



EMPLOYEE NEWSLETTER

Dedicated to providing Support, Education and Hope

JULY - SEPTEMBER 2022

Meet the Volunteer Department!

For those I haven't met, my name is Scott Gorbold I am the Director of Volunteer Services. I have been working with volunteers for over 8 years and love to help people find meaningful service. I started with Bella Care four years ago as the Volunteer Coordinator in Columbus. Last year my family moved to Cleveland and I stepped into this regional role. I live on the east side near Shaker Heights with my wife Katie, 7 year old son Winter, and two dogs. An interesting fact about me: I am also an Anglican priest.

With the year more than half over, I am excited to share with you some of the changes happening in our department. Unfortunately around 80% of our volunteers resigned in 2020 and 2021 during the pandemic. 2022 has felt like a new beginning; so far we've onboarded over 35 new volunteers! These new volunteers each bring unique personalities, skills, and experience to our team. In total, we've had over 50 volunteers actively serve with us, giving over 1800 service hours and visiting over 250 patients!

With all this growth, we are close to meeting our goals. Medicare requires that 5% of hospice staff hours be matched by volunteers. Our average for the last 3 months was over 4%. This is 3x where we were last December! I am hopeful we will be over 5% before the year's end. In order to reach this, our volunteer coordinators are recruiting and hope to increase our state roster by 25. Perhaps you know someone who might be interested in volunteering with us? Many staff ask

where volunteers come from and why they are interested in serving in hospice. To answer, I wanted to share about some of our newer volunteers.

high school students, like Tina Wilcher in Dayton, who want to earn service hours by meeting the elderly. Often students are considering a future career in medicine and the opportunity to serve with hospice gives valuable experience. Other volunteers join the team because they have specific skills to offer: Jodie Jordan is a pet therapist in Cincinnati who loves to brighten patients' day with a visit from her dog. In Columbus, Karen Budd and Lori Schiefer are musicians who know the comfort that songs can bring. Julia Sims-Haas is a massage therapist who wants to use her soothing touch to bring relaxation. Meanwhile, local pastor Michael Adomako wants to share spiritual care with those facing the end of life in his community.



Some of our volunteers are friends and family of staff: Kylie Klug in Ashtabula is the daughter of our Clinical Manager and, likewise, Alex Karev is the son of one of our physicians in Cincinnati. In Cleveland, Nancy Parker was inspired to serve by the work of her niece, MSW Lisa. Other volunteers are family members of former patients: Ken Kowis is one of our newest volunteers in Columbus who is a veteran and retired police officer. Ken decided to offer companionship to patients after being touched by our care for his mom who was on our service for 2 years.

We've also had many student volunteers. We currently have 2 MSW interns: Brooke Royster in Cleveland and Jeanette Accorinti in Columbus. We also have

The majority of our volunteers find us online as they research opportunities. We have a diverse group of volunteers from many professions, ages, and walks of life who all desire to give back some of their time to help those in need. It is a big commitment to volunteer for hospice, and it is not for everyone, but many of our volunteers find it to be a meaningful experience as they are present in the lives of our patients. I'm so grateful for this team who dedicates their personal time out of compassion. If you hear about one of our volunteers from patients, families, or facilities, please share this with your Volunteer Coordinator or write a "You Got Caught Caring" card to share with the volunteer. If you get a chance to meet any of our volunteers, be sure to take a moment to say

"thank you!"

Prepared by Scott Gorbold, Director of Volunteer Services



Employee of the Quarter for Q3 is Pamela Brenneman, RN

Pamela Brenneman has been with Bella Care Hospice now for 7 years in which most of her time has been as a RN Case Manager and then more recently as a part-time RN. Pam is a seasoned nurse with around 14 years of hospice experience and is always more than willing to share her knowledge with her peers in order to help them grow professionally in their careers. Bella Care Hospice has core values that we like to call the 4 C's which include; compassion, competence, commitment and community. One of the ways Pam shows compassion is by offering the extra time or support to patients and families to ensure that their needs are being met and to help comfort our patients and their families through their hospice journey. Pam is an extremely competent hospice nurse who has a wealth of knowledge and continuously shares her gift and passion with her co-workers, facility staff, patients and families. Commitment is shown in Pam's dedication to her patients and fellow co-workers as she is consistently putting others' needs above her own and will selflessly offer assistance whenever she is able to and has frequently picked up visits on her days off, evenings and weekends often on short notice. Within the community, Pam has established and maintained strong connections with several facilities and on many occasions is requested by name as people recall she is knowledgeable, helpful and thorough (to name a few traits). Overall, Pam truly exemplifies what it means to be a hospice nurse and has helped to guide so many other nurses throughout her career to learn and grow in this field. We are so grateful for all Pam does for her patients, families, facility staff and co-workers and cannot thank her enough!

Hoffman's Pharmacy was our June 2022 Business of the Month recipient!

Hoffman's Pharmacy is a locally owned community pharmacy that also offers compounding service, delivery service, drive-up window, durable medical equipment, is handicapped accessible and provides immunizations. One measure that Hoffman's Pharmacy strives for is personalized care that goes well beyond simply filling prescriptions to help ensure that patients have help in managing their overall wellness and receive answers about their medication(s) and/or medical condition(s). Hoffman's pharmacy is a part of the Good Neighbor Pharmacy network, which includes thousands of independent pharmacies throughout the United States and is located at 2323 Lake Avenue, Ashtabula, OH 44004.

Hoffman's Pharmacy consistently acts with urgency, which is one of Bella Care Hospice's standards of service excellence and one of the several reasons we value their partnership. At times, there are rare circumstances where a home patient on our service may need a medication and there is no family member(s) to pick-up the needed medication from a local pharmacy (our staff is not allowed to pick-up medications on our patients behalf). In these instances, Hoffman's Pharmacy has always assisted in getting the medication(s) delivered by one of their staff members to the patient's home in a timely fashion to assist in ensuring our patient's needs are met no matter what time of the day or day of the week! The staff at Hoffman's Pharmacy are always very helpful and happy to assist in any way they can and for that our staff at Bella Care Hospice are forever grateful. Thank you to the Hoffman's Pharmacy staff for all you do and being such a great part of the community!



Sip & Paint at the Winery at Spring Hill

A few of our staff members enjoyed painting the 'Tuscan in Geneva' while we ate delicious food and sipped on some wine after a hard day of work. There were a lot of laughs and memories made and we look forward to next time!

Bella Care Cincinnati is excited to announce the hiring of a Social Worker and Chaplain to our team.

Abigail Grieff

Hello everyone, I am so excited to be a part of Bella Care! I am a recent graduate from The Ohio State University where I obtained my Masters in Social Work and Masters in Public Health degrees. I spent my graduate school career working in nursing facilities and doing research on advance directives. During this time, I found a true passion for hospice. I attended the University of Kentucky for college, and am a huge fan of UK basketball! In my free time you can find me on walks outside, watching The Great British Baking Show, or cooking a fun meal with my fiancé, Justin. Cincinnati is my hometown and I am happy to be back. I look forward to meeting each of you!

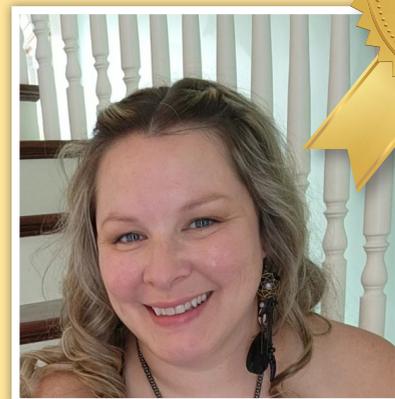


Chris Mueller

I was born and raised in Houston, TX until I was 18 years old when my family and I moved to Charleston, WV. My professional career sort of has two paths - the clinical side as an Exercise Physiologist and the spiritual side as a Chaplain. The clinical side led me to work in Cardiac Rehab for 11 years and the spiritual side guided me towards Chaplaincy - in a Hospital and Hospice setting for the last 3.5 years. I felt God's calling out of high school and it took me a bit to follow it wholeheartedly. I attended Cincinnati Christian University for Seminary and finished up at Hope International with the Master of Divinity Degree. My beautiful Wife, Amy, and I have two children - Corbyn, 13 and Carlee, 10. We enjoy woodworking and continually finding ways to grow and expand our small business, Built by Faith Design Company, while integrating our faith into our work. Throughout my spiritual journey, I have always felt a special draw towards and connection with Hospice, as it is a sacred opportunity to come along side patients and families and support them with a servant-like attitude. "Commit your works to the Lord and your plans will be established." (NRSV Proverbs 16:3)

Employee of the Quarter Jessica Roberts, RN

Jessica comes from California, with 19 years healthcare experience. She traveled to Cincinnati for nursing school and has now been a RN for 5 years. Jessica has excellent assessment skills, has a great relationship with her teammates and customers, always thinking of others and is a team player.



*Congratulations & Thank You
Jessica!*

As we are coming to the close of summer, our Marketing team has been busy participating in events across Cincinnati!

Jessie Maupin participated in a Thirsty Thursday event. She has also been busy working with the Alzheimer's Association for our Alzheimer's walk. Our walk will be in September. We have many fund raising activities and we will be hosting a cook out with all proceeds going to Alzheimer's Association.

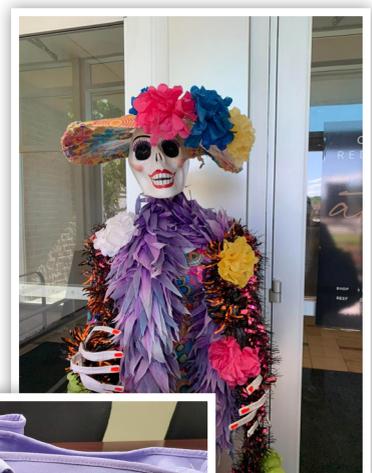


Kim Beatty was busy making her famous baskets for raffles and checking on her customers and residents in Cincinnati. Kim has a "Heart of Gold" and is loved by everyone that meets her.

Kim participated in a Carnival with two other team members ... Tom and Mickey.



Cincinnati had a blast celebrating our STNA's, they had a great meal at Cozumel's.



Our STNA's are the Best!

Employee of the Quarter Catherine Schwab, MSW

In a short time, Catherine has provided so much support and kindness to our patients and families. Catherine works hard to meet the needs of her patients and families. We are so grateful to have her on our team!

Congratulations Cat!



The Akron Cleveland Team is going "Back to the Basics"

We have revamped our Music to Memory Program and worked as a team to soothe our patients during Stepping Stones visits with their favorite genres of music. We have received a lot of positive feedback from our families and facilities. One of our families stated that they were able to leave their mom during her transition because the music playing gave them peace. We are looking forward to providing more patients and families with positive memorable experiences.

STNA APPRECIATION WEEK

We had a blast celebrating our wonderful STNAs! We were sad to miss a few, but it was so nice to sit with them and enjoy lunch and conversation! These hard working employees are rarely together as they are out in the field every day caring for our hospice patients.

Nursing Assistants are the front line - they see our patients more than any other discipline. They make them feel good... nothing is more important than that.

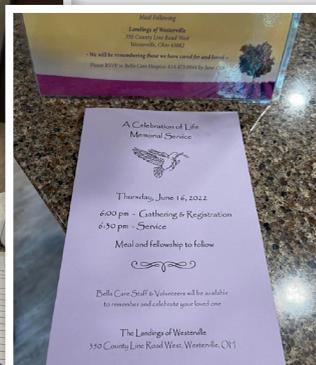
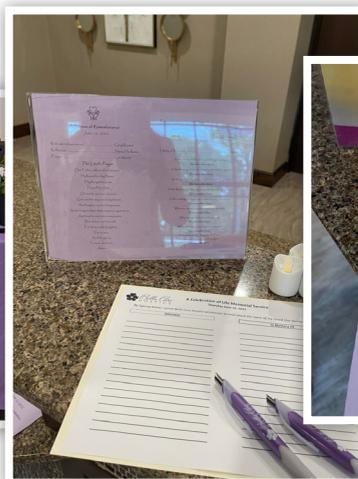
We love you all! Happy STNA Appreciation Week!



Annual Memorial Service

Thank you to all who attended our Annual Memorial Service!

Our team looks forward to this event every year.
We cherish the opportunity to reconnect with some of the families whom we've served.



Nurses Honor Guard

The Dayton office has been very busy but I would like to specially mention the addition of our Nurses Honor Guard. The Nurses Honor Guard pays tribute to Nurses at the time of their death by performing the Nightingale Tribute at the funeral or memorial service. This service is similar to a military tribute and officially releases the nurse from their nursing duties. The Nurses Honor Guard dresses in the traditional white uniform complete with cap and cape. The ceremony is brief; it takes about 5 minutes, and consists of reciting the Nightingale Tribute and laying of a white rose on the casket or next to the urn, symbolizing the nurse's dedication to the profession. After the Nightingale Tribute is recited, a triangle is rung after a roll call for the nurse. The nurse's name is called three times and the triangle is rung after each call of the name. After the roll call the words are spoken that the nurse is officially released from their nursing duties. A lit Nightingale lamp is carried up at the beginning of the ceremony and is then extinguished and presented to the family with personal condolences made. We are so proud of our nurses for this endeavor!



Ashtabula

Afternoon Bowling Fun

Ronald asked to go bowling for his birthday and had a specific bowling alley he wanted to go to picked out near his home. Of course, when we initially called, the bowling alley was only opened on weekends and not the day he requested (his actual birthday). Our clinical supervisor contacted the bowling alley and explained our celebrate life program and what we were hoping to do for this patient, after hearing this the owner decided to open the bowling alley for that day just for our patient. Our social worker made all the arrangements and organized the event and our aide who was originally taking the day off came in to work just for this patient to help with his birthday party. Once Ronald, his caregivers, family and social worker got to the bowling alley, it was not long before Ronald and the owner of the bowling alley realized they knew each other and started to reminisce about the past! Ronald enjoyed the bowling alley all to himself, birthday cake, the company and even got to take home a signed bowling pin for his birthday!

Celebrate Life



Birthday Wishes for Minnie!

Minnie recently celebrated her birthday and our care team knew how much she enjoyed bird watching, she was thrilled to get her new bird feeder that sits outside of her bedroom window. We hope you enjoyed your birthday, Minnie, and happy to be able to put a smile on your face!



Celebrate Life

Ashtabula

We Honor Veterans

Ernest served in the Army in the mid-1940s and we would like to acknowledge and thank him for his sacrifice, bravery and service to our country. It is our honor to now be able to serve you in your time of need and we are grateful for the opportunity sir!



"Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around."

~Leo Buscaglia

Cincinnati

A Purrfect Gift

This sweet lady was missing her cat. Thanks to our team we were able to find her this kitty cat that she absolutely loves. This mechanical cat purrs and meows keeping her company all day.

Cleveland

Just because...

We celebrated Joan, just because, with lots of sweet treats and flowers, Joan has formed a close bond with volunteer Nancy, who brought brownies for her. She was excited to share her goodies with the staff at Riverview Pointe since it was "too much for just her." She even had a special visitor that she wished could stay with her.



Happy 103rd Birthday!

The team came together to help Dorothy celebrate her 103rd birthday! We worked with her family and Heritage of Hudson to make sure she felt loved. She loves flowers, fancy things and giving out favors on her birthday.



Cleveland

Keeping busy with Busy Blankets

We have several patients on service with Dementia and during our IDT's we discuss non-pharmacological interventions, Busy Blankets are an exceptional way to support our patients. Our patients, families and facilities love them. Thank you to the special people who donate these through our Celebrate Life Foundation!



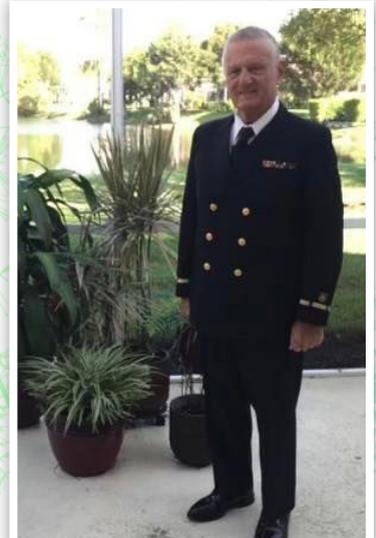
Columbus

Drinks...check, popcorn...check, great movie...check

Sully, Chief Warrant Officer 2, previously stationed at North Island Academy CA, giving thumbs up after seeing Top Gun! This wonderful man and his wife enjoyed the movie and the fond memories of his years of service.

Thank you, Sully & Nancy for allowing us to be a small part of your journey.

Celebrate Life!



Celebrate Life

Dayton Free Bird!

We had a great Celebrate Life event for one of our patients, Kim. In Dayton we love to Celebrate Life, and sometimes that means experiencing Lynyrd Skynyrd in concert! Kim and her sister had so much fun with Aide Candice and Chaplain Brian as they rocked out in the rain. Free Bird!



"Did you ever see the
beauty of the hills in
Carolina or the sweetness
of the grass in Tennessee?"

~Lynyrd Skynyrd

EMPLOYEE *of the quarter*

**Congratulations to our Employees of the Quarter
for 3rd quarter 2022**

Ashtabula – Pamela Brenneman, RN

Cincinnati – Jessica Roberts, RN

Cleveland – Catherine Schwab, MSW

Columbus – Rolanna Wolford, STNA

Dayton – Valerie Lovell, RN

welcome
TO THE TEAM

Welcome to all the staff members joining our amazing teams!

Ashtabula

Tanya Yount, STNA – June 1st

Christine Smith, BOM – June 20th

Alex DeGeorge, STNA – July 26

Cincinnati

Amanda Churchill, NP – May 12th

Christopher Mueller, Chaplain – June 9th

Abigail Grieff, SW – June 14th

Mary Campbell, LPN – July 5th

Stacye Powell, STNA – August 9th

Victoria Walls, STNA – August 18th

Cleveland

Carla-Marie Johnson, STNA – June 2nd

Tina Bugaj, RN – August 15th

Tina Phillips, STNA – August 24th

Amanda Zuchelli, STNA – August 24th

Columbus

Michael Dobbs, STNA – May 18th

Soparia Soung, Clinical Admin – June 15th

Suzy Latorre, LPN – June 28th

Haley Sprague, STNA – August 9th

Dayton

Katelyn Cripps, SW – July 5th

Happy Anniversary!

The following employees celebrated a work anniversary during the second quarter of 2022.

Corporate

Melanie Warth - 1 year
Sabrina Young - 2 years
Scott Gorbold - 4 years

Ashtabula

Melissa Kozak - 1 year
Michelle Kalifon - 2 years
Shandrekia Hull - 3 years
Brooke Walker - 3 years
Jessica Brainard - 5 years
Brittany Fitzer - 5 years
Pamela Brennehan - 7 years
Jennifer Matos - 7 years

Cincinnati

Elizabeth Bauer - 1 year
Aretha Burt - 1 year
Kelly Campbell - 1 year
Laura Hinkle - 1 year
Jessica Maupin - 1 year
Miuky Paul - 1 year
Ashley Baker - 2 years

Cleveland

Lori Hogle - 1 year
Tomarah Medley - 1 year
Kiana Pryor - 1 year
Melissa Sutton - 1 year
Angela White - 3 years
Lisa Wiborg - 5 years
Amanda Millard - 7 years
Liezl Malibiran - 9 years

Columbus

Rebecca Adkins - 1 year
Zach Brittenham - 1 year
Savannah Friend - 1 year
Cassie Menough - 1 year
Justine Strawser - 1 year
Aundrea Wymer - 1 year
Mary Kerr - 2 years
Kendra Lambert - 3 years
Lisa Nelson - 3 years
Krista Pace - 3 years
Bob Williams - 5 years
D'Juana Drew - 6 years
Nicole Lampeter - 6 years
Brandy Stenson - 7 years
Alicia Angelo - 9 years
Michelle Dooley - 11 years

Dayton

Donna Dull - 1 year
Valerie Lovell - 1 year
Chris Mattox - 1 year
Chena Blankenship - 2 years
Lisa Schindler - 2 years
Billie Jo Chord - 3 years
Denise Hinders - 4 years
Harold Ferguson - 5 years
Leticia Moreland - 7 years
Candice Nickell - 10 years

Happy Birthday!

Please celebrate those team members that will have a birthday in the 4th quarter of 2022.

Corporate

Catie Bryan - October 7th
Scott Gorbald - November 3rd
Melanie Warth - November 18th
Kelly Murray - December 11th
Andrea Devlin - December 19th

Ashtabula

Heather Ertle - October 19th
Suzanne Ales - October 20th
Melissa Kozak - October 23rd
Jennifer Matos - October 25th
Laura Adams - November 5th
Regina Jeschenig - November 13th
Brittany Fitzer - November 18th
Michelle Kalifon - December 12th

Cincinnati

Dr. Waymon Wallace - October 9th
Kelly Campbell - October 16th
Jessica Roberts - October 25th
Ashley Baker - November 20th
Brittany Lucas - November 25th
Donna Ravenscraft - December 12th

Cleveland

Carla Marie Johnson - October 3rd
Amanda Millard - October 26th
ViViane Deans - October 28th
Raenette Biedka - November 26th
Kiana Pryor - December 4th

Columbus

Savannah Friend - October 3rd
Liz Gillenwater - October 4th
Cassie Menough - October 6th
Deb Hamer - October 10th
Len Martin - October 21st
Michelle Dooley - October 23rd
Jan Free - October 24th
Kimberly Clemmons - October 27th
Mary Kerr - October 30th
Michael Mann - November 4th
Tyler Bostick - November 24th
Bob Williams - November 25th
Cheryl Harper - November 29th
Michelle Robison - December 2nd
Greg Rosser - December 11th
Brittney Salyers - December 13th
Jenessa Reed - December 19th
Kay Church - December 28th
Kendra Lambert - December 31st

Dayton

Shannon Seals - October 4th
Ashlee Sullivan - October 13th
Kylah Branscomb - October 24th
Leticia Moreland - October 27th
Candice Nickell - November 15th
Billie Jo Chord - December 13th
Christina Berry - December 17th
Kelli Bess - December 20th

