



2024

Looking Ahead

EMPLOYEE NEWSLETTER

Dedicated to providing Support, Education and Hope

OCTOBER 2023

What's your Theme? The power of a single word.

Greetings, Bella Care Team! Here we are closing out yet another year. As a calendar year closes and opens again, I am constantly thinking about what it is that I want to achieve both personally and professionally. I write down goals for myself and our company. Things such as: improve website, revamp Dementia Program, improve quality scores, and so on. As I was writing goals for 2023, I found myself repeating some of the goals I had set in 2022. I found myself disappointed and almost feeling like I had failed because I did not accomplish all that I had set out to do. Was 'GOAL' a 4 letter word? Was it making me feel bad? But why? Look at all we had accomplished. When I did hit a goal, I was questioning if the fulfillment lasted, or if it became a greater source of pressure to do more next time. For somebody who considers themselves an achiever by nature, when an achiever doesn't reach their goals, they can often feel like a failure. If you feel that you are constantly being measured or assessed by your goal, does that leave you feeling defeated at times?

Personally, 2022 was challenging. My goals were tabled due to significant changes in my personal life. The emotional toll that took on me was something I don't even think I realized until much later - and something I am still battling today. I knew that I felt fulfilled when I achieved a goal for the day, but what about afterwards? While I still wrote down the 'goals' I had for Bella Care, it occurred to me that maybe I should look at this year through a different lens. After 10 years of being here- what could I do differently? Don't get me wrong, I still love goals and I set them often. But what about something different? Something more simple that we can focus on rather than goals?

During my morning reading, I found an article about the power of a single word. It could be as simple as 'hello', 'goodbye', or even some of those words that make our skin crawl. Does 'moist' bother anybody else out there? For several months, I challenged the managers to think about what their theme for the year would be. One single word that was important to them, and something that they wanted out of the year here in their professional lives. We have some new managers who chose words such as

breathe
optimistic
growth
resilient
balance
relax
perseverance
faith
invest
CULTIVATE

'breathe', and 'imperfection.' These are the managers who chose to put their vulnerability out there, AND felt that they needed to forgive themselves quickly for errors. Other people chose words such as 'growth', 'invest', and 'cultivate' and they chose those words with their teams in mind. They wanted to invest more in their team, they wanted to cultivate their team members to work more independently, and they wanted to see growth within their team members and themselves. Other words chosen were 'optimistic', 'resilient', 'relax', and 'perseverance.' During our management retreat in July, these words were all revealed

to the managers, and many of them shared why they chose these words. For me, I was certain that my word was going to be 'balance.' I am a Libra, and I often find myself tipping the scales to one extreme or another- and needing to find more balance. I had my mind made up for well over a month. Then one night, after a particularly hard day in the office, I found myself searching for some reassurance. I took a deep breath and told myself that I just needed to have Faith.

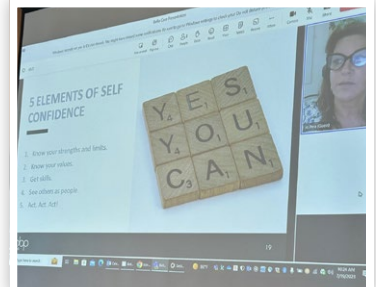
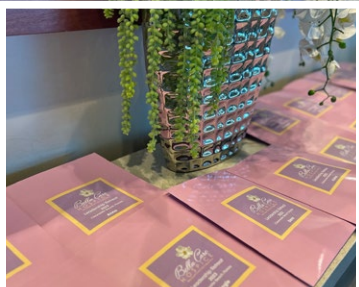
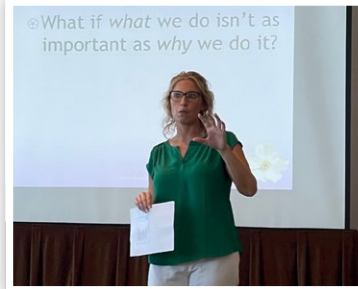
The word 'faith' came to me at a time when I needed it in many ways. Not only did I feel that I needed to have more faith in God and my relationship with him, which is deeply personal for me, but more faith in myself. More faith in others. Finding comfort through 'faith' would eventually bring me the calm that I needed. It would give me the energy and the confidence to work through some of the most challenging times in my career. As we close out 2023, I am already beginning to look towards 2024. This will be our 15th Year in business! Our company is strong, viable, and truly a force to be reckoned with.

I have all the faith in the world that this next year will bring many reasons for us to celebrate. I ask that, maybe you, too, think about shifting your mindset from 'goal,' to 'theme.' Maybe it relieves a little bit of pressure. And maybe, you will just simply have a word that you can use during tough times to remind yourself that we are all imperfect human beings- and that we are one focused theme away from being a better version of ourselves.

submitted by -By Catie Bryan, CEO

3rd Annual Bella Care Management and Leadership Retreat Clearwater Beach

*Success is where preparation
and opportunity meet*
-Bobby Unser



Congratulations to Michelle Kalifon, Executive Director in Ashtabula for receiving the first ever Manager & Leader of the Year! Michelle was voted on by her peers and won this award based on her unmatched work ethic, her dedication to the Mission of Bella Care, for always having the Pillars of Bella Care at the forefront of her mind and always living our Standards of Excellence! Michelle has been the ED in Ashtabula for 3 years and has led the branch in a positive fashion from Day One! Michelle has chipped in across the state and supported other branches throughout the year as well. We are so lucky to have Michelle on our Leadership Team!

Congratulations, Michelle!

Bella Baby Showers

It was an honor to celebrate the growing families of two of our employees: Chaplain Nicholas Hull and RN Case Manager Lauren Hutchison! We hosted a baby shower to welcome their new baby girls. The team got together over food, enjoyed playing some baby games and had fun watching the expecting mothers open all their gifts. Congrats to both of you on your growing families!



Suzanne Ales
Social Worker



Jennifer Matos, RN

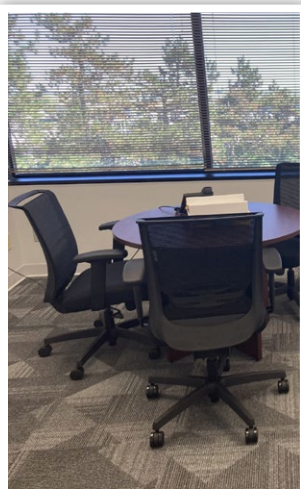
Walk to End Alzheimer's

We participated in the Walk to End Alzheimer's for both Ashtabula & Lake/Geauga counties. In Ashtabula, our team had fun at the different event tables before the walk at Lakeside High School and then went over to Becker's for brunch. In Lake/Geauga, our team enjoyed walking around the Lake Metroparks Farmpark for a good cause and it was also an added bonus to see the animals and for the kids to enjoy the playground afterwards! Throughout the year our team worked on fundraising for this cause and are happy to announce that for both walks together were able to raise \$2,942.85!!! This is a cause that is very near & dear to many of our hearts and we are so glad to be a part of the awareness.



110 Boggs Lane

Cincinnati had a big change in the First and Second Quarters of 2023: we moved our office! The new office is a much larger space, which allows the staff to have individual office rooms for greater privacy, and a very nice conference room that can fit our growing staff. The new office also offers our field staff individual work -spaces to be able to come in for charting and phone calls. The move was a lot of work but so worth it and we are grateful for our new space!



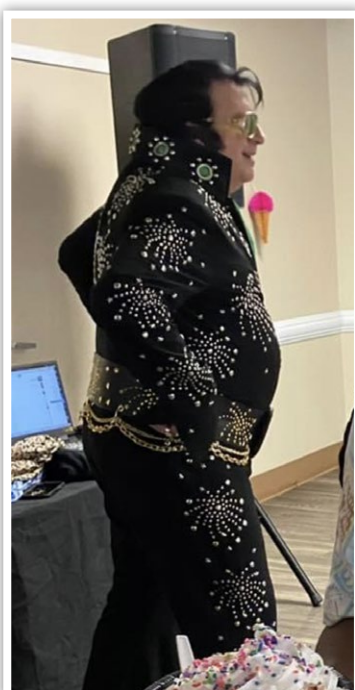
Kelly Campbell, RN



Aretha Burt, STNA

Celebrating Our Nursing Homes

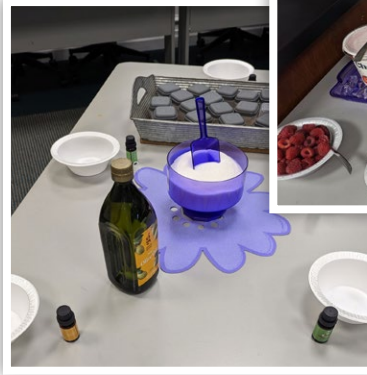
We love a good party in Cincinnati! In 2023 one of the stand out celebrations was the chance to celebrate National Nursing Home Month in May with several of our partner facilities. We brought ice cream bars and even Elvis was in the house!





Wellness Day

This spring Akron/Cleveland hosted our Second Annual Wellness Day on April 27! Our staff enjoyed some helpful financial tips from Educational Retirement Advisors, had time for personal journaling, played wellness themed games, participated in spiritual wellness activities, made essential oil pouches, were treated to lots of healthy food, participated in a raffle for wellness gifts, and took a team walk. The event was well received again this year and strengthened our bond as a team!



Tina Phillips, STNA



Lisa Sylvester
Director of Marketing



Celebrating Our Nurses

Each year we honor our wonderful nursing staff during National Nursing week. This is a chance to say thank you for all the hard work they do and their amazing care for our patients. This year we got everyone together and enjoyed a nice meal. It is always refreshing feeling fellowship with each other and enjoying laughs over some great food! We want to make sure our nurses know that we support them through all the challenges they face and give opportunities to share with each other.

The Walk to End Alzheimer's

The Bella Care Columbus Team participated in The Walk to End Alzheimer's on September 24th. Our team raised over \$1200 for this cause that is dear to our hearts, and affects so many of the patients we serve. It was a beautiful day to show our support and help raise awareness!



Brittney Salyers
Clinical Supervisor



Kendra Lambert
Volunteer Coordinator

Memorial Service

We had our Annual Memorial Service at Blendon Woods Park. What started as a rainy and gloomy day, ended in tears, laughter, and fellowship. Our families appreciated the chance to share stories of their loved ones who have passed. Our Chaplains planned this event for months, to make it a special and memorable time, honoring the patients we have served.





Memorial Service

Dayton's Annual Memorial Service was held this year at the Hills and Dales Metropark on September 26th. The service was led by our very own Chaplain Brian Reinicke. It was a great opportunity to remember and honor the patients who passed away on our service in the last year. We were grateful to be joined by family members who came to celebrate the loved ones we have lost.



Brian Reinicke
Chaplain



Chloe Drummond, STNA

Giving Some Extra Comfort

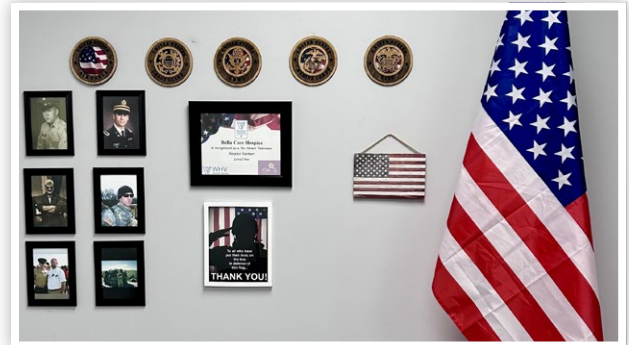
This year we had help from volunteers, staff, and a local school group to make extra care items for some of our Dayton patients! One group made fidget mats for Alzheimer's/dementia patients in memory care units at some of our partner facilities. Another group made no-sew knot blankets to give out to our new patients in 2023, sure to bring comfort as the temperatures get colder!



SERVING THOSE WHO SERVED US

Bella Care Hospice is proud to be a community partner with We Honor Veterans! In collaboration with NHPCO and the VA we are focusing on building a Veteran-centric culture in hospice. This year we have been working on requirements to earn our next star to become a level 2 partner. We have added veteran education for partner facilities in addition to more for our staff, and vet-to-vet cafes in addition to pinning ceremonies this Veteran's Day. We are excited to continue these efforts to improve our care for our Veteran patients and their families by focusing on their particular needs. The goals of our partnership with We Honor Veterans are to:

- **Educate** our staff, partners, and the community on Veteran needs at the end-of-life
- **Assist** Veterans and families with VA benefit questions, and end-of-life planning
- **Identify** patients who are Veterans and ask about their military history
- **Develop** individualized Plans of Care to address the unique clinical, psychological, social, spiritual, and bereavement challenges of Veterans
- **Offer** Veteran-to-Veteran volunteers when possible
- **Collaborate** with the VA, Veteran organizations, and other providers
- **Honor** Veterans by helping families to Celebrate Life through events and tokens that honor military service, such as: memorial services, Veterans Day celebrations, certificates, and special recognitions



Celebrate Life

Columbus Cat Support



Our patient, Billy, resides at a nursing facility that specializes in the deaf and blind community. He has responded well to sensory and tactile communication. Billy loves animals- cats being one of his favorites, and he took care of cats in his previous supportive living setting. He was experiencing some difficult days, so the team brainstormed with his nephew, to find something that would be a way to celebrate him and his love of animals. The outcome was a day at the Kitty Bubble Café in Clintonville, Ohio. Billy enjoyed an afternoon of being able to interact with multiple cats. The staff were very accommodating to assist with Billy with holding the cats, and he ended the Celebrate Life event with lunch and Bubble Tea at the café.

Dayton Spa Day

Our patient Betty wanted a spa day for her birthday! Our RNCM Laura and STNA Candice were delighted to honor the wish and make a special day for her with nails and hair and lots of pampering. It was a wonderful opportunity to celebrate a sweet lady!

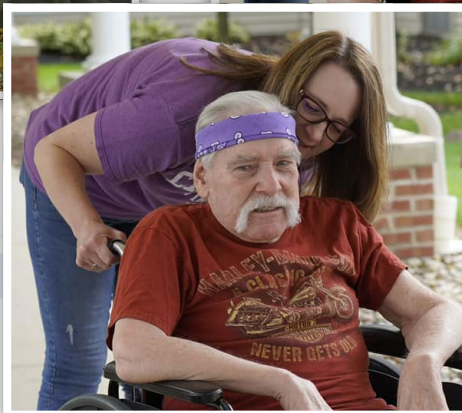
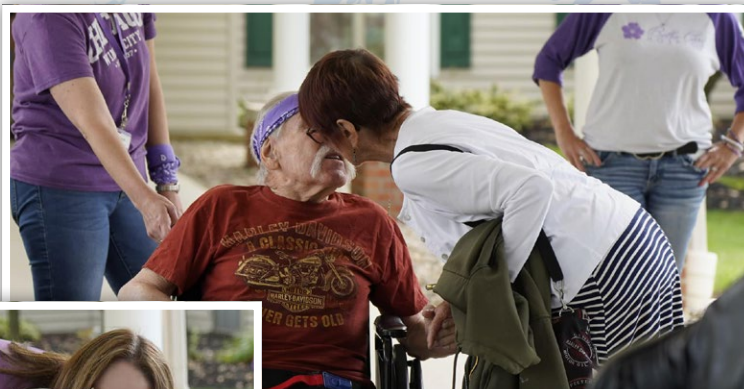


Celebrate Life

Cleveland

One Last Ride

Probably one of our favorite moments to date... We were so excited to organize this beautiful moment for one of our patients in the Cleveland area, with the help and support of our awesome team. 'Home' wasn't necessarily a place for him- it was a feeling. With a little help from friends... he was able to take one last ride.



Ashtabula

Happy Retirement

Shirley had worked at Ash Craft Industries a few times a week and would take the bus transportation available to her to and from Carrington Park where she resides. When the facility and the hospice team learned of her retirement, everyone wanted to ensure she was celebrated for all the years she dedicated and to honor her. There was food, entertainment, a photo booth and great company. Above all, great memories were made for Shirley and her family to cherish.



Ready to Ride

Robert, one of our patients at the Ivy House, was a lifelong biker and could not wait to get all decked out in his motorcycle gear again to get back on a motorcycle! A nurse from the facility helped to coordinate this so he could enjoy another ride just like old times. Hang on tight!

Celebrate Life

Cincinnati

50 Years of Marriage

We were honored to celebrate the anniversary of our patient Mary and her husband. We threw a party to honor an amazing 50 years of marriage! It was a privilege to be a small part of it.



Kentucky Derby

One of our patients loved the Kentucky Derby. Our Nurse Tonya decided to celebrate this sweet lady with a Derby Party, to watch the race along with festive hats and cupcakes. It was a big hit!



Celebrating 105

Our patient Eunice turned 105 this year! We were so honored to care for this wonderful woman with so much life history. We celebrated the birthday with cake, balloons and lots of friends and family.



welcome

TO THE TEAM

Welcome to all the staff members joining our amazing teams!

Ashtabula

Elizabeth Marshall - STNA
Megan DeyErmand - Director of Marketing
Alicia Parker - RN Case Manager
Amanda Taylor - STNA
Diana Bucher - NP
Rachel Rowe - RN Case Manager
Nicole Schmidt - RN Case Manager
Pamela Diemert - Chaplain

Cincinnati

Karen Baston - RN Weekend Warrior
Katie Ress - RN Case Manager
Erin McGowen - RN Case Manager
Marcella Pitter - RN Case Manager
Angel Wethington - STNA
Jessica Davis - STNA
Nicole Douglas - STNA

Cleveland

Sumari Golphin - MSW
John Wilson - Chaplain
Mariah Morris - RN Case Manager
Dawn Gay - RN Case Manager
Brionna Beasley - RN Case Manager
Tanisha Foreman - LPN
Casandra Young - STNA
Vada Koeffler - STNA
Makayla Vacha - STNA

Columbus

Maria Cortes Pagan - HR Coordinator
Demi Norvell - STNA
Selma Bonsu - RN Case Manager
Alisha Drake - LPN
Gabrielle Tunney - RN Case Manager
Jane Hablitzel - Chaplain
Alexzandra Tanching-Ginn - LSW
McKenzie Thompson - RN Case Manager
Lynn Stapleton - RN Case Manager
Brooklyn Tyree - STNA
Brittany Moats - RN Case Manager
Brittany Williams - Director of Marketing
Joseph Augello - Chaplain
Alicia Otterbacher - RN Case Manager
Kaley Hunt - RN Case Manager
Kristin Mowery - Director of Marketing
Diedra Simpson - Clinical Administrative Assistant
Kathleen Ferh - Ronk Receptionist
Markeya Worthy - STNA
Gracie Hoffman - RN Case Manager
Raven-Symone Moten - MSW

Dayton

Laura Emrick - RN Case Manager
Sarah Faul - SW
Kristen Hammaker - RN Case Manager
Heather Everett - RN Case Manager
Stephanie Hunter - RN Case Manager
Paige Calhoun - RN Case Manager
Kayla Clark - STNA
Taylor Stebelton - Receptionist
Cherryese Jones - STNA
Rachel Wolf - MSW
Mike Martin - Chaplain
Tiffany Brown - STNA

Happy Anniversary!

Help us celebrate employees who reached
a milestone anniversary this year!

3 Years

| | | |
|-------------------|----------------------------|------------|
| Michelle Kalifon | Executive Director | Ashtabula |
| Jim Clarkson | RN On Call | Columbus |
| Kim Clemmons | RN Triage | Columbus |
| August Barnes | RN | Columbus |
| Brittany Salyers | Clinical Supervisor | Columbus |
| Avery Herda | STNA | Columbus |
| Ashley Baker | STNA | Cincinnati |
| Kelsey Trinidad | RN | Cincinnati |
| KaraKay Kovaly | Chaplain | Cincinnati |
| Mary Kerr | Clinical Director | Columbus |
| Sabrina Young | Patient Account Specialist | Corporate |
| Chena Blankenship | LPN On Call | Dayton |

5 Years

| | | |
|-----------------|----------------------------------------|-----------|
| Nichole Lister | Volunteer Coordinator | Ashtabula |
| Caitlyn Kennedy | MSW | Columbus |
| Devernia Harris | STNA | Columbus |
| Tyler Bostick | Clinical Supervisor | Columbus |
| Brenda Sutton | Business Office Manager/HR Coordinator | Cleveland |

5 Years (cont.)

| | | |
|---------------------|--------------------------------|-----------|
| Kristen Caldwell | Chaplain | Cleveland |
| Scott Gorbold | Director of Volunteer Services | Corporate |
| Megan Lash | Nurse Practitioner | Dayton |
| Katrina Beculheimer | Director of Marketing | Dayton |

7 Years

| | | |
|------------------|-------------------------|------------|
| Nichole Lampeter | RN | Columbus |
| D'Juana Drew | Bereavement Coordinator | Columbus |
| Carrie Stoll | RN On Call | Columbus |
| Gretchen Todd | Nurse Practitioner | Cincinnati |
| Kim Beatty | Director of Marketing | Cincinnati |
| Jean Wooldridge | Scheduler | Corporate |
| Andrea Devlin | Billing Manager | Corporate |

10 Years

| | | |
|---------------------|-------------------------------|------------|
| Heather Ertle | RN Triage | Ashtabula |
| Wosilat Majekodunmi | STNA | Cincinnati |
| Liezl Malibiran | Nurse Practitioner | Cleveland |
| Vicki Perkins | Sr Patient Account Specialist | Corporate |