



EMPLOYEE NEWSLETTER

DEDICATED TO PROVIDING SUPPORT, EDUCATION AND HOPE

OCTOBER 2021 - DECEMBER 2021

HAPPY NEW YEAR!

At present, I am writing this piece with 18 days left in 2021. The year gone by was a rollercoaster ride. From new beginnings to new projects, mishaps to detours, and in-office friendship to frenemies, it was a wild ride. The year had a crucial impact on objectives, goals, and accomplishments. I truly do not believe that any of us thought we would still be 'here,' with words like 'variant' and 'booster shot' part of our everyday conversations. But with every New Year, there is a glimmer of hope and optimism. Even those for whom the New Year is just a new date, I am certain that the turn of the calendar means something to you, somewhere deep down. For some of you, it has a personal impact, while others, it's a time to reflect on your career and think about those precious Hospice Patients that you care for every day. I know we all have a few where we think 'I nev-

er thought he/she would see 2022.' And it's pretty amazing that they did.

I learn more and more with each passing year the meaning of 'the days are long, but the years are short.'

I think we can all agree that the days have been LONG for almost 2 years. In reflecting on 2021, I look back with pride in who we are as an organization. Not only have we continued to battle the COVID19 Pandemic, but we took on the new pandemic- the staffing crisis that has impacted the country- and especially Health Care. Bella Care has not been shielded by the tremendous impact the staffing crisis brings every day. Unfortunately, as mentioned in the fall newsletter, many

people have chosen to move on from Bella Care, and we wish them the best. This has brought us many golden opportunities to hire new family members who bring great energy. While we still have many open positions, I am optimistic that we will find the right people to add to our teams. As your leader, I had many goals for 2021. Some of them have been achieved or exceeded, and others, we have fallen short. I still continue to take pride in the fact that Bella Care is strong and growing every day. We are a force to be reckoned with, and I know that our service is the best in Ohio.

I thank all of you for another great year. Without you all, the workplace here at Bella Care would

be a lot less fun! The smiles and laughter that I hear when I am in the offices truly warms my soul. Happy people have great energy, and that spreads like wildfire throughout the offices. Thank you all for sharing a little part of your lives with me, too. I love every chance that I get to hear about your lives and share in your happiness.

Just like every New Year, this one comes with new aspirations and projects. You will see additional changes throughout the year that are being put in place to make Bella Care stronger and sustainable for the future. Let's continue our strife to success and shock everyone with our relentless work ethic and impeccable quality care of Hospice patients. Wishing all of you a very happy and prosperous New Year.

Cheers!

submitted by Catie Bryan

Brooke Walker, LSW Employee of the Quarter - 4th Quarter 2021

Brooke Walker has been with Bella Care Hospice now for 2 years as a full time Social Worker. According to the National Association of Social Workers, social work is “a profession devoted to helping people function the best they can in their environment” and no one does that better than Brooke! She does an exceptional job in always advocating for her patients and families to ensure that their needs are being met by utilizing her vast knowledge of community resources and expertise in her field. Not only is Brooke great with the patients and families she serves but in addition she is a team player who is always willing to assist her co-workers whenever she can, often being flexible in her schedule to accommodate any urgent needs that may arise throughout the day. Brooke continuously strives to follow Bella Care Hospice’s Core Values, which includes compassion, competence, commitment and community. She demonstrates these Core Values with the care she provides our patients, the relationships she has with our partners within the community and her co-workers. Bella Care Hospice Ashtabula is so grateful to have Brooke on our team and could not imagine our office without her!



Celebrating Hunger Action Month

September is Hunger Action Month and Bella Care Hospice was honored to be a part of the Feed the Hope Event on September 10th. Bella Care Hospice was 1 of 21 teams this year that assisted in packaging a total of 300,000 boxes that were all



delivered to residents within Ashtabula County. Our Directors of Marketing also hosted the games and distributed some fun prizes in between the packaging to those who volunteered their time to assist in this event.

On September 22nd our staff received their deficiency free shirts from our CEO Catie Bryan, CEHCH. Our staff were very excited to proudly display their new shirts and our deficiency free banner with a few brave staff members even getting up on the big white rocking chair to pose for a picture! Bella Care Hospice is so proud to be Deficiency Free for the second time in a row and continue to strive to provide the best quality of care possible to the patients we serve.

National Compliance Officer Day is September 26th - we celebrated Kelly Murray, RN MSM CHPCA CHC, our

compliance officer and Senior Director of Integrity for all she does for all of Bella Care Hospice throughout the year!

Celebrating National Pastoral Care Appreciation Month

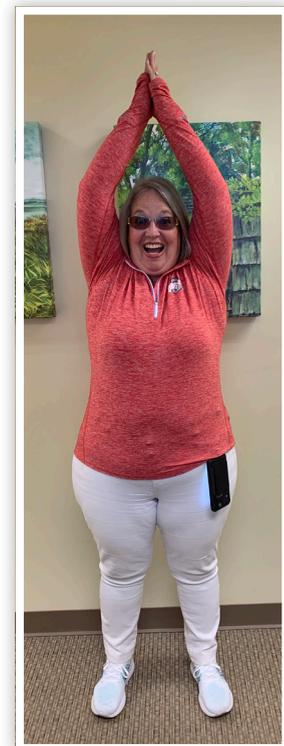
October is National Pastor Appreciation Month and we recognized our Chaplains, Nicholas Hull and Heidi Cowey, and thanked them for all they do for our patients and families that we serve. Nicholas & Heidi both decided on celebrating with a breakfast during one of our team meetings to enjoy a meal with their co-workers in honor of Pastoral Care Appreciation Month. We were able to get a picture of Nicholas with his gift but Heidi is a little camera shy and preferred not to have her picture taken.



Celebrating Hospice Month

Cincinnati celebrated Hospice month by hosting a staff "treat bar" every week of the month. The staff enjoyed the refreshments and their weekly door prizes. We also had spirit week and our staff competed for best costume.

The Cincinnati team has started a Coffee and Conversation support group for our staff. It is hosted monthly by a member of our Psychosocial team. The group was started to offer support to our staff that has struggled with the loss of family, friends and staff and is open to all members of our team.



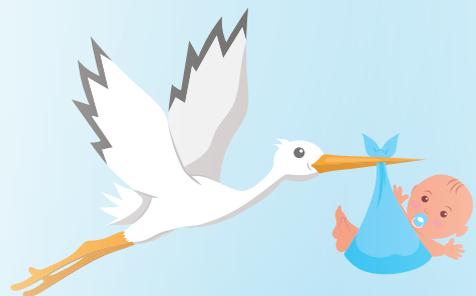
Akron/Cleveland is growing in the Volunteer Department! Melissa Sutton, our new Volunteer Coordinator has done a fantastic job recruiting Volunteers that understand the importance of providing companionship, compassion and dignity to our patients and families. We are thankful to have Melissa on our team!

Melissa is pictured here with Volunteer, Nancy, and Director of Volunteer Services, Scott.



The story I have is about Team Dayton. I want to give a big shout out to our team for the hard work they have put in these last few months. With our increase in census the team has stepped up and taken on a lot of extra work. We are in the process of acquiring more staff members to help with the extra work load and I am extremely proud of Team Dayton!

They are pictured here on Halloween! They have great spirit!



Congratulations!
It's a Boy!

Our Columbus Bella Care Family has grown. Avery Herda, one of our STNA's gave birth to a beautiful baby boy, Hank David. He and his parents are doing very well. To welcome Hank to the family and spoil him, we had a baby shower to celebrate his anticipated arrival. We wish Avery and her family many happy memories to come.





Celebrate Life

Ashtabula

Celebrate Life/National Centenarians Day on September 22nd

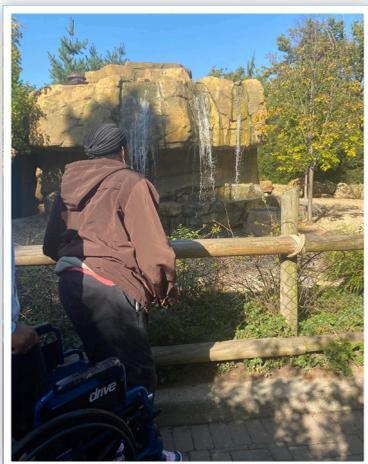
Our staff wanted to celebrate and recognize one of our patients, Mary, on National Centenarian Day who was born in 1919 and recently celebrated her 102nd birthday but when this photo was taken was 101 years young! As seen in this photo, Nichole (hospice aide) got Mary dressed, did her hair and put her tiara and sash on to get her picture ready. Everyone who meets Mary instantly is won over by her charming personality and humor and just enjoy being around her. A few of Mary's favorite things are popcorn, accessorizing with items like hats or scarves because she likes to keep warm, enjoying a nap occasionally, listening to music as she claps and sings along and likes summer because of the warmer weather. We were honored to be able to celebrate Centenarian Day with Mary and it's our privilege to be able to serve her.



Cincinnati

Cincinnati had two Celebrate Life Events

Kiara spent the day with her Children at the Zoo. This was a fond memory for them all and they were excited to do it again. They had lunch and visited each other and had a wonderful day. Thanks to Wosi our STNA for being a part of the celebration.



Our second event was for Sandy. She was able to spend several hours with the 'Love of her Life'. She was unaware that he also had been sick and unable to contact her. Sandy thought that she would never hear from him again and was so very sad. Through the hard work of our team and they were able to locate him and get him to do a car visit due to his decline in health. The day was cold but she was bundled up and able to hold hands and talk. There were many tears but most of all tears of happiness. They had not seen each other for a couple of years and have had not had any contact.



Celebrate Life

Cleveland

We were able to give our patient the SPA treatment of a lifetime. Kim used to work at a beauty salon and really missed self-care. Lyndsey (Esthetician) went out of her way to ensure this Celebrate Life was a success. Kim said, "I'll remember and cherish this day forever".



Columbus

Special Birthday Celebration!

We had a birthday party for our patient, Scott Williams. He is a former Ohio State University police officer and we surprised him with a visit from the current OSU Chief of Police, Kimberly Spears-McNatt. She honored him with a touching card and some memorabilia. The Chief knew Scott from his training years, and had actually done some training with him. She was familiar with his old unit and spent some time talking about his retired colleagues. It was a very special birthday present for Scott and he celebrated by eating lots of pizza, some cake and even got up to dance. Scott's wife Karen was thrilled to see Scott happy and enjoying himself! We were so grateful to be able to make his birthday such a special day!



Dayton

We have had many stories to celebrate life this quarter. With Savannah, Volunteer Coordinator, taking the lead on this program she has really went above and beyond to celebrate all birthdays and special occasions for our patients. We celebrated Veterans Day by giving pins and certificates to all of our Veterans. We were able to get the help from the VFW to participate. A great time to show our Veterans how much we care.

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



EMPLOYEE *of the quarter*

welcome
TO THE TEAM

Welcome to all the staff members joining our amazing teams!

Ashtabula

Tash Robles, STNA - November 3rd

Regina Jeschenig, Director of Marketing
November 16th

Cincinnati

Jessica Maupin, Director of Marketing
September 14th

Aretha Burt, STNA - September 16th

Chrishyra Laster, STNA - October 5th

Brieyanna Payne, RN Case Manager - October 10th

Abigail Green, RN Case Manager - October 19th

Emily Rebholz, Administrative Assistant - November 8th

Dayton

Laura Pennie, RN - Triage Nurse - October 14th

Shannon Seals, RN Case Manager - November 16th

Amy Medrano, Social Worker - December 6th

Ashtabula - Brooke Walker, Social Worker

Cincinnati - Virginia Lind, RN Case Manager

Cleveland - April Kirkbride-Cohen, RN Case Manager

Columbus - Len Martin, Chaplain

Dayton - Bethany Ederer, Social Worker

Cleveland

Tomarah Medley, STNA - September 30th

Taylor Drass, Director of Marketing -

Stephanie Schumaker, RN Case Manager
November 22nd

Bobbie Elder, STNA - November 22nd

Columbus

Shonta Baughman, Administrative Assistant
September 27th

Zachary Brittenham, Social Worker - September 27th

Cassie Menough - September 27th

Madalyn Williams, STNA - November 30th

Happy Anniversary!

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

Corporate

Jean Wooldridge - 5 years

Ashtabula

Miladys Mull - 1 year

Debbie Hopligh - 9 years

Cincinnati

Kayla Crouch - 1 year

Jessica Roberts - 1 year

Jim Hopkins - 5 years

Gretchen Todd - 5 years

Cleveland

Brenda Sutton - 3 years

Sheree Jones - 4 years

Raenette Biedka - 4 years

Casey King - 4 years

Columbus

Crystal Case - 1 year

Audra Orwig - 2 years

Rolanna Wolford - 2 years

Mike Scheiner - 3 years

Kelley Keck - 4 years

Cheryl Harper - 4 years

Len Martin - 4 years

Jenn Miller - 7 years

Steve Hielkema - 13 years

Dayton

Da'La Edgerton - 2 years

Ashlee Sullivan - 4 years

Happy Birthday!

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

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
Melissa Kozak – October 23rd
Jennifer Matos – October 25th
Nicole Lutz – November 6th
Regina Jeschenig – November 13th
Brittany Fitzer – November 18th
Michelle Kalifon – December 12th
Amy Serragilo-Fierman – December 13th
Miladys Mull – December 24th

Cincinnati

Wallace Waymon – October 9th
Kelly Campbell – October 16th
Jessica Roberts – October 25th
Ashley Baker – November 20th
Brittany Lucas – November 25th
Brieyanna Payne – December 3rd

Dayton

Ashlee Sullivan – October 13th
Leticia Moreland – October 27th
Candice Nickell – November 15th
Billie jo Chord – December 13th
Kelli Bess – December 20th

Cleveland

Amanda Milliard – October 26th
Sheree Jones – November 21st
Raenette Biedka – November 26th
Kiana Pryor – December 4th

Columbus

Liz Gillenwater – October 4th
Deb Hamer – October 10th
Len Martin – October 21st
Michelle Dooley – October 23rd
Jan Free – October 24th
Kimberly Clemmons – October 27th
Mary Kerr – October 30th
Tyler Bostick – November 24th
Bob Williams – November 25th
Cheryl Harper – November 29th
Shonta Baughman – December 1st
Michelle Robison – December 2nd
Greg Rosser – December 11th
Brittney Salyers – December 13th
Jenessa Reed – December 19th
Kendra Lambert – December 31st

