

## Grace Cottage Is Covered!

Five bars!!! That's what users of AT&T and Verizon are now experiencing at Grace Cottage, thanks to many people who worked very hard to make this possible.

When CoverageCo (the company contracted with the state of Vermont to provide cell service in rural areas, including Townshend) experienced financial difficulties and the continuation of service was in doubt, area legislator Laura Sibilis (I-Windham-Bennington) brought this safety issue to the attention of many in Montpelier, including Governor Phil Scott. Scott's office worked with AT&T, and within five days, a Cell Site on Wheels was driven from Missouri to Townshend, and two AT&T employees flew in from Atlanta to install the temporary 50' tower behind the hospital.



(l. - r.) Grace Cottage Director of Development and Community Relations Andrea Seaton, Governor Phil Scott, CEO Doug DiVello, and Vermont Representatives Matt Trieber, Laura Sibilis and Kelly Pajala.

Governor Phil Scott visited Grace Cottage on April 28 and, with CEO Doug DiVello, examined the cell tower and then toured Grace Cottage Family Health & Hospital. "The Governor understood how unique Grace Cottage is and what a treasure it is for the community," said DiVello.

"In this day and age, people rely on cell service in emergency situations," said Travis Macie, Information Technology Director at Grace Cottage. "We were all very impressed at how quickly the Vermont Legislature, the Department of Public Service, and the Governor responded and found a solution to this problem."

## Grace Cottage Again Ranks In Top 20 Nationally

For the second year in a row, Grace Cottage Family Health & Hospital has been named one of the Top 20 Critical Access Hospitals (CAHs) in the nation for "Best Practices – Patient Satisfaction" by the National Rural Health Association (NRHA). Grace Cottage achieved this exclusive "Top 20" designation out of all 1,346 CAH facilities throughout the U.S., and is the only CAH in the eastern U.S. to receive the Top 20 Best Practices – Patient Satisfaction award in 2018.

Grace Cottage's ranking has been achieved because of the hospital's very high rankings on the Patient Perspective Index (PPI). The PPI measures the overall rating given to Grace Cottage by patients, and the frequency with which Grace Cottage's patients state their likeliness to highly recommend Grace Cottage as a healthcare organization of choice. The Chartis Center for Rural Health, a comprehensive advisory service and analytics group serving the healthcare industry, conducted the tabulation and reporting process.

"It was wonderful that we received this award last year, and the fact that we have now received it two years in a row is extraordinary," said Douglas DiVello, Grace Cottage Family Health & Hospital CEO. "We are so proud of the efforts of all of our employees who have contributed to our hospital achieving this designation. Our distinction as a top Critical Access Hospital in the U.S. for Patient Satisfaction means that our community can count on us to deliver the services they need, now and in the future, in a professional, compassionate, and caring way."



## A Word From The CEO



After I was appointed Grace Cottage Family Health & Hospital's new CEO, I walked in on February 12th with certain expectations based on what I'd read and researched and what I'd seen and heard when I was here for my two interviews. I was eager to bring my 36 years of healthcare experience in various urban and rural settings to this clearly very special and unique organization.

Here's some of what I've learned in the three months that I've been here:

- Grace Cottage is really a primary care organization with a hospital attached rather than, as many people perceive it, the other way around. The primary care practice is what the community relies on most, and it drives the entire facility, yet all of the services here are a crucial part of the whole, including the 19-bed hospital, emergency department, outpatient services such as lab, diagnostic imaging, rehab, and the Community Health Team, the retail pharmacy, and the Wellness Center.

(continued on page 2)

## A Word From The CEO *(continued)*

- Grace Cottage's small size enables us to be lean, efficient, and effective. What we're doing here is exactly what healthcare reform is all about. We're providing good access to high-quality primary care and wellness programs, moving the healthcare cost curve down. We're very proud of the work we do to keep patients out of the hospital (as strange as that may sound; we do want to take care of patients in the hospital when they need us, but just when that's the best setting that's suitable for their condition).
- Grace Cottage is very well-positioned for the future. We always hover around break-even, financially, but we are working strategically on several fronts to finish this fiscal year in the black.
- We have added three new rehab services (Graston Technique, Lymphedema, and Custom Orthotics) and we'll continue to focus on expanding our services, as needed by the community we serve.
- Our most pressing need is an upgrade to our Family Health buildings, which were built as private homes in the early 1800's! We're working on a plan to renovate our two existing buildings and are anticipating the launch of a capital campaign in 2019 for this purpose.

I have met almost all of Grace Cottage's 200 employees, in addition to many key community stakeholders and donors, and I look forward to greeting you here "on campus" or at one of our wonderful summer events. I'm told that my wife, Cathy, and I will be very busy at Hospital Fair Day on August 4th and I'll hope to see you there!

— Doug DiVello, CEO

## Welcome, Dr. Brewer

Anne Brewer, M.D., joined Grace Cottage in January as a part-time hospitalist. Dr. Brewer was born in Missouri, graduated from the University of Vermont College of Medicine, and previously worked at Stamford Hospital in Stamford, CT, as Associate Director of Family Medicine and Palliative Care. She and her husband, The Very Reverend James Kowalski (the recently retired Dean of St. John the Divine in Manhattan) have two grown children and one grandson. They have been part-time residents of Townshend for thirty years and are now happily full-time. Dr. Brewer's hobbies include gardening, horseback riding, ice hockey and cross-country skiing.



## Grace Cottage Family Health Welcomes David McCormack

Family Nurse Practitioner David McCormack has joined the staff of Grace Cottage Family Health. Formerly a nursing supervisor at Brattleboro Memorial Hospital and subsequently a provider at Brattleboro Family Medicine, David lives in Newfane with his family.

A native of Brockton, MA, McCormack earned his Associates Degree from Vermont Technical College and began his nursing career as a Licensed Practical Nurse on the Medical/Surgical Unit at Brattleboro Memorial Hospital in 2001. He then went on to earn a BSN in Professional Nursing from the University of Vermont and a Masters of Science in Nursing at the Massachusetts College of Pharmacy and Health Sciences. He holds certifications in emergency nursing, advanced trauma nursing, and emergency pediatric nursing. In his free time, he enjoys kayaking, hiking, camping, and gardening. To schedule an appointment with David McCormack, call 802-365-4331.



## Grateful patients write:

"I never expected to be a patient, but I'm glad I was at Grace Cottage. All I've heard about the place and the people is so true. So many of the medical professionals were simply wonderful people to meet and to get to know. Couldn't ask for nicer people – they all were so helpful when I was sick."

— Mary Sullivan,  
River Vale, NJ, and Stratton, VT



"I recently had my first experiences at Grace Cottage's ER, and I was so amazed and impressed by the care that I received. Each time I was there, the ER was full, but I didn't feel at all rushed. Everyone calmly answered my questions and clearly explained what was happening, working very hard to get to the root of my health issue. I can't speak highly enough about one and all there. 'Thank you' seems a small phrase for my care."

— Cheryl Cook,  
Jamaica, VT



"To all the nice folks at Grace Cottage, Lorraine Gleason [Activities Director] dried my tears and purchased a cute stuffed animal for my great granddaughter's first birthday for me to give to her. The nurses and the physical therapists were so patient and helpful and did a great job. There was the cleaning gal who came in to say goodbye to me the day I left. Dr. Shafer treated me like an old friend, even though we had only just met.

Thank you all!"

— Louise Foster,  
Weston, VT



# Employee Milestones

## 50 YEARS

Sue Clark, *Family Health*

## 45 YEARS

Sandy Westcott, *Laundry*

## 25 YEARS

Sue Belgard-Marquis, *Medical Records*

Jodi Perkins, *Nursing*

## 20 YEARS

Siobhan Eddy-Young, *Rehabilitation*

Patrick Lapan, *Materials Management*

Dr. Moss Linder, *Family Health*

Dr. Elizabeth Linder, *Family Health*

Deborah Parker, *Finance*

Doug Winot, *Maintenance*

## 10 YEARS

Betsy Miller, *Finance*

Michelle Olivier, *Nursing*

Joanne Ryan, *Pharmacy*

## 5 YEARS

Dr. Ewa Arnold, *Family Health*

Jim Martis, *Dietary*

Katherine Melvin, *Nursing*

Dr. Chris Schmidt, *Administration*

Doug Tweedy, *Dietary*

*We congratulate all these wonderful employees for their many years of dedicated service to our patients.*

# Graston Technique

For anyone suffering from a sprain, shin splints, tendonitis, carpal tunnel syndrome, a torn rotator cuff, fibromyalgia, tennis elbow or other soft tissue ailment, a rehabilitation therapy called the Graston Technique may help.



*Grace Cottage's Graston Technique providers (l. - r.) Rebecca Griswold, Margaret van den Bergh, and Melissa Walker.*

The Graston Technique is a healing therapy invented by David Graston in Indiana two decades ago; there are now more than 16,000 physical therapists, chiropractors, and athletic trainers certified in the Graston Technique worldwide, and three of them are at Grace Cottage.

Six stainless steel tools are used by therapists using the Graston Technique for soft tissue mobilization therapy, a type of manual massage. Each tool is designed for a particular part of the body. The tools help the therapist pinpoint the exact area where movement restriction is occurring, and to more effectively stretch the connective tissue and muscle fibers, to break down collagen deposits and/or scar tissue that can cause pain and dysfunction. The Graston Technique, which is always part of a comprehensive physical therapy regimen, can help speed up healing, and reduce the need for pain medication.



To learn more about the Graston Technique or to make an appointment, call 802-365-3637.

*"My first experience with the Graston Technique was excellent. The kink between my shoulders was gone after about six treatments with physical therapist Margaret van den Bergh. Her stainless steel tools seemed to reach specific groups of nerves and muscles, and she took the time to explain everything she was doing; it didn't hurt at all! She has a very professional approach, and the Graston Technique is a great addition to Grace Cottage's Rehabilitation services."*

*— Anita Rafael,  
Wardsboro, VT*



## Wishes Granted...

- Tony & Linda DeFrancesco made a gift for a variety of equipment needed for outpatient physical and occupational Rehab patients.
- Gunther & Elsie Garbe made a donation for equipment needed in the Emergency Department.
- Doug & Muriel Hard made a donation for the purchase of a new wheelchair, in thanks for care received in the Emergency Department.
- Michael Roemer made a donation for a hi-lo exam table for Grace Cottage Family Health, in honor of Dr. Timothy Shafer.
- Dr. Richard & Alice Thall made a donation for the purchase of two cardiac telemetry monitors for the Emergency Department.
- Elizabeth Walker made a donation for hanging baskets of annual flowers in memory of Tiz Garfield, Joan McConnel, Art Monette, and Chip Walker.
- An anonymous friend donated the funds to purchase equipment for the Rehab Department and the Housekeeping Department.
- Nancy Crafts made a donation for the purchase of a wheelchair for Room 1.



## Wishes Made...

- The Community Health Team nurses need individual blood pressure monitors to be loaned out for home use by patients. The cost is \$35 per monitor.
- The Dietary Department needs a set of Allegen Saf-T-Zone Cutting Boards and knives, \$130, and a set of four stainless steel heavy-duty saute pans, \$268.
- The Rehab Department needs a variety of sizes of thermotech analogue medical grade heating pads to help ease patient pain. \$150 total for large, medium, and small.
- The Laundry needs a high-capacity utility cart. \$192.
- The Housekeeping Department is in need of a heavy-duty Auto-Scrubber to clean and dry the hospital floors. \$2,200.
- The Lab needs to replace a 13-year-old refrigerator for storing supplies that need to be kept at a constant, chilled, monitored temperature. The cost for a Fisher Scientific Laboratory-Grade Refrigerator is \$5,026.

*Grace Cottage's Wish List is updated monthly on our website, at [www.gracecottage.org](http://www.gracecottage.org), or call 802-365-9109 for more information.*



## 13th Annual Tour de Grace



What?! You haven't yet ridden in *Tour de Grace*, a beautiful, family-friendly 19-mile mostly-downhill ride from Stratton Mountain Resort to Grace Cottage? Well, then, this should be the year that you join us, on July 7. It *must* be a fun ride, because we have a huge percentage of return riders, and some have even been with us every year since the first *Tour de Grace* in 2005!

You get a great T-shirt, four rest stops with free refreshments (including cinnamon pastries provided by the Three Mountain Inn), great entertainment provided by volunteers along the way, and a ride back up the mountain when you're done (or start at Grace Cottage and hitch a ride up on the bus, but make a reservation in advance to do this, by calling 802-365-9109.) The ride is sponsored by Stratton, Solstice at Stratton, Howard Printing, Inc., D&K Jamaica Grocery, Equipe Sport and Three Mountain Inn.



## 9th Annual Spring into Health 5K



The rain held off until just moments after the final prizes were awarded to participants in Grace Cottage's 9th annual *Spring into Health 5K* on Saturday, May 12. Almost 100 participants finished the 3.1-mile route along Route 35. With temperatures in the low 40's, it was a relatively fast-paced event; the first male to cross the finish line, in just 18:55, was Jorgen Sweeney of West Dover (age 14), and the first female, in 24:49, was Elkanah Linder of Townshend (age 21). People's United Bank was the event sponsor; Big Picture Farm, Cota & Cota, Drew's All Natural, River Bend Farm Market and Smith Family Maple donated prizes, fruit, and water. Save the date for next year: Saturday, May 11, 2019.



First-place female and male finishers  
Elkanah Linder and Jorgen Sweeney



Event Director Dr. Moss Linder with wife  
Dr. Elizabeth Linder

## THE VERMONT CHALLENGE

FOR THE FOURTH YEAR in a row, Grace Cottage is a beneficiary of The Vermont Challenge, "New England's Top Rated Multi-Day Bicycle Tour for Amateur & Elite Cyclists," which takes place on August 16-19, based at Stratton Mountain. For more information, go to [www.vtchallenge.com](http://www.vtchallenge.com). A rest stop for one or more of the routes will be at Grace Cottage's Community Wellness Center's front lawn on Saturday, August 18 – feel free to come meet and greet the riders.





## 68th Annual Hospital Fair Day

Get ready for the biggest, best Hospital Fair Day yet!

Saturday, August 4th, 2018, on The Townshend Common, beginning at 9 a.m.

☞ Free parking

☞ Free admission

☞ All-Day Auction with  
Auctioneer Kit Martin and  
helper Dr. Robert Backus

☞ All-Day Bingo

☞ Fabulous food of all types

☞ Free pony rides

☞ Free entertainment

☞ 22 Bargain Booths

☞ Arts & Crafts Show/Sale

☞ Hole-in-One Golf Contest  
(Prize \$1,000 thanks to  
People's United Bank)

☞ Birthday Parade led by  
Taconic Bagpipers



With Fair Day rapidly approaching, volunteers are shifting into high gear! The phone is ringing with messages from people who want to support Grace Cottage by donating household goods, toys, books, and jewelry, to be picked up or delivered (by prior arrangement) between now and mid-July. Just call 802-365-9109 if you have items to donate.

Are you able to volunteer before, during, or after the Fair? We can use all the help we can get – this is a massive effort and so much fun, thanks to everyone who pitches in an hour or a day (or more) of time.

Call Dot Maggio or Eileen Fahey, Fair Day Co-Chairs, to volunteer or to find out more about the Fair: Dot can be reached at 802-365-7072 or dotmaggiov@gmail.com and Eileen's at 802-365-4030 or efahey@myfairpoint.net.

See you at the Fair, fun for all ages! And, best of all, every single penny raised at Hospital Fair Day (after event expenses) is given to Grace Cottage Family Health & Hospital for the purchase of needed medical equipment and capital improvements. On behalf of every patient served by Grace Cottage, thank you for your generous Fair Day support.



## Cabin Fever Online Auction



WOW! This Year's Cabin Fever Online Auction raised almost \$17,000 for Grace Cottage's Patient Care Fund! On behalf of all the patients that we serve, we thank businesses and individuals who donated items for the Auction in February, and all who bid often and generously. Tickets to The Masters golf tournament in August, GA went for \$5,000, an African photo safari was \$2,500, and a week on Cape Cod was \$1,200. The other 83 items were just as exciting for bidders, and the Auction is so much fun, brightening even the darkest, shortest February days. Stay tuned for next year's Online Auction, February 14th through 28th, 2019.

# Grace Cottage visit provides renewed sense of purpose

By KELLY PAJALA

The legislature meets from Tuesday – Friday, so Mondays are often the one day of the week when legislators have the opportunity to spend time back in their home districts. On April 2, in the midst of my brain being consumed by the battle over gun control and school safety, I literally went out to lunch. Except this was not your typical lunch date, nor was it a break from having my mind filled by the needs of our community. I was invited by Andrea Seaton, executive director of the Grace Cottage Foundation, to visit Grace Cottage Family Health and Hospital in Townshend for lunch. While I have known many people who have received excellent care there, this was my first visit to Grace Cottage.

After having a tasty meal in the cafeteria, Andrea took me on a tour of this amazing Critical Access Hospital and Family Health facility, which happens to be one of the largest employers in our region. As Andrea explained to me, the Critical Access designation is not about providing care to patients in critical

need (although they do that), but rather that Access to this Hospital is Critical to the community it serves. After seeing all the types of care that are provided on this one campus and meeting many of their excellent staff members, I could see why Grace Cottage is such a gem in our community.

Remember how I said this lunch was not a break. I was there to learn about this resource in our community and the challenges it faces while serving our rural population. During the course of my visit many concerns came up in conversation with the people I met. The highlighted topics were funding challenges, substance use treatment and recovery, tax reform, gun safety, and finally the loss of cell coverage in Townshend, Newfane and Jamaica and the subsequent disruption to 911 services in the area. The buzz of activity at Grace Cottage encompasses all of the challenges that are pulling at our social fabric and yet there is a vibrant, welcoming, steadfast optimism permeating through the whole facility. My visit put into focus the enormous effort that is

required to support our rural health care facilities, which are anchor institutions in our communities. It gave me a renewed sense of purpose as I prepared to head back to Montpelier. There are so many pieces to the puzzle to work on and I am already involved with some of them through the work being done by the House Human Services Committee and the Rural Economic Development Working Group.

I encourage anyone in our community to visit Grace Cottage, not only for emergency or family health care needs but for wellness activities. Take a yoga class, or a dance class. Sign up to train for a 5k run. Please utilize their facilities to enhance your family's health and well being and support this valuable resource in any way you can.

State Rep. Kelly Pajala, I-Windham-Bennington-Windsor, represents the towns of Jamaica, Londonderry, Stratton, Weston and Winhall. The opinions expressed by columnists do not necessarily reflect the views of the Brattleboro Reformer.

## Cottage Door

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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, at (802) 365-9109.

## A grateful patient writes:

"Last October, I brought my wife to your ER with an obviously badly-injured foot (which turned out to be multiple fractures of her right heel). Since she was unable to walk, I reported her condition to a very polite young woman at the reception counter and, virtually immediately, a most courteous gentleman was on his way out to our car with a wheelchair.

As soon as my wife was made comfortable in one of the examining rooms, arrangements were made for her foot to be X-rayed, and within an hour the results were back, her foot had been placed in a cast, and we were on our way! Please relay our sincere thanks to all the members of your staff who were so courteous, considerate, and helpful."

— Doug & Muriel Hard,  
Garden City, NY, & Grafton, VT



## Donations Were Recently Received In Honor Of:

Dr. Kimona Alin ♦ Roger Allbee ♦ Dr. Bob Backus ♦ Lewis Baldvins ♦ Denise Choleva ♦ Dr. Maurice Geurts  
Grace Cottage Employees ♦ Grace Cottage Medical Staff ♦ Grace Cottage Nurses ♦ Grace Cottage Volunteers  
C.J. King ♦ Dr. Susan Lemei ♦ Andrea Seaton ♦ Dr. Timothy Shafer ♦ Stacy Switzer ♦ Elizabeth Walker

## Memorial Gifts

*Donations have been received between January 6th and May 28th in memory of the following individuals:*

Harlan & Jessie Allbee ♦ David Austin ♦ Frances Baldvins ♦ Cecil Bills ♦ Janet Bills  
Susan W. Bristol ♦ Gladys Brown ♦ David Brownell ♦ Charlene Clayton Carey ♦ Effie Chamberlin  
Mr. & Mrs. David Chase ♦ Raymond & Charlotte Clayton ♦ Bill Cobb ♦ Chris Coleman ♦ Ken Coleman  
Phil Coleman ♦ Wendell Covey ♦ Robert Culver ♦ Raymond Davis, Jr. ♦ Don Elliott ♦ Victor English ♦ John Esau  
Brian Evans ♦ Lodovico Ferrarin ♦ Nat & Irene Fillow ♦ Thomas Fletcher ♦ Tiz Garfield ♦ Howard Graff  
Val & Betty Guimond ♦ Alexander Hadden ♦ Jack Hill ♦ Lester Hohmann ♦ Julia Holland ♦ Stan Holt ♦ Edward Hurley  
Marjorie Baker Jones ♦ Audrey Karnal ♦ Carlton Kenyon ♦ Adam Kleppner ♦ Warren Kronemeyer ♦ Jack Lambert  
Richard Lapan ♦ Maurice Laselle ♦ Don Leigh ♦ Nevin Lescher ♦ Barbara Litchfield ♦ Jesse Lopata ♦ Howard Lott  
Jamis Lott ♦ Norman Lott ♦ Steve Lott ♦ Wally Lowe ♦ Jeanne Marion ♦ Joan McConnel ♦ Art Monette  
Florence Moore ♦ Mavis Oliver ♦ Jeremy Paulus ♦ Irene Phelps ♦ Stephen & Celia (Romano) Pike ♦ Mark Pluff  
Shawn Michael Prentice ♦ Tina Romano ♦ Wilfred & Edie Rounds ♦ William & Florence Rounds  
The Rounds Family ♦ Evette Saines ♦ Hank Sanders ♦ Paul Schwippert ♦ Donald "Punk" Severance  
Annabelle Shine ♦ Jean Sorrentino ♦ Jean Stewart ♦ Irene Victoria ♦ Chip Walker

*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.)*

## Time is of the Essence During a Heart Attack By Lisa May, RN



What is the difference between a heart attack and sudden cardiac arrest? It's important to know the difference and what to do if you or someone around you experiences symptoms – you may literally be able to save a life.

One of four deaths in the U.S. is caused by heart disease – it's the leading cause of death

for men and women. A heart attack occurs when an artery becomes blocked, restricting blood flow and oxygen to an area of the heart, which then becomes ischemic and dies. Time is of the essence during a heart attack but, depending on how severely blood flow is compromised, the person having a heart attack may have enough time to get help, as long as early-warning signs are heeded.

In some cases, symptoms are sudden and intense but, most often, they are intermittent, progressing over several hours or days. Chest pain or discomfort, sweating, shortness of breath, arm pain, and back pain can all be symptoms. The patient is still conscious and breathing, but must act fast. If you or someone with you is having a heart attack, call 911 or go to the closest ER immediately.

In the case of sudden cardiac arrest, a disruption of the electrical activity or rhythm of the heart, every second is even more crucial.

A heart attack can lead to sudden cardiac arrest, which often occurs without any warning. When electrical activity in the heart is disrupted, the heart stops pumping and the patient is unconscious within seconds. It is estimated that over 400,000 cardiac arrests occur every year in the U.S. Without immediate intervention, in the form of Defibrillation and/or Cardiopulmonary Resuscitation (CPR), the patient will probably not survive (with every second that passes, the chance of surviving diminishes by 7-10 percent, according to the American Heart Association).

An Automated External Defibrillator (AED) is a small portable device in hospitals, ambulances, and many public places. When applied to a person suffering sudden cardiac arrest, it senses the abnormal heart rhythm and is capable of "shocking" or interrupting that abnormal rhythm, restoring cardiac function. AEDs may now be used by anyone, not just medical personnel. If an AED is not available, CPR is the next best course of action. If you haven't yet learned the most recent CPR techniques, please find a training near you and take it. The life you save may be that of someone you love.

*Lisa May, RN, received her BSN from The University of North Carolina and her Associates Degree in Nursing at Castleton University. She is the Clinical Nurse Educator at Grace Cottage Family Health & Hospital.*





"I was visiting my son in Hawaii when I had to go to the hospital there but I wasn't improving. My family arranged for me to travel home to Vermont and I came straight to Grace Cottage. Everyone here is amazing. They all go out of their way to make me feel comfortable and cared for. I truly think that Grace Cottage saved my life."

— Nancy Crafts,  
Brattleboro, VT, & Scituate, MA

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2017-2018  
National Rural  
Health Association  
**TOP 20**  
Critical Access Hospital  
"Best Practices -  
Patient Satisfaction"



Grace Cottage's newest volunteer is Frankie, a 3-year-old standard poodle who, with her owner Janet Goldstein of Putney, will periodically be visiting inpatients who wish to meet her at Grace Cottage. Frankie passed a four-hour obedience and observation exam to become a certified and insured Wet Nose Therapy Dog. "I love giving back to the community," said Janet, of her free service. "After a patient visit with Frankie, my heart is full."



We are ever so grateful to 11 members of the River Riders II 4-H Club for again helping to mulch and prepare our Hospice Garden for planting this spring. We'd also like to thank Barb Barber, Torrie Kohler, Steve Goldberg and our stellar Maintenance Department for helping to keep all of Grace Cottage's many gardens beautiful.

**GRACE COTTAGE HOSPITAL FAIR DAY NEWS...INSIDE!**