

Grace Cottage CEO Named Grassroots Champion by American Hospital Association

Just two weeks after celebrating his first anniversary as President and CEO of Grace Cottage Family Health & Hospital, Douglas F. DiVello was recognized by the American Hospital Association as the Vermont recipient of the 2019 Grassroots Champion Award. This award was created to recognize one hospital or health system leader from each state “for his or her work over the previous year to effectively deliver the hospital message to elected officials; help broaden the base of community support for hospitals; and advocate tirelessly on behalf of patients, hospitals, and communities.”

The Vermont Association of Hospitals and Health Systems (VAHHS) worked with the AHA in making the selection. “Hospitals have an important story to tell legislators and Doug’s work is a terrific example of supporting advocacy efforts that ensure the long-term viability of our hospitals and health systems,” said VAHHS President Jeff Tieman.

“Doug was quick to grasp Grace Cottage’s unique strengths and understands the challenges that rural healthcare centers face,” added Kevin Meyer, President of Grace Cottage’s Board of Trustees.



CEO Doug DiVello, r., with Vermont Governor Phil Scott in 2018.

A grateful patient writes:

“I recently spent two weeks at Grace Cottage and thank the nurses, doctors, and occupational and physical therapists for the wonderful attention and service they all provided.

Grace Cottage is truly a wonderful facility.”

— *Chuck Dickison, Grafton, VT*

Celebrating 35 Years of Dr. Timothy Shafer

Dr. Shafer is never one to blow his own horn, so we are going to do it for him. For the past 35 years, Grace Cottage’s patients and employees have been blessed by the presence of this kind, compassionate, wise, gentle, thoughtful physician. Fortunately, Dr. Shafer assures us that he’s not retiring – he enjoys his patients and peers far too much for that!



A graduate of Oberlin College and Dartmouth Medical School, Dr. Shafer completed his residency at the Lancaster, PA, General Family Practice Residency Program. He came to Grace Cottage as part of the National Health Services Corp and maintained his own practice in Townshend until rejoining Grace Cottage in 2003.

For many decades in the past, Grace Cottage physicians took X-rays and conducted lab tests themselves, and rode in the ambulance with patients when they had to be transferred to other facilities. Dr. Shafer always took these responsibilities gracefully in stride, in addition to all his regular duties.

Dr. Shafer and his wife, author Deborah Lee Luskin, have three grown daughters; they enjoy hiking, cross-country skiing, raising chickens, and life in Williamsville, VT.

Grateful patients and co-workers salute you, Dr. Shafer, and look forward to many more years of your amazing, dedicated and compassionate care.

HuffPost Airs Segment That Includes Grace Cottage

On April 16, the national news website HuffPost published a video segment on the negative impact of limited cell service in rural Vermont. The HuffPost crew spent a few hours taping at Grace Cottage at the end of October. We are thankful to Vermont Representative Laura Sibilia and Governor Phil Scott for their focus on gaining better cell service for the region, and we’re hopeful that the national attention will help in efforts to solve the problem.

“Can you hear me now!?” We hope that the response will soon be “YES” for all cell phone users.

Limited Mobile Signal Leaves Rural Vermont Residents Isolated

How folks in southern Vermont handle the scarcity of cellphone signals.

By Stephanie Remington



A Word From the CEO



Here at Grace Cottage we've been fielding a lot of questions about our financial health in view of recent headlines in Vermont about financial challenges many of the state's hospitals are facing.

In response, I can honestly say that I am extremely optimistic about Grace Cottage's future. We are small (the smallest hospital in Vermont by far) but mighty, and we are clearly moving in the right direction. About 70% of the reimbursements we receive for care come from the Federal government in the form of Medicare and Medicaid payments, with the rest of the reimbursements coming from commercial insurance providers. Total reimbursements don't match the cost of providing care, which is where community support is so crucial. Our goal is not to rely on donations to pay operating expenses, but rather to help us with the purchase of needed pieces of equipment and make upgrades to our facilities.

Many hospitals are trying to figure out how to increase profits by performing more procedures and surgeries to add to their bottom line. Our mindset is different – we are focused on keeping patients well through our primary care practice. We want to reduce the cost of healthcare by working to keep patients as healthy as they can possibly be. We do that by employing talented, well-trained caregivers so that anyone who wants to have a relationship with a primary care provider has timely access every day of the year.

While many hospitals throughout the country and some in the state are merging, it's not part of our business plan because we're so unique in what we do. However, we have very strong relationships with Brattleboro Memorial Hospital, Cheshire Medical Center in Keene, NH, Dartmouth Hitchcock Medical Center in Lebanon, NH, and Baystate Medical Center in Springfield, MA.

Grace Cottage is a non-profit hospital owned by the community, governed by a board of directors who are all volunteers. Their job is to make sure our organization is protected, safe, and viable, and survives to meet the needs of the community we serve. Our small size gives us the ability to be agile and efficient and to continue to achieve extremely high patient satisfaction scores. We will be commemorating the hospital's 70th birthday at Hospital Fair Day on August 3rd this year, and we invite you to join us in celebrating this incredible milestone.

— Doug DiVello, CEO

Grateful patients write:

"When we visited Grace Cottage's ER recently, Dr. Moss Linder was absolutely great. We just can't praise him enough. The nursing staff was also incredible; they had things quite under control and ready when we arrived in an ambulance. The entire staff was courteous, kind, respectful, compassionate, and professional. The care we received from all involved was A+++!"

— Dennis & Gretchen Fendo, West Wardsboro, VT

Andrew Semegram, APRN

Thanks to a grant from the Fanny Holt Ames and Edna Louise Holt Fund, Grace Cottage has been able to invest generously in provider education. An excellent example of a "Home Grown Hero" is Andrew Semegram, who began here as a Registered Nurse (RN) and is now an Advanced Practice Registered Nurse (APRN).



Matt, Andrew, and Jarndyce

A native of Wyckoff, NJ, Andrew received his Bachelor's Degree in Opera Performance at William Paterson University in Wayne, NJ. He is a bass-baritone, and performed with many area choruses and other troupes in both NJ and VT. He also worked as a technical writer for a medical communications company. "I finally decided that, instead of writing about the field of medicine, I'd like to practice it," Andrew said. "By that time, I'd moved to Brattleboro, so I attended Vermont Technical College's Registered Nursing program."

After working at Grace Cottage for two years as an RN, Andrew decided that he wanted to go further in the medical profession. With Grace Cottage's financial help, he attended Rutgers University's Family Nurse Practitioner in Emergency Care program full time for three years. "My primary specialty is Family Medicine, and then I had an extra year of Emergency Department care as a subspecialty. There were only 494 other Board-Certified Emergency Nurse Practitioners in the U.S. at the end of 2018, since it's a relatively new APRN specialty." Andrew now divides his time between Grace Cottage's ER and working as a hospitalist, one week out of every six, with Grace Cottage's inpatients.

In addition to the financial assistance provided by the Holt Fund and Grace Cottage's loan repayment program, Andrew notes how important the one-on-one mentorship of Dr. Anne Brewer has been during his hospitalist rotations. He calls Dr. Brewer a "top notch physician. (Dr. Brewer "retired" to her home in Townshend and is at Grace Cottage after working for decades as both an Internist and Palliative Care Specialist at Stamford Hospital in Connecticut.)

During his free time, Andrew enjoys hiking with his partner, Vermont legislator Matthew Trieber, and their greyhound, Jarndyce. He also knits, gardens, plays board games, and he still sings opera — "but", he laughs, "only in the shower or in the car!"

Employee Milestones

35 YEARS

Monica Lightfoot, *Pharmacy*
Dr. Timothy Shafer, *Family Health*

30 YEARS

Stephen Brown, *Administration*

25 YEARS

Pamela Coburn, *Rehabilitation*

20 YEARS

Denise Choleva, *Foodservice*
Tanya Noyes, *Laboratory*

15 YEARS

Christine Gleason, *Housekeeping/Laundry*
Dana West, *Materials Management*

10 YEARS

Amber Ahearn, *Foodservice*
Dewey Barry, *Pharmacy*
Eddie Benoit, *Facilities*
Gerry Curtin, *Business Office*
Cynthia Kenyon, *Rehabilitation*
Catherine Nemchek, *Administration*
Marina Potter, *Housekeeping/Laundry*
Bill Roohan, *Rehabilitation*

5 YEARS

Doug Ellis, *Pharmacy*
Jessica Emerson, *Social Services*
Lorraine Gleason, *Social Services*
John Kim, *Pharmacy*
Christina Kratz, *Family Health*
Beth Pierson, *Pharmacy*
Carolyn Schuck, *Nursing*



Wishes Granted...

- Gary & Sylvia Rast donated the funds to purchase three new mattresses for hospital inpatient beds.
- The Trust Company of Vermont made a donation for the purchase of an over-the-bed table for hospital inpatient use.
- An anonymous Townshend resident made a donation to cover the Townshend Common usage fees now being assessed by the Town of Townshend for Spring Into Health 5K and Hospital Fair Day.
- Brett & Carol Chidley made a donation to cover the cost of knee braces for use by the Rehab Department when working with patients.
- Dr. Renee Bergner donated the funds to purchase a shoulder joint model for the Rehab Department to use in patient education.
- George & Karen Kingston made a donation to purchase a variety of equipment, including a hand dynamometer, an UltraSlide, a Balance Pad, a Hurdle Pro and a Foot Rocker for the Rehab Department.
- Louise Williams made a donation for the Gus & Hilary (Pike) Williams Fund.
- Charlotte Choleva donated the funds to purchase a magic bullet blender for the Foodservice Department.
- Tony & Linda Defrancesco made a donation for a variety of Rehab equipment, including a digital goniometer to measure joint range of motion.
- Ernie Friedli made a donation for the purchase of IV pumps for use in the hospital and Emergency Department.
- The Newfane Congregational Church makes a donation to Grace Cottage every year thanks to a collection taken up during one of their worship services.
- Residents of the Town of Dummerston voted at their Town Meeting in March to donate the funds for the purchase of a temporal thermometer.
- Elaine Lambert & John Klein made a donation for the purchase of new carpeting for the Hospice Family Room.
- Marlyn Grossman made a donation for two new mattresses for hospital inpatient beds in memory of her husband, Dr. I. William Grossman.



Wishes Made...

- The Foodservice Department needs a large commercial drying rack for patient plates and plate covers. \$1,250.
- The Housekeeping Department needs two side press mop buckets; \$120 each.
- A 3D Cross Trainer is needed to help patients develop leg, core, and upper body strength and stability. \$700.
- The Rehab Department is in need of a Little Balance Box for pediatric patients. \$90.

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

Transitions

Dr. Maurice Geurts and his wife will be moving to Santa Fe, New Mexico this summer, where he will be working in the Presbyterian Healthcare System's Hospital Emergency Departments. "I've had a wonderful 15 years here," said Dr. Geurts. "Grace Cottage is a very special place, and I will miss my patients and co-workers tremendously." Dee Gibson, Dr. Geurts' longtime nurse, will be pursuing her dream of living and working on Cape Cod. They will be greatly missed!



Grace Cottage welcomes Susan Kapral, Director of Business Office/Medical Records, who joined Grace Cottage after 26 years at Brattleboro Memorial Hospital. Susan lives in Dummerston with her husband, pharmacist Steve Kapral and two children. She has three children and two granddaughters and enjoys spending her spare time with her family.



Jocelyne Smith (I.) has joined Grace Cottage as a full-time Patient Resource Advocate, a position she previously held at Brattleboro Memorial Hospital. Licensed with Vermont Health Connect (VHC) to sign Vermonters up for Medicaid and VHC plans, Smith works one-on-one to assist patients who need financial assistance for healthcare, food, fuel, and housing expenses. She lives in West Dover with her two sons.



14th Annual Tour de Grace



Join us at the 14th Annual Tour de Grace on June 29th – a truly unique and enjoyable ride, appropriate for all ages. This 19-mile route is a gentle almost-all-downhill ride on back roads, over the Townshend Dam, on wooded trails, and through the Scott Covered Bridge. Snacks are provided along the way. The first 100 registrants receive a free Tour de Grace t-shirt. Helmets are required, and sturdy tires are recommended. Bicycle and helmet rentals are available with advance notice. Transportation for riders and bikes is provided from Townshend back to Stratton. \$25 registration in advance at www.gracecottage.org/events until June 27; \$30 on the day of the event, 8-10 a.m. at Stratton Base Lodge. Tour de Grace is held rain or shine (preferably shine!). Call 802-365-9109 for more information.

Tour de Grace is generously sponsored by Stratton, Solstice at Stratton, C&S Wholesale Grocers, D&K's Jamaica Grocery, Gravel Tours, Howard Printing, Equipe Sport, Three Mountain Inn, and Von Barga's Jewelry.



10th Annual Spring Into Health 5K



The 10th Annual Spring into Health 5K was the best yet! It was cloudy and cool on the morning of Saturday, May 11th, but warm smiles were all around. Almost 130 participants, ranging in age from 8 to 81, finished the 5K.

This event would not be possible without Dr. Moss Linder and a large crew of volunteers (including photographers Jessica Emerson and Verna Joslyn) and the Vermont State Police, Rescue Inc., the Townshend Church, and the Town of Townshend.

Special thanks to Event Sponsor, People's United Bank, and additional sponsors: Big Picture Farm, Cota & Cota, Drew's Organics, River Bend Market and Smith Family Maple.

One of the highlights of this year's event was the presence of Amby Burfoot, who won the Boston Marathon in 1968 and has since run it many times. The former editor-in-chief of Runner's World, Burfoot estimates that he has run about 110,000 miles during his lifetime, so an extra 3.1 at our 5K was a breeze for him!



(l. to r.) Grace Cottage employees Stacy Switzer, RN; Dr. Susan Lemei; Dr. Moss Linder; Christine DeVault, RN; and Mary Gregg, RN, ready to run!



1968 Boston Marathon Champion and author Amby Burfoot with young admirers.



The first place male and female finishers were Sam O'Driscoll of Rye, NY (time of 18:42) and Elkanah Linder of Townshend (22:13), seen here with 5K organizer Dr. Moss Linder.

69th Annual Hospital Fair Day

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

Saturday, August 3rd, 2019, 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



Meet Fair Day Chairperson Eileen Fahey

It is a pleasure and a privilege to work with Hospital Fair Day Chairperson Eileen Fahey. A native of Revere, MA, Eileen moved to Vermont in 1975, and she's lived in "downtown" Townshend since

1977, so she's well known to many people in the area. Retired after a long and successful career as a mortgage officer with First Vermont Bank and then with River Valley Credit Union, Eileen enjoys gardening and volunteering for the Townshend Historical Society and Restorative Community Justice of Southern Vermont. She has 4 children and 7 grandchildren.

"I accepted the volunteer position of Fair Day Chairperson because I am devoted to Grace Cottage's success," said Eileen, "and I know how important the Fair is for raising needed funds for the hospital. Grace Cottage saved my daughter's life when she was 16 months old, and Dr. Backus has done so much for me and my family for more than 40 years; this is my way of thanking him, and the hospital for all that's been done for us."

Volunteers Welcomed With Open Arms!

It takes a village to put on an event that is the magnitude of Hospital Fair Day, and new volunteers are always welcome. There are hundreds, perhaps thousands, of tasks to be done before, during, and the day after the Fair, and we can put you right to work! It's a fun way to meet new people and help Grace Cottage at the same time. Call Eileen Fahey at 802-365-4030 or e-mail efahey@myfairpoint.net to find out more about ways in which you can help, even if it's only for an hour or a day!

Finding a New Home

Do you have furniture (not upholstered), knick-knacks, books, toys, plants, jewelry, handbags, cars, boats, planes (just kidding!), or household items in good condition that you no longer need or want? Call Eileen at 802-365-4030 to arrange drop-off or pick-up, anytime between now and July 22nd.

Cabin Fever Online Auction



Thanks to the tremendous generosity of 85 businesses and individuals that donated items and 238 registered bidders, we exceeded our goal for the Cabin Fever Online Auction this year by 40%! It was a lot of fun to watch the bidding from February 14 to February 28th, and one item went into a half hour of exciting back-and-forth extended bidding. When the dust settled, \$24,000 was raised for the Patient Care Fund, \$7,000 more than last year. Next year's Cabin Fever Online Auction will run for only ten

days instead of two weeks, from February 14th until February 24th. Save the dates and stay tuned!

Dorothy Nessel Pavilion

Thanks to the generosity of the Irwin & Dorothy Nessel Foundation and the Nessel family, Grace Cottage has a beautiful new three-season sunroom overlooking our "campus." Patients have already been greatly enjoying this bright and cheerful newly-completed space adjacent to the Hospice garden for a variety of activities, including socializing with family members and friends. Numerous original paintings by Dorothy "Dottie" Nessel, formerly of Jamaica, VT and Redding, CT, adorn the walls of the Pavilion. A dedication and ribbon-cutting ceremony will be held with the Nessel family at the end of June; Dorothy Nessel died at age 100 on August 8, 2017.



Yvonne Boyd of Chester and her husband, Jim, enjoying the sunlight and view from the Dorothy Nessel Pavilion, along with another patient and his family (including Millie the poodle!).

Bag-A-Bean at Brattleboro Food Co-op!

We want to thank the Brattleboro Food Co-op for selecting Grace Cottage to be a recipient of their Bag-A-Bean program during the month of March, 2019. Co-op shoppers collect a bean for every reusable bag they bring in and then "vote" with their bean(s) for any or all of three non-profits each month by depositing their beans in a designated bin. We were in excellent company, with the Women's Freedom Center and Kids in Coats, and over \$253.30 was raised for Grace Cottage.



A grateful patient writes:

"The first question asked of me upon admission was:
'What kind of room do you prefer?'"

When my reply ('Near a window would be nice') was immediately granted, I knew I was in a special place.
And it went nowhere but up from there:

The physical and occupational therapy staffs finished a projected four-week rehab program in eleven days, compromising neither efficiency nor skill level.

Among a nurse's unwritten duties: finding a glasses repair kit to replace screws and a lens for the patient who found a way to sit on his glasses.

This won't be easy, but my goal is to make Grace Cottage a vacation destination!"

— *Bob Wilson*, Saxtons River, VT

Cottage Door

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gracecottage.org

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.

In Memory of Walter Meyer

A dedicated and tireless advocate and supporter of Grace Cottage, Townshend resident Walter Meyer will live on in the hearts of all who knew and loved him. Survived by Elaine, his wife of 62 years, his five sons and one daughter, 18 grandchildren, and two great-grandchildren, Walter died at age 87 on March 16th.

Walter was a pillar of the community for decades. He graduated from Leland & Gray in 1949 and the University of Vermont in 1953, with a degree in Animal and Dairy Husbandry. Drafted into the Army after college, he was stationed in Germany. When he returned to Townshend in 1955, Walter became CEO of Mary Meyer Stuffed Toy Company, which had been founded by his parents in 1933. His sons began running the company in 1990, but Walter continued to go to work almost every day, running the website and learning search-engine optimization, until health issues kept him home, where he continued to complete his exquisite pen-and-ink drawings until only weeks before his death.



Walter & Elaine Meyer

Over the years, Walter was a Townshend Selectboard member, Leland & Gray and Townshend Elementary School Board member, a Townshend lister, a volunteer firefighter, a founding member and past president of the Townshend Business Association, and a pinnacle of Our Lady of the Valley Parish.

For decades, Grace Cottage and Walter Meyer were closely intertwined, in fact all six of Walter and Elaine's children were born at Grace Cottage Hospital. He wasn't just a neighbor, he was a constant advocate and supporter, stepping up to volunteer whenever needed. He and Grace Cottage founder Dr. Carlos Otis and Dr. Robert Backus were all close friends and Walter became one of the first trained and certified EMT volunteers for Grace Cottage's ambulance service. He was always involved with Hospital Fair Day and the Grace Cottage Hospital Auxiliary, holding a variety of volunteer positions over the years.

Walter set an example of how to live life to the fullest, making the world a better place in all that he did.

Donations Were Recently Received In Honor Of:

Dr. Robert Backus ♦ Denise Choleva ♦ Judge Warren Eginton ♦ Diana Fritz ♦ Dr. Maurice Geurts
Grace Cottage Inpatient Rehab Staff ♦ Grace Cottage Volunteers ♦ Dr. Walter & Elaine Griffiths
Andrea Seaton ♦ Dr. Timothy Shafer

Memorial Gifts

Donations have been received between January 12 and May 31 in memory of the following individuals

Bill Berry ♦ Cecil Bills ♦ Susan (Wright) Bristol ♦ Gladys Brown ♦ David Brownell ♦ Effie Chamberlin ♦ Erin Clark
Chris Coleman ♦ Phil Coleman ♦ Louis Victor Connolly ♦ Wendell Covey ♦ Beulah Daigle ♦ Drake Family Members
Don Elliott ♦ Brian Evans ♦ Ferrarin Family Members ♦ Nat & Irene Fillow ♦ Ira & Theron Fisher ♦ W.L. & Gladys Gale
Helen Gammon ♦ Marcel & Jeanette Giacometti ♦ Dr. I. William Grossman ♦ Dottie Hilton ♦ Julia Holland ♦ Eris Howe
Edward Hurley ♦ Harry Jensen ♦ Joe & Rose Keller ♦ Jack Lambert ♦ Richard Lapan ♦ Levesque Family & Friends
Barbara Litchfield ♦ Wally & Eleanor Lowe ♦ Beatrice MacFarland ♦ Jeanne Marion ♦ Barbara Mattern ♦ Lenore McIntosh
Jim & Barbara McMennamin ♦ Walter Meyer ♦ Florence Moore ♦ Loris Mundell ♦ Jeremy Paulus ♦ Jim Perkins
Irene Phelps ♦ Perry Phoenix ♦ Avis Pickering ♦ Gerhardt & Margaret Rast ♦ Charles Ratte ♦ "Sam"
Henry "Hank" Sanders ♦ Paul Schwippert ♦ Jean Stewart ♦ Michael Sinclair Sutton ♦ Mary Torrey ♦ Carter Van Iderstine
Irene Victoria ♦ Chip Walker ♦ Emmons "Gus" Williams ♦ Hilary (Pike) Williams

*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.)*



Happy 70th Birthday



On August 7, 2019,
Grace Cottage Hospital will be
70 years old! Come help
celebrate this momentous
milestone on Hospital Fair Day,
Saturday August 3rd, on the
Townshend Common
from 9 a.m. until 4 p.m.

2017-2018
National Rural
Health Association

TOP 20
Critical Access Hospital

"Best Practices -
Patient Satisfaction"



FAMILY HEALTH & HOSPITAL

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Townshend, VT 05353-0216

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A grateful patient writes:

"My husband had back surgery in Boston in late 2017 and was at Grace Cottage for two weeks after that for rehabilitation therapy. We chose Grace Cottage because our daughter lives nearby, in Dummerston, so it made it easier for all of us. It's been a long haul, but he is now active and involved in our community in Michigan again. Your help in getting him to where he is today is remembered with fondness by both of us. What a beautiful place to have landed in a time of need!"

— Mimi Cummings, Kalamazoo, MI

Grace Cottage Again Receives Top Marks!

In late-breaking news, the Vermont Department of Health has just released the 2019 Hospital Report Card results, and Grace Cottage was the only Vermont hospital to receive consistently high marks from patients in all five categories of communication. "How often did nurses always communicate well?"; How often did doctors always communicate well?"; How often did staff always explain about medicines before giving them?"; Were patients always given information about what to do during their recovery at home?"; and "How well do patients understand their care when they leave the hospital?". Kudos to all Grace Cottage employees for earning this well-deserved statewide recognition, and thank you to our patients for your overwhelmingly positive feedback!

A grateful patient writes:



February 27, 2019

To all my friends at Grace Cottage -
I think I'll fly away now -
but not without a huge Thank you
to each and every one of you
for making it as pleasant
a time as possible and encouraging
me every step of the way.
You are good at what you do!
With enormous gratitude -
Mimi

(Mimi Wright returned to her home in South Londonderry after writing this note.)