

Taking Care of Your Mental Health While Staying Home

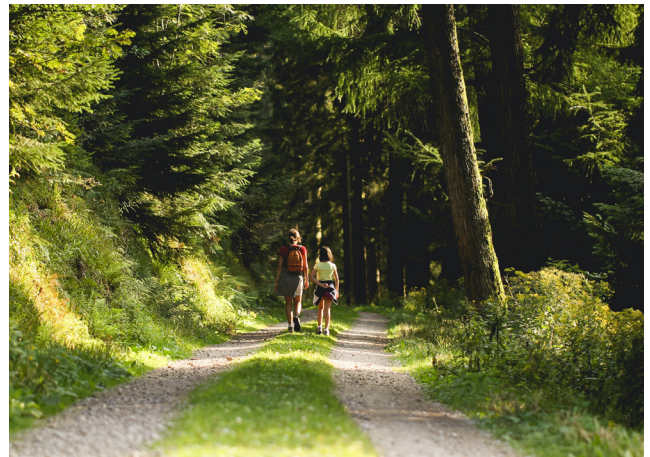
We've all been abiding by Gov. Phil Scott's "Stay Home, Stay Safe" order, which was implemented to minimize unnecessary activities outside the home and to slow the spread of the new coronavirus, since it was issued on March 24, and in the past few weeks, we've seen indications that the spread of the virus in Vermont has slowed. Recently, the governor has outlined a plan to restart the state's economy by allowing some businesses to reopen and allowing for limited socializing.



But as some restrictions are lifted, it's still vitally important to stay home as much as possible and to practice social distancing to continue to curb the spread of the coronavirus. There is currently no vaccine to prevent the virus, and the best way to prevent illness is to avoid exposure.

Now you may be thinking, I've been social distancing and staying home for about six weeks now, how much longer can I keep this up?

For many of us, our lives have been significantly impacted by this virus. We may have gotten sick or know someone who has gotten sick. Some of us are living in a shared household or close quarters, caring for children and trying to work from home, or have lost our jobs. Because of this, we may be experiencing fear, stress and anxiety, and social distancing and staying home can also cause feelings of isolation.



Just as it's important to protect ourselves and others from spreading the virus as we continue to work through this

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The BrightLook is a monthly publication for employees, volunteers, providers, corporators, and board members at Northeastern Vermont Regional Hospital. Submit your articles and/or photos to Katie Moritz (k.moritz@nvrh.org) by **Friday, May 22 for the June issue.**

pandemic it's also important to take care of our mental health.

One way to do this is to develop and establish boundaries and routines while trying to work and do schoolwork from home, says Stacy Thrall, National Alliance on Mental Illness (NAMI) NEK Affiliate Leader/Certified Health Coach.

"Kids are home now and they're going to be for the foreseeable future, and parents are working at home so certainly stress levels can be running high," Thrall said. "It's a great time to establish boundaries and routines for everyone."

Thrall suggested including children in developing new routines and structuring days, including when to do their school work, when to take breaks, and when to have lunch. It's also important to create routines for spending time together as a family, like eating dinner together or participating in a family activity, Thrall said.

For parents who are working from home, Thrall said it's essential to have your own space to do your work, and to take breaks throughout the day.

"Inactivity is not good for us," Thrall said. "Getting up throughout the day and taking a break, going outside, getting some sunshine, even if it's just a 10 minute break, is beneficial."

Even though we need to continue to physically distance ourselves from one another, we need to make sure we're staying socially connected. Thrall said one of the best ways to do this is by having a support system.

"Make sure you're connecting with your family, your friends and your medical support as needed so that you're managing your well-being," Thrall said, adding that actively managing a physical or mental health condition is easier to do with support.

Here are a few resources for staying supported and connected, or if you need help during this uncertain time:

- NAMI Weekly Check-in Zoom meetings every Monday from 12 – 1 pm. Visit www.namivt.org or email info@namivt.org for the video conference link.
- Support Groups meeting by video or phone. Visit <https://namivt.org/support/> or email program@namivt.org for updates and additional information.
- Vermont Support Line: (833) VT-TALKS / (833) 888-2557 or text (833) 888-2557. Now open 24/7.
- National Suicide Prevention Lifeline: (800) 273-8255.
- Crisis Text line: Text VT to 741741.
- For additional resources, call 802-876-7949 or 802-639-6480 (toll-free), or email info@namivt.org.

"Don't be afraid to get the support you need," Thrall said. "Staying connected is huge."

We want to hear from you! Are there health topics or issues that you'd like to read about in an upcoming Vital Signs? Email us your suggestions at vitalsigns@nvrh.org, or mail them to NVRH, c/o Katie Bocchino, P.O. Box 905, St. Johnsbury, VT, 05819.

COVID-19

"This is far from over."

VERMONT DEPARTMENT OF HEALTH, APRIL 23

Take these actions to save lives and help Vermont reopen sooner.



1 Wash your hands.

Soap and water is still the best defense against the virus.



2 Keep your distance.

The virus is mainly spread from person to person, so keep a safe 6 feet apart.



3 Wear a mask.

In public places like the post office, grocery and other retail stores.

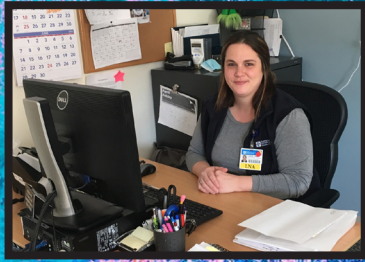
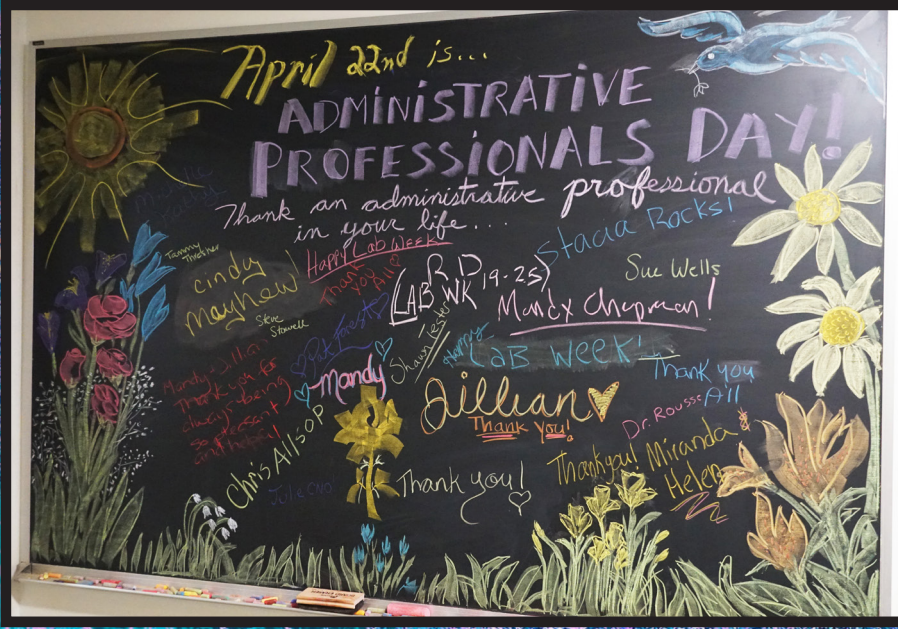
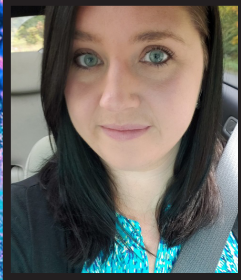


For more information

on social distancing and instructions on how to make a mask and how to correctly wear a mask go to nvrh.org



Administrative Professionals Day was April 22! To ALL the Administrative Professionals, thank you for all you do!



Help Slow the Spread of COVID-19 By Wearing a Cloth Face Mask

As the state begins taking measured steps toward re-opening, it is more important than ever to make wearing cloth face coverings a habit whenever we leave home – and to be sure to wear them the right way.

Recent data has revealed more about how the virus can spread, even before a person shows any symptoms. Droplets produced when you breathe, speak, or clear your throat can spread COVID-19 from person to person. Since you may be infected and not know it, wearing a face covering helps protect people around you from exposure to the virus.

Wearing a face covering is only one of the things we all must do to prevent the spread of the virus. We all still need to stay at least 6 feet away from people, even when wearing a mask, practice good hand hygiene and follow the state's Stay Home, Stay Safe guidance.

“When we’re all taking these essential precautions, we’re all a little safer,” said Health Commissioner Mark Levine, MD. “Wearing a face covering can take some getting used to, but this may be the new normal for some time. So, help protect your loved ones and your fellow Vermonters by wearing a face covering and knowing how to do so properly.”

The cloth face coverings recommended are not surgical masks or N-95 respirators. These types of masks are critical supplies that must be reserved for health care workers and first responders.

For businesses in operation now, employees must wear non-medical cloth face coverings (bandanna, scarf, or non-medical mask, etc.) over their nose and mouth when in the presence of others, according to new guidelines from the Agency of Commerce and Community Development.

When using a face mask or covering: Your mask should include multiple layers of fabric and allow for breathing without restriction. The face covering must be worn properly to be effective and avoid the spread of germs:

- Wash your hands before putting it on.
- Be sure your mouth and nose are covered.
- Hook loops around your ears or tie it snugly.
- Do not touch the mask or pull it down while in public.
- Keep it on until you get home.
- Remove the mask without touching your eyes, nose or mouth, then wash your hands immediately.
- Wash the mask and make sure it's completely dry before using again. Have a few on hand so you can rotate for washing.

Some people should never wear a mask, including:

- Children under the age of 2
- Anyone who has trouble breathing, or is unconscious
- Anyone who is unable to remove the mask without assistance

How can I get a cloth face covering?

- 1) Make one: The Centers for Disease Control has instructions on making your own coverings in several different methods, including machine or hand-sewn, a no-sew method with a t-shirt and scissors, and a no-sew method with a bandanna.
- 2) Buy one: Find a list of places at vem.vermont.gov/covid19/facecovering
- 3) Reach out to your community. Check out places like Front Porch Forum to connect with other Vermonters making masks.

Read our full guidance on cloth face masks and get up to date information about the pandemic at healthvermont.gov/covid19.



Dr. Marjel Zaldivar Joins NVRH St. Johnsbury Pediatrics

Northeastern Vermont Regional Hospital is excited to announce that Marjel Zaldivar, DO, has joined St. Johnsbury Pediatrics as of April 1, 2020.

Before joining St. Johnsbury Pediatrics, Zaldivar worked for a pediatric group on the Jersey Shore. Originally from New York City, she is a graduate of New York College of Osteopathic Medicine and is board-certified in pediatrics. Dr. Zaldivar has spent much of her training and career in the New York City metropolitan area and has been in practice for almost a decade.

Both of Zaldivar's parents emigrated from the Philippines and settled in the United States in the 1970's. Although she had grown up in a busy city, Zaldivar had always wanted to live someplace different. She and her husband thought about moving to New England, and, after a short vacation in Vermont, they fell in love with the state.

"I really felt that I had found my home and my people," Zaldivar said. "The day my husband and I returned from interviewing at NVRH, I had my usual breakfast of oatmeal topped with fruit and a little maple syrup. And I realized that our maple syrup was from none other than Maple Grove Farms!"

As an osteopathic physician, she recognizes the relationship between structure and function and treating the whole patient. Dr. Zaldivar hopes to continue to building strong, resilient children and adolescents while providing compassionate medical care to patients and families.

"I think it is important to build a strong foundation of health from the beginning, and hopefully avoid more disease and complications down the line," she said. "Like Frederick Douglass said, 'It is much easier to build strong children than to fix broken adults.'"

Zaldivar strives to help her patients be as healthy as possible – in mind, body, and spirit – so that they can continue to enjoy their lives to the fullest. She hopes her patients will see her as another adult they can turn to and share any questions or concerns they may have. She also wants her patients and their families to know that she too is human, and that it has taken a lot of perseverance to get to this point in her career.

"Dr. Zaldivar is kind, smart and sympathetic, a wonderful addition to St. Johnsbury Pediatrics and our community!" VP of Medical Practices Laura Newell said. "I am confident our community families will embrace her style and care."

The providers and staff at St. Johnsbury Pediatrics have not slowed down during the COVID-19 pandemic. They are available to meet the healthcare needs of kids on-site and through telehealth visits. Visit nvrh.org/st-johnsbury-pediatrics/ for more information.





Dear staff at NVRH,

We hope that this letter finds you all well and adjusting to the new challenges posed by the recent pandemic. Currently, at Joe's Brook Farm, we've had to make some adjustments with social distancing and farm stand safety protocol. Surprisingly enough, much of our spring has unfurled in the usual way: putting seeds in dirt, putting plants in dirt, and crossing our fingers for the first crops of the season. Our greater changes will come later when we need to invent new safe ways to deliver our bounty of organic fruits and vegetables to our consumers.



One possibility for delivering our produce, that poses minimum risk of exposure to us or to our customer, is through our CSA. This system has already been established and has run efficiently for three years. NVRH even offers reimbursement for some of the share through the wellness program making it even easier for you to join.

Our Hospital CSA gets dropped off every Tuesday in season. Sign up early to get a weekly basket of our freshest vegetables. Check with Laural Ruggles about NVRH wellness reimbursement or deducting the payment from your paycheck.

When: June 23rd - October 5th

Cost: \$480 (you are welcome to split this with another person, but we do not pack 1/2 shares)

Pick up: Tuesday around 2:30 PM on the picnic benches outside the cafeteria

If you would rather be in one of our farm shares (pick up at the farm) you may pay us directly and the hospital will reimburse you. If you have any questions you can contact me directly at mskovsted@gmail.com or (802) 473-6074.

Cheers to Another Season,

Mary, Eric, Anna and Harriet Skovsted

Please return sign up or email the following information to Laural Ruggles

Name _____ Phone: _____

Sharing Partner (optional) _____ Phone: _____ Payroll Deduction: Yes/No, will mail check

NVRH-CSA 2020 Payroll Deduction Plan

I, _____ authorize the NVRH Payroll Department to deduct a total of \$480 for a Full Share. I would like the amount deducted in equal amounts from ___ paychecks. (Enter a number from 1 to 4). You can spread your payments over a maximum of 4 pay periods. Deductions will start with the payroll starting June 7.

The amount deducted from your pay will be sent to Joe's Brook Farm each pay period.

Please submit this form to Laural Ruggles in the Business Center.

THIS OFFER EXPIRES MAY 29, 2020. ALL PAPERWORK MUST BE IN TO NVRH AND JOE'S BROOK FARM BY THAT DATE.

Thank you for supporting a local farmer and for eating healthy!

Signature _____ Date _____



Glenda Bernier, Diagnostic Imaging, is offering free haircuts to NVRH staff! She will be doing them at NVRH. Interested? Email her at g.bernier@nvrh.org!

Page 16 of the J Crew COVID Wear Spring Edition 2020. Kelly and Darrell modeling homemade gowns.



At the beginning of April, we began to use the “Community” capability of the Paylocity app to post messages, updates and announcements for NVRH employees. This doesn’t replace any existing modes of communication, but is another helpful and fun way for people to access information about what’s happening. This can be especially useful if you don’t access NVRH email outside of work.

The spirit of “Community” is just that – the NVRH community of coworkers reaching out to one another with useful info, support, encouragement, humor – whatever it is we need!

We have been posting the Daily COVID-19 updates from Dr. Rousse, Well-Being during COVID-19 messages from Abby Pollender, Dr. Cynthia Swartz and Dennis Casey, as well as Shawn Tester’s Friday Message, in written and video formats. There are other communications in there as well, such as work anniversaries, celebrations and recognitions.

If you have the Paylocity app on your phone, tap “Community” in the menu. You may also access it by logging into your Paylocity account on any computer.

Please let HR know if you have any issues accessing Paylocity, or if you have ideas on content to add.





What's Our Vector, Victor? (or Finding Your Way) Dr. David Brody

Much has changed for us in healthcare over the past weeks and months, but an unexpected outgrowth of the Coronavirus epidemic manifested as I came home one day recently. Or rather tried to come home. Understandable, and not unreasonable, though nonetheless still disheartening, was my wife's admonition – she herself cares for two frail individuals -- that I henceforth quarantine myself. Fortunately I am not ill, but obviously, even with the most robust of protective measures, my work places me at higher risk of acquiring the virus and becoming, as my dear wife so charmingly puts it, an unwitting vector (the

image of a mosquito immediately comes to mind).

And so the new routine is this: Anything I use or wear at the hospital either stays at the hospital (scrubs, lab coat) or in my car (shoes – I keep another pair to change into -- stethoscope, ID badge, etc.), and at home I am required to shower down upon arrival and to wear a mask whenever I transit the common space en route to or from my isolation quarters (I have two masks, color coded; the hospital mask is blue and white, NVRH colors, easy to remember, the home mask is orange).

We are fortunate that our home includes a third floor apartment so my quarantine is relatively comfortable as far as these things go. As well I am by nature a relatively solitary creature, so it is no stretch for me to enjoy quiet time to myself. Indeed, there has been a certain pleasure in resuming a sort of bachelor existence, and it is curious to observe how easily, once unleashed from the constraints of domesticity, the old habits march right back in (Personal favorite: the freedom to cycle dishes directly from the drain board, bypassing what has always seemed to me to be the unnecessary added step of first returning them to the shelf).

But though the bachelor life has a certain fluffy appeal of novelty, in the end one longs for company and connection and so we have found creative ways to come together. The most obvious is to spend time outdoors, and crossword puzzles on the porch and dog walks have become a new special time, albeit always from the requisite six feet away (One saving grace of this epidemic is that it has come as spring is arriving allowing us at least the pleasure of the outdoors). Other times I might call for a household “date,” a little time to just hang out doing nothing particular at all -- except being together.

When I absolutely need to go downstairs – whether to play the piano (yes, I need to play), or feed the dogs or empty the trash, or just be in another's company – I accept the stuffy unpleasantness of the mask, the fog on the glasses, and try to tell myself that it's just another day in the OR (actually my wife gave me that trick, and it helps).

Of course snuggles in the morning are impossible – but that will just have to wait.

And so our home life has taken on this strange new rhythm... But we are adapting, and even finding some fun new ways to connect (most recently we have decided to resurrect our old bicycles from barn storage). And perhaps this is a silver lining to the storm cloud, that such forced separation can have the effect of reminding us more forcefully of what we have, what we miss and what it is we need to cherish.

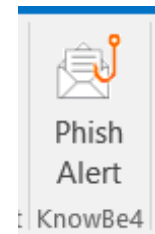
Dear NVRH,

During times of chaos and disruption, many malcontents thrive. A sad but true reality. Phishing has always thrived by relying on creation of panic and fear. It's not surprising that phishing attacks have increased given the current COVID-19 pandemic. I have shared some of the more widely known versions, but please do remember the main rule around email security: **if you are unsure delete it!**

To help make this a bit easier in the future, IS will be adding a button within Outlook that will allow you as the user to flag an email you deem suspicious. It can then be reviewed by IS for any appropriate action without forwarding the email and giving the scam a potential second life. Until the button is loaded for everyone, here is a preview of what it will look like:

Thank you all for your individual efforts in both your COVID-19 response and maintaining the security of our network.

Respectfully,
Shawn Burroughs, Chief Information Officer



Support Individuals Coping with Isolation through Alcohol Consumption

Feeling overwhelmed and stressed in this unprecedented time can be challenging, and many people are looking to find ways to escape feelings of isolation. Northeastern Vermont Regional Hospital (NVRH) Prevention Services urges individuals who may be consuming more alcohol as a means to cope with social distancing to explore NEK Collaborative's comprehensive list of mental health, substance use and recovery resources at <http://nekcollaborative.org/covid19/>.

Increasing alcohol consumption may seem like an option to get through this pandemic. In the week ending March 21, sales on alcoholic beverages have spiked by 55 percent according to market research firm Nielsen. Drinking too much can have serious consequences for your brain and immune system, not to mention other vital organs.

According to the National Institute of Health, "Alcohol interferes with the brain's communication pathways, and can affect the way the brain looks and works. Drinking too much can weaken your immune system, making your body a much easier target for disease. Drinking a lot on a single occasion slows your body's ability to ward off infections – even up to 24 hours after getting drunk."

"It is very important to remain healthy and find healthy alternatives that are rewarding to you and your family," NVRH Regional Prevention Partnerships (RPP) Coordinator Cheryl Chandler said. "There are local mental health resources to help you deal with the emotions that may be triggered by this COVID-19 pandemic. If you or someone you know finds themselves drinking more alcohol during this time, or is struggling with alcohol use disorder, there are many resources available to you."

For more information regarding resource and access to support, call NVRH RPP Coordinator Cheryl Chandler at 802-748-7555 or NVRH Prevention Specialist Tennyson Marceau at 802-748-7332. They are available to provide resources for parents, grandparents, actually everyone! They also keep calls confidential.

Talking to your teen about vaping addiction

can be difficult, but we're here to help.

802QUITS.ORG



- Visit 802QUITS.org to learn more about This is Quitting, a first-of-its-kind program designed to help young people ages 13-24 quit vaping.
- For local support with vaping/smoking cessation, call NVRH at 802-748-7526.

Nicotine addiction is not your child's fault!

This message is brought to you by Northeastern Vermont Regional Hospital Prevention Services. Funding is made possible, in part, by the Vermont Department of Health's Tobacco Control Prevention Program.





Heroes work here.

MAY 6-12, 2020

NATIONAL NURSES WEEK

Not all heroes wear capes,
but they do wear masks.
Let's thank and support our nurses
who risk their lives to save ours.



Rachel Riley Earns Inpatient OB Nursing Certification

Rachel Riley, RNC-OB has earned her Inpatient Obstetric Nursing Certification through the National Certification Corporation (NCC) as of February 20, 2020.

Rachel began working on the Birth Center after graduating from the University of Vermont with a BSN in 2017. She attended UVM as a Green and Gold Scholar. Candidates become eligible to test for certification after working in their specialty for two years. The testing process is rigorous, similar to the NCLEX exam.

“I signed up through the NCC website and then had 3 months from the day my application was accepted to sit for the exam. I found some study material online as well as flashcards and practice questions which I used independently prior to scheduling my exam. Scheduling was also done online and was fairly simple, though the nearest test site was located at an H&R Block in Burlington, VT.”



Rachel decided to pursue a career in OB nursing when she was 17, after volunteering on the Birth Center. “I chose NVRH because I had volunteered here on the Birth Center in high school when I was part of Lyndon State’s Upward Bound program,” Rachel said. “NVRH had the Birth Center Apprenticeship program, which suited my desire to begin in OB directly out of nursing school. I felt welcomed here when I interviewed and this was my top pick for hospitals I had applied to!”

One of her goals was to become certified in OB, which thankfully she was able to do this year. Some future goals that she has are to continue her education around Lactation, and possibly obtain an IBCLC in the next few years.

“Rachel is an excellent OB nurse and is committed to providing exceptional care to families within our community,” Birth Center Director Laura Emery said. “In her 2.5 years of work on the Birth Center, she has grown into her role in the field of obstetrics, as evident by her most recent achievement. **Congratulations, Rachel!**”



Pete and Gerry's Organic Eggs delivery #2! 285 cartons of eggs were distributed to all our egg-ceptional external practices and on-campus departments yesterday! Thank you Paula, DSU, for coordinating again!

The Star Theater made a Nurses' Day delivery of bags of movie theater popcorn.



National Volunteer Week (April 19 - 25) is an opportunity to recognize the impact of volunteer service and the power of volunteers to tackle society's greatest challenges, to build stronger communities and be a force that transforms the world. Each year, we shine a light on the people and causes that inspire us to serve, recognizing and thanking volunteers who lend their time, talent and voice to make a difference in their communities.

National Volunteer Week was established in 1974 and has grown exponentially each year, with thousands of volunteer projects and special events scheduled throughout the week. Today, as people strive to lead lives that reflect their values, the expression of civic life has evolved. Whether online, at the office, or the local food bank; whether with a vote, a voice, or a wallet – doing good comes in many forms, and we recognize and celebrate them all.

We have 140 volunteers who were not with us this week due to COVID-19 but they were not far from our hearts and minds. We wish you a happy safe week and look forward to your return.

Volunteers



Light The World



National Health Care Volunteer Week 2020

©AHVRP





hero
V

Thank a healthcare worker today!

MAY 10-16, 2020

NATIONAL HOSPITAL WEEK

The dedicated staff at Northeastern Vermont Regional Hospital come to work everyday to keep us safe.

We stay at home to keep them safe – because we're all in this together.



Support NVRH COVID-19 Relief Fund

Help ensure NVRH and its staff have the support needed at this time. For more information and to give, visit nvrh.org/support-nvrh/donate-online/



Thank you!

#ThanksHealthHeroes

Show them you care – post your messages and photos!



Looking for a way to get a Thank You to someone working at NVRH? Visit <https://bit.ly/34NYZCm> to post your message and photos of appreciation! #ThanksHealthHeroes

St. Johnsbury School District's Family Place Partners To Bring Gardens Home

The Family Place at The St. Johnsbury School has been busy developing and distributing children's gardening kits with the financial support from a Community Health Fund grant from Northeastern Vermont Regional Hospital. Laurie Kozar, The Family Place Coordinator developed the children's garden kits to provide families with stand-alone kits that contain gardening activities and early literacy components that are simple and fun for families to use. "This is an adaptation that we had to make to a planned program in response to Covid 19 - it was done on the fly," says Ms. Kozar. The funds were reallocated from a wellness initiative to develop curriculum for a pilot nutrition education program at The Family Place. The Food For Thought program was originally designed as a series of in-person workshops, however, with social distancing health guidelines, the in-person portion had to be shelved.

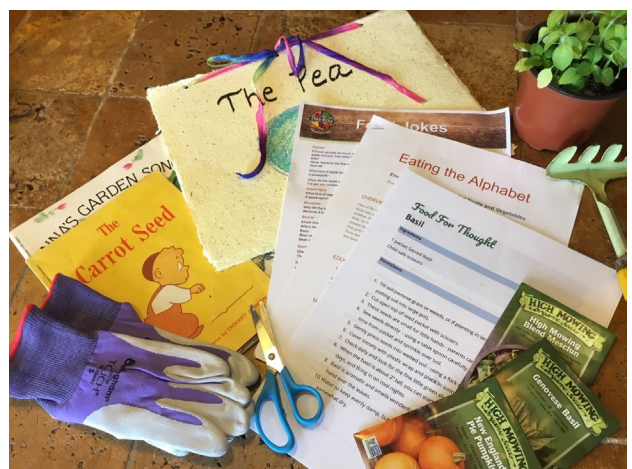


Caleb Willhoit (4), a very happy garden kit customer!

The program's goal was to improve health in the region - and the kits are able to do that in a way that in-person workshops would not be able to. Parents can use a stand-alone kit to 'sow and grow' edibles with their child, and the kits provide a children's book, and activities. This is empowering for parents: with the information provided in the kit parents can use gardening as a healthy at-home activity that supports nutrition education, and early literacy. "Gardening and growing food can nourish us physically, mentally, and emotionally," says Ms. Kozar. "Activities around gardening with kids is a perfect activity for these times! We are all at home, and many parents are enjoying a kit that provides a recipe for the sort of magic that teachers deliver in their classrooms."

The Food For Thought Garden Kits have struck a nerve! The kits were spoken for in the first two hours of the email announcement to parents and community partners. Ms. Kozar says that over 200 requests for kits came in over the first two days. Requests were from parents, Pre-K child-care centers, and supervisory unions across the state. "This was well beyond our scope (and beyond our funding), but we were thrilled, and we did not want to let anyone down or go without," said Ms. Kozar. Together with her supervisor, Sharma Gencarelle, the St. Johnsbury School's Director of Early Education, Ms. Kozar began to reach out to community partners to collaborate to try to meet the overwhelming demand for gardening kits.

Linda Michniewicz, Caledonia, Essex, and Orleans Area Regional Coordinator, Building Bright Futures donated over 125 children's books that are garden and spring themed. Bobbie Lepine, Northeast Kingdom Community Action, was also gathering seed packets to distribute to families within their catchment. When Laurie spoke to Bobbie about the outpouring of interest, Bobbie jumped in to help and donated seeds, soil, and books for kits during the first week. NEKCA now offers a version of the kits in their Little Potter Garden Club for families outside of St Johnsbury allowing The Family Place to meet those families that reside in St Johnsbury. Ms. Gencarelle has been coordinating the many community members who donated soil and pots so that families could grow food even if they don't have gardens. Sharma has been assembling the kits, and meeting families to distribute kits each Friday. The kits continue to be in high demand, and The Family Place expects to continue to provide kits to families throughout the spring.



A sample garden kit from The Family Place. Each kit varies, but all include a children's book, seed packet, a 'Food For Thought' direction pamphlet (with instructions, growing tips, ideas and activities as well as a list of online resources).

"Gardening and growing food is practical and offers families a lot of fun activities too - and, from an education perspective, it offers parents a broad range of teachable moments," offered Ms. Gencarelle. Each Garden kit includes a packet of seeds, children's books, activities and supplies, a parent packet with directions, tips and ideas, finger play, a poem, recipes, information on pollinators, and composting, and more!

What Our Patients Are Saying About Us

Ambulatory Surgery

- A nurse named Jaime was a delight! She has a perfect bedside manner.
 - I really thought Dr. Siegel was very thorough and had a great bedside manner!! I really appreciate all his help for my situation! Thank you Dr. Siegel.
 - Dr. Anne O'Connor is excellent, I received great care.
 - Post op care - excellent. OBGYN nurses - excellent, they clustered tasks (pain meds, VS & assessments) to let me sleep in 4-5 hour blocks. Jackie & George were super and kept me comfortable.
 - I couldn't be happier, the staff and my doctor did an amazing job and I felt so well cared for. I really appreciated Dr. Siegel taking the time for me.
 - The experience and staff the day of the procedure were excellent!
 - Felt very good about the whole experience even spinal, which was explained well. Great doctor, made me feel comfortable, great nurses, and care.
 - I can't imagine anything the hospital could have done to make it better.
 - Always well taken care of at NVRH.
 - Went very well. Everyone was super.
 - The whole staff @ NVRH are excellent and very professional.
 - I was very happy with my care while at NVRH. Everyone was so amazing and helpful.
 - I had a very good experience with this hospital and staff before, during, and after my surgery, and they called to check on me a few days after I was home to make sure there were no problems or complications.
 - I was delighted with ALL elements of my care. From referral at KIM, through the initial appointment at the surgery practice through DSU.
- THANK YOU ALL.
- It was excellent cannot say enough about the doctor, nurses were professional.
 - This visit was a positive experience. Everyone involved in my care were knowledgeable, caring and made me feel like my health was important to them. They communicated with me in a way I could understand what was happening, which put me more at ease. Very happy!
 - Everyone did a very good job.
 - Nurses, doctors, and other staff were great! Facility was nice and clean and comfortable. I like the music in the prep/recovery ward (makes it more relaxing).
 - Everything went well, I did not have much pain.
 - All staff & doctors were very nice & helpful.
 - Best experience I have had with a surgery.
 - I live in NH and normally go to another hospital. With repeated problems there, I was recommended to go to NVRH. I am extremely pleased with everything; the people, the process, the care, and the paperwork.
 - Nurse were great.
 - All experiences were very good.
 - Overall excellent experience.
 - I had an excellent conversation with the Anesthesiologist who listened carefully to some concerns and made me feel like a partner in my health care.
 - The staff was very professional and caring, which made the whole procedure, a very good group of professionals.
 - Everything went very well - Pleased that I was put in a room with my wife who also had been admitted. This relieved a lot of stress for us.

Emergency Department

- Betsy provided great care and concern for my injury.
- Tanya did a great job!
- Dr. Grant was very nice and explained everything about all my tests and condition. Krystal & Lorna, the nurses were excellent.
- Dr. Taylor is a doctor who enjoys treating people. No question is unimportant and he stayed with me until he was satisfied that I understood my condition and felt comfortable. I never felt like I was wasting his time, in fact the opposite, he made me feel like he was INTERESTED!
- Dr. Tanner was thorough and precise.
- I barely was at the check-in desk and Sara, the ER nurse brought me right in to be examined.
- Dr. Grant was very good and took extra effort to find out what the problem was. He also listened to the nurses about me not being able to stand/walk.
- With that kind of treatment, the hospital established a very positive impression.
- I would just like to say that the staff and doctors are much improved, over what was there a number of years ago.
- They were concerned, which was most comforting.
- Super. Just super!
- Comforting - Great staff - Caring.
- Most understanding.
- Attentive and not intrusive.
- My problem was visible and they were very understanding.
- They had all my information correct and updated.
- Information was in the system, so my admission was effortless.
- Experienced personnel who worked efficiently and courteously.
- This staff is exceptionally sensitive to patient needs and comfort.
- This staff is so professional and personal at the same time. Such a reassuring combination of qualities.
- Literally walked in, told my name, DOB; about 10 SECONDS after the receptionist entered my info a nurse was by my side to escort me. WOW!
- This is a great staff. On the ball and all possessing great people skills.
- Your mission to provide the highest quality of care is an accomplishment! And, truly something you should be proud of. Everyone functioned seamlessly as a team. They all were so kind and caring. Thank you!

- Nurses were great & caring.
- I was in a lot of pain - EVERYONE was very professional and KIND.
- First rate care.
- Attentive and friendly.
- Very good service & speedy attention.
- There was no wait in the waiting area or in the treatment area at all.
- I was admitted from the ED and the entire experience was very good.
- Very attentive staff, almost no wait times!
- Great place, if you need medical help.
- Wonderful nurses!
- There were no delays at all. Very quick service. All staff, nurses, and doctors were very nice.
- Everyone was thoughtful and caring.
- Very aware and reassuring to my daughter.
- The nurse was very patient and competent.
- Very pleased with the staff & NVRH.
- I've been an LNA for 39 yrs. and know all about good care.
- I had a very good experience.
- I have been to this hospital before and I love it!
- The doctors and staff were very good to me and helped me with the best of care.
- I had a very good experience.
- Very polite and informative. Good at their job!
- Extremely caring and compassionate A+++.
- Always have excellent service at NVRH, whether for myself, my elderly parents, wife or children. Thank you!
- A+++.
- Fantastic, thank you for all the extra work that night, the family thanks you too for the extra work.
- The nurses had good attitudes and were very professional.
- I love the place.
- I was taken care of very well while there, thank you very much -
- All good experience.

Inpatient MedSurg

- Dr. Rousse was very nice, friendly, and professional.
- Chaplain, reiki master Rena - Loved them!
- I very much liked Dr. Korsh. Gave me a good explanation of the procedure.
- The food was always delicious. It's great that fresh wholesome healthy food is offered. The food staff are very nice, especially Darla. The food was the highlight of my stay.
- Phlebotomists and CT techs were very nice.
- The care coordinator, Kim, and the other woman, were very helpful and pleasant.
- Very happy to have a room without another patient. Thank you very much.
- Staff were very nice and caring and thoughtful always.
- The pain issue was my own fault/hesitation, but explanations by my nurse & doctor was helpful.
- Student nurses were amazing.
- Very professional & pleasant.
- Excellent care. Room cleaner was wonderful... friendly & thorough.
- Smooth, timely.
- All nursing staff were great!!
- Quick & easy.
- Quick, courteous and best of all painless!!

Birth Center

- Dr. Siegel is an excellent, capable, kind and caring doctor. I felt very comfortable under his care!
- I had an excellent male nurse overnight for 2 nights who was an exceptionally excellent nurse.
- Excellent experience; everyone was wonderfully kind and compassionate.
- Fabulous Doctor.
- Truly wonderful individuals work at NVRH - High-quality caregivers.
- Wonderful.
- Food staff were fantastic, very accommodating & friendly.
- My entire stay was wonderful including surgery - everyone was exemplary.
- So appreciative of your amazing staff - I was treated like ROYALTY!
- Excellent nursing staff - I felt well-cared for.

Corner Medical

- Dr. Alfaraz was very concerned and informative
- This was my first visit with Kristal Imperio and I fell in love with her! She put me at ease and we were able to be open & frank about my health!
- Susan Olsen was my attending physician. She is a solid gold asset to Corner Medical. I hope she remains there for a long time.

- Amy is absolutely the best
- Dr. Dargis is EXCELLENT. She is very thorough, never abrupt or harsh, eager to help. I love her, she's the best and I'm petrified of doctors.
- Dr. Dobbertin is intelligent, but also compassionate
- Amy is excellent
- No delays.
- Got an appointment quickly on the phone.
- Very good experience. Listened very well.
- The staff worked very well together to care for me. I would highly recommend this practice to others.
- Excellent experience with my health issue.
- Very concerned with my privacy and protected my safety very well.
- Corner Medical does a great job with scheduling and returning phone calls.
- Labs and scans were set up and done very quickly.
- Excellent!
- I liked being able to go to my appointment in the evening after work.
- Always courteous and very helpful. Always concerned about your problems.
- Excellent provider
- Called Monday at 8:00 A.M. & got an appointment for 10:30 that day.
- Smooth as silk
- Very personable and caring.
- Very conscientious

Kingdom Internal Medicine

- Dr. Lee and her staff are excellent! All doctors could take a lesson from her.
- Diane is great!
- Dr. Lee cares.
- Dr. Irene is the best. I know she is very busy, but she never makes me feel rushed. She always takes time to thoroughly respond to my questions. We are very fortunate to have her serving here.
- Always great!
- Joyce was awesome. She thoroughly assessed all of my recent Urgent Care visits. She helped end 3 weeks of illness.
- Dr. Irene K. is superb - really!! So good maybe I shouldn't recommend her. Knows when to seek out a colleague for advice and an excellent practitioner.
- No wait time in and out
- Always great service and kindness
- I really like the portal. It provides a great way for me to keep up on test results, visit summaries, etc.
- I feel very comfortable with nursing staff and my primary.
- Great front end staff
- I like my Doctor, she seems very knowledgeable and I hope to keep her as my Doctor.
- No problems.
- NO delays or wait time.
- Excellent.
- Always good.
- Everyone really cares.
- They are great!

North Country Otolaryngology/Audiology

- Hearing aids work well. Thank you for cleaning them.
- No delays.
- The best
- It was a good visit
- No real wait time.
- Great experience.
- ENT Dept. is extraordinary!
- The nurses were all great, very attentive and informative.
- Everyone was very helpful.
- Very informative and would absolutely recommend this care facility.

Specialty Clinics

- Dr. Korsh is a great addition to the orthopedics team.
- Jacey is an outstanding professional!
- Chelsea is one of the very best nurses that I have ever known.
- Dr. Dixon is an outstanding physician in every aspect of his performance.
- Always a pleasant visit.
- Anything that I needed I received in a timely fashion.
- I have no complaints and felt cared for.
- From the first visit to the day of the procedure was less than a week. I couldn't ask for better care. Everything was explained and all my questions answered.
- consistently excellent
- She made the experience so easy for me!

- No waiting, no delays.
- Really perfect experience.
- Would highly recommend anyone needing this surgery to come to NVRH.
- Excellent nurse!
- Caring, thorough, pleasant.
- Did not feel rushed - nice!
- Wonderful as always
- Very fast getting me in.
- Good experience.
- I was very pleased.
- Can't say enough good things about it all!
- I was very nervous about having this procedure, but all the personnel made my experience very comfortable.
- No wait at all.

St. Johnsbury Pediatrics

- We love Dr. Price and all the staff! Dr. Price always makes time to see us and makes sure we are all set when we leave.
- Dr. Stasny is always supportive & helpful.
- Dr. Price is the best! He is what being a caring, loving doctor is all about. The world needs more out there like this man!
- We can't say enough about this wonderful place
- very accommodating

Women's Wellness

- I had a sensitive issue, Anne listened and was kind. Very easy to talk to. She couldn't do what I wanted but we came up an excellent compromise. Loved her.
- Dr. O'Connor & staff went above and beyond their line of duty for me. Women's Wellness Center is awesome!
- Megan gives exceptional care. I feel comfortable and able to discuss any issues (concerns) I may have openly, without fear of judgment.
- Highly recommend Dr. O'Connor.
- I feel very lucky to have Dr. O'Connor caring for me.
- Personable, excellent care
- Excellent service. Thorough, friendly, approachable & sensitive, listened well. Did not feel rushed nor wait too long.
- I felt safe cared for and comfortable with the various staff for my recent abundant trips to women's wellness.
- She is always nice!
- I never have had a bad experience at Women's Wellness.
- I am so grateful to have her as my OBGYN. She has always taken my issues at face value and makes me extremely comfortable.
- Amazing, very personal.
- Staff was super friendly, genuine, honest & kind.
- Quick yet didn't feel rushed.
- Super kind, always payed attention to me & not her computer!
- No delays
- In and out in no time
- Dr. went above and beyond explaining my condition in a way I could improve on my own.
- The nurses, NP and Doctors have all been wonderful.
- Love my care provider.
- Thank you for the reminder about my appointment.
- Complete professionalism.
- Prompt attention, no delays.

Diagnostic Imaging

- Yvette responded to my questions in a friendly and professional manner.
- Both techs Tyler & Mark were very friendly and professional.
- The wait was short and being greeted by Yvette instantly lowered an anxiety. She was friendly, caring and efficient, and made this procedure almost fun. The best mammogram experience ever for me.
- Always an excellent experience!
- Easy to find imaging for ultra sound, did not wait long. Everybody was friendly and professional.
- Had ultra sound of leg. The tech did great. Answered my question and did all around a great job.
- I needed to remove my necklace, but I could not by myself. The tech assisted me. I was grateful and appreciated her kindness.
- The staff was very considerate and helpful.
- My experiences at NVRH and DI have been many, and have all been excellent.
- Excellent care - very professional.
- Extremely comfortable, took me in early.
- A+.
- No issues, I fell asleep during the MRI.
- Service was fast, competent & courteous.
- Have been very satisfied with service received.
- Very clean hospital. All personnel very attentive and friendly.
- I did not call ahead to inquire about receiving a CD and written report for my chest CT. I was told there would be a 10 - 15 minute wait - and

that's what the time wait was exactly. I received my requests personally in the waiting area (with a big smile I might add).

- At 68 I have had this procedure many times. I never had a bad experience, always thorough, however I found this year's tech to be exceptional.
- Pre-registered via phone call - very good.
- People were very knowledgeable and helpful.
- Great experience.
- Very organized medical professionals.
- Very professional staff member explained each of the steps of the test.
- Short wait, no complaints.
- Everyone was friendly and kind, also professional.
- No complaints.
- Staff explained everything at each step!
- Very nice staff.
- Nice lady came in the waiting room with coffee and cookies, very nice gesture, very pleasant woman.
- I have already shared my positive experience with others!
- They were expecting me to come in, my name and information was sent in ahead of time. They were READY!
- Very good!
- Patient care as it should be: 5 star.

Laboratory

- Jennifer was very pleasant and informative.
- No concerns - Staff was very courteous & timely.
- Everyone was very nice to me.
- Person who drew my blood was able to get it on the first try! In the past at other places I've experienced them trying to draw blood 2-3 tries before getting a vein.
- Signs large and easy to read, which allows to the point verbiage.
- Wait less than 5 minutes.
- Excellent!
- This hospital & outpatient facility is the very best I've ever experienced. Friendly, caring & competent staff from entry to exit.
- Very friendly lab workers.
- Always excellent.
- Excellent! Felt very well cared for.
- I had a painless blood test
- There are none any better, may God bless you all!
- It's always a pleasure to use the services at NVRH.
- They are all top shelf and very best.
- I was really blessed as everything went JUST fine!

Pain Clinic

- Always pleasant staff very good Doctor. Usually, no delay in waiting room or very short one. Dr. Ge was excellent.
- Very positive experience with staff, Doctor and nurses.
- All good.

Physical Therapy

Northern Physical Therapy

- The WHOLE staff is exceptional.
- I've been going to NPT for about 12 years. I am glad NVRH did not change anything. The people there are great.
- Very friendly and professional staff!
- Very accommodating and concerned about my comfort.
- EXCELLENT CARE and concerns about my pain.

Dan Wyand PT & OT

- Dan is nothing but professional & totally personable.
- Excellent experience.
- Very friendly & gracious! Understanding cancellations due to inclement weather.
- Great experience – warm, caretaking & considerate of my age & ability to do exercises. Constant assistance while exercising!
- Great experience as always. Thanks.