



EMPLOYEE NEWSLETTER

DEDICATED TO PROVIDING SUPPORT, EDUCATION AND HOPE

APRIL, 2021 | JUNE, 2021

First Edition of the Bella Care Hospice Employee Newsletter!

My name is Catie Bryan and I am the Administrator & Director of Operations for Bella Care. I currently live in the Columbus area but travel to all of our offices here in Ohio. I have been with Bella Care Hospice for 9 years, and working in Hospice just shy of 18 wonderful years. The bulk of my career has been Hospice, and I cannot imagine doing any other type of work.

I believe in Hospice and the philosophy of palliative care. I believe that there is a much better way to spend the final months, weeks and days of your life, and that your surroundings are what matters most. From the great movie the Wizard of Oz... There's no place like home, right? Wherever our patients call home is where we will care for them. It could be a residential home, a nursing facility or an assisted living. Home is not just the walls that surround you. Home is being near the people who love you- whether family, friends, or caregivers. Being surrounded by compassionate, caring, well-educated, professional Hospice caregivers is the key to a peaceful end of life.

Bella Care Hospice has been in business here in Ohio since 2009. We have five offices throughout the state, with our parent location being in Columbus. Our branches include Ashtabula, Akron/ Cleveland, Cincinnati and Dayton. Together, we make up one large family of over 170 employees. My hope is that this newsletter provides information to all of our team across the state, and also

brings us closer together as one large Hospice family here in Ohio!

The love and passion that I have for delivering exceptional Hospice Care is what fuels me every day. I am constantly striving for Bella Care to be the best provider of Hospice services in all five of our markets, as well as being a premier employer here in Ohio. I continuously challenge our leadership team to live out not only our Mission Statement, but also our Core Values and Standards of Service Excellence. This summer, I



"Professional Hospice Caregivers are the key to a peaceful end of life."

will be introducing Management and Leadership Principles for Bella Care, which I feel will make us stronger, more approachable and empathetic leaders within our organization.

It has been a goal of mine for many years to have an Employee Newsletter. I am privileged enough to be able to witness the awe-inspiring moments at each office, and I felt it was time to share these with all of our Bella Care Family. Each office is unique, yet we are all the same, and I think you will see that throughout

this newsletter. We all have the same purpose and goals every day. We are diligent in our care of patients, families and each other. I have never seen that more than when the pandemic started. Our team has been responsible, strong, brave, and committed in the fight against COVID19. We faced challenges that we never thought we would. We have fought every day. Fought against the virus, fought to see our patients, and fought to deliver the best possible care with what seemed like impossible restrictions. We have delivered care through windows, telephone, and iPads. We also held hands. We sat at the bedside of a dying COVID19 patient when no one else was allowed. We assisted families in putting on their protective equipment properly so that they could see their loved ones one final time. We were unwavering in our mission to still provide excellent Hospice services in a time when it was needed more than ever before.

Even through the challenges, we still continued to have fun at work! Many of us truly love what we do, but more than that, we love who we do it with. My hope is that this newsletter gives you a glimpse into the large family that makes up Bella Care Hospice and gives you a greater sense of pride in your work. The sky is the limit for Bella Care, and it all starts with YOU- our wonderful, dedicated, compassionate caregivers who make Bella Care whole.



- Catie Bryan



Employee of the Year 2020

Congratulations Crystal Hoover
From our Dayton Program!

Submitted by Daniel Stevens, Director of Human Resources

Each year Bella Care Hospice selects an Employee of the Year to recognize their outstanding devotion to the company's mission and the care we provide to our patients. This person is someone who fully embodies the hospice philosophy and shows that every day in the way they care for our patients and support their fellow team members. This person is someone who not only does an excellent job every day, but also routinely displays leadership amongst their team. In order to be nominated for employee of the year, a Bella Care employee must have been recognized throughout the year as an Employee of the Quarter by one of the five Bella Care Hospice locations. Each location then selects one employee to nominate for the selection process for employee of the year.

To introduce the 2020 Employee of the year; this employee is frequently relied on for advice and employee training. She routinely trains new team members and also answers questions from team members at all hours of the day, including after hours and on weekends. She is said to be regarded as the "Big Sister" of the location because of the amazing support she provides to the other employees at the location. Every day, she shows her devotion to her patients and to Bella Care through her excellent care, and the warm customer service she provides to everyone she contacts throughout the day. She has contributed to the growth of the location both through developing strong, trusting relationships with her facilities, as well as referring many friends and colleagues to work for Bella Care Hospice.

We are excited to say that the Bella Care Hospice, 2020, Employee of the Year is Crystal Hoover from the Dayton location. Congratulations Crystal and thank you for everything you do to provide excellent hospice care and to make Bella Care Hospice an awesome place to work!





You Must Have Been A Beautiful Baby

In the month of February, the Ashtabula office held a Baby Photo Contest. Staff members who wanted to participate brought in his or her photo of themselves. Those photos were then numbered and displayed for all to guess which co-worker was pictured. All guesses were turned in to the Executive Director and at the end of the week, the staff with the most correct guesses won a prize. Our 1st place prize went to Brooke Walker, one of our Social Workers! Everyone who participated had a lot of fun trying to guess which photo belonged to each staff member and some were shocked when they were all announced at the end of the week.



Brooke Walker 1st place



AKRON/CLEVELAND

Bella Care's First Administrator in Training

We were excited to have Ryan Freeman complete his hospice portion of the AIT program with us. Ryan attends Youngstown State University. He began his health care journey 6 years ago as an Aide. During his time at Bella Care, we were able to show Ryan workplace culture, employee relations, and leadership structure. Ryan became a member of our team. He participated in our All Staff and IDT meetings as well as spending time with various team members in the field. We wish Ryan the best of luck and we look forward to working with him again in the future!



Ryan Freeman



Easter Time with the Family

The Bella Care Cincinnati Office celebrated Easter by hosting an Employee family Easter Egg Hunt with Crafts, including a painting and a coloring contest. Snacks and Pizza were included in the event. We had a special appearance by the Easter Bunny who did photographs with the kids. A special thanks to Kim Beatty, Lisa Schindler, Brittany Lucas and Crystal Terry for making this event extra special for our wonderful staff. We had a great turnout and the kids had a fun time. We even had one of the Dads entertain the crowd with "Dad Jokes". We look forward to more family fun events in 2021.



Going Above and Beyond

My name is Liz Gillenwater, and I am the Executive Director for the Columbus Program. It has been over a year since the start of the COVID-19 pandemic. When the announcement came in March of 2020, many of our team members had no idea what to expect. The world was shutting down and everyone was ordered to stock up on essential items, only go out for emergencies and to stay at home. We were all in a state of shock, denial, bewilderment and to be honest, frightened. Many of our friends and family were mandated to work from home and thousands lost their jobs. Celebrations were cancelled, family gatherings were non-existent and our children were sent home to be homeschooled. It seemed as if everything was turned upside down, and we were forced to "figure it out." One day turned into a week, then a week turned into a month, and before we knew it, we had made it a year. I have been continuously humbled and inspired by the group of outstanding professionals on the Columbus team. They have been brave, dedicated hospice warriors, strapping on their PPE every day and heading out into the community to care for our dying patients. I am proud of our team and the way they have pulled together during this very difficult year. Everyone stepped up and kept our program strong. In particular, I would like to take this opportunity to mention a department that has changed the most during the pandemic, the Volunteer Department. At the beginning of the pandemic, we had over 30 volunteers and many more interested in signing up with Bella Care. The volunteer program was alive and thriving with volunteers, visiting our patients out in the community. Shortly after the national shut down, hospices were issued an 1135 waiver that would relax our volunteer hours requirement. Our Volunteer Coordinators Scott Gorbald and Kendra Lambert, found themselves almost completely closing down the department. After several meetings to develop a plan for the coming months, we started to cross train them on many office administrative responsibilities like scanning, filing and answering the phones. After they mastered those tasks, they started training on putting in staff schedules, entering verbal orders and many more things. They took on some large projects for myself and other managers. As things evolved, they learned about our new payroll system, audited HR files and started to do new employee orientations. Scott and Kendra have gracefully remained dedicated to our organization and since, have become vitally important the success of the administrative operations of the Columbus program. While I know Scott and Kendra are eager to reopen the volunteer department and start recruitment and management of their volunteers, it is important that they know the impact they have had in the general operations. They are a joy to have in the office every day, and we cannot thank them enough for everything they have done in the past year.



Liz Gillenwater
Executive Director for the
Columbus Program:

*"I have been
continuously humbled
and inspired by the
group of outstanding
professionals on
the Columbus team."*



Congratulations!

It's a Boy!

Our Bella Care Family has grown. Bethany, our Social Worker gave birth to a beautiful baby boy, John Patrick. He and his parents are doing well. To welcome John to the family and spoil him a little we had a baby shower to celebrate his upcoming arrival! We wish Bethany and her family many happy memories to come. We cannot wait to watch him grow!





Celebrate Life

Ashtabula

Happy Birthday Marie!

When staff heard from one of our patients that she never had a birthday party, we knew that we had to start planning right away to make sure her next birthday was special! Our staff was very excited to bring Marie her cake, balloons and with the facility's permission, a few of our staff members visited her at the facility to celebrate on her birthday. Marie was so thrilled that she asked for her picture to be taken and for one of our staff members to bring her in a copy so she can look back at the memory of the celebration. Marie was so happy to have a birthday celebration and our staff was glad that we were able to make her special day a little brighter!



Akron/Cleveland

Happy Anniversary to Mr. and Mrs. R!

Dutch and Anne are such a sweet couple devoted to each other. Anne's husband Dutch visits her daily to feed her and keep her company. Our Bella Care Team learned that their 20th Anniversary was approaching and we wanted to make it a special one for them. We helped them Celebrate their 20th wedding anniversary with a candle lit lunch from Stancatos Italian Restaurant. The day was a memorable one for them both.



Celebrate Life

Cincinnati

A Visit to her Home Town

Florence wished that she could visit her hometown one more time. She grew up in Harlan, Kentucky and had not been home in many years. Bella Care went into action putting everything in place to get Florence home for a visit. During her visit, she met up with her best friend that she had not seen in 50 years. Her Brother and other family members also put together a Birthday Celebration to complete her visit. Florence enjoyed the visit and was excited to share stories of her visit with all her family in Ohio when she returned.



Columbus

Susan had given her daughter up for adoption as a baby. Years later Susan's daughter, being curious about her biological mom, researched and located her. Susan's daughter reached out to her and wanted to come visit. Once visitation was allowed within the Assisted Living Facility, her daughter coordinated a visit from her children (Susan's grandchildren) up from North Carolina to meet and visit with Susan. They were in town for a couple of days and truly enjoyed their time together! During their visit, our Bella Care Team had the privilege of meeting them and provide lunch from Outback. Celebrate Life!



Dayton

We were so pleased to have been able to make Diane's final wish come true through our Celebrate Life Foundation. During our chaplains visit with Diane she shared, "My greatest regret that I still have time to correct is that I've never been baptized." A month after she shared that with Chaplain Brian, Diane was dressed in a new gown and her hair was styled by her care team. With Amazing Grace playing in the hallway, Diane was escorted out of the building to the decorated tent for the event. Her daughter Tina, greeted her with a long overdue hug. A devotion of hope and redemption was shared and Diane affirmed her faith found in the words of the Apostles creed. With a pause of anticipation Water then poured from a silver pitcher, Diane lifted her face in a smile as her fears and anxieties washed away, and she let out of cry of joy. Afterwards Diane enjoyed the company of her family after months of separation while eating the provided lunch.

During their next visit, Diane shared with Chaplain Brian a portion of Amazing Grace that continued to provide a thread of hope in her day to day life.



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



Celebrate Life

EMPLOYEE

of the quarter

Ashtabula – Brittany Fitzer, LPN

Akron/Cleveland – Brenda Sutton,
Business Office Manager

Cincinnati – Jill Morrow, Weekend RN

Columbus – Joby Anders,
Director of Marketing

Dayton – Da'La Edgerton, STNA

welcome

TO THE TEAM

**Welcome to all the staff members joining
our amazing teams!**

Ashtabula

Stacey Bosley, RN Case Manager – March 1st

Thia Anderson, STNA – March 17th

Cincinnati

Melody King, Nurse Practitioner – January 18th

Laura Lenhart, RN On-Call – March 9th

Mahogany Armstrong, RN Case Manager – March 29th

Columbus

Deb Hamer, RN Case Manager – January 18th

Cierra Ramey, Nurse Practitioner – January 27th

Carmen Williams, STNA – February 15th

Keionnah Lair, STNA – March 8th

Pamela Gray, STNA – March 29th

Dayton

Kiley Cook, RN Case Manager – February 23rd

Savannah Ford, Volunteer Coordinator – April 6th

Happy Anniversary!

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

Corporate

Vicki Perkins - 8 Years
Tawna Boyer - 7 Years
Daniel Stevens - 6 years
Catie Bryan - 9 years

Ashtabula

Heidi Cowey - 3 years
Nichole Lister - 3 years
Kylee Livingston - 4 years
Jayne Pristov - 4 years
Traci Palinkas - 4 years
Sadie Brunell - 5 years
Heather Ertle - 8 years

Akron/Cleveland

Lawanda White - 1 year
Dr. Hari Balaji - 3 years
Lakisha Kirby - 6 years

Cincinnati

Lavonda Moore - 1 year
Erica Crowden - 2 years
Tammy Bolin - 2 years
Megan Guettler - 2 years
Wosilat Majekodummi - 8 years
Kimberly Sells - 9 years

Columbus

Avery Herda - 1 year
Brittnay Salyers - 1 year
Crista DeMers - 1 year
Burt Solomon - 2 years
Sanjana Bandrapalli - 2 years
Jan Free - 4 years
Maggie Appiah - 4 years
Sam Walrath - 4 years
Carrie Stoll - 5 years
Jenessa Reed - 8 years
Liz Gillenwater - 8 years
Jeaniece Kelley - 9 years

Dayton

Janice Brown-Ford - 1 year
Kelli Bess - 2 years
Crystal Hoover - 2 years
Megan Lash - 3 years

Happy Birthday!

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

Corporate

Jean Wooldridge - March 30th
Sabrina Young - June 8th

Ashtabula

Debbie Coursen - April 2nd
Traci Palinkas - May 20th
Jessica Brainard - June 3rd
Sadie Brunell - June 14th

Akron/Cleveland

Julia Koenig - June 15th

Cincinnati

Diane Wooten - April 18th
Lavonda Moore - May 1st
Kimberly Beatty - June 30th

Columbus

Brandy Stenson - April 3rd
Carrie Stoll - April 19th
Caitlyn Kennedy - May 9th
LaTasha Bester - May 14th
Kelley Keck - May 25th
Rolanna Wolford - May 29th
Krista Pace - May 31st
Burt Solomon - May 31st
August Barnes - June 3rd
Alicia Angelo - June 12th
Dr. Michael Campolo - June 25th

Dayton

Megan Lash - June 21st
Brian Reinicke - June 29th

