



## EMPLOYEE NEWSLETTER MAY 2024

### Bella Care turns 15!

Bella Care Hospice turned 15 years old in February! The current climate of the Hospice industry from a business perspective is heating up- this means that 15 years in business with a single owner is an accomplishment greater than you could imagine! There are over 150 licensed hospices in the state of Ohio, and less than 2% of those hospices have reached this milestone. Bella Care is proud to continue to serve the great state of Ohio in over 40 counties.

The legal name of Bella Care Hospice is Tridia Hospice Care. "Tridia" means "trinity" in Gaelic- and the logo of the past was a triangle of Celtic descent, to represent mind, body and spirit. Bella Care rebranded in 2017 under the leadership of Dr. Jim Collins, whose daughter is named 'Isabella.' This is where "Every Life is Beautiful" was born. Tridia also wore the color red- long before our signature color of lavender.



Bella Care began our journey under The Joint Commission Accreditation, which we held for 6 years. The decision was made to forego a further accreditation over time, as we became more confident in our processes and also felt the need to minimize our risk. Bella Care has several Deficiency Free Surveys under our belt- and we are aiming for another as we are currently in our survey window!

The first Bella Care office to open was in Columbus, and the second was Ashtabula. Cleveland followed shortly thereafter, and Cincinnati and Dayton came into our company via acquisition. At one time, Bella Care had 7 locations across Ohio. Canton and Belmont were both in business just under 3 years, and they were dissolved in 2015-2016. In 15 years of business, Bella Care has served over 16,500 patients and families!

The first Bella Care Hospice employee hired was a Chaplain in Columbus- Steve Hielkema- who is still serving with Bella Care today! Bella Care has 15 employees who have been with Bella Care for over a decade, and 54 employees who have been here for 5 years or greater.

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# EMPLOYEE OF THE YEAR



## Bella Care turns 15...continued from page 1

In addition to all of the outstanding work we have done over the years, we have had a lot of fun along the way, too. We have attended professional baseball & soccer games together, drove go-carts, won bowling tournaments, played on golf teams, walked in over 25 Alzheimer's Walks, had Halloween costume contests, and raffled some amazing door prizes at the Holiday parties. We have had visits from food trucks, the Easter Bunny, Santa Claus, The Grinch, The Mayor of Westerville, and author Kimberly Paul. We attended private professional training from Weatherbee Associates and continued our learning journeys with various seminars and conferences. We supported the local communities after disasters such as tornados and mass casualty events. We walked side by side during a worldwide pandemic. We have seen each other at our best and some at our worst. We have celebrated professional and personal accomplishments and mourned with each other during losses and failures. All of this encompasses who we are- a work family to some, and a real family to others. We are colleagues and professional acquaintances. But most importantly, we are Hospice care workers- what a lot of people will call 'angels on earth.' We are what makes Bella Care Hospice. Here's to the next 15 Years....



“What an honor it is to serve at Bella Care and see the good work that we do for our patients and their families.”

-KENDRA LAMBERT

Kendra truly lives out our Core Values. Her response to winning the Employee of the Year award exemplifies how she represents the Bella Care spirit. She was quick to praise others for their hard work. She wrote to her volunteers saying: “I really am nothing without all of our volunteers who are committed to serve and support our patients. So, I share this recognition with each of them because their compassion and care also make a difference in the lives of our patients and their families. Blessings to each of them for their time and service.”

## Employee of the year 2023

### KENDRA LAMBERT

We are so proud of our Employee of the Year: Columbus' Volunteer Coordinator Kendra Lambert! Kendra has been the Volunteer Coordinator since 2019. She helped the department weather through the pandemic and has been working hard to rebuild the program for the last couple years, recruiting a record number of volunteers. Under her leadership, Columbus is now our largest volunteer department with over 50 volunteers on the roster! This growth is a testament to Kendra's hard work and dedication.

Executive Director Brandy Stenson said, “Kendra is the epitome of an exemplary employee. She is dependable, respectful and respected, kind, knowledgeable and has a strong work ethic. While having the largest volunteer department, she handles the duties associated with this with efficiency and a positive attitude. Kendra's team of volunteers adore her and always have great things to say about her. She makes a point to know them on a personal level, their joys, their accomplishments and their struggles. I often joke that Kendra can get people to work for free, when the rest of us struggle to get them to work for a salary!”







## Jamie Schmidt

### EMPLOYEE OF THE QUARTER Q4

Those of you who have had the pleasure of working with Jamie Schmidt would know that she is one of the biggest team players. She goes above & beyond to ensure her patients are taken care of! She is the kind of person that no matter what the day may throw her way, she continues to keep a smile on her face and brightens others' days, often getting a few laughs out of you too! Her kindness and compassion are extended to all she comes in contact with which helps her to build great, long lasting relationships internally & externally. She truly makes every day count and is a great example of 'Celebrating Life'. One of the many examples that come to mind is when she helped get a few patients to dress up for St. Patrick's Day and show their spirit and the patients enjoyed to see Jamie being festive too! Thank you for all you do Jamie, you are very appreciated & truly one of a kind!



## Happy Holidays!

It was wonderful to be able to get together again for our annual company holiday party. The evening started out with cocktail hour enjoying appetizers as everyone arrived followed by a sit down dinner, dessert and finally awards & raffle prizes. As 2023 came to a close, we celebrated the accomplishments throughout the year and looked ahead to what 2024 will bring!



## Social Worker Month

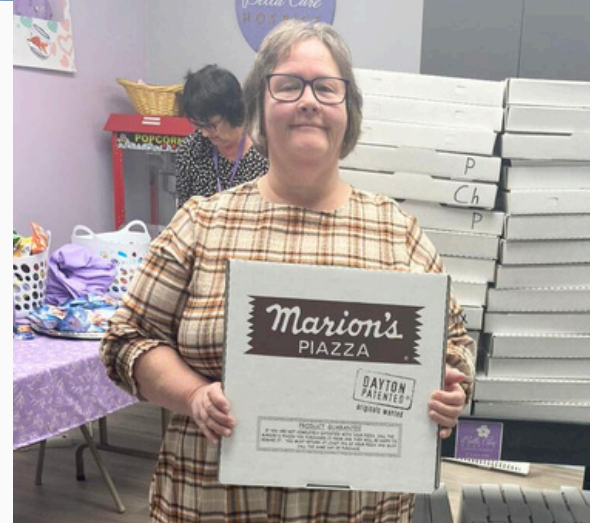
Happy Social Worker Month to our very own, Suzanne Ales, LSW & Brooke Walker, LSW! Bella Care Hospice's Core Values are Compassion, Competence, Commitment and Community, values that both Brooke & Suzanne continuously strive for and show to our patients, families, facilities and coworkers. We are so grateful for both of you, not just this month but every month of the year!!!





## Celebrating the Holidays Together

The end of the year is always a busy season. Cincinnati took time out to celebrate the holidays together with dinner and entertainment at a local restaurant. Entertainment was provided by our very own staff! Our employee, Wosi, brought some of her home culture to share with our team. She had friends and family play music on native African instruments along with an original African dance. Then our music Volunteer, Lydia, played the guitar and sang for everyone. The event was enjoyed by all.



## Tammy Bolin

EMPLOYEE OF QUARTER 4 2023

Our BOM Tammy has been employed with Bella Care for close 5 years and has been in healthcare for many years. She is always supportive of our team and was well deserving of the award!

## Ashley Baker

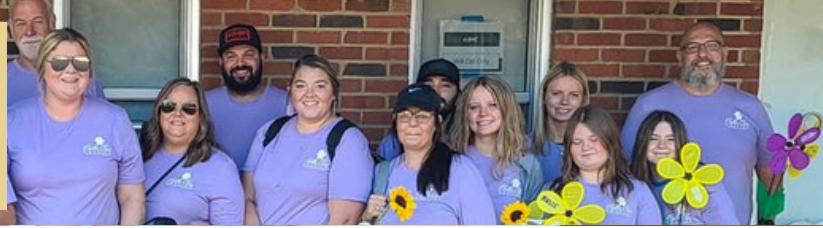
EMPLOYEE OF QUARTER 1 2024

Ashley Baker has worked with Bella Care Hospice for 4 years. Ashley received her Certification in Hospice and is the first STNA to do so in the Cincinnati branch. We are grateful to have her on the team.





# COLUMBUS



**Rachel New**

EMPLOYEE OF THE QUARTER Q3

**Krista Pace**

EMPLOYEE OF THE QUARTER Q4

The Employees of the Quarter for Q3 and Q4 were our Dynamic Duo, Rachel New and Krista Pace. These two nurses have been the pillar of our on-call team for many years, keeping our quality high, while the rest of the team are asleep in their beds. Hospice is a 24/7 service, and we could not do it without the hard work and dedication of these two ladies.

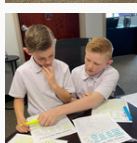
## Spreading the Love

Bella Care Employees showed LOVE to each other during Valentine's Day. The day was filled with Heart-shaped pizzas and cookies, Valentine's Cards and treats, and a Valentine's Box Decorating Contest, won by 3 amazing ladies- Caitlyn, Lexie and Justine. It's always fun to take some time to show love and appreciation to our coworkers!



## Take Your Child To Work Day

Bella Care Columbus participated in Take Your Child to Work Day, and it did not disappoint! It's a toss-up if the parents or kids enjoyed it more. The kids learned so much about the work their parents do every day, as well as Bella Care and the impact we have. They created resumes, made their own name badges and even joined a 'Team Meeting'. It wasn't all work for these awesome kiddos, though. They enjoyed pizza, ice cream sundaes, and even the TikTok Pickle Challenge. The parents reported that the kids were talking about it, long after the day ended.



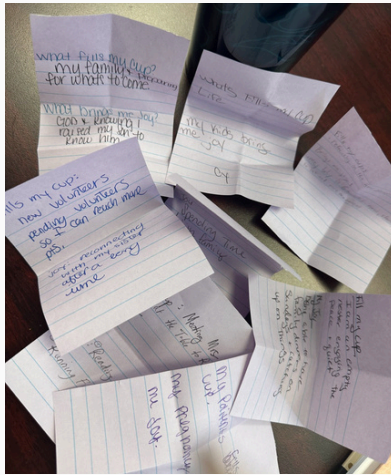


# CLEVELAND



## Keeping Our Cups Full

During a recent All Staff meeting our team was reminded of how important it is to keep our cups filled! Each team member reflected on how keeping their cup filled helps them give each patient the best care possible. They wrote their inspiration on a note and then filled Kisha's coffee cup as a physical reminder.



## Veronica Klug

EMPLOYEE OF QUARTER 4 2023

Every single day Veronica goes above and beyond for her patients and her team. Veronica is hard-working, compassionate, and a true example of what a hospice heart should exhibit.

## Makayla Vacha

EMPLOYEE OF QUARTER 1 2024

Makayla is dedicated to the mission of Bella Care Hospice. She treats every single patient and family with respect and dignity. Makayla always makes sure she recognizes the details to ensure we celebrate every patient's life!



## Sharing Some Love

AKC filled our office with Love and Joy while we celebrated birthdays and Valentine's Day.





# DAYTON



## Taylor Stebelton

EMPLOYEE OF QUARTER 1 2024

Taylor is Dayton's receptionist. She has been with our office for about a year and has made a great impact, she fits right in and is part of the office family. We are grateful for all she does! She is pictured here with her boys, Trace (12) and Tripp (9), who joined us for our Take Your Child to Work Day. Taylor is a dedicated mom from Carlisle, Ohio. When she isn't working, she is at a sports practice or game with her boys. Taylor commented on winning Employee of the Quarter, "Every day here gets better, I have met friends who I would consider family. I am so blessed to be a part of this team!"

## Moving Day!

Our Dayton branch has a new home! We moved on January 26th, to the second floor of 2 Prestige Place. The move was a success, and we are so pleased with the new space.



## Baby Shower

A new Bella Care baby is on the way. We celebrated our Clinical Supervisor Mrs. Kelli Bess and hosted a baby shower for our new Bella Care Bundle. We can't wait to meet you, Lainey Kay Bess!



## Skills Day

All the aides and RN's participated in a skills day where they brushed up on basic and practical technique for patient care. We made it a fun time, and some of the staff even won raffle baskets!





# CELEBRATE LIFE



## Ashtabula

### A Horse from Hospice

When Eleanor admitted to our services, we learned of her love for horses and came to find out that she was a horse trainer. Our team made a connection with Fieldstone Farms in order to arrange for a mini therapy horse to visit Eleanor where she resides. During the visit, she was able to brush the horse and go along for a stroll bringing back fond memories! Shout out to Megan in the marketing department for making dreams come true!



### Go Browns!

Michael has a passion for football and he had shared with our team that one item on his bucket list was to attend an NFL game with his son. Our clinical supervisor, Veronica, worked diligently on getting tickets and finding transportation to and from the stadium. His hospice aide, Liz, accompanied him & his son to the game. These ladies dedicated quite a bit of their time to make his dream come true and both were so happy to be able to be a part of this wonderful celebrate life! Michael is a huge Cleveland Browns fan, and his son is a Pittsburgh Steelers fan, so going to the Browns vs Steelers game was exciting for both and we all said that the Browns won it for Michael. He even got to meet Deshaun Watson, how cool is that?! Go Browns!!!



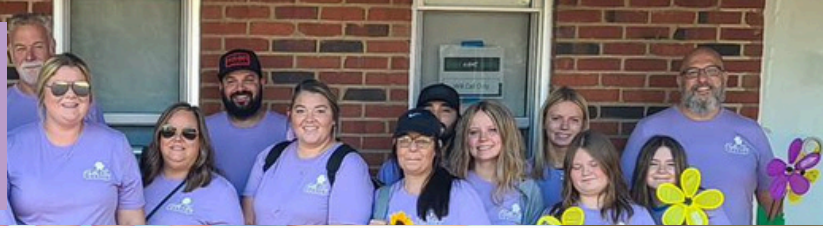
## Cincinnati

### Celebrating 100!

The Bella Care Cincinnati team recently got to wish a happy birthday to a patient turning 100 years young! We put on a party for her, surrounded by family, friends, and her Bella Care support team.



# CELEBRATE LIFE



## Cleveland Celebrating 100!

John and Catherine got to help celebrate Doris's 100th birthday!



## Music and Manicures

Due to the popularity of our music to memory program we've added new cd players and new music to our library for our pts. We've also put together more manicure kits to help our patients feel special.

## Columbus A Cheetah-Print Celebration

Roberta was unable to celebrate her birthday with her family this year, so her Hospice Team stepped in and made it a birthday party to remember. Patient chose a Cheetah-print themed celebration. The smile on her face says it all! ❤️



## Back to the Farm

Bill, a lifetime farmer and dedicated neighbor, wanted to take a trip back to the Homestead. Celebrate Life was able to make this happen for this special patient.

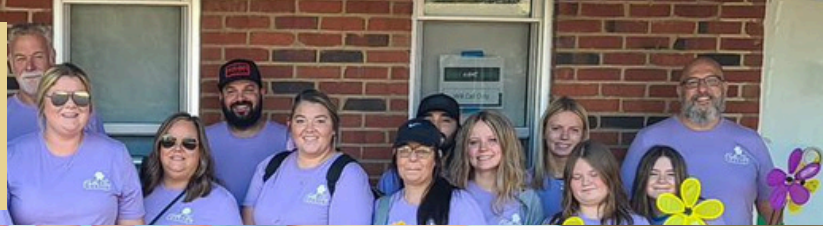


## Dayton Globetrotters!

Paige and Chloe took a patient to the Harlem Globetrotters game. He enjoyed the game and really enjoyed the popcorn!



# STAFF CELEBRATIONS



## Help celebrate employees who reached a milestone anniversary this quarter!

### 3 Years

- Jessica Roberts, Director of Clinical Operations
- Deborah Hamer, RN Columbus
- Cierra Ramey, RN Columbus
- Kayla Crouch, RN Cincinnati
- Melody King, RN Cincinnati
- April Cohen, RN Cleveland
- Stacey Bosley, RN Ashtabula

### 5 Years

- Rachel New, LPN Columbus
- Brittany Lucas, Clinical Supervisor Cincinnati
- Erica Crowden, LPN Cincinnati
- Brian Reinicke, Chaplain Dayton
- Kelli Bess, Clinical Supervisor Dayton
- Brenda Sutton, BOM Cleveland

### 7 Years

- Maggie Appiah, STNA Columbus
- Sherry Ping, STNA Cincinnati

### 10 Years

- Tawna Boyer, Clinical Education Manager
- Greg Rosser, Chaplain Columbus

## Help us welcome all the staff members joining our amazing teams!

### Ashtabula

- Krystal Berus, RN On Call
- Krystina Lane, BOM

### Cincinnati

- Brittany Class, LPN
- Katelyn Farmer, STNA
- Kimberly Coffey, LPN
- Stephanie Norman, RN

### Columbus

- Tina Reichley, Clinical Administrative Assistant
- Sara Rose, Clinical Administrative Assistant
- Sylvia Bangura, STNA
- Alysa Deitch, STNA
- Khadija Komora, STNA
- Renee Taylor, STNA
- Michael Scheiner, RNCM
- Kaleigh Gardiner, MSW
- Stefani Jeffers, Clinical Supervisor

### Cleveland

- Taylor Dimson, Weekend on-call RN
- Brionna Beasley, RN Case Manager
- Catherine Rohr, Director of Marketing

### Dayton

- Kim Reeder, Triage RN
- Diamond Cochran, STNA
- Nicole Dennis, STNA
- Destiny Smith, RN/CM
- Paula Zepernick, BOM/HR

