Happy 70th Anniversary, Grace Cottage

The House That Became A Hospital

On Sunday, August 7, 1949, Grace Cottage’s founder, Dr. Carlos G. Otis, welcomed over 800 curious community members into the West River Valley’s new hospital, located in a home donated by Mary Plumb. With the help of his wife, Ruth, and nurses Bessie Leonard, Eunice Bills, Valerie Streeter, and Lillian Lyons, and cook Emma Castle, Dr. Otis led tours of the house that had become a hospital. At 1:06 a.m. on Monday, August 8, the first baby was delivered at Grace Cottage.

During the last 70 years, Grace Cottage Hospital has grown and now also includes Grace Cottage Family Health, Wolff Rehabilitation Services Building, the Messenger Valley Pharmacy, and the Heins Community Wellness Center.

A grateful patient writes:

“In 1976, my wife, Nina, and I bought our West Townshend house but seldom had need of Grace Cottage’s services. After retiring to our Vermont home, we are increasingly grateful that Grace Cottage’s ER is here for us. In three separate events, the hospital’s emergency services have literally and dramatically saved our lives, stabilized our conditions, and facilitated our transfers to Dartmouth Hitchcock Hospital.

“On August 18th, Nina was stung several times by a wasp and for the first time in her life, she went into anaphylactic shock, collapsed to the ground, and could not speak or move. I called 911 and three people from Rescue, Inc. responded and administered shots of epinephrine. They transported her to Grace Cottage, where she was treated until her condition improved and stabilized. When Nina later joked with the nurses, saying ‘next year, we must go out for dinner instead of meeting here like this,’ I was doubly grateful, because it was exactly a year and a day ago that the Grace Cottage ER saved my life from a near-fatal heart attack.

“Grace Cottage’s ER is the Gold Standard for emergency services!”

– Peter Klein, West Townshend, VT

Grace Cottage Welcomes Chief Medical Officer

Dr. George Terwilliger has recently joined Grace Cottage as Chief Medical Officer, Emergency Department Medical Director, and Hospitalist Director. He accepted this position upon the retirement of his longtime friend and colleague, Grace Cottage’s former CMO, Dr. Chris Schmidt. Although he’s wearing a lot of hats, Dr. Terwilliger comes with both the experience and temperament for the challenge.

A lifelong Vermonter, Terwilliger is a graduate of the University of Vermont with a BA in Biology and an MD from the University of Vermont College of Medicine. He did his postgraduate training at the University of MA in Worcester. The Medical Director of Chelsea Family Health Center in Chelsea, VT, during the 1990’s, he has been an Emergency Department Physician at Gifford (Randolph, VT), Cheshire (NH), and Porter (Middlebury) Medical Centers, prior to becoming Brattleboro Memorial Hospital’s Emergency Department Site Director from 2013 to 2019.

In his spare time, Dr. Terwilliger enjoys back-country skiing, running, hiking, and mountain biking. He’s earned an additional title at Grace Cottage, that of self-appointed Trail Master, because he’s eagerly taken on the task of clearing the woodland trails behind the hospital. He and his wife, Faith, live in Brattleboro, where they raised five children.

“I came to Grace Cottage because of the people who work here – they all put the patient first,” said Terwilliger. “I’ve long been aware of the great care given here by the doctors, advanced practice providers, nurses, and ancillary staff. Everything I’ve seen since I started here has validated that perception. I’m thrilled to be at Grace Cottage. It feels like I have come home.”
A Word From the CEO

A vibrant hospital and primary care center like Grace Cottage is the direct result of dedicated employees and a supportive community.

In all of my years in healthcare, I have never seen the extent of support given as I have here at this small, rural hospital. We take care of our community and, in return, our community takes care of Grace Cottage, in so very many ways. I saw this at Hospital Fair Day on August 3rd; over a thousand people contributed in hundreds of ways to make the Fair such a success, giving so generously of time, energy, expertise, and resources by volunteering, donating items, and/or attending Fair Day.

I also see amazing community support in the form of financial donations that arrive every day from so many people who understand that small non-profit hospitals rely on donations in order to purchase updated equipment and to make needed renovations.

And every day I witness firsthand the work of our wonderful employees and volunteers who know that, here at Grace Cottage, caring, compassionate, and top-quality patient care is always the very highest priority.

Thanks to your support, Grace Cottage will be here for another 70 years! — Doug DiVello, CEO

A grateful patient writes:

“Grace Cottage excels at physical and occupational therapy and the doctors and nurses are very compassionate. My care and rehab during my stay there were just what I needed after my heart procedure at Dartmouth.”

— George Moser, South Newfane, VT

Emergency Department Welcomes Providers

Four highly-qualified and experienced medical providers have recently joined Grace Cottage’s Emergency Department: Darrin Michalak, Gregory Raines, Josh Rosenblum, and Rachel Spengler.

Darrin Michalak received his Master of Physician Assistant Studies from the University of Nebraska in 2001, after graduating from Bucknell University and Hahnemann University Hospital in PA. Prior to joining Grace Cottage, Michalak worked at Springfield Hospital’s ER, the Brattleboro Retreat, Dartmouth Hitchcock Clinic, Geisinger Medical Center in PA, and the Mayo Clinic in Rochester, MN. He lives in Orford, NH, with his wife and daughter, three dogs and two cats.

Gregory Raines completed his Physician Assistant training at Yale University in 2008, after earning a Master’s degree in Viral Immunology from the University of Massachusetts. He has worked at Springfield Hospital and Mt. Ascutney Hospital in VT and at UMass Memorial Healthcare, Harrington Hospital, and Holy Family Hospital in MA. Raines has been a paramedic for almost 30 years and spends a lot of time teaching the next generation of Physician Assistants and other medical providers. He lives in Weathersfield, VT, and enjoys music, painting, astrophotography, and catching Pokémon with his son.

Joshua Rosenblum joined Grace Cottage in May. He was Chief of Stratton Mountain Rescue until finishing his Master of Physician Assistant Studies at Franklin Pierce University in 2012. He completed his Family Medicine rotation at Grace Cottage with Dr. Tim Shafer. He continues to serve as a Paramedic/Ski Patroller for Stratton Mountain Rescue and Stratton Ski Patrol. Rosenblum also volunteers for the Londonderry Volunteer Rescue Squad and has served as a part-time police officer for Winhall Police and Rescue for the past 16 years. “I am very excited to be working at Grace Cottage,” said Rosenblum. “Employees here treat patients and co-workers with great civility.”

Rachel Spengler also joined Grace Cottage in May. She graduated from the University of Vermont and then completed the Physician Assistant program at Albany-Hudson Valley in 1990. Spengler has worked as an Emergency Medicine PA for 29 years. She started in the ER at Albany Memorial Hospital and spent the last 21 years working in the ERs of Springfield Hospital and Mt. Ascutney Hospital. She also worked at Mount Sports Medicine at Mount Snow for nearly 20 years, gaining a fondness for sports medicine, wilderness medicine, orthopedics, and trauma treatment. She is a co-owner and practicing clinician with Emergency Services of New England, Inc. Spengler lives in Windham, VT, with her 13-year-old son; she enjoys skiing, snowboarding, sailing, and scuba diving.
Family Health Welcomes Two New Primary Care Providers

To satisfy the demand for primary care providers in the region, and to accommodate more same-day appointments, Grace Cottage is pleased to have Summer Burch and Jim Picone join Grace Cottage Family Health.

Burch started her healthcare career in 2004 as a mental health worker at the Brattleboro Retreat. She went on to attain her nursing degree in 2009 and completed a nursing residency at Dartmouth Hitchcock Medical Center. A recent graduate of the George Washington University Family Nurse Practitioner program, Burch completed her NP clinicals at Cheshire Medical Center, Brattleboro Memorial Hospital and Grace Cottage. Prior to joining Grace Cottage, Burch was an Administrative Clinical Nursing Supervisor and Critical Care nurse at Cheshire as well as an adjunct nursing instructor at River Valley Community College.

“I fell in love with the patients at Grace Cottage during my clinical rotation here,” Burch said. “I was really impressed with the teamwork and the friendly atmosphere and I can’t wait to continue my career at Grace Cottage.”

Burch lives in Brattleboro with her husband, Jason Stover and daughter. She enjoys traveling, camping, gardening and the arts.

A graduate of the University of Massachusetts with an undergraduate degree in Zoology, Jim Picone received his Physician Assistant degree in 1990 at the University of Iowa. He is experienced in emergency and urgent care, and orthopedics. He has worked at Central Vermont Medical Center, University of Vermont Medical Center, Green Mountain Orthopedic Surgery, Clear Choice MD, and Valley Regional Hospital Orthopedic Group.

“There is something special about a small hospital in a community that appreciates it and people who work here,” said Picone. “As hospitals affiliate with larger entities, they risk losing the personal touch that Grace Cottage is known for. I value getting to know the person, and solving the particular challenges that may accompany the individual. I believe that family practice is the most rewarding way to accomplish this.”

Picone and his wife, Sue Allen, have relocated from Calais, VT. They enjoy hiking, cross-country skiing and snowshoeing with their two dogs, and Picone plays the fiddle and attends art workshops during his free time.

Wishes Granted...

- Bruce Benson and Marge Bernache donated funds for the purchase of several new hospital bed mattresses.
- An anonymous donor made a donation for the purchase of a vending machine and other items for the Dietary Department.
- Family and friends of Beulah Daigle donated the funds to purchase a new king-size sleeper sofa for the Hospice Suite Family Room.
- The Lake St. Catherine Country Club Ladies’ Association made a generous donation from funds raised at the Donna T Golf Tournament, held on June 15, 2019, in thanks for the care that Donna received at Grace Cottage.
- Elaine Lambert & John Klein made a donation for new carpeting in the Hospice Suite Family Room.
- Peter & Nina Klein made a generous donation for the Emergency Department.
- The Pollio Family Foundation made a generous donation for the purchase of a generator for Grace Cottage Family Health.
- The Rotary Club of the Deerfield Valley donated funds for the purchase of right and left foot orthoses.
- Mike & Andrea Seaton donated funds for the purchase of a carpet cleaner and a spin mop/bucket.
- Tink & June Severance made a donation for the purchase of a Little Balance Box for the Rehabilitation Department.
- Dr. Richard & Alice Thall made a donation for the purchase of a Hi-Lo Stand-In Table for the Rehabilitation Department.
- The Trust Company of Vermont made a donation for the purchase of an over-the-bed hospital table.
- Elizabeth Walker made a donation in memory of Chip Walker for hanging baskets of flowers around the Grace Cottage campus.
- Kim & Bock Yeo donated funds for the purchase of ten blood pressure cuffs for the Community Health Team’s monitoring program in patients’ homes.

Wishes Made...

- A Chattanooga Portable Electrotherapy machine is needed by the Rehab Department, utilizing low electric current to stimulate muscles and nerves for the reduction of pain. $85.
- The Housekeeping Department needs an ultra-light vacuum. $250.
- A commercial shake maker is needed by the Dietary Department for patients’ pureed liquid protein shakes. $388.
- A Laundry Cart with a lift platform and push handle is needed by Housekeeping. $505.
- The Dietary Department is outgrowing their space and needs a shed behind the kitchen to store items that are infrequently needed (but needed nevertheless!). $650.
- The Rehab Department is in need of a Pro Fitt 3D Cross Trainer to help patients with leg, core, and upper body strength and stability. $700.
- New between-the-bed curtain sets are needed for several patient rooms. $1,140.
- A medical-grade, temperature-controlled refrigerator is needed in Grace Cottage Family Health for vaccines. $5,000.
- A new NuStep Recumbent Trainer is needed for outpatient rehabilitation. $6,479.
- A medical-grade, temperature-controlled freezer is needed by the laboratory for the storage of plasma. $7,000.

Grace Cottage’s Wish List is updated monthly on our website, at www.gracecottage.org, or call 802-365-9109 for more information.
14th Annual ‘Tour de Grace’

124 riders enjoyed the 14th Annual Tour de Grace from Stratton to Grace Cottage on June 29th, and over $5,000 was raised for the hospital. Special thanks to sponsors: Stratton Resort; Solstice at Stratton; C&S Wholesale Grocers; Cota & Cota; D&K Jamaica Grocery; Equipe Sport; Howard Printing; Three Mountain Inn; Von Bargen’s Jewelry; and Winot Works. It takes an army of volunteers (41, to be specific!) to run this event smoothly, and our thanks to everyone who donated a summer Saturday morning, including members of the Leland & Gray boys’ soccer team.

Men’s Closest to the Pin, Hole #12: Rich Grobe
Men’s Closest to the Pin, Hole #15: Evan Chadwick
Putting Contest: Dave Cunningham
Leaderboard Boston Air Cannon Contest, Hole #18: Cathy Coonan

Event Sponsor: The Richards Group
Platinum Sponsors: Cerner Corporation, Mount Snow Golf Club, and Els Walker
Gold Sponsor: Bennington Subaru
Silver Sponsors: Andy & Linda Barber, Brattleboro Memorial Hospital, Coverys, and Lawrence & Lober Electric
Bronze Sponsors: Auto Mall, Blue Cross Blue Shield VT, Canon Solutions America, Lawton Flooring, and Leader Beverage.
Tournament Volunteer Coordinators were Els Walker, Eileen Ranslow, and Betsy Miller.

With great appreciation to all involved, and thanks for a fabulous day! Hope you’ll join us next year, either as a golfer or a volunteer. It’s lots of fun!

A grateful patient writes:

“This was my first visit to Grace Cottage’s ER and, just as I’ve read for years, I can’t say enough positive words about my care there recently. Everyone was so compassionate and kind to me and to my husband. I am thrilled to know that we have an excellent health care facility near us and Grace Cottage’s retail pharmacy across the road.”

— Dr. Rachel Lovins, Grafton, VT
Did you ever agree to do something, then during and after, you realize that your burden was light because you had about 200 dedicated & experienced people carrying the load? I was truly blessed to have had just such an experience. I was privileged to be Chair of Grace Cottage Hospital’s 69th Annual Fair Day. It was an opportunity to see the community put energy & effort into supporting our wonderful, local hospital. They not only rose to the occasion, each and everyone went way above and beyond!

Chairs got their own crews to help and help they did! There were individuals & groups who sang & played for free, using their talent & equipment to entertain. Kit Martin was our auctioneer; again this year he outdid himself with his expertise & crew. I would be remiss if I didn’t mention the fabulous Chair Committee who shared the 1000’s of things that needed to be done to organize & accomplish a successful Fair.

I got to see firsthand the wonderful donors & the marvelous gifts they gave to help make the Fair the success it was. We are so grateful.

Last, but definitely important to mention, are all our unsung heroes. The people who did pickups, sorting, setup & takedown, soliciting, ordering supplies, marketing and all kinds of other jobs, behind the scenes, are all extremely necessary. Fair Day 2019 gross receipts were $75,000, a very impressive one-day total (and the highest in three years)! After all the Fair Day bills come in, we’ll know what our net proceeds are, which will be given to Grace Cottage Family Health and Hospital.

I look forward to seeing all of you next year, on August 1, 2020!

– Eileen F. Fahey, Townshend, VT

The following memories, shared by the daughters of Grace Cottage Hospital’s founder, Dr. Carlos Otis, were read on Hospital Fair Day in celebration of the Hospital’s 70th Anniversary.

By Ann Otis McDowell, read by Marion Otis Lewis

Do you know where you were August 7, 1949? It seems like a long, long time ago OR was it just yesterday?! My family was on the lawn in front of the house that was becoming a hospital. I think there were three nurses in starched white uniforms who would go on to do 12-hour shifts, along with the laundry and housekeeping!!

Though I was only ten, here are some of my memories and thoughts:

It was a beautiful day with bright sunshine, and a bit of a breeze fluttering the pretty tablecloth on a card table. We girls were all there (my sister, Marion, then aged 4, had already been a patient earlier when she caught her arm in a wringer washer at a friend’s house); my sister Carleen and I were eyeing the cookies and lemonade set out on the pretty table. Dad was making a speech. It seemed to us kids like he talked quite a while and we can’t recall a thing he said but we knew this was big, important, and wonderful!

Our dad had never lost sight of his humble beginnings and his desire to bring good healthcare to all who needed it. Here in the Valley, Dad had seen a need, caught an audacious, daring vision and, with Mom’s gentle undergirding support, had inspired others throughout the area. Together they worked hard to bring it to fruition.

Their energy and dedication to this little hospital with the BIG heart would go on to bless many, many people throughout the years. It is our hope that this blessing will continue to be paid forward as the years roll along!

By Carleen Otis Pelsue

Our father, Dr. Carlos Otis, had a dream of having a healthcare facility in Townshend. This became a reality only with the help and dedication of people in the West River Valley and beyond. He was just a month-and-a-half shy of his 38th birthday when he and our mother greeted the 830 people who visited Grace Cottage Hospital the day it opened.

Within the first 24 hours of the hospital being open, a baby was delivered by my father and RN Irene Bills, and they also admitted and treated a man injured in a farm accident. Grace Cottage Hospital has been serving people near and far ever since. Our wish is that Grace Cottage Hospital will continue serving the Valley for at least 70 more years. With your continued support and that of so many others, Grace Cottage Hospital will be here to celebrate many more important anniversaries.
A wonderful highlight of this year's Tour de Grace was when, early in the morning at the ride registration table at Stratton, Dean Wood got down on bended knee to ask Margaret Vlymen, of White Plains, NY, to marry him and presented her with a beautiful diamond engagement ring. The couple has been together for 20 years and they've ridden in Tour de Grace rides 11 times since 2006. They received extra-loud cheers and congratulations from volunteers all along the route.

In another great love story, Kathy Coleman of Jamaica, who runs the White Elephant Booth at Fair Day, noticed that a fairgoer was spending a lot of time at her booth last year. She recognized Don Beers because he'd been in her high school class at Leland & Gray, and she'd seen him around town one or two times since then. At the end of Fair Day, Don asked Kathy if they could get together for dinner; Kathy's husband, Ralph, died in 2016 and Don's wife, Donna, died in 2014, both after long battles with cancer. Kathy and Don married in April, 2019 and now split their time between Florida and Vermont. Don spent most of his time at this year's Fair Day helping his new bride out in the White Elephant Booth!

‘Giving Tuesday’ Campaign Goal: Five New Vital Sign Monitors

Grace Cottage has participated in Giving Tuesday, a national day of donating to charities on the Tuesday after Thanksgiving (following Black Friday and Cyber Monday), for the past five years. Last year's proceeds were used towards the purchase of a start-of-the-art cardiac monitoring system for the hospital.

This year, Giving Tuesday will be on December 3rd, and the goal is to raise $19,000 for five updated vital sign monitors for hospital patients. These monitors measure pulse oximetry, blood pressure, temperature, respiration, and CO2 levels in the blood. For more information, go to www.gracecottage.org.
Memorial Gifts

Donations have been received between June 1 and August 23 in memory of the following individuals:

Cecil Bills  Susan Bristol  Gladys Brown  Rosemary Chiocco  Bill Cobb  Chris Coleman  Phil Coleman  Luella Conklin
Beulah Daigle  Dr. John Dixon  Andrew Dolan  John (Jack) & Geraldine Easton  Don Elliott  Saul Feinberg
Roland Gould  Frank & Frances Grout  Martha Wallace Jones  Rev. Raymond King  Bea Kleppner  Richard Lapan
Barbara Litchfield  Bea MacFarland  Jeanne Marion  Walter Meyer  Verne Moberly  Marie O'Brien
Dr. Carlos & Ruth Otis  Irene Phelps  Avis Pickering  Rose Quinn  Victor Rabinowitch  Elaine Robinson  Ruth Romano
Cory Sleeper  Elizabeth Spencer  Leona Tabell  Donna Taft  Anne Tagariello  Lillian Thayer  Irene Victoria
Betty Jean Wallace  Merton & Hazel Wilson  Arnie Young

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.)

A grateful patient writes:

“I was a patient at Grace Cottage in 2013 and my husband was there recently, recovering from a car accident. We both had excellent care, and we were amazed and pleased by the fact that many of the employees who cared for me six years ago were the same ones who also took care of Jim. When we went to Dartmouth-Hitchcock Medical Center recently for a follow-up visit, one of the Nurse Practitioners there said that she had never heard anything but the highest praise for Grace Cottage and she wants to be a patient there someday! We told her that the attentiveness and positive attitude of the staff were top notch, and nothing about either of our stays at Grace Cottage could have been improved upon.” — Judy Reynolds, Bondville, VT

In Memoriam

Victor Rabinowitch (1934-2019)

It is with great sadness that we report the death of Victor Rabinowitch, a former longtime member of the Grace Cottage Foundation Board. For over 25 years, Victor led programs of the National Academy of Sciences-National Research Council, and he was a former Senior Vice President of the John D. and Catherine T. MacArthur Foundation, in addition to holding many other prestigious Board and Executive Director positions during his lifetime.

Although he was a world traveler, Victor’s favorite place was the family homestead in Jamaica, VT, that his parents had purchased during the 1940’s. His obituary describes him as his many Vermont friends and neighbors remember Victor: “known for his unfailing good humor and rock-solid integrity, displaying a combination of intelligence, perspective, and humanity.” He will be greatly missed.

Nessel Pavilion Ribbon Cutting

The ribbon cutting and dedication ceremony for the new Dorothy Nessel Pavilion at Grace Cottage was held on June 24th, with many people in attendance, including (l. to r.) Anna, Judy, Paul and David Nessel, CEO Doug DiVello, and Grace Cottage Foundation Executive Director Andrea Seaton. Patients and their families have been greatly enjoying the newly-renovated space, thanks to the Nessel family and the Irwin & Dorothy Nessel Foundation.

The Gift of Giving

Faith Boone (1930-2019)

Grace Cottage has recently been notified of a bequest to the hospital made by Faith Boone, formerly of Saxtons River. A graduate of Ithaca College, Faith worked as a music teacher in the Huntington school district on Long Island until 1974 when she and her partner, Norma “Sandy” Saunders, built a home in Saxtons River and established School House Antiques. When they retired, the couple moved to Norwich, VT, but never forgot Grace Cottage Hospital, which Faith had called “the smallest and best hospital in the USA thanks to the magic formula that is known as patience and kindness.”

Donations Were Recently Received In Honor Of:

Barry & Marie Fornuto  Dr. Maurice Geurts  Dee Gibson  Grace Cottage’s 70th Anniversary  Grace Cottage Volunteers  Andrea Kaplan  Marina Potter  Andrew Semegram
“I came to the Grace Cottage ER when I fell and broke my wrist at our second home in Wardsboro, and everyone was wonderful. I was seen right away, and was out as quickly as possible. Every staff member was fantastic and my experience was very pleasant. The only way my experience could have been improved is if I hadn’t fallen in the first place!”

– Eileen Withington, Watertown, CT

Grace Cottage Wins “Best of Windham County” in Five Categories!

For the third year in a row, Grace Cottage has been named “Best Place to Work” in Windham County and “Best Physical Therapy” in the Brattleboro Reformer’s 2019 Reader’s Choice Awards. It’s very exciting that, for the first time ever, this year Grace Cottage was also named “Best Hospital” and “Best Emergency Care,” and Dr. Elizabeth Linder, who has been at Grace Cottage for more than 22 years, was awarded “Best Pediatrician.”