



The Campaign for Family Health

PRIMARY CARE CLINIC BUILDING



A state-of-the-art, 23,000 square foot clinic will increase access, improve privacy and comfort, strengthen provider efficiency, and help Grace Cottage recruit and retain the care team our region needs.

Better access

- Street level entrance and elevator access
- Nearby patient parking and covered drop off
- Current ADA standards throughout
- Direct connection to lab and imaging

Better experience

- More spacious and comfortable exam rooms
- Private check in stations
- A crisp, clean atmosphere
- Abundant natural light

Better care

- More exam rooms and improved patient flow
- Greater provider efficiency
- Private provider workspaces
- More capacity for primary and mental health care

The new facility gives Grace Cottage the room to care for more people, more comfortably and more efficiently.



GRACE COTTAGE HOSPITAL – LEADING THE WAY

OUR ROLE

Grace Cottage Hospital: leading the way

Grace Cottage Family Health & Hospital is a beacon of hope for the healthcare transformation Vermont is working to achieve. Our focus on preventative health and primary care at the community level is the future of health care.

Located in Townshend, Vermont, Grace Cottage Family Health & Hospital is an essential provider of compassionate, individualized, and professional care for everyone in the communities we serve.

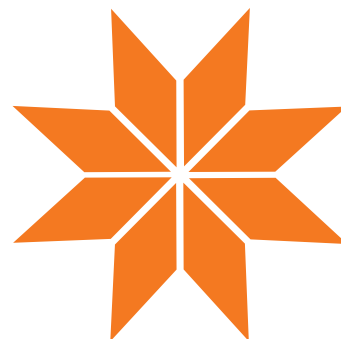
While some organizations seek growth and focus on services that provide the most revenue to sustain that growth, Grace Cottage maintains an unwavering commitment to prioritizing patient care over profits.

An independent hospital for over 76 years, Grace Cottage serves everyone: full time residents, second homeowners, and visitors, including the winter ski community and summer outdoor enthusiasts.

With more than 200 high-quality healthcare team members, Grace Cottage offers a continuum of services to treat all who seek medical care at our facility.

There is something very special, very personal about Grace Cottage. Our patients feel it and our employees feel it. We attract and keep an amazing team of providers and support staff whose compassionate, individualized care is rewarded by a grateful community and ongoing annual award recognitions.

As a major employer in the region, our employees live in the communities we serve and support local businesses and volunteer organizations, bringing energy and caring hearts to those communities.



Grace Cottage
is already
delivering
the kind of
community
care Vermont
is working to
achieve.

A CULTURE OF CARING

WHAT MAKES GRACE COTTAGE DIFFERENT

A culture of caring

Grace Cottage Family Health & Hospital is a medical gem in the West River Valley. Since its opening in 1949 by Dr. Carlos Otis, our hospital has delivered exceptional healthcare and has continually stepped up to meet community needs, expanding its services over the years in response to those needs.

Today, Grace Cottage offers award winning 24 hour emergency care, inpatient care for acute and rehabilitative needs, digital imaging, lab services, physical, occupational, and speech therapy, a retail pharmacy, and a robust family health clinic with primary and mental health care services.

Grace Cottage's Emergency Department was completely revamped in 2023, creating a state-of-the-art trauma bay and providing a more comfortable, secure space for patients and staff. The diagnostic imaging suite includes advanced equipment for CT scans, x-rays, ultrasound, and bone density tests. The newly renovated Rehabilitation Center now has space to accommodate an increasing demand for services.

The culture of care at Grace Cottage is modern with a traditional approach. Providers still make occasional home visits, and the Community Health Team makes certain that no patient need is left unattended, from home access and safety to transportation, food, heat, utilities, and care coordination.

Our "little" hospital is a shining example of how healthcare should be delivered. It is personal and all encompassing. Our care is not transactional. We take care of patients from newborns to end-of-life palliative care, and everything in between.

Modern care.
Traditional
compassion.

CONTINUUM OF CARE

From emergency
medicine and
rehabilitation to
primary care,
mental health,
home visits, and
palliative care.



CAMPAIGN CASE STATEMENT

THE NEED

Primary care is the foundation of a healthy community

400+

POTENTIAL PATIENTS
CURRENTLY WAITING



Primary care is the most fundamental element of our nation's health care system. Access to and use of primary care improves the treatment of chronic conditions and increases life expectancy, while reducing overall healthcare costs.

Grace Cottage excels at providing this care. Our reputation for compassionate care is spreading far and wide. More and more patients are transferring their primary health care here. We currently have a wait list of over 400 potential patients, but we lack the space to accommodate them.

In our most recent Community Health Needs Assessment, Windham County residents said their number one barrier to accessing care is "not able to get an appointment."

We currently serve about 8,000 patients in two old houses, built in the 1840s and connected by an uneven, narrow, winding hallway. This creates a challenge for all patients, especially those with mobility issues.

Grace Cottage's primary care is well loved, which is reflected in patient satisfaction scores that rank among the highest in the nation. But the clinic facility is bursting at the seams. The only answer is a new facility.

We need your help now to make this happen.

WHY I SUPPORT THIS CAMPAIGN

VOICES OF GRACE COTTAGE

Why I support this campaign



"The care at Grace Cottage Hospital is extraordinary, but the primary care facility is lacking. We want Grace Cottage to achieve excellence. We know that this new clinic will ensure top-quality medical care for anyone in this area and Southern Vermont for generations to come."

Joe & Terry Pollio
Campaign supporters

"Grace Cottage's founder, Dr. Otis, delivered my twin brother and me, and Grace Cottage has taken great care of me and my family ever since its creation. Grace Cottage has steadily grown over the years and needs a clinic that matches the excellent healthcare



Roger Allbee
Grace Cottage patient
and Former CEO

happening within. This new clinic project is absolutely essential to the health of our community and our region."

"I came to Townshend straight out of residency, and 42 years later I am still devoting myself to primary care in this wonderful community. There is breath-taking potential to serve our patients better in a new facility. Access to high-quality primary care is the deep fabric of community health. Grace Cottage has the tradition, spirit, and culture to meet these needs. Please join me in gifting current and future generations the facility that such a fine institution deserves."

Dr. Timothy Shafer, MD
Primary care
provider



OUR MISSION, VISION, AND PROMISE

OUR MISSION

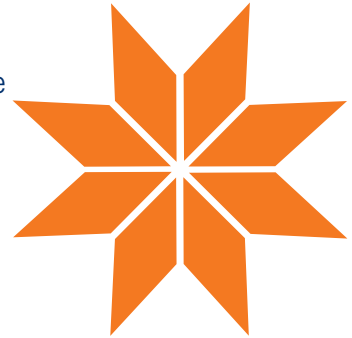
To serve the healthcare needs of our community; to promote wellness, relieve suffering, and restore health.

OUR PROMISE

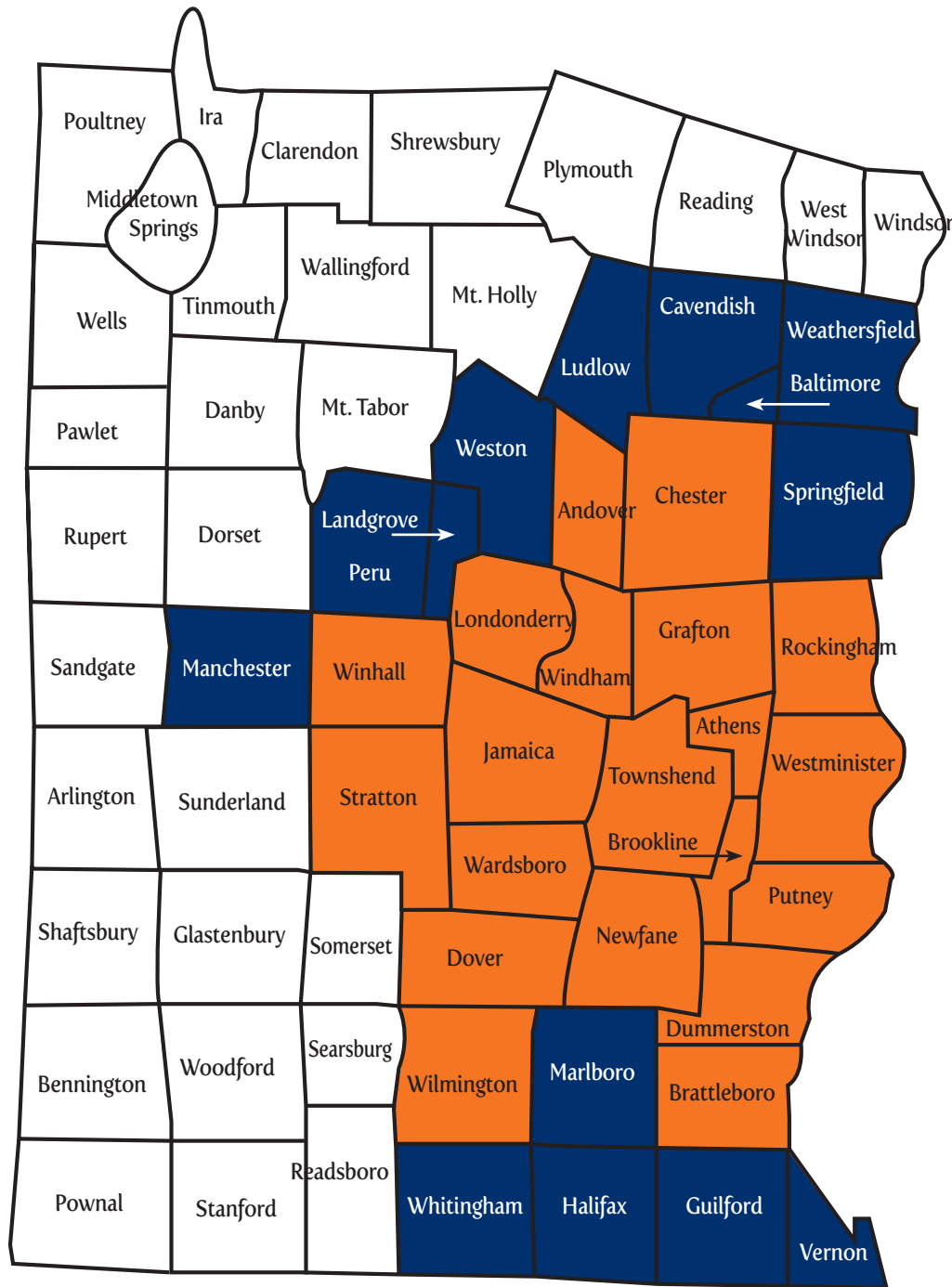
We go beyond patient care.

OUR VISION

At Grace Cottage, we have established many goals for the years ahead. The foremost is to preserve and prolong the wellbeing of our community as a whole. This involves promoting continued excellence in patient centered care, offering a broader range of services, continued collaboration with like minded agencies, continuing education for our staff, facilities restoration and improvement, technological advancements, and more.



SERVICE AREA MAP



Fiscal Year 2025, by the numbers:

28,891: Patient visits to Grace Cottage Family Health
 3,958: Patient days in hospital
 4,111: Emergency Dept. visits
 11,423: Outpatient Physical & Occupational Rehab visits
 1,820: Diagnostic Imaging visits
 (CT Scan, X-ray, ultrasound, bone density)
 1,965: Community Health Team visits
 1,990: Individual donations to Grace Cottage

 = Primary
 = Secondary

