



To: Bruce Johnson, East Montpelier
From: Sandy Rouse, President & CEO
Date: December 16, 2020
Subject: 2021 Town Funding Request

Please accept this as Central Vermont Home Health & Hospice's (CVHHH) written request to be listed on the March 2021 ballot for town funding in the amount of \$6,000.

As we prepare to submit town funding requests for 2021, I cannot help but reflect on the past 12 months. Shortly after Town Meeting Day in 2020, the coronavirus hit the United States, causing a total disruption of life as we knew it. Almost immediately, CVHHH responded. I convened an internal COVID-19 task force made up of senior and clinical leadership, which met every other day. We also updated operations organization-wide to ensure the health and safety of our clients and staff, and provided support, as needed, to our community and the broader healthcare system to keep individuals out of the hospital and in their homes, which allowed our communities to remain intact.

I am proud to share that we never closed our doors or denied care to Central Vermonters during the pandemic. Instead, we adapted. When in-person visits were not possible, we brought in telemonitors or iPads and incorporated phone and video visits to a person's plan of care. This allowed us to put eyes on our clients and to continue to provide care, including skilled nursing, rehab therapy, and case management, and to check in with people to make sure their needs were met. We were reminded during the pandemic of the value of a simple 'Hello' and 'How are you?' During quarantine, we knew how important it was to help people feel less isolated and to let them know we were there for them. When conducting in-person visits, staff followed rigorous infection control measures and wore personal protective equipment, or PPE, to prevent viral spread. To this day, we continue to temperature-check and screen patients and staff and wear face masks and face shields for all in-person visits.

Beyond caring for our clients, we trained our staff to administer COVID-19 tests to CVHHH patients and residents of assisted living facilities, and we partnered with CVMC and the State of Vermont to facilitate referrals for COVID-19 tests that came through the CVMC COVID Call Center. I am particularly proud of the work we did to bring care to individuals, including pregnant women and young families, in transitional living settings.

In so many ways, the virus changed how we live and how CVHHH provides care. It did not change our commitment to the communities and people we serve. We don't know how the virus will evolve over the next six to twelve months. I do know that CVHHH will continue to bring hospital-level care, education, and



support to Central Vermonters at home, just as we have for over 100 years. Town funding is more important than ever. It makes it possible for CVHHH to evolve as the needs of East Montpelier residents evolve and as the world around us continues to change. If we have learned anything from the pandemic, it's that we must be nimble and prepared. Town funds ensure that we have the resources we need to adapt and add programming when we see a need, especially to residents who are uninsured, underinsured, or otherwise unable to pay.

Please call me or Kim Farnum, Director of Community Relations & Development, at 223-1878, with any questions about this request or our services.

Thank you very much for your past support and your attention to our request this year for level funding.

Sincerely,

Sandy Rouse
President & CEO