



EMPLOYEE NEWSLETTER

DEDICATED TO PROVIDING SUPPORT, EDUCATION AND HOPE

JULY 2021 - SEPTEMBER 2021

*The More Things Change...
The More They Remain
The Same...'*

Some call this the season of change. Fall is right around the corner, which means the leaves are turning, the weather is slowly becoming cooler, and the holidays are right around the corner. Personally, it is my favorite time of the year. Yet, I still wonder, how is it possible that we are more than halfway through the year? Many things have changed here at Bella Care, yet others remain the same (Virtual meetings, COVID19, masks, PPE). My humble opinion is that it's all about perspective. I hear all too often "I don't do well with change." My question is- who does? Change is uncomfortable, it is unpredictable and can be scary to not have the solace of the 'same.' Life is all about embracing the change. There are a million quotes that I could use to summarize the theme here...

"This too shall pass."

"The best time for a new beginning is now."

"The only thing constant is change."

Allow yourself to embrace the change, because change is a guarantee. Embrace our new family members here at Bella Care. Embrace the new processes that we are putting in place that will eventually make your life easier. Embrace the in person all staff meetings- because everyone needs time to be with their teammates and decompress, even if for a short while. I promise, it will recharge your batteries. At times, I find myself just walking into someone else's office to just sit. I tell them that I don't need anything and to just let me sit there for a minute (Sorry Columbus people!) This is my

way of breathing. Giving myself a minute to digest whatever was just thrown at me- likely a change- and try to make a decision that is best for Bella Care.

I would be remiss if I did not take a second to acknowledge something that has not changed here....our Deficiency Free Status from the Ohio Department of Health! We had our survey in June and succeeded once again with this prestigious title! Bella Care had four surveys at one time- and all were successful. This is a huge attribute to everyone on our team and always being in survey ready mode. In particular, I have to thank our wonderful Senior Director of Integrity, Kelly Murray, who once again led our team through the survey. Thank you, Kelly, for your hard work and continued focus on our Culture of Compliance!

There is no doubt in my mind that you are seeing "We are Hiring!" almost everywhere you go these days. Bella Care is no different. While some tenured employees have chosen to move on, there are many that have been eagerly awaiting an opening here at Bella Care Hospice. They have been a breath of fresh air for our managers throughout the interview process and during orientation. The new employees of Bella Care bring a renewed sense of hope, along with excitement and an appetite for knowledge. Many of our long term employees are chosen as mentors for our new staff as they are in their first few weeks of orientation with Bella Care. The mentors carry an even greater load for the organization. They have the responsibility to ensure that our new hires feel welcomed, that they show how much they love their job every day, and they take the time to teach. Every successful employee here has had a great mentor (or multiple) in their first few weeks here. We thank all of our mentors as they are assisting us in providing a great orientation for our new family members.

You will see all of our new hires in the back of the newsletter, but I wanted to take the time to formally introduce a few key people. We recently had a dinner in Columbus with three new hires, pictured below. Melanie Warth is the new Director of Human Resources, Chris Mattox is the new Executive Director in Dayton, and Bonnie Streets is new in the Marketing Department in Ashtabula. We enjoyed getting to know each other outside of the office! We know that all three of you will be very successful!

Finally, after two and a half years, we were able to participate in the Ohio Health Care Association Annual Convention. This is the largest event of the year for our Marketing Team. It was wonderful to see so many old friends, and make contacts with new customers. Our Cincinnati and Dayton Teams designed the booth, and all offices worked together to make the event a success! We also had many clinical managers attend the sessions this year in order to further their education. I also had the great privilege of being selected as a first time speaker for the Convention. The week was a success for Bella Care on all levels - from sales & marketing to expanding our knowledge in Hospice. We were all thankful to have had the opportunity to attend.

As the fall season comes to a close, we are all hopeful for a little less change. Having said that, know that the change is inevitable, but that myself and your management team will continue to always have the best interest of the people of Bella Care at heart. The 4th Quarter tends to be a very busy one for us- but also one of great fun! We have Halloween, National Hospice Month and Christmas right around the corner. Look for many great things from your branches. Participate in them as you are able. Be silly with your co-workers. Then, buckle up, because Bella Care always end the year STRONG!

submitted by Catie Bryan



National Nursing Assistants Week

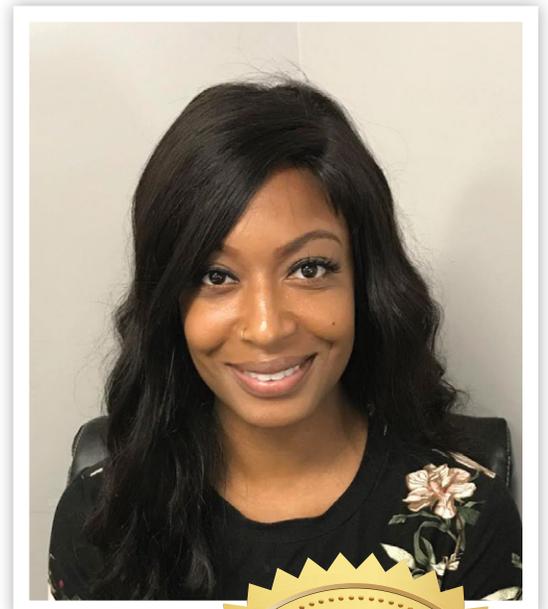
National Nursing Assistants Week was June 17-24, 2021 and we celebrated all of our wonderful Hospice Aides during an aide meeting by getting them all personalized tumblers and dinners to go. Pictured from left to right; Miladys Mull, Tasha Robles, Nichole Lister, Jennifer Matos and Jessica Brainard. All of our hospice aides have such huge hospice hearts and take such great care of our patient's day in and day out!



Employee OF THE QUARTER

Shandrekia "Nicole" Hull Employee of the Quarter - 3rd Quarter 2021

Nicole Hull has been with Bella Care Hospice now for 2 years as a full time on-call nurse. As a full time on-call nurse working evening hours, Nicole goes out of her way to ensure she is an active part of the team whether that is through her communication with co-workers, attending staff functions, or coming to the office at the end of her shift/beginning of her co-workers shifts to build working relationships with her peers. Nicole is often flexible in her schedule and is very willing to assist her co-workers in any way that she can to ensure that patients' needs are being met. Nicole continuously has the patients' and families' best interest at heart and strives to always provide the best quality of care possible. Since Nicole's full time position is on-call, she more often than not is the nurse who is called out in one of the patient's and/or family's greatest times of need and is able to help comfort them and guide them during a very difficult time. It has been mentioned several times throughout her career here at Bella Care Hospice from patients and families we have served that she is truly an angel and we could not agree any more with that statement!



Bella Care Cincinnati has been busy!!!

The Bella Care Cincinnati Team has had a lot of growth this past quarter. We hit a milestone of 100. Our success is due to our wonderful staff that strives daily to provide excellent care to our clients and Partners in Care. Growth brings change and opportunities for our branch.

We have promoted our STNA **Tammy Bolin** to the Business Office Manager position. Tammy has been in health care for 32 years and brings great customer service and a strong work ethic.

Elizabeth Bauer, MSW - Elizabeth worked at Children's Hospital in the Bereavement role. Elizabeth always has a smile on her face and is eager to learn her new role.

Laura Hinkle, MSW- Laura is recently married and lives on the east side of Cincinnati. She worked in Mental Health and is doing a wonderful job.

Kelly Campbell - Kelly is an RN Case Manager that came from the LTC industry. We are excited to have her on the Cincinnati team.

Terri Stewart- Terri is an STNA and has years of experience as a caregiver. Terri has great leadership skills and is a great addition to our team.

Miuky Paul - Miuky is an STNA with Bella Care she always has a smile on her face and her clients and families love her.

Ashlee Rose- Ashlee is our new Receptionist at Bella Care. We are so excited to watch her ongoing growth in her new role. She is amazing!

Not only have we been busy growing and hiring we have had several celebrations!

We celebrated Alexis, our STNA, by hosting a baby shower. Alexis & the soon to be baby boy were celebrated by her team with cake and games. We are excited for his arrival and cannot wait to meet him. Update September- Momma and Baby are doing great!



Our Clinical Director Crystal Terry and Brittany Lucas sponsored a team building exercise. They did a Canoe trip with the team. Rumor has it that our Chaplain Jim came prepared with snorkeling equipment to look for any lost items! He always looks out for his team.



submitted by Kim Sells



◀ Tammy Bolin



Elizabeth Bauer ▶



◀ Laura Hinkle



Kelly Campbell ▶



◀ Terri Stewart



Miuky Paul ▶



I would like to highlight the Akron Cleveland Team. Through every transition, you all have shown resilience. You change lives daily with your warm smiles and compassion. Each team member exhibits strength, bravery and the heart posture needed to care for patients and family members at such an intimate time in their lives. Thank you for all of your dedication to our mission. #BCHCLE



Thank you



Bella Care Wedding Bliss

Our Bella Care Columbus Director of Marketing, Joby Anders, had the pleasure of officiating the wedding of our STNA Sam Walrath. Sam and her new husband Donald "Donnie" had a very special country wedding with home cooked food, surrounded by their family, friends and Bella Care family. We wish Sam and Donnie many years of happiness!



congratulations



Hello from the New Executive Director

My name is Chris Mattox and I am the Executive Director of Bella Care Hospice-Dayton. My experience is in hospital administration as well as senior living. My goals for the Dayton program are to provide a great working culture for my employees that is driven with individual attainable goals. In doing so, the Dayton office will be able to provide the quality care our patients deserve. By working together as one team, I know that the sky is the limit for Bella Dayton! I am pleased to be here serving in this role.



welcome



Celebrate Life



Ashtabula Annual Memorial Service

Our 8th Annual Memorial Service was held June 24, 2021 at Lake Shore Park and was one of the greatest attended services we've held to date. We were so happy we were able to hold this event again as we were unable to last year due to the pandemic. Special thank you to Chaplain Greg from Columbus who assisted with officiating. It was a much needed time of togetherness for our families who've lost a loved over the last year and a half and to be able to share memories and grieve together with others who had similar experiences to their own. We were truly blessed to be able to be a part of their journeys and are glad to be able to continue to serve the community.

Bella Care Hospice collaborated with ACMC to hold a Community Connection Fair on June 25th at the ACMC Health & Wellness Plaza which included information about community resources, free health screenings, drawings and giveaways. There were many vendors throughout the county who participated and there was a lot of positive feedback not only from vendors but also the community residents who attended. It was a pleasure to get back out in the community and be able to put on an event like this again!

submitted by Michelle Kalifon



Celebrate Life

Cleveland

Happy Birthday Patty!

We had a Birthday Celebration for Patricia H. Patty wanted to spend her special day surrounded by family and friends. The Akron/Cleveland team worked with the facility and Patty's family to ensure her celebration was everything she hoped it would be. Patty enjoyed her delicious treats with her favorite people.



'The Lord has promised
good to me
His word my hope secures
He will my shield
and portion be
As long as life endures.'

Columbus

Slumber Party Success!

Written by Bella Care Hospice RN: A few weeks ago when I had asked Mary for the usual list of things she needed me to bring her my next visit, she replied "I'm in need of a slumber party." I joked and asked her if we were going to eat pizza, paint our nails and talk about boys and her only response to me was "well duh!" Lol. But that's what she wanted so that's what she got.

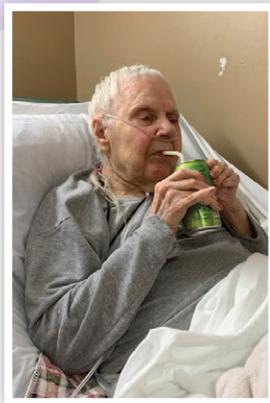
When I got here last night she broke my heart just a little. I had asked her if she ever had sleep overs when she was a kid. She said not really. Mary had a hard life at home and only attempted one sleepover as a child.

So, in honor of her first real slumber party, we lived it up last night. I picked up pizza from her favorite place and of course brought her some Mountain Dew since that's her favorite. When we were done eating I braided her hair, let her do a watermelon scented face mask, gave her a hand massage, painted her nails, and then she even put on some mascara and lipstick. She soaked in every experience. We talked about pretty much everything and she told me more about when she was younger, and of course boys. She reminisced about her one true love, the one that she let get away. It was the cutest thing ever. I heard her laugh out loud several times which isn't generally like her.

She stayed up until almost 11pm but through the night only cat napped. She'd sleep for a little bit and then wake up and pick back up where we left off. Even when she would close her eyes I would catch her occasionally peeking just to make sure I was still there. There's been an average of maybe 2 hours of sleep, but it was all worth it.

After talking to her last night I realized how often the little things in life are taken for granted and how proud I am proud to be part of a company that can make these things happen for our patients.

submitted by Liz Gillenwater



EMPLOYEE

of the quarter

welcome
TO THE TEAM

Welcome to all the staff members joining our amazing teams!

Corporate

Melanie Warth, Director of Human Resources -
August 11th

Ashtabula

Bonnie Streets, LPN, Director of Marketing - April 26th

Amy Serraglio Fierman, RN, BSN, CMSRN,
Clinical Director - May 5th

Kimberly Plants, RN Case Manager - May 27th

Nicholas Hull, Chaplain - June 28th

Nicole Lutz, RN Case Manager - June 28th

Sara Palmer, RN Case Manager - June 28th

Melissa Kozak, STNA - July 6th

Allison Loudermilk, Director of Marketing - August 16th

Akron/Cleveland

April Cohen, RN Case Manager - April 21st

Melissa Sutton, Volunteer Coordinator - July 6th

Lori Hogle, RN Case Manager - August 18th

Sherry Holbrook, STNA - August 18th

Kiana Pryor, STNA - August 27th

Ashtabula - Shandrekia Hull, Weeknight LPN

Akron/Cleveland - Kristen Caldwell, Chaplain

Cincinnati - Karakay Kovaly, Chaplain

Columbus - Brittney Salyers, RN Case Manager

Dayton - Billie Jo Chord, Business Office Manager

Cincinnati

Megan Fehl, STNA - May 10th

Ashlee Rose, Receptionist - May 10th

Brenda Bene, Volunteer Coordinator - June 7th

Elizabeth Bauer, MSW - August 3rd

Kelly Campbell, RN Case Manager - August 3rd

Terri Stewart, STNA - August 3rd

Laura Hinkle, MSW - August 10th

Miuky Paul, STNA - August 10th

Columbus

Matt Clark, RN Case Manager - June 14th

Nicholas Pollock, MSW - June 21st

Justine Strawser, STNA - July 1st

Savannah Friend, STNA - July 6th

Aundrea Wymer, STNA - July 6th

Anna Roller, HR Coordinator - July 14th

Rebecca Adkins, STNA - August 2nd

Sherry Morales, Receptionist - August 25th

Dayton

Donna Dull, RN Case Manager - July 27th

Chris Mattox, Executive Director - July 28th

Valerie Lovell, RN Case Manager - August 3rd

Happy Anniversary!

The following employees celebrated a work anniversary during the third quarter of 2021.

Corporate

Sabrina Young - 1 year
Scott Gorbold - 3 years

Ashtabula

Michelle Kalifon - 1 year
Brooke Walker - 2 years
Mark Selzer - 2 years
Shandrekia Hull - 2 years
Brittany Fitzer - 4 years
Jessica Brainard - 4 years
Jennifer Matos - 6 years
Pamela Brenneman - 6 years
Troy Black - 6 years
Debra Coursen - 9 years

Akron/Cleveland

Angela White - 2 years
Lisa Wiborg - 4 years
Amanda Millard - 6 years
Dr. Mohamed Shahed - 7 years
Liezl Malibiran - 8 years

Dayton

Chena Blankenship - 1 year
Billie Jo Chord - 2 years
Denise Hinders - 3 years
Leticia Moreland - 6 years
Candice Nickell - 9 years

Cincinnati

Lisa Schindler - 1 year
Virginia Lind - 1 year
Ann Jordan - 1 year
Ashley Baker - 1 year
Sherri Gabbard - 9 years
Sandra Herrmann - 12 years

Columbus

Mary Kerr - 1 year
Kendra Lambert - 2 years
Krista Pace - 2 years
Lisa Nelson - 2 years
Zach Cumberland - 2 years
Bob Williams - 4 years
D'Juana Drew - 5 years
Nicole Lampeter - 5 years
Brandy Stenson - 6 years
Rebecca Schlanger - 8 years
Michelle Dooley - 10 years

Happy Birthday!

The following staff members have celebrated
a birthday in the third quarter of 2021.

Corporate

Tawna Boyer, Clinical Education Manager – July 7th
*Vicki Perkins, Sr. Patient Account Specialist –
July 13th*

Ashtabula

Stacey Bosley – July 1st
Shandrekia Hull – July 5th
Pamela Brenneman – July 31st
Troy Black – August 4th
Kylee Livingston – August 18th
Brooke Walker – August 26th
Kimberly Plants – August 27th
Taylor Drass – September 24th
Mark Selzer – September 30th

Akron/Cleveland

Liezl Malibiran – July 9th
Lakisha Kirby – July 15th
Lori Hogle – July 21st
Lisa Wiborg – July 30th
Angela Bliss – July 31st
Kristen Caldwell – September 18th

Cincinnati

Kim Sells – July 1st
Erica Crowden – July 1st
Ann Jordan – July 10th
Virginia Lind – July 17
Jill Morrow – July 22nd
Tammy Bolin – August 5th
Gretchen Todd – August 11th
Laura Lenhart – August 12th
Jim Hopkins – August 16th

Columbus

Jim Clarkson – July 5th
Mike Scheiner – July 22nd
Rebecca Schlanger – August 1st
Rachel New – August 19th
Zach Cumberland – September 8th
Dr. Richard Donnard – September 24th
Steve Hielkema – September 30th

Dayton

Dr. Harold Ferguson – August 6th
Chena Blankenship – August 7th
Janice Brown-Ford – August 11th
Kaila Hollister – August 12th
Katrina Beculheimer – August 19th
Savannah Ford – September 8th

