

Grace Cottage Receives Age-Friendly Certification

The Institute for Healthcare Improvement (IHI) has certified Grace Cottage Family Health & Hospital as an “Age-Friendly Health System,” calling Grace Cottage “a leader in this rapidly-growing movement committed to the care of older adults.” To date, only 600 healthcare organizations in the country have received this designation.

“Older adults are living and working longer,” said Grace Cottage geriatrician Dr. Ron Vallario, “and our approach recognizes the unique needs of these important members of our community. We are honored by this certification.”



The IHI designation is based on a review of Grace Cottage’s clinical care in four main areas, identified as the 4M’s: What Matters, Medication, Mentation, and Mobility.

What Matters: provide patient-centered care, guided by what is most important to the individual patient.

Mentation: prevent, identify, treat, and manage dementia, depression, and delirium.

Mobility: encourage older adults to move safely every day.

Medication: choose medicine and dosages with the least impact on the other 3Ms.

(continued on page 3)

Family Health Gets a Facelift!



Grace Cottage Family Health’s streetscape is being beautifully renovated to include a wider, safer walkway, a rock wall with stone capping, and embedded lighting. “So many patients and employees stop to tell us how much they appreciate the upgrades we’re making,” said Facility Manager Scott Hitchcock. “It’s a tremendous improvement.”

The View From Grace Cottage

To quote Charles Dickens, “It was the best of times, it was the worst of times....”

We are in the best of times because there are vaccines and boosters that, with a very high rate of success, defend those of us who get vaccinated against hospitalization and death from COVID-19. Here at Grace Cottage, we have provided over 6,500 doses of the vaccines, helping to keep our patients, community, and employees safe. Vermont is the very best place to be, in terms of COVID (and for many other reasons), with 87% of adults having received at least one dose of a COVID-19 vaccine, making us the most-vaccinated state in the nation. Vermont has had fewer deaths from COVID-19, per capita, (43 per 100,000 residents) than any other state except Hawaii. We take pride, here at Grace Cottage, in having played a part in making these high vaccination and low death rates possible.



However, we’re still in the worst of times because this pandemic is dragging on and on, and more COVID-19 will be contracted, more long-haul COVID will become apparent as time goes by, and more deaths from the virus will inevitably occur. We’d been optimistic that the pandemic would be in our rear-view mirror by now, but a virus’s job is to survive by mutating, and the Delta variant has been very successful in doing so. Therefore, even in Vermont, we are back to wearing masks, socially distancing as much as possible, and providing increased COVID-19 testing, as we prepare to administer booster shots during the next few months.

We will get through this, as long as we don’t let down our guard, or get discouraged. There’s no question that we all suffer from COVID fatigue. The best ways to cope? Get some exercise – even just a short walk will help to release endorphins. Talk about your concerns, doubts, frustrations with friends, family, or someone else that you trust. Take life one day, or even one moment, at a time. Be compassionate – towards yourself and towards others. In the words of Ralph Waldo Emerson, “What lies behind us and what lies ahead of us are tiny matters to what lies within us.” It may be helpful for all of us to keep this in mind as we greet each new day.

– Doug DiVello, President & CEO

A grateful patient writes:

“My experience in your Emergency Department this summer was beyond great. Rachel Spengler was the medical provider and was outstanding. The nurse was wonderful, and so was the receptionist. Nothing could have been improved upon!”

– Jim Saulnier, West Dover, VT

Welcome, Phil Schafer



Phil Schafer

Grace Cottage is pleased to welcome Phil Schafer, Certified Physician Assistant and Emergency Medical Technician Practitioner to the Emergency Department.

A native of Michigan, Schafer graduated from the Paramedic Program at St. Mary's Medical Center in Saginaw, MI, and the Physician Assistant Program at Kettering

College of Medical Arts in Kettering, OH, with specialty concentrations in Emergency Medicine and Thoracic Surgery.

Schafer has been a Physician Assistant since 1995 at Emergency Medicine at Otsego Memorial Hospital in Gaylord, MI, at the Emergency Physicians Medical Group, and at St. Mary's Medical Center in Saginaw, MI. Prior to this, he was a paramedic for NorthFlight EMS, providing critical care transports, and a paramedic for Emergency Medical Services in Saginaw, MI.

"We are very fortunate to be able to add someone like Phil Schafer, with his extensive experience in Emergency Medicine, to our excellent Emergency Department team," said Grace Cottage's Chief Medical Officer Dr. George Terwilliger. "He's been working here for several months and has impressed everyone with the depth and breadth of his extensive knowledge and skills."

Schafer and his wife, Carrie, who have two grown daughters, are in the process of relocating to VT with their two dogs. They enjoy hiking, kayaking, and snowshoeing.

LGBTQ+ Affirming Care

Here at Grace Cottage, we believe that healthcare which is specifically affirming of gender and sexuality should be part of primary



care. Two years ago, we created an Equity Committee that has been working to improve LGBTQ+ awareness and access, as well as training for employees. Our goal is to provide equitable, knowledgeable, sensitive, and welcoming health care for all, free from discrimination.

We offer the following gender-affirming services:

- Affirming primary care for adults and children
- Affirming cancer screenings
- Affirming contraception
- Affirming counseling and psychiatric services
- Confidential referrals for gender-affirming surgeries
- Confidential referrals to endocrinology
- Gender-affirming hormone therapy
- PrEP (Pre-Exposure Prophylaxis) for HIV

We understand how difficult it can be to access appropriate care in a rural area. When necessary, confidential referrals to appropriate specialty services are also always available. For more information or an appointment with one of our providers, call 802-365-4331.

Claussen & Meyer Join Hospital Board

Al Claussen and Karren Meyer have been elected to the Grace Cottage Hospital Board of Trustees.



Al Claussen

A resident of Townshend, Claussen earned a Bachelor of Science in Business Administration from the University of Maine in Orono, and an MBA from Norwich University in Vermont. A project manager for Noho Health, Inc., dba Care/of in Brattleboro, he was previously a branch officer for Berkshire Bank in Manchester, VT, and a store and category sales manager for Yankee Candle in South Deerfield, MA.

Claussen is chair of the West River Education District Board and Clerk for the Windham Central Supervisory Union, responsible for fiscal controls and governance. He and his wife, Tammy, have four sons.

A resident of Newfane, Meyer earned a Bachelor of Fine Arts in art education from the University of Massachusetts in Dartmouth, MA. She has a Master of Education from Cambridge College and is currently pursuing a second Master's degree from Castleton University in VT.

Meyer teaches driver education at Leland & Gray Middle/High School and was named the 2020 Vermont Driver Educator of the Year. She has also been awarded a National Teacher of Excellence Award. She is Leland & Gray's Refuse to Use coordinator and is president-elect of the Vermont Driver Traffic Safety Education Association.

Meyer has been an avid Hospital Fair Day volunteer for many years, running the Costume Booth with her husband, Steven, and their son and daughter.

"Grace Cottage is well served with these new additions to the Board," said Board President Kevin Meyer. "We are grateful for Al and Karren's time, energy, and expertise."



Karren Meyer

La Gioia Sculpture Graces Hospice Garden

Thanks to the generosity of Elaine Lambert & John Klein of Newfane, a beautiful sculpture, *La Gioia* ("Joy" in Italian), has been installed in Grace Cottage's Hospice Garden. The bronze sculpture was created especially for Grace Cottage by George Nista, of Philadelphia, PA, with extensive design input by Lambert and Klein. A ceremony was held in the Hospice Garden in early August to dedicate the sculpture, which will have a plaque that reads: "In celebration of all past, present, and future Grace Cottage employees."



l. to r.: Director of Development Andrea Seaton; CEO Doug DiVello; garden designer Barb Barber; sculptor George Nista; Elaine Lambert & John Klein.

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(continued from page 1)

The "Age-Friendly" certification is part of an initiative organized by the John A. Hartford Foundation and the IHI, in partnership with the American Hospital Association and the Catholic Health Association of the U.S. The aim is to provide guidance and recognition for healthcare organizations seeking to provide the best "age-friendly" primary and inpatient care.

"We provide quality care for our patients of all ages, from pediatrics to geriatrics," said Doug DiVello, Grace Cottage President & CEO. "But in view of the fact that Vermont has the second oldest population of any state (after Maine) and Windham County has one of the oldest populations in the state, this certification is especially significant for many of the patients that we serve."

SAVE THE DATE

#GIVINGTUESDAY

NOVEMBER 30, 2021

This year's Giving Tuesday campaign will be for renovations to the hospital nursing station and hospital entrance to improve patient flow and privacy.

♥ Wishes Granted...

- C&S Wholesale Grocers made a grant for the purchase of an Allergen Food Prep Safety Cart.
- Lynne Carey and Michael Gardner made a donation for the purchase of four "Smart Stack" IV poles in honor of Kayla Carey.
- An anonymous donor made a gift for a Jamal Hydraulic Hand Grip for outpatient Rehab.
- Dr. Richard & Alice Thall made a donation for the purchase of an ICARE Ic2000 Tonometer for the Emergency Department.
- Brett & Carol Chidley made a gift for the purchase of a Shark vacuum cleaner for Housekeeping.

- An anonymous donor made a gift for the purchase of new 4-pocket bib aprons for the Dietary Department staff.
- The Vermont Country Store made a grant for the purchase of "Smart Stack" IV poles.
- The owners of Camperama in Harmonyville, Brian and Carol Ann Young, held a plant sale for campers and raised the funds to purchase an exam table for Grace Cottage Family Health.
- Walter & Kate Scott made a donation for the purchase of a NuStep trainer for inpatient Rehab.
- Peter & Nina Klein made a donation for the purchase of portable ultrasound equipment for the Emergency Department.

♥ Wishes Made...

- The Dietary Department needs a new infrared thermometer for \$85; a dish and tray caddy, \$985; and a new commercial manual meat slicer, \$1,449.
- A slit lamp with table is needed for the Emergency Department. This is a very bright light used for eye exams, \$4,570.
- The Housekeeping Department needs a heavy-duty McCulloch steam cleaner for \$140; and a heavy duty 6-bushel Laundry Cart for \$705.

- The Rehab Department needs Alimed treatment stools for \$510.
- The inpatient lab needs a new freezer for the storage of plasma, \$6,775.
- An over-the-bed table is needed for hospital inpatient use. \$560.
- The outpatient Rehab department therapists need a set of inflatable lifting cushions for assistance with exercises for patients, \$1,600.

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

12th Annual Tee It Up for Health

31 teams, 38 sponsors, and 30 volunteers participated in Grace Cottage Family Health & Hospital's 12th Annual Tee It Up For Health golf tournament on Saturday, June 12, at the Brattleboro Country Club. The weather was beautiful, the event went smoothly, and over \$45,000 was raised, thanks to golfers, generous sponsors, and volunteers. Net proceeds from the event benefited Grace Cottage's Patient Care Fund.

First Place Team (Score of 62) David Allbee, Marty Hill, Les Lynch, Bill Stevens

Second Place Team (Score of 64): Coop Bills, LindaJane Parson, Scott Cleary, John Streeter

Putting Contest: Alicia Field, Elaine Chilesky, Dennis Degnon, John Streeter

Closest to the Pin Hole #4 Men: Bill Stevens (8'9")

Closest to the Pin Hole #4 Women: Linda Saarnijoki (31'7")

Closest to the Pin #8 Men: Scott Wilson (7'9")

Closest to the Pin #8 Women: No winner

Hole-in-One #8 (sponsored by Brattleboro Subaru): No winner

Long Drive #10 Men: George Sprague

Long Drive #10 Women: LindaJane Parson

Closest to the Pin #13 Men: David Sprague (4'10")

Closest to the Pin #13 Women: Terry Boyce (18'2")

Closest to the Line #15 Men: Doug DiVello

Closest to the Line #15 Women: Lori McAllister

Closest to the Pin #16 Men: Jasper Temple (10'8")

Closest to the Pin #16 Women: Linda Saarnijoki (8'4")



Allard Lumber Team: Cliff Allard, Peter Schofield, Joe Garofalo, and Mark Rivers

Generous sponsors for the 2021 Tee It Up For Health Golf Benefit were:

Event Sponsor: Brattleboro Country Club, The Richards Group

Hole-in-One Sponsor: Brattleboro Subaru

Platinum Sponsors: Cerner Corporation, Coverys, Elizabeth Walker & Eileen Ranslow

Gold Sponsor: People's United Bank

Silver Sponsors: Andy & Linda Barber; Brattleboro Memorial Hospital; Community Bank; West River Family Dental

Hole Sponsors: Against the Grain Gourmet Foods; Allard Lumber; Baker Newman Noyes; Bradford Machine Company; Brattleboro Savings & Loan; Chroma Technology; Farnum Insulators; Howard Printing; Lawrence & Lober Electric; Northeast Delta Dental; Primmer, Piper, Eggleston & Cramer; Tracy J. Sloan, CPA; Southern Vermont Podiatry; David & April Sprague and family; Windham Foundation; WW Building Supply

Bronze Sponsors: Blue Cross Blue Shield VT; Lawton Floor Design; Leader Beverage

Flag Sponsors: Deerfield Valley News; Doug & Cathy DiVello; Five Maples; Grace Cottage Employees in memory of Jim Heal; Mimi & The Sheriff; W&B Management, in memory of Wally & Eleanor Lowe and Effie Chamberlin

Save the date for Grace Cottage's 13th Annual Tee It Up for Health Benefit, on June 11, 2022.



Golfers Darlene Gaffney, Elaine Chilesky, Christine Capobianco, and Gail Martin

Tour de Grace Bicycle Ride

Grace Cottage's 16th Annual *Tour de Grace* bike ride, held on Saturday, June 26, took place in sunny, warm (but not too hot!) weather and a wonderful time was had by all riders and volunteers. Many of the 86 riders even got to see a bald eagle and its fledgling, in a nest adjacent to the route!

Our thanks to sponsors: Cota & Cota; Equipe Sport; Howard Printing, Inc.; People's United Bank; Solstice Trailside at Stratton; Three Mountain Inn; and West River Provisions.

Save the date of Saturday, June 25, 2022, when we hope to be able to safely return to our regular downhill route. Stratton Resort has generously agreed to once again

donate the use of three buses to take riders back up the hill, so we'll keep our fingers, eyes, and toes crossed that we'll be able to return to the original *Tour de Grace* route, 19 miles, "mostly" downhill.



Meg Gonzalez, Sandra Superchi, Tonya Maurer, and Jane Olmstead posed together at the Jamaica rest stop, all wearing their 2021 Tour de Grace shirts.



Dr. Tony Blofson and Marjorie Plants compare notes at the finish line.

FAIR DAY

"Petite" Hospital Fair Day A Success

"Superb, superb, superb!" was how one Grace Cottage Hospital Fair Day attendee described the event on the Townshend Common on Saturday, August 7. The weather was sunny and warm, as was the mood among fairgoers who were just so glad to be out and about, greeting longtime friends they hadn't seen in two years. The music provided by Tim Robinson, Ralph Sherman & Friends, and Bard Owl (Annie Landenberger and T. Breeze Verdant, accompanied by Earl Cantos on harmonica) was greatly enjoyed throughout the 10 a.m. – 2 p.m. event.

Over \$51,000 was raised at Fair Day 2021, including \$6,000 on the Townshend Common at the White Elephant, pie/baked goods, t-shirts/hats, and sandwich booths; more than \$25,000 in the Online Auction; \$1,500 from the White Elephant sale on my front porch in Townshend during the month of July; and over \$18,000 in Fair Day donations, with contributions still arriving in the mail daily.

Thanks to the generosity of many people and businesses who donated art, furniture, antiques, gift certificates, plants, quilts, and much, much more, the Online Auction featured 222 items, an all-time record.

I'd like to give a big shout out to the Grace Cottage Facilities crew, who set up all the tents and hauled White Elephant items to The Common; to Green Mountain Tent Rental, who donated the folding chairs for the day; and to Grace Cottage Foundation's C.J. King, Charma Bonanno, and Andrea Seaton, who created and conducted the Online Auction. And equally important are all the "elves" who helped bake 150 pies for the Pie Booth, expertly coordinated by Jodi and Sarah Perkins and the volunteers who helped make sandwich wraps. Everything was delicious! Ann Allbee and Pat Howell did a wonderful job coordinating books and plants, respectively, and Barb Barber did her usual excellent job with Fair Day t-shirts and hats.

All of this year's Hospital Fair Day proceeds will be used for improvements to the hospital's infrastructure. It's hard to believe that the "new" hospital building was constructed 25 years ago, but it's true, and some infrastructure improvements are needed.

We hope to return to a full-fledged, traditional Hospital Fair Day on Saturday, August 6, 2022. Save the date!

— Eileen F. Fahey, Fair Day Chairperson

The Grace Cottage Hospital VeggieVanGo is Moving to Newfane!



The Grace Cottage Hospital VeggieVanGo will continue on the 4th Thursday of every month from 12-1 PM in front of the Newfane Church (same location as Everyone Eats). Please enter via Cross St. and head down West St. Cars will not be permitted to enter via West St. or Court St. Everything else will stay the same—same time, same friendly faces, & same fresh produce. We hope to see you there!



Vermont Foodbank
vtfoodbank.org

VeggieVanGo

Starting September 23rd, we are moving our free monthly produce event from **12-1pm** to:

Address: Newfane Congregational Church
11 Church St., Newfane, VT 05345

Questions?

Call: 1-800-585-2265

Email: veggievango@vtfoodbank.org

THINGS TO KNOW BEFORE YOU GO...

VeggieVanGo events are free monthly produce distributions that do not require a reservation. There are no eligibility requirements to access this Vermont Foodbank program.

Due to the pandemic, this once open-air, farmers market-style, fresh-produce distribution is now drive-thru pick-up. Please follow the signage and volunteer traffic coordinators as you attend the event. We ask that you remain inside your vehicle at all times and wear a mask when interacting with the volunteers unless you are fully vaccinated.

You can pick up food, not only for yourself, but for your neighbors as well. Volunteers will place food directly into your vehicle.

Dedication to Larry & Margaret DeMatteo

On Thursday, August 12th, a ribbon cutting was held at the Emergency Department entrance at Grace Cottage, with a dedication to Larry & Margaret DeMatteo. A plaque with a photo of the DeMatteos, thanking them for their generosity, will be mounted just inside the Emergency Department door.

Residents of Milltown, NJ, Larry & Margaret owned a second home in Jacksonville, VT, for decades. Margaret died in March, 2020 and Larry was unable to travel to Vermont for a dedication, but their longtime generosity to Grace Cottage is greatly appreciated. (The story of how their \$1 parking donation at the Newfane Flea Market ultimately led to a \$300,000 Charitable Annuity is in the Spring, 2021 *Cottage Door*.)



(l. to r.) Dr. Kimona Alin; Chief Medical Officer Dr. George Terwilliger; CEO Doug DiVello; Chief Nursing Officer Lisa Eaton; and Director of Development Andrea Seaton

Rogers and Shine Join Foundation Board



Kevin Rogers

The Grace Cottage Foundation Board of Directors is pleased to welcome Kevin Rogers and Travis Shine to the Board.

A native of West Virginia, Kevin Rogers graduated with a BA in Political Science from Shepherd University in 2010, and earned his law degree from the University of Pittsburgh School of Law in 2014.

Rogers moved to Newfane in 2016 and began practicing law at Costello, Valente & Gentry in 2017. He now works primarily in their Dover office, specializing in criminal defense and real estate.

Rogers now lives in Wilmington with his wife, Katherine, his son, and a baby due in October. He spends most of his free time with his family on home improvement projects, gardening, and golfing.

Travis Shine was born at Grace Cottage, delivered by Dr. Carlos Otis. Raised in the West River Valley, Shine graduated from the University of Rhode Island, where he earned his BA in Economics in 2002.

After working for Pioneer Investments in the Boston area, Shine moved to New Jersey in 2004, where he began his career as a financial advisor with Ameriprise Financial. After earning his Certified Financial Planner™ (CFP) designation, he moved back to Newfane and established the private wealth advisory practice of Ameriprise/Goodwin, Shine and Associates.

Shine enjoys hiking, fishing, snowboarding, and golf with his wife, Sarah, and two sons.



Travis Shine

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 or Charma Bonanno
at (802) 365-9109.

West River Westies



Every July for the past 16 years (with the exception of last year), road trippers known as West River Westies have gathered with their VW campers for a fun-filled weekend of socializing, river tubing, and bicycling at Bald Mountain Campground in Townshend. At their annual raffles, these members of LiMBO (Late Model Bus Organization, International) have raised a cumulative total of \$17,190 for various aspects of patient care at Grace Cottage Hospital, with a very impressive \$1,826 this year alone. 104 camping groups participated this year, with 90 arriving in vintage VW buses, including 59 Vanagons, 23 Bay Windows, four Splitties, and one Euro Van.

Giving to Grace Cottage

It's thanks to our generous supporters that Grace Cottage has been able to survive, indeed thrive, for 73 years as an independent small hospital that prioritizes patient care ahead of finances. There are many ways to give to Grace Cottage, and we'd be happy to discuss any of them with you, in complete confidentiality. Here are just a few ideas:



Stock: If you've owned it for more than one year, giving stock that has appreciated in value is one of the most tax-advantageous ways to make a charitable donation.

Life Insurance: A gift of a life insurance policy is an easy and impactful way to make a donation. Quite a few of our supporters have done this over the years.

Real Estate: A donation of real estate permits you to receive tax and income advantages, while making a significant gift. If your children/grandchildren/other heirs are not interested in owning your second home in Vermont, you may consider donating it, or selling it and donating the proceeds to Grace Cottage.

Donor-Advised Fund: Many of our supporters make gifts to the hospital via their Donor-Advised Funds at Fidelity, Schwab, Vanguard, and elsewhere.

Monthly Giving: Join the many donors who have asked us to charge their credit card with a specific amount each month. You can change the amount or cancel anytime.

Call (802) 365-9109 for more information. Your donations help to ensure that Grace Cottage is here to provide healthcare for generations to come.

Estate Planning

Have you included Grace Cottage Hospital in your estate plans and, if so, would you like to be publicly acknowledged as a member of our Legacy Society? This listing of more than 150 names is included in our Donor Recognition Report every year, and we'd be delighted to add your name in the 2021 Report. Call Andrea or Charma at 802-365-9109 to have your name changed from Anonymous, or to add your name to this listing for the first time.

Unless otherwise specified by the donor, all Estate gifts are added to the hospital's growing Endowment Fund, which helps to ensure that Grace Cottage will be here to serve the healthcare needs of the West River Valley (and beyond) for generations to come.

A Grateful Former Employee Writes:

"I just turned 100 in May and I tell people all the time that, of all the work I ever did in my whole life, my job at Grace Cottage as a caregiver at Heins Home was my very favorite. I had the afternoon and evening shift, and the people that I worked with and the residents in Grace Cottage's Heins Home Assisted Living were the best. Please tell everyone at Grace Cottage that I miss them, and I'm so proud to be able to continue to support this great hospital."

— *Thelma "Cissy" Reynolds*, Magdalena, NM

Donations Were Recently Received In Honor Of:

Dr. Robert Backus ♦ Kayla Carey ♦ Dawn Franceschetti ♦ Priscilla Gale-Gibson ♦ Grace Cottage Employees
Grace Cottage Rehab Department ♦ Grace Cottage Volunteers ♦ Ken Lemire ♦ Dr. Elizabeth Linder ♦ Dr. Moss Linder
Tonya Maurer ♦ Annette Reede ♦ Dr. Timothy Shafer

Memorial Gifts

Donations have been received between June 1 and August 31 in memory of the following individuals:

Jay Adams ♦ Clarence & Eunice Aither ♦ Russ Barber ♦ Eleanor Bemis ♦ Cecil Bills ♦ Jim Bogdany, Sr. ♦ Susan Bristol
Gladys Brown ♦ Bill Burns ♦ Douglas Busch ♦ Robert Carroll ♦ Virginia Carruthers ♦ Donna Chickering ♦ Chris Coleman
Phil Coleman ♦ Julia Dexter ♦ Don Elliott ♦ Nora Fletcher ♦ Frank & Frances Grout ♦ Mary Louise Healy ♦ Mary Hill
Bernie Hindes ♦ Cookie Hopkins ♦ Cameron Howard ♦ Madelyn Howard ♦ Michael Hull ♦ Forrest "Zip" Jacobs ♦ Janet Kierys
Richard Lapan ♦ Barbara Litchfield ♦ Helen Dexter MacDonald ♦ Jeanne Marion ♦ Lawrence Martin ♦ Mary Moberly
Patricia Riley Moehring ♦ Art Monette ♦ Dr. Carlos & Ruth Otis ♦ David Parmelee ♦ Neil & Ruth Pelsue ♦ Virginia Pennock
Bob Phelps ♦ Eileen Ranslow ♦ Usha Rikhye ♦ Elaine Robinson ♦ Emmons & Ruby Robinson ♦ Frederick Robinson
Oscar Robinson ♦ Winnie Rogers ♦ Evette Saines ♦ Betty Saunders ♦ Rev. Jim Scott ♦ Janet Severance ♦ Anne Slater
Nathan Slater ♦ Lilian Slover ♦ Elizabeth Spencer ♦ Jakov & Iva Sucic ♦ Leona Tabell ♦ Ruth Teeke ♦ Leon Thayer
Porter & Lillian Thayer ♦ Jude Tyler ♦ Scott Velsor ♦ Irene Victoria ♦ Betty Jean Wallace ♦ Mary Weiner
Jean Wilson ♦ Merton & Hazel Wilson

*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.)*

"I am impressed by how Grace Cottage has expanded your facility and capabilities. All personnel I dealt with were professional and friendly, and the service was excellent. It was such a great experience when I visited your ER – I was treated as if I were the only one there!"

– *David Labowsky,*
Cheshire, CT, and Stratton, VT


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Grace Cottage Wins "Best of Windham County" in Seven Categories...Again!

For the fifth 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* 2021 Readers' Choice Awards. For the third year in a row, Grace Cottage was also named "Best Hospital," "Best Emergency Care," "Best Pediatrician" (Dr. Elizabeth Linder), "Best Doctor" (Dr. Moss Linder, with Dr. Tim Shafer a close second), and "Best Pharmacy" (Grace Cottage's Messenger Valley Pharmacy). We are so proud of our employees who made this possible, and we're pleased that our community agrees that Grace Cottage is The Best in so many categories!



- **BEST PLACE TO WORK**
- **BEST HOSPITAL**
- **BEST EMERGENCY CARE**
- **BEST PHYSICAL THERAPY**
- **BEST DOCTOR: DR. MOSS LINDER**
- **BEST PEDIATRICIAN: DR. ELIZABETH LINDER**
- **BEST PHARMACY: MESSENGER VALLEY PHARMACY**

A grateful mother writes:

"This summer, I got a call that my 11-year-old son was being carried out of the woods and being put into an ambulance, after he fell while mountain biking at sleepaway camp in Vermont. We drove from out of state to find your staff had made him calm and comfortable for his first-ever ER visit.

All the staff were friendly, caring and clear. Sara Nystrom gently washed around my son's wound. Josh Rosenblum did a great job, carefully examining the wound and nearby structures. His calm, straightforward manner helped my son. He performed a complex multilayered suture repair of a nasty deep gash. My son's wound has healed well.

In addition to being a mother, I'm a full-time Emergency Physician. We can be very challenging patients, especially when away from our familiar places. In addition to clinical competence, I noticed every exchange of easy professional camaraderie as staff popped in and out, looking out for each other while balancing patient flow. Every step of our care at Grace Cottage reassured me, so I could relax as a mother instead of an off-duty physician.

Please share my gratitude and compliments with all the staff at Grace Cottage."

– *Whitney Scholz,* Northampton, MA