the Rehab department. Mike Attley’s Popcorn Cart is always a hit for all ages. The famous Chicken BBQ starts at 4 p.m. – get your tickets in advance on the Common, before they sell out.

Raffle: The Grace Cottage Hospital Auxiliary runs a great raffle. Take a chance and be a winner of $500, a weekend at the Bradley Inn in Maine, and other items.

Hole-in-One: Whether you’re an avid golfer or not, you have a good chance to win the $1,000 prize offered by People’s United Bank. 9 A.M. – 3 P.M.

Hoop-La: How many basketballs in a row can you get into the hoop? Win ice-cream coupons!

Pony Rides: Free for kids, 1 p.m. – 3 p.m.

Dunking Booth: Dunk a doctor! Open 10 a.m. – 3 p.m.

Bingo: Continues all day under the tent in front of Leland & Gray High School – join in and/or leave anytime. Great prizes!

Circus: the New England Center for Circus Arts performers will be entertaining the crowd at half-hour intervals in the middle of the day. They have to be seen to be believed.

Music: Little Eddie and the Giants will be performing 3:30-5 p.m.

Thanks to All of You

What would Hospital Fair Day be without your donations of so many wonderful and exciting items, and your gift of time to help put it all together? It’s thanks to all of you that we’re able to raise about $50,000 IN ONE DAY, after expenses, for specific items needed for patient care at Grace Cottage Hospital. Please call me at (802) 365-9992 or e-mail me at lauras9992@svcable.net. We can’t do it without you, whether you donate items, volunteer time, or come to the Fair (many very generous people do all three!).

— Laura Smith

President, Grace Cottage Auxiliary & Fair Day Chairperson

In Memoriam

As we were going to press, we learned that Stan Holt, Former Auxiliary President and 15-year Fair Day Chairperson, died peacefully in his sleep at home on May 4th. There will be a tribute in our next issue to this magnificent gentleman.
The Gift of Giving: Joe & Terry Pollio

Extremely generous and loyal supporters of Grace Cottage Hospital over many years, Joseph and Elizabeth (Terry) Pollio divide their time between Grafton, Vermont, and Homestead, Florida.

A native of Brooklyn, Joe was the third-generation Pollio to run his family business, Polly-O Dairy. Founded by Joe’s grandfather, Giuseppe, who came to the United States from Italy in 1899, the booming ricotta, mozzarella, and string cheese business was sold to Kraft in 1986.

A property owner in Grafton since the 1970’s, Joe founded and operated Hidden Orchard Farm there for many years, cultivating and selling 17 varieties of apples, in addition to producing a variety of jams and jellies, and operating a Christmas tree farm. Joe was a member of the Grafton Selectboard for 13 years, and Chair of that Board for many years.

Joe and Terry, who will be celebrating their 17th wedding anniversary this year, share a passionate interest in philanthropy, art, health care, animals, and agriculture. Their homestead in Florida includes 8,000 avocado trees, 2,000 lime trees, two magnificent horses, three house cats and four barn cats. Summers and holidays are spent at Spring Hill Farm in Grafton.

“Grace Cottage has always been there for us when we needed it,” said Terry. “We appreciate the small size, the attention that patients get, the ease and convenience of seeing a doctor in the clinic. The staff is wonderful, and it’s a fabulous resource for the community. The Pollio Family Foundation is pleased to be able to help.”

The Pollio’s most recent gifts have been for lab equipment to help with a rapid diagnosis of blood infections, crucial to helping save lives. On behalf of all of the patients that we serve, thank you, Terry and Joe.

It’s truly amazing how many people still remember this area in general, and Grace Cottage in particular, with such fondness and nostalgia, long after they have moved away from Vermont. An example of this was recently brought to light.

In 1987 Richard (Rick) Lang and his young family of Scotch Plains, NJ, bought the old farmhouse originally owned by Arlene P. White (known as “Granny” White) on Deer Valley Road in Townshend. The Lang family enjoyed summers, holidays and weekends throughout the year on the 25-acre retreat.

“We fell in love with the house the instant we drove up around the bend. These were the best years our family can remember,” said Rick’s wife, Barbara, recently. “We loved the village of Townshend and breakfasts at the old Townshend Corner Store counter. We have fond memories of strawberry and raspberry picking and making jam, catching tadpoles, skiing, and the fresh Vermont air. Our neighbor Stan Bills kept three horses in the barn, and one spring a little foal was born – what a thrill for the kids and for us!”

The Langs embraced their second home and were truly a part of Townshend and of Grace Cottage. “Dr. Shafer always made time to see us when we needed help,” Barbara still remembers.

As the children became more involved in sports in New Jersey, the family was unable to spend much time in Vermont and they sold the house in 1994. But Vermont clearly remained in their hearts. Twenty-one years later, and after a long career at Smith Barney, Rick Lang passed away on October 8, 2015, in New Jersey at the age of 65. The family honored Rick’s wish that friends and family donate what they could in his memory, all from people who had no prior knowledge of Grace Cottage Hospital, other than through Rick and Barbara. What an incredible tribute to Rick and the love of his family and friends. “Grace Cottage has always appreciated every dollar contributed, no matter the amount. This means a lot to us and to our family and friends,” said Barbara when notified of the amazing support her husband’s memory has provided for Grace Cottage. To commemorate his legacy and his connection to Grace Cottage, a bronze plaque in Rick’s memory has been placed in the hospital hallway.
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. 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 & Grace Cottage Foundation is available upon request.

Cabin Fever Auction

Thanks so much to everyone who donated and bid on the 113 items available in this year’s Cabin Fever Online Auction held during the month of February. Over $10,000 was raised for Grace Cottage’s Patient Care Fund as a result of your generosity.

Grateful family members write:

“We are so grateful for the love and compassion with which our mother, Kathleen Lataille, was cared for during her time at Grace Cottage. From Danny Ballentine and the ER staff and Drs. Brickley, Backus and Linder, to every nurse, without exception, Mom’s care was given with the utmost tenderness. Additionally, the entire team extended the same kindness and concern to our family; no request was a burden and no question a nuisance. Thank you all so much.”

Linda Antonowicz
PUTNEY, VT

Grace Cottage Foundation Welcomes New Board Member

Suzanne D. Welch of Grafton, VT, has been elected to the Foundation Board; she brings a wealth of experience to this volunteer position. Suzanne and her husband, Bill Watson, recently moved to Grafton year-round.

Suzanne began her career at Eastman Kodak Company. In 2000 she became a Corporate Vice President for Corning, in Corning, NY, and in 2004, she returned to Kodak to take the position of Division Vice President of Human Resources, with responsibility for Kodak’s compensation and benefit programs worldwide. In 2008, she became the Executive Director of the Rochester Academy of Medicine in Rochester, NY; while living in Rochester, she was on the Board (and served as Chair from 2009-2011) of the Rochester Philharmonic Orchestra.

A graduate of Eisenhower College with a degree in political science, Suzanne was a Kodak-sponsored participant in the executive development program at the John F. Kennedy School of Government at Harvard University.

“I love Grace Cottage,” said Suzanne. “Numerous acts of kindness and competence there daily add up to excellent health care delivery in our community. When Grace Cottage gives so much to my family and me, the least I can do is give back to Grace Cottage!”

Gifts were recently received in honor of:

Denise Choleva  Grace Cottage Hospital Staff  Dr. Maurice Geurts
Bill Taylor & Chloe Mantel

Memorial Gifts

Donations have been received between January 1, 2016, and April 24, 2016 in memory of the following individuals:

Kjell Anker  Bill Ayers  Sylvia Ballentine  Russ Barber  Janet Bills
Lawrence & Jean Brooks  Gladys Brown  Janet Bush  Jan Chamberlain
Chris Coleman  Phil Coleman  Phyllis Coleman  Janice Cominoli
Forrest “Zip” Jacobs  George Kimball  Richard Lang  Richard Lapan
Maurice Laselle  Kathleen Lataille  Otto Leuschel  Herbert Lipsett
Barbara Litchfeld  Howard Lott  Jamis Lott  Steve Lott  Fannie Mantel
Jeanne Marion  Bert Martinson  Malti Misra  Florence Moore
Lawrence Nemchek  Oscar Newell  Kim Perry  Mildred Danielski Petelle
Irene Phelps  Leonard Randall  Esther Robinson  Sandy Sanders
Lorraine Meyer Schoellhorn  Heidi Shine  Peg Sievers  Maureen Sullivan
Leona Tabell  Ruth Teeke  Irene Victoria  Michalina Wasung
Bernice Welch  Alma Welker  Wanda Welker  Celia West  Linda Whidden

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, the donor is thanked, and the next of kin is notified of the gift. (The amount given is never divulged.)
Preventing Poisoning

Poisoning is a serious and persistent problem. The Institute of Medicine estimates that there are about 4 million cases of poisoning per year in the U.S., with 300,000 of those cases leading to hospitalization and about 40,000 cases causing death. For adults ages 25-64, poisoning is now the leading cause of injury-related death in the U.S., surpassing motor vehicle collisions and firearm deaths. According to the American Association of Poison Control Centers, 90% of these deaths are due to drug poisoning, with the majority caused by prescription medications.

My own experience with poisonings treated at the Emergency Department at Grace Cottage Hospital is in line with national statistics. These days, most poisonings are due to drug interactions and overdoses, and most are accidental. Among the most common substances responsible for adult poisonings are pain relievers (12.9%), sedatives and antipsychotics (11%), and antidepressants (6.4%).

What can you do to stay safe? Take prescription medicines only if they have been prescribed specifically for you and carefully follow the instructions. Taking a larger dose, for whatever reason, is not a safe course of action, nor is taking the medicine more often than prescribed. Tylenol (acetaminophen) deserves special mention not because it can kill you immediately, but it can certainly kill your liver over time, with severe damage occurring even from taking just twice as much as directed. In the right doses, if you don’t have liver disease, Tylenol is extremely safe to take, even during pregnancy.

Sometimes problems occur because of adverse interactions between medications, so it’s important to read warning labels on the medications and supplements you take, both over-the-counter items and prescriptions, to learn about these possible interactions. For example, alcohol and controlled anti-anxiety medications (benzodiazepines) are a common culprit.

For more information, go to www.poison.org. I recommend that you keep the national Poison Control Hotline number always at the ready: 1-800-222-1222; they’re staffed 24/7/365. Posting this number on your refrigerator at home and in the Contacts listing on your cell phone could help to save a life. Of course, the first course of action is to call 9-1-1 in any emergency, including a poisoning.

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